

# City of Tempe 2017 Community Survey

*...helping organizations make better decisions since 1982*

## Final Report

**Submitted to the City of Tempe, Arizona**

**by:**

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**November 2017**



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# 2017 DirectionFinder® Survey

## Executive Summary Report

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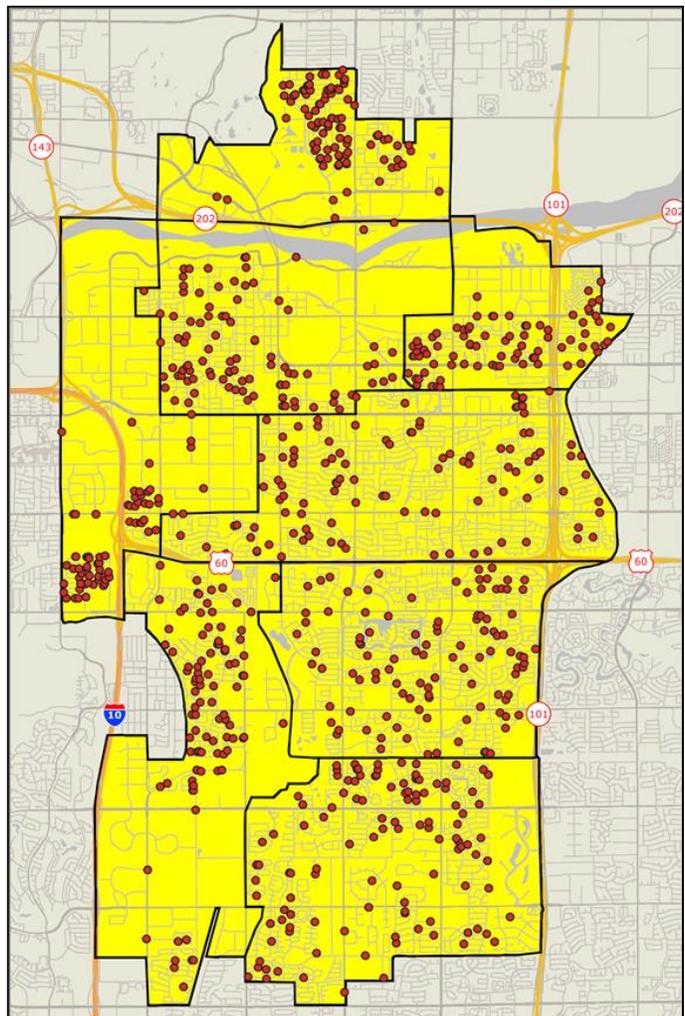
### Overview and Methodology

ETC Institute conducted its tenth annual community attitude survey for the City of Tempe during the fall of 2017 to help determine priorities for the community as part of the City's on-going strategic planning process. The survey was mailed to a random sample of households in the City of Tempe. Once the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey ([www.TempeGov.com](http://www.TempeGov.com)) to make it easy for residents to complete the survey.

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

A total of 882 households completed the survey. The results for the sample of 882 households have a 95% level of confidence with a precision of at least +/- 3.3%. There were no statistically significant differences in the results of the survey based on the method of administration.

**Location of Respondents.** To better understand how well services are being delivered in different parts of the City, the home address of respondents to the survey was geocoded. The dots on the map to the right show the distribution of survey respondents based on the location of their home.



**“Don’t Know” Responses.** 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, including trends from 2007 to 2017
- Benchmarking data that show how the survey results compare to other cities
- Importance-Satisfaction analysis that identifies priorities for investment
- 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, 82% were either “very satisfied” or “satisfied” with *overall quality of services in Tempe*; this is the same rating as in 2016. Other perceptions of the City respondents were most satisfied with include: availability of information on recycling and water conservation program offerings (74%), availability of information about City programs, events, services, and issues (73%), and availability of information on water, sewer, and solid waste rates (71%).

### PUBLIC SAFETY

- Ninety-one percent (91%) of the residents surveyed who had an opinion were “very satisfied” or “satisfied with *quality of local fire services*,” 8% were “neutral.” Other public safety services with high levels of satisfaction include: quality of medical rescue services (91%) and quality of police services (82%). Satisfaction with the feeling of safety in neighborhoods and efforts by the City to prevent crime showed slight decreases, both with a 3% decline from the 2016 survey among those who had an opinion.
- Nearly three-fourths (73%) of residents who had an opinion were satisfied with their overall feeling of safety in the City of Tempe. This was a slight decrease of 2% from 75% in 2016. Residents who had an opinion felt safest at the Tempe Public Library Complex (86% “very satisfied” or “satisfied” during the day and 66% at night).

- Two-thirds (67%) of residents who had an opinion indicated they were “occasionally” or “frequently” worried about being a victim of identity theft; 55% were “occasionally” or “frequently” worried about having their home burglarized when not there, and 53% were “occasionally” or “frequently” worried about having their car stolen or broken into.

## **QUALITY OF LIFE AND CITY SERVICES**

- The highest levels of satisfaction with quality of life and city services in Tempe, among those who had an opinion, included: residential trash collection services (83%), quality of life in the City (82%), quality of larger City parks (81%), quality of Tempe Public Library (81%), and Quality of Tempe Center for the Arts (81%). Residents were least satisfied with City enforcement of alley maintenance codes (38%).
- There were significant increases (an increase of 5% or more) in satisfaction ratings from 2016 in three categories: quality of Tempe Center for the Arts (+5%), quality of City recreation programs & services (+5%), and quality of City swimming pools (+5%). The most significant decreases (decreases of 5% or more) in satisfaction ratings from 2016 included: condition of alley near home (-7%), overall condition of neighborhoods (-5%), and landscape maintenance along streets/sidewalks (-5%).

## **SUSTAINABLE GROWTH AND DEVELOPMENT**

- The highest levels of satisfaction with various aspects of sustainable growth and development in Tempe, among those who had an opinion, included: quality of recycling services (80%), quality of walking and biking paths (75%), condition and clarity of street signs (73%), and quality of local transit service (70%). Residents were least satisfied with City efforts to promote redevelopment of distressed commercial centers (40%).
- There were no increases in satisfaction ratings pertaining to sustainable growth and development, and there was one significant decrease of 5% or more: how well the City is planning for growth (-7%).

## **FINANCIAL STABILITY AND VITALITY**

- The highest levels of satisfaction with various aspects of financial stability and vitality in Tempe, among those who had an opinion, included: the direction the City is heading (66%) and overall value received for city tax dollars and fees (58%). Residents were least satisfied with the accessibility and transparency of the City’s financial information (45%).
- There were no increases in satisfaction ratings from 2016 and a 3% decrease in efforts to keep residents informed about the City’s budget.

## COMMUNICATION

- The three types of communication that residents used most often to get information about the City of Tempe were: the water bill newsletter (Tempe Today) (58%), the City website (54%), and television news (31%). There were no increases from 2016 and two significant decreases (decreases of 5% or more): water bill newsletter (Tempe Today) (-5%) and television news (-5%).
- The highest levels of satisfaction with various aspects of communication in Tempe, among those who had an opinion, included: overall quality of customer service (70%), Tempe's online services (69%), and usefulness of the City's website (62%). Residents were least satisfied with the ability to participate in City decision-making processes (46%).

## CUSTOMER SERVICE

- Thirty-nine percent (39%) of residents indicated that they had contacted the City over the past 12 months.
- The highest levels of satisfaction with Tempe customer service, based upon the "yes" responses among residents who had contacted the City over the past 12 months, were: the honesty of the employee (94%), the way residents were treated fairly (93%), and the ability of the employee to listen carefully (92%).

## USE OF CITY SERVICES AND FACILITIES

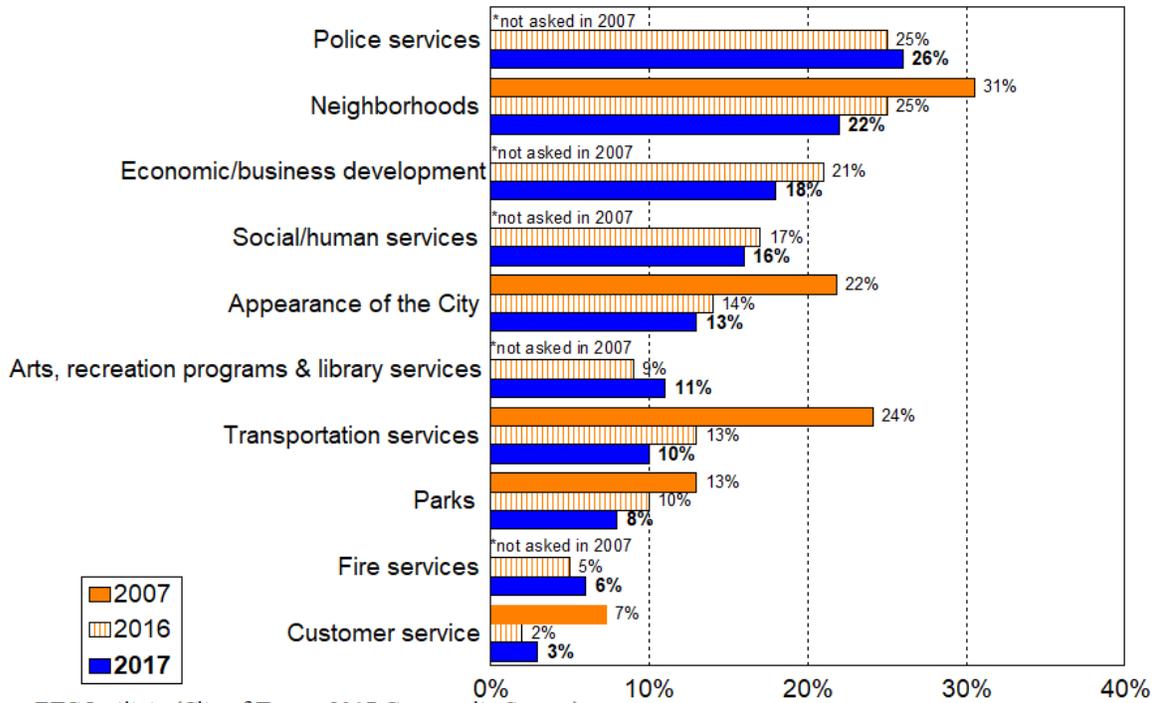
- Seventy-seven percent (77%) of respondent households have used parks in the City of Tempe over the past 12 months. Other services and facilities used most often include: trash, composting and recycling services (75%), walking and biking trails (61%), Tempe Public Library (58%), bus, Orbit or light rail service (47%), and police services (30%).

## TOP PRIORITIES FOR THE CITY

- Residents felt police services and neighborhoods should be the City's top two priorities for 2017. The chart on the following page 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 2016 results. As the chart shows, there were only slight increases in the percentage of residents who thought police services, arts, recreation programs and library services, and customer service should be a top priority for the City over the next year.

## Trends: Major Categories of City Services That Should Receive the Most Emphasis Over the Next Year 2007, 2016 & 2017

by percentage of respondents



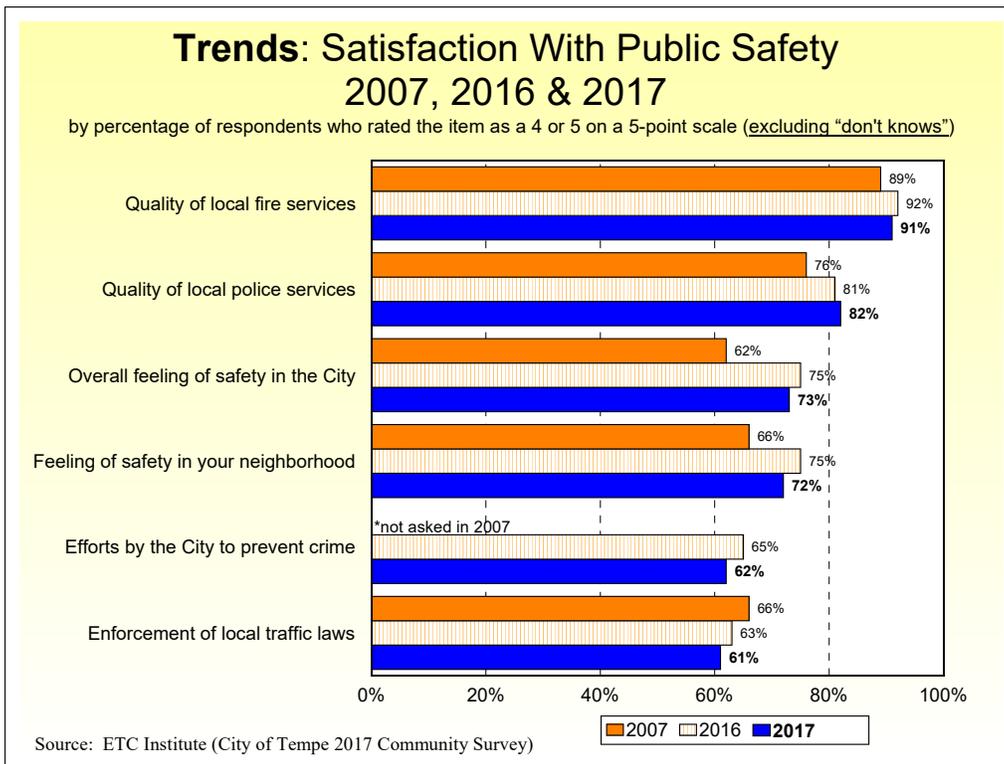
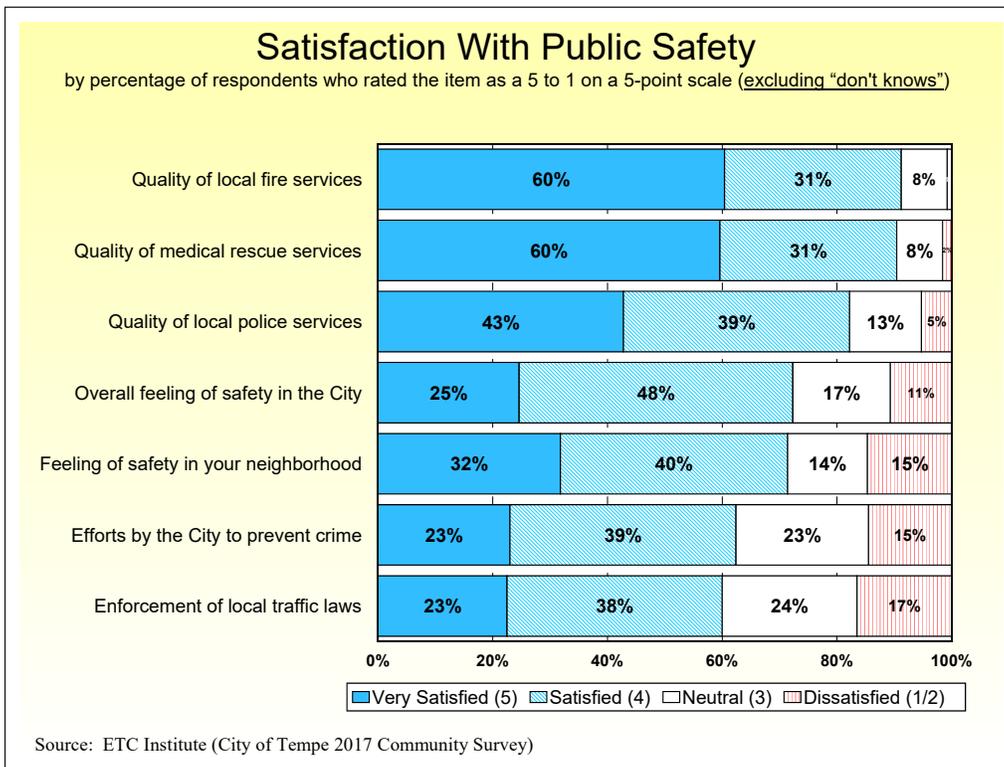
Source: ETC Institute (City of Tempe 2017 Community Survey)

**Section 1:**  
**Charts and Graphs**

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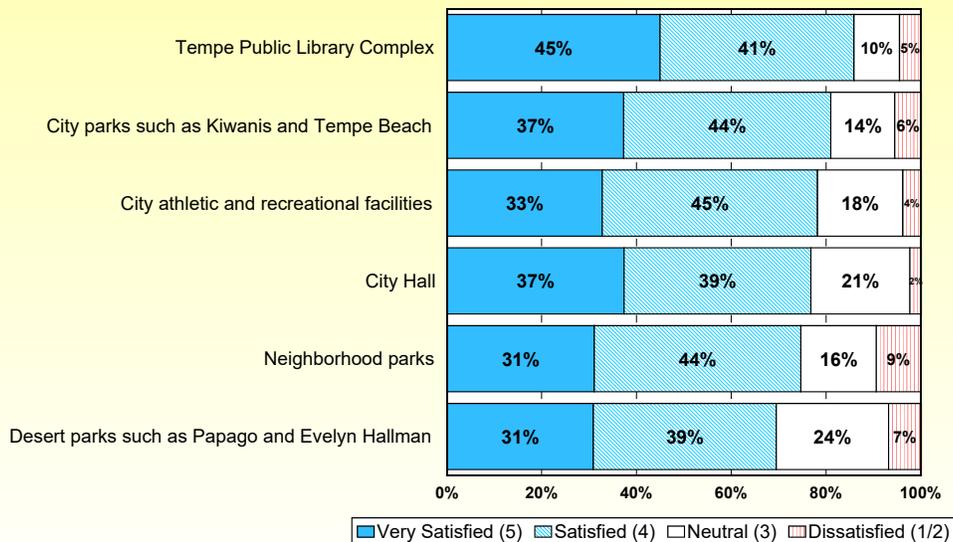
**City of Tempe**   
**2017 Community Survey**

**Safe & Secure Communities**



### Feeling of Safety During the Day in the Following Places:

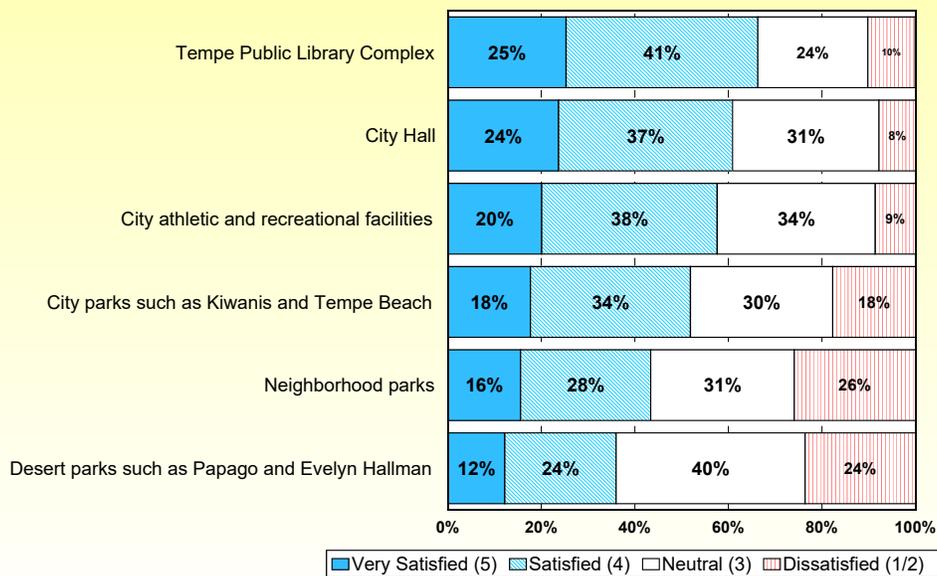
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Feeling of Safety At Night in the Following Places:

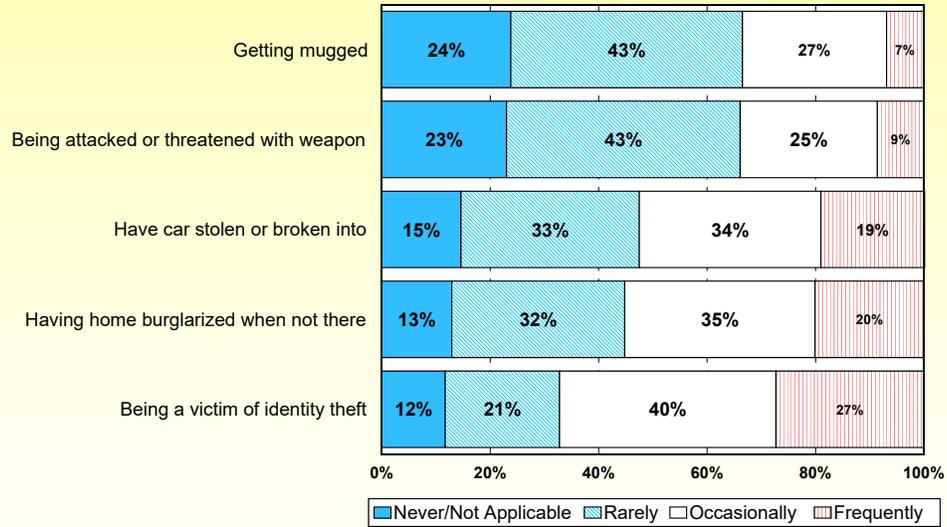
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2017 Community Survey)

### How Often Residents Worry About Each of the Following:

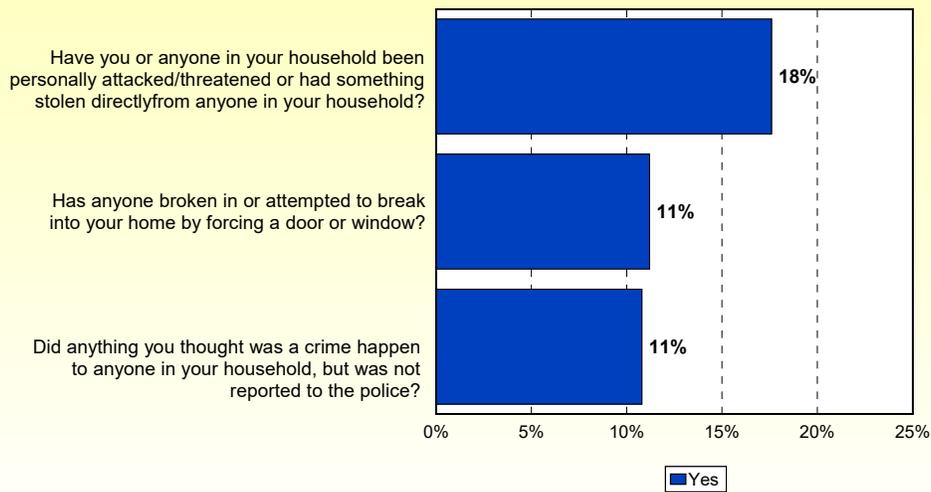
by percentage of respondents (excluding "don't knows")



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Has any of the following happened to you in the past 6 months?

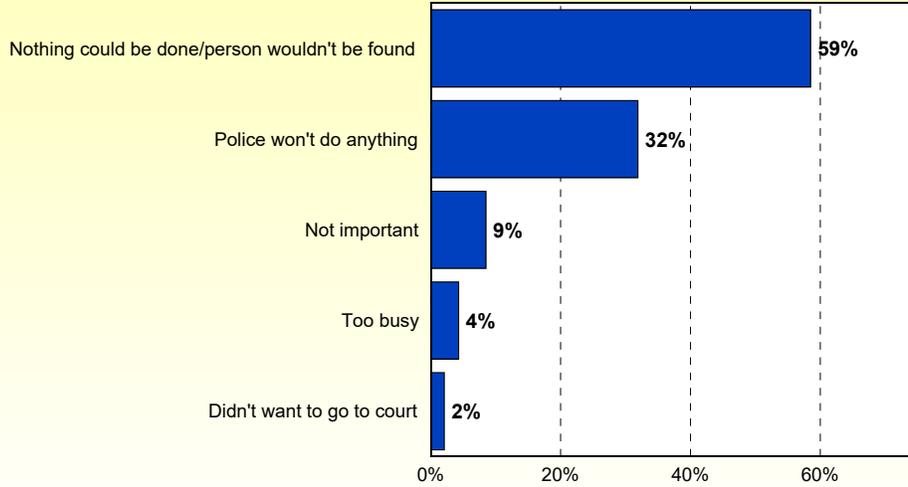
by percentage of respondents who answered "yes" (excluding "not provided")



Source: ETC Institute (City of Tempe 2017 Community Survey)

### If you did not report the crime to the police, please indicate your reason

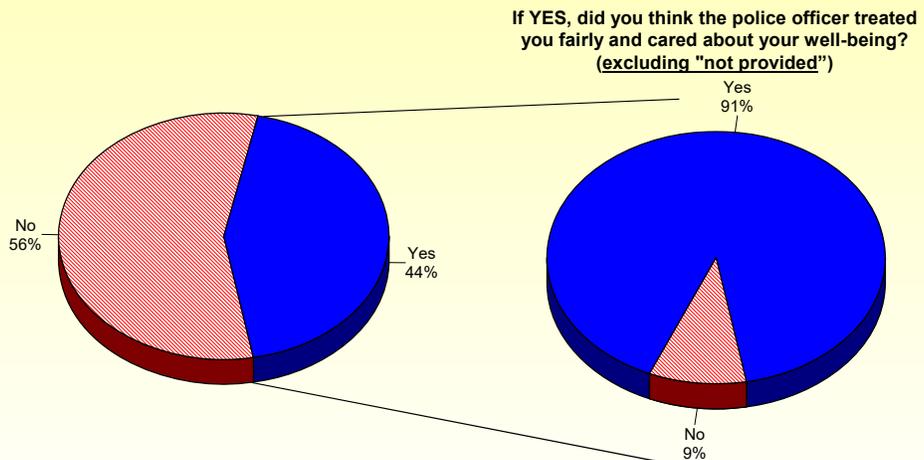
by percentage of respondents (multiple responses could be made)



Source: ETC Institute (City of Tempe 2017 Community Survey)

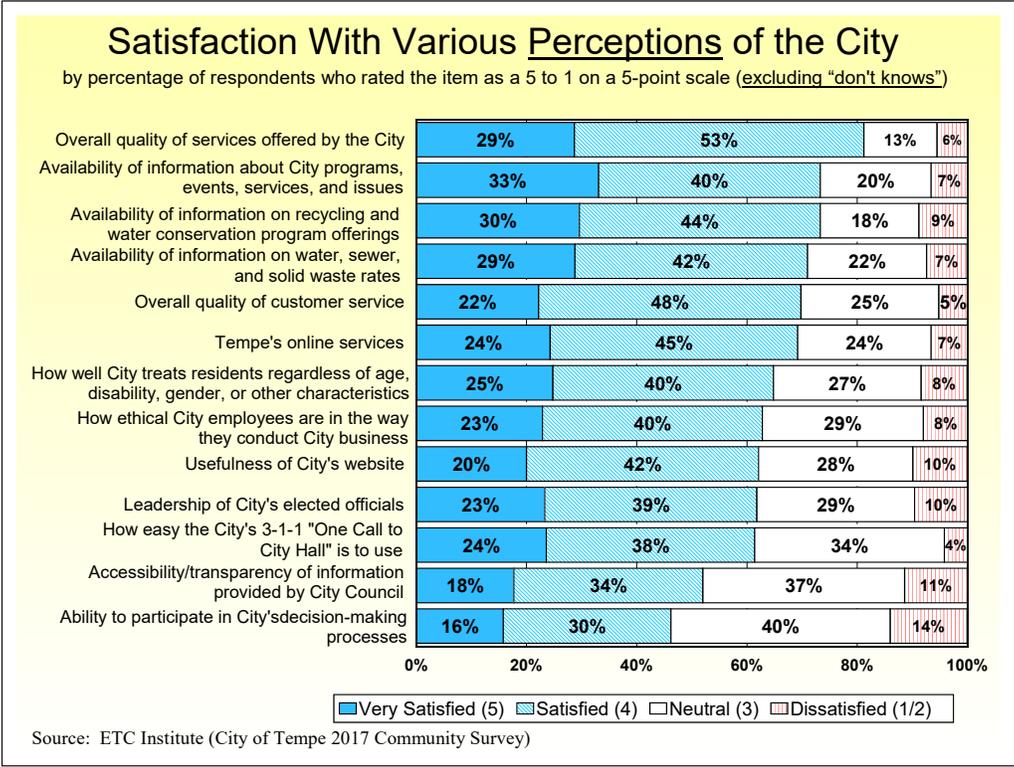
### Have you interacted with City of Tempe Police during the past year?

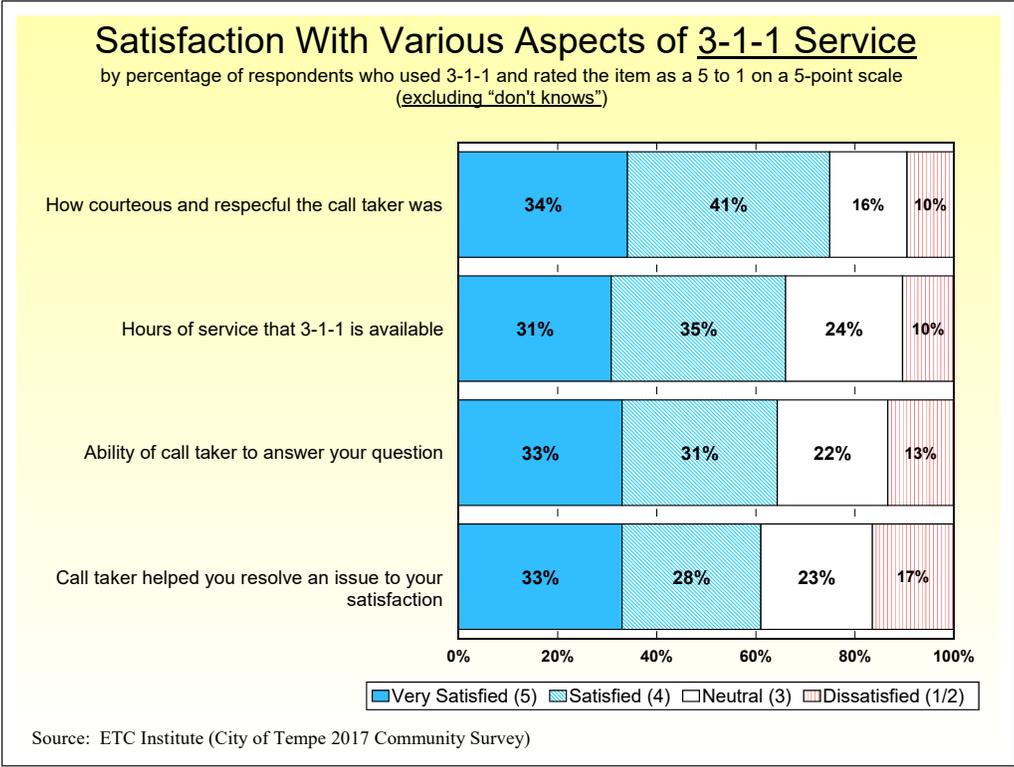
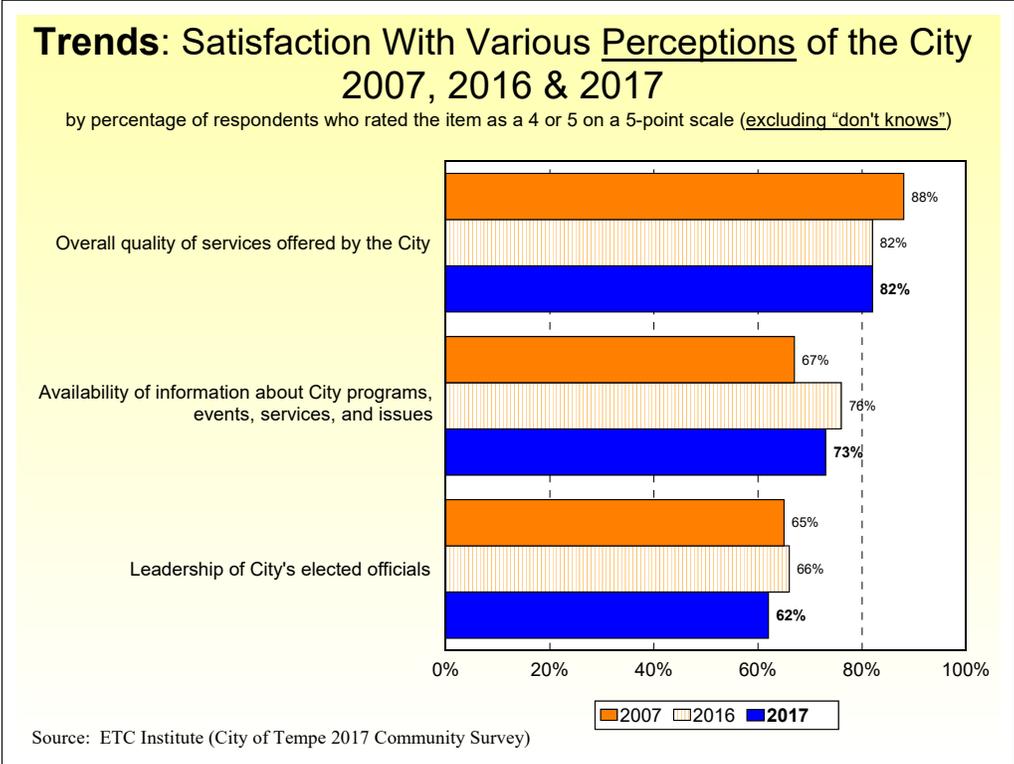
by percentage of respondents

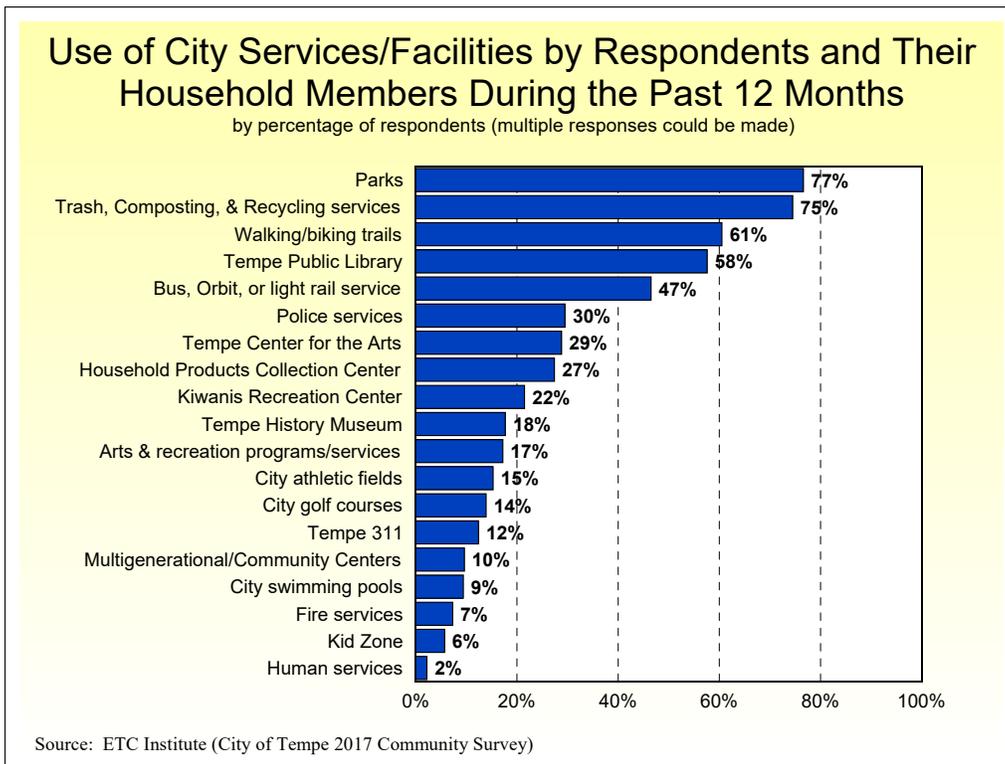
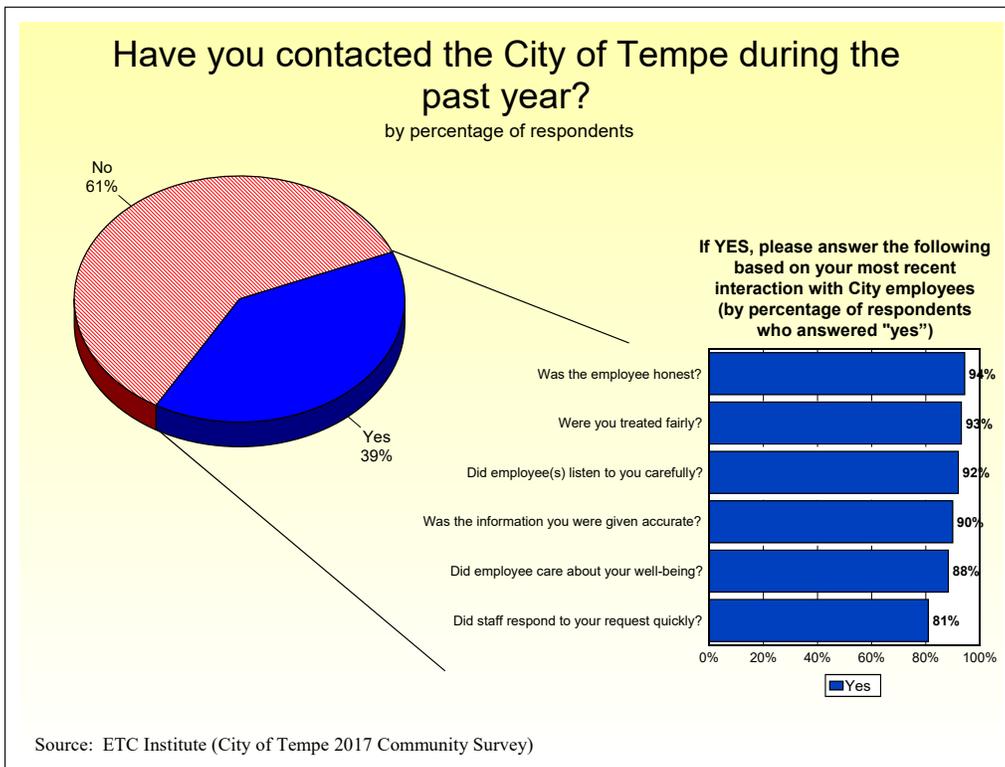


Source: ETC Institute (City of Tempe 2017 Community Survey)

# Strong Community Connections

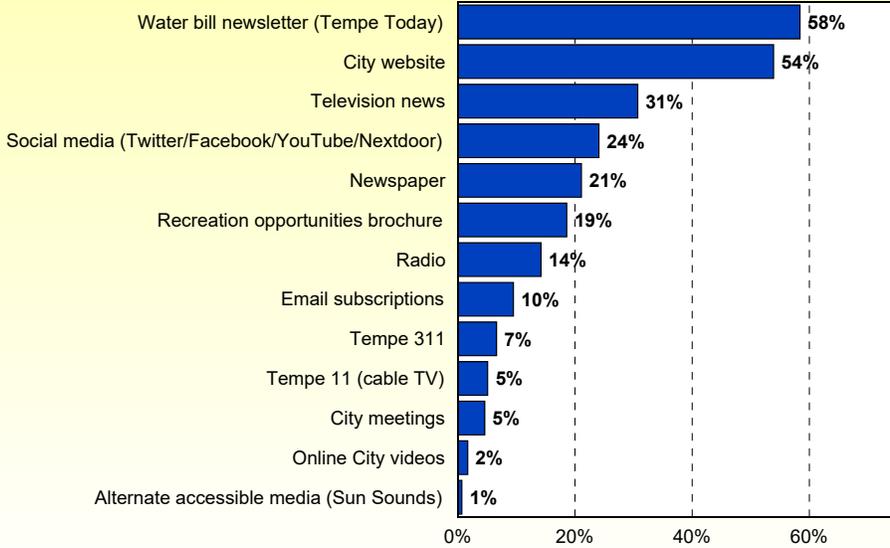






### How Residents Get Information About the City of Tempe

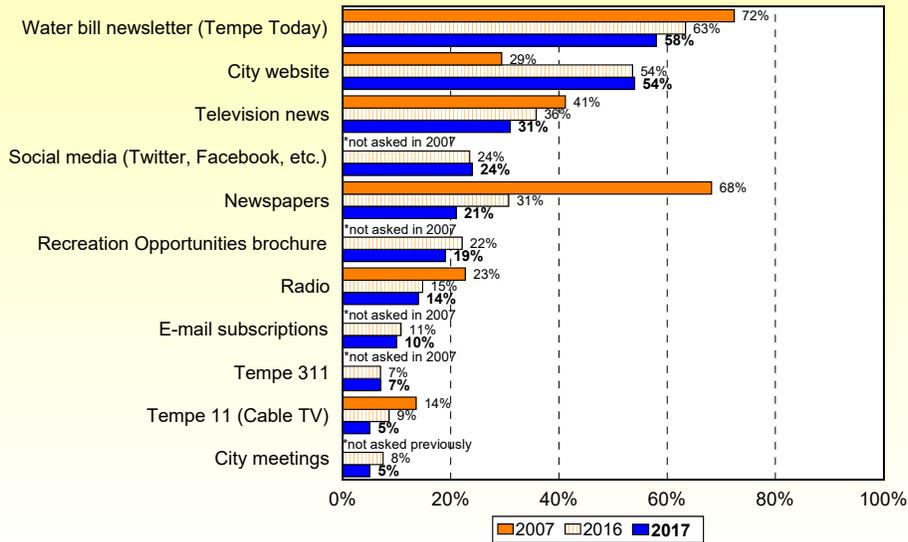
by percentage of respondents (multiple responses could be made)



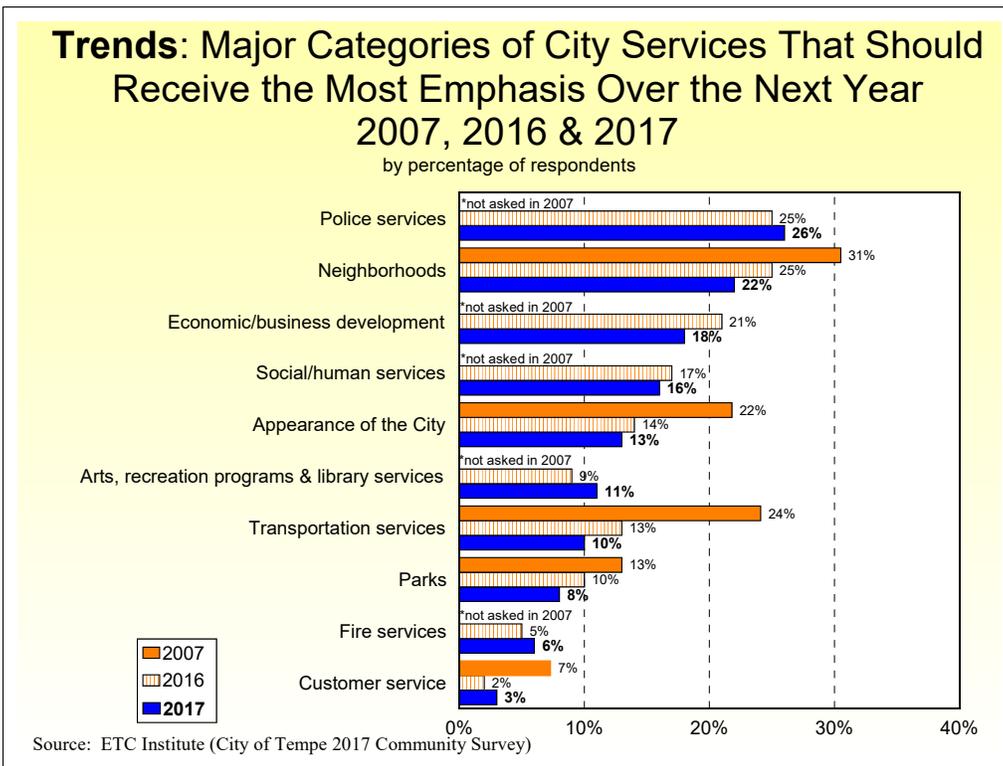
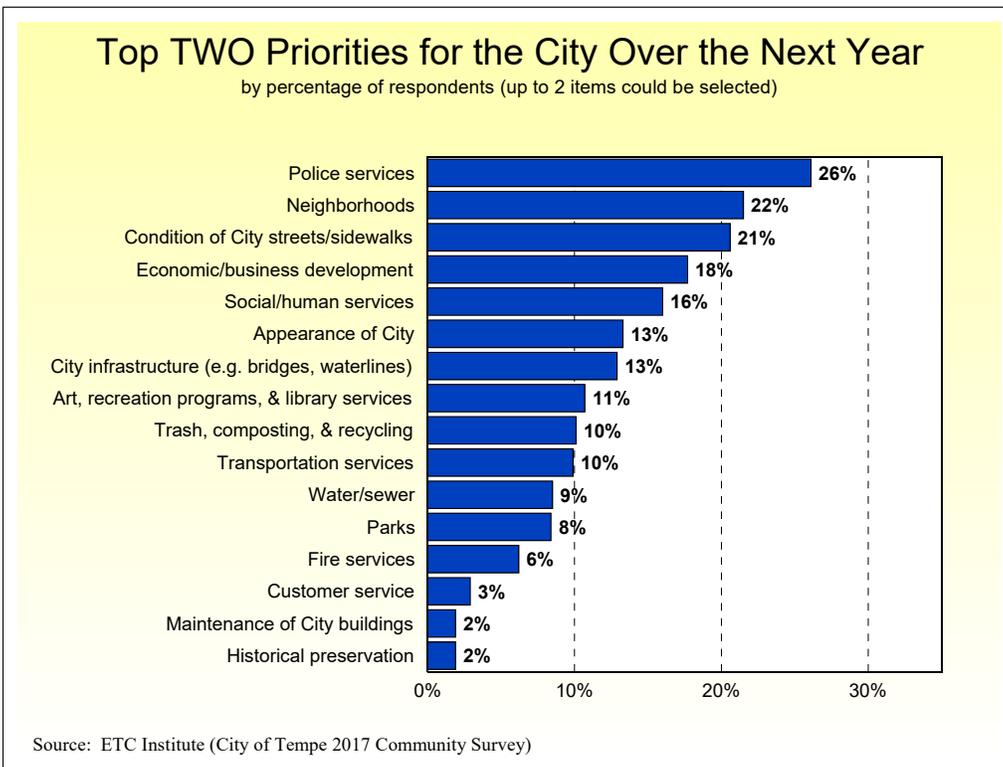
Source: ETC Institute (City of Tempe 2017 Community Survey)

### Trends: Which of the Following Do You Use to Get Information About the City of Tempe? 2007, 2016 & 2017

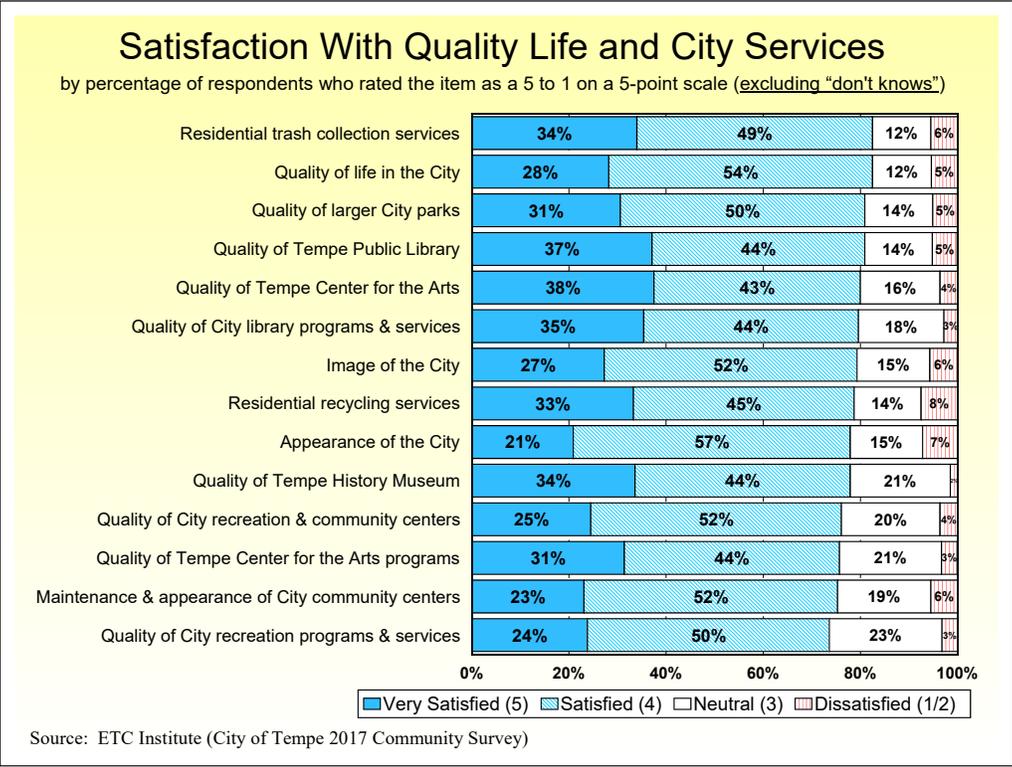
by percentage of respondents (multiple answers allowed)



Source: ETC Institute (City of Tempe 2017 Community Survey)

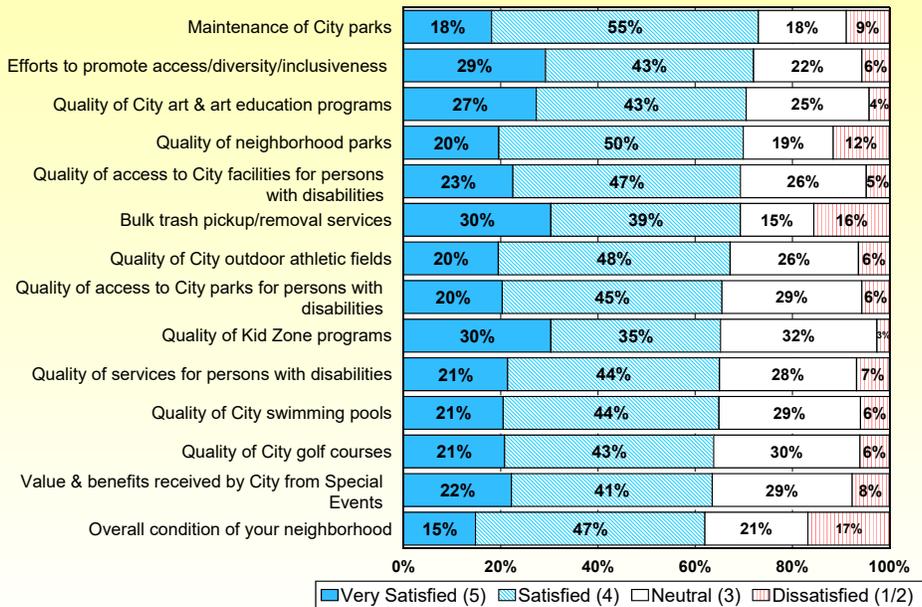


# Quality of Life



### Satisfaction With Quality Life and City Services (Cont.)

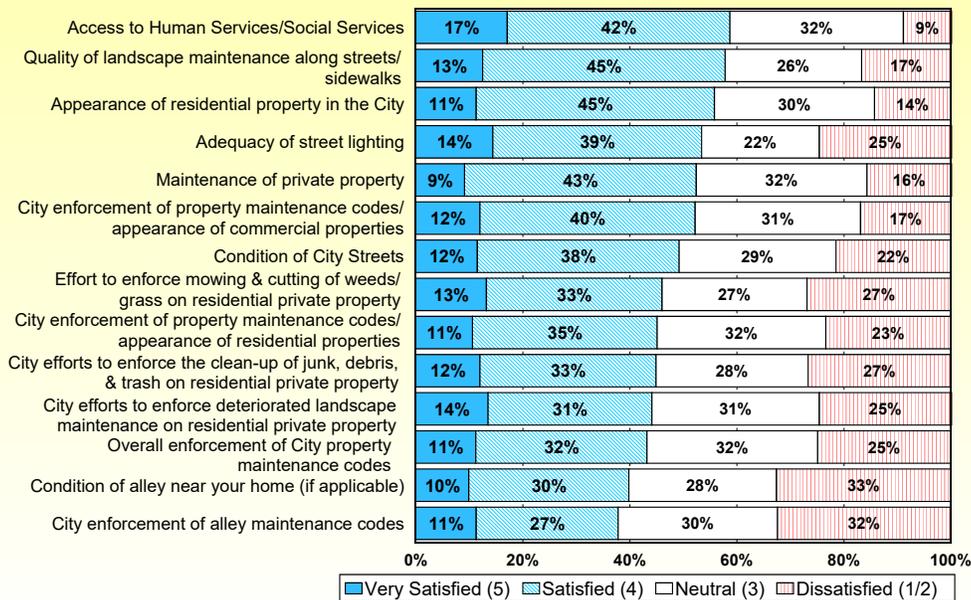
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Satisfaction With Quality Life and City Services (Cont.)

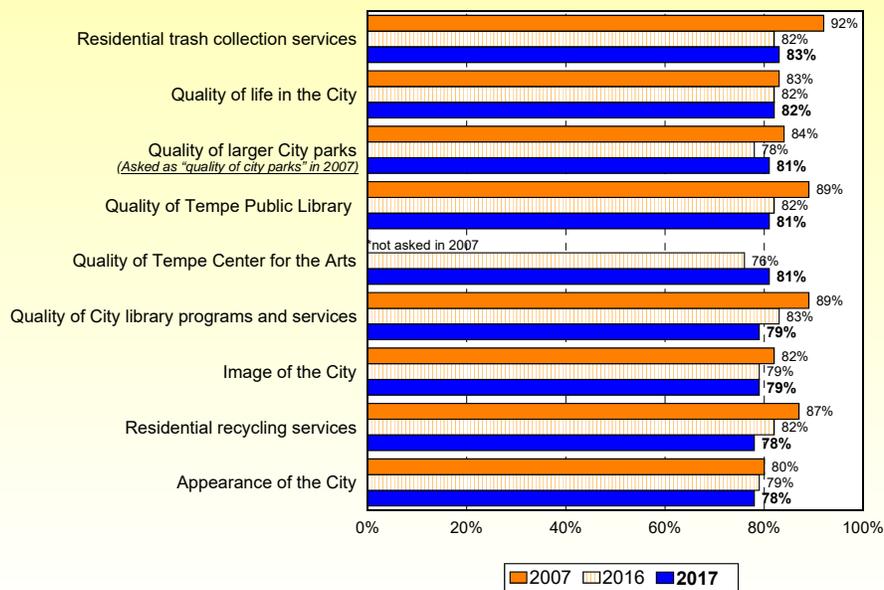
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Trends (Chart 1 of 3): Satisfaction With Quality of Life and City Services: 2007, 2016 & 2017

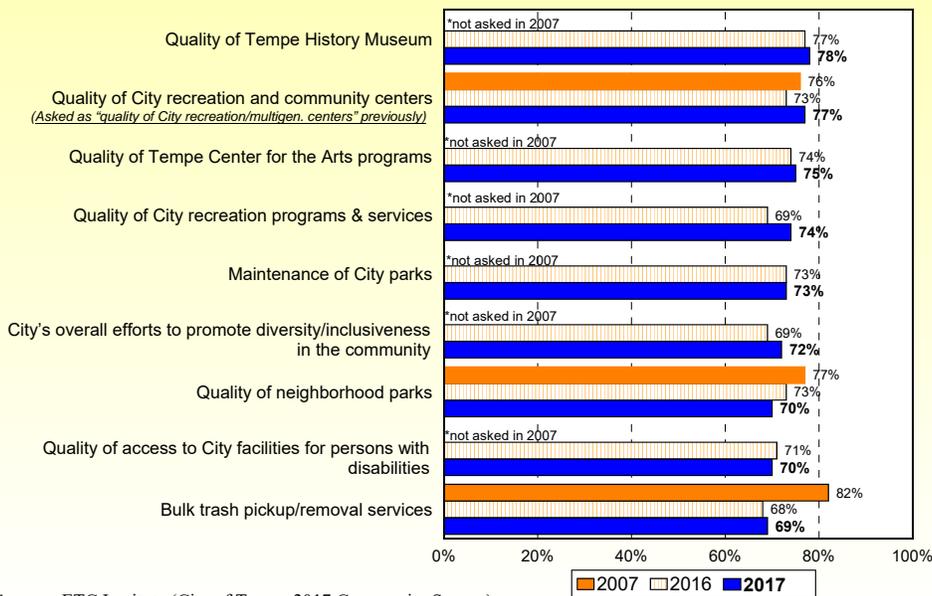
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Trends (Chart 2 of 3): Satisfaction With Quality of Life and City Services: 2007, 2016 & 2017

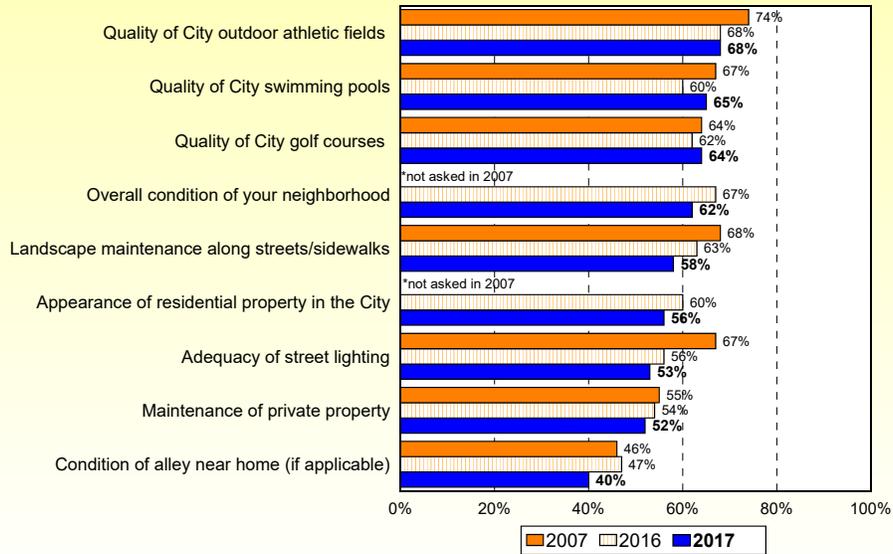
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Tempe 2017 Community Survey)

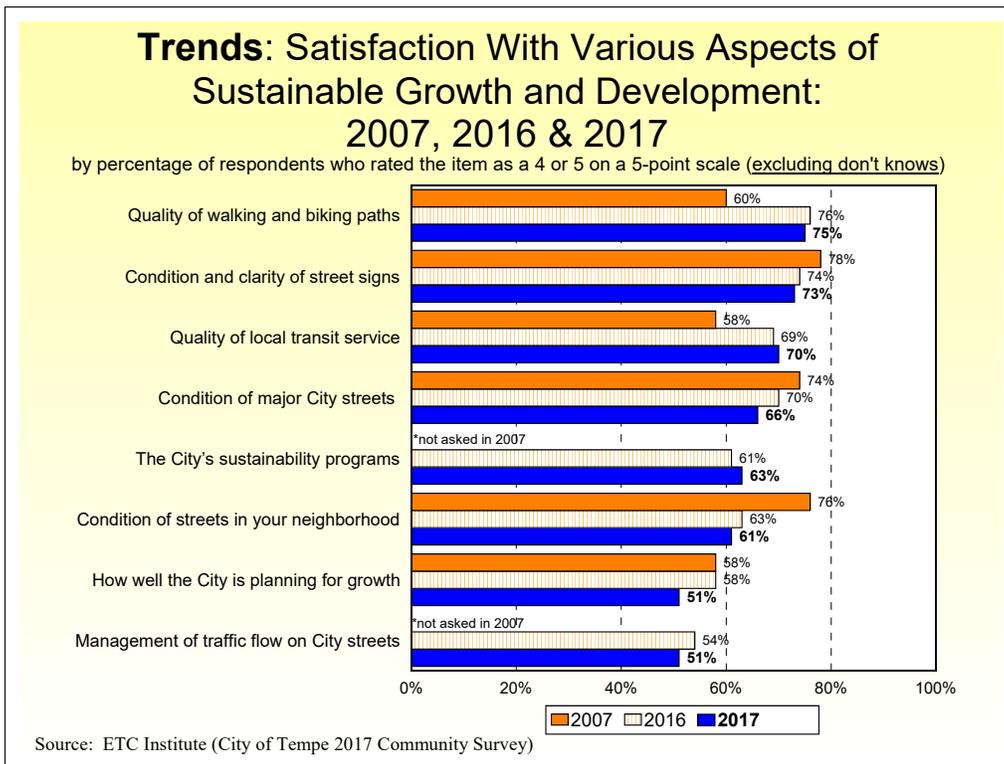
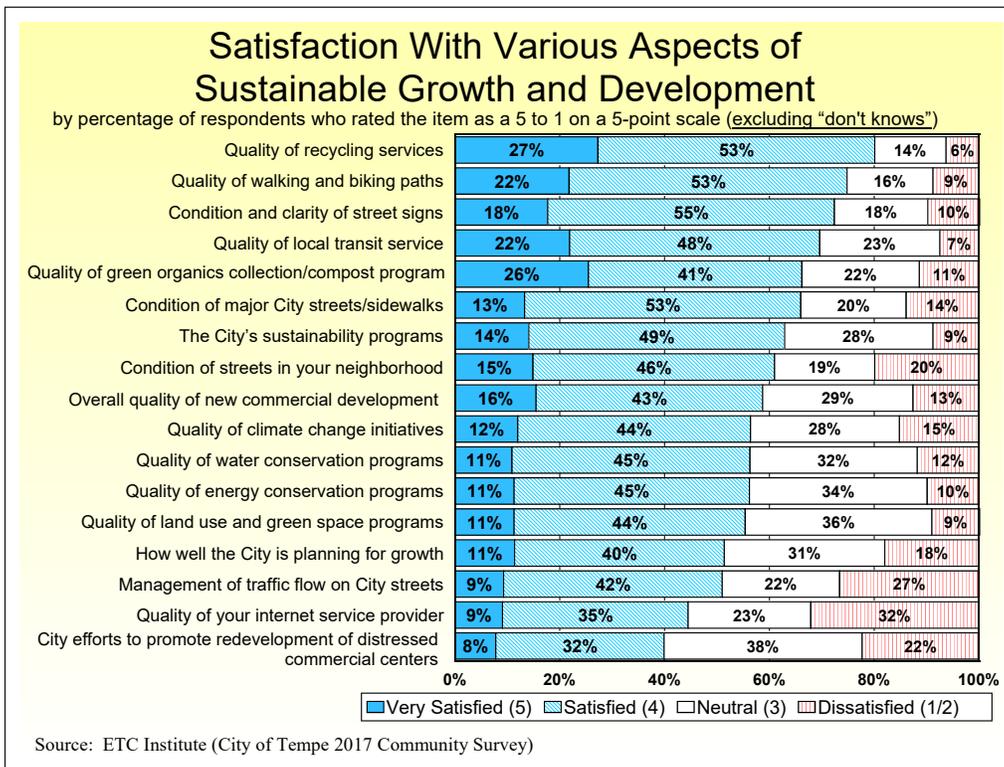
### Trends (Chart 3 of 3): Satisfaction With Quality of Life and City Services: 2007, 2016 & 2017

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



Source: ETC Institute (City of Tempe 2017 Community Survey)

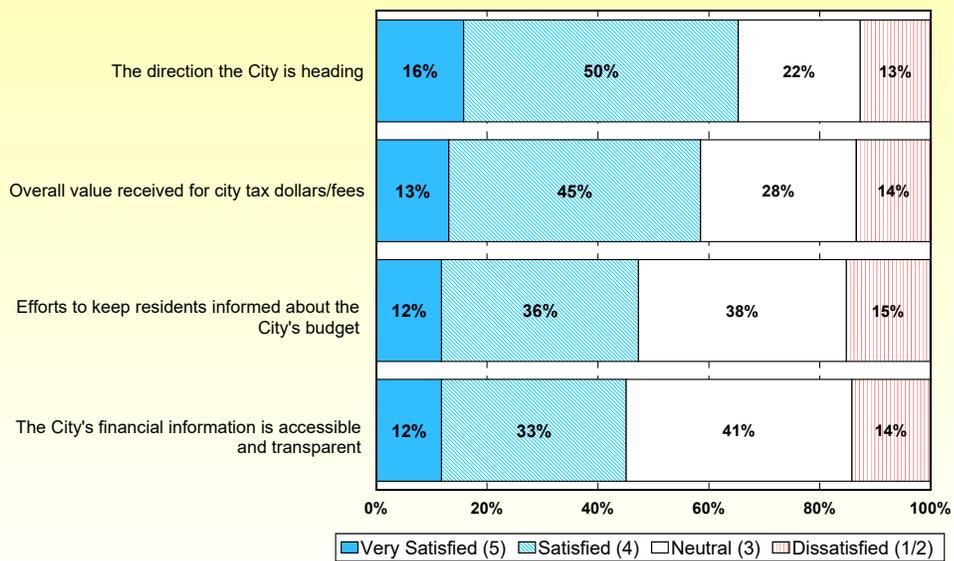
## Sustainable Growth and Development



# Maintaining Financial Stability and Vitality

## Satisfaction With Various Aspects of Financial Stability and Vitality

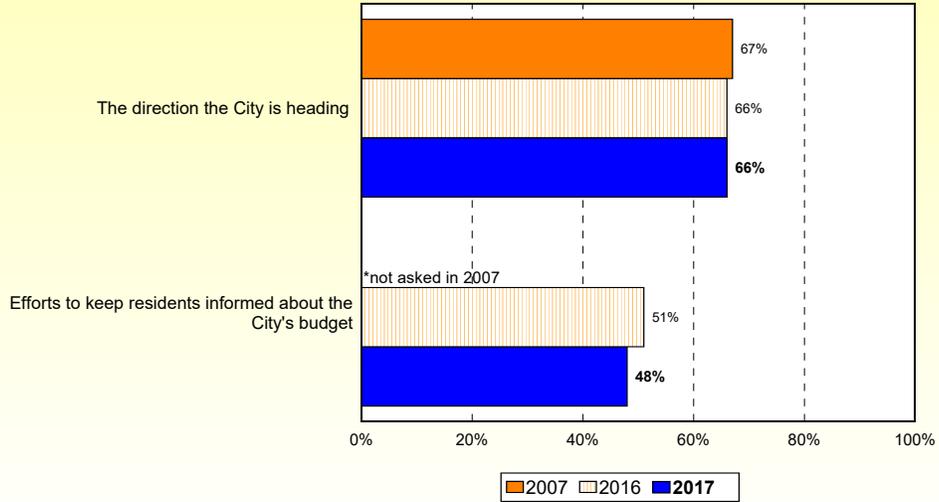
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Trends: Satisfaction With Various Aspects of Financial Stability and Vitality: 2007, 2016 & 2017

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



Source: ETC Institute (City of Tempe 2017 Community Survey)

## Demographics

### Demographics: Approximately how many years have you lived in Tempe?

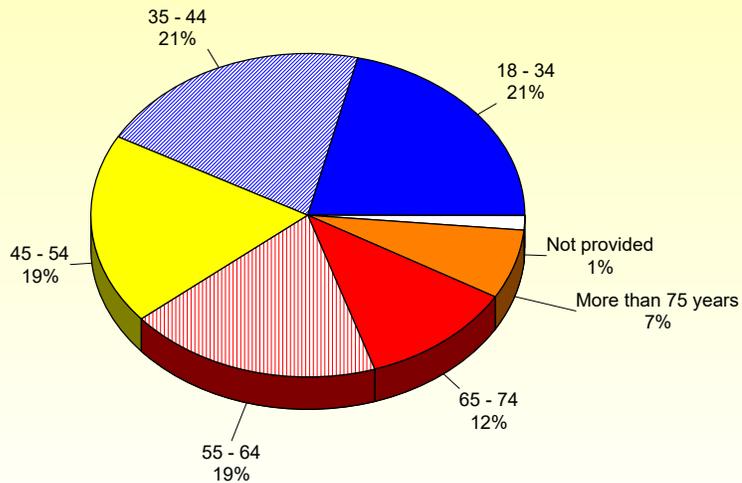
by percentage of respondents



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Demographics: What is your age?

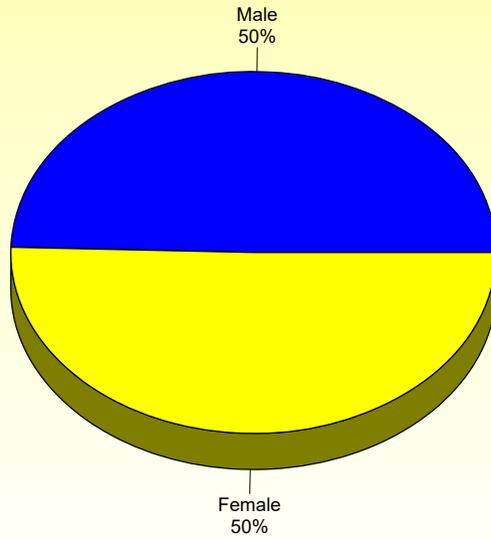
by percentage of respondents



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Demographics: What gender do you identify with?

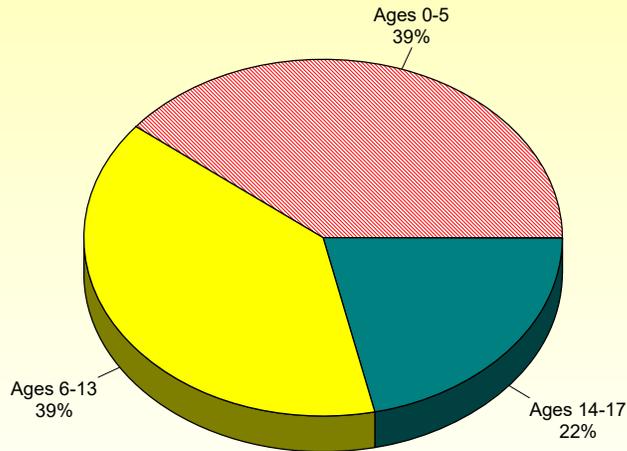
by percentage of respondents



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Demographics: If you have children living in Tempe, how many are in the following age groups?

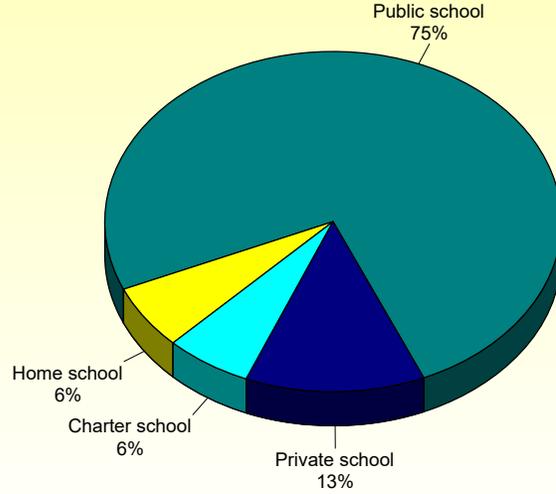
by percentage of respondents who have children living in Tempe



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Demographics: If you have children living in Tempe, how many attend each of the following types of K-12 schools?

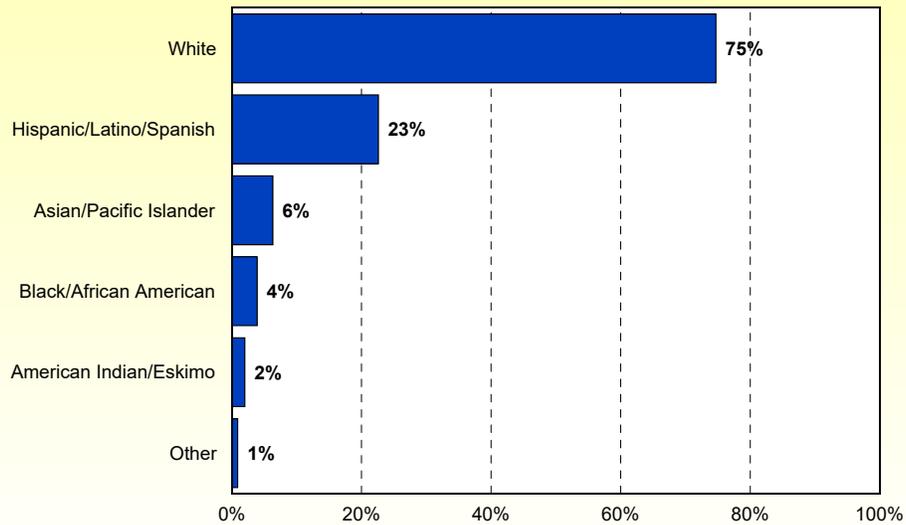
by percentage of respondents who have children living in Tempe



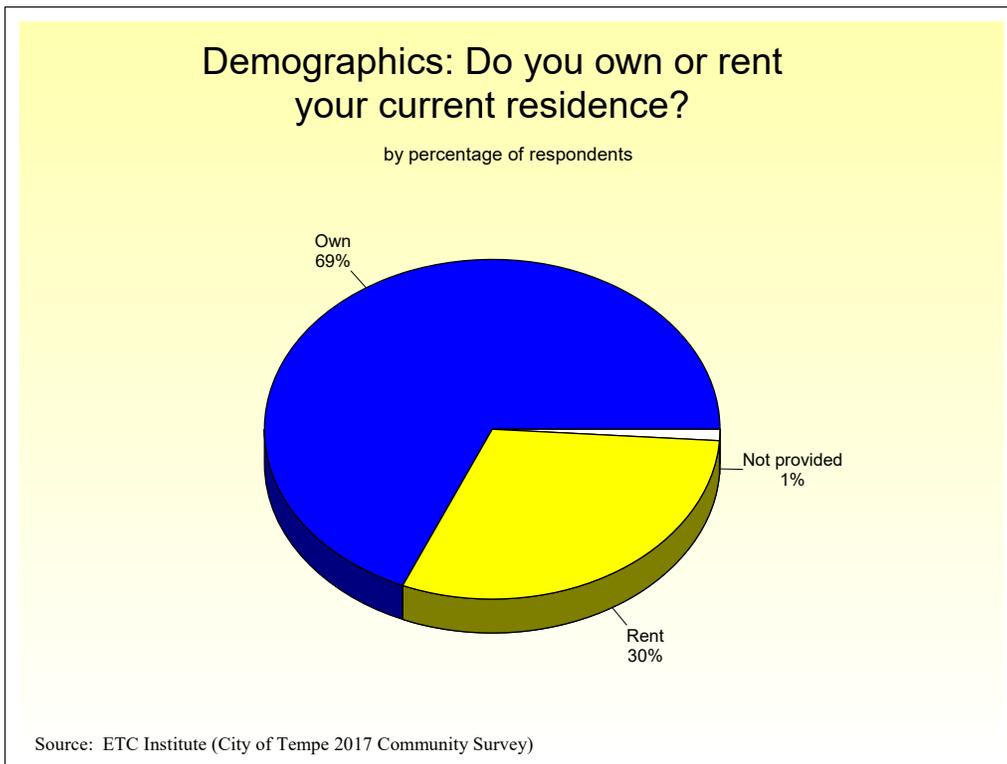
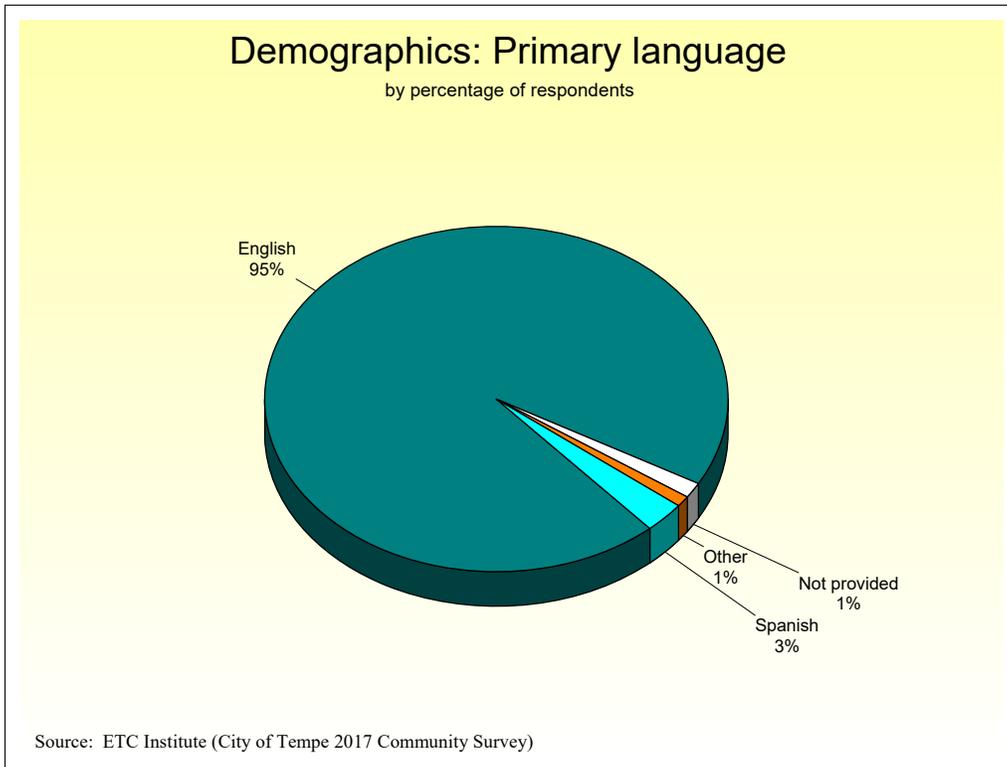
Source: ETC Institute (City of Tempe 2017 Community Survey)

### Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents

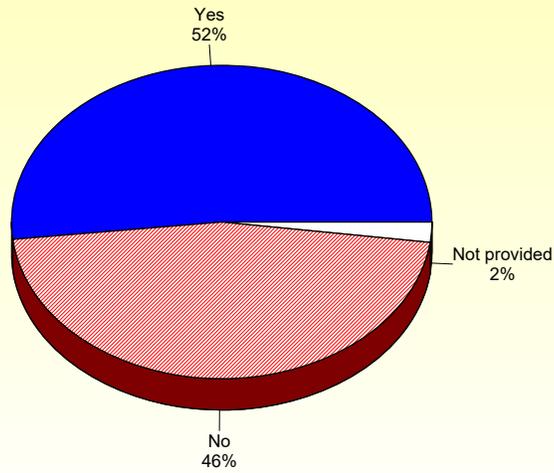


Source: ETC Institute (City of Tempe 2017 Community Survey)



### Demographics: Does your home have an alley?

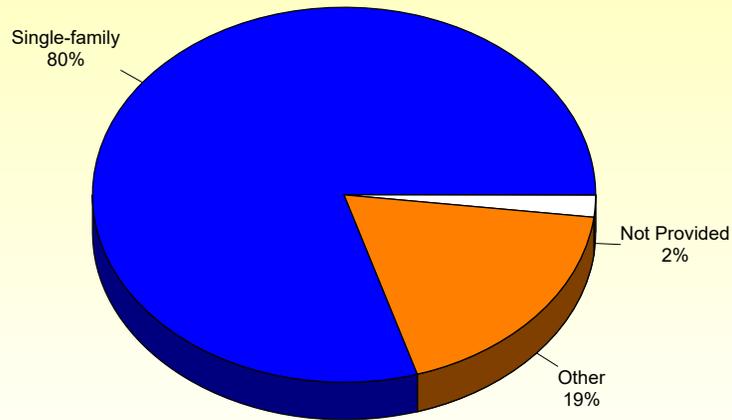
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

### Demographics: Which of the following best describes your home?

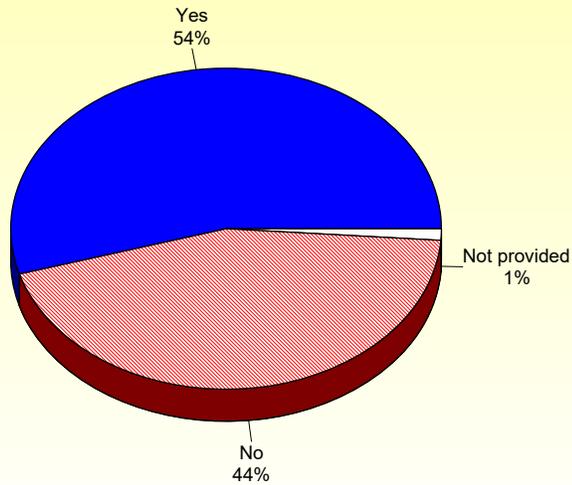
by percentage of respondents



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Demographics: Do you have cable television?

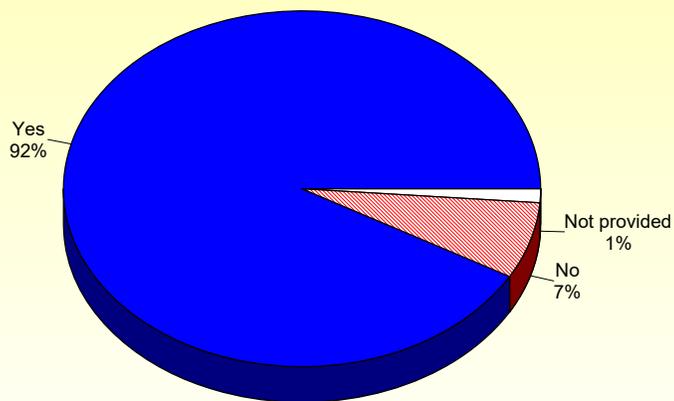
by percentage of respondents



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Demographics: Do you have internet access at home?

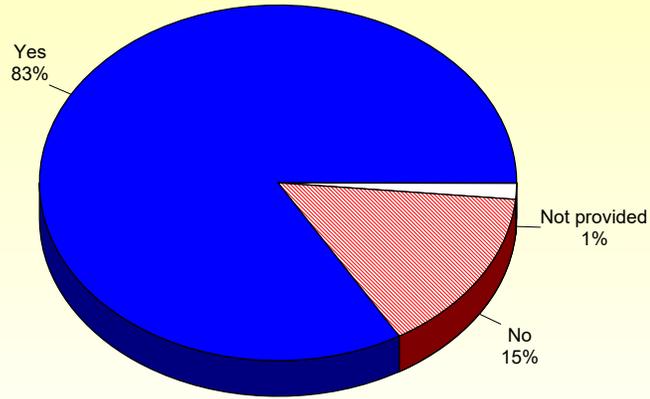
by percentage of respondents



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Demographics: Do you have a Smart Phone?

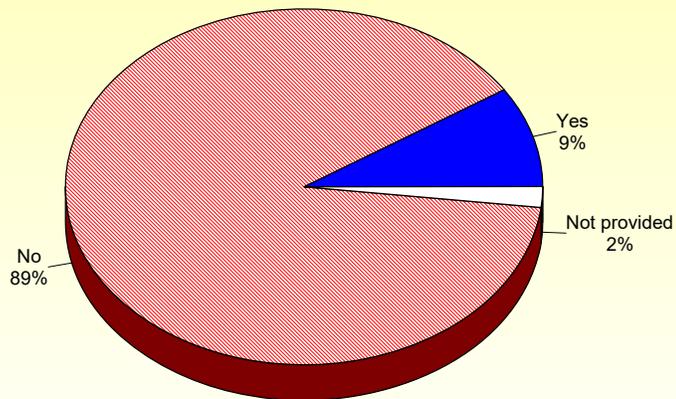
by percentage of respondents



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Demographics: Are you a full-time student?

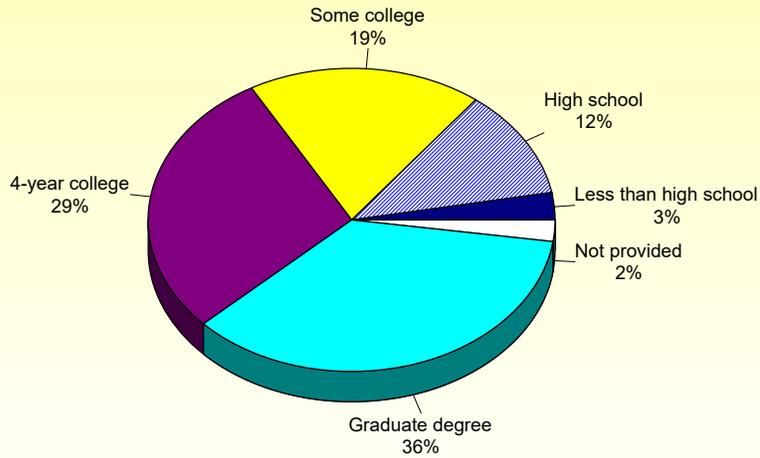
by percentage of respondents



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Demographics: What is the highest level of education that you have completed?

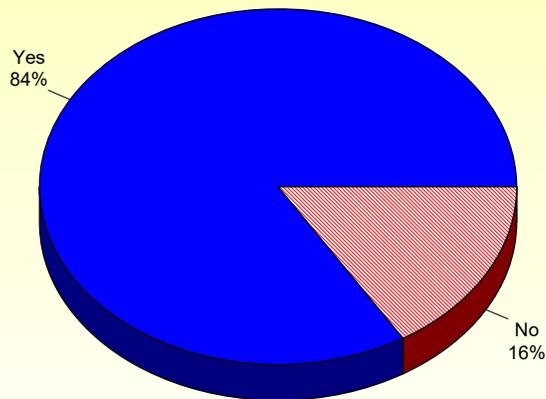
by percentage of respondents



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Demographics: Have you visited Downtown Tempe during the past year?

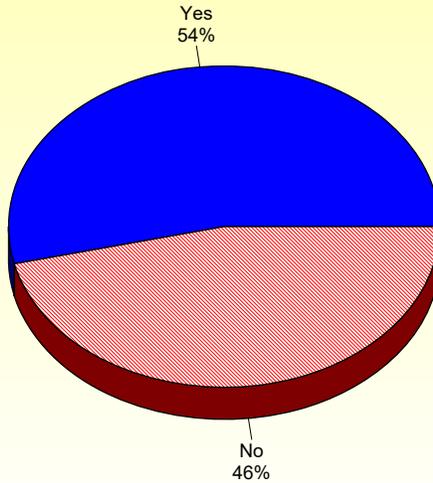
by percentage of respondents



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Demographics: Have you used public transit during the past year?

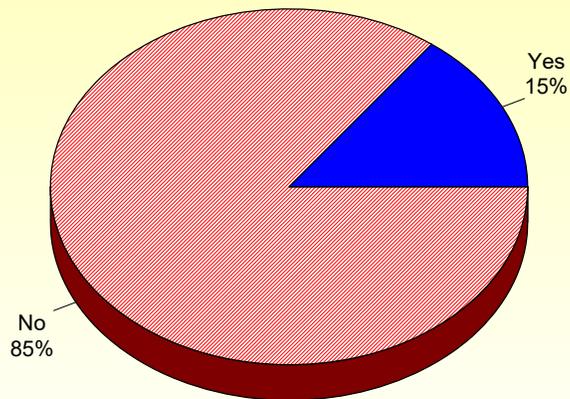
by percentage of respondents



Source: ETC Institute (City of Tempe 2017 Community Survey)

### Demographics: Do you or a member of your household have a disability?

by percentage of respondents



Source: ETC Institute (2017)

**Section 2:**  
**Benchmarking Analysis**

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# Benchmarking Analysis

## The City of Tempe, AZ

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### 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 three sources: (1) a national survey that was administered by ETC Institute during the summer of 2016 that is part of a random sample of over 4,000 residents in the continental United States, (2) individual community surveys that were administered in 11 similar-sized cities (population of 75,000 to 200,000) from July 2014 to October 2017, which includes several communities with colleges/universities. The 11 communities included in the similar-sized city averages are listed below:

- Auburn, Alabama
- Columbia, Missouri
- Coral Springs, Florida
- Henderson, Nevada
- Lawrence, Kansas
- Miami Beach, Florida
- Naperville, Illinois
- Overland Park, Kansas
- Plano, Texas
- Vancouver, Washington
- Tempe, Arizona

The third source comes from individual community surveys that were administered in 28 medium-sized cities (population of 100,000 to 250,000) from July 2014 to October 2017. 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 and on the following page:

- 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

## Comparisons to the National Average

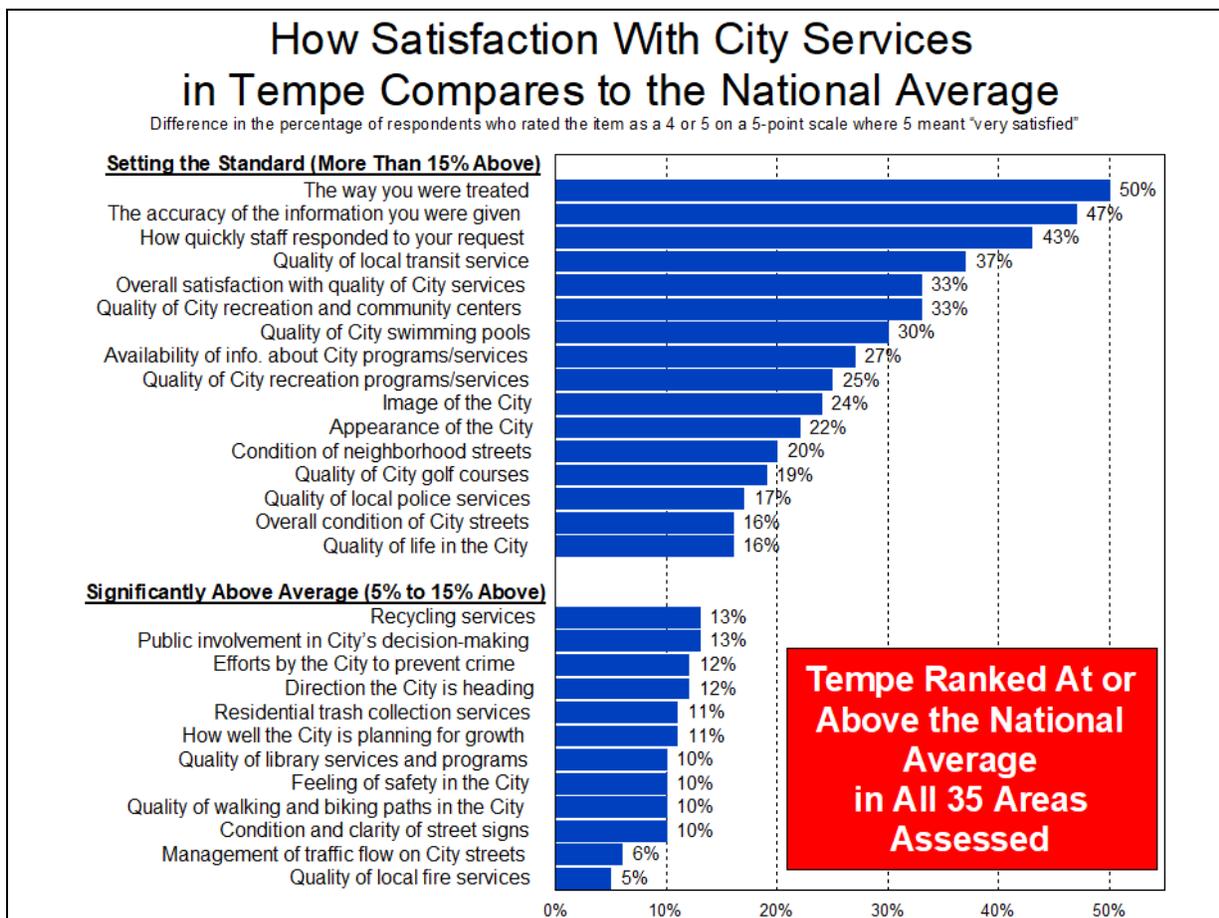
**In 2017, the City of Tempe rated at or above the national average in all 35 areas that were assessed on the survey.** The City ranked significantly above the national average (difference of 5% or more) in 28 of the 35 areas that were rated.

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

- Satisfaction with the way you were treated by City employees rated 50% above the national average (93% in Tempe vs. 43% in U.S.).
- Satisfaction with the accuracy of information you were given rated 47% above the national average (90% in Tempe vs. 43% in U.S.).
- Satisfaction with how quickly City staff responded to requests rated 43% above the national average (81% in Tempe vs. 38% in U.S.).
- Satisfaction with local transit service rated 37% above the national average (70% in Tempe vs. 33% in U.S.).
- Overall satisfaction with quality of City services rated 33% above the national average (82% in Tempe vs. 49% U.S.).
- Satisfaction the quality of City recreation and community centers rated 33% above the national average (77% in Tempe vs. 44% U.S.).
- Satisfaction with the quality of City swimming pools rated 30% above the national average (65% in Tempe vs. 35% U.S.).
- Satisfaction with the availability of information about City programs and services rated 27% above the national average (73% in Tempe vs. 46% in U.S.).
- Satisfaction with the quality of City recreation programs and services rated 25% above the national average (74% in Tempe vs. 49% U.S.).
- Satisfaction with the image of the City rated 24% above the national average (79% in Tempe vs. 55% U.S.).

- Satisfaction with the appearance of the City rated 22% above the national average (78% in Tempe vs. 56% U.S.).
- Satisfaction with the condition of neighborhood streets rated 20% above the national average (61% in Tempe vs. 41% U.S.).
- Satisfaction with quality of City golf courses rated 19% above the national average (64% in Tempe vs. 45% U.S.)
- Satisfaction with quality of local police services rated 17% above the national average (82% in Tempe vs. 65% U.S.).
- Satisfaction with the overall condition of City streets rated 16% above the national average (66% in Tempe vs. 50% U.S.).
- Satisfaction with quality of life in the City rated 16% above the national average (82% in Tempe vs. 66% U.S.).

Below is a chart that shows how the City of Tempe compares to the national average:



### **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

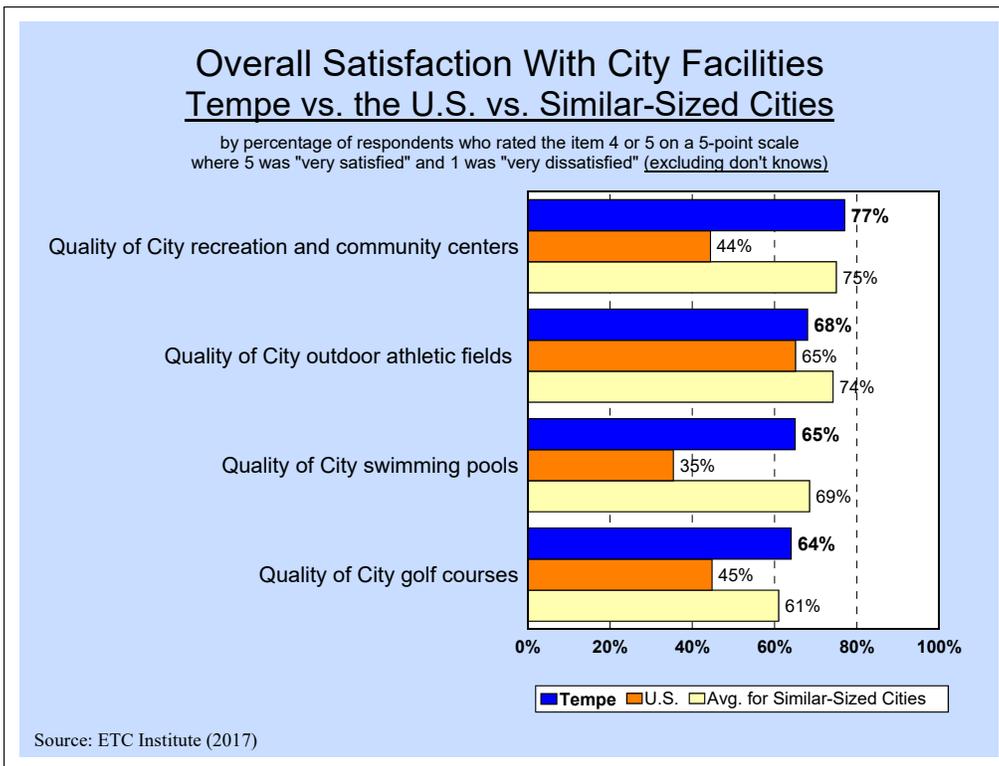
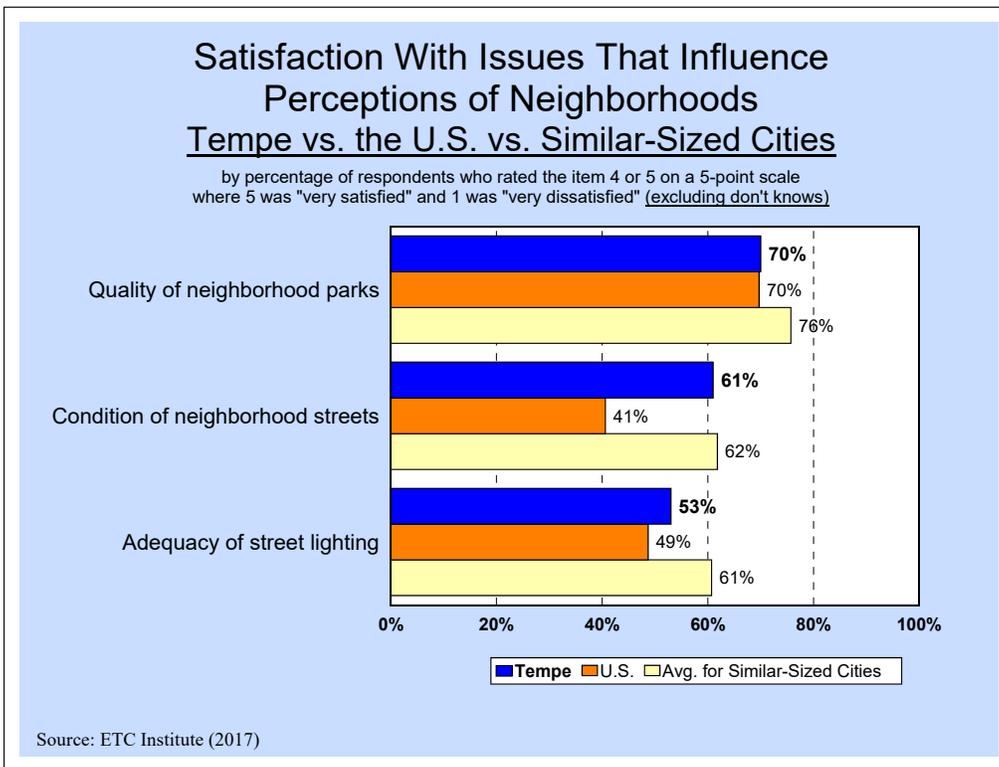
**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Tempe, AZ is not authorized without written consent from ETC Institute.**

## Satisfaction With Issues That Influence Perceptions of the City Tempe vs. the U.S. vs. Similar-Sized Cities

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 (2017)



### Overall Satisfaction With Various City Services Tempe vs. the U.S. vs. Similar-Sized Cities

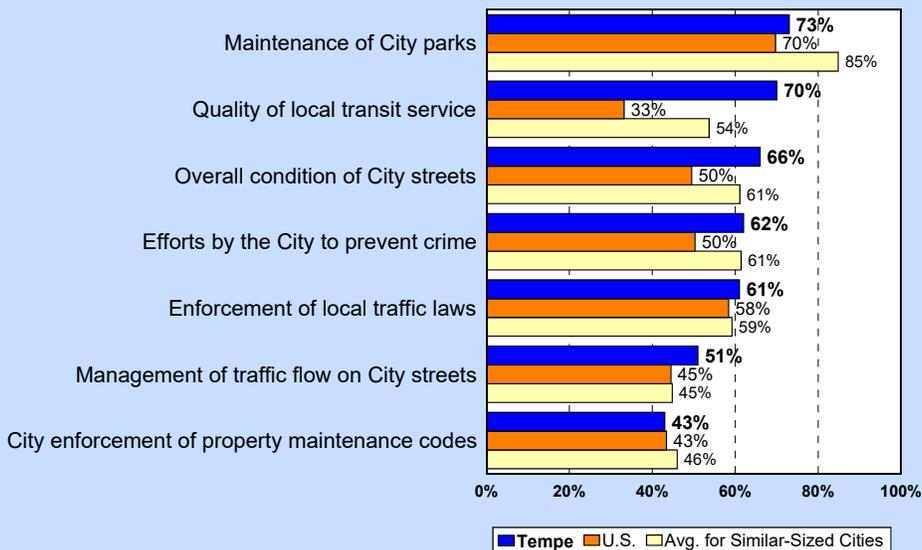
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2017)

### Overall Satisfaction With Various City Services (Cont.) Tempe vs. the U.S. vs. Similar-Sized Cities

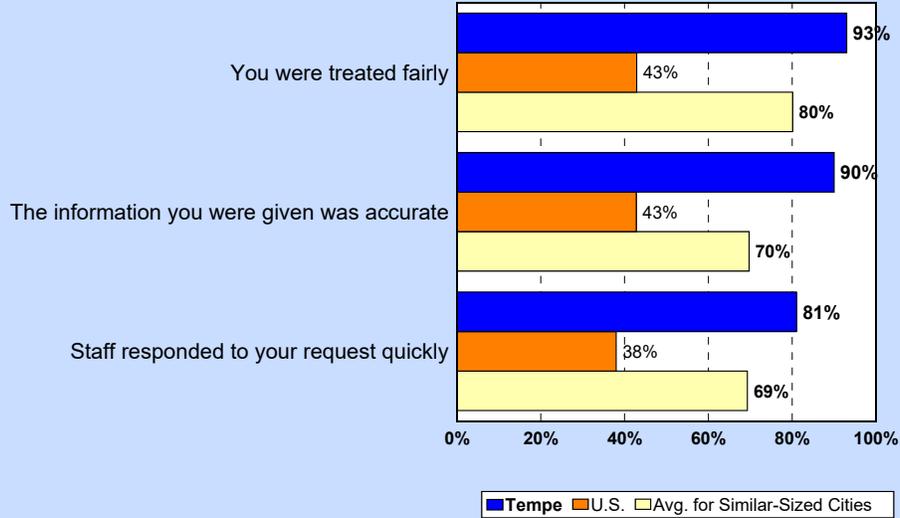
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2017)

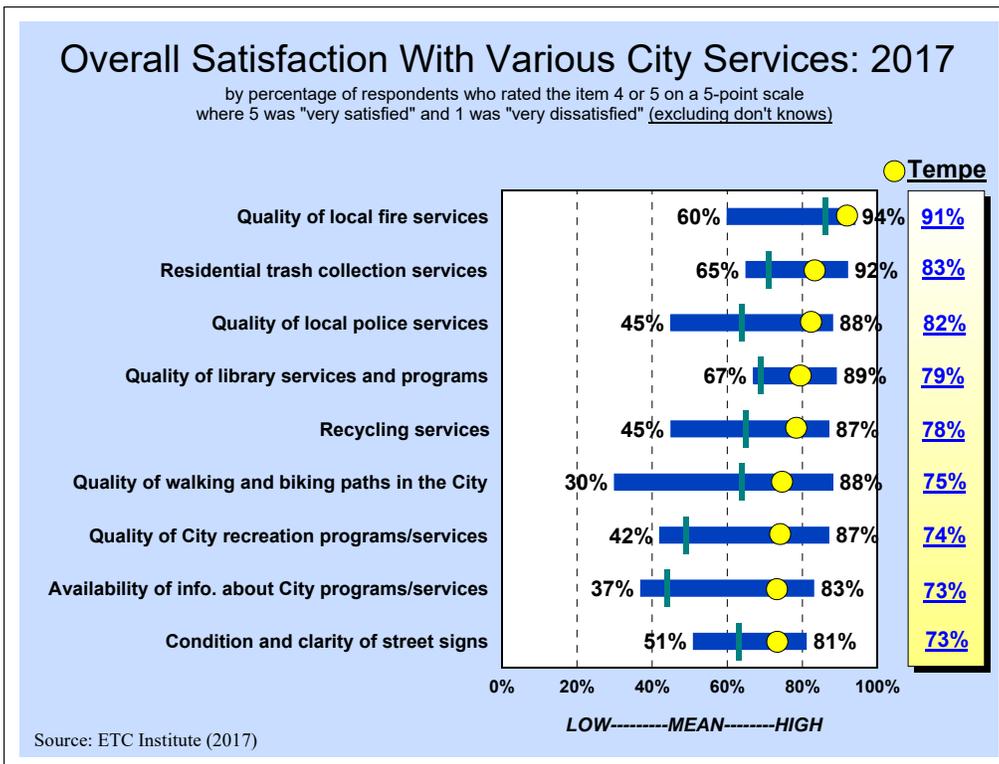
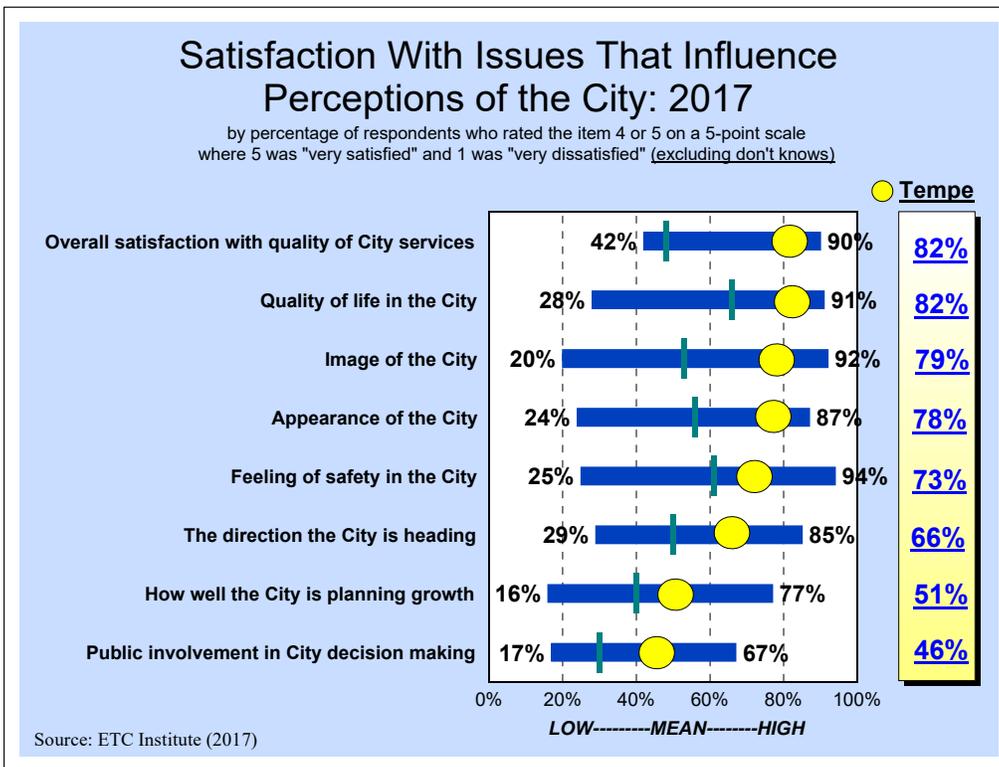
### Overall Satisfaction With Customer Service Tempe vs. the U.S. vs. Similar-Sized Cities

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)



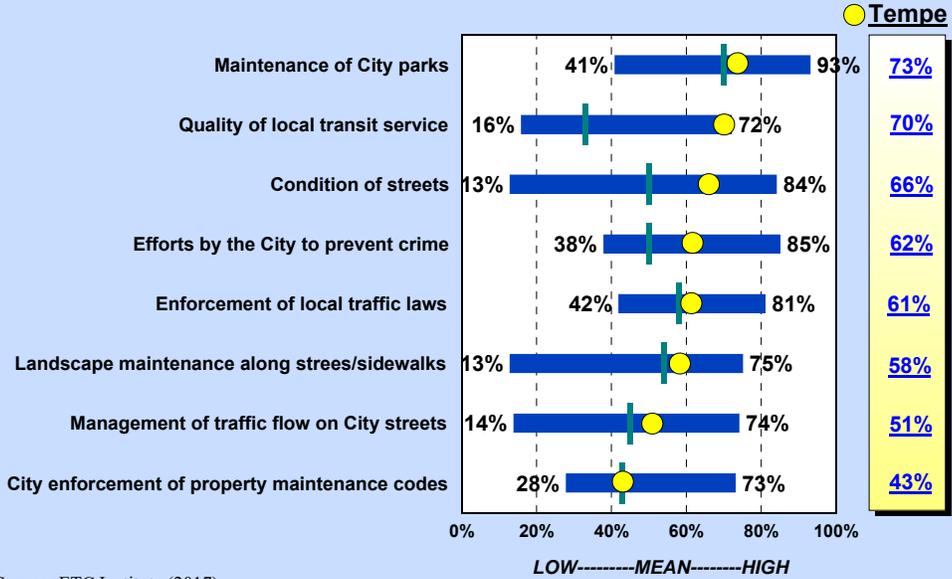
Source: ETC Institute (2017)

## Ranges of Performance



### Overall Satisfaction With Various City Services (Cont.) 2017:

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**

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# Importance-Satisfaction Analysis

## The City of Tempe, AZ

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### 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.

### Methodology

The rating is calculated by summing the percentage of responses for items selected as the first and second most important services for the City to emphasize over the next year. 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 twenty-one percent (20.6%) of residents selected "condition of City streets/sidewalks" as one of the most important major services for the City to emphasize over the next year. With regard to satisfaction, 66% percent of the residents surveyed rated their overall satisfaction with the "condition of City streets/sidewalks" 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 "condition of City streets/sidewalks" was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 20.6% was multiplied by 34% (1-0.66). This calculation yielded an I-S rating of 0.0700 which ranked third out of thirteen 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 page.

# Importance-Satisfaction Rating

## City of Tempe

### Overall

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Neighborhoods	22%	2	62%	11	0.0817	1
Economic/business development	18%	4	59%	12	0.0726	2
Condition of City streets/sidewalks	21%	3	66%	10	0.0700	3
Social/human services	16%	5	59%	13	0.0656	4
Police services	26%	1	82%	2	0.0470	5
Transportation services	10%	9	70%	8	0.0297	6
Appearance of City	13%	6	78%	4	0.0293	7
Art, recreation programs, & library services	11%	7	74%	5	0.0278	8
Water/sewer	9%	10	71%	7	0.0247	9
Parks	8%	11	73%	6	0.0227	10
Trash, composting, & recycling	10%	8	81%	3	0.0192	11
Customer service	3%	13	70%	9	0.0087	12
Fire services	6%	12	91%	1	0.0056	13

**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 each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Matrix Analysis

### The City of Tempe, AZ

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The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

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

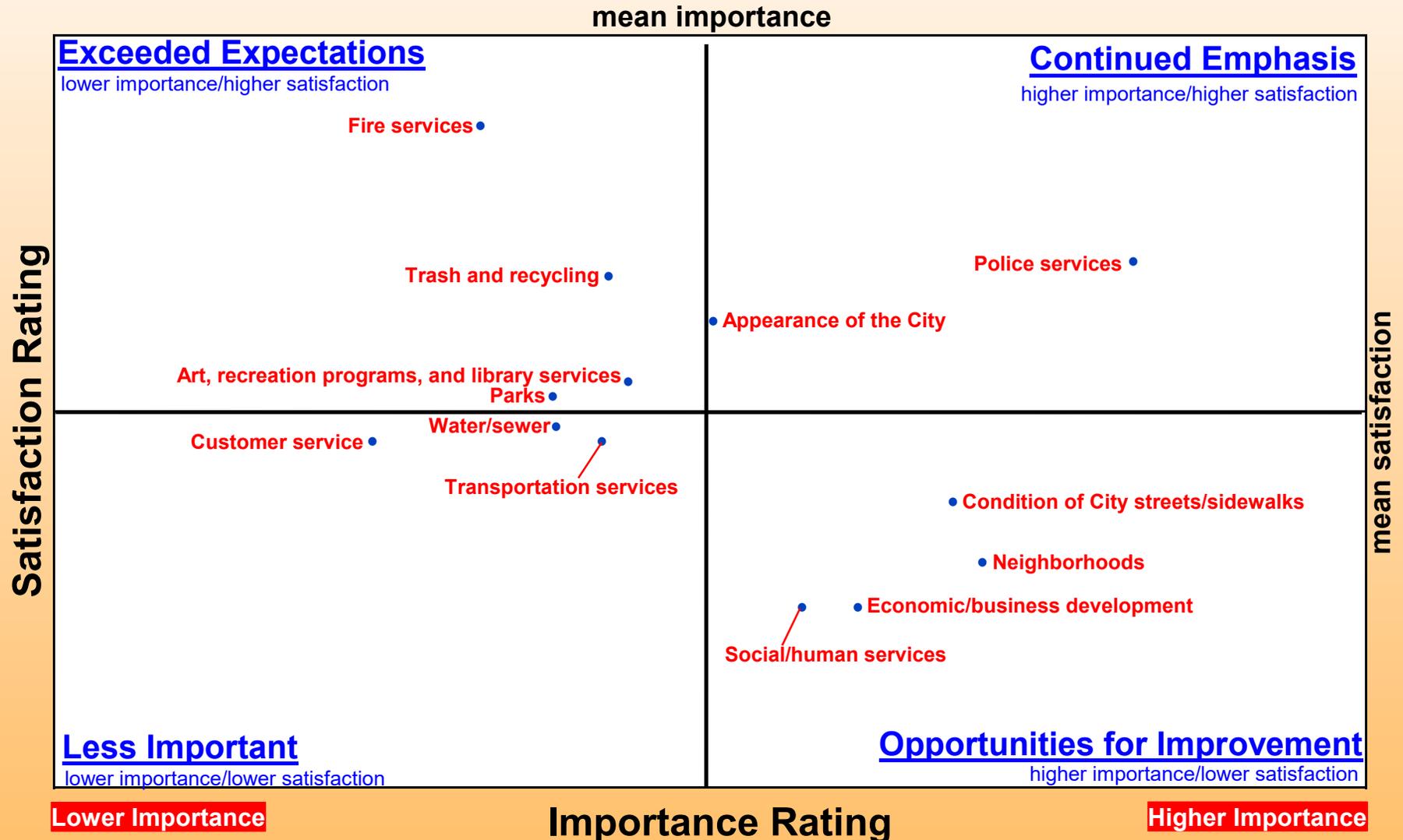
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

The matrix showing the results for Tempe is provided on the following page.

# 2017 City of Tempe Community Survey Importance-Satisfaction Assessment Matrix

## -Overall-

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



Source: ETC Institute (2017)

**Section 4:**  
**Tabular Data**

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**Q1. Please rate your level of satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Quality of local fire services	40.5%	20.6%	5.3%	0.1%	0.5%	33.0%
Q1-2. Quality of medical rescue services	38.7%	20.0%	5.2%	0.5%	0.6%	35.1%
Q1-3. Quality of local police services	37.0%	34.0%	10.8%	3.5%	1.1%	13.6%
Q1-4. Enforcement of local traffic laws	19.8%	33.1%	20.7%	11.2%	3.4%	11.7%
Q1-5. Efforts by City to prevent crime	19.6%	33.6%	19.7%	9.2%	3.2%	14.7%
Q1-6. Overall feeling of safety in City	23.9%	46.4%	16.6%	8.2%	2.3%	2.7%
Q1-7. Feeling of safety in your neighborhood	31.2%	38.9%	13.6%	10.4%	4.1%	1.8%

**WITHOUT "DON'T KNOW"**

**Q1. Please rate your level of satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of local fire services	60.4%	30.8%	8.0%	0.2%	0.7%
Q1-2. Quality of medical rescue services	59.6%	30.8%	8.0%	0.7%	0.9%
Q1-3. Quality of local police services	42.8%	39.4%	12.5%	4.1%	1.3%
Q1-4. Enforcement of local traffic laws	22.5%	37.5%	23.5%	12.7%	3.9%
Q1-5. Efforts by City to prevent crime	23.0%	39.4%	23.1%	10.8%	3.7%
Q1-6. Overall feeling of safety in City	24.6%	47.7%	17.0%	8.4%	2.3%
Q1-7. Feeling of safety in your neighborhood	31.8%	39.6%	13.9%	10.6%	4.2%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places during the day.**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Neighborhood parks	27.4%	38.4%	14.1%	6.2%	2.0%	11.8%
Q2-2. City parks like Kiwanis & Tempe Beach	32.1%	37.5%	11.6%	3.4%	1.4%	14.1%
Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)	21.9%	27.3%	16.8%	3.1%	1.8%	29.1%
Q2-4. City athletic & recreational facilities	20.1%	27.8%	11.0%	1.6%	0.8%	38.8%
Q2-5. Tempe Public Library Complex	36.2%	32.9%	7.7%	3.1%	0.6%	19.6%
Q2-6. City Hall	23.6%	24.8%	13.2%	0.8%	0.7%	37.0%
Q2-7. Mill Avenue	21.4%	35.7%	20.9%	7.9%	3.7%	10.3%

**WITHOUT "DON'T KNOW"**

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places during the day. (without "don't know")**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Neighborhood parks	31.1%	43.6%	15.9%	7.1%	2.3%
Q2-2. City parks like Kiwanis & Tempe Beach	37.3%	43.7%	13.5%	4.0%	1.6%
Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)	30.9%	38.6%	23.7%	4.3%	2.6%
Q2-4. City athletic & recreational facilities	32.8%	45.4%	18.0%	2.6%	1.3%
Q2-5. Tempe Public Library Complex	45.0%	40.9%	9.6%	3.8%	0.7%
Q2-6. City Hall	37.4%	39.4%	20.9%	1.3%	1.1%
Q2-7. Mill Avenue	23.9%	39.8%	23.3%	8.8%	4.2%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places at night.**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Neighborhood parks	11.8%	21.1%	23.2%	12.4%	7.3%	24.3%
Q2-2. City parks like Kiwanis & Tempe Beach	12.7%	24.5%	21.8%	9.9%	2.8%	28.3%
Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)	7.0%	13.7%	23.2%	9.5%	4.1%	42.4%
Q2-4. City athletic & recreational facilities	10.7%	19.8%	17.9%	4.0%	0.6%	47.1%
Q2-5. Tempe Public Library Complex	15.9%	25.7%	14.7%	4.8%	1.6%	37.3%
Q2-6. City Hall	11.8%	18.5%	15.5%	2.8%	1.0%	50.3%
Q2-7. Mill Avenue	12.1%	31.2%	21.5%	11.0%	7.0%	17.1%

**WITHOUT "DON'T KNOW"**

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Neighborhood parks	15.6%	27.8%	30.7%	16.3%	9.6%
Q2-2. City parks like Kiwanis & Tempe Beach	17.7%	34.2%	30.4%	13.8%	4.0%
Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)	12.2%	23.8%	40.4%	16.5%	7.1%
Q2-4. City athletic & recreational facilities	20.1%	37.5%	33.8%	7.5%	1.1%
Q2-5. Tempe Public Library Complex	25.3%	41.0%	23.5%	7.6%	2.5%
Q2-6. City Hall	23.7%	37.2%	31.3%	5.7%	2.1%
Q2-7. Mill Avenue	14.6%	37.6%	26.0%	13.3%	8.5%

**Q3. Please indicate how often you worry about each of the following.**

(N=882)

	Frequently	Occasionally	Rarely	Never	N/A	Don't know
Q3-1. Getting mugged	6.7%	26.0%	41.7%	23.0%	0.3%	2.3%
Q3-2. Having your home burglarized when you are not there	19.8%	34.6%	31.4%	12.2%	0.5%	1.5%
Q3-3. Being attacked or threatened with a weapon	8.4%	24.8%	42.3%	22.1%	0.5%	1.9%
Q3-4. Having your car stolen or broken into	18.7%	32.9%	32.3%	12.2%	2.0%	1.8%
Q3-5. Being a victim of identity theft	26.6%	39.0%	20.6%	10.5%	0.9%	2.3%

**WITHOUT "DON'T KNOW"**

**Q3. Please indicate how often you worry about each of the following. (without "don't know")**

(N=882)

	Frequently	Occasionally	Rarely	Never	N/A
Q3-1. Getting mugged	6.8%	26.6%	42.7%	23.5%	0.3%
Q3-2. Having your home burglarized when you are not there	20.1%	35.1%	31.9%	12.4%	0.5%
Q3-3. Being attacked or threatened with a weapon	8.6%	25.3%	43.1%	22.5%	0.5%
Q3-4. Having your car stolen or broken into	19.1%	33.5%	32.9%	12.5%	2.1%
Q3-5. Being a victim of identity theft	27.3%	39.9%	21.1%	10.8%	0.9%

**Q4. Has any of the following happened to you in the past 6 months?**

(N=882)

	Yes	No	Not provided
Q4-1. Have you or anyone in your household been personally attacked or personally threatened or had something stolen directly from anyone in your household	17.3%	81.4%	1.2%
Q4-2. Has anyone broken in or attempted to break into your home by forcing a door or window	11.1%	87.8%	1.1%
Q4-3. Did anything you thought was a crime happen to anyone in your household, but was not reported to the police	10.7%	87.6%	1.7%

**WITHOUT "NOT PROVIDED"**

**Q4. Has any of the following happened to you in the past 6 months? (without "not provided")**

(N=882)

	Yes	No
Q4-1. Have you or anyone in your household been personally attacked or personally threatened or had something stolen directly from anyone in your household	17.6%	82.4%
Q4-2. Has anyone broken in or attempted to break into your home by forcing a door or window	11.2%	88.8%
Q4-3. Did anything you thought was a crime happen to anyone in your household, but was not reported to the police	10.8%	89.2%

**Q4a. If you did not report the crime to the police, please indicate your reason.**

<u>Q4a. Why didn't you report the crime to police?</u>	<u>Number</u>	<u>Percent</u>
Too busy	4	4.3 %
Police won't do anything	30	31.9 %
Not important	8	8.5 %
Didn't want to go to court	2	2.1 %
Nothing could be done/person wouldn't be found	55	58.5 %
<u>Other</u>	<u>14</u>	<u>14.9 %</u>
Total	113	

**Q4a. Other**

<u>Q4a. Other</u>	<u>Number</u>	<u>Percent</u>
Called Police Department regarding abandoned car	2	14.3 %
CAN'T TALK SIGN LANGUAGE	2	14.3 %
The person would be gone before police would arrive	1	7.1 %
Not enough to worry police	1	7.1 %
concerned a teacher and the principal was convinced it was not true	1	7.1 %
Previous similar experience reported to Tempe police	1	7.1 %
Need to report identity theft just haven't done it yet	1	7.1 %
IT SEEMED POLICE WOULD ALWAYS BE ON OPPOSITE SIDES	1	7.1 %
NOT SURE IF STOLEN OR MISPLACED DRILL IN MY GARAGE	1	7.1 %
Woke up and blood was on the wall outside apartment door	1	7.1 %
I did not know it was a crime	1	7.1 %
Couldn't identify exactly when the missing items went missing	1	7.1 %
Total	14	100.0 %

**Q5. Have you interacted with City of Tempe Police during the past year?**

Q5. Have you interacted with City of Tempe police during past year?	Number	Percent
Yes	388	44.0 %
No	494	56.0 %
Total	882	100.0 %

**Q5a. (If YES to Question 5) Did you think the police officer treated you fairly and cared about your well-being?**

Q5a. Did police officer treat you fairly & care about your well-being?	Number	Percent
Yes	348	89.7 %
No	35	9.0 %
Not provided	5	1.3 %
Total	388	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q5a. (If YES to Question 5) Did you think the police officer treated you fairly and cared about your well-being? (without "not provided")**

Q5a. Did police officer treat you fairly & care about your well-being?	Number	Percent
Yes	348	90.9 %
No	35	9.1 %
Total	383	100.0 %

**Q7. Please rate your level of satisfaction with each of the following.**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Overall quality of services offered by City of Tempe	27.0%	49.3%	12.5%	4.1%	1.1%	6.0%
Q7-2. Leadership of City's elected officials	19.5%	32.2%	23.9%	5.9%	2.2%	16.3%
Q7-3. How ethical City employees are in the way they conduct City business	16.8%	29.3%	21.4%	4.3%	1.6%	26.6%
Q7-4. Availability of information about City programs, events, services, & issues	30.7%	37.3%	18.7%	5.3%	0.8%	7.1%
Q7-5. Availability of information on water, sewer, & solid waste rates	25.4%	37.2%	19.0%	5.1%	1.4%	11.9%
Q7-6. Availability of information on recycling, composting, & water conservation program offerings	27.0%	39.8%	16.3%	6.2%	1.8%	8.8%
Q7-7. How easy City's 311 "One Call to City Hall" is to use	9.6%	15.4%	14.1%	1.0%	0.7%	59.2%
Q7-8. Usefulness of City's website	14.6%	30.7%	20.4%	6.0%	1.2%	27.0%
Q7-9. Tempe's online services (registration, payment, etc.)	16.7%	30.7%	16.6%	3.4%	1.1%	31.5%
Q7-10. Your ability to participate in City's decision-making processes	10.5%	20.3%	26.5%	6.3%	2.9%	33.3%
Q7-11. Accessibility & transparency of information provided by City Council	10.8%	20.9%	22.2%	4.4%	2.5%	39.2%
Q7-12. How well City treats residents regardless of age, disability, gender, or other characteristics	18.1%	29.3%	19.6%	2.9%	3.2%	26.9%
Q7-13. Overall quality of customer service	18.4%	39.5%	20.7%	2.6%	1.7%	17.1%

**WITHOUT "DON'T KNOW"****Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall quality of services offered by City of Tempe	28.7%	52.5%	13.3%	4.3%	1.2%
Q7-2. Leadership of City's elected officials	23.3%	38.5%	28.6%	7.0%	2.6%
Q7-3. How ethical City employees are in the way they conduct City business	22.9%	39.9%	29.2%	5.9%	2.2%
Q7-4. Availability of information about City programs, events, services, & issues	33.1%	40.2%	20.1%	5.7%	0.9%
Q7-5. Availability of information on water, sewer, & solid waste rates	28.8%	42.2%	21.6%	5.8%	1.5%
Q7-6. Availability of information on recycling, composting, & water conservation program offerings	29.6%	43.7%	17.9%	6.8%	2.0%
Q7-7. How easy City's 311 "One Call to City Hall" is to use	23.6%	37.8%	34.4%	2.5%	1.7%
Q7-8. Usefulness of City's website	20.0%	42.1%	28.0%	8.2%	1.7%
Q7-9. Tempe's online services (registration, payment, etc.)	24.3%	44.9%	24.2%	5.0%	1.7%
Q7-10. Your ability to participate in City's decision-making processes	15.8%	30.4%	39.8%	9.5%	4.4%
Q7-11. Accessibility & transparency of information provided by City Council	17.7%	34.3%	36.6%	7.3%	4.1%
Q7-12. How well City treats residents regardless of age, disability, gender, or other characteristics	24.8%	40.0%	26.8%	4.0%	4.3%
Q7-13. Overall quality of customer service	22.2%	47.6%	25.0%	3.1%	2.1%

**Q8. Please rate your satisfaction with the following based on your experience with 3-1-1.**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. How courteous & respectful call taker was	6.9%	8.3%	3.2%	1.0%	0.9%	79.7%
Q8-2. Hours of service (7am-5 pm) that 311 is available	6.3%	7.3%	4.9%	1.8%	0.3%	79.4%
Q8-3. Ability of call taker to answer your question	6.7%	6.3%	4.5%	1.7%	1.0%	79.7%
Q8-4. Call taker helped you resolve an issue to your satisfaction	6.8%	5.8%	4.6%	1.8%	1.6%	79.4%

**WITHOUT "DON'T KNOW"**

**Q8. Please rate your satisfaction with the following based on your experience with 3-1-1. (without "don't know")**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. How courteous & respectful call taker was	34.1%	40.8%	15.6%	5.0%	4.5%
Q8-2. Hours of service (7am-5 pm) that 311 is available	30.8%	35.2%	23.6%	8.8%	1.6%
Q8-3. Ability of call taker to answer your question	33.0%	31.3%	22.3%	8.4%	5.0%
Q8-4. Call taker helped you resolve an issue to your satisfaction	33.0%	28.0%	22.5%	8.8%	7.7%

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

Q9. Have you contacted City of Tempe during past year?	Number	Percent
Yes	348	39.5 %
No	534	60.5 %
Total	882	100.0 %

**Q9a. (If YES to Question 9) Which department did you contact MOST RECENTLY?**

<u>Q9a. Which department did you contact most recently</u>	<u>Number</u>	<u>Percent</u>
Water	45	13.7 %
Police	37	11.2 %
Recycling	15	4.6 %
Tempe 311	14	4.3 %
Trash pick up	12	3.6 %
Water & Sewer	9	2.7 %
Parks and Recreation	9	2.7 %
Alarm permits	8	2.4 %
Code Enforcement	8	2.4 %
Waste Management	7	2.1 %
Fire Dept	4	1.2 %
Sanitation	4	1.2 %
Utility services	4	1.2 %
Solid Waste	4	1.2 %
Recreation	3	0.9 %
Library	3	0.9 %
Code Compliance	3	0.9 %
Permits	3	0.9 %
Alley maintenance	3	0.9 %
Irrigation	3	0.9 %
Transportation	3	0.9 %
Building	3	0.9 %
Sales tax and business license	2	0.6 %
Homeless Services	2	0.6 %
Housing	2	0.6 %
City Council/Traffic	2	0.6 %
Traffic signals	2	0.6 %
Police/Public Works	2	0.6 %
Planning & Zoning	2	0.6 %
Court	2	0.6 %
Recycling to replace my bin	2	0.6 %
Councilman	2	0.6 %
Audit centers, recreational facilities	2	0.6 %
Planning & Permits	2	0.6 %
Water & Garbage	2	0.6 %
Parking	2	0.6 %
SLIPP	2	0.6 %
Public Works	2	0.6 %
Streets	2	0.6 %
Street Maintenance	2	0.6 %
Barking dog	2	0.6 %
Building permits	2	0.6 %
Water & irrigation	2	0.6 %
Garbage	2	0.6 %
Weeds & junk around property	2	0.6 %
Mayor's office	2	0.6 %
Information	2	0.6 %
Traffic engineering, Tempe police	2	0.6 %
Water & Recycling	2	0.6 %
Tempe History Museum	2	0.6 %
Roads & signs	2	0.6 %
Solid Waste Code Inspector	2	0.6 %

**Q9a. (If YES to Question 9) Which department did you contact MOST RECENTLY?**

<u>Q9a. Which department did you contact most recently</u>	<u>Number</u>	<u>Percent</u>
Community Relations Department	2	0.6 %
Water/neighborhood services	2	0.6 %
PARKS FOR RAMADA RESERVATIONS	2	0.6 %
Noise complaint	2	0.6 %
Household hazardous waste	2	0.6 %
Non emergency police	2	0.6 %
Engineering and traffic control	2	0.6 %
Water & utilities	2	0.6 %
City codes	2	0.6 %
Utilities, Customer Service	1	0.3 %
Water and Garbage services with autopay set up	1	0.3 %
Development Planning at City Hall	1	0.3 %
Transit	1	0.3 %
Housing sectipn 8 and TCAA	1	0.3 %
Non-emergency line	1	0.3 %
Waste & Recycling	1	0.3 %
Housing Department/Section 8	1	0.3 %
Section 8	1	0.3 %
Park Maintenance	1	0.3 %
DOT	1	0.3 %
City Council, Zoning	1	0.3 %
DRC, DEVELOPMENT SERVICES	1	0.3 %
Trash Service, Code Enforcement	1	0.3 %
Utilities & water	1	0.3 %
Community or Housing service	1	0.3 %
Garbage & Recycle	1	0.3 %
Engineering permit	1	0.3 %
Neighborhood	1	0.3 %
Compost	1	0.3 %
Weed control	1	0.3 %
Waste department, Trash Collection	1	0.3 %
City office	1	0.3 %
Building/remodeling permits	1	0.3 %
Building inspections	1	0.3 %
Business license	1	0.3 %
Development services	1	0.3 %
City Hall, Mayor's office, Code Enforcement	1	0.3 %
Adoption	1	0.3 %
Neighborhood services, weeds in lawn, etc.	1	0.3 %
Office of Tempe Strategic Mgmt & Diversity	1	0.3 %
Bulk Trash pick up	1	0.3 %
Police & Public Safety	1	0.3 %
Trash and Recycle and Housing	1	0.3 %
Paramedics	1	0.3 %
Waste	1	0.3 %
Garbage collection	1	0.3 %
Utility billing	1	0.3 %
Social media	1	0.3 %
911, Garbage	1	0.3 %
Street lights repair, trash & Recycle pickup	1	0.3 %
Animal Control	1	0.3 %
Water & Municippal Services	1	0.3 %

**Q9a. (If YES to Question 9) Which department did you contact MOST RECENTLY?**

Q9a. Which department did you contact most recently?	Number	Percent
Code compliance via Tempe 311	1	0.3 %
Community Development	1	0.3 %
Special events	1	0.3 %
Alarm department	1	0.3 %
Total	329	100.0 %

**Q9b. (If YES to Question 9) Please answer each of the following questions with regard to the department you contacted MOST RECENTLY.**

(N=348)

	Yes	No	Don't remember
Q9b-1. Were you treated fairly	89.4%	6.6%	4.0%
Q9b-2. Did employee(s) listen to you carefully	86.5%	7.5%	6.0%
Q9b-3. Did employee care about your well-being	71.8%	9.5%	18.7%
Q9b-4. Was employee honest	81.0%	4.9%	14.1%
Q9b-5. Was information you were given accurate	81.9%	9.2%	8.9%
Q9b-6. Did staff respond to your request quickly	75.3%	17.8%	6.9%

**WITHOUT "DON'T REMEMBER"**

**Q9b. (If YES to Question 9) Please answer each of the following questions with regard to the department you contacted MOST RECENTLY. (without "don't remember")**

(N=348)

	Yes	No
Q9b-1. Were you treated fairly	93.1%	6.9%
Q9b-2. Did employee(s) listen to you carefully	92.0%	8.0%
Q9b-3. Did employee care about your well-being	88.3%	11.7%
Q9b-4. Was employee honest	94.3%	5.7%
Q9b-5. Was information you were given accurate	89.9%	10.1%
Q9b-6. Did staff respond to your request quickly	80.9%	19.1%

**Q10. 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.**

Q10. All services & facilities provided by City of Tempe you have used during past 12 months	Number	Percent
Fire services	64	7.3 %
Tempe Public Library	508	57.6 %
Parks	676	76.6 %
Walking/biking trails	534	60.5 %
City athletic fields	135	15.3 %
Kid Zone	50	5.7 %
Police services	260	29.5 %
Tempe History Museum	156	17.7 %
City golf courses	123	13.9 %
City swimming pools	83	9.4 %
Kiwanis Recreation Center	190	21.5 %
Tempe 311	109	12.4 %
Bus, Orbit, or light rail service	410	46.5 %
Tempe Center for the Arts	254	28.8 %
Arts & recreation programs/services	152	17.2 %
Household Products Collection Center	242	27.4 %
Multigenerational/Community Centers	85	9.6 %
Human services	19	2.2 %
<b>Trash, Composting, &amp; Recycling services</b>	<b>657</b>	<b>74.5 %</b>
Total	4707	

**Q11. Which of the following do you use to get information about the City of Tempe?**

Q11. Which following do you use to get information about City of Tempe?	Number	Percent
Tempe 11 (cable TV)	45	5.1 %
Recreation opportunities brochure	164	18.6 %
City website	475	53.9 %
Water bill newsletter (Tempe Today)	515	58.4 %
Social media (Twitter, Facebook, YouTube, Nextdoor)	213	24.1 %
Online City videos	15	1.7 %
Television news	271	30.7 %
City meetings	41	4.6 %
Email subscriptions	84	9.5 %
Tempe 311	58	6.6 %
Radio	125	14.2 %
Newspaper	186	21.1 %
Alternate accessible media (Sun Sounds)	6	0.7 %
Total	2198	

**Q12. Overall Priorities. Which TWO of the following do you think should be the City's top priorities over the next year?**

Q12. Which following should be City's top priorities over next year?	Number	Percent
Economic/business development	156	17.7 %
Appearance of City	117	13.3 %
Maintenance of City buildings	17	1.9 %
Police services	230	26.1 %
Art, recreation programs, & library services	94	10.7 %
Customer service	26	2.9 %
Transportation services	87	9.9 %
Social/human services	141	16.0 %
Fire services	55	6.2 %
Water/sewer	75	8.5 %
Neighborhoods	190	21.5 %
Parks	74	8.4 %
Trash, composting, & recycling	89	10.1 %
Historical preservation	17	1.9 %
Condition of City streets/sidewalks	182	20.6 %
City infrastructure (e.g. bridges, waterlines)	114	12.9 %
Total	1664	

**Q14. Please rate your level of satisfaction with each of the following.**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Appearance of City	20.2%	55.1%	14.4%	5.2%	1.7%	3.4%
Q14-2. Image of City	26.2%	49.8%	14.4%	4.6%	0.8%	4.2%
Q14-3. Quality of life in City	27.0%	52.0%	11.6%	3.9%	1.4%	4.2%
Q14-4. City's overall efforts to promote access, diversity, & inclusiveness in community	23.8%	34.8%	18.1%	2.9%	1.7%	18.6%
Q14-5. Quality of access to City facilities for persons with disabilities	12.2%	25.4%	14.1%	2.2%	0.5%	45.7%
Q14-6. Quality of services for persons with disabilities	10.1%	20.5%	13.3%	2.6%	0.6%	52.9%
Q14-7. Quality of access to City parks for persons with disabilities	10.0%	22.2%	14.2%	1.9%	0.9%	50.8%
Q14-8. Quality of neighborhood parks	17.6%	45.0%	16.6%	7.6%	2.7%	10.5%
Q14-9. Maintenance of City parks	16.2%	49.2%	16.2%	6.2%	1.7%	10.4%
Q14-10. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	26.2%	43.1%	12.0%	2.7%	1.7%	14.3%
Q14-11. Quality of City recreation & community centers	16.1%	33.9%	13.4%	1.9%	0.5%	34.2%
Q14-12. Maintenance & appearance of City community centers	14.6%	33.0%	12.1%	3.1%	0.5%	36.7%
Q14-13. Quality of City swimming pools	8.2%	17.7%	11.6%	1.7%	0.7%	60.2%
Q14-14. Quality of City outdoor athletic fields	10.0%	24.4%	13.5%	2.7%	0.6%	48.9%
Q14-15. Quality of City golf courses	8.6%	17.8%	12.5%	2.2%	0.3%	58.6%
Q14-16. Quality of City recreation programs & services	13.3%	27.8%	12.9%	0.9%	0.9%	44.2%

**Q14. Please rate your level of satisfaction with each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-17. Quality of City library programs & services	24.8%	31.0%	12.4%	1.9%	0.0%	29.9%
Q14-18. Quality of Tempe Center for the Arts programs	17.5%	24.6%	11.7%	0.9%	0.9%	44.4%
Q14-19. Quality of Kid Zone programs	9.0%	10.3%	9.5%	0.6%	0.2%	70.4%
Q14-20. Quality of City art & art education programs	12.2%	19.4%	11.3%	1.5%	0.5%	55.1%
Q14-21. Quality of Tempe Center for the Arts	21.2%	24.0%	9.3%	1.2%	0.8%	43.4%
Q14-22. Quality of Tempe History Museum	17.3%	22.9%	10.7%	0.7%	0.1%	48.3%
Q14-23. Quality of Tempe Public Library	28.7%	33.9%	10.8%	3.2%	0.8%	22.7%
Q14-24. Adequacy of street lighting	13.3%	36.1%	20.3%	16.4%	6.3%	7.6%
Q14-25. Condition of City streets	10.8%	35.4%	27.4%	13.6%	6.6%	6.2%
Q14-26. Quality of landscape maintenance along streets/sidewalks	11.7%	42.4%	23.9%	12.9%	2.7%	6.3%
Q14-27. Overall condition of your neighborhood	13.8%	44.2%	19.8%	11.5%	4.4%	6.2%
Q14-28. Appearance of residential property in City	10.3%	40.6%	27.3%	10.4%	2.6%	8.7%
Q14-29. Maintenance of private property	7.8%	37.1%	27.3%	10.8%	2.7%	14.3%
Q14-30. Condition of alley near your home (if applicable)	6.6%	19.8%	18.4%	15.5%	6.1%	33.6%
Q14-31. City enforcement of alley maintenance codes	7.4%	17.2%	19.4%	15.4%	5.6%	35.0%
Q14-32. Overall enforcement of City property maintenance codes	7.5%	21.4%	21.3%	12.0%	4.6%	33.1%

**Q14. Please rate your level of satisfaction with each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-33. City enforcement of property maintenance codes & appearance of commercial properties	8.4%	28.2%	21.7%	8.7%	3.2%	29.8%
Q14-34. City enforcement of property maintenance codes & appearance of residential properties	7.7%	25.1%	22.9%	12.2%	4.8%	27.3%
Q14-35. City efforts to enforce clean-up of junk, debris, & trash on residential private property	9.2%	25.2%	21.8%	14.4%	6.0%	23.5%
Q14-36. City efforts to enforce mowing & cutting of weeds/grass on residential private property	9.9%	24.5%	20.2%	13.9%	6.1%	25.4%
Q14-37. City efforts to enforce deteriorated landscape maintenance on residential private property	9.5%	21.7%	22.1%	11.8%	5.7%	29.3%
Q14-38. Value & benefits received by City from special events	12.5%	23.2%	16.2%	2.3%	2.0%	43.8%
Q14-39. Access to human services/social services	8.6%	21.0%	16.3%	3.1%	1.5%	49.5%
Q14-40. Residential trash collection services	30.6%	43.7%	10.8%	3.2%	1.8%	10.0%
Q14-41. Residential recycling services	29.8%	40.7%	12.4%	4.3%	2.4%	10.4%
Q14-42. Bulk trash pickup/removal services	24.8%	32.0%	12.4%	8.2%	4.6%	18.0%

**WITHOUT "DON'T KNOW"****Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Appearance of City	20.9%	57.0%	14.9%	5.4%	1.8%
Q14-2. Image of City	27.3%	52.0%	15.0%	4.9%	0.8%
Q14-3. Quality of life in City	28.2%	54.3%	12.1%	4.0%	1.4%
Q14-4. City's overall efforts to promote access, diversity, & inclusiveness in community	29.2%	42.8%	22.3%	3.6%	2.1%
Q14-5. Quality of access to City facilities for persons with disabilities	22.5%	46.8%	25.9%	4.0%	0.8%
Q14-6. Quality of services for persons with disabilities	21.4%	43.6%	28.2%	5.5%	1.2%
Q14-7. Quality of access to City parks for persons with disabilities	20.3%	45.2%	28.8%	3.9%	1.8%
Q14-8. Quality of neighborhood parks	19.6%	50.3%	18.5%	8.5%	3.0%
Q14-9. Maintenance of City parks	18.1%	54.9%	18.1%	7.0%	1.9%
Q14-10. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	30.6%	50.3%	14.0%	3.2%	2.0%
Q14-11. Quality of City recreation & community centers	24.5%	51.6%	20.3%	2.9%	0.7%
Q14-12. Maintenance & appearance of City community centers	23.1%	52.2%	19.2%	4.8%	0.7%
Q14-13. Quality of City swimming pools	20.5%	44.4%	29.1%	4.3%	1.7%
Q14-14. Quality of City outdoor athletic fields	19.5%	47.7%	26.4%	5.3%	1.1%
Q14-15. Quality of City golf courses	20.8%	43.0%	30.1%	5.2%	0.8%
Q14-16. Quality of City recreation programs & services	23.8%	49.8%	23.2%	1.6%	1.6%
Q14-17. Quality of City library programs & services	35.4%	44.2%	17.6%	2.8%	0.0%
Q14-18. Quality of Tempe Center for the Arts programs	31.4%	44.3%	21.0%	1.6%	1.6%
Q14-19. Quality of Kid Zone programs	30.3%	34.9%	32.2%	1.9%	0.8%

**WITHOUT "DON'T KNOW"****Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-20. Quality of City art & art education programs	27.3%	43.2%	25.3%	3.3%	1.0%
Q14-21. Quality of Tempe Center for the Arts	37.5%	42.5%	16.4%	2.2%	1.4%
Q14-22. Quality of Tempe History Museum	33.6%	44.3%	20.6%	1.3%	0.2%
Q14-23. Quality of Tempe Public Library	37.1%	43.8%	13.9%	4.1%	1.0%
Q14-24. Adequacy of street lighting	14.4%	39.0%	22.0%	17.8%	6.9%
Q14-25. Condition of City streets	11.5%	37.7%	29.3%	14.5%	7.0%
Q14-26. Quality of landscape maintenance along streets/sidewalks	12.5%	45.3%	25.5%	13.8%	2.9%
Q14-27. Overall condition of your neighborhood	14.8%	47.2%	21.2%	12.2%	4.7%
Q14-28. Appearance of residential property in City	11.3%	44.5%	29.9%	11.4%	2.9%
Q14-29. Maintenance of private property	9.1%	43.3%	31.9%	12.6%	3.2%
Q14-30. Condition of alley near your home (if applicable)	9.9%	29.9%	27.6%	23.4%	9.2%
Q14-31. City enforcement of alley maintenance codes	11.3%	26.5%	29.8%	23.7%	8.6%
Q14-32. Overall enforcement of City property maintenance codes	11.2%	32.0%	31.9%	18.0%	6.9%
Q14-33. City enforcement of property maintenance codes & appearance of commercial properties	12.0%	40.2%	30.9%	12.4%	4.5%
Q14-34. City enforcement of property maintenance codes & appearance of residential properties	10.6%	34.5%	31.5%	16.8%	6.6%
Q14-35. City efforts to enforce clean-up of junk, debris, & trash on residential private property	12.0%	32.9%	28.4%	18.8%	7.9%
Q14-36. City efforts to enforce mowing & cutting of weeds/grass on residential private property	13.2%	32.8%	27.1%	18.7%	8.2%

**WITHOUT "DON'T KNOW"**

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-37. City efforts to enforce deteriorated landscape maintenance on residential private property	13.5%	30.6%	31.3%	16.7%	8.0%
Q14-38. Value & benefits received by City from special events	22.2%	41.3%	28.8%	4.0%	3.6%
Q14-39. Access to human services/social services	17.1%	41.6%	32.4%	6.1%	2.9%
Q14-40. Residential trash collection services	34.0%	48.5%	12.0%	3.5%	2.0%
Q14-41. Residential recycling services	33.3%	45.4%	13.8%	4.8%	2.7%
Q14-42. Bulk trash pickup/removal services	30.3%	39.0%	15.1%	10.0%	5.7%

**Q15. Please rate your level of satisfaction with each of the following.**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. How well City is planning for growth	7.5%	26.2%	20.1%	9.3%	2.5%	34.5%
Q15-2. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation	9.9%	34.0%	19.7%	5.6%	0.6%	30.3%
Q15-3. Condition of streets in your neighborhood	14.2%	44.0%	18.3%	13.7%	5.2%	4.6%
Q15-4. Condition of major City streets & sidewalks	12.6%	50.0%	19.0%	10.1%	3.2%	5.1%
Q15-5. Condition & clarity of street signs	16.8%	51.9%	16.9%	7.1%	2.3%	5.0%
Q15-6. Management of traffic flow on City streets	8.7%	39.1%	21.0%	17.0%	7.9%	6.2%
Q15-7. Quality of local transit service (bus, rail, Orbit)	16.0%	34.8%	16.7%	4.5%	0.9%	27.1%
Q15-8. Quality of walking & biking paths	18.3%	44.4%	13.7%	5.4%	1.9%	16.2%
Q15-9. Quality of recycling services	23.9%	46.3%	11.9%	4.6%	0.9%	12.4%
Q15-10. Quality of green organics collection & compost program	16.6%	26.4%	14.5%	5.1%	2.3%	35.1%
Q15-11. Overall quality of new commercial development in City, including architecture & design	12.2%	34.1%	22.7%	6.5%	3.5%	21.0%
Q15-12. Quality of your internet service provider	8.0%	31.2%	20.6%	16.0%	12.2%	11.9%
Q15-13. Quality of water conservation programs	7.1%	29.7%	20.9%	6.8%	0.9%	34.6%
Q15-14. Quality of energy conservation programs	7.0%	27.9%	21.1%	5.3%	0.8%	37.9%
Q15-15. Quality of land use & green space programs	7.5%	29.3%	23.6%	4.6%	1.4%	33.7%

**Q15. Please rate your level of satisfaction with each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-16. Quality of climate change initiatives such as shaded bus stops & tree canopies	9.2%	33.9%	21.7%	9.3%	2.3%	23.7%
Q15-17. City efforts to promote redevelopment of distressed commercial centers in my Character Area (area I live)	4.6%	19.0%	22.4%	9.8%	3.5%	40.6%

**WITHOUT "DON'T KNOW"**

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. How well City is planning for growth	11.4%	40.0%	30.6%	14.2%	3.8%
Q15-2. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation	14.1%	48.8%	28.3%	8.0%	0.8%
Q15-3. Condition of streets in your neighborhood	14.9%	46.1%	19.1%	14.4%	5.5%
Q15-4. Condition of major City streets & sidewalks	13.3%	52.7%	20.1%	10.6%	3.3%
Q15-5. Condition & clarity of street signs	17.7%	54.7%	17.8%	7.5%	2.4%
Q15-6. Management of traffic flow on City streets	9.3%	41.7%	22.4%	18.1%	8.5%
Q15-7. Quality of local transit service (bus, rail, Orbit)	21.9%	47.7%	22.9%	6.2%	1.2%
Q15-8. Quality of walking & biking paths	21.8%	53.0%	16.4%	6.5%	2.3%
Q15-9. Quality of recycling services	27.3%	52.8%	13.6%	5.3%	1.0%
Q15-10. Quality of green organics collection & compost program	25.5%	40.7%	22.4%	7.9%	3.5%
Q15-11. Overall quality of new commercial development in City, including architecture & design	15.5%	43.2%	28.7%	8.2%	4.4%
Q15-12. Quality of your internet service provider	9.1%	35.4%	23.4%	18.1%	13.9%
Q15-13. Quality of water conservation programs	10.9%	45.4%	31.9%	10.4%	1.4%
Q15-14. Quality of energy conservation programs	11.3%	44.9%	33.9%	8.6%	1.3%
Q15-15. Quality of land use & green space programs	11.3%	44.1%	35.6%	7.0%	2.1%
Q15-16. Quality of climate change initiatives such as shaded bus stops & tree canopies	12.0%	44.4%	28.4%	12.2%	3.0%
Q15-17. City efforts to promote redevelopment of distressed commercial centers in my Character Area (area I live)	7.8%	32.1%	37.8%	16.4%	5.9%

**Q16. Please rate your level of satisfaction with each of the following.**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Direction City is heading	13.4%	42.0%	18.6%	8.2%	2.6%	15.3%
Q16-2. City efforts to keep residents informed about City's budget	8.7%	26.2%	27.7%	8.8%	2.3%	26.3%
Q16-3. City's financial information is accessible & transparent	7.6%	21.4%	26.2%	6.6%	2.5%	35.7%
Q16-4. Overall value you receive for your City tax & fees	11.3%	39.5%	24.4%	9.9%	1.8%	13.2%

**WITHOUT "DON'T KNOW"**

**Q16. Please rate your level of satisfaction with each of the following. (without "don't know")**

(N=882)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Direction City is heading	15.8%	49.5%	22.0%	9.6%	3.1%
Q16-2. City efforts to keep residents informed about City's budget	11.8%	35.5%	37.5%	12.0%	3.1%
Q16-3. City's financial information is accessible & transparent	11.8%	33.3%	40.7%	10.2%	3.9%
Q16-4. Overall value you receive for your City tax & fees	13.1%	45.4%	28.1%	11.4%	2.1%

**Q17. Approximately how many years have you lived in Tempe?**

Q17. How many years have you lived in Tempe?	Number	Percent
Less than 6 months	12	1.4 %
6 months-5 years	207	23.5 %
6-10 years	97	11.0 %
11-20 years	155	17.6 %
20+ years	403	45.7 %
Not provided	8	0.9 %
Total	882	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q17. Approximately how many years have you lived in Tempe? (without "not provided")**

Q17. How many years have you lived in Tempe?	Number	Percent
Less than 6 months	12	1.4 %
6 months-5 years	207	23.7 %
6-10 years	97	11.1 %
11-20 years	155	17.7 %
20+ years	403	46.1 %
Total	874	100.0 %

**Q18. What is your age?**

Q18. Your age	Number	Percent
18-34	189	21.4 %
35-44	182	20.6 %
45-54	168	19.0 %
55-64	166	18.8 %
65-74	104	11.8 %
75+	61	6.9 %
Not provided	12	1.4 %
Total	882	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q18. What is your age? (without "not provided")**

Q18. Your age	Number	Percent
18-34	189	21.7 %
35-44	182	20.9 %
45-54	168	19.3 %
55-64	166	19.1 %
65-74	104	12.0 %
75+	61	7.0 %
Total	870	100.0 %

**Q19. What gender do you identify with?**

Q19. Your gender	Number	Percent
Male	435	49.3 %
Female	443	50.2 %
Not provided	4	0.5 %
Total	882	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q19. What gender do you identify with? (without "not provided")**

Q19. Your gender	Number	Percent
Male	435	49.5 %
Female	443	50.5 %
Total	878	100.0 %

**Q20. How many children live in Tempe with you in the following age groups?**

	Mean	Sum
number	1.7	333
Ages 0-5	0.7	131
Ages 6-13	0.7	130
Ages 14-17	0.4	72

**Q20a. If you have children living in Tempe, how many attend each of the following types of K-12 schools?**

	Mean	Sum
number	1.6	251
Public school	1.2	182
Home school	0.1	11
Charter school	0.1	19
Private school	0.2	39

**Q21. Which of the following best describes your race/ethnicity?**

Q21. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	56	6.3 %
White	659	74.7 %
American Indian/Eskimo	18	2.0 %
Black/African American	34	3.9 %
Hispanic/Latino/Spanish	199	22.6 %
Other	8	0.9 %
Total	974	

**Q21. Other**

Q21. Other	Number	Percent
Mixed	7	87.5 %
Chicano	1	12.5 %
Total	8	100.0 %

**Q22. What is the primary language spoken at your home?**

Q22. Primary language spoken at home	Number	Percent
English	834	94.6 %
Spanish	26	2.9 %
Other	9	1.0 %
Not provided	13	1.5 %
Total	882	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q22. What is the primary language spoken at your home? (without "not provided")**

Q22. Primary language spoken at home	Number	Percent
English	834	96.0 %
Spanish	26	3.0 %
Other	9	1.0 %
Total	869	100.0 %

**Q22. Other**

Q22. Other language	Number	Percent
Persian	1	14.3 %
French	1	14.3 %
Russian	1	14.3 %
Chinese	1	14.3 %
Serbian	1	14.3 %
Vietnamese	1	14.3 %
Polish	1	14.3 %
Total	7	100.0 %

**Q23. Do you own or rent your current residence?**

Q23. Do you own or rent your current residence?	Number	Percent
Own	606	68.7 %
Rent	267	30.3 %
Not provided	9	1.0 %
Total	882	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q23. Do you own or rent your current residence? (without "not provided")**

Q23. Do you own or rent your current residence?	Number	Percent
Own	606	69.4 %
Rent	267	30.6 %
Total	873	100.0 %

**Q24. Does your home have an alley?**

Q24. Does your home have an alley?	Number	Percent
Yes	456	51.7 %
No	408	46.3 %
Not provided	18	2.0 %
Total	882	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q24. Does your home have an alley? (without "not provided")**

Q24. Does your home have an alley?	Number	Percent
Yes	456	52.8 %
No	408	47.2 %
Total	864	100.0 %

**Q25. Which of the following best describes your home?**

Q25. What best describes your home?	Number	Percent
Single-family	702	79.6 %
Other	164	18.6 %
Not provided	16	1.8 %
Total	882	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q25. Which of the following best describes your home? (without "not provided")**

Q25. What best describes your home?	Number	Percent
Single-family	702	81.1 %
Other	164	18.9 %
Total	866	100.0 %

**Q25. Other**

Q25. Other	Number	Percent
Apartment	58	38.4 %
Condo	46	30.5 %
Town home	16	10.6 %
Duplex	6	4.0 %
Patio home	4	2.6 %
Town house	4	2.6 %
Roommates	3	2.0 %
Multi-family town home	2	1.3 %
Shared housing	2	1.3 %
Friendship Village Tempe	2	1.3 %
Extended Family with roommate	2	1.3 %
Residential Commercial Orchidhouse Loft	1	0.7 %
I have 2 roommates	1	0.7 %
Single with roommates	1	0.7 %
Manufactured home	1	0.7 %
CO-OP	1	0.7 %
Solo	1	0.7 %
Total	151	100.0 %

**Q26. Do you have cable television?**

Q26. Do you have cable television?	Number	Percent
Yes	480	54.4 %
No	392	44.4 %
Not provided	10	1.1 %
Total	882	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q26. Do you have cable television? (without "not provided")**

Q26. Do you have cable television?	Number	Percent
Yes	480	55.0 %
No	392	45.0 %
Total	872	100.0 %

**Q27. Do you have internet access at home?**

Q27. Do you have internet access at home?	Number	Percent
Yes	810	91.8 %
No	61	6.9 %
Not provided	11	1.2 %
Total	882	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q27. Do you have internet access at home? (without "not provided")**

Q27. Do you have internet access at home?	Number	Percent
Yes	810	93.0 %
No	61	7.0 %
Total	871	100.0 %

**Q28. Do you have a Smart Phone?**

Q28. Do you have a Smart Phone?	Number	Percent
Yes	736	83.4 %
No	134	15.2 %
Not provided	12	1.4 %
Total	882	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q28. Do you have a Smart Phone? (without "not provided")**

Q28. Do you have a Smart Phone?	Number	Percent
Yes	736	84.6 %
No	134	15.4 %
Total	870	100.0 %

**Q29. Are you a full-time student?**

Q29. Are you a full-time student?	Number	Percent
Yes	80	9.1 %
No	786	89.1 %
Not provided	16	1.8 %
Total	882	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q29. Are you a full-time student? (without "not provided")**

Q29. Are you a full-time student?	Number	Percent
Yes	80	9.2 %
No	786	90.8 %
Total	866	100.0 %

**Q30. What is the highest level of education that you have completed?**

Q30. Highest level of education you have completed	Number	Percent
Less than high school	25	2.8 %
High school	104	11.8 %
Some college	163	18.5 %
4-year college	255	28.9 %
Graduate degree	316	35.8 %
Not provided	19	2.2 %
Total	882	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q30. What is the highest level of education that you have completed? (without "not provided")**

Q30. Highest level of education you have completed	Number	Percent
Less than high school	25	2.9 %
High school	104	12.1 %
Some college	163	18.9 %
4-year college	255	29.5 %
Graduate degree	316	36.6 %
Total	863	100.0 %

**Q31. Have you visited Downtown Tempe during the past year?**

Q31. Have you visited Downtown Tempe during past year?	Number	Percent
Yes	736	83.4 %
No	143	16.2 %
Not provided	3	0.3 %
Total	882	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q31. Have you visited Downtown Tempe during the past year? (without "not provided")**

Q31. Have you visited Downtown Tempe during past year?	Number	Percent
Yes	736	83.7 %
No	143	16.3 %
Total	879	100.0 %

**Q32. Have you used public transit during the past year?**

<u>Q32. Have you used public transit during past year?</u>	<u>Number</u>	<u>Percent</u>
Yes	470	53.3 %
No	407	46.1 %
Not provided	5	0.6 %
Total	882	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q32. Have you used public transit during the past year? (without "not provided")**

<u>Q32. Have you used public transit during past year?</u>	<u>Number</u>	<u>Percent</u>
Yes	470	53.6 %
No	407	46.4 %
Total	877	100.0 %

**Q33. Do you, or a member of your household, have a disability?**

<u>Q33. Do you or a member of your household have a disability?</u>	<u>Number</u>	<u>Percent</u>
Yes	131	14.9 %
No	750	85.0 %
Not provided	1	0.1 %
Total	882	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q33. Do you, or a member of your household, have a disability? (without "not provided")**

<u>Q33. Do you or a member of your household have a disability?</u>	<u>Number</u>	<u>Percent</u>
Yes	131	14.9 %
No	750	85.1 %
Total	881	100.0 %

**Section 5:**  
**Survey Instrument**

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

Dear Fellow Tempe Resident,

*Re: 2017 City of Tempe Survey*

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

**Robin Arredondo-Savage**  
Vice-Mayor

**Kolby Granville**  
Councilmember

**Randy Keating**  
Councilmember

**Lauren Kuby**  
Councilmember

**Joel Navarro**  
Councilmember

**David Schapira**  
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 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.TempeGov.com](http://www.TempeGov.com).

Please call the Director of Strategic Management & Diversity, Rosa Inchausti, at (480) 350-8999 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 that reads 'Mark W. Mitchell'.

Mark W. Mitchell  
Mayor

# 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](http://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



**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.

# City of Tempe

## 2017 Community Survey

### *Appendix A – GIS Maps*

*...helping organizations make better decisions since 1982*

**Submitted to the City of Tempe, Arizona**

**by:**

ETC Institute  
725 W. Frontier Lane  
Olathe, Kansas  
66061

**November 2017**



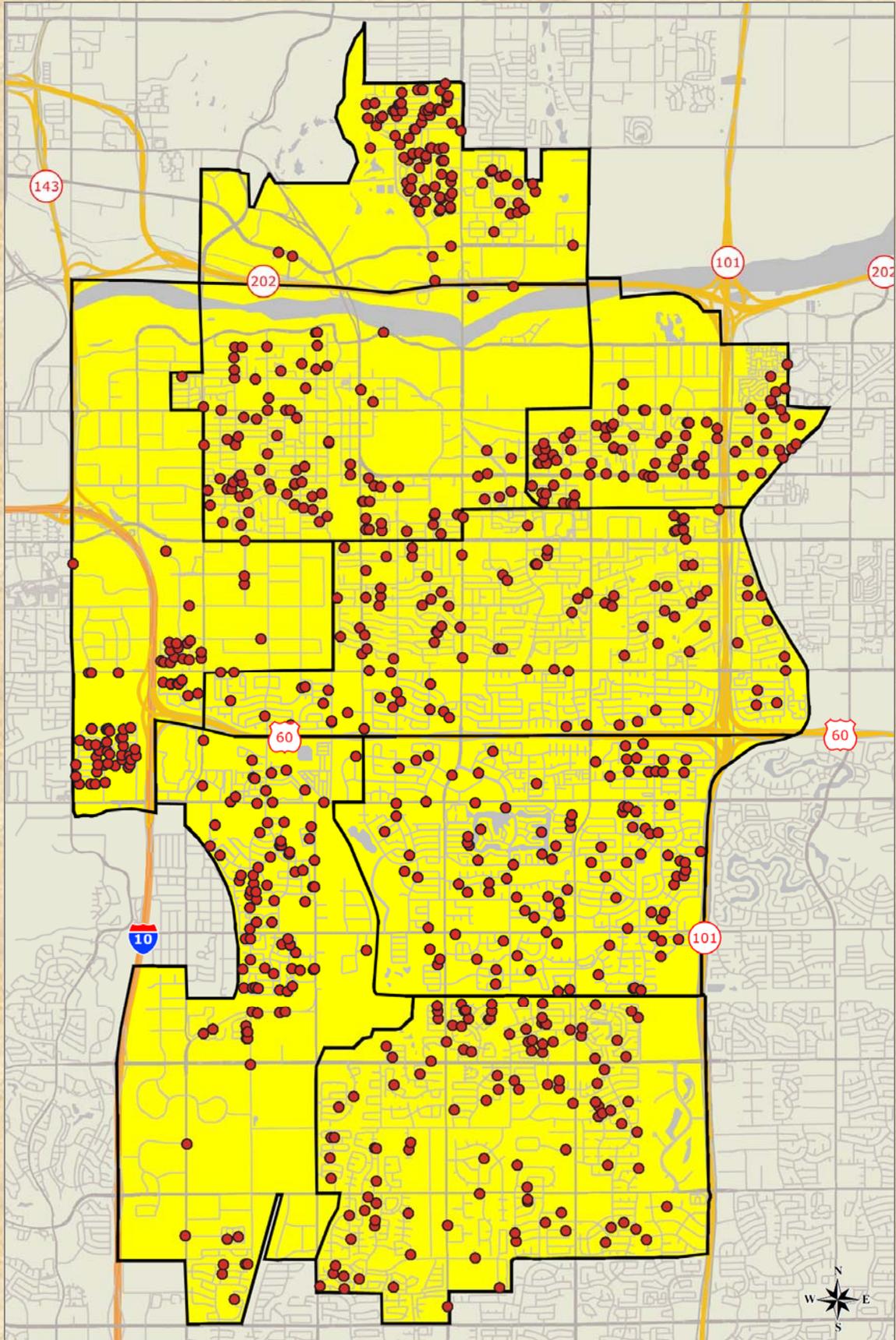
## Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Character Area. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

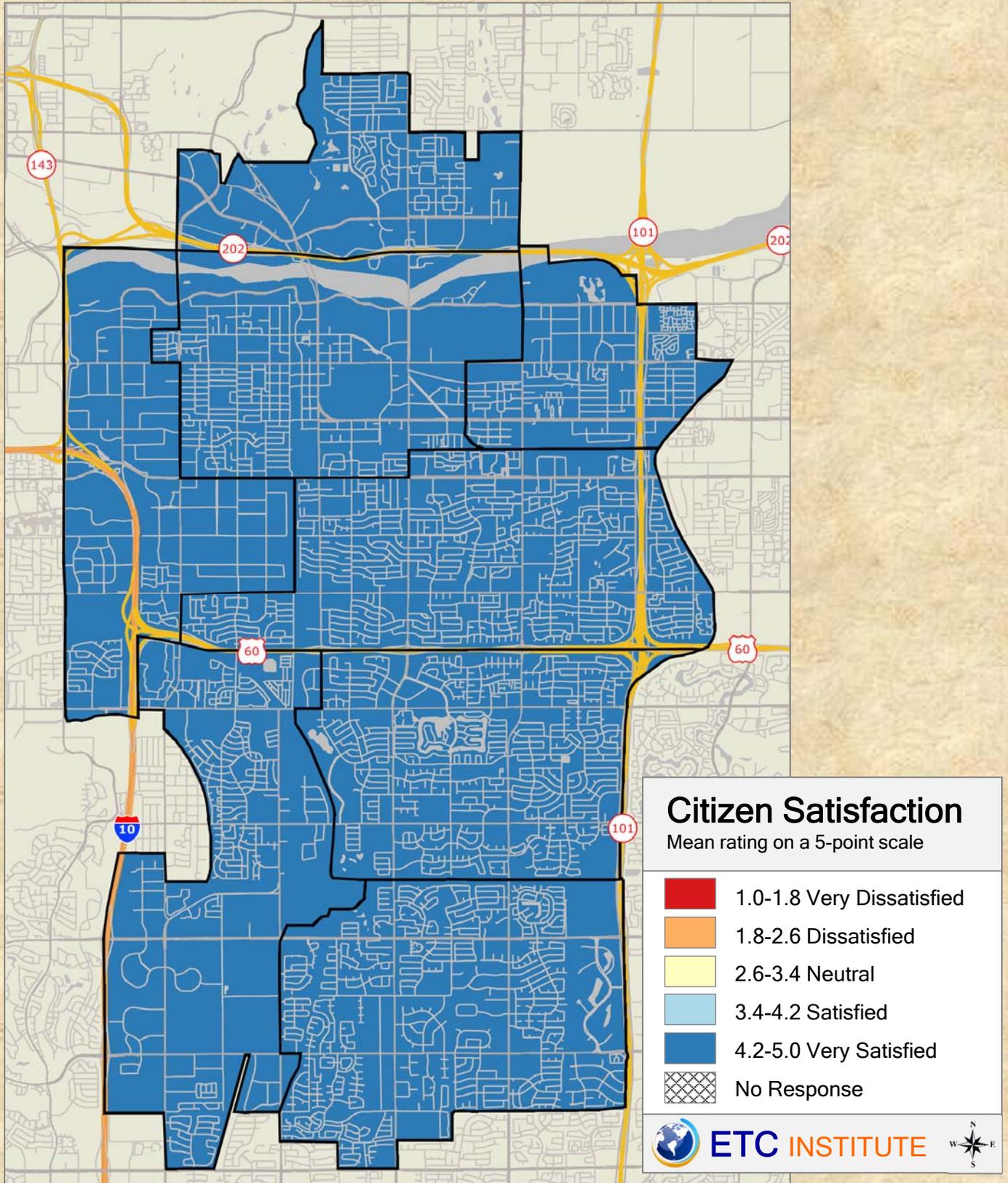
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

## Location of Survey Respondents



## City of Tempe 2017 Community Survey

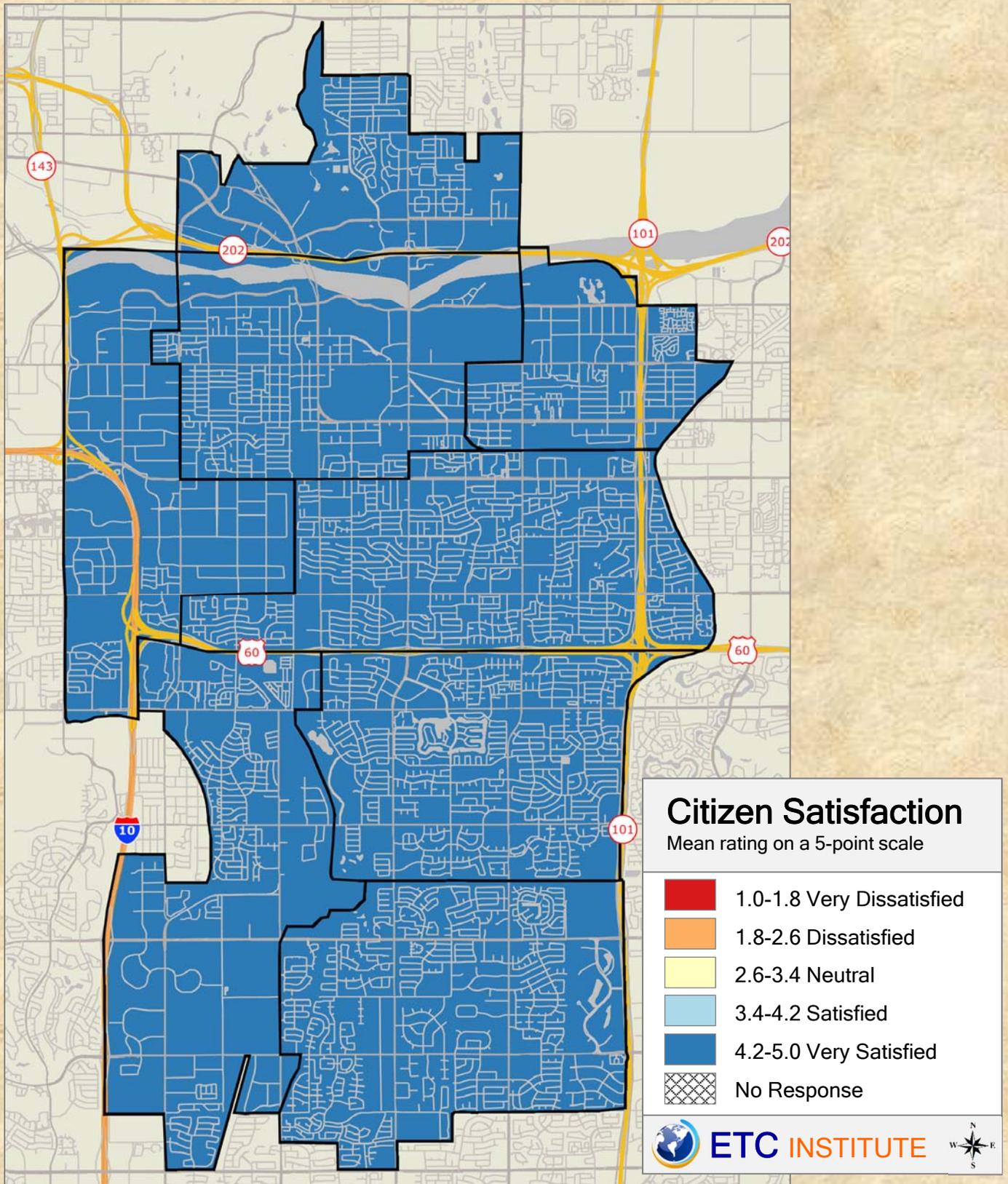
# Q1-01 Satisfaction with quality of local fire services



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

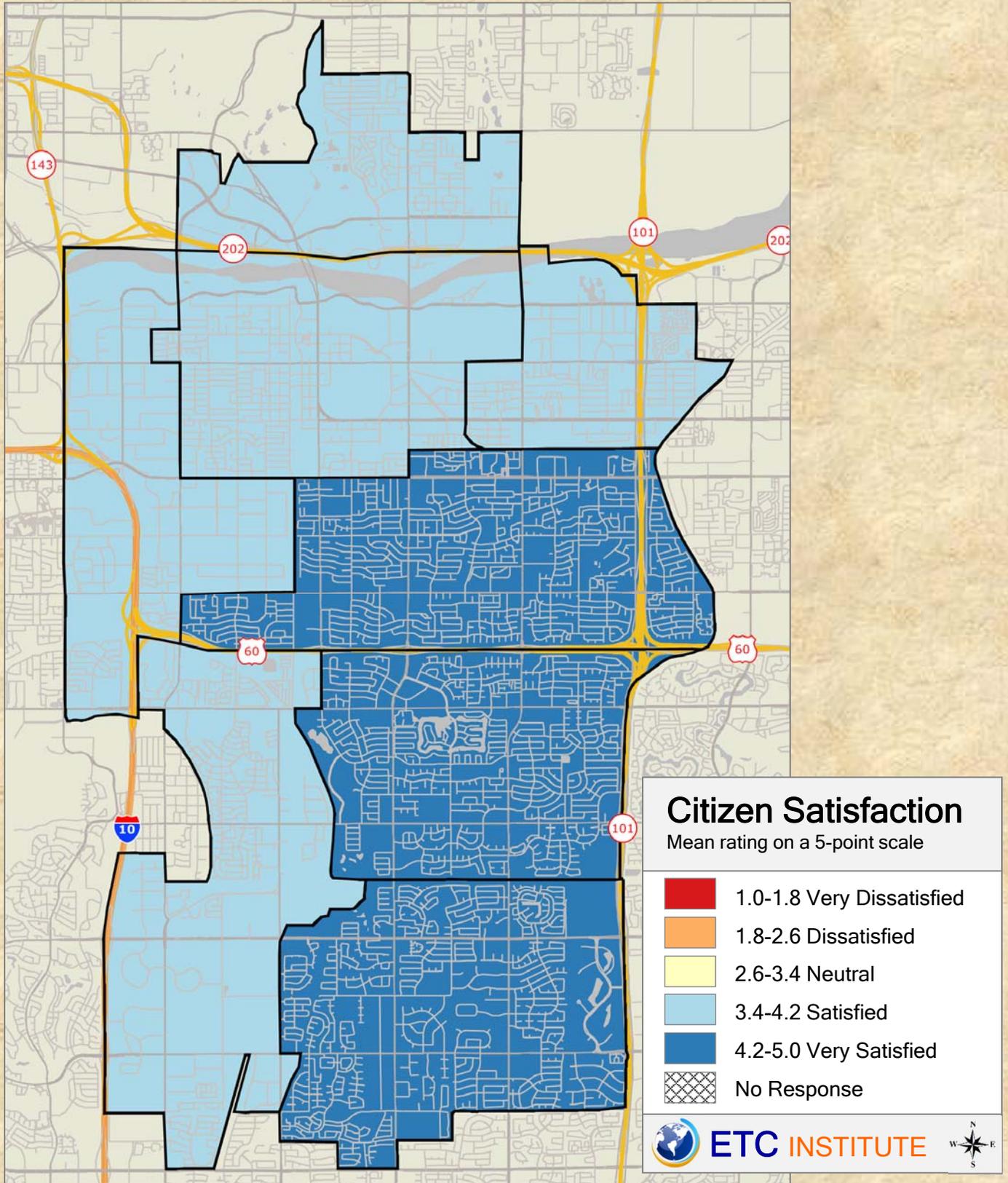
# Q1-02 Satisfaction with quality of medical rescue services



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

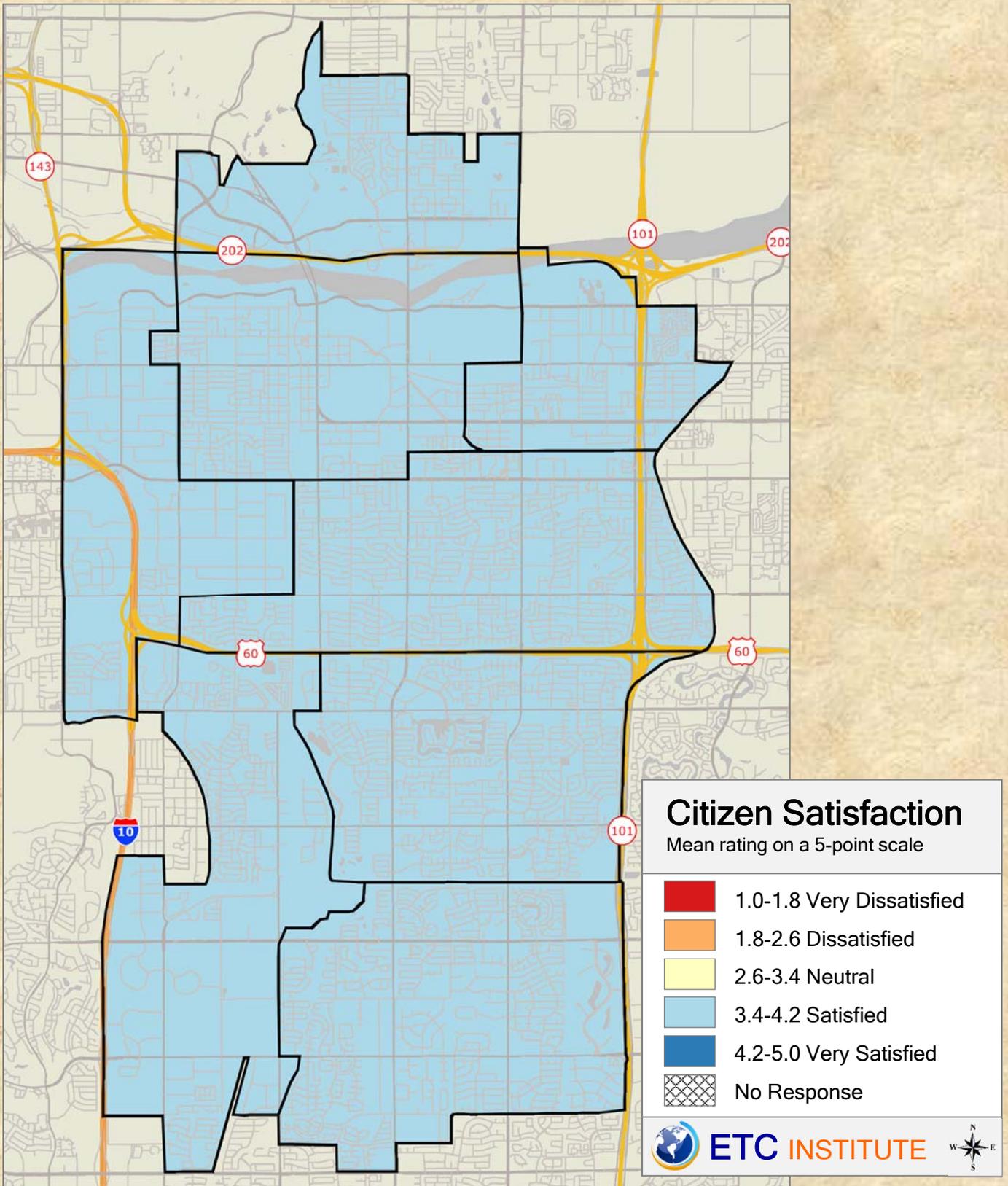
# Q1-03 Satisfaction with quality of local police services



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

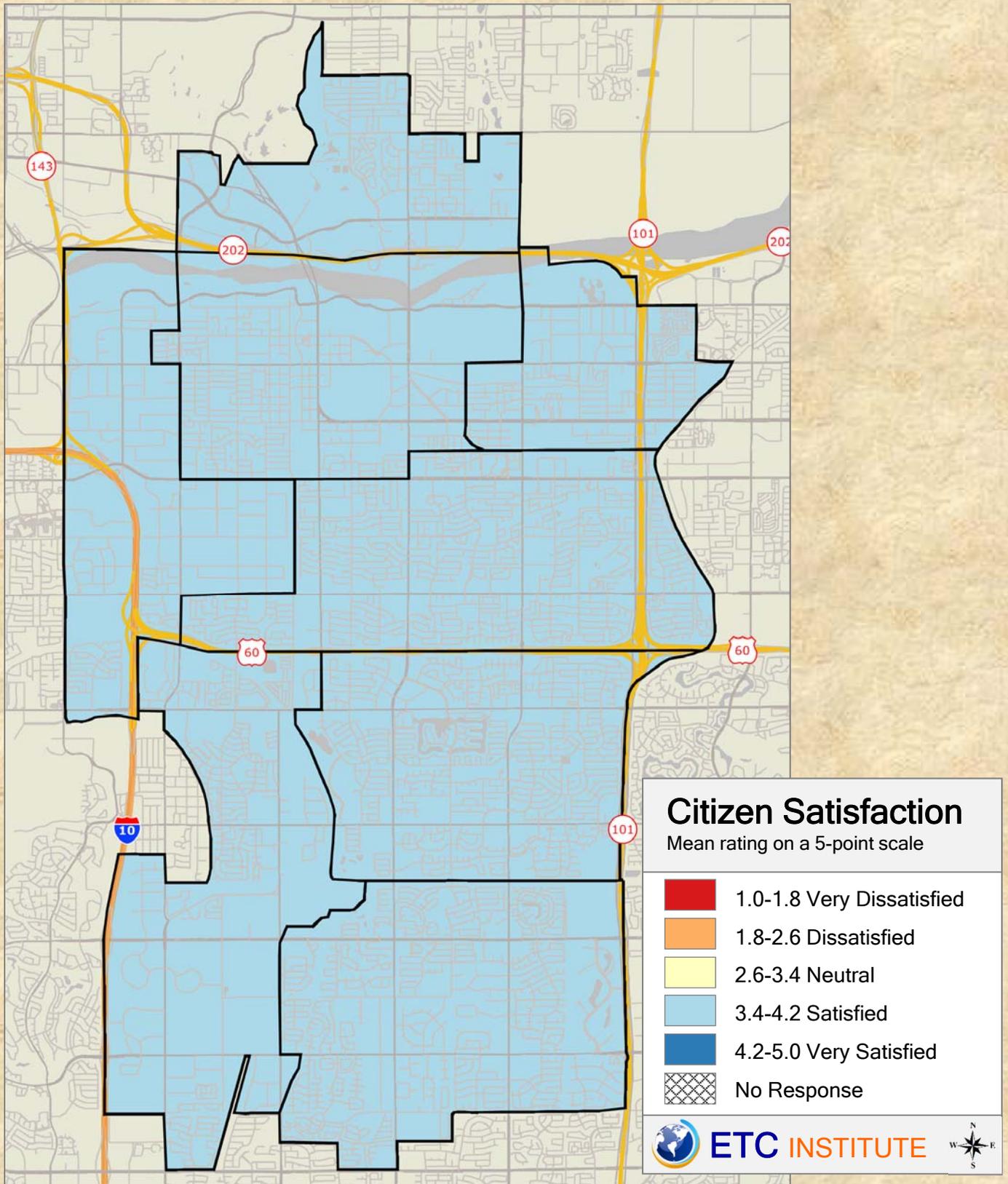
# Q1-04 Satisfaction with enforcement of local traffic laws



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

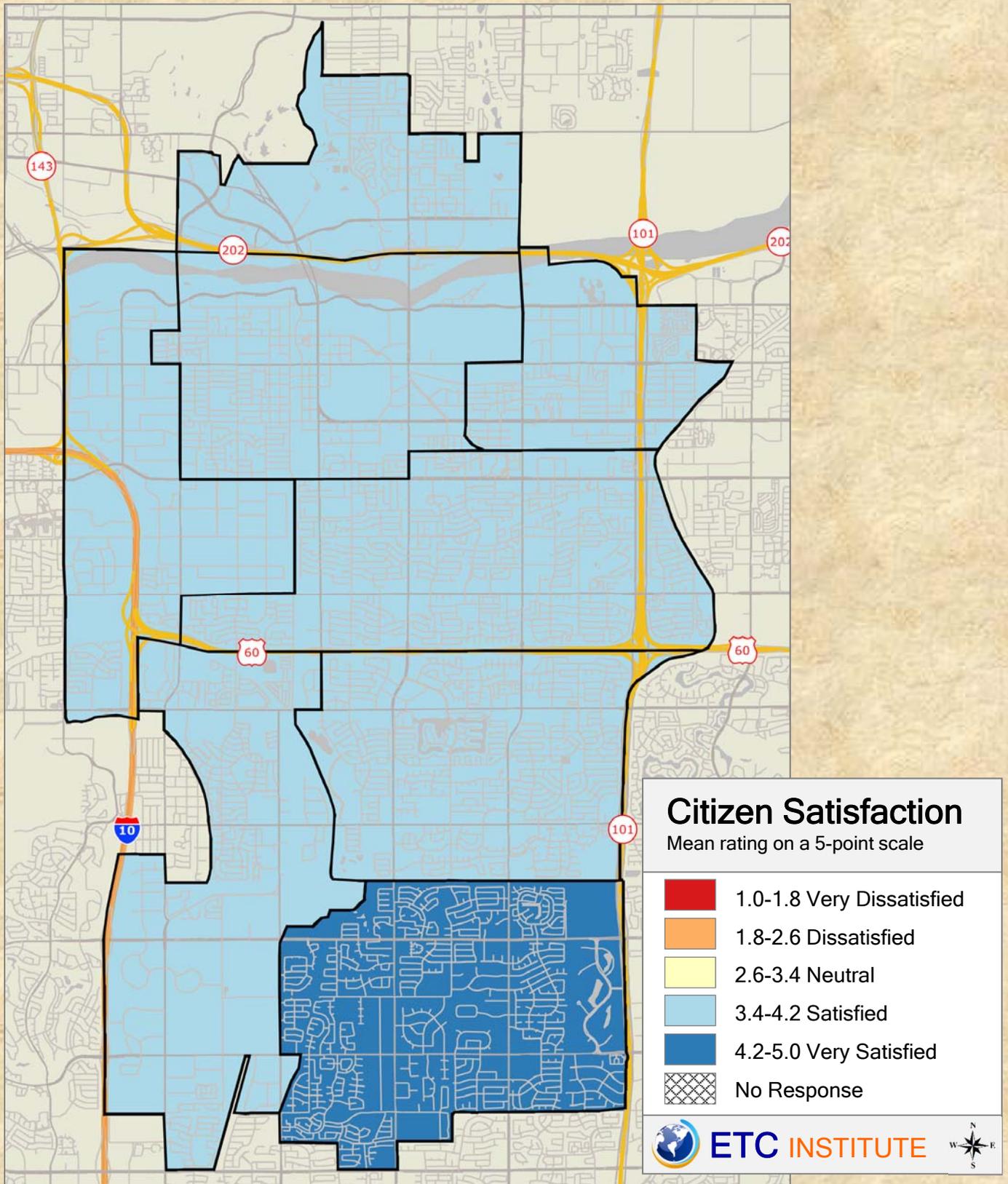
# Q1-05 Satisfaction with efforts by the City to prevent crime



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

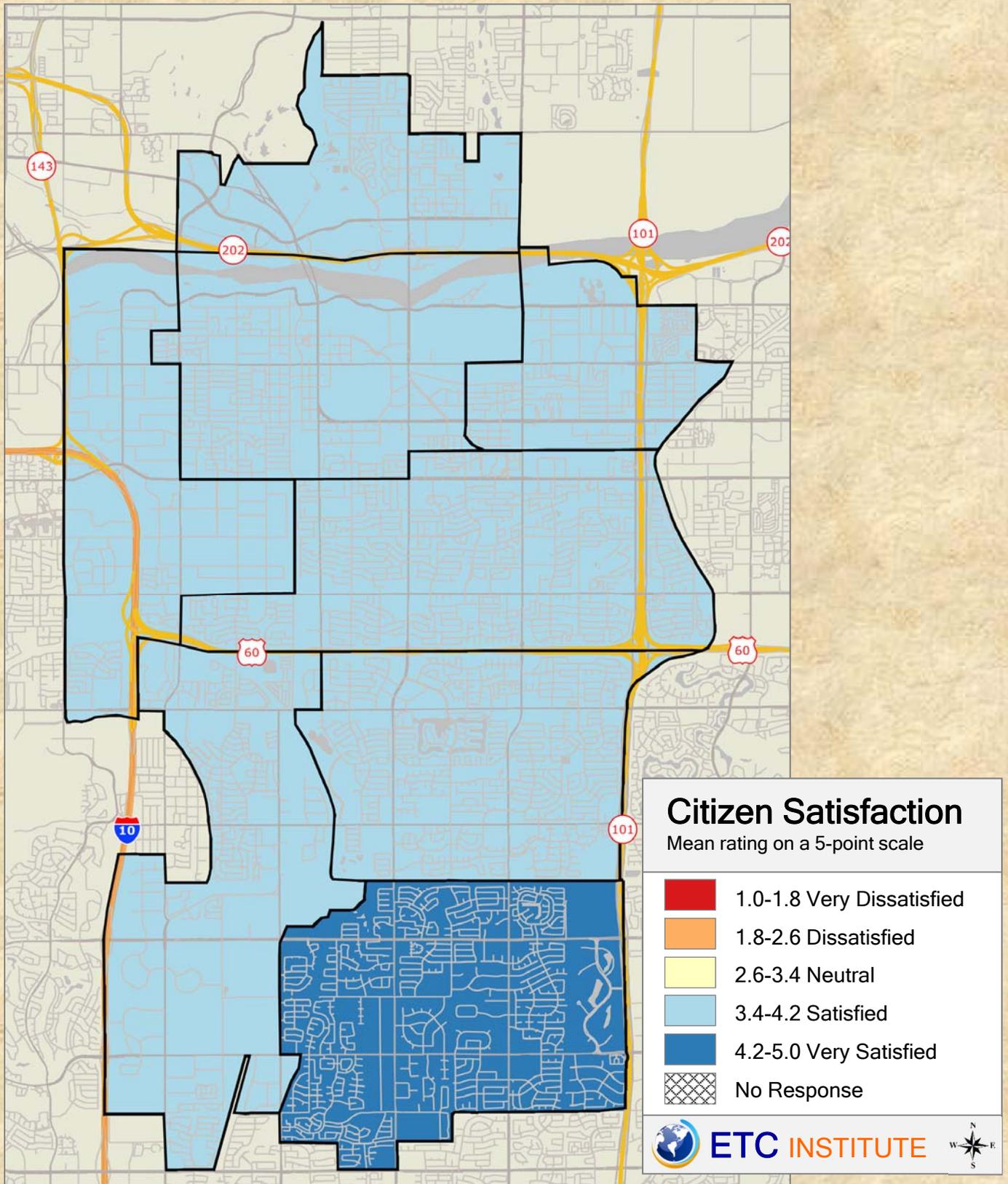
# Q1-06 Satisfaction with overall feeling of safety in the City



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

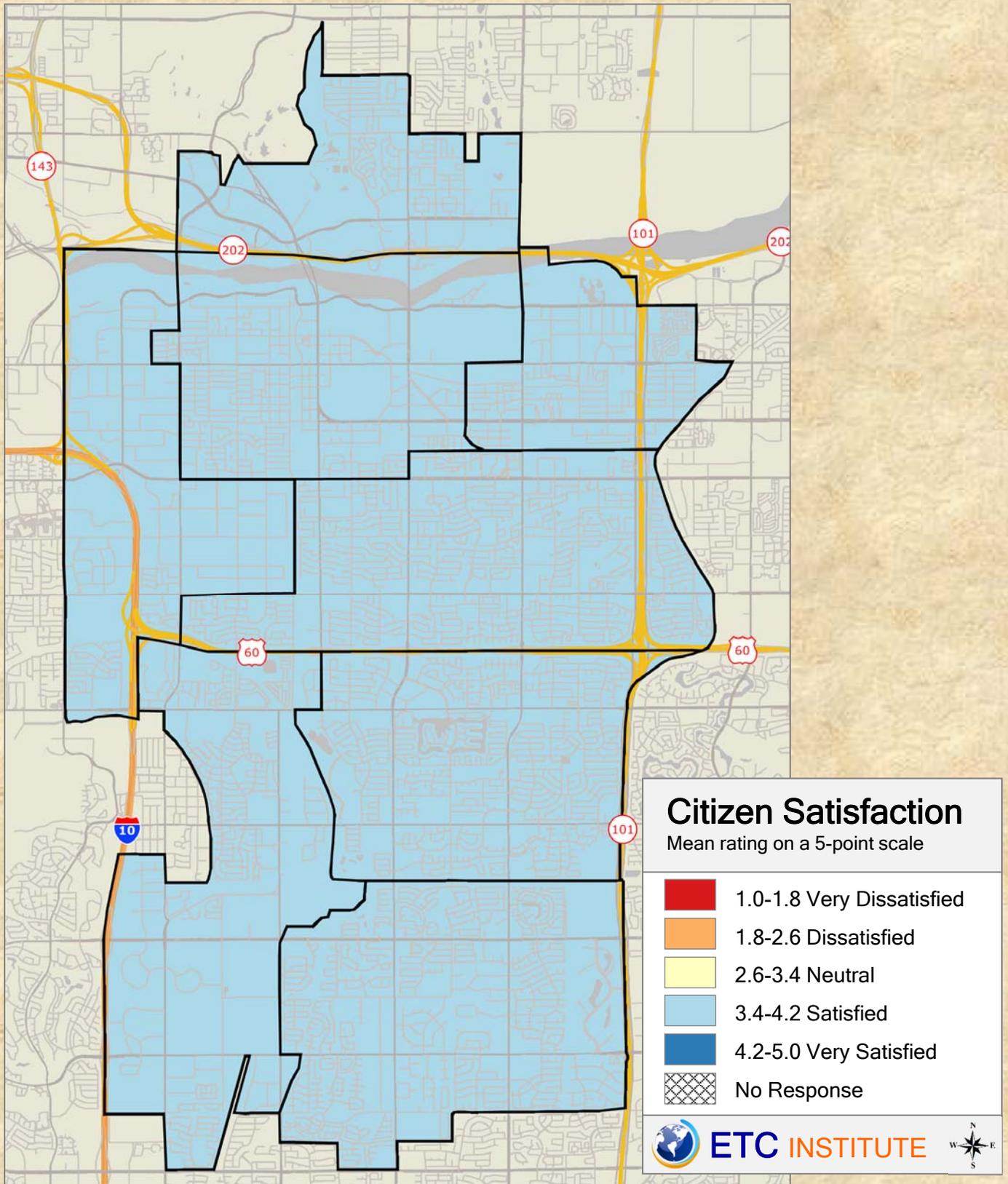
# Q1-07 Satisfaction with feeling of safety in neighborhoods



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

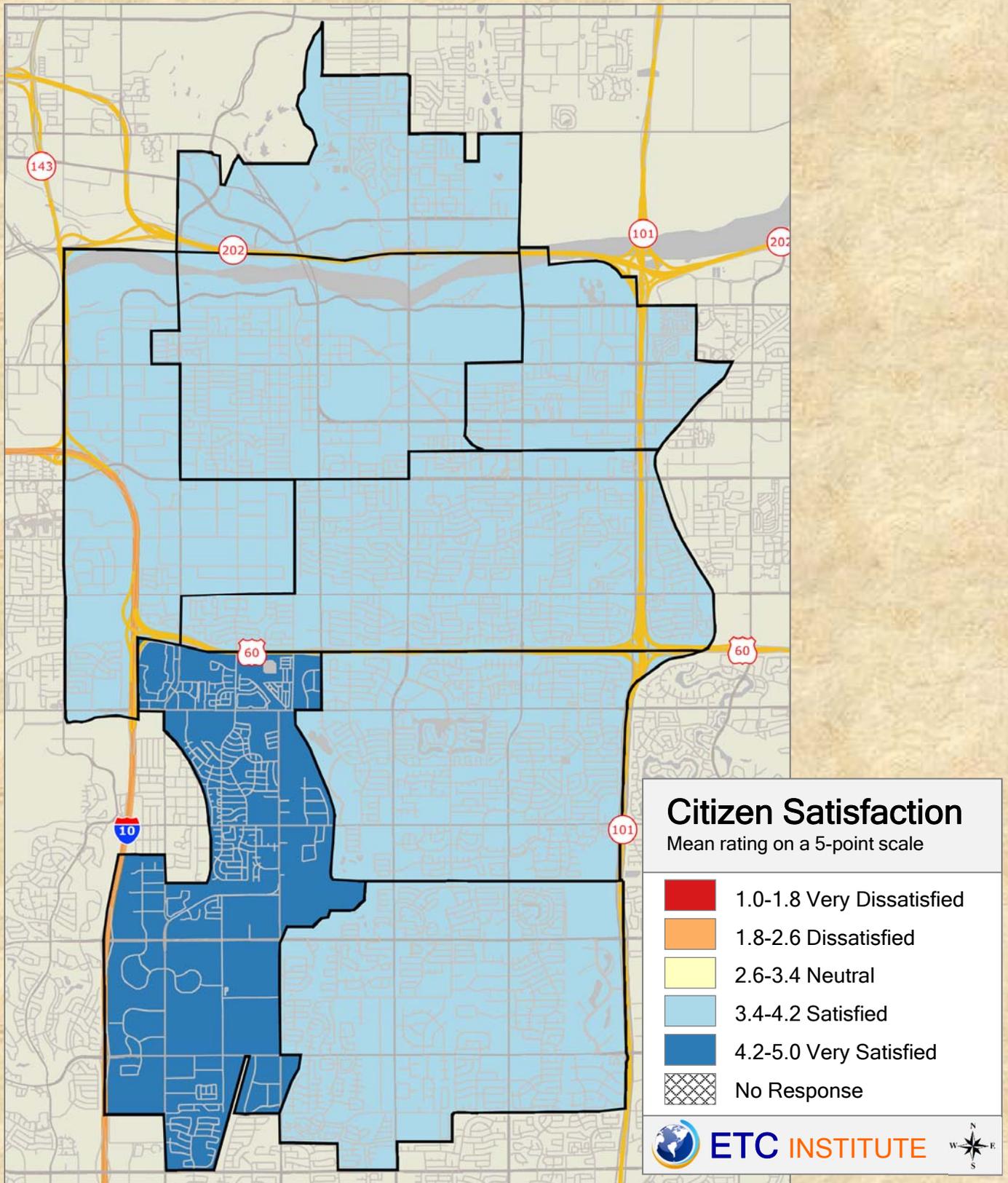
# Q2-01 Satisfaction with feeling of safety in neighborhood parks during the day



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

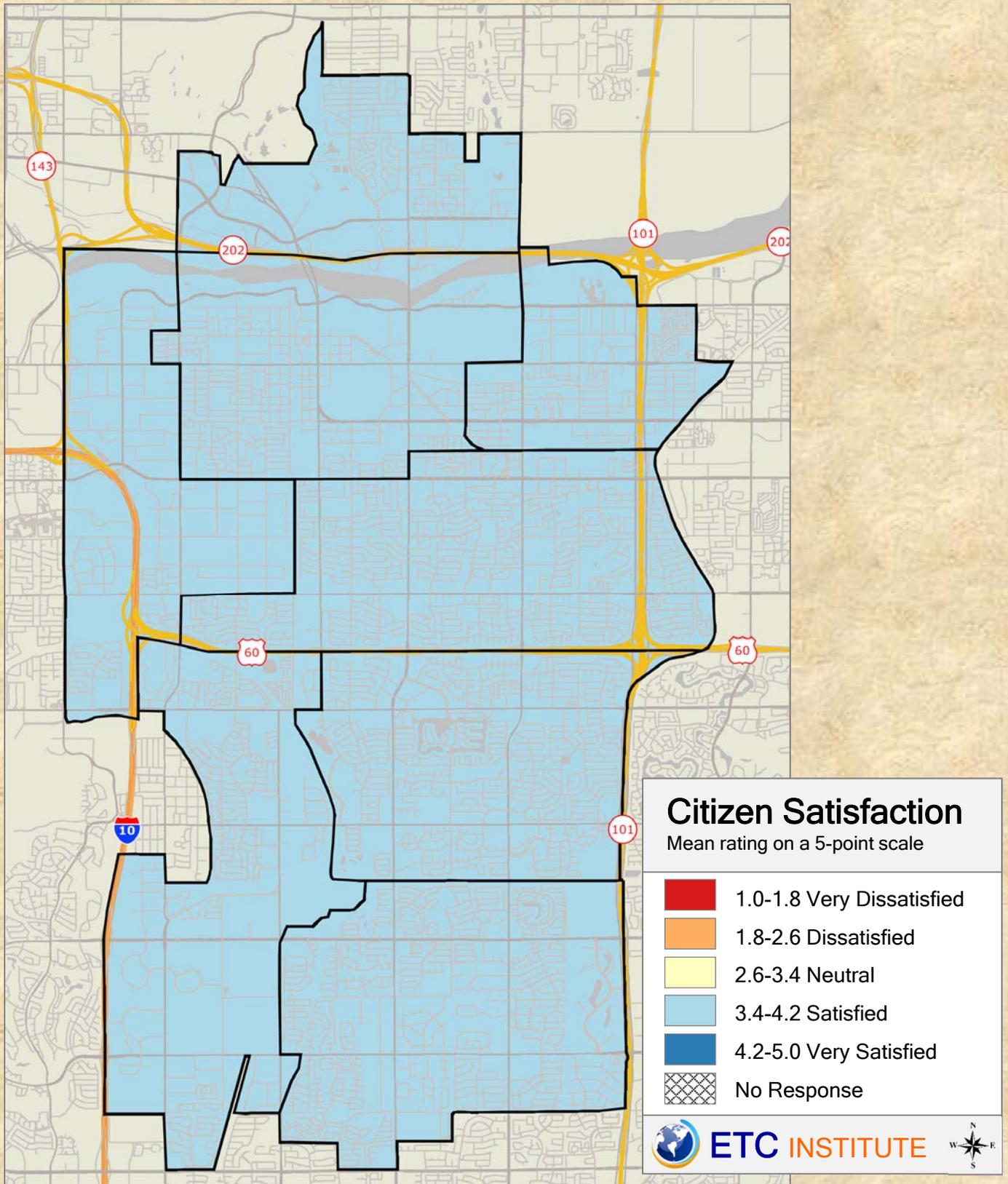
## Q2-02 Satisfaction with feeling of safety in City parks like Kiwanis and Tempe Beach during the day



### City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

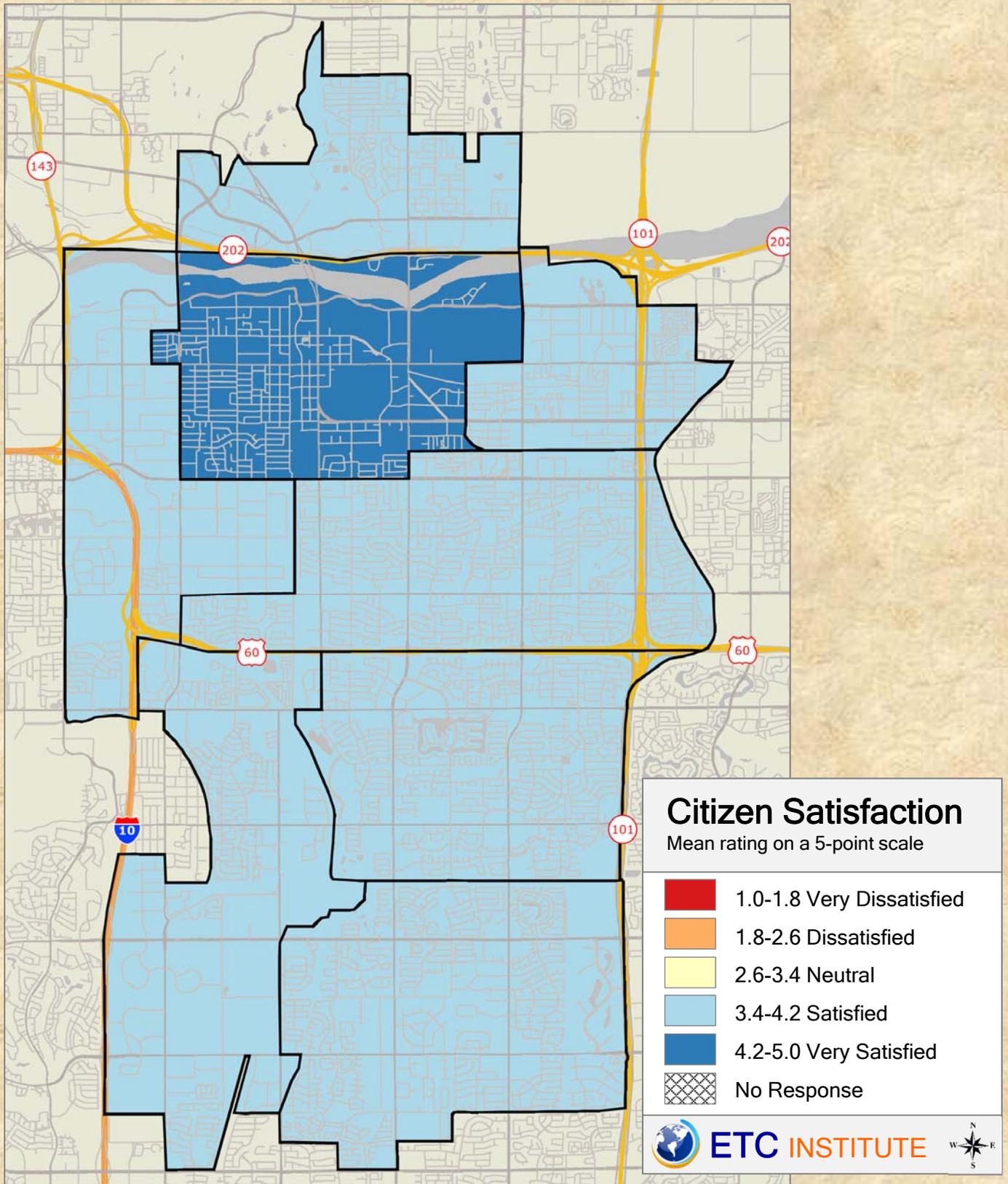
# Q2-03 Satisfaction with feeling of safety in desert parks like Papago, Evelyn Hallman and Hayden Butte during the day



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

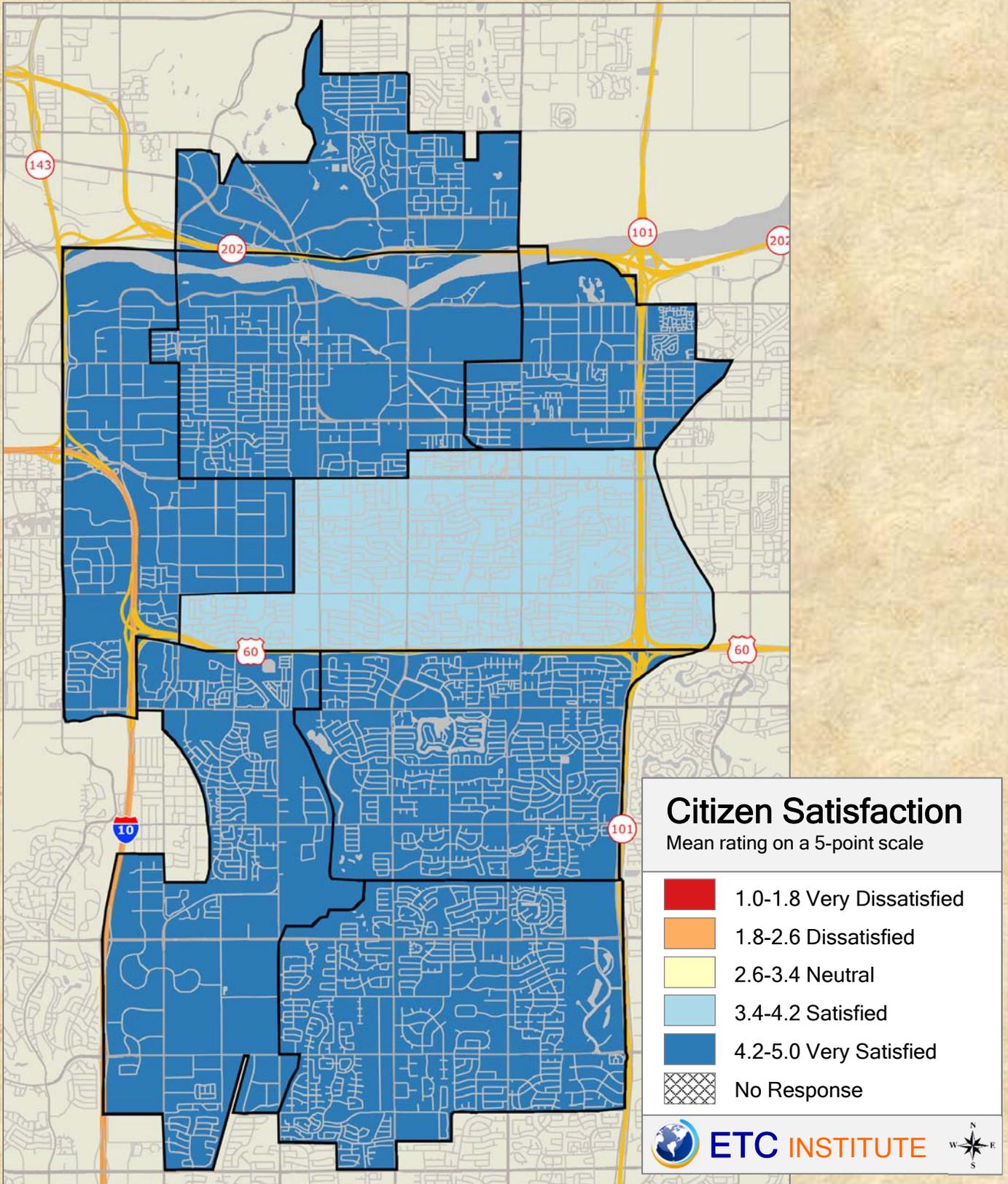
# Q2-04 Satisfaction with feeling of safety at City athletic and recreational facilities during the day



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

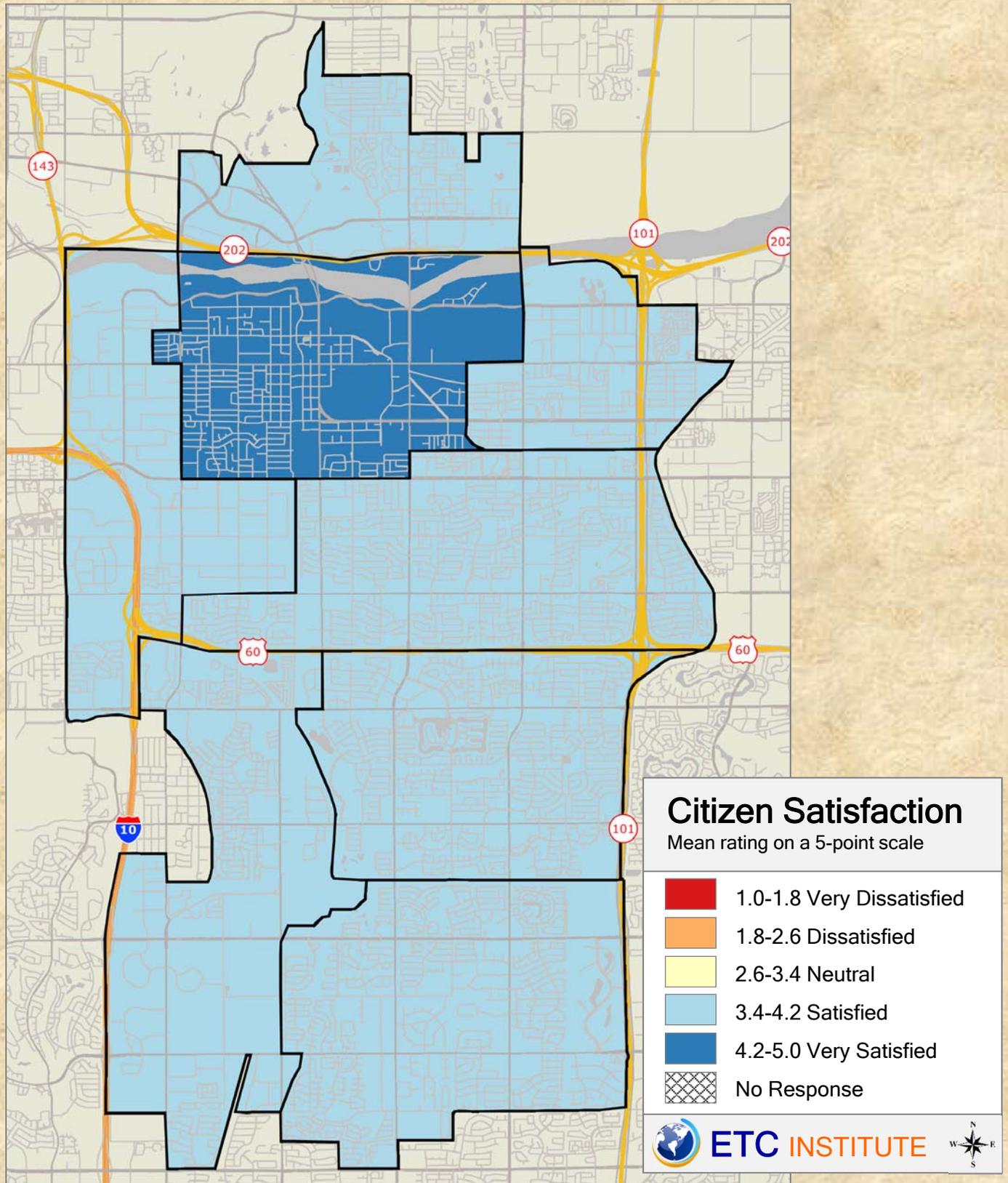
# Q2-05 Satisfaction with feeling of safety at Tempe Public Library Complex during the day



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

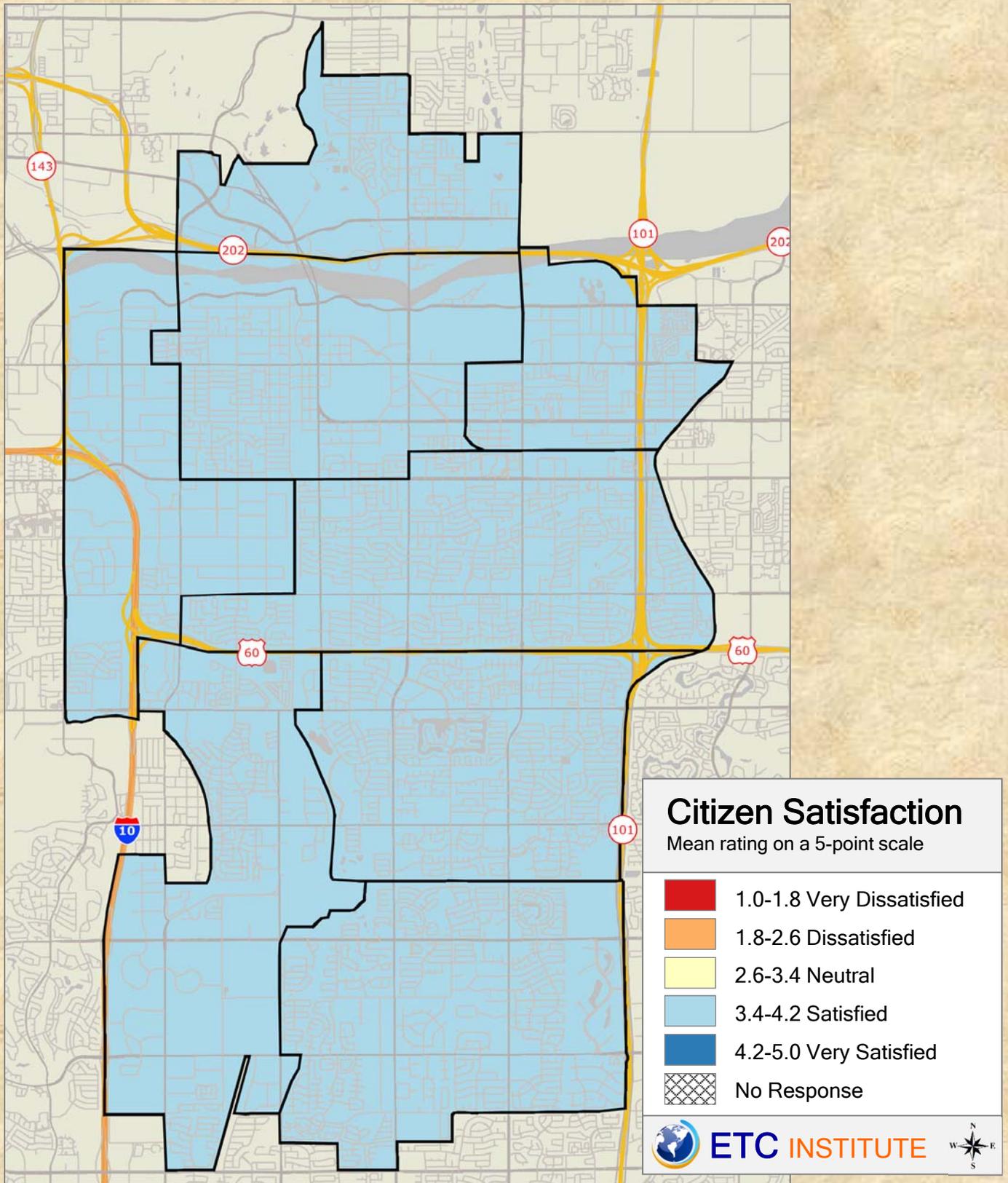
# Q2-06 Satisfaction with feeling of safety at City Hall during the day



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

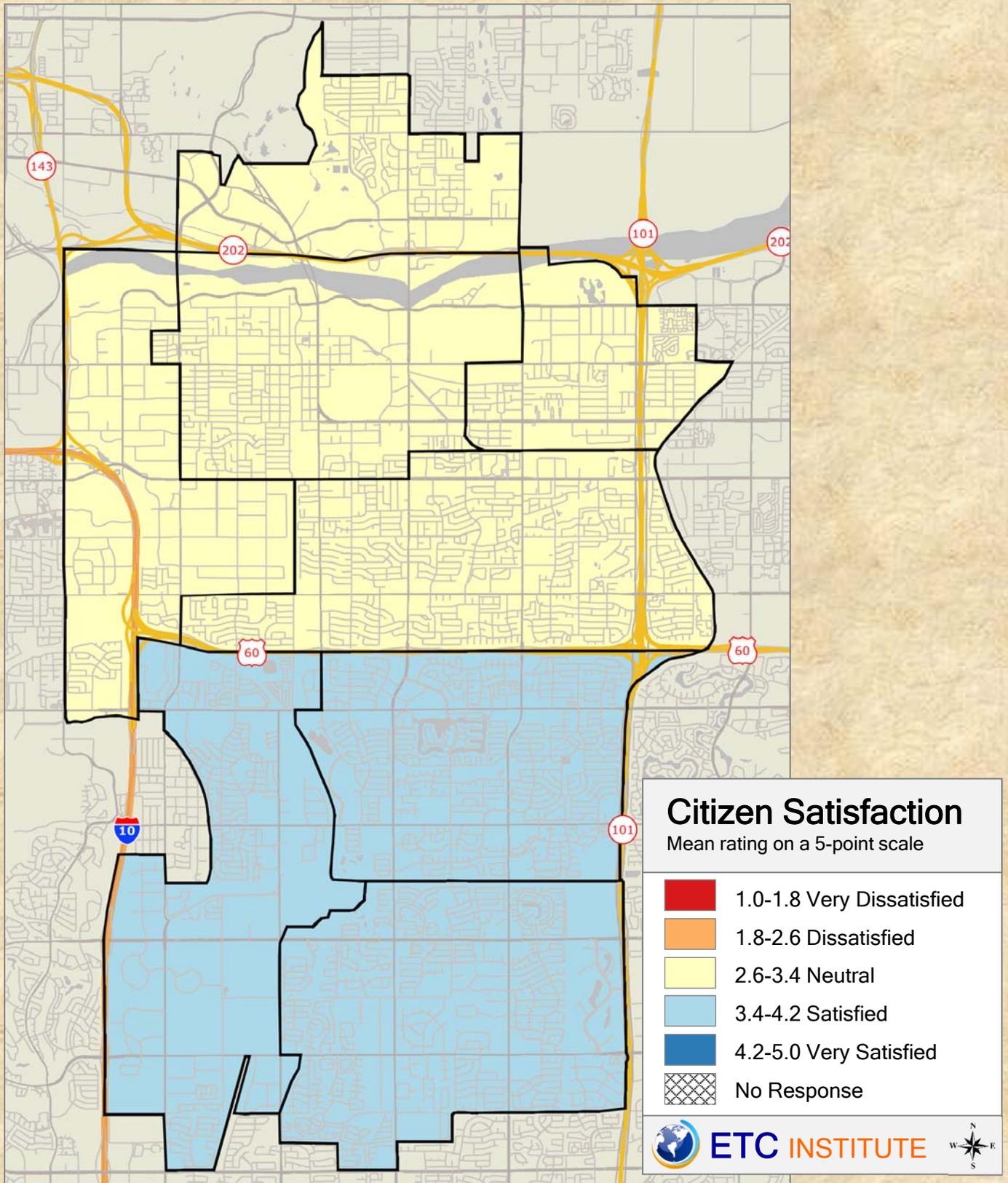
# Q2-07 Satisfaction with feeling of safety on Mill Avenue during the day



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

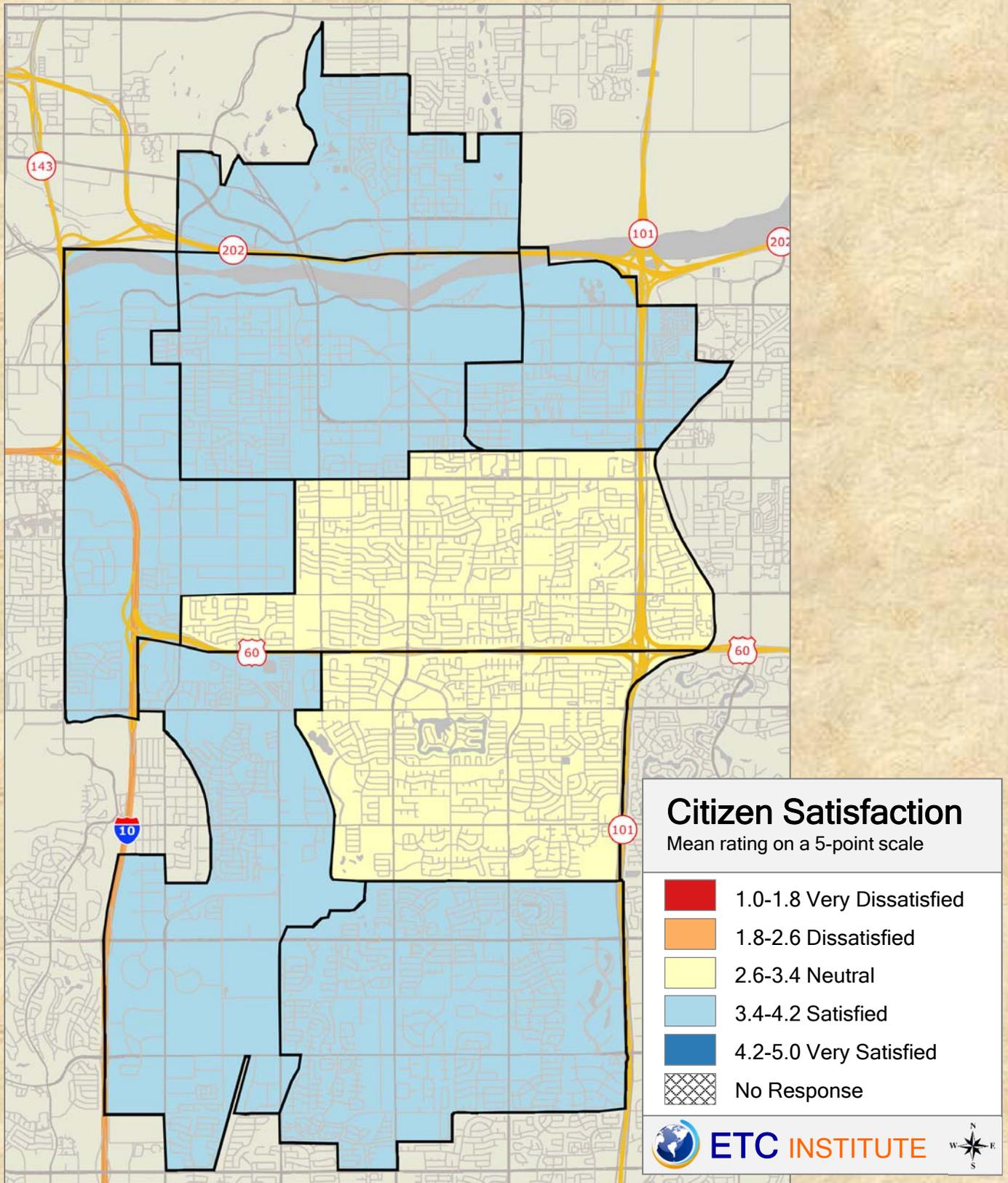
# Q2-01 Satisfaction with feeling of safety in neighborhood parks at night



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

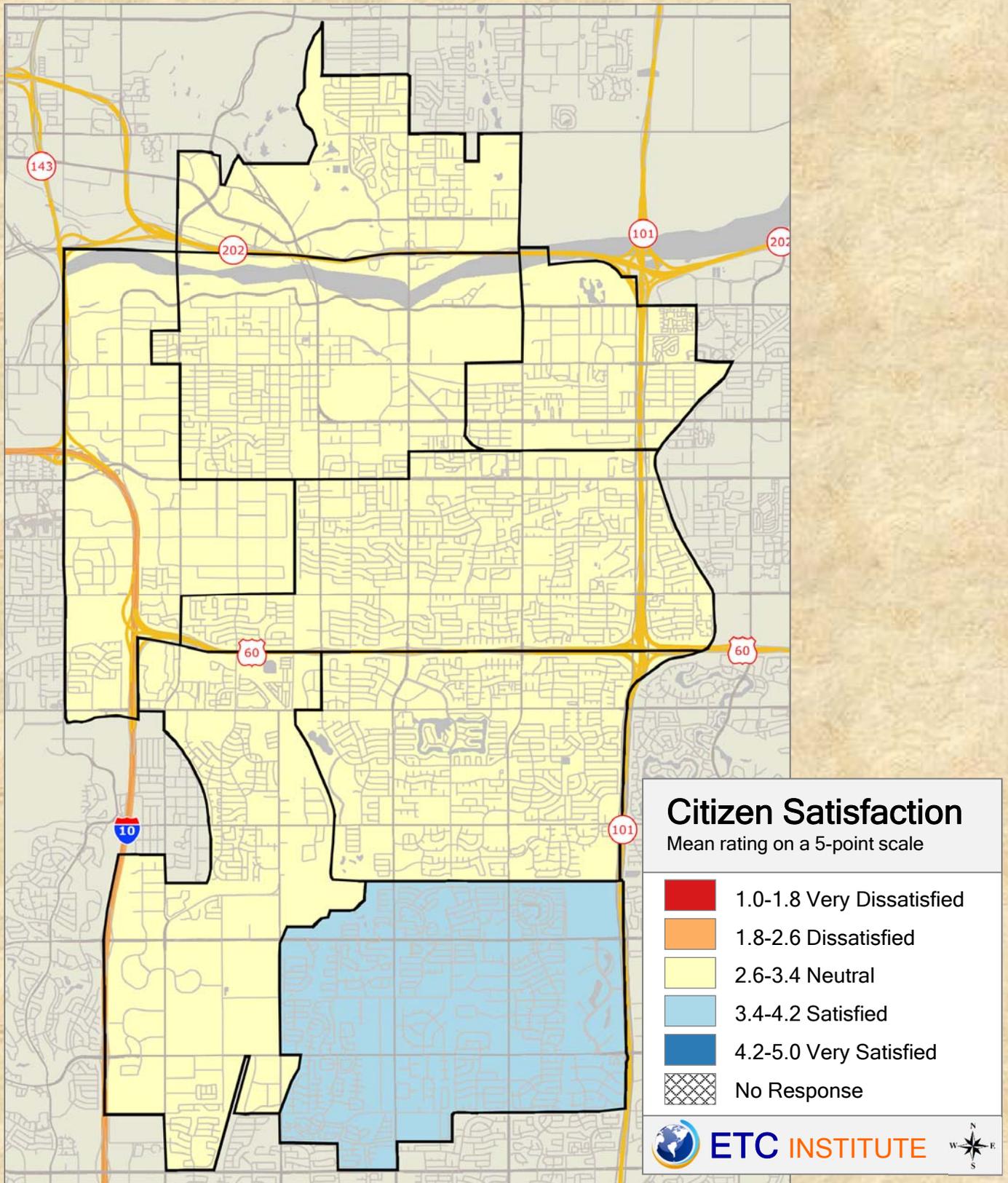
## Q2-02 Satisfaction with feeling of safety in City parks like Kiwanis and Tempe Beach at night



### City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

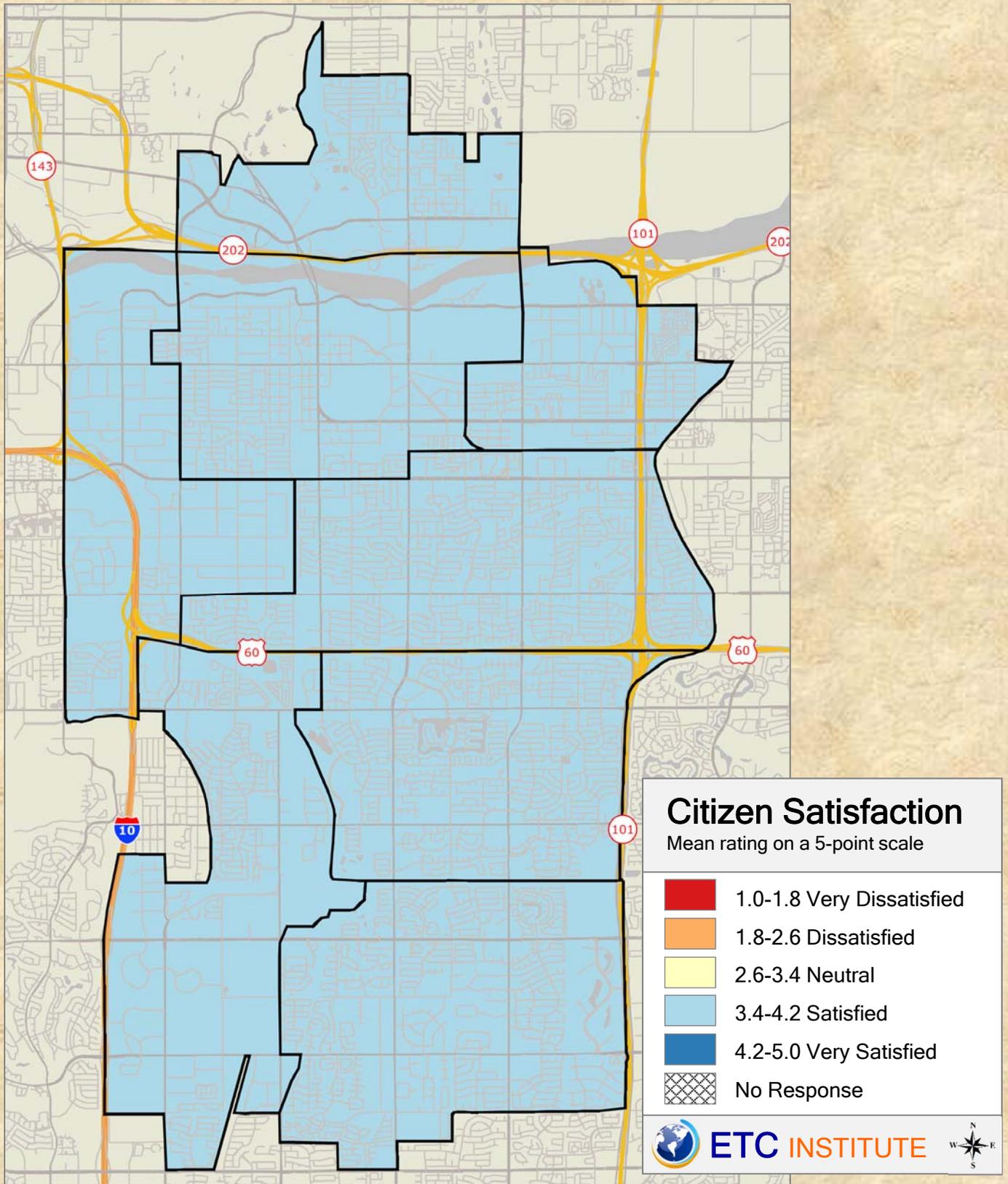
## Q2-03 Satisfaction with feeling of safety in desert parks like Papago, Evelyn Hallman and Hayden Butte at night



### City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

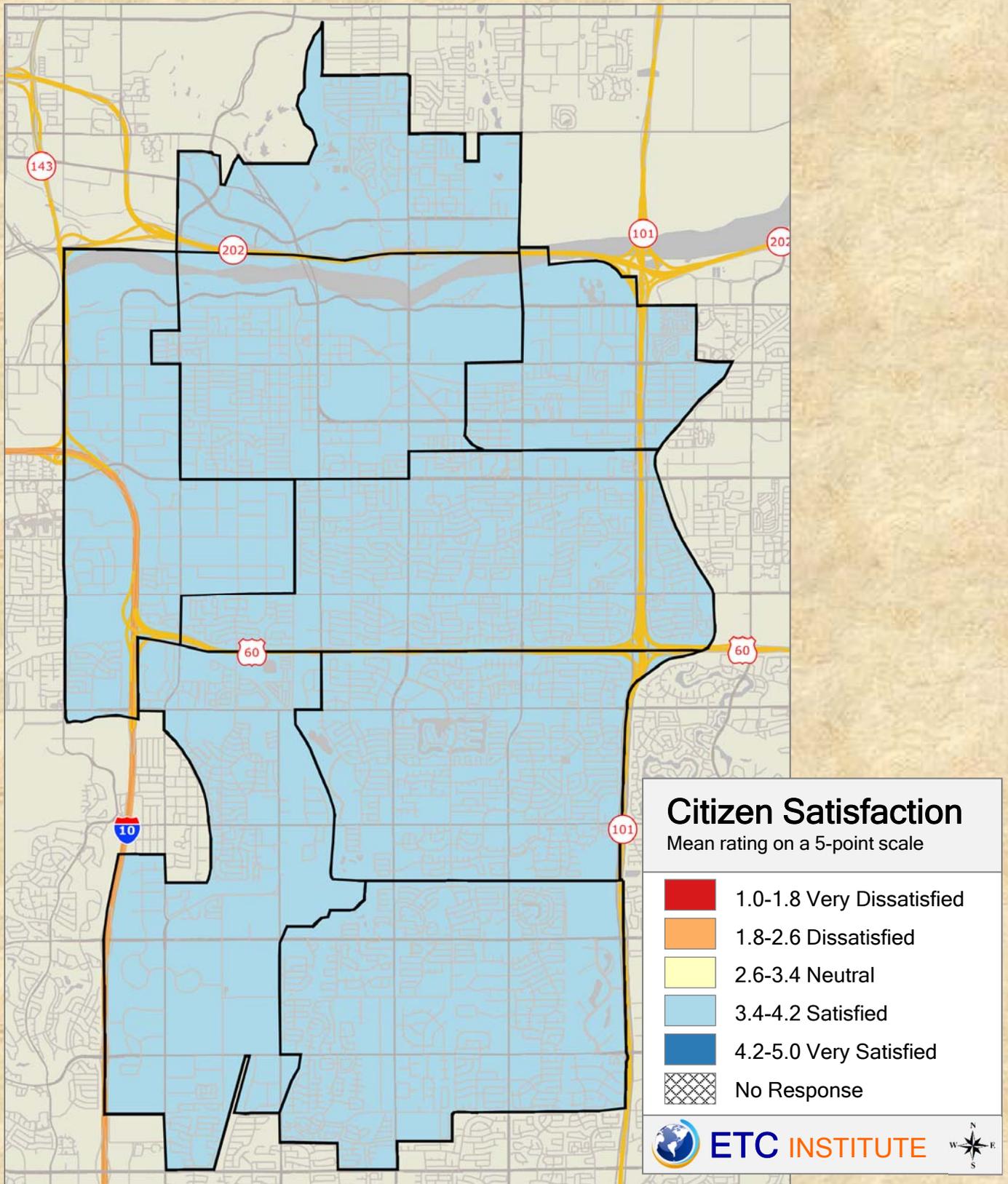
# Q2-04 Satisfaction with feeling of safety at City athletic and recreational facilities at night



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

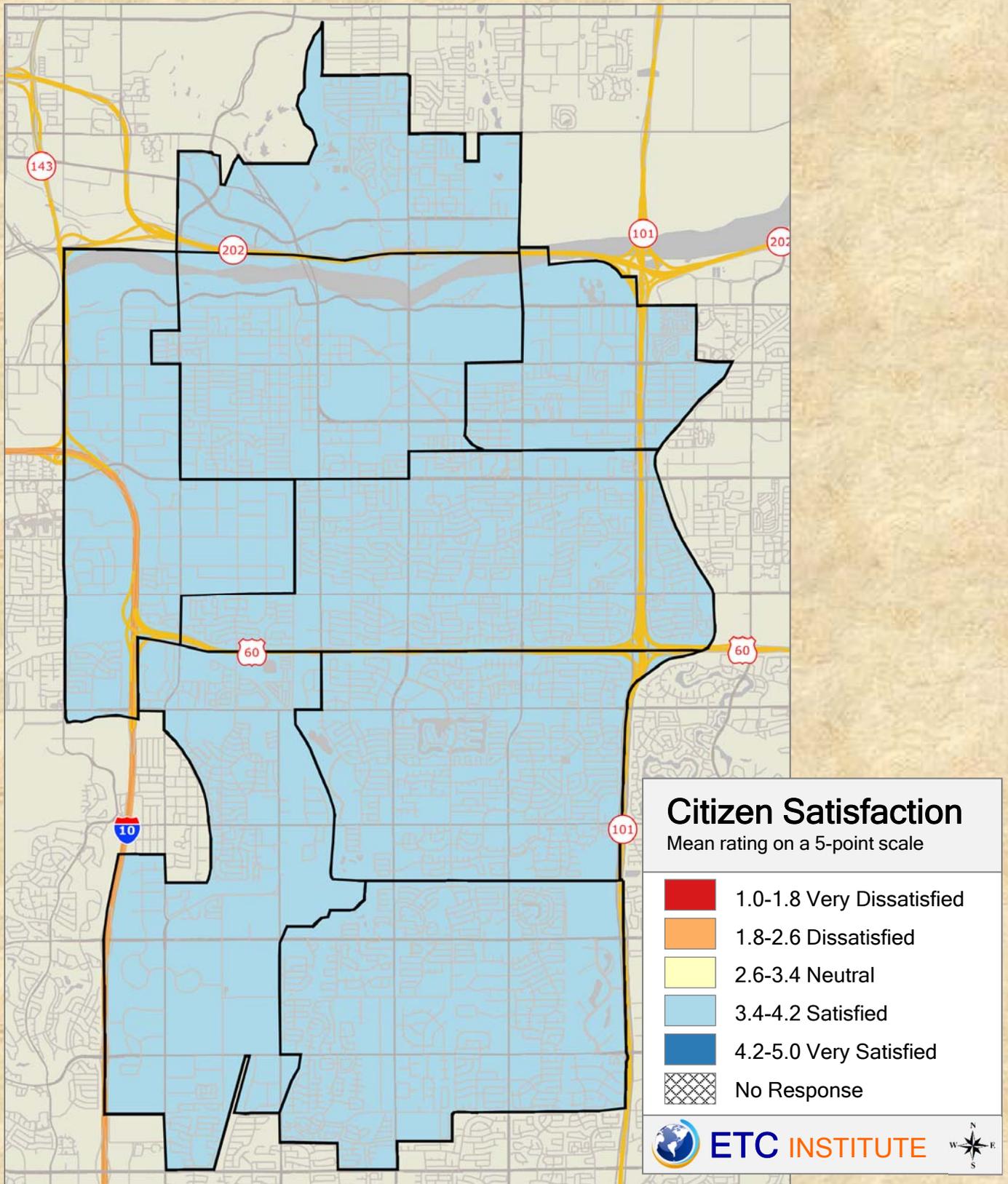
# Q2-05 Satisfaction with feeling of safety at Tempe Public Library Complex at night



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

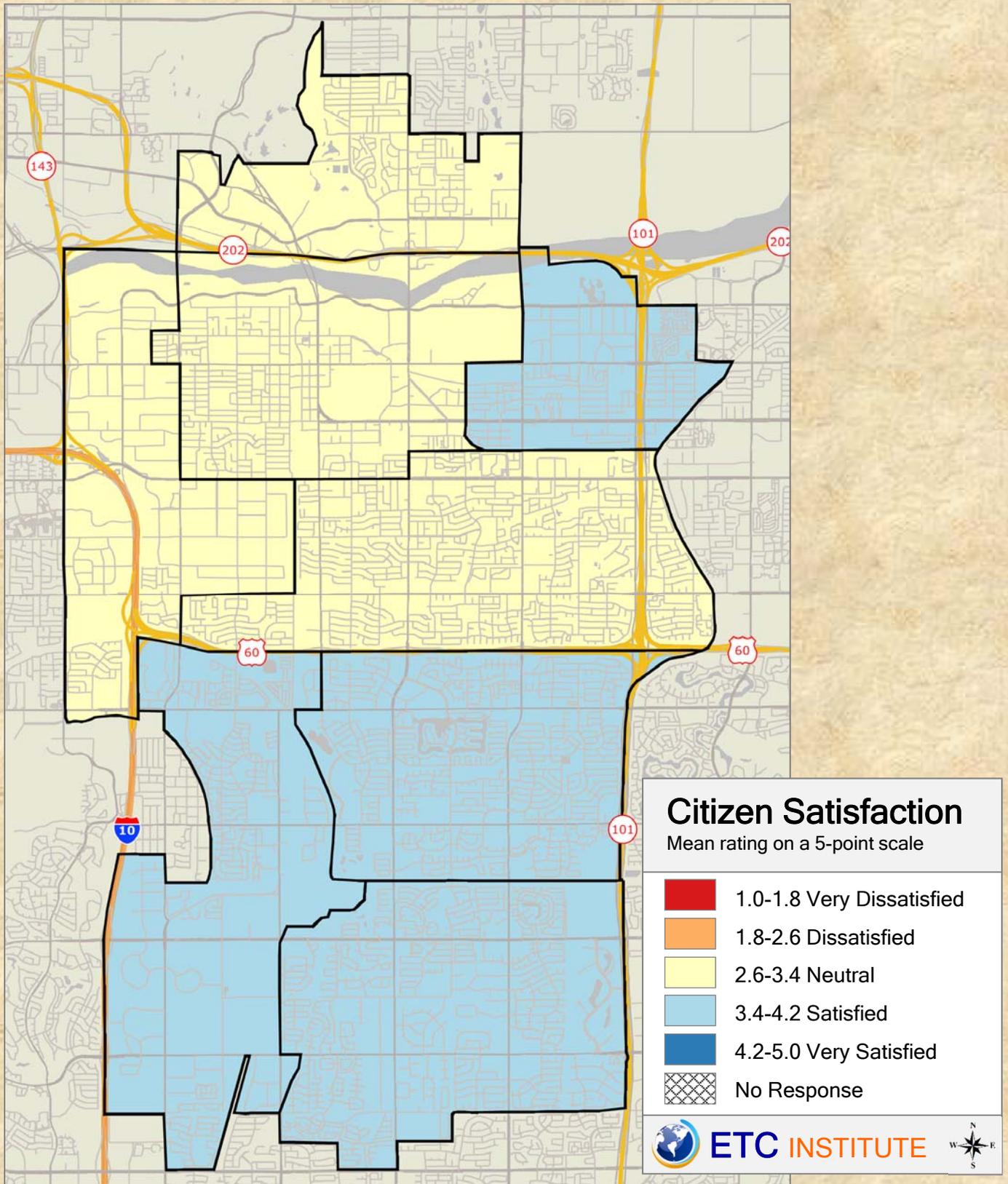
# Q2-06 Satisfaction with feeling of safety at City Hall at night



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

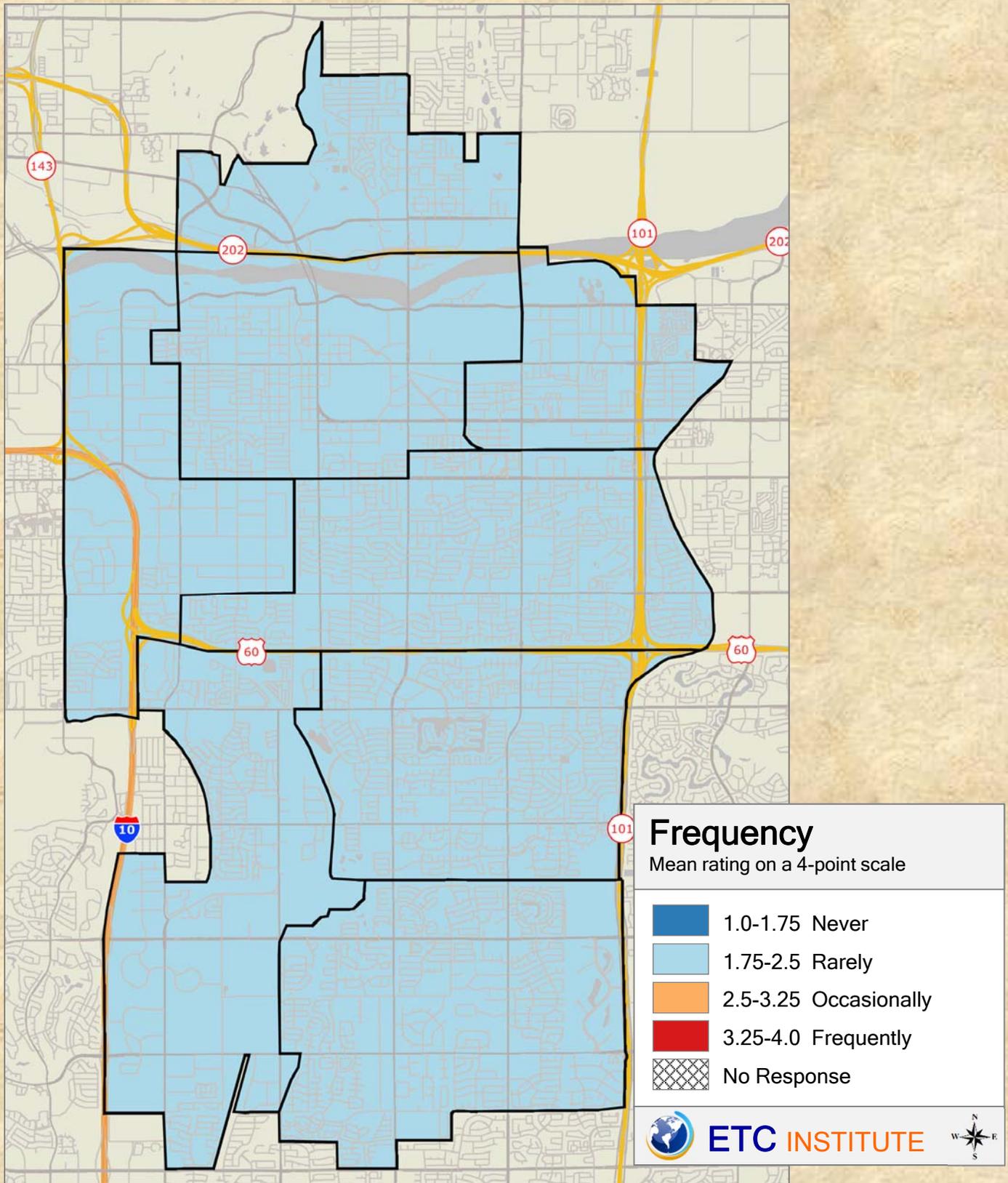
# Q2-07 Satisfaction with feeling of safety on Mill Avenue at night



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

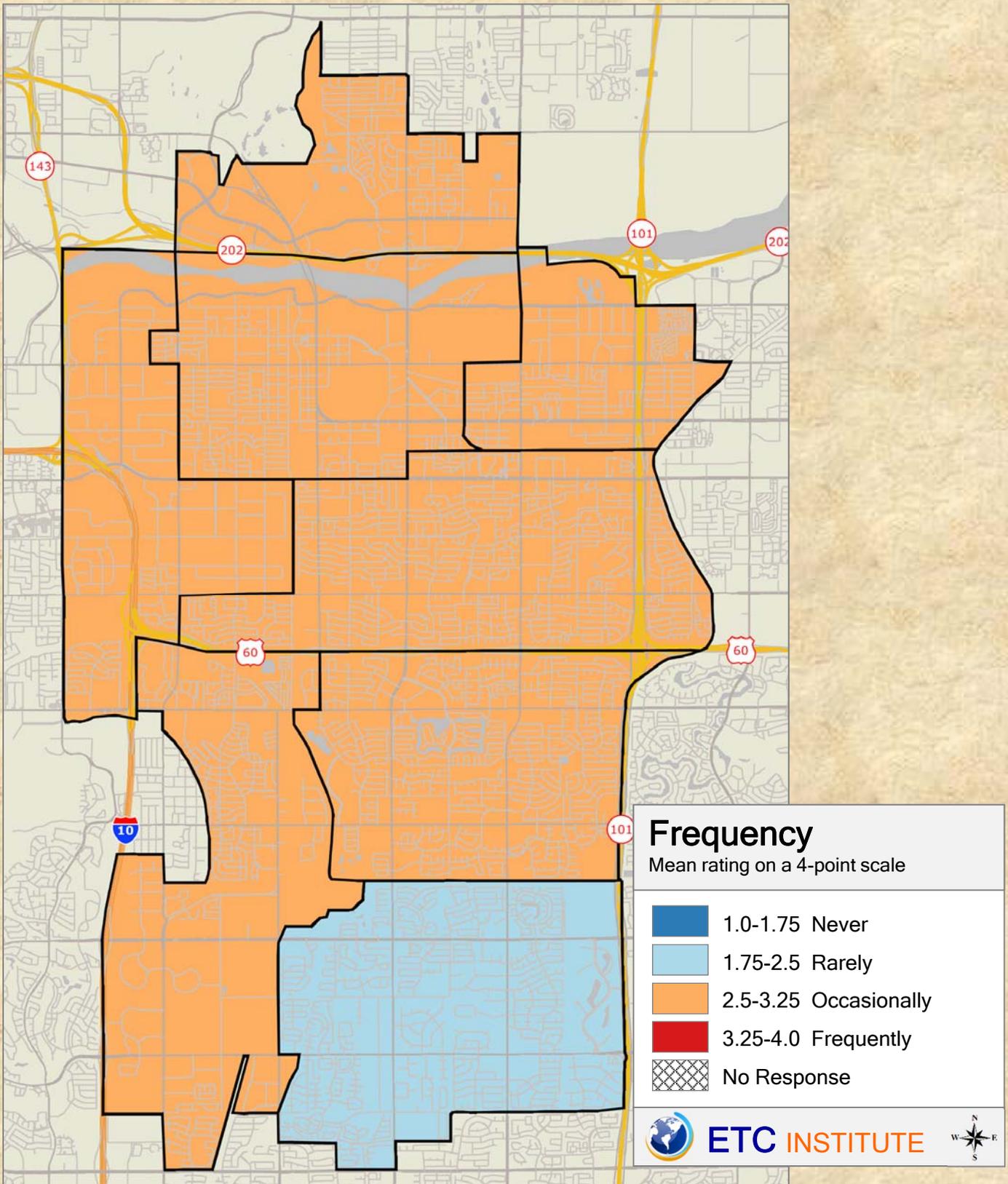
# Q3-01 How often residents worry about getting mugged



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

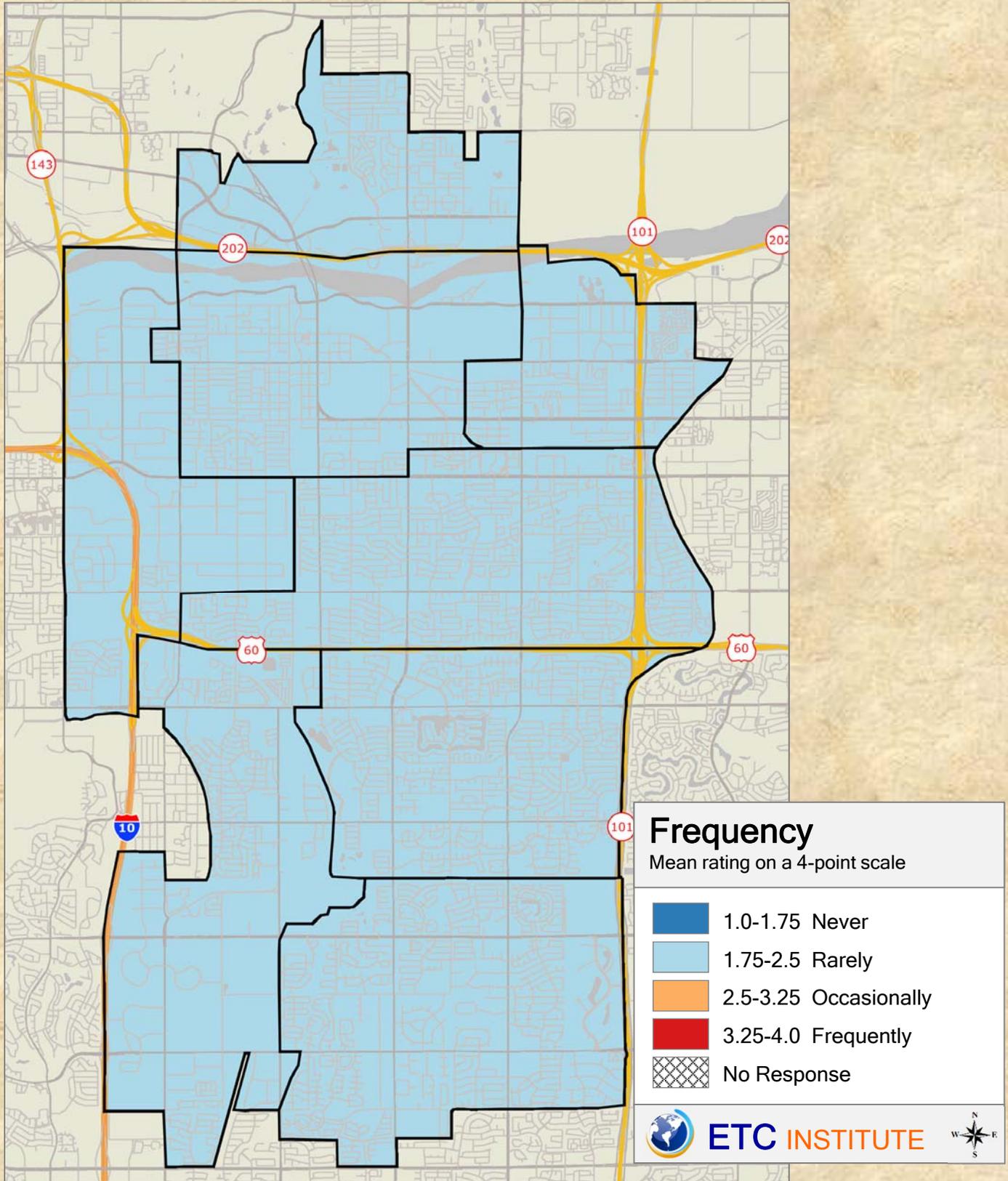
# Q3-02 How often residents worry about having their home burglarized when they are not there



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

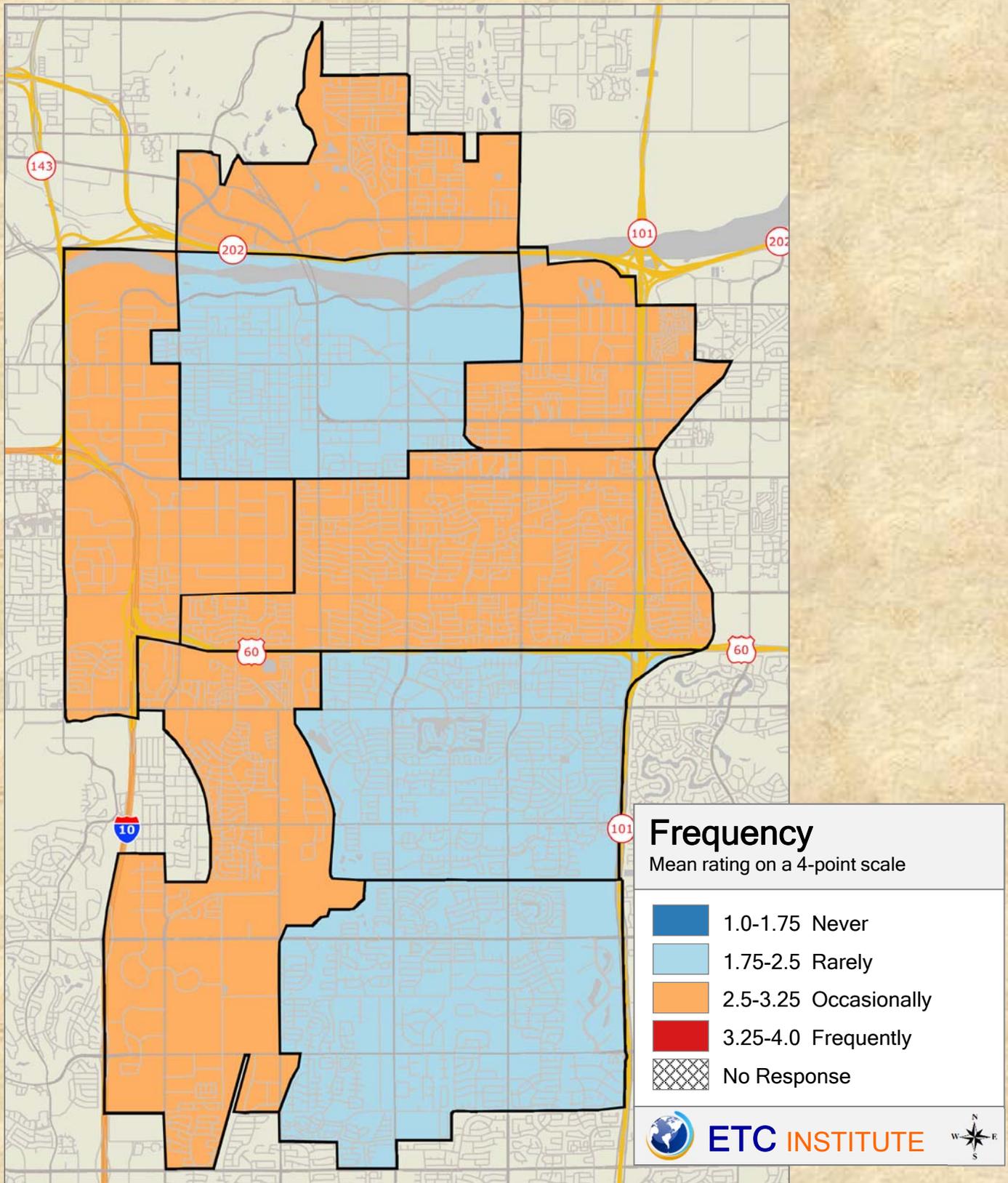
# Q3-03 How often residents worry about being attacked or threatened with a weapon



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

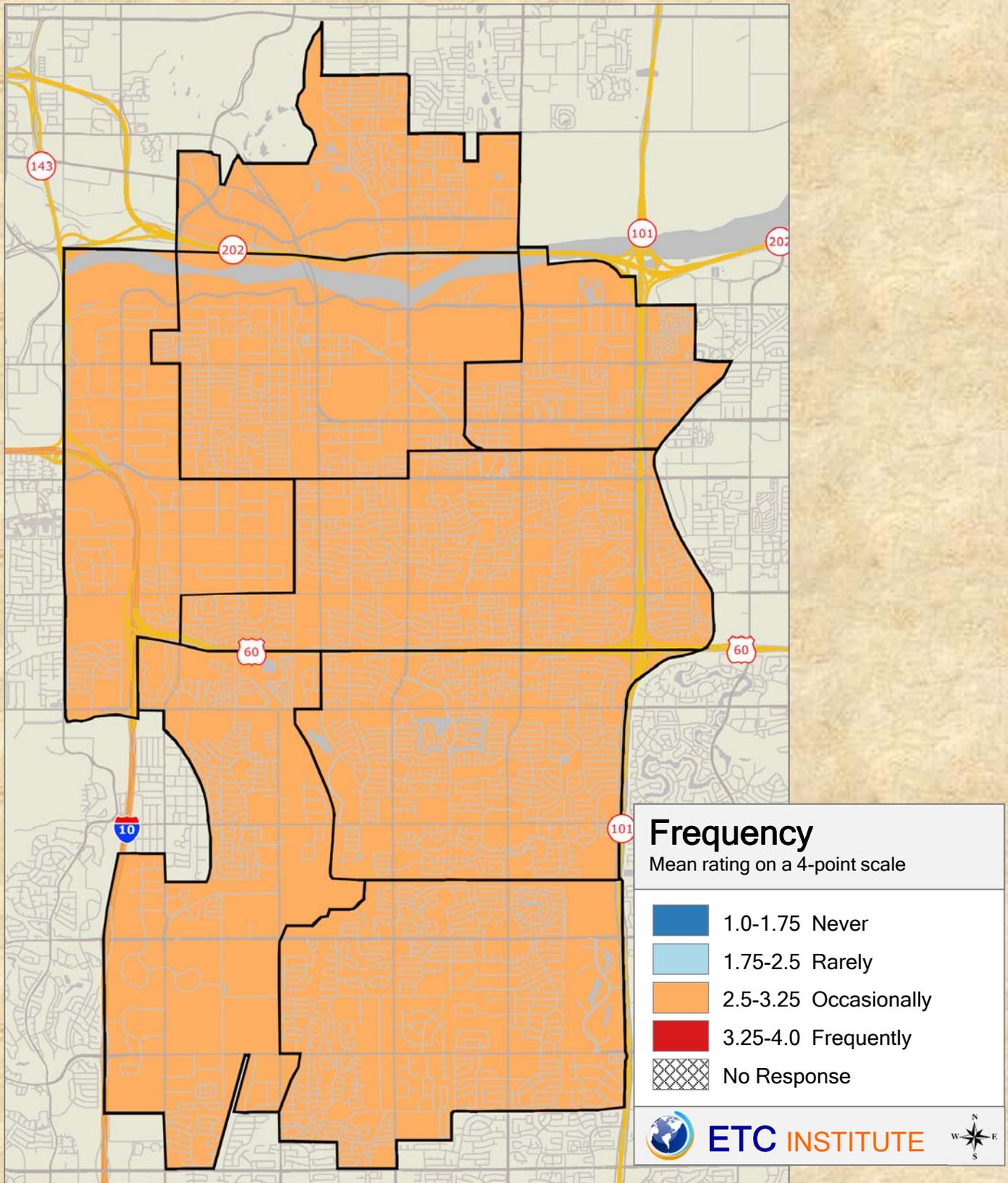
# Q3-04 How often residents worry about having their car stolen or broken into



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

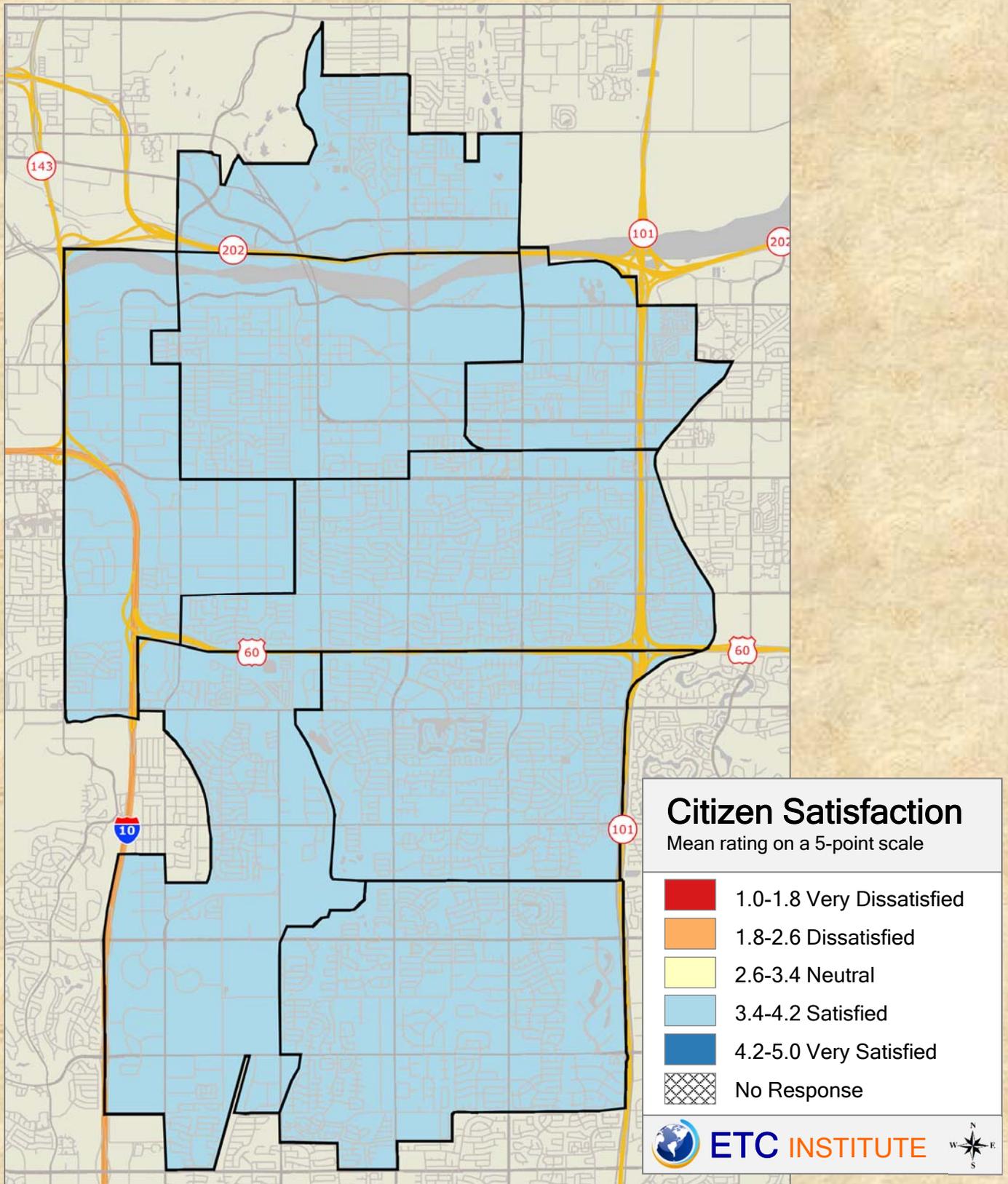
# Q3-05 How often residents worry about being a victim of identity theft



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

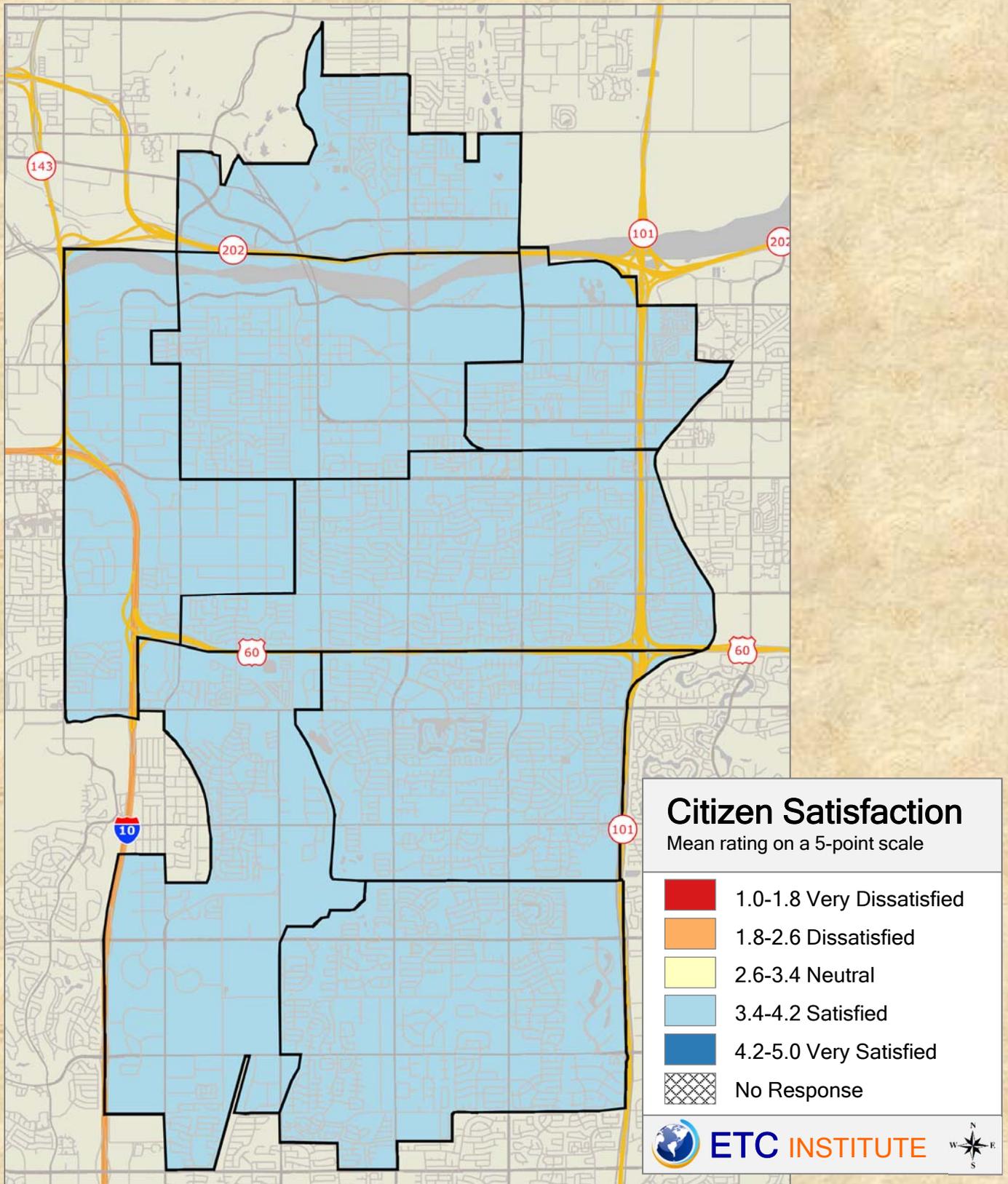
# Q7-01 Satisfaction with the overall quality of services offered by the City of Tempe



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

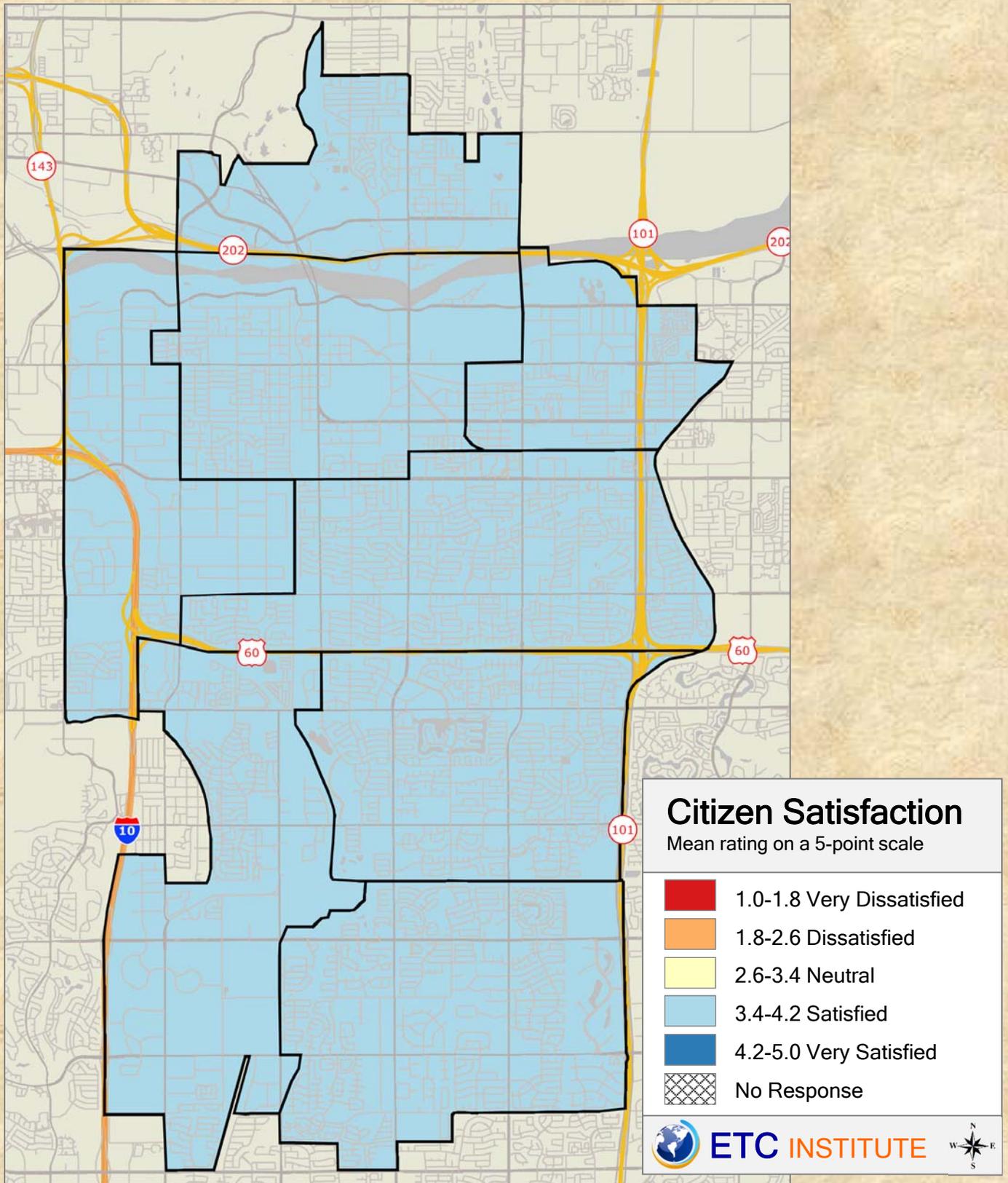
# Q7-02 Satisfaction with leadership of the City's elected officials



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

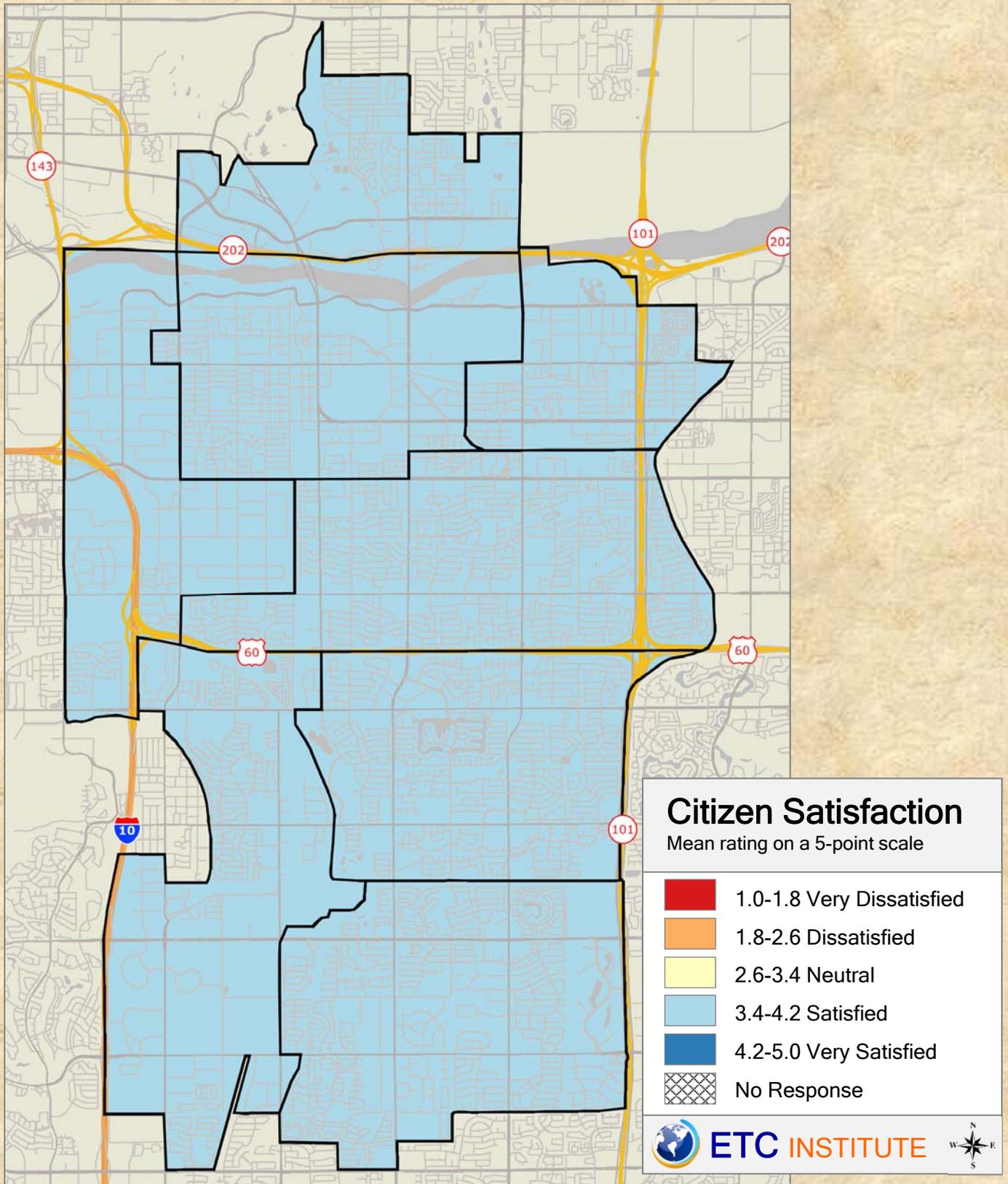
# Q7-03 Satisfaction with how ethical City employees are in the way they conduct City business



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

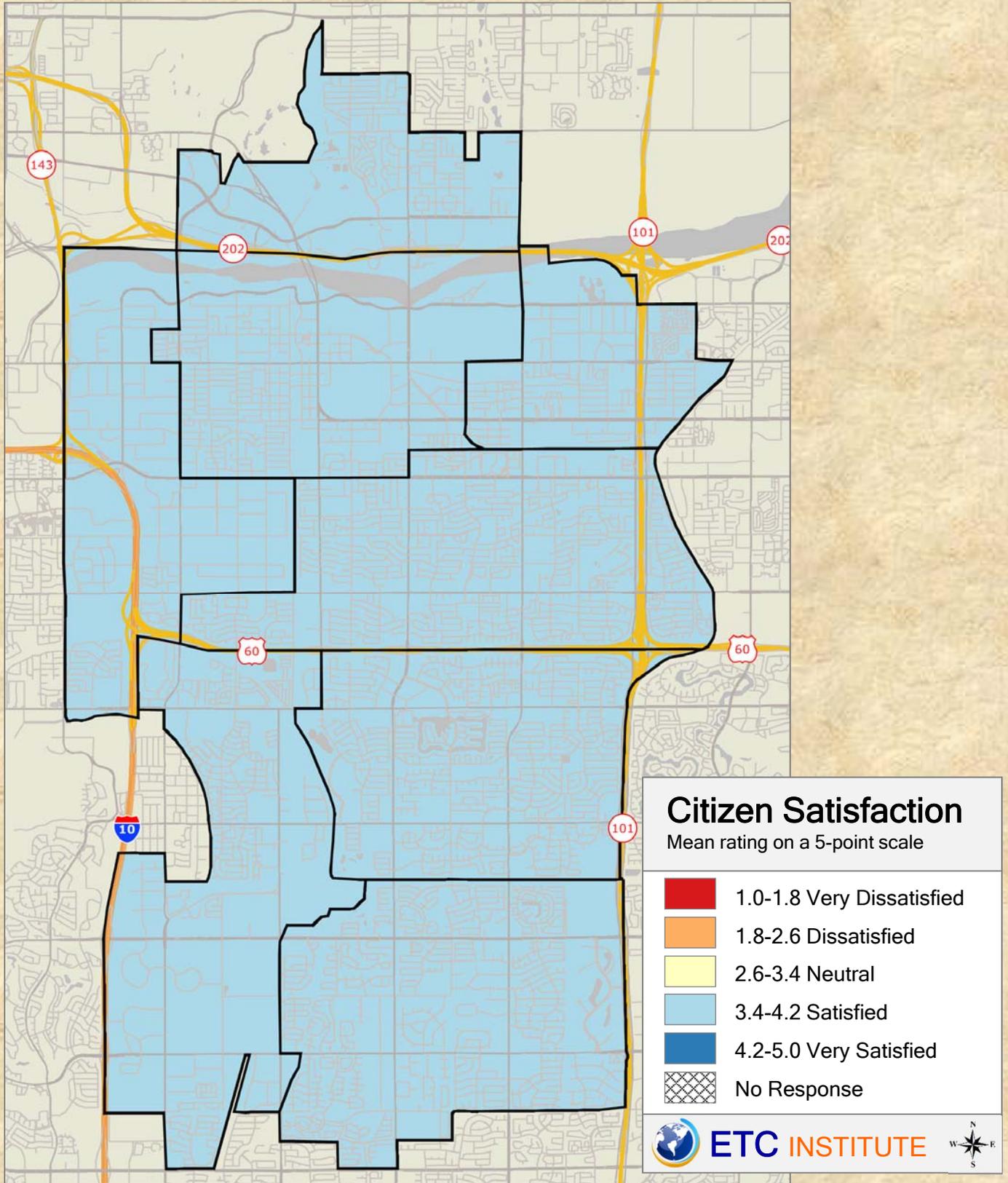
# Q7-04 Satisfaction with availability of information about City programs, events, services, and issues



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

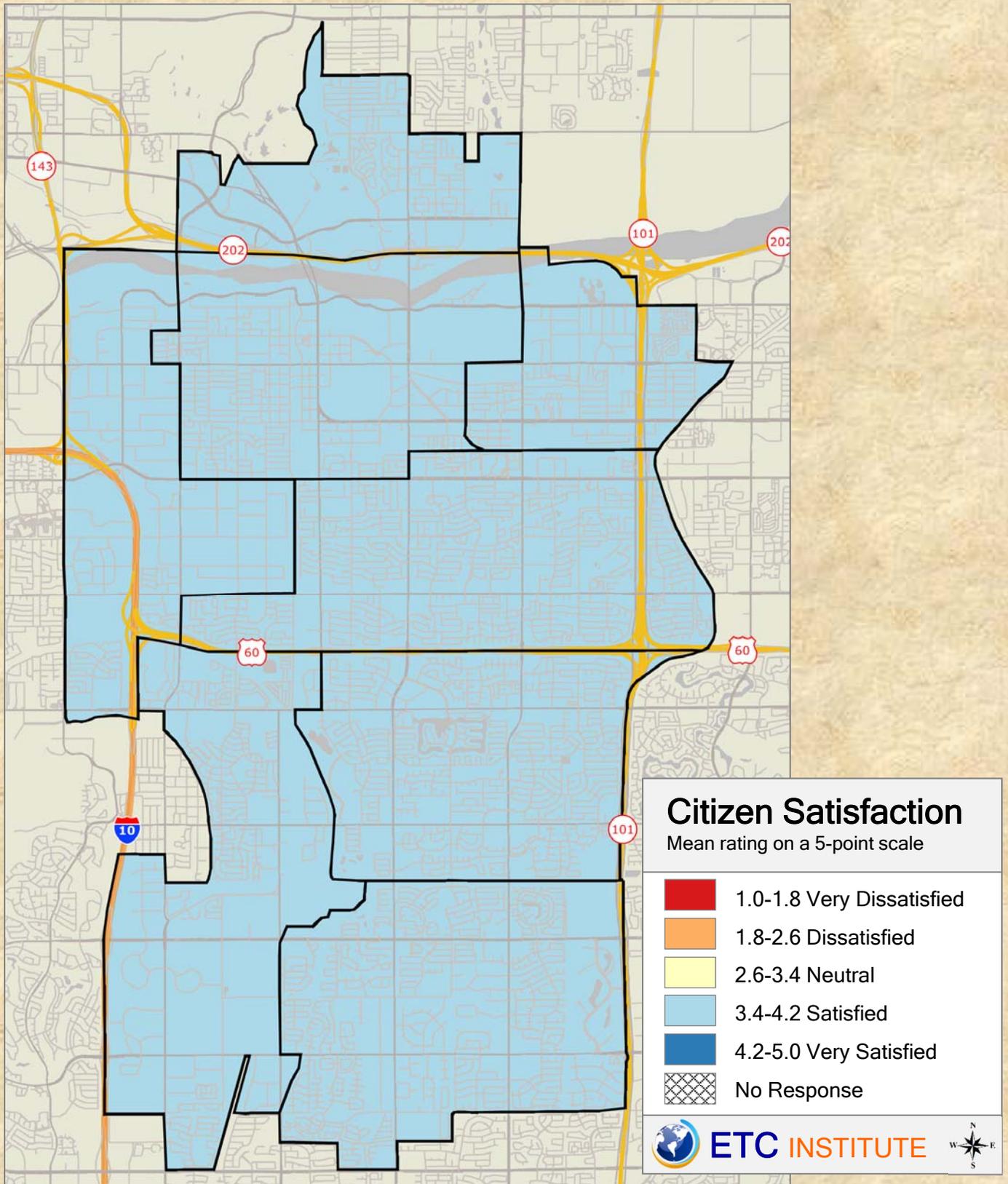
# Q7-05 Satisfaction with availability of information on water, sewer, and solid waste rates



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

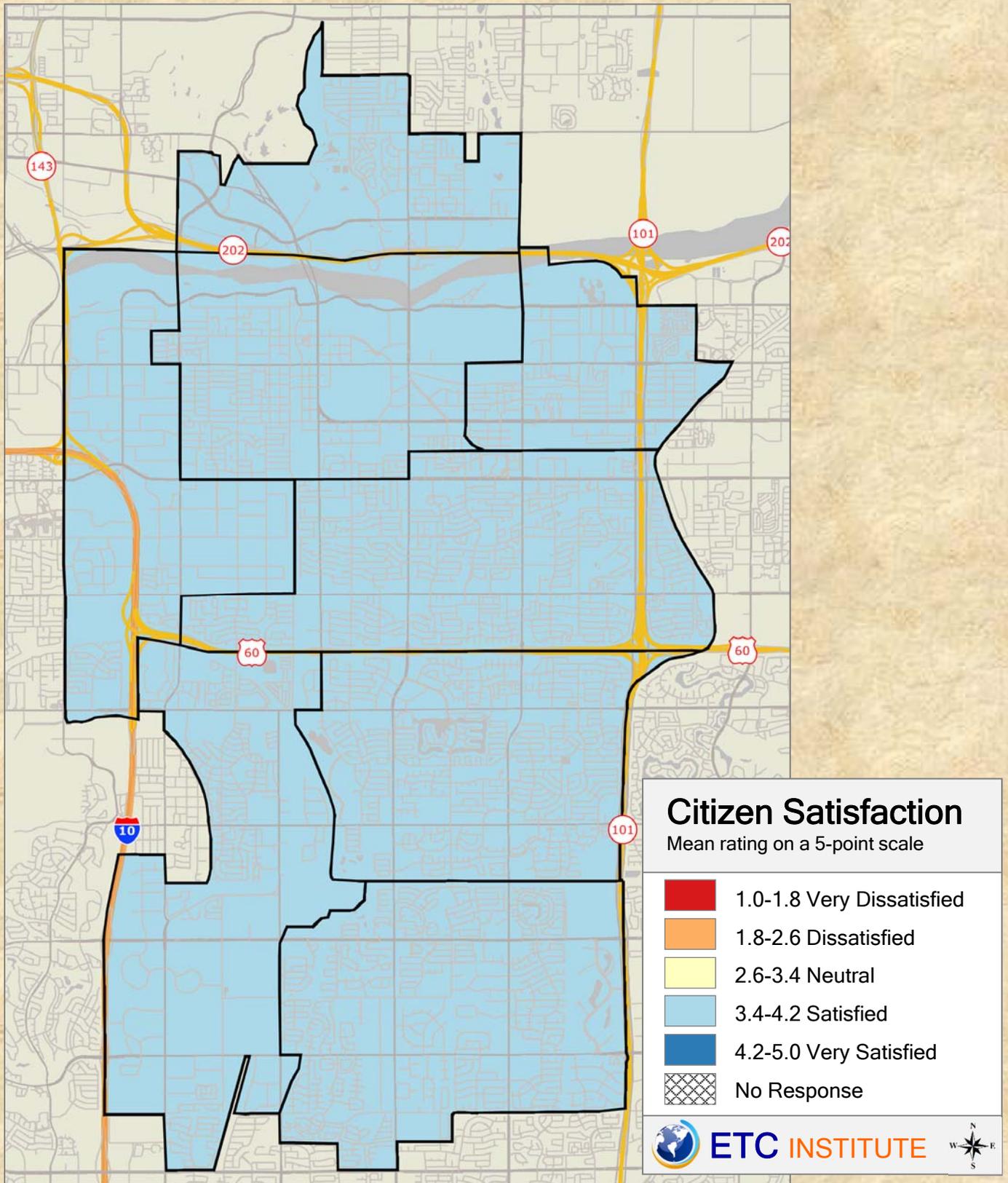
# Q7-06 Satisfaction with availability of information on recycling, composting, and water conservation program offerings



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

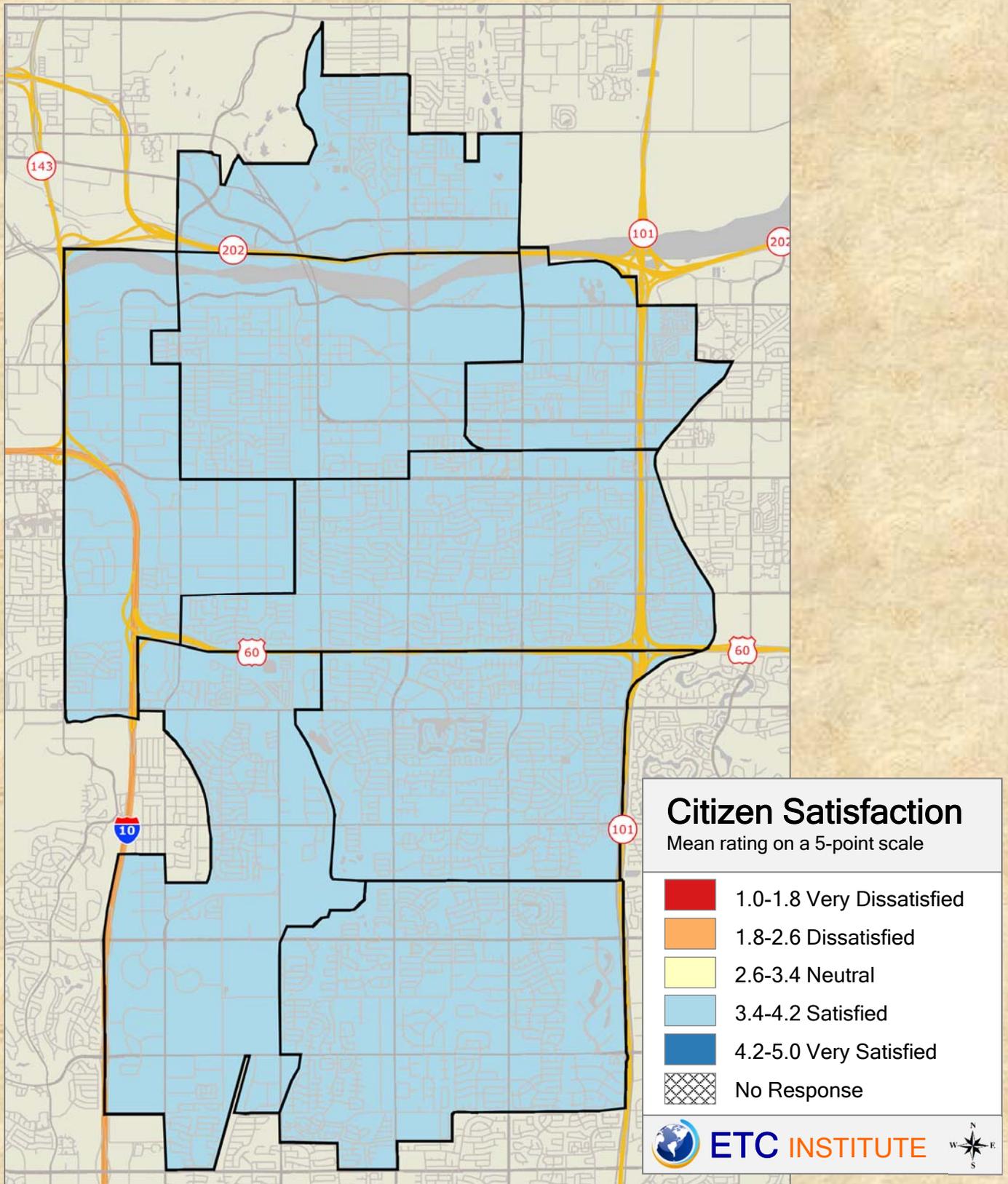
# Q7-07 Satisfaction with how easy the City's 3-1-1 "One Call to City Hall" is to use



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

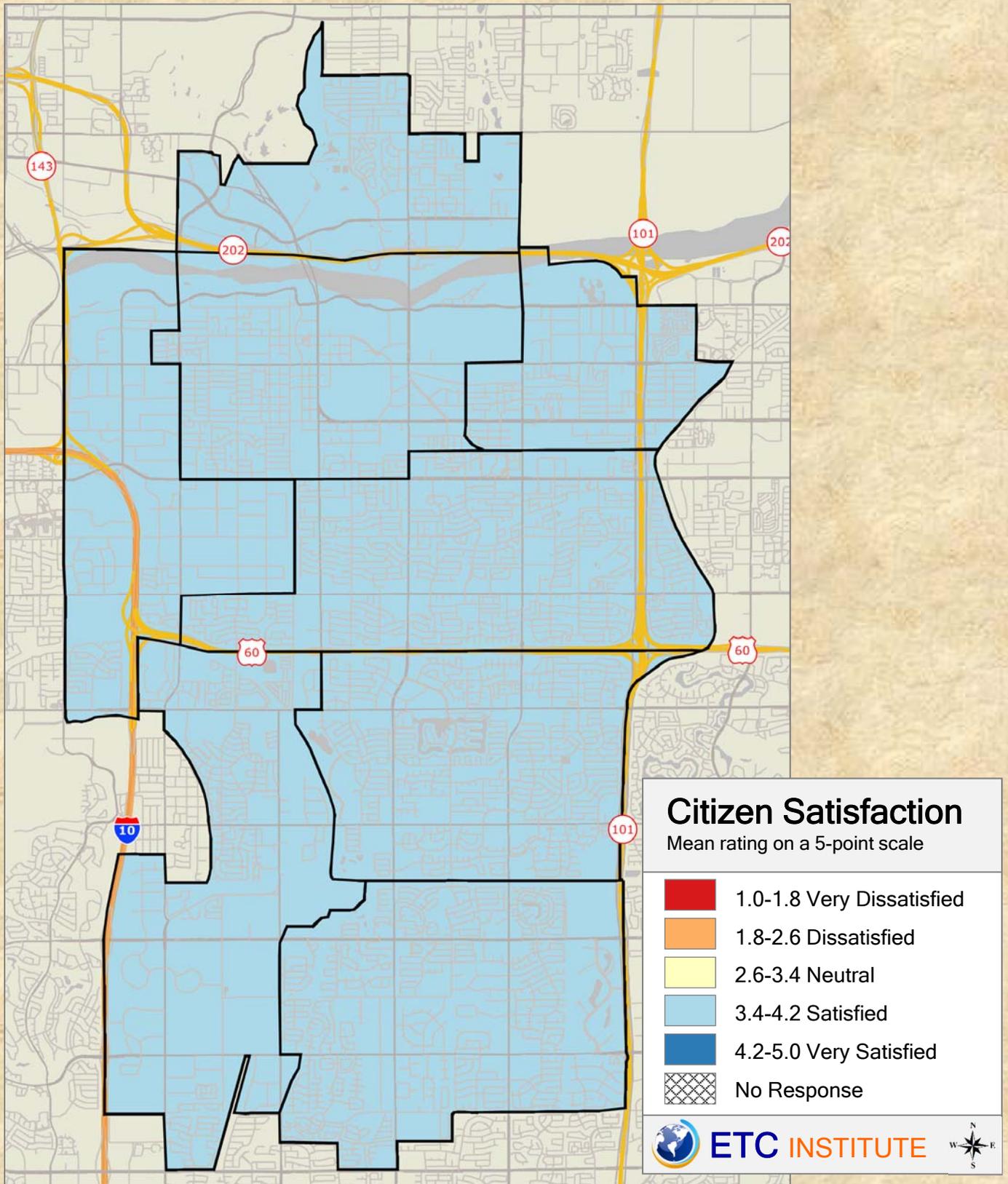
# Q7-08 Satisfaction with usefulness of the City's website



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

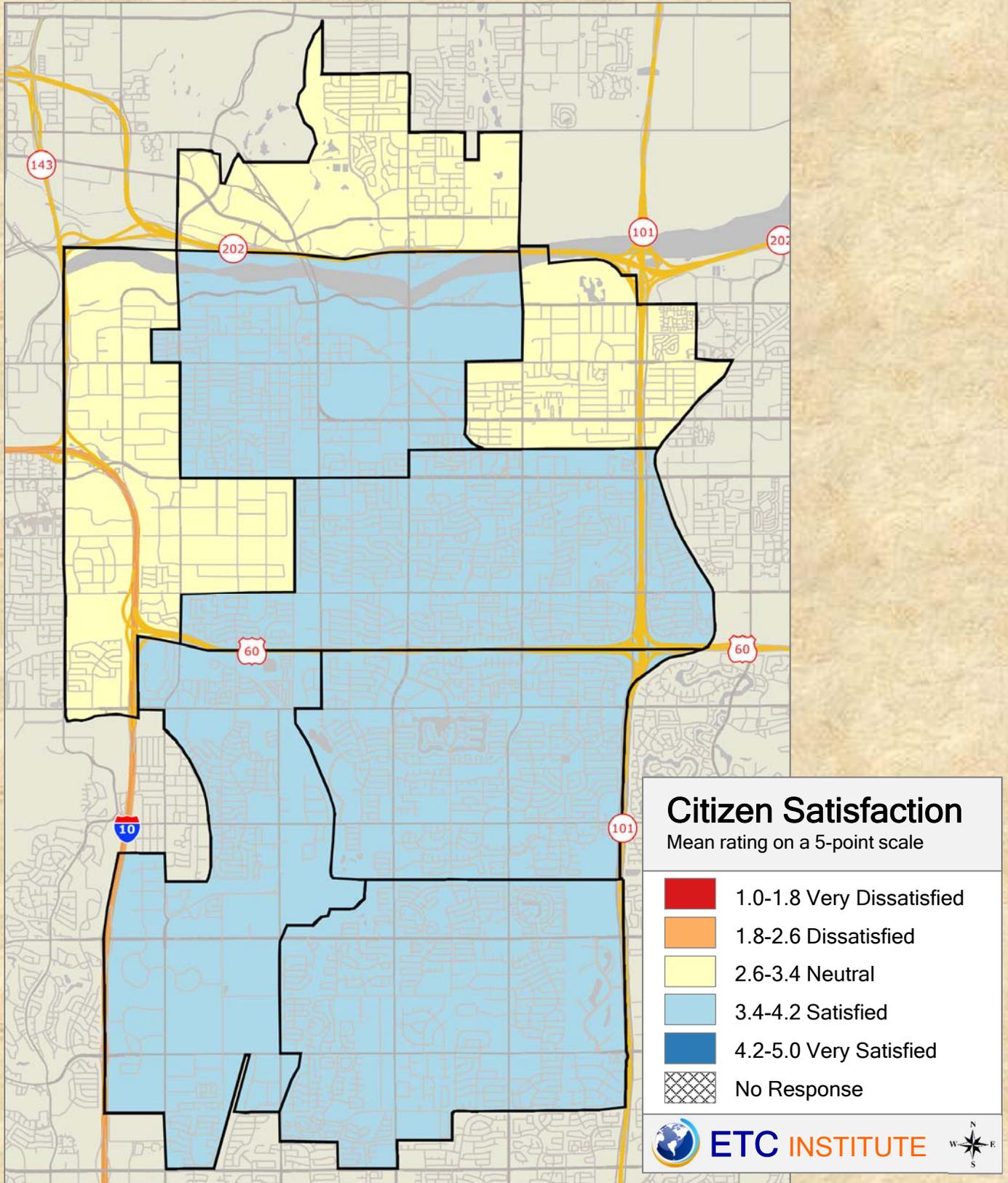
# Q7-09 Satisfaction with Tempe's online services (registration, payment, etc.)



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

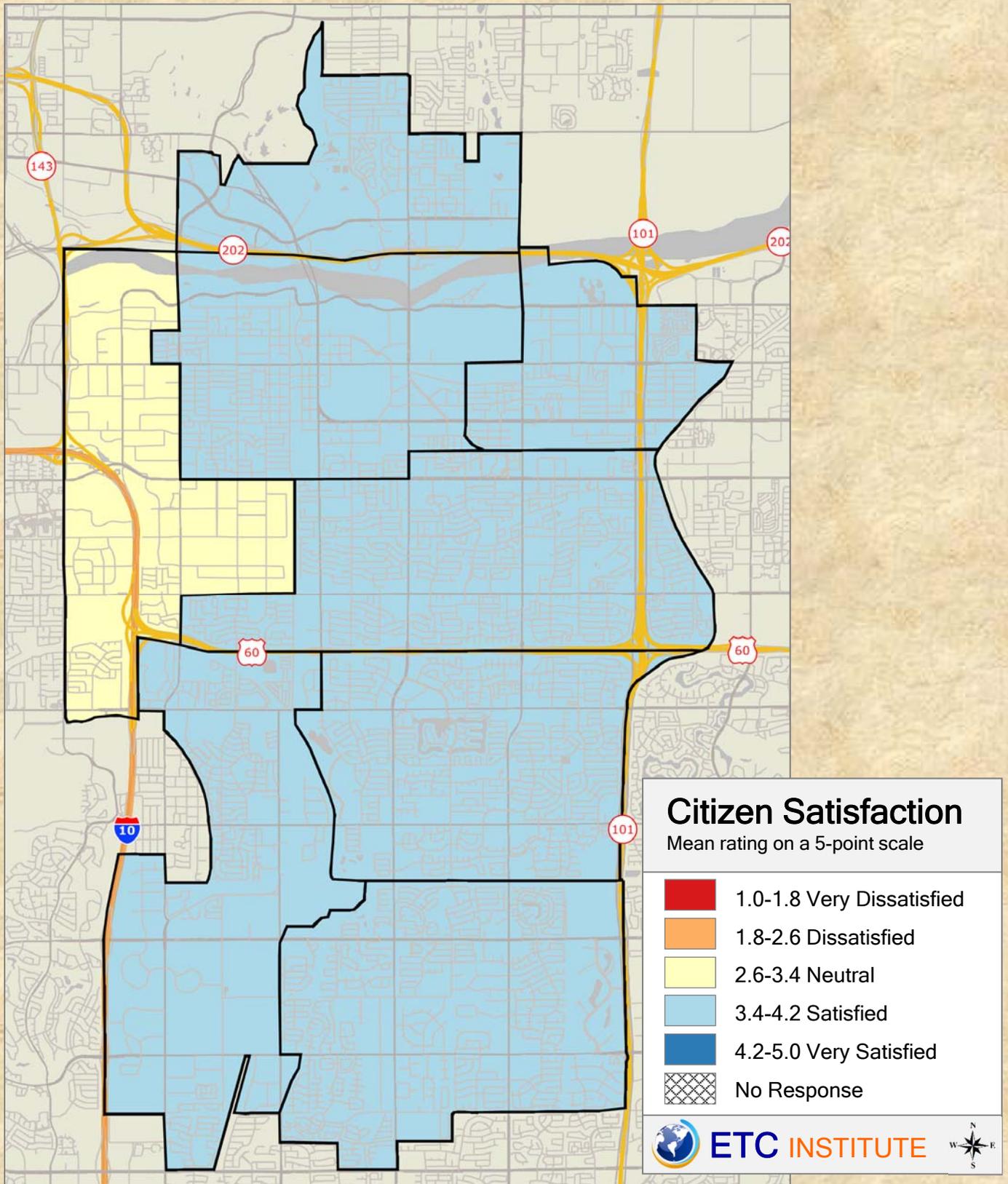
# Q7-10 Satisfaction with ability to participate in City decision-making processes



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

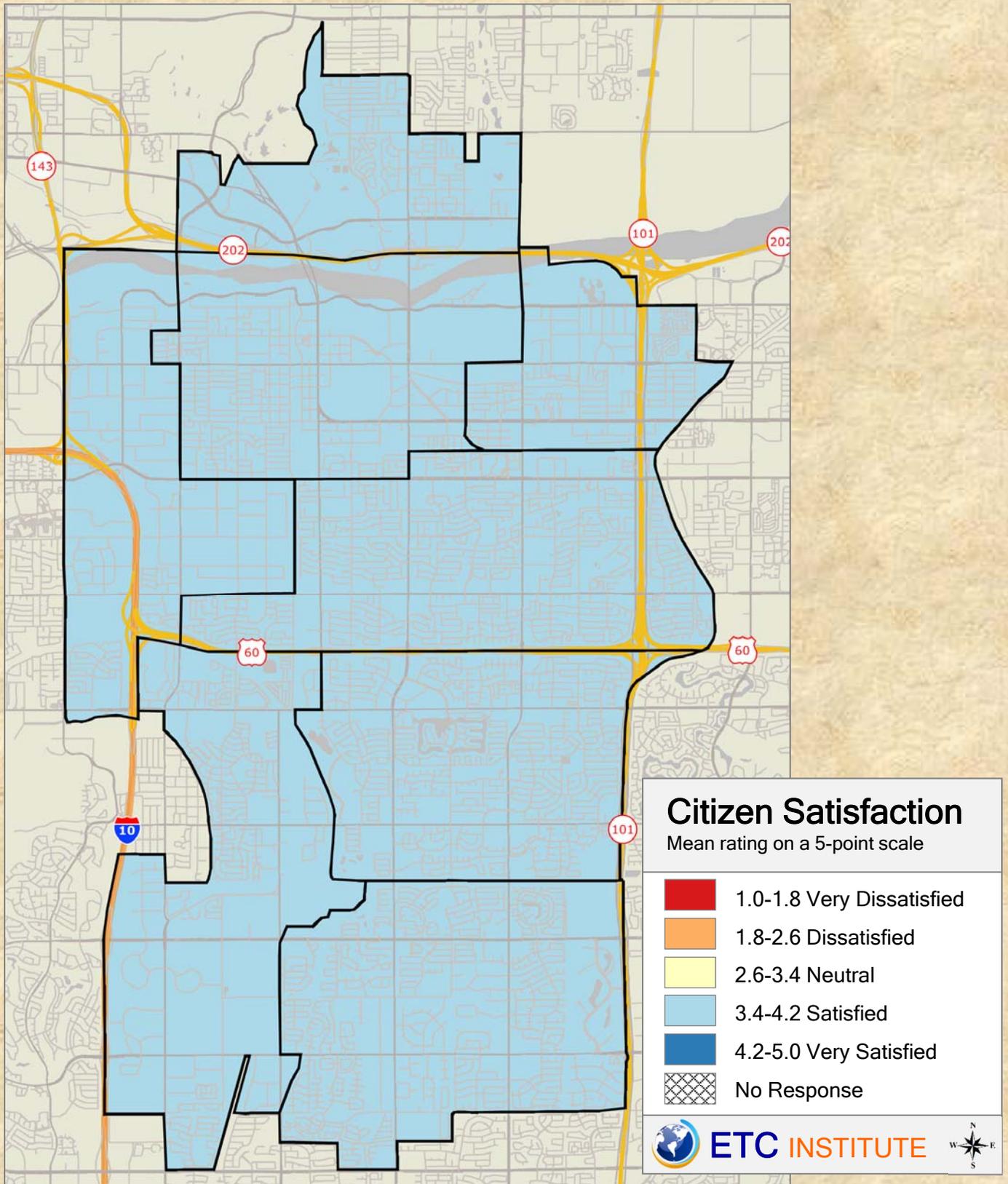
# Q7-11 Satisfaction with the accessibility and transparency of information provided by the City Council



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

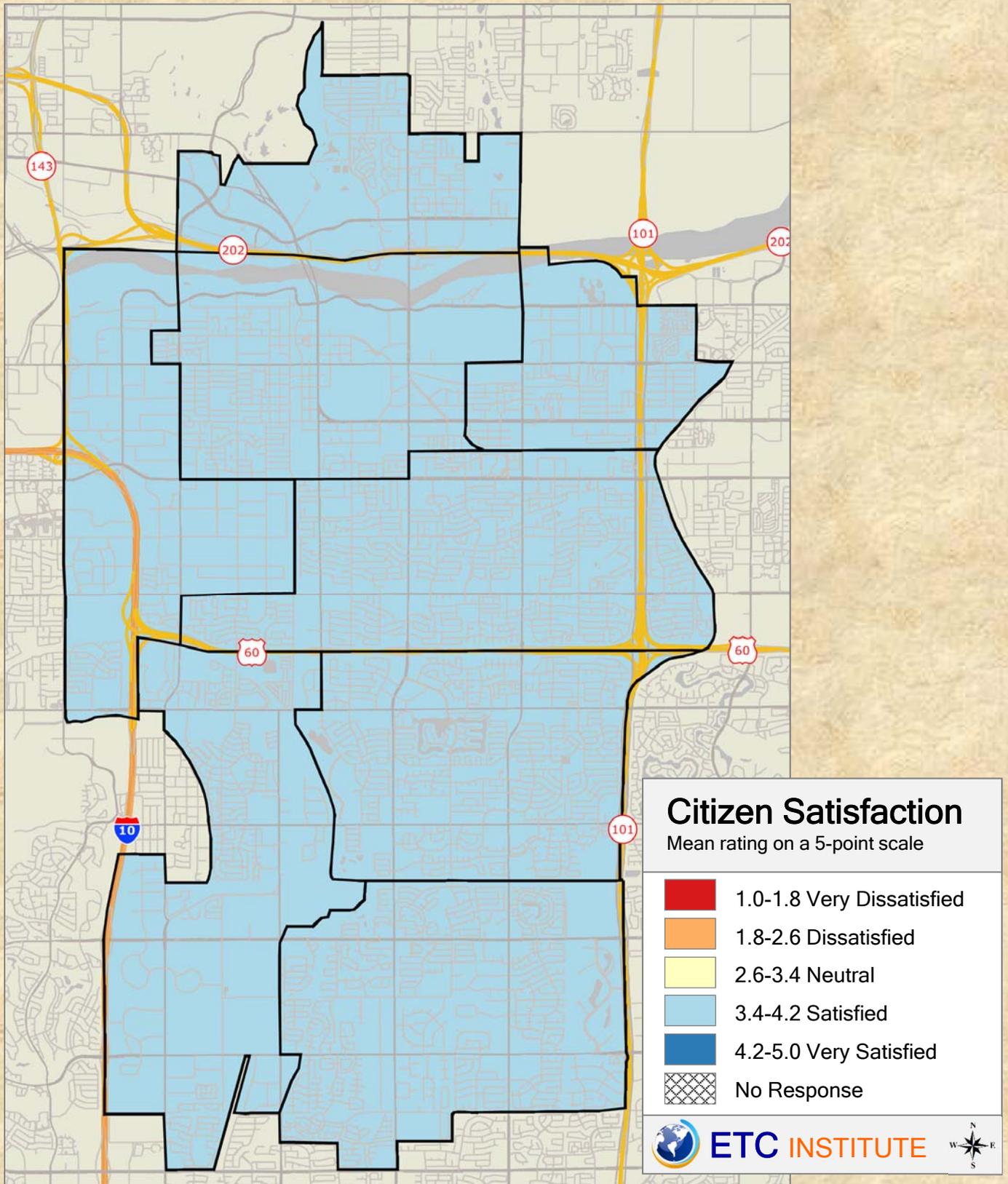
# Q7-12 Satisfaction with how well the City treats residents regardless of age, disability, gender, or other characteristics



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

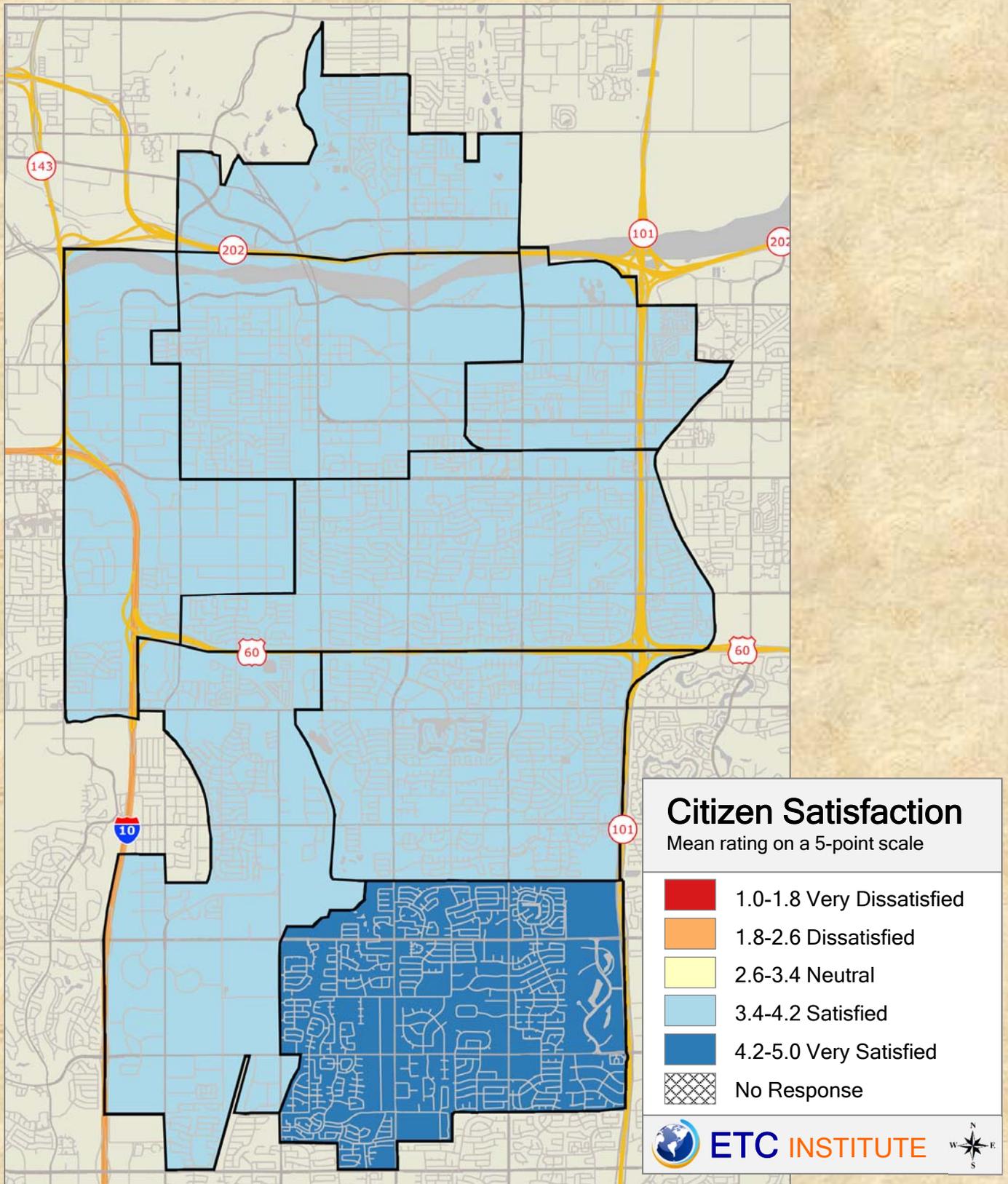
# Q7-13 Satisfaction with overall quality of customer service



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

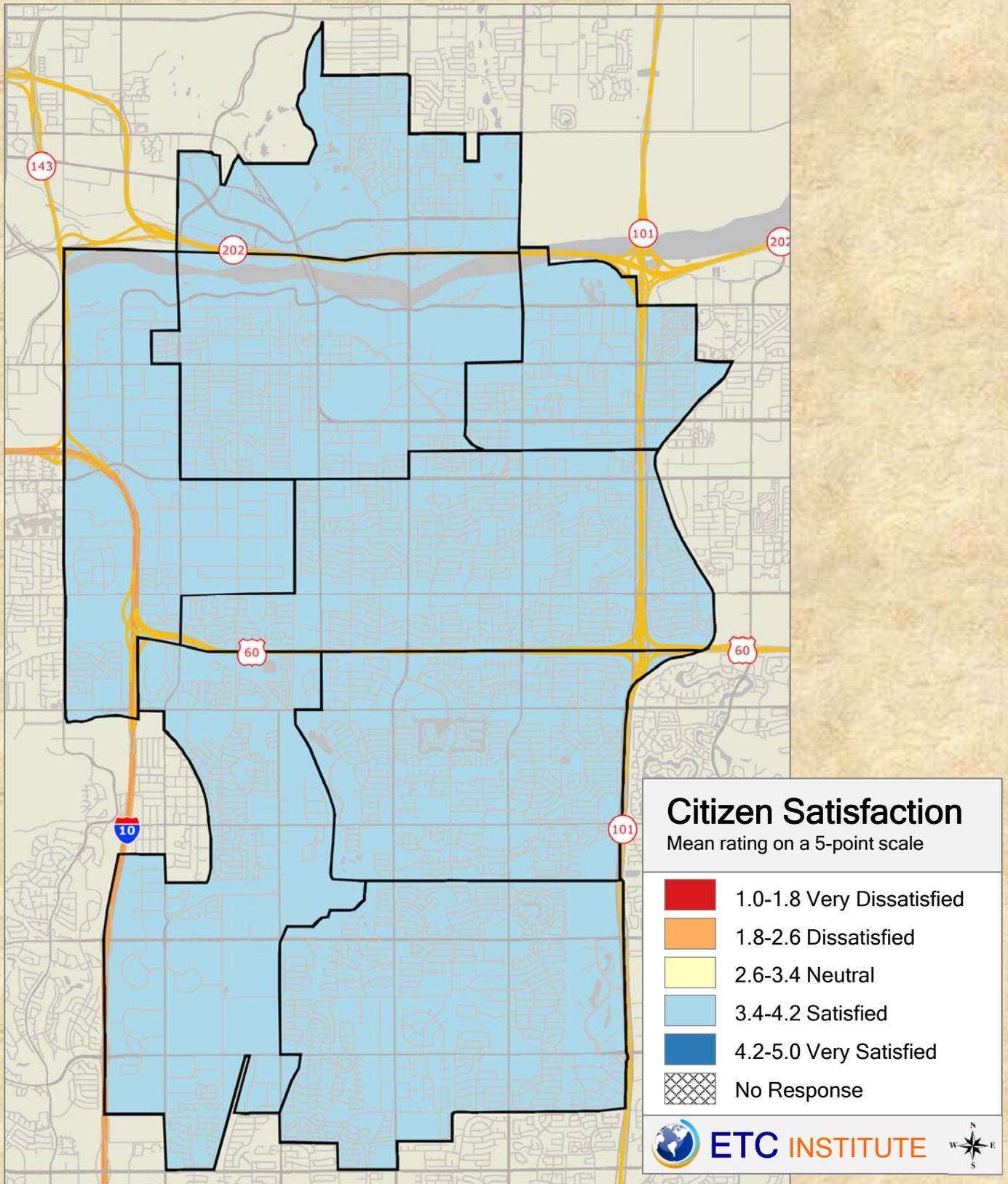
# Q8-01 Satisfaction with how courteous and respectful the call taker was



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

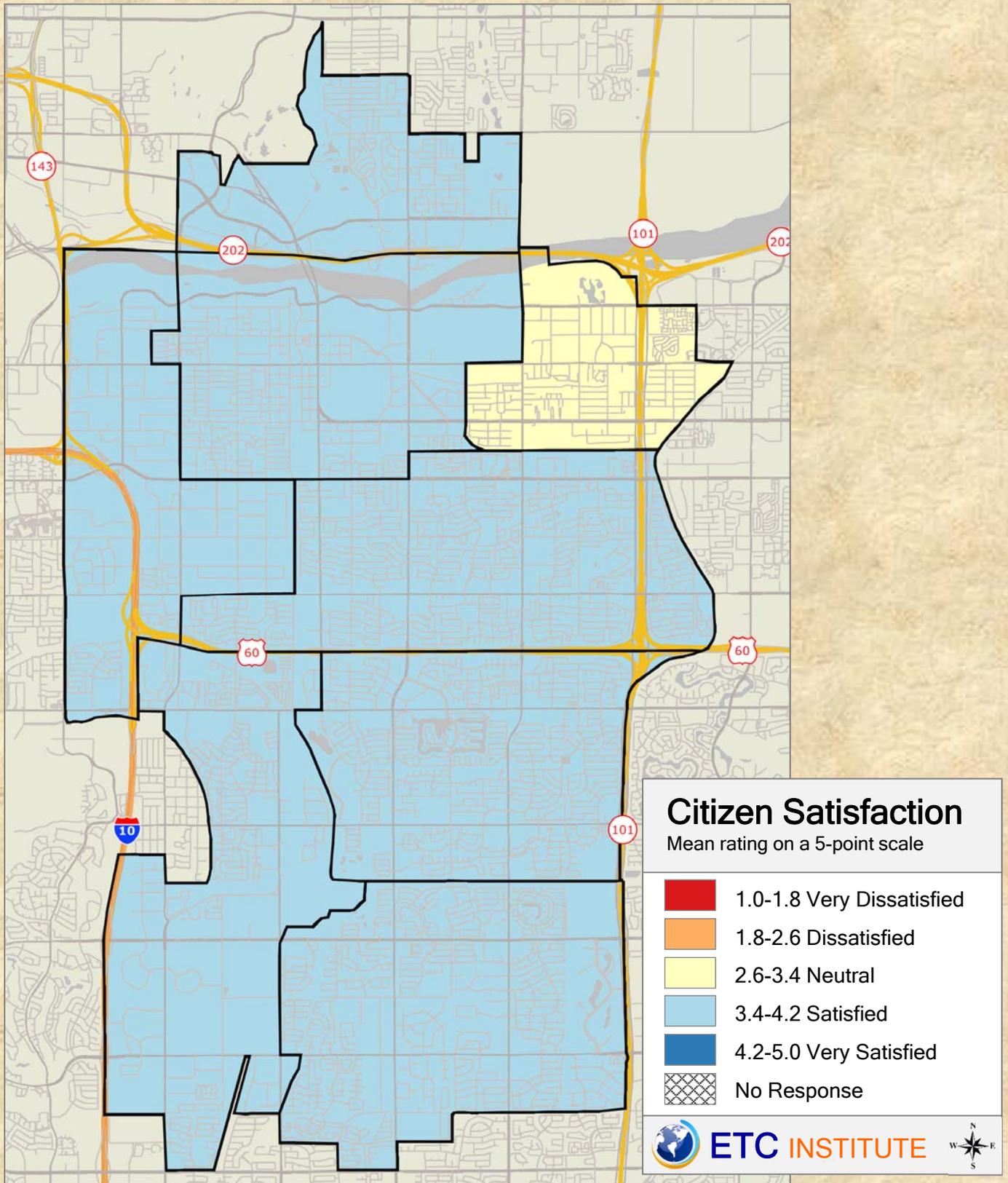
# Q8-02 Satisfaction with the hours of service (7:00 am–5:00 pm) that 3-1-1 is available



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

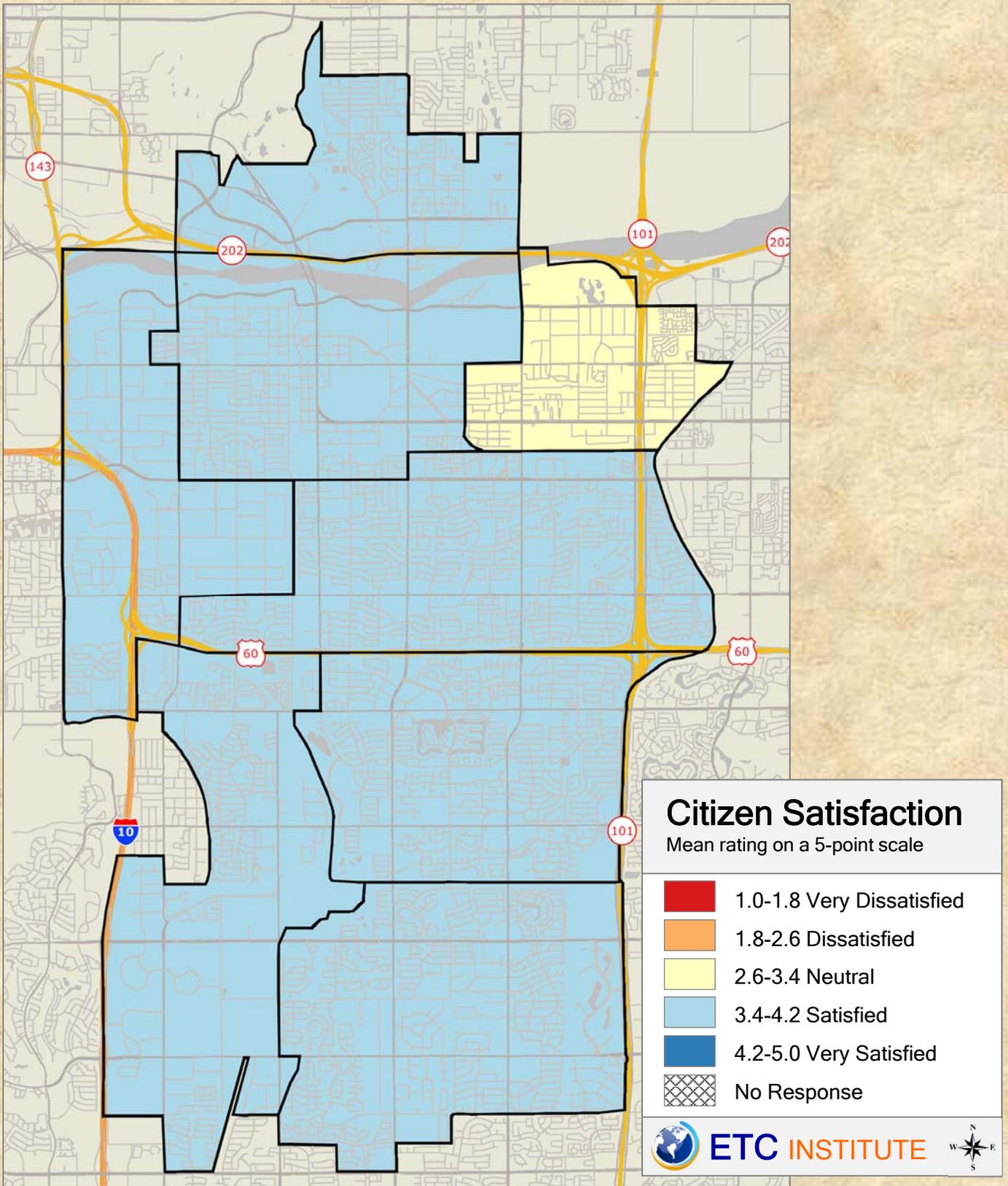
# Q8-03 Satisfaction with the ability of the call taker to answer questions



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

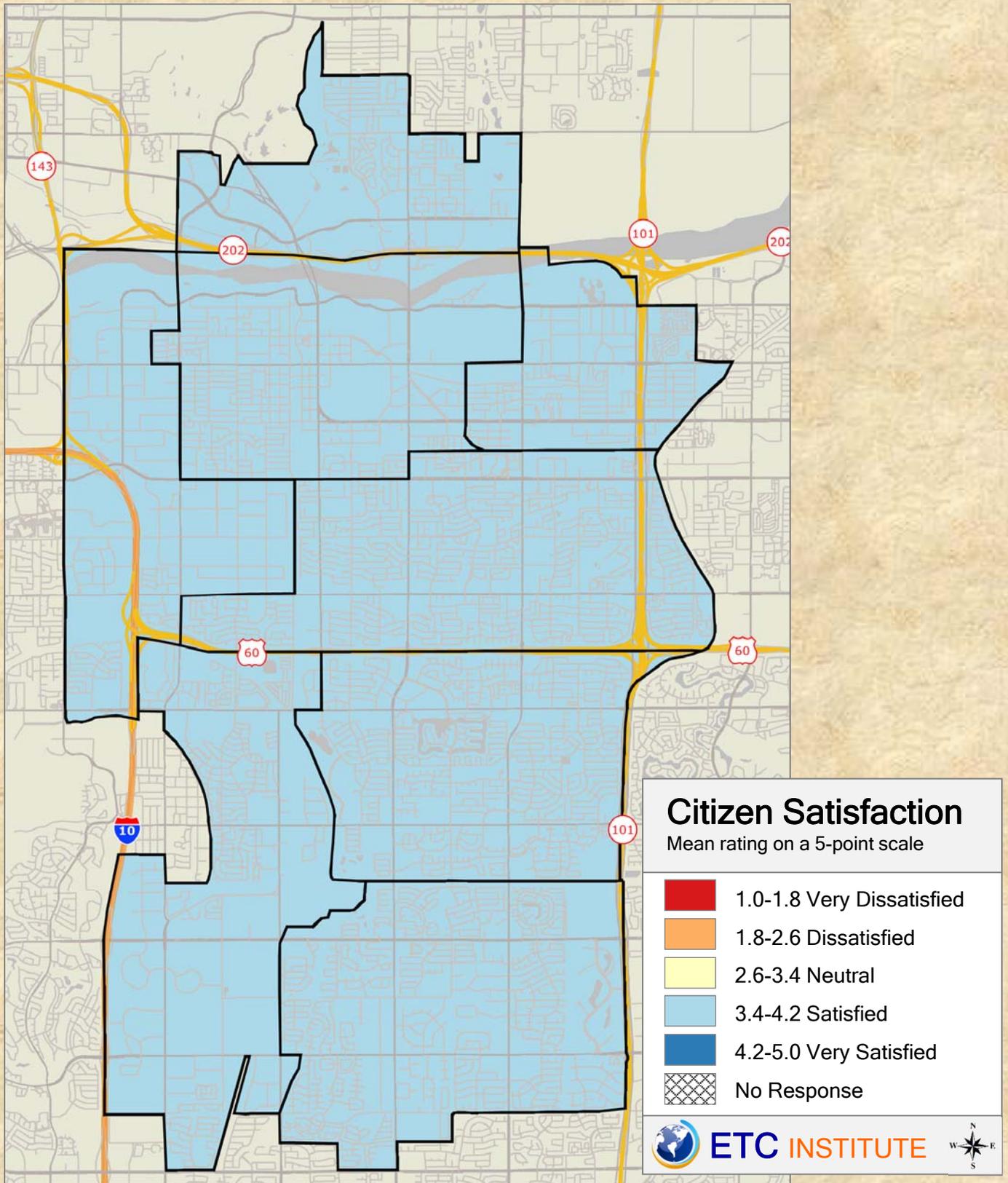
# Q8-04 Satisfaction with the call taker's help in resolving an issue



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

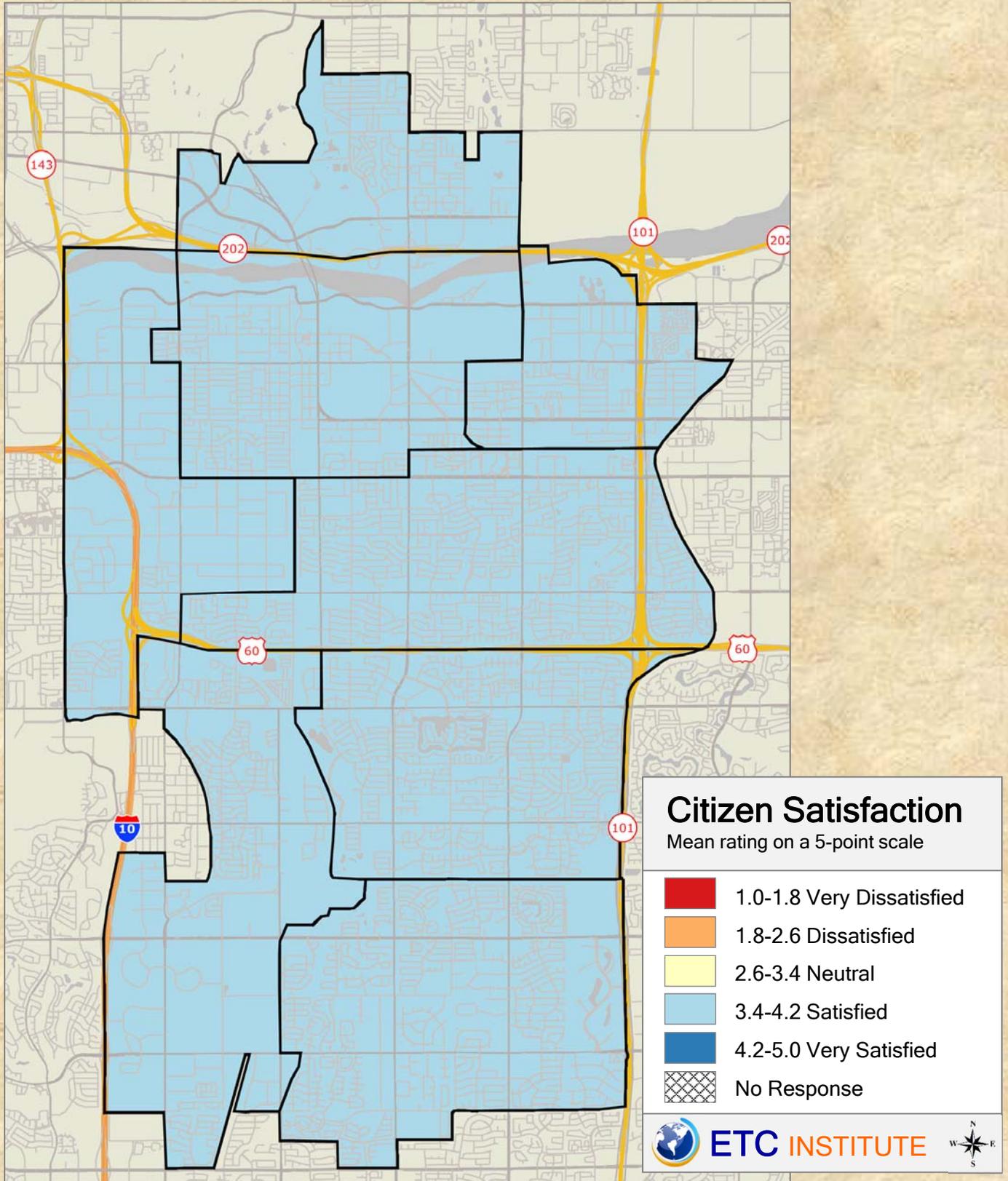
# Q14-01 Satisfaction with appearance of the City



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

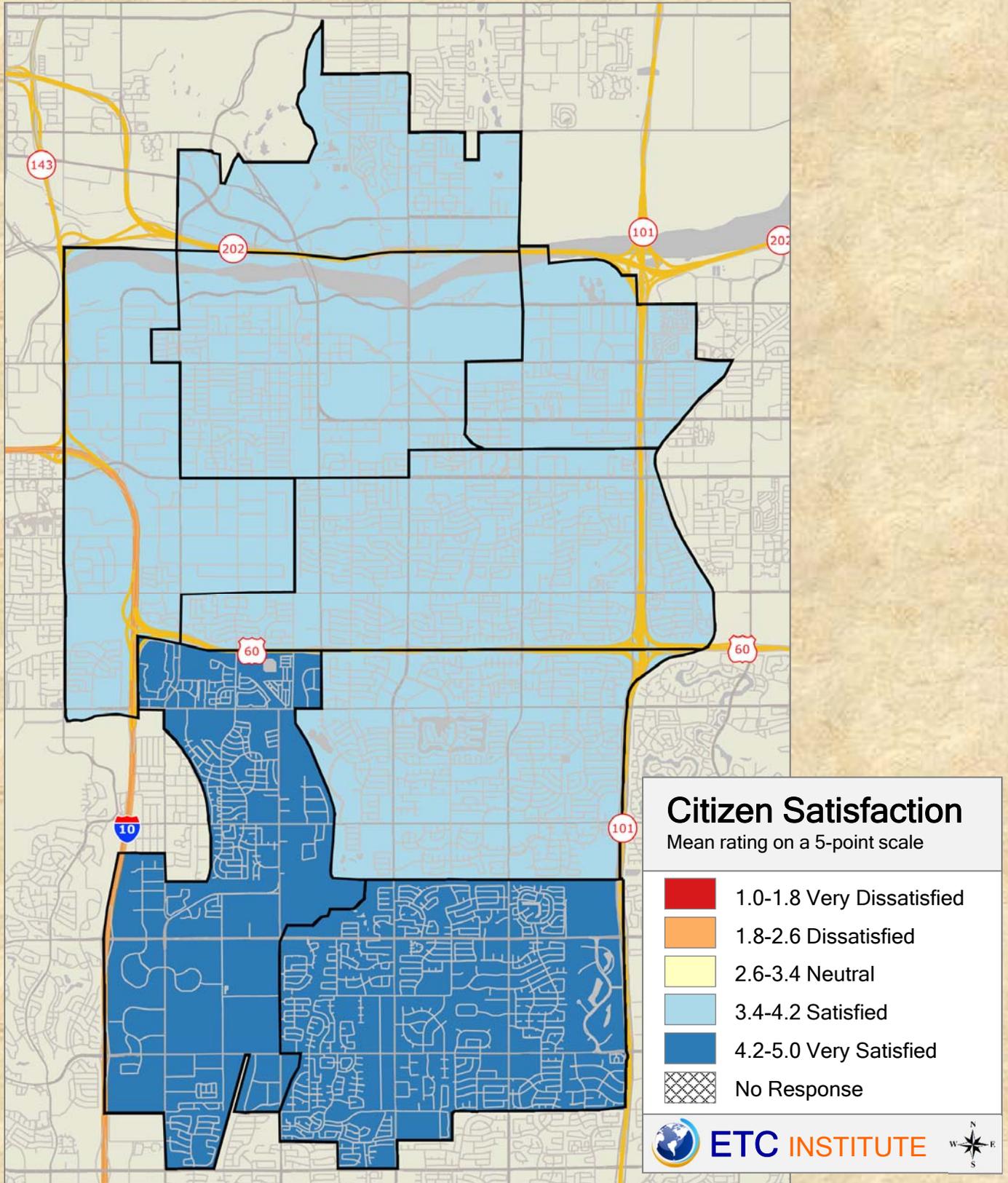
# Q14-02 Satisfaction with image of the City



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

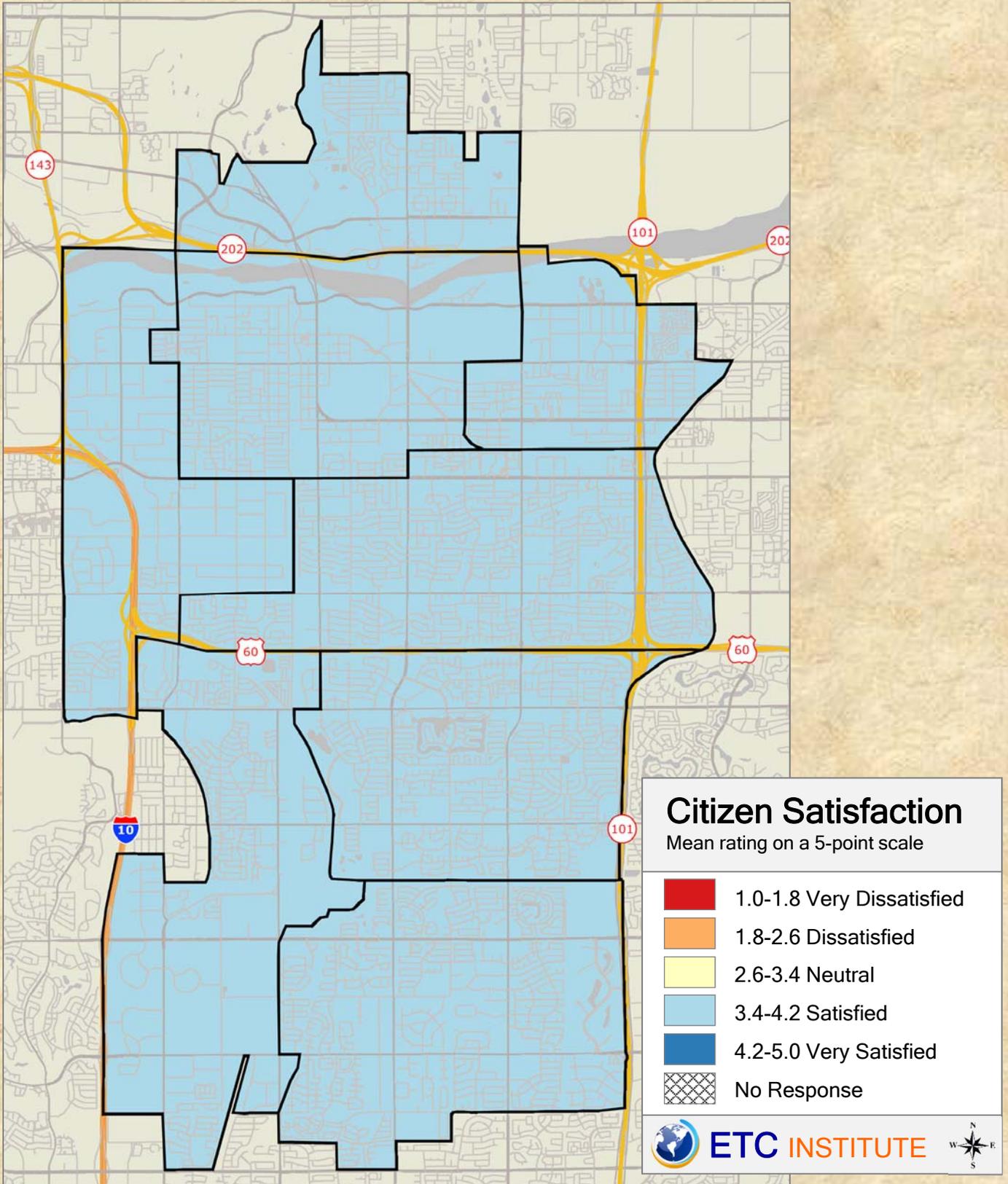
# Q14-03 Satisfaction with quality of life in the City



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

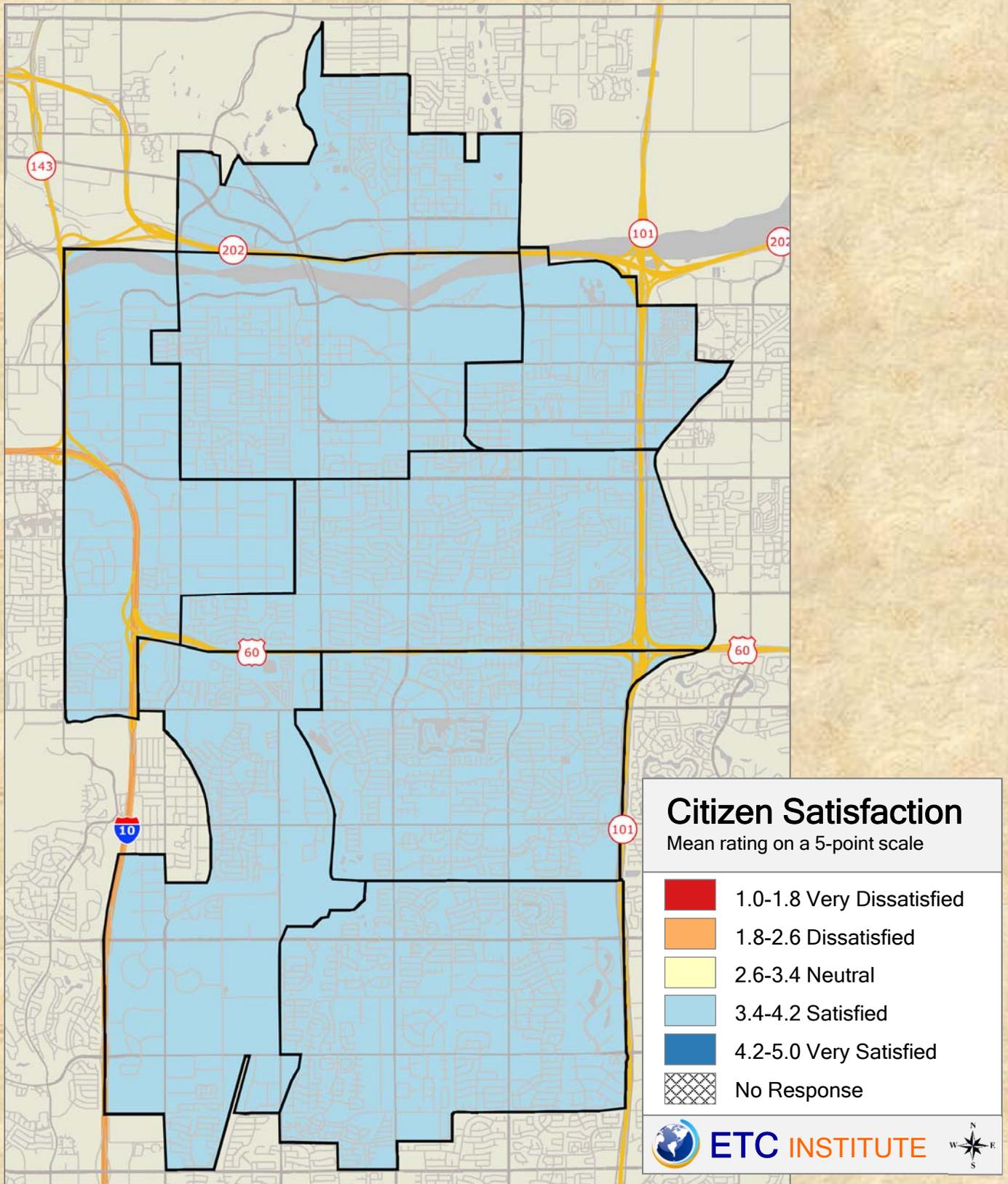
# Q14-04 Satisfaction with the City's overall efforts to promote access, diversity, and inclusiveness in the community



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

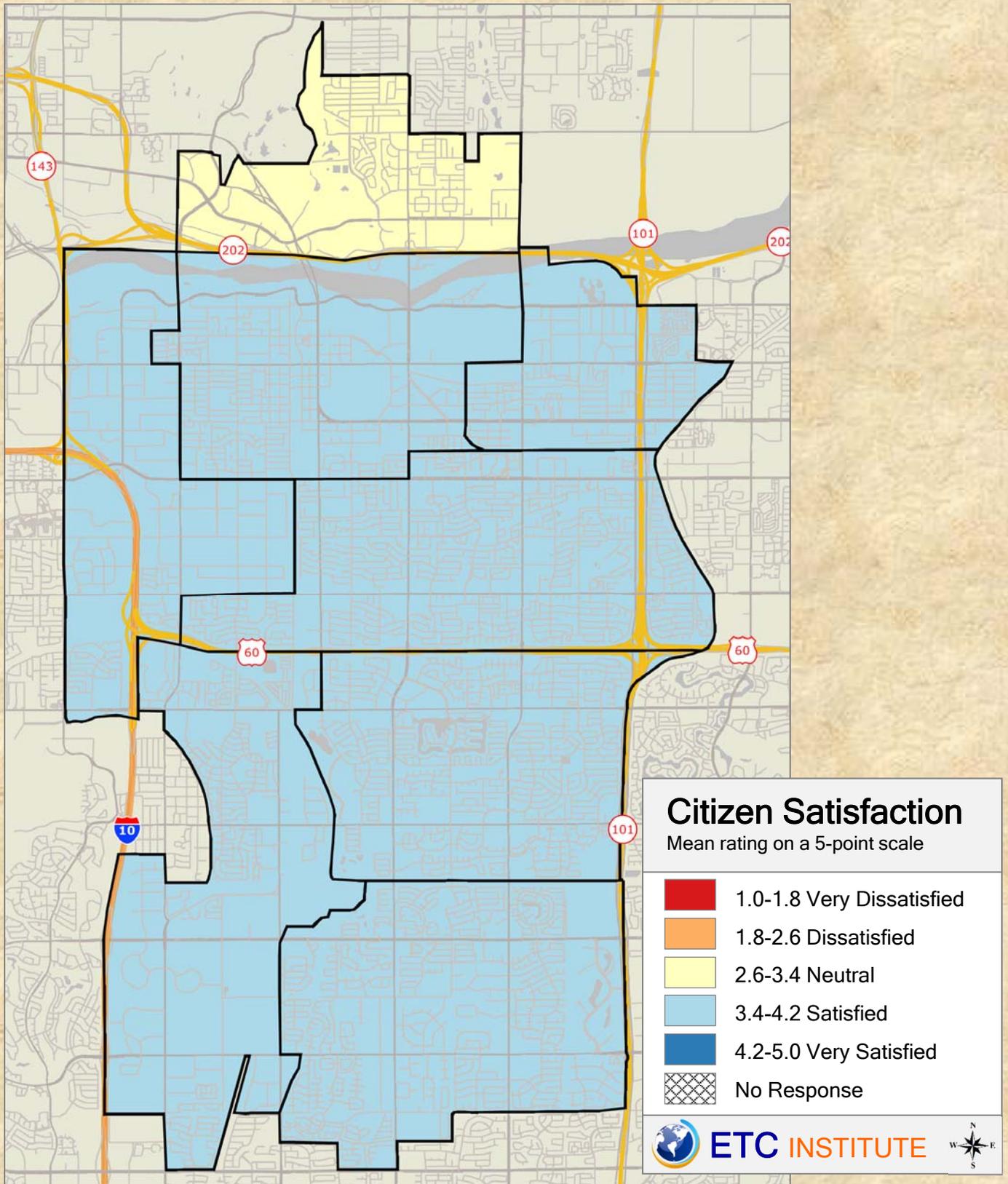
# Q14-05 Satisfaction with quality of access to City facilities for persons with disabilities



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

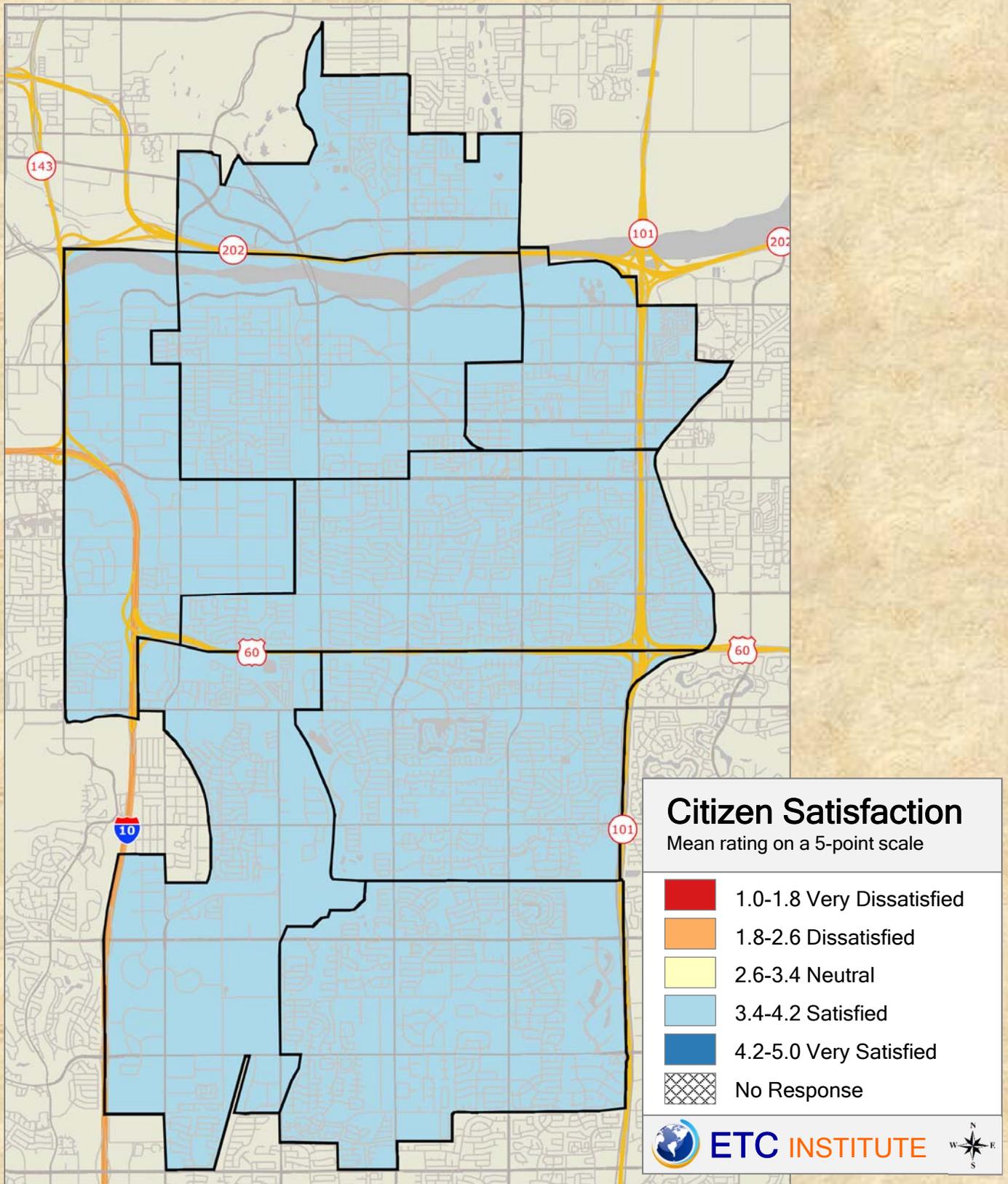
# Q14-06 Satisfaction with quality of services for persons with disabilities



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

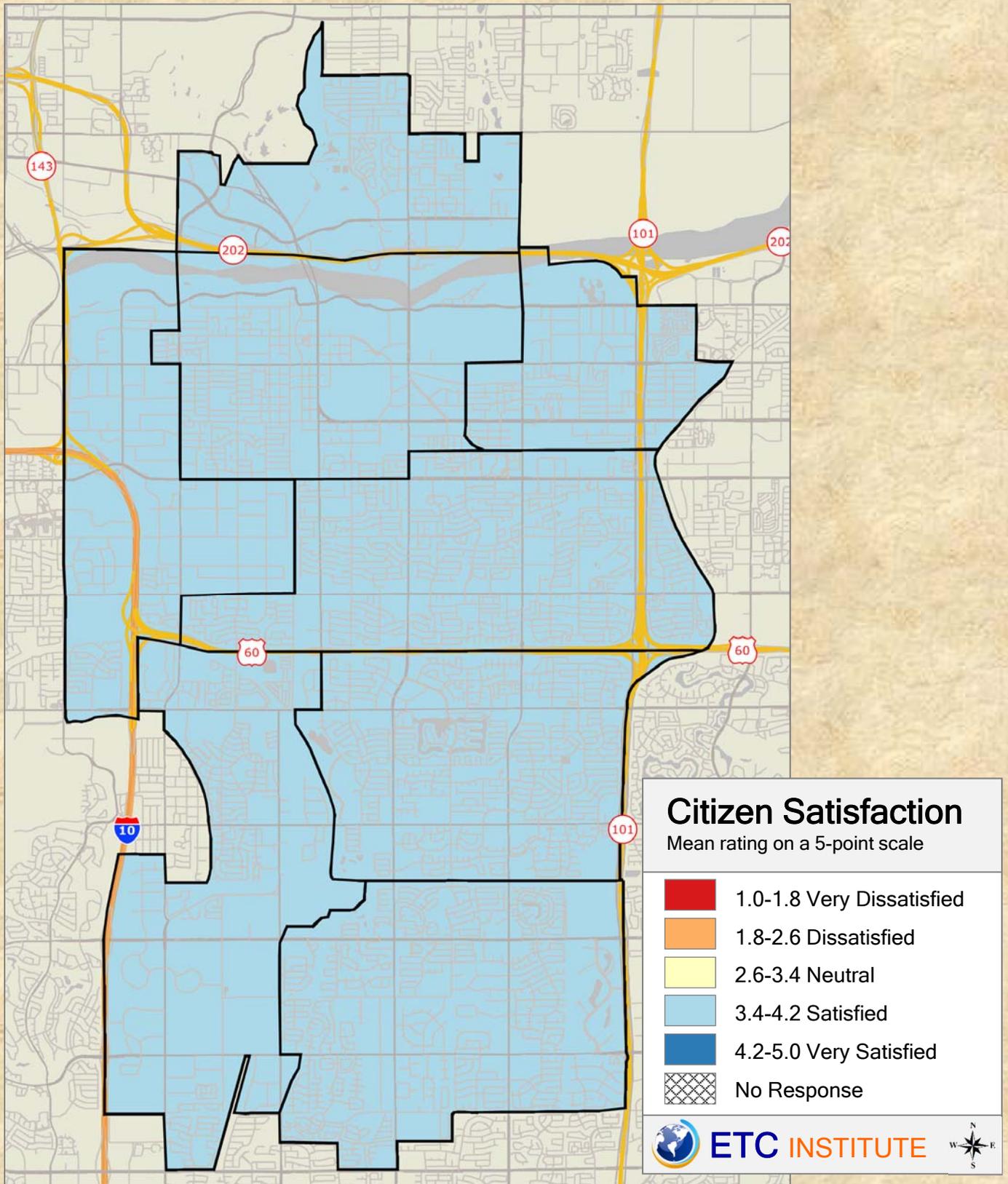
# Q14-07 Satisfaction with quality of access to City parks for persons with disabilities



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

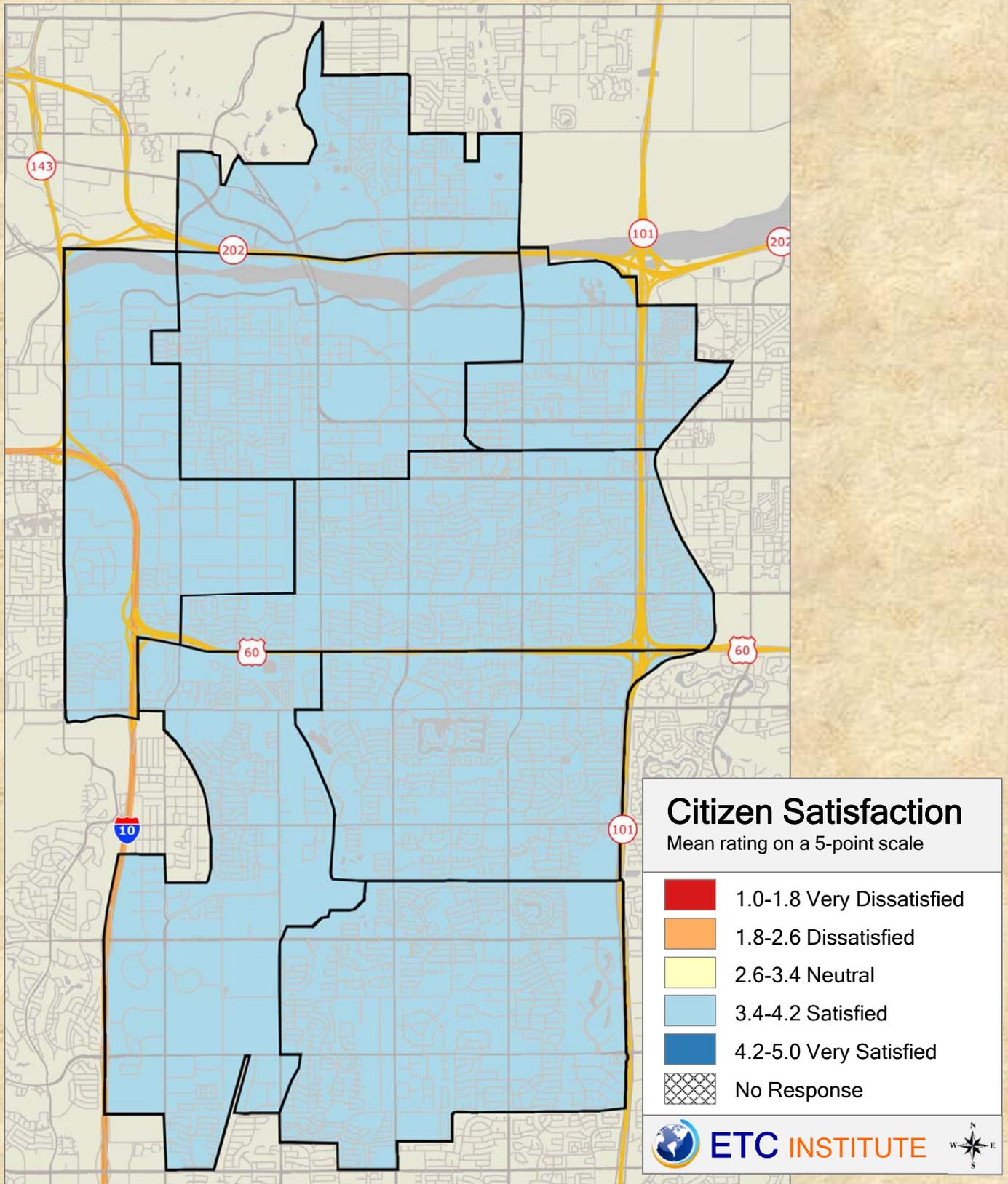
# Q14-08 Satisfaction with quality of neighborhood parks



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

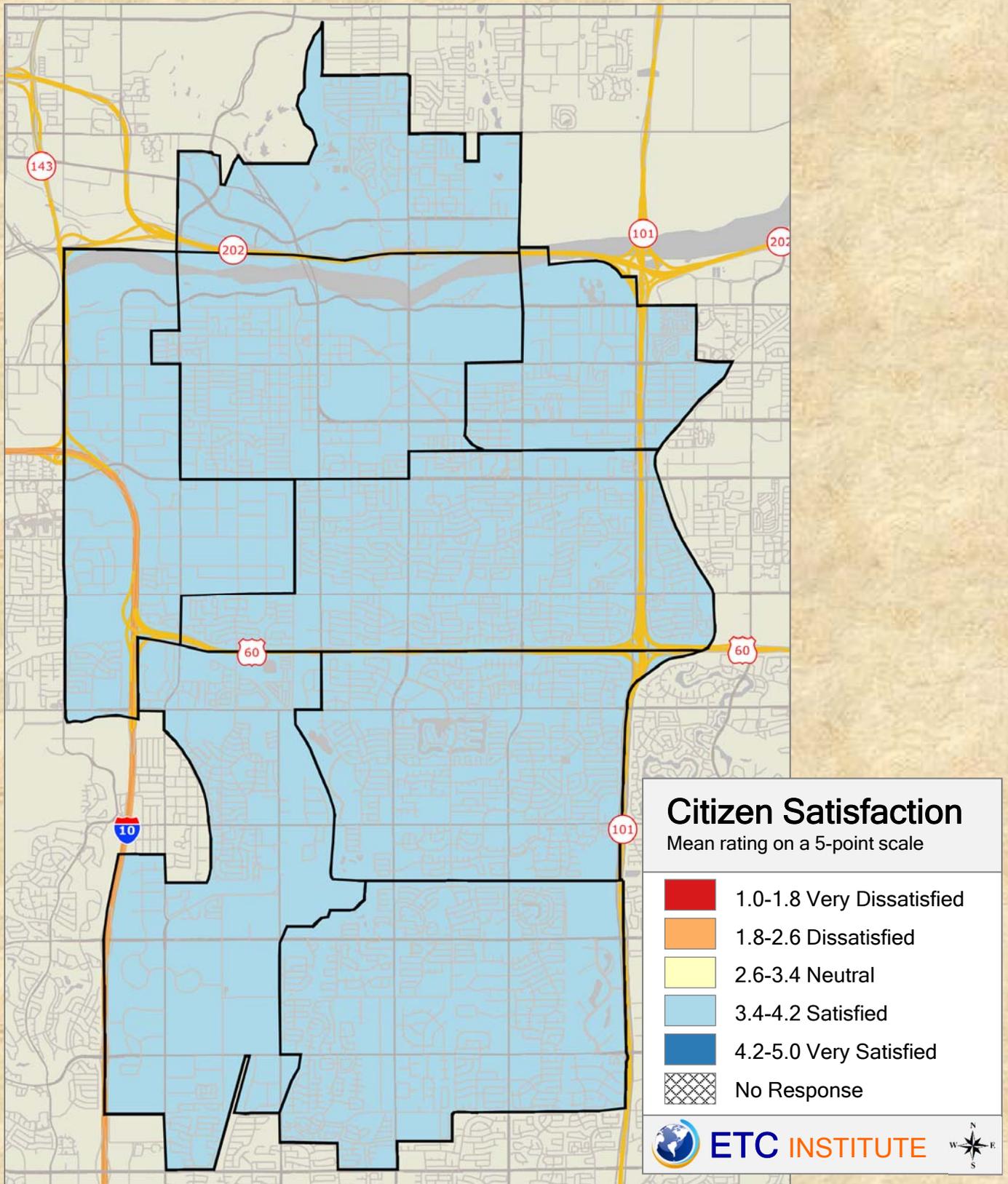
# Q14-09 Satisfaction with maintenance of City parks



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

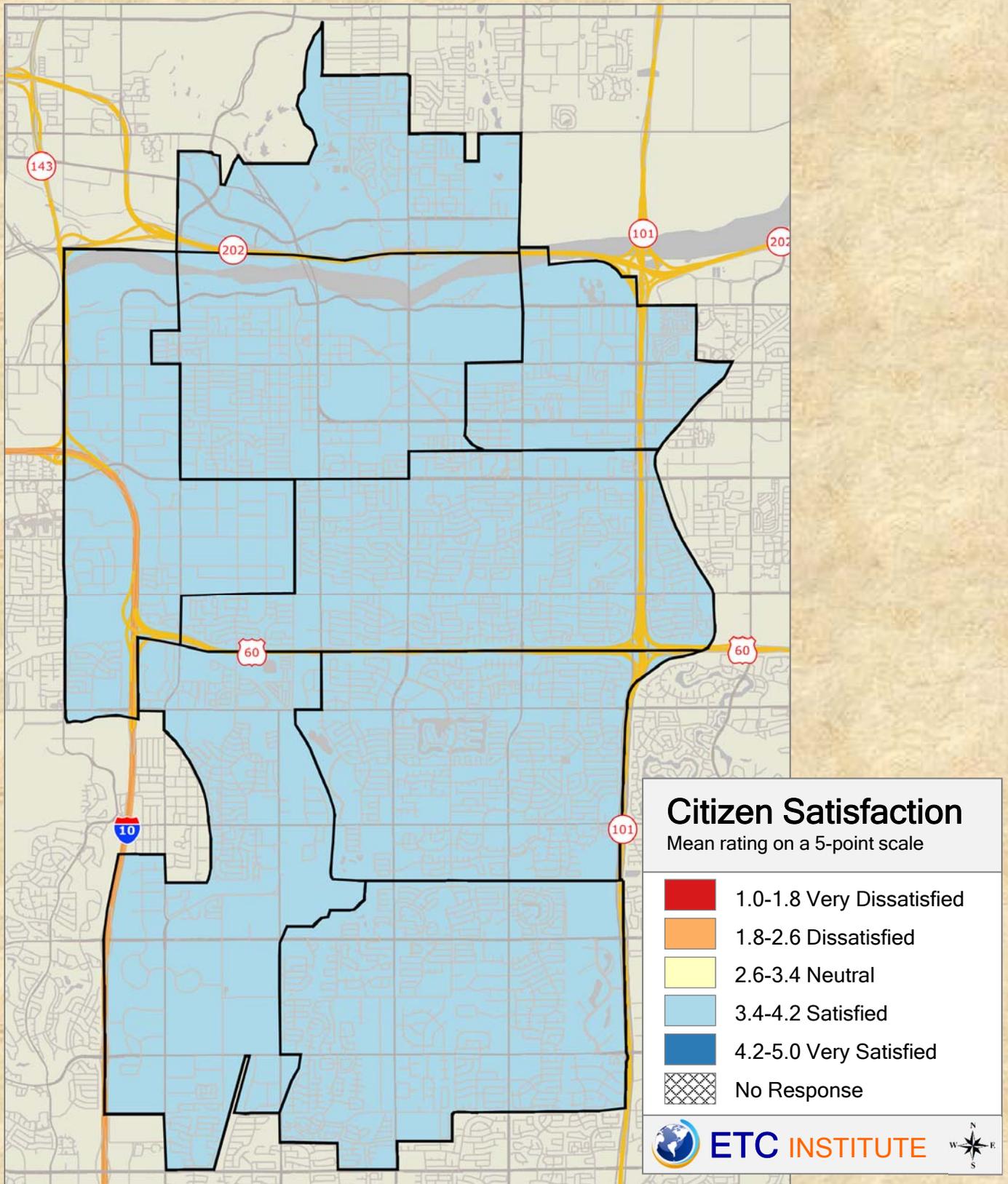
# Q14-10 Satisfaction with quality of larger City parks



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

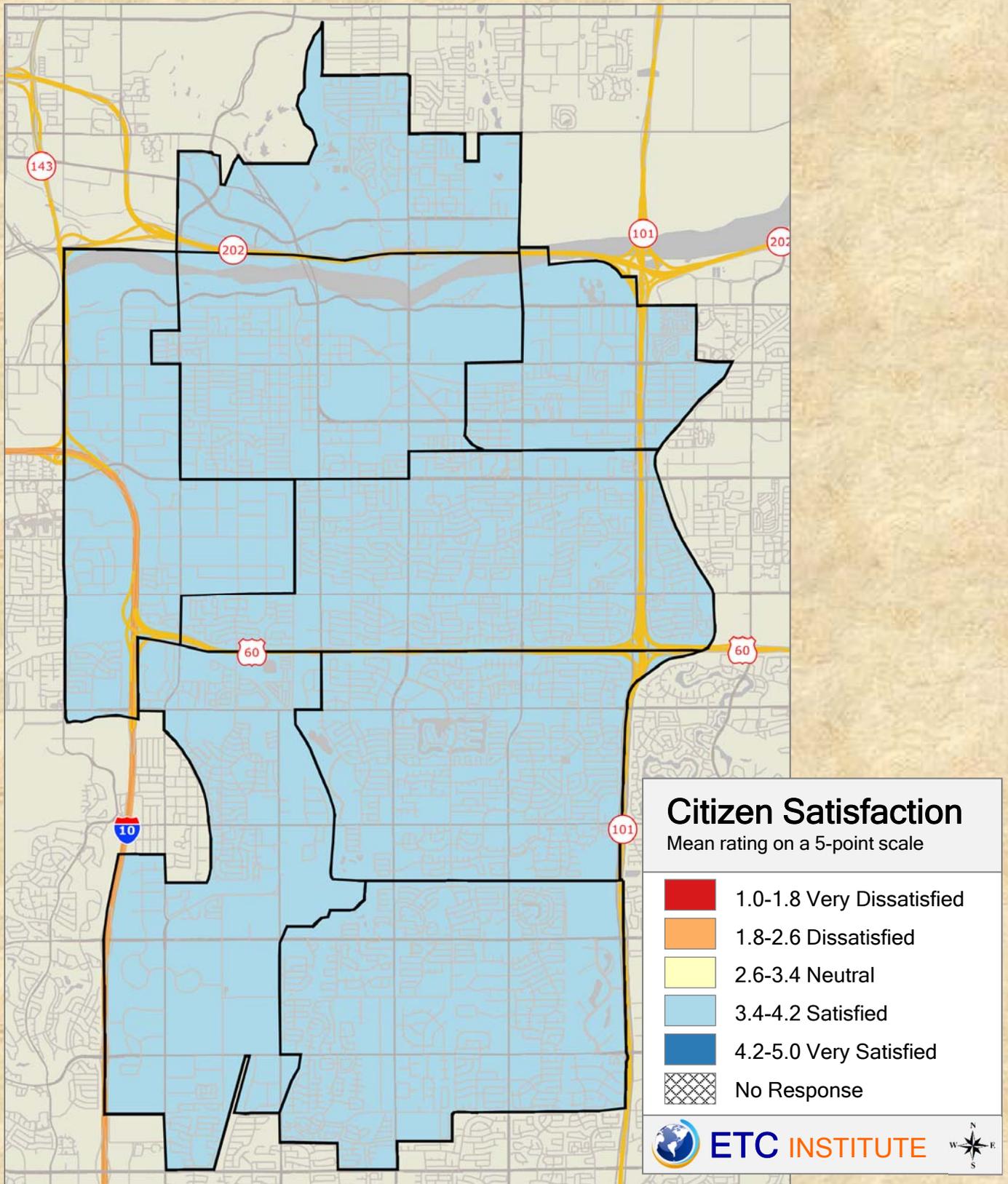
# Q14-11 Satisfaction with quality of City recreation and community centers



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

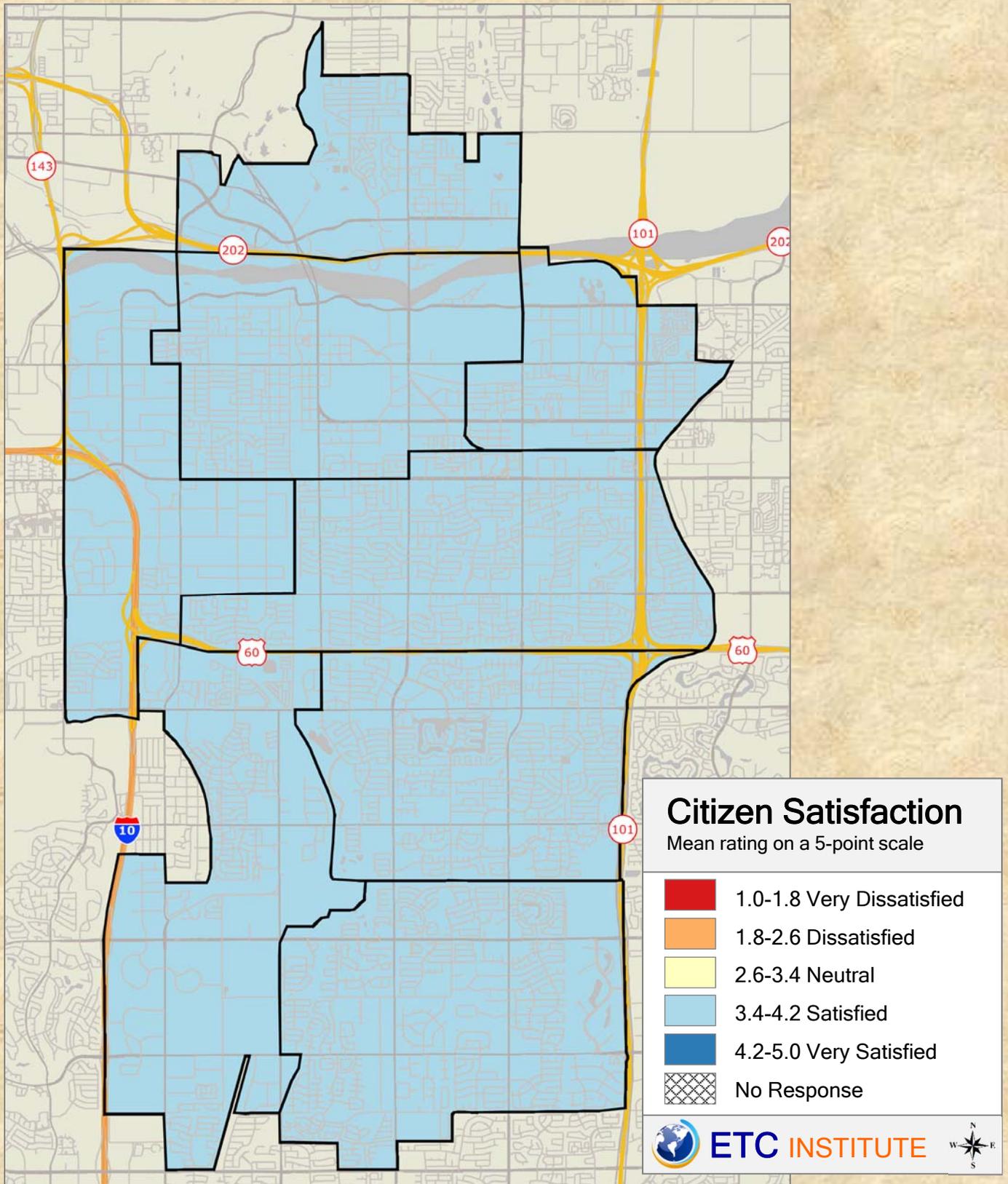
# Q14-12 Satisfaction with maintenance and appearance of City community centers



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

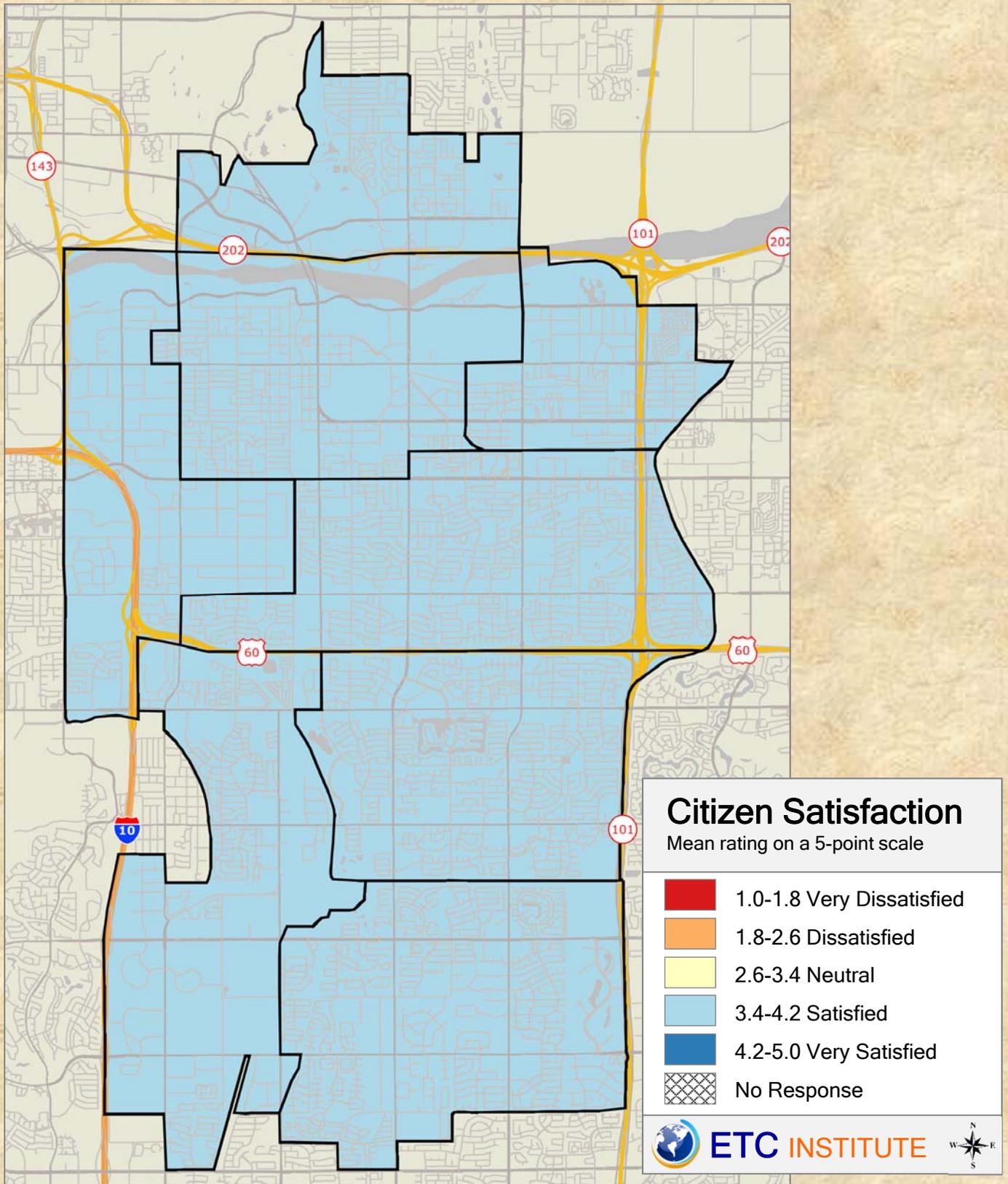
# Q14-13 Satisfaction with quality of City swimming pools



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

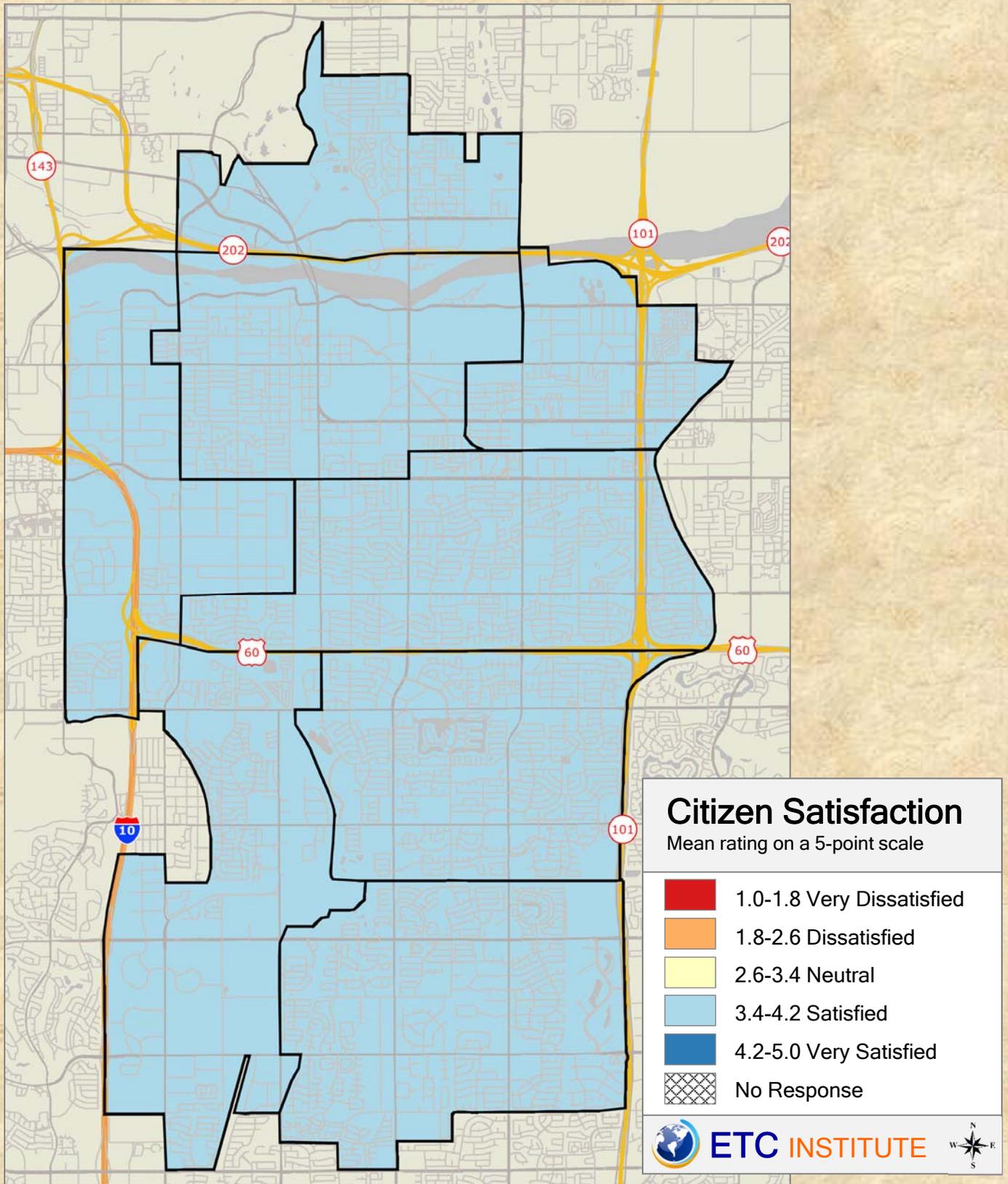
# Q14-14 Satisfaction with quality of City outdoor athletic fields



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

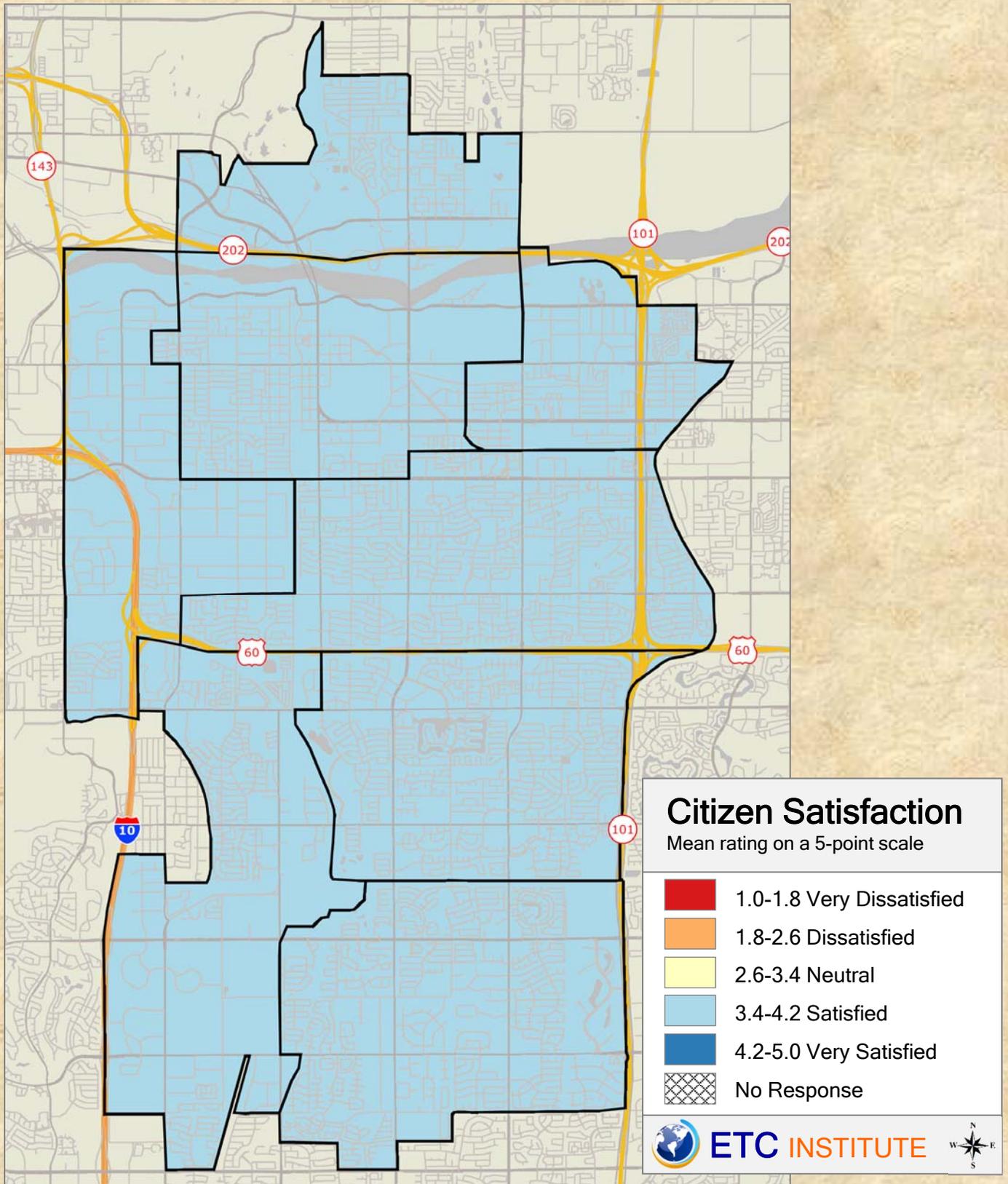
# Q14-15 Satisfaction with quality of City golf courses



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

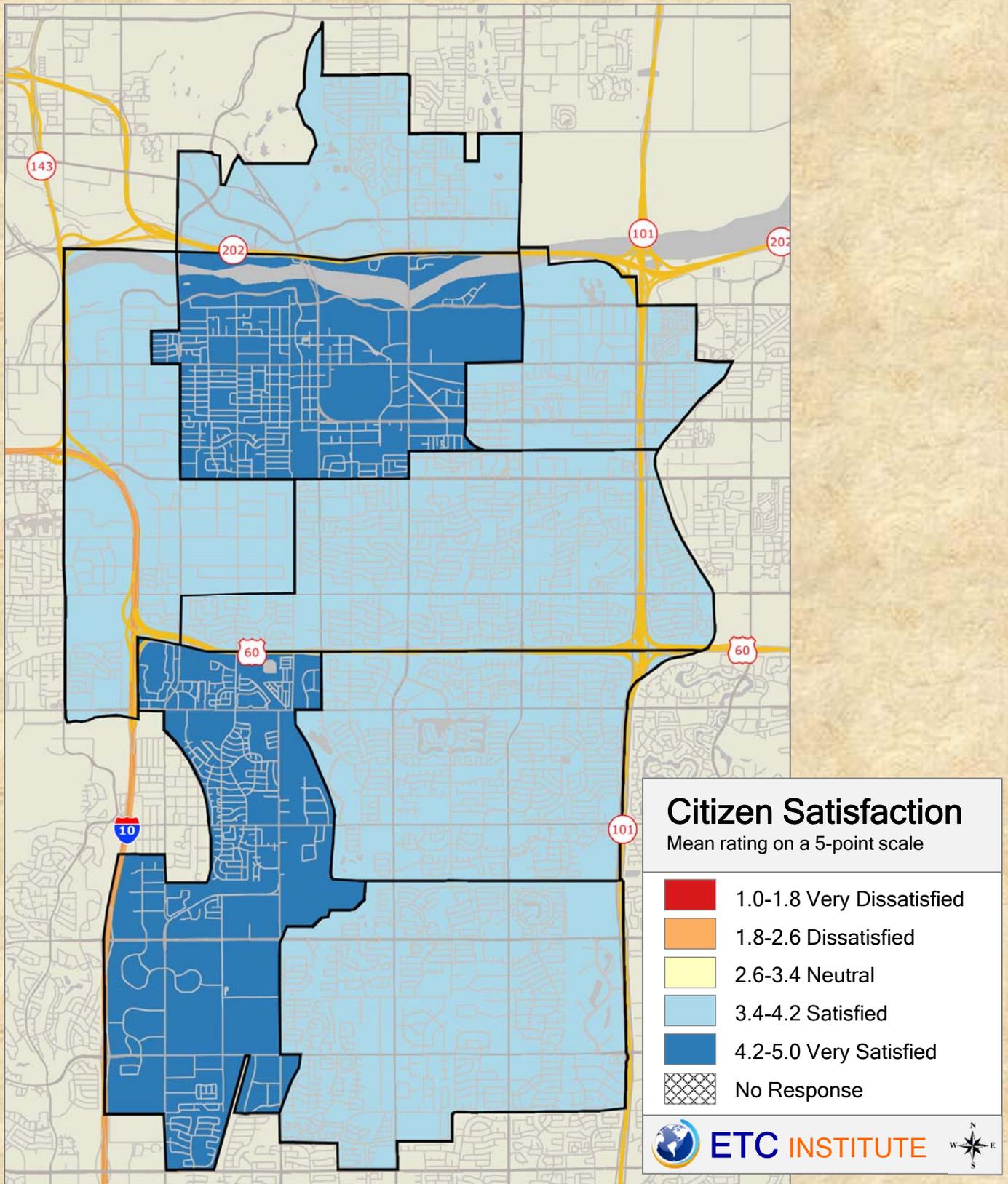
# Q14-16 Satisfaction with quality of City recreation programs and services



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

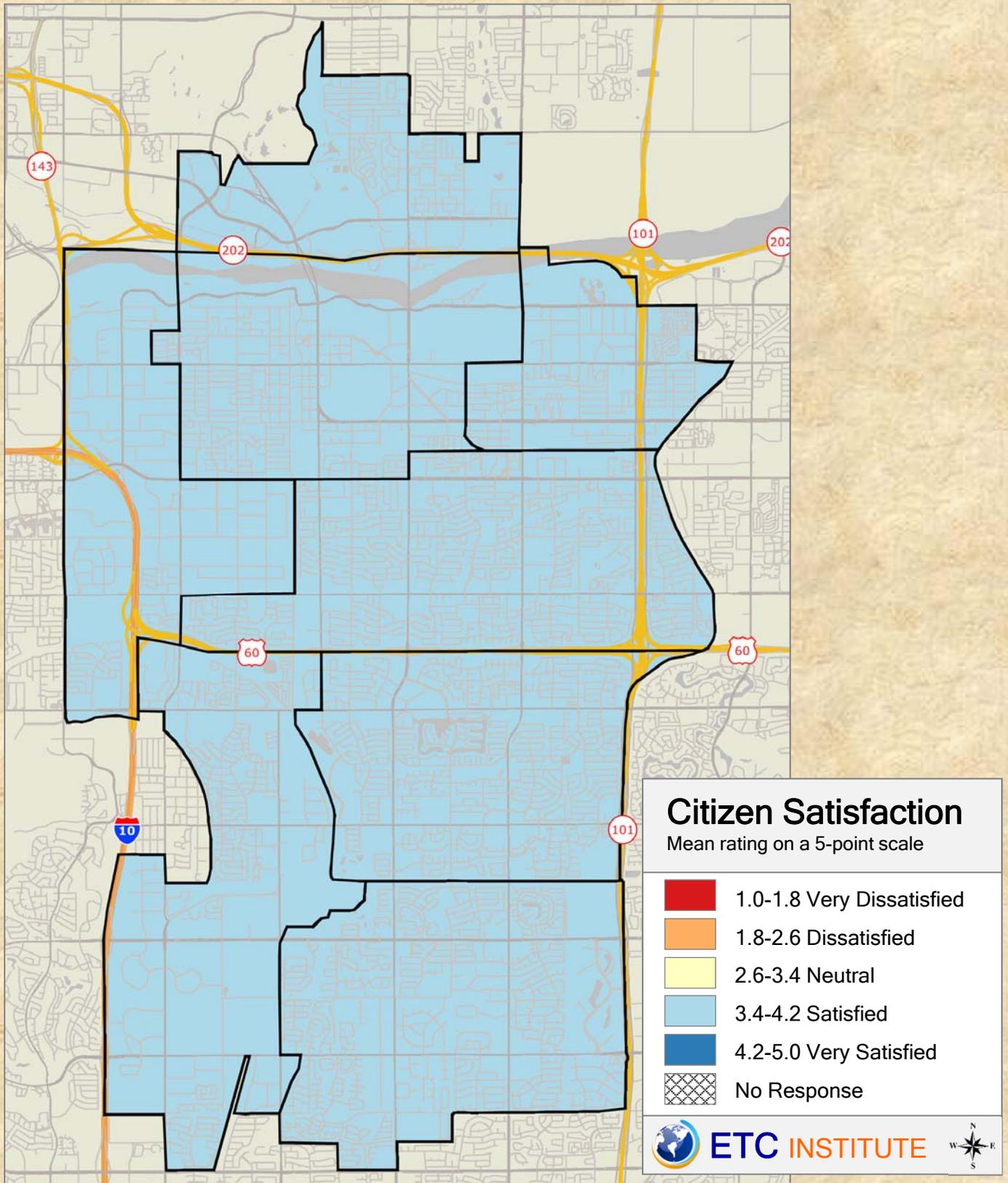
# Q14-17 Satisfaction with quality of City library programs and services



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

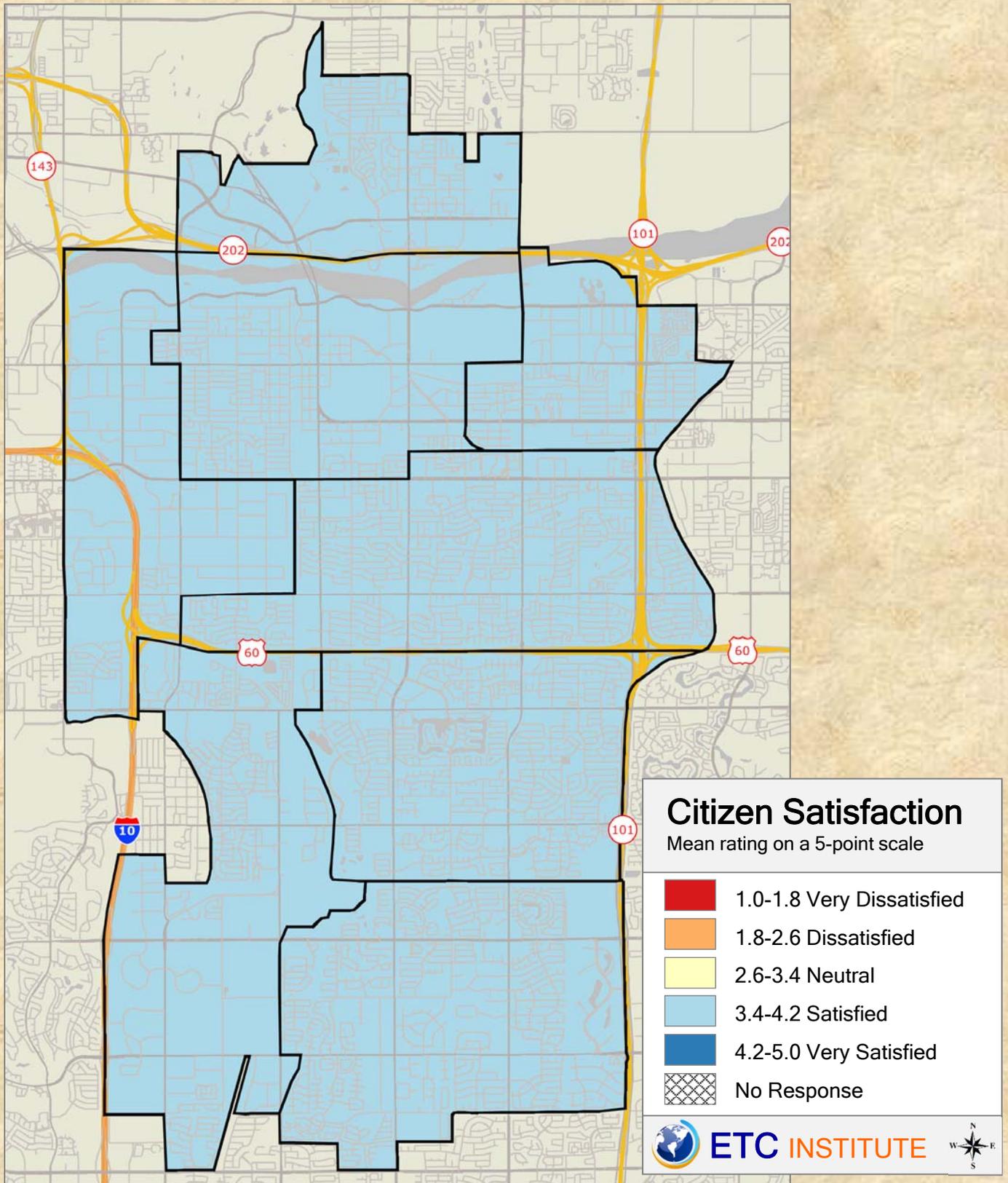
# Q14-18 Satisfaction with quality of Tempe Center for the Arts programs



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

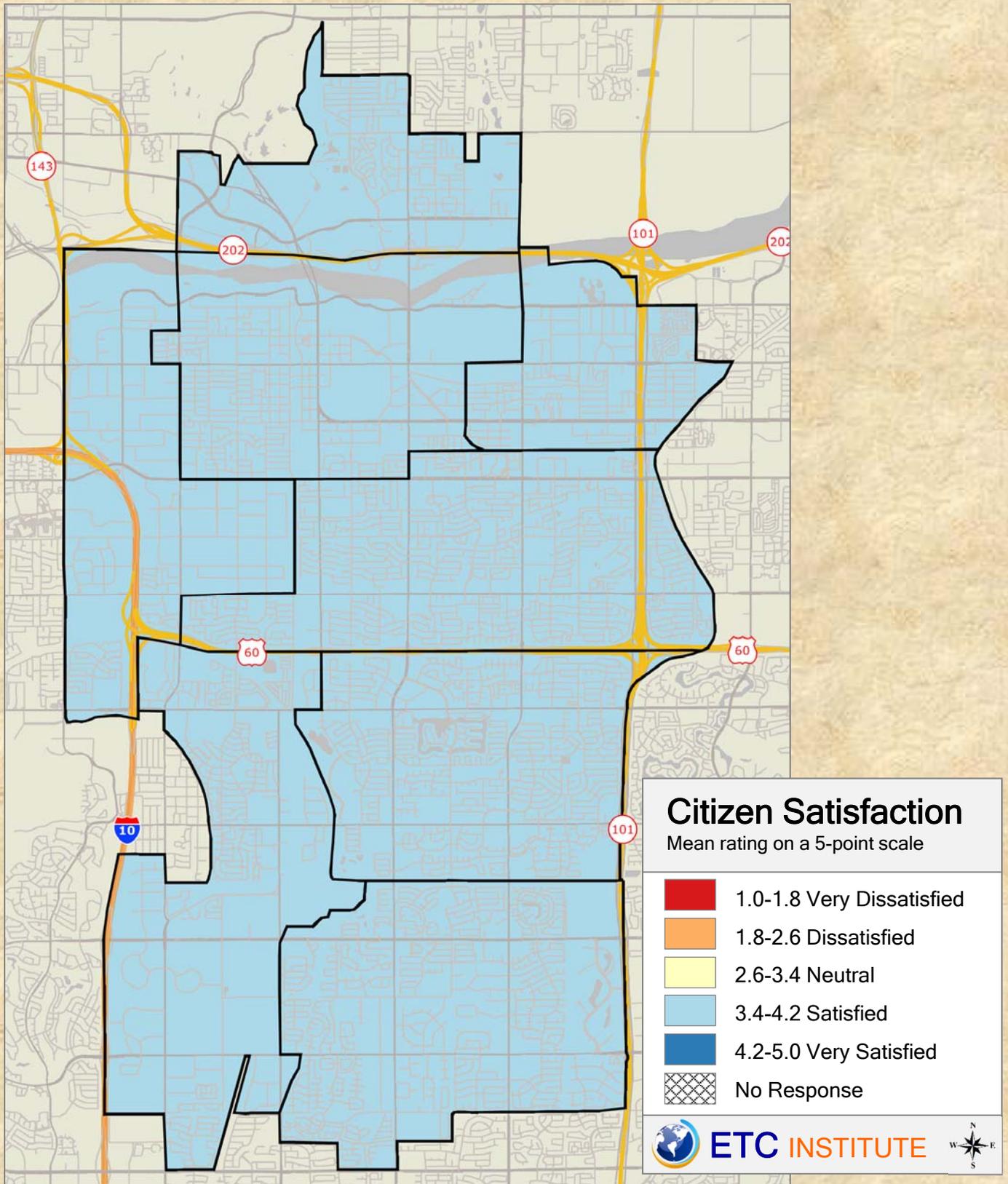
# Q14-19 Satisfaction with quality of Kid Zone programs



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

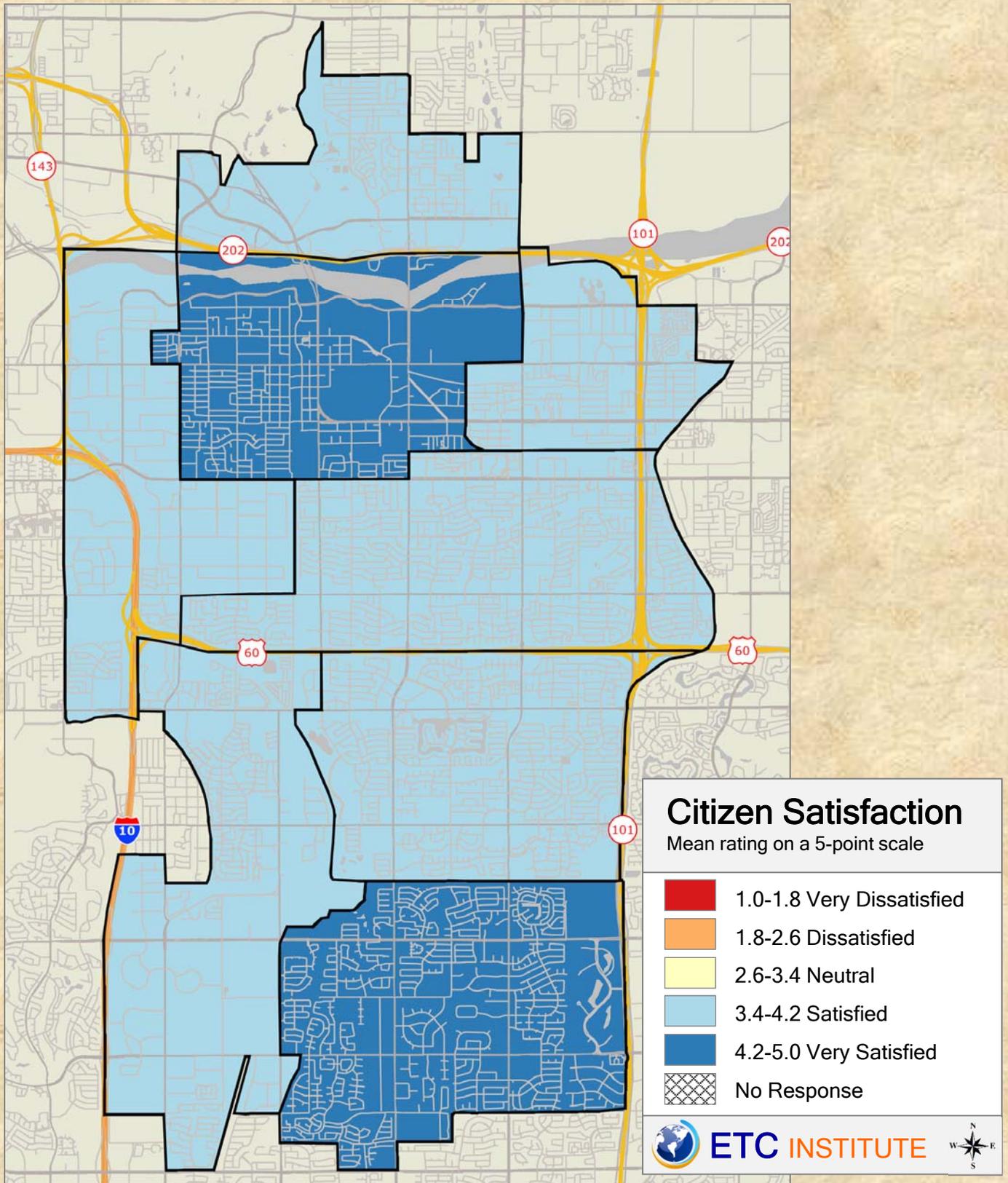
# Q14-20 Satisfaction with quality of City art and art education programs



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

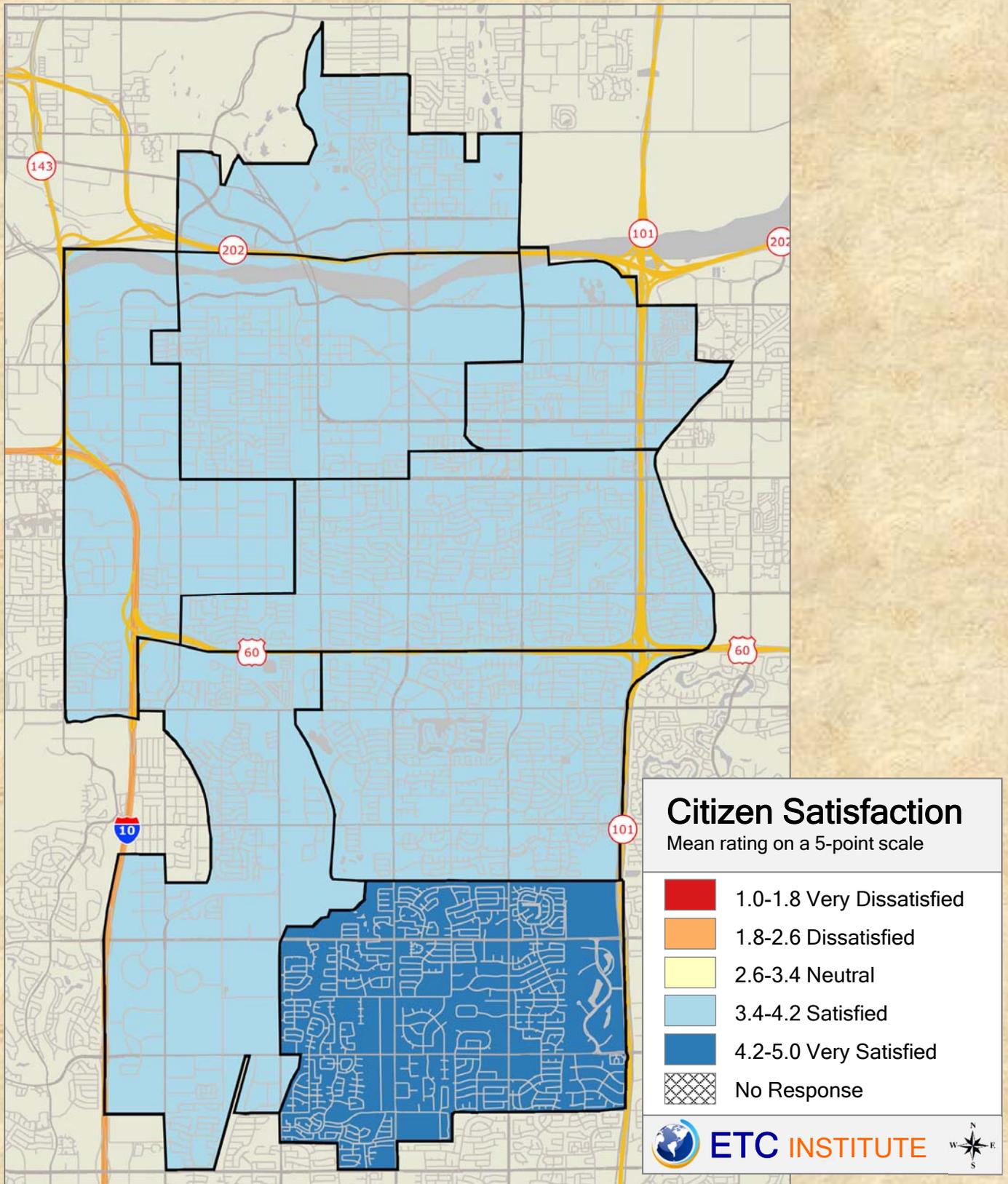
# Q14-21 Satisfaction with quality of Tempe Center for the Arts



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

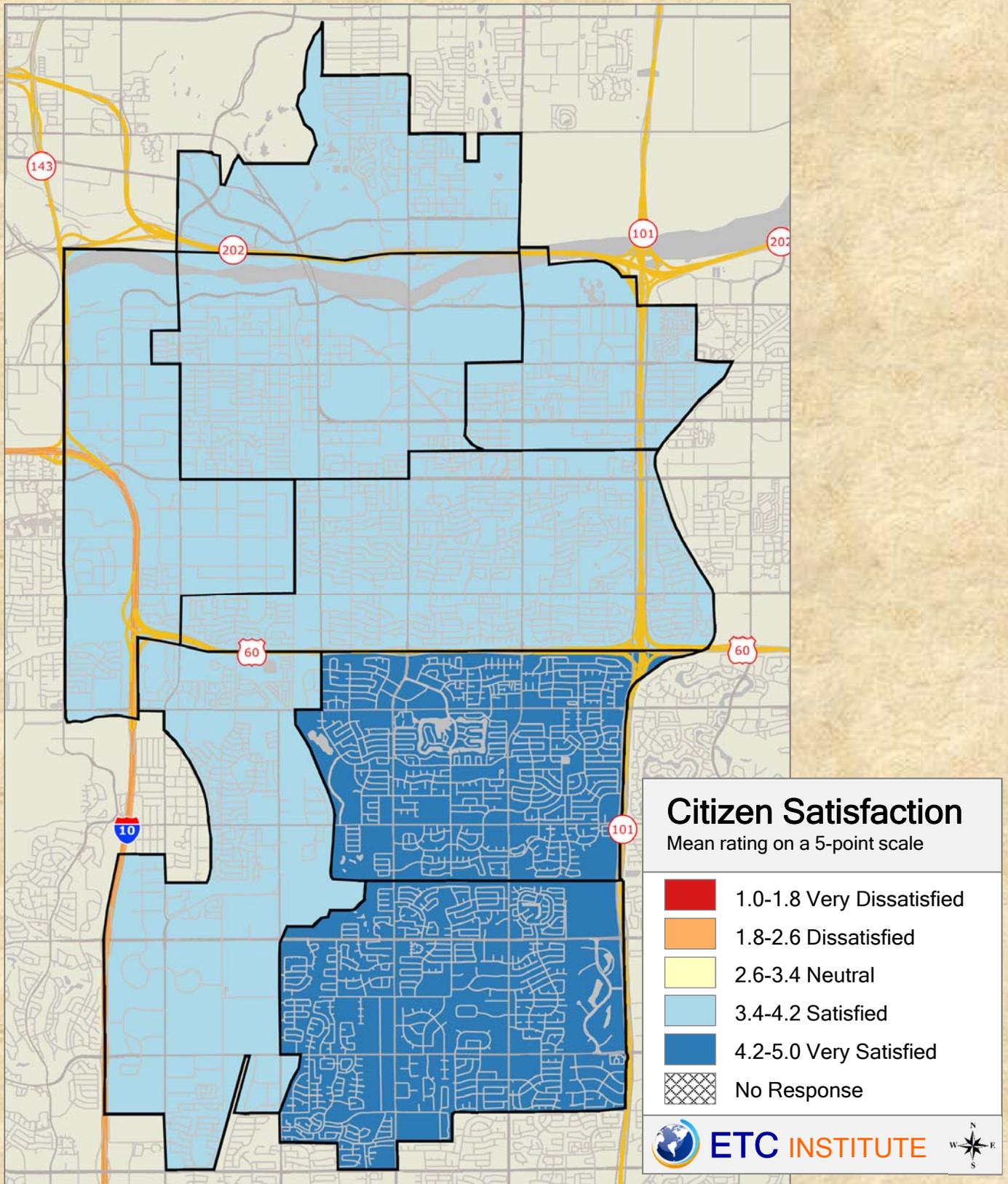
# Q14-22 Satisfaction with quality of Tempe History Museum



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

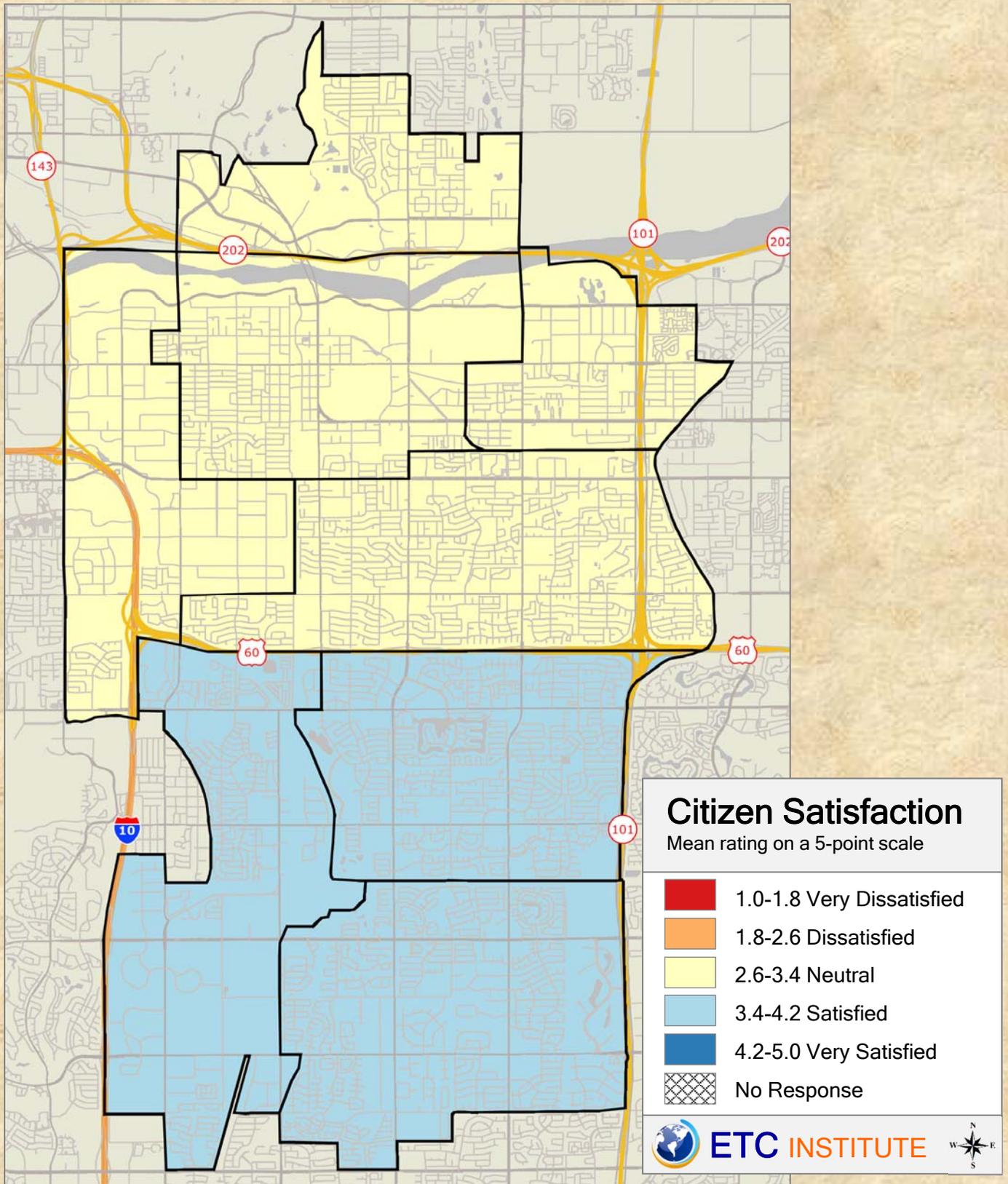
# Q14-23 Satisfaction with quality of Tempe Public Library



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

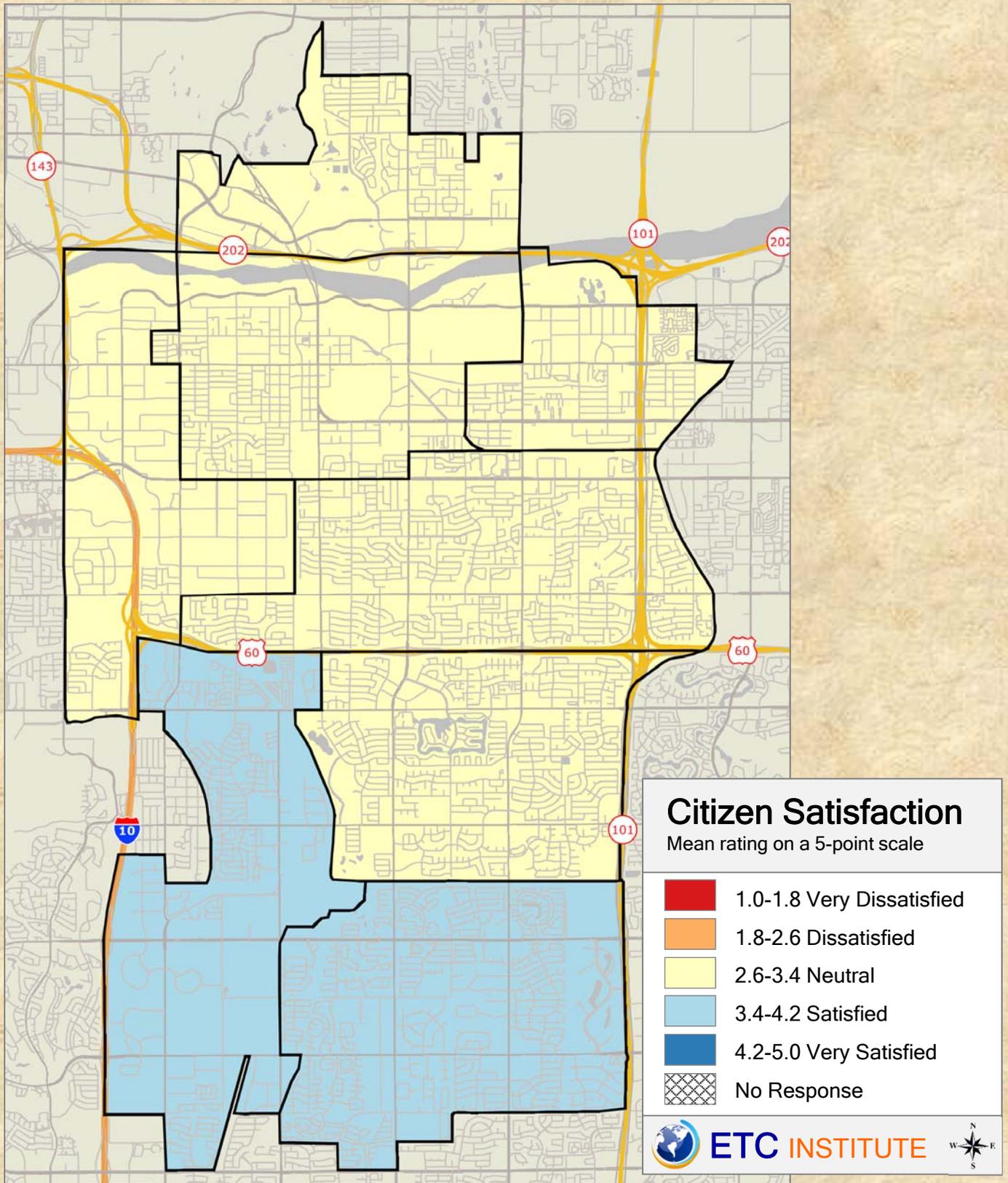
# Q14-24 Satisfaction with adequacy of street lighting



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

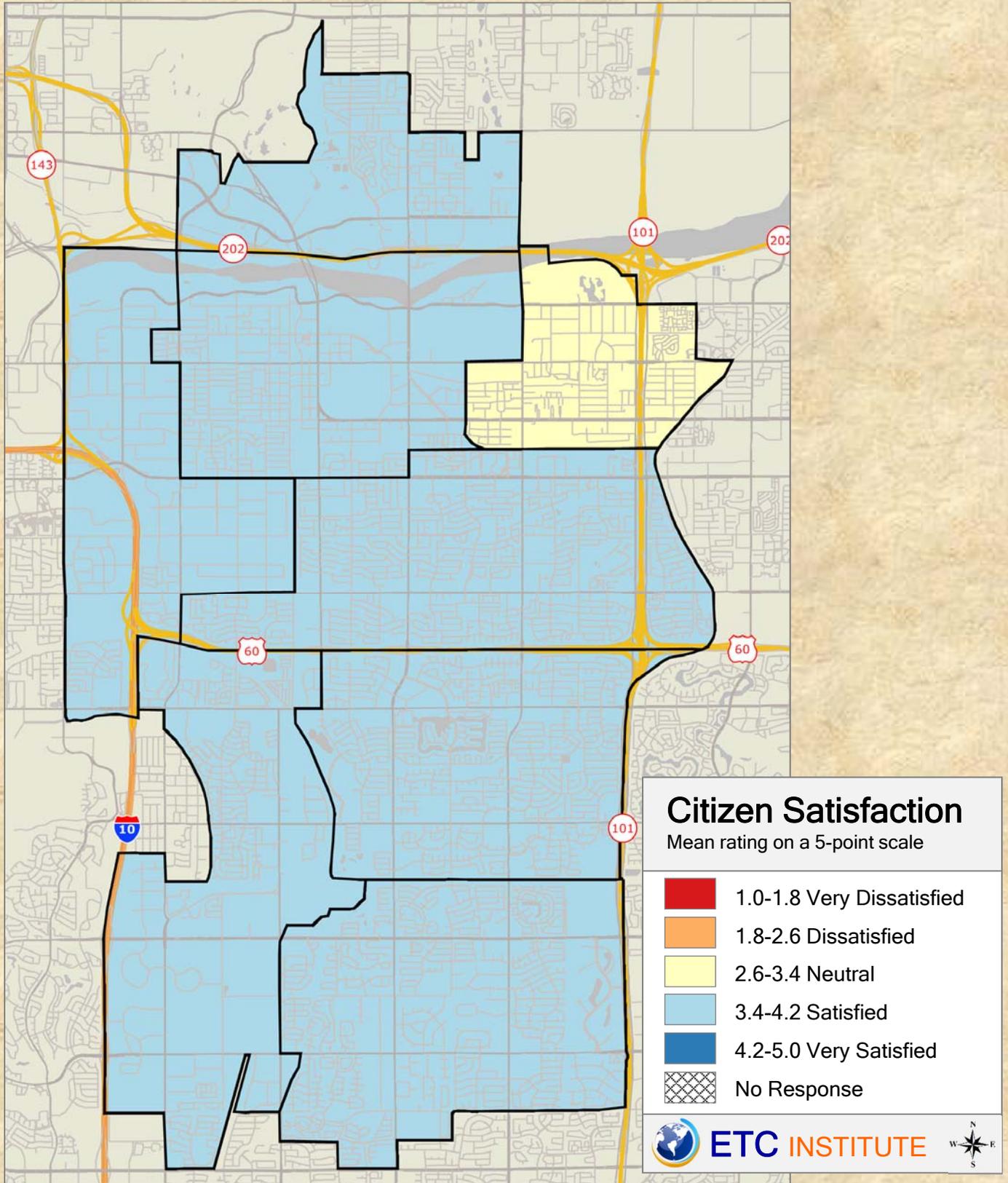
# Q14-25 Satisfaction with condition of City streets



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

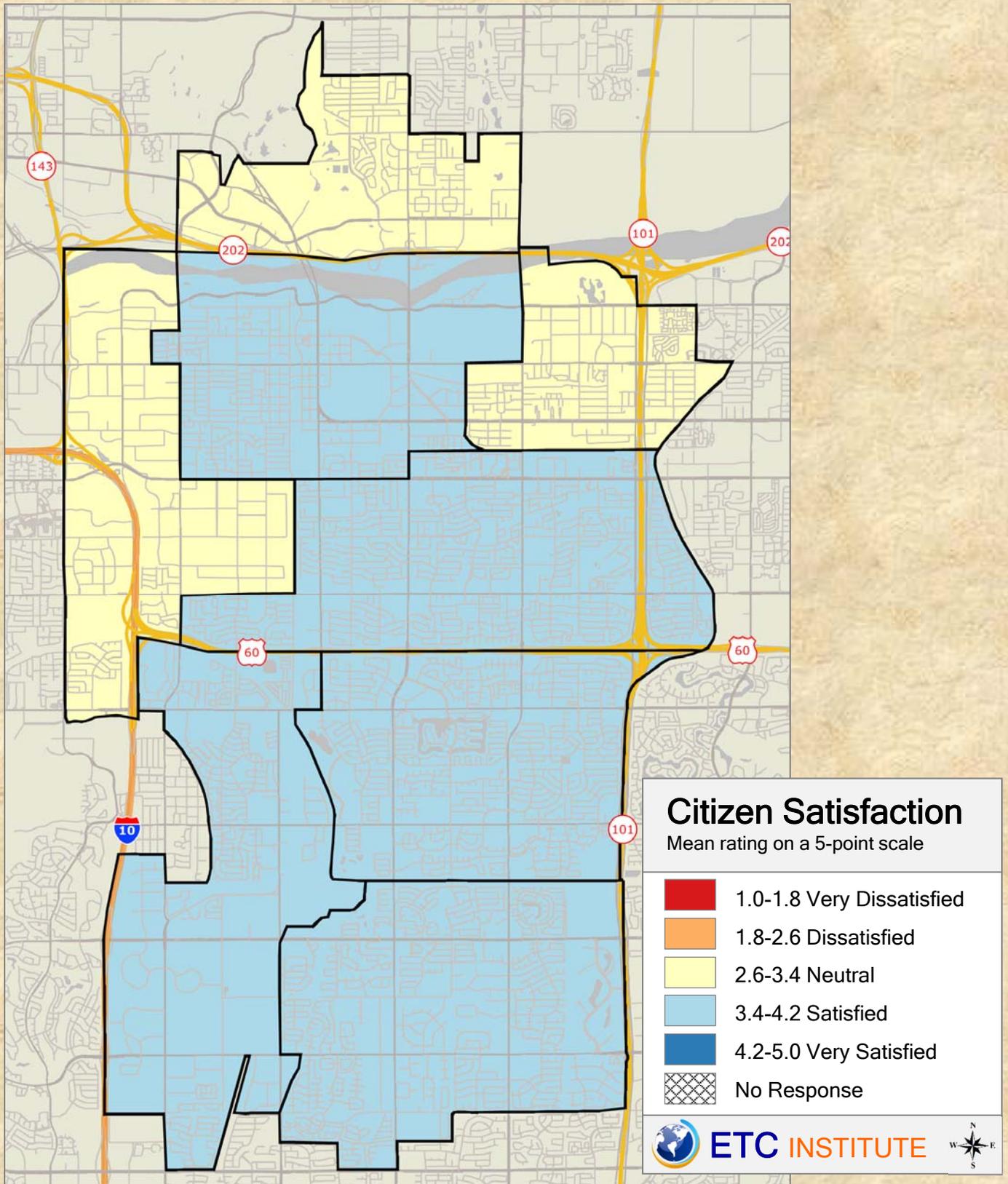
# Q14-26 Satisfaction with quality of landscape maintenance along streets/sidewalks



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

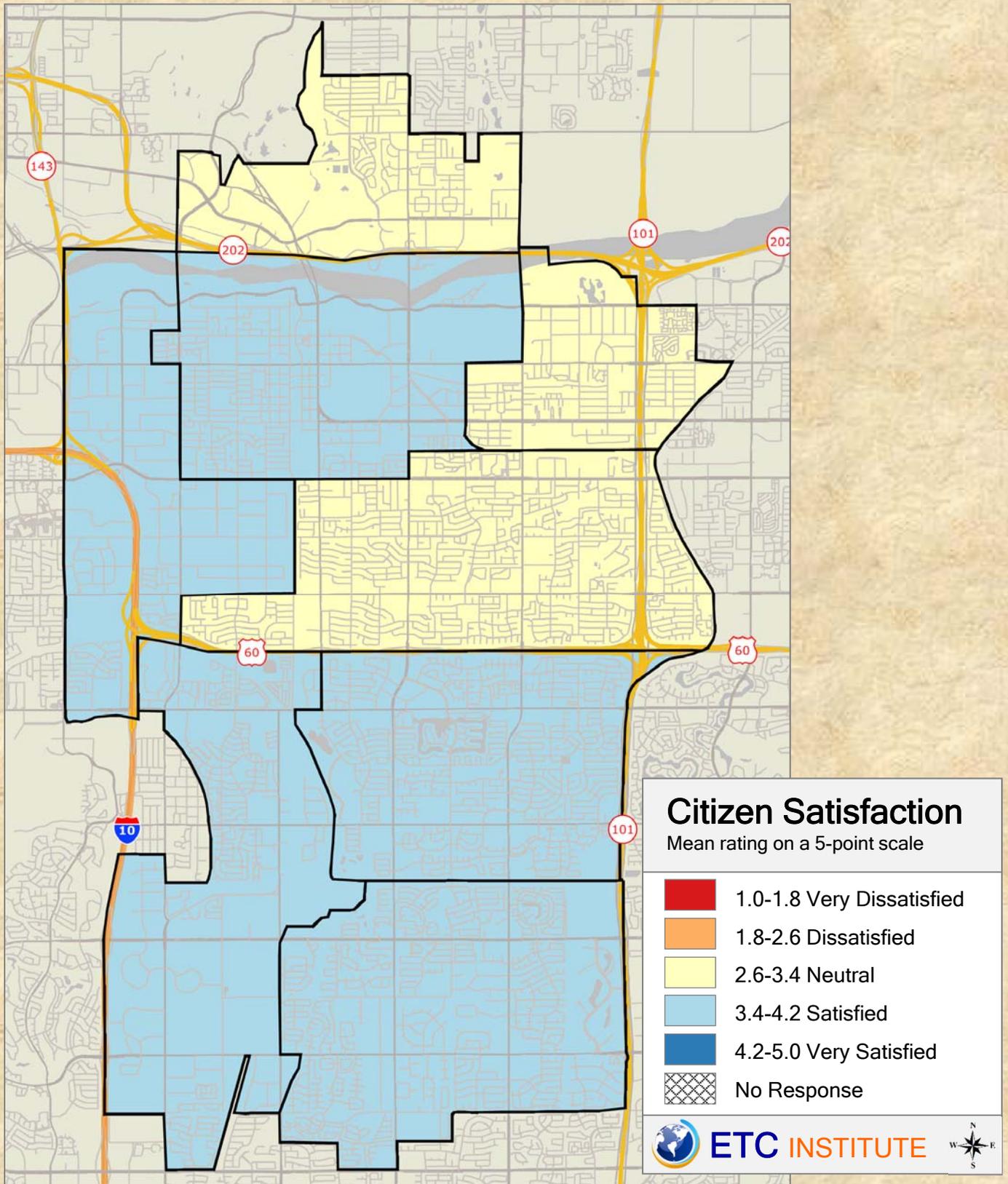
# Q14-27 Satisfaction with overall condition of neighborhoods



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

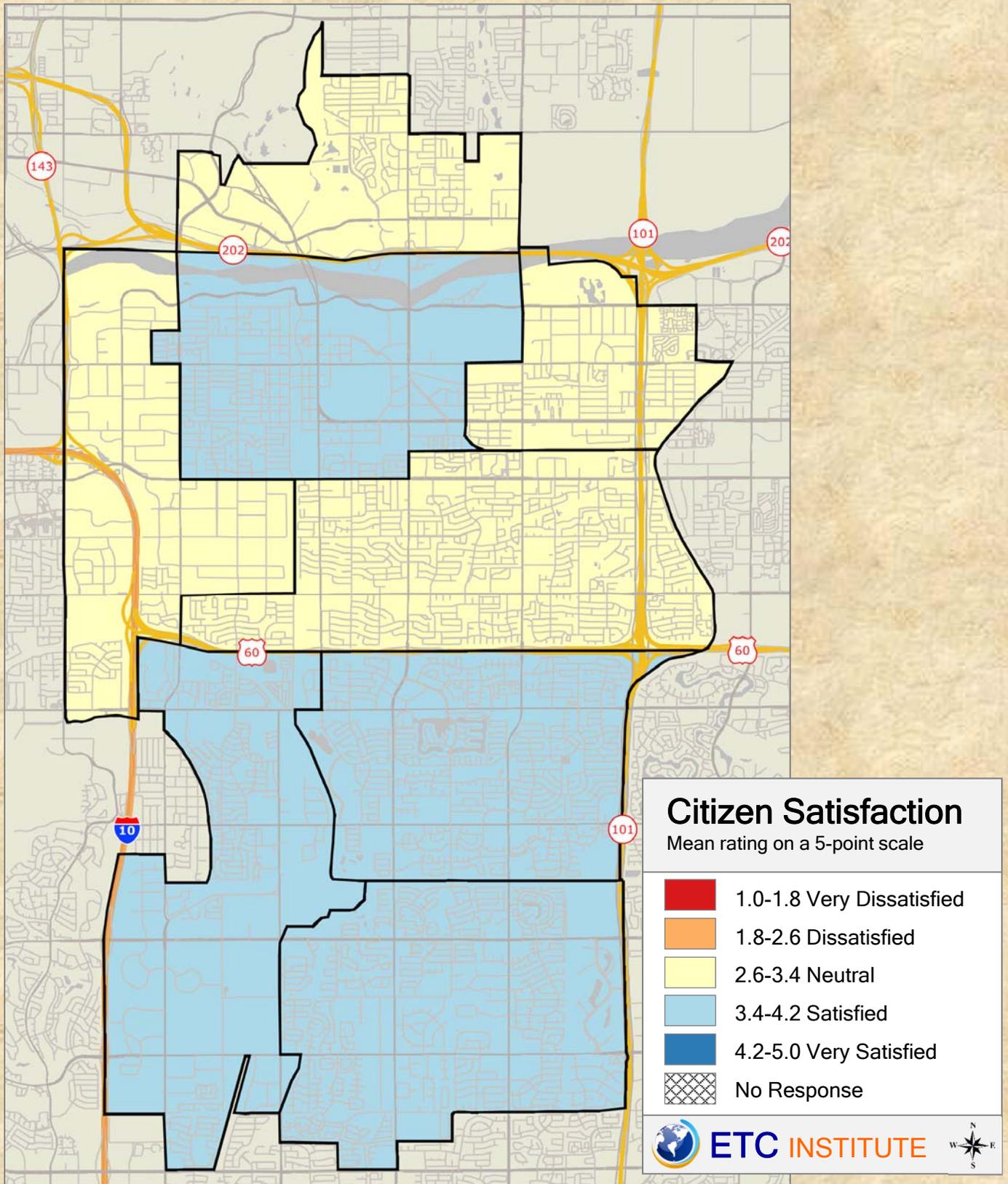
# Q14-28 Satisfaction with appearance of residential property in the City



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

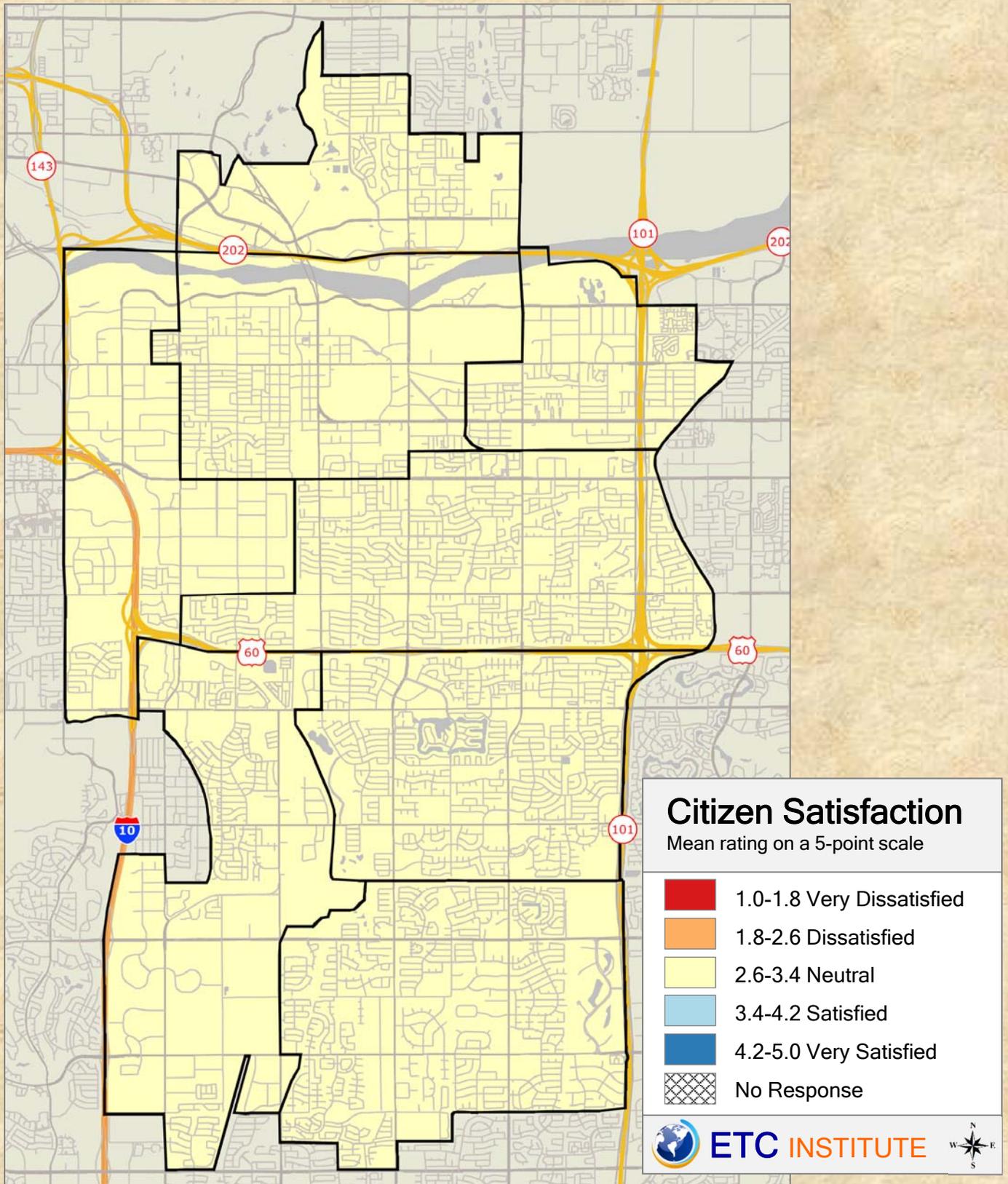
# Q14-29 Satisfaction with maintenance of private property



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

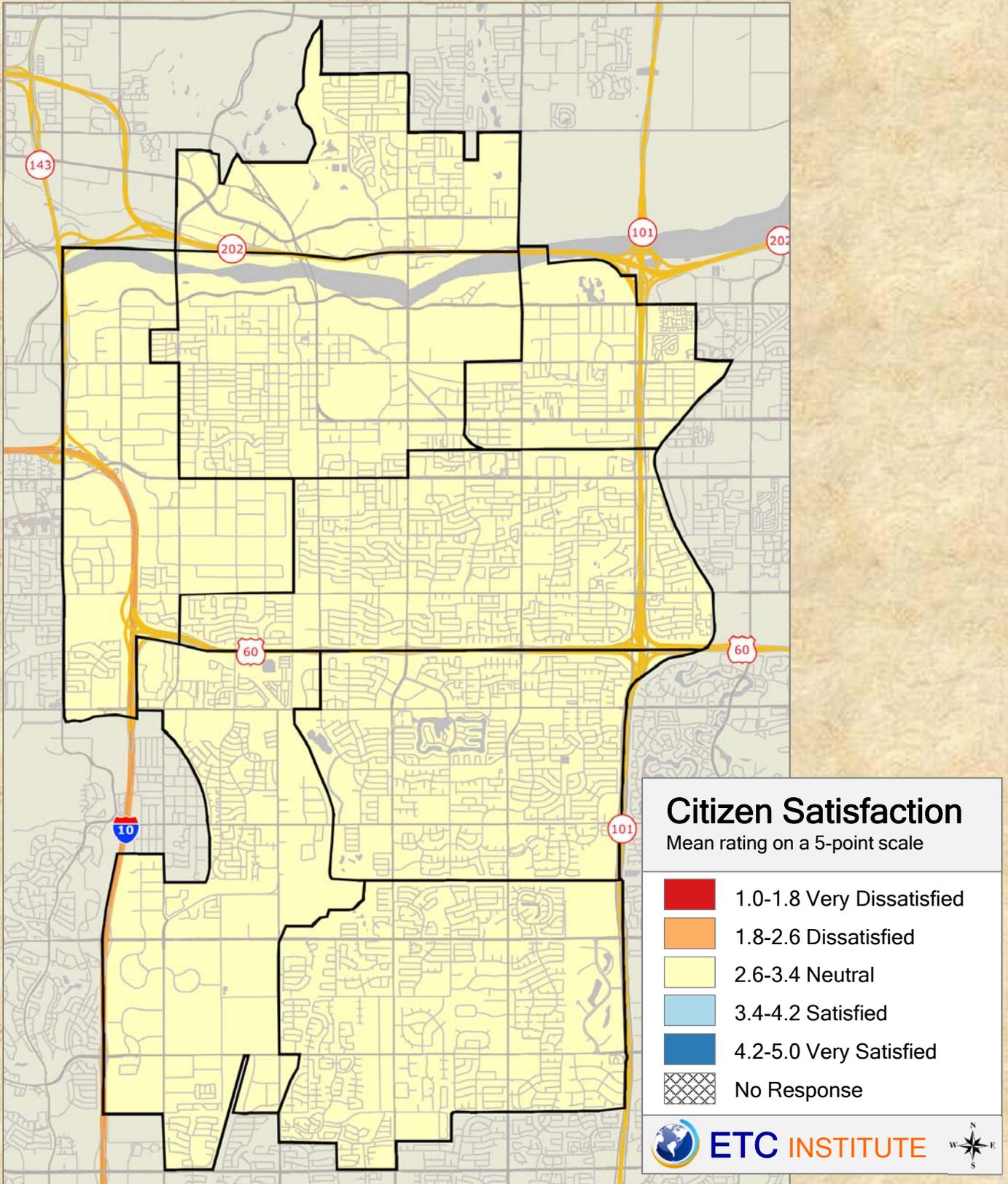
# Q14-30 Satisfaction with condition of alley near home



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

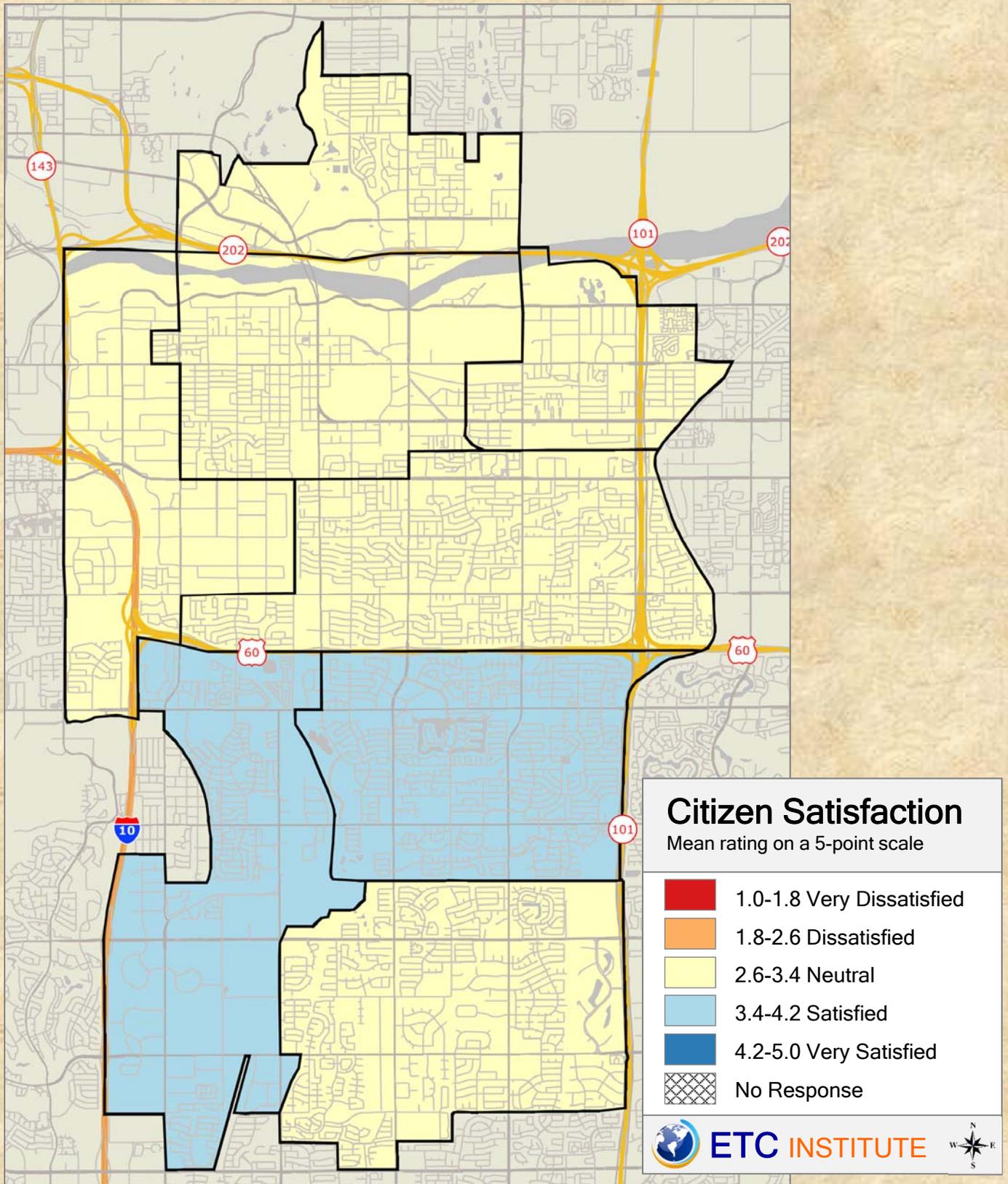
# Q14-31 Satisfaction with City enforcement of alley maintenance codes



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

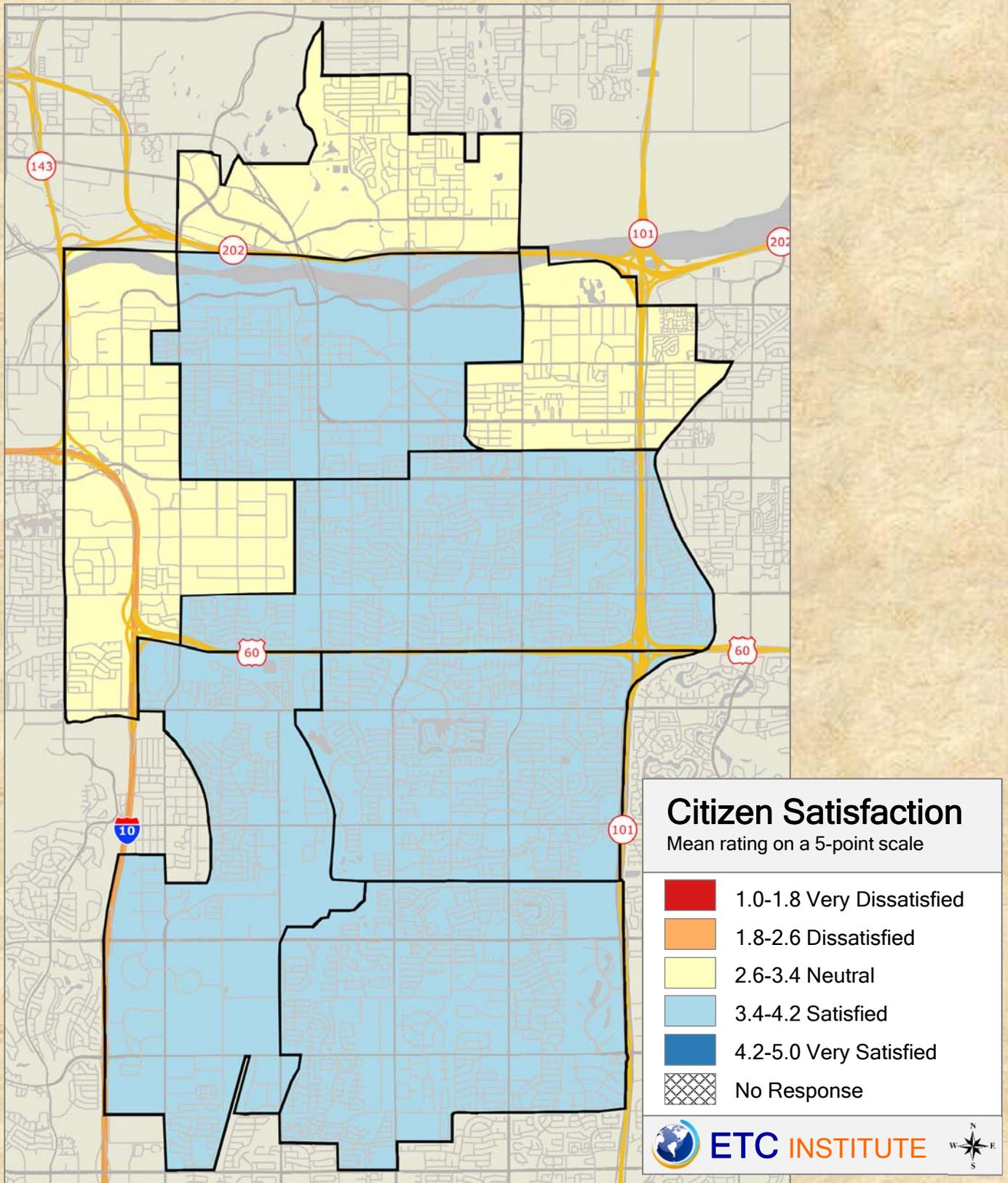
# Q14-32 Satisfaction with overall enforcement of City property maintenance codes



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

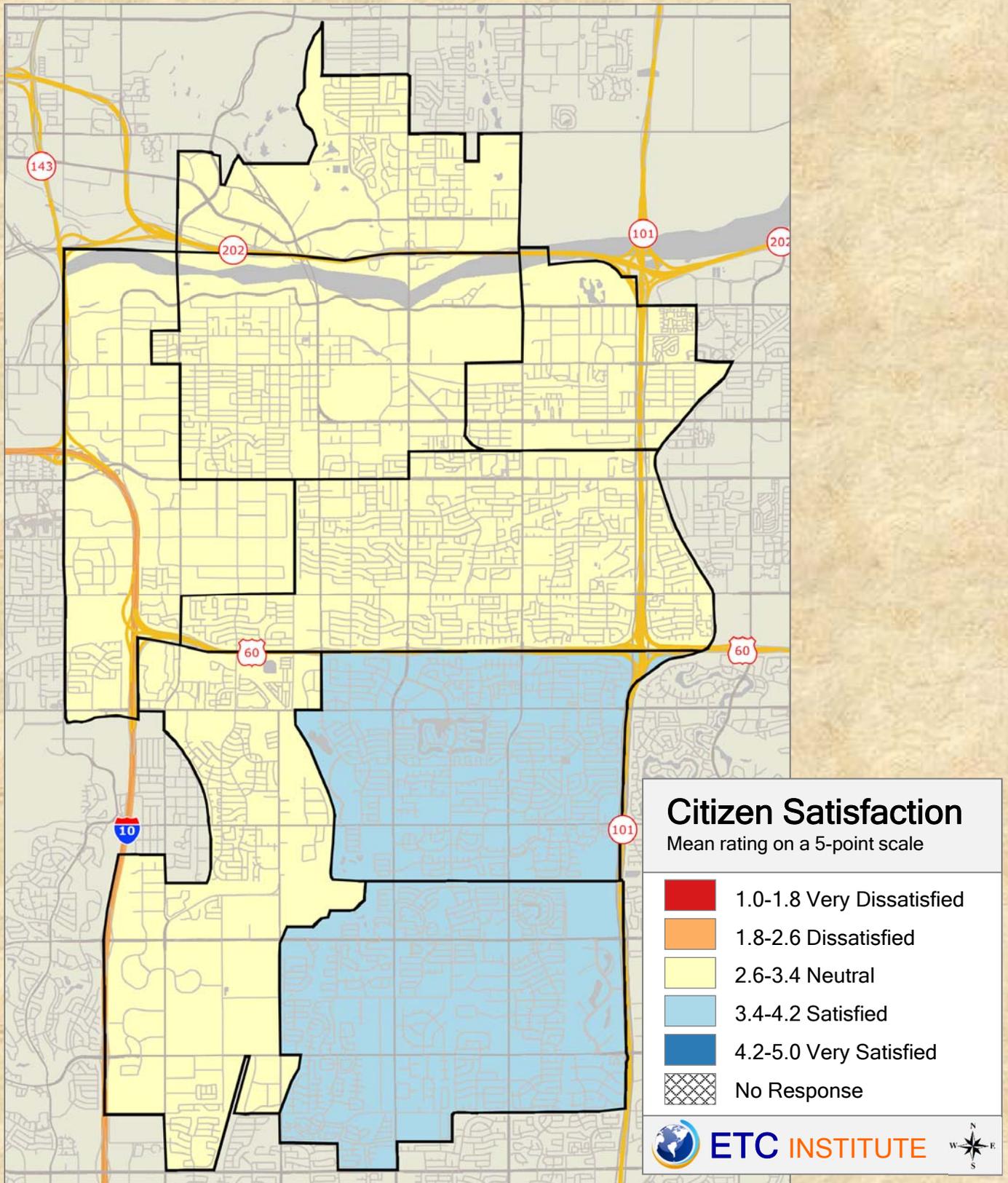
# Q14-33 Satisfaction with City enforcement of property maintenance codes & appearance of commercial properties



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

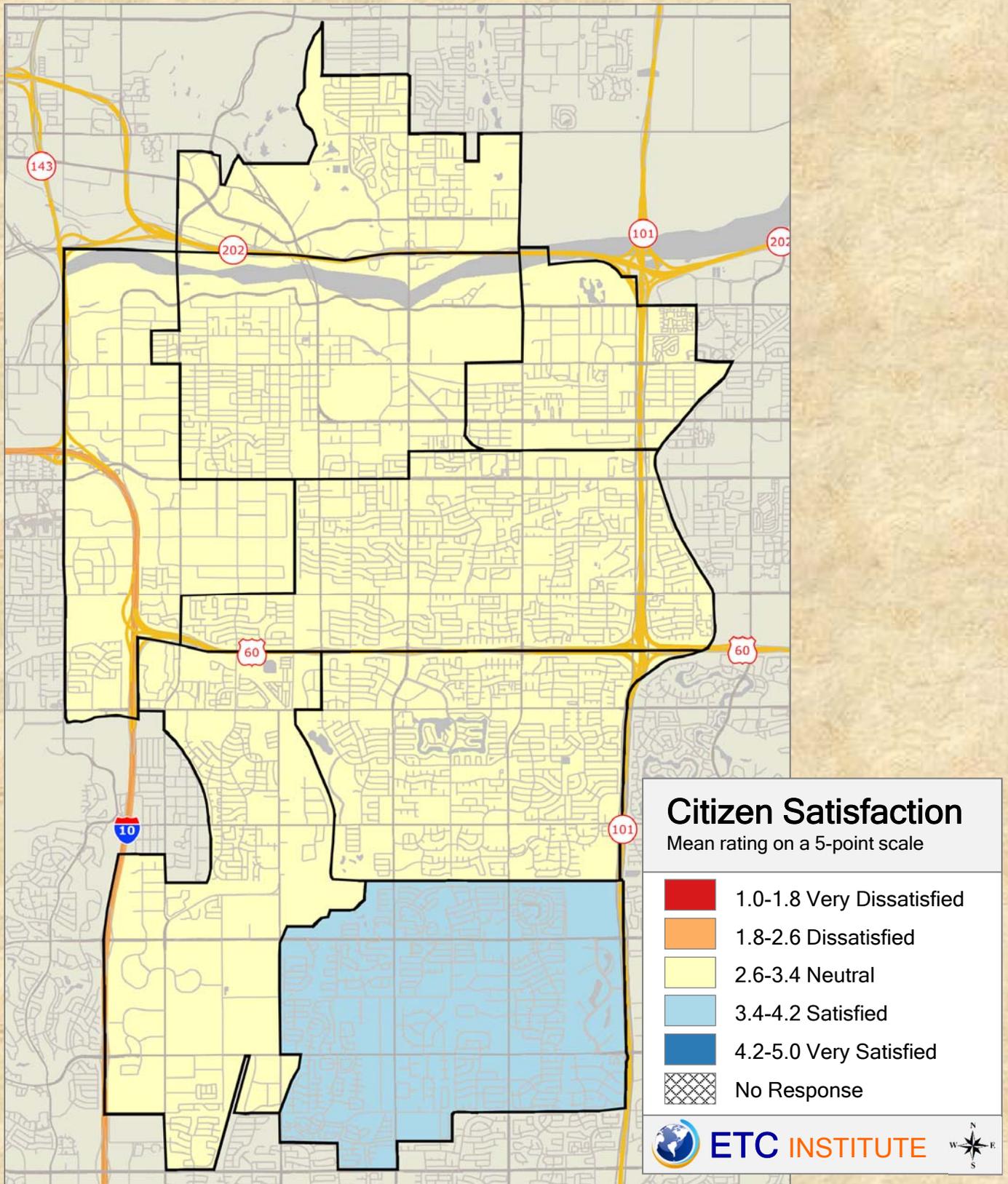
# Q14-34 Satisfaction with City enforcement of property maintenance codes & appearance of residential properties



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

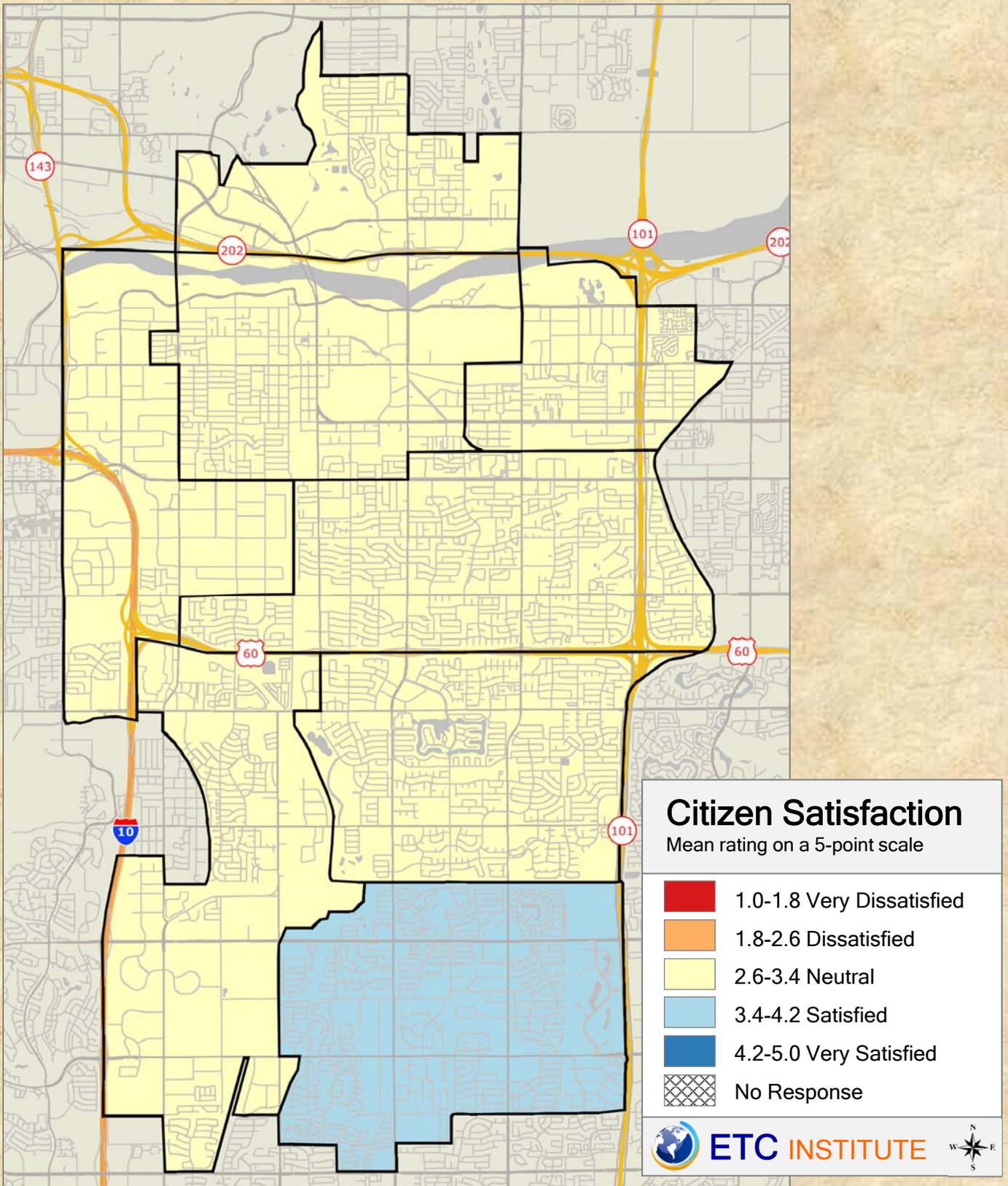
# Q14-35 Satisfaction with City efforts to enforce the clean-up of junk, debris, and trash on residential private property



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

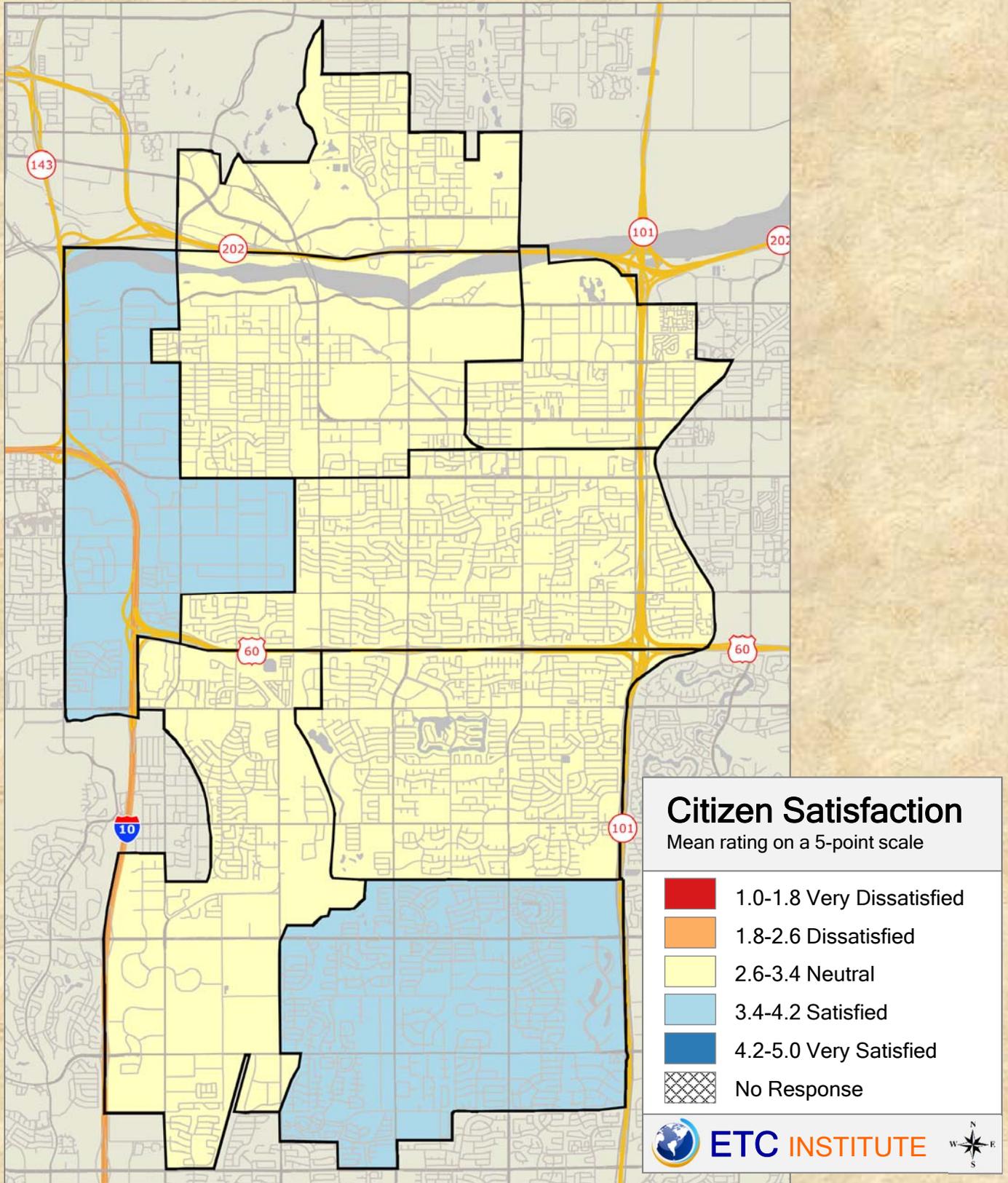
# Q14-36 Satisfaction with City efforts to enforce the mowing and cutting of weeds/grass on residential private property



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

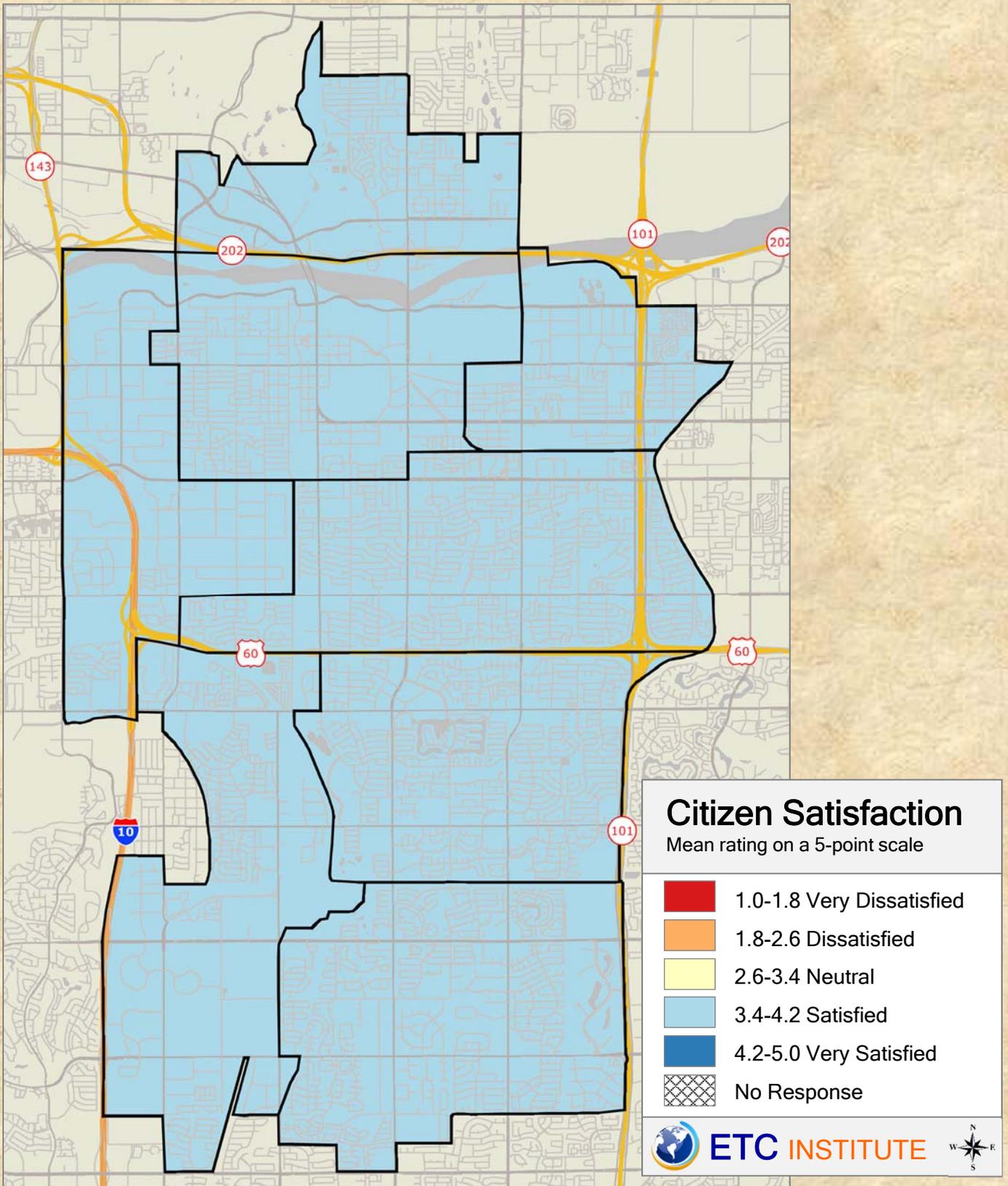
# Q14-37 Satisfaction with City efforts to enforce deteriorated landscape maintenance on residential private property



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

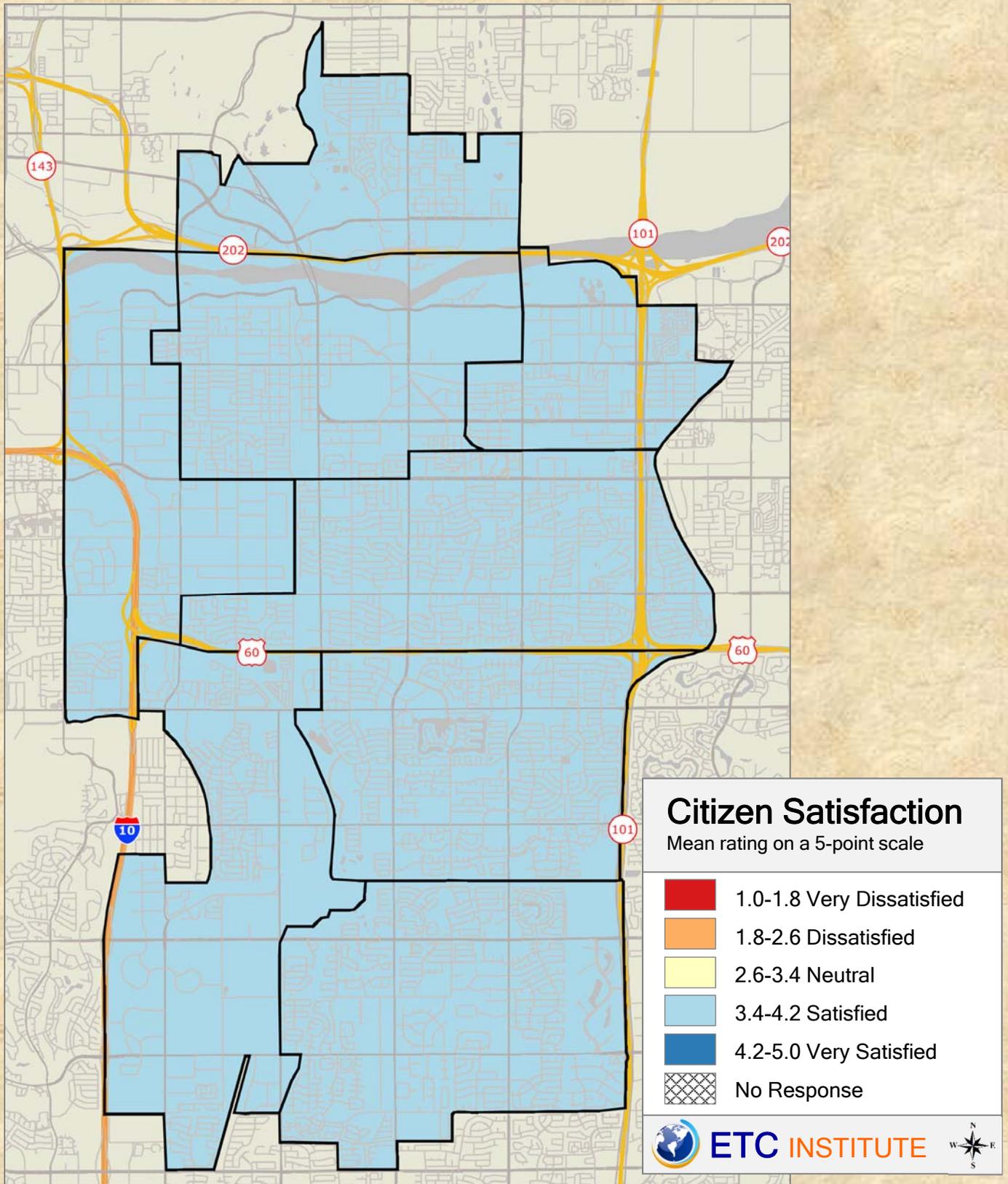
# Q14-38 Satisfaction with the value and benefits received by the City from Special Events



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

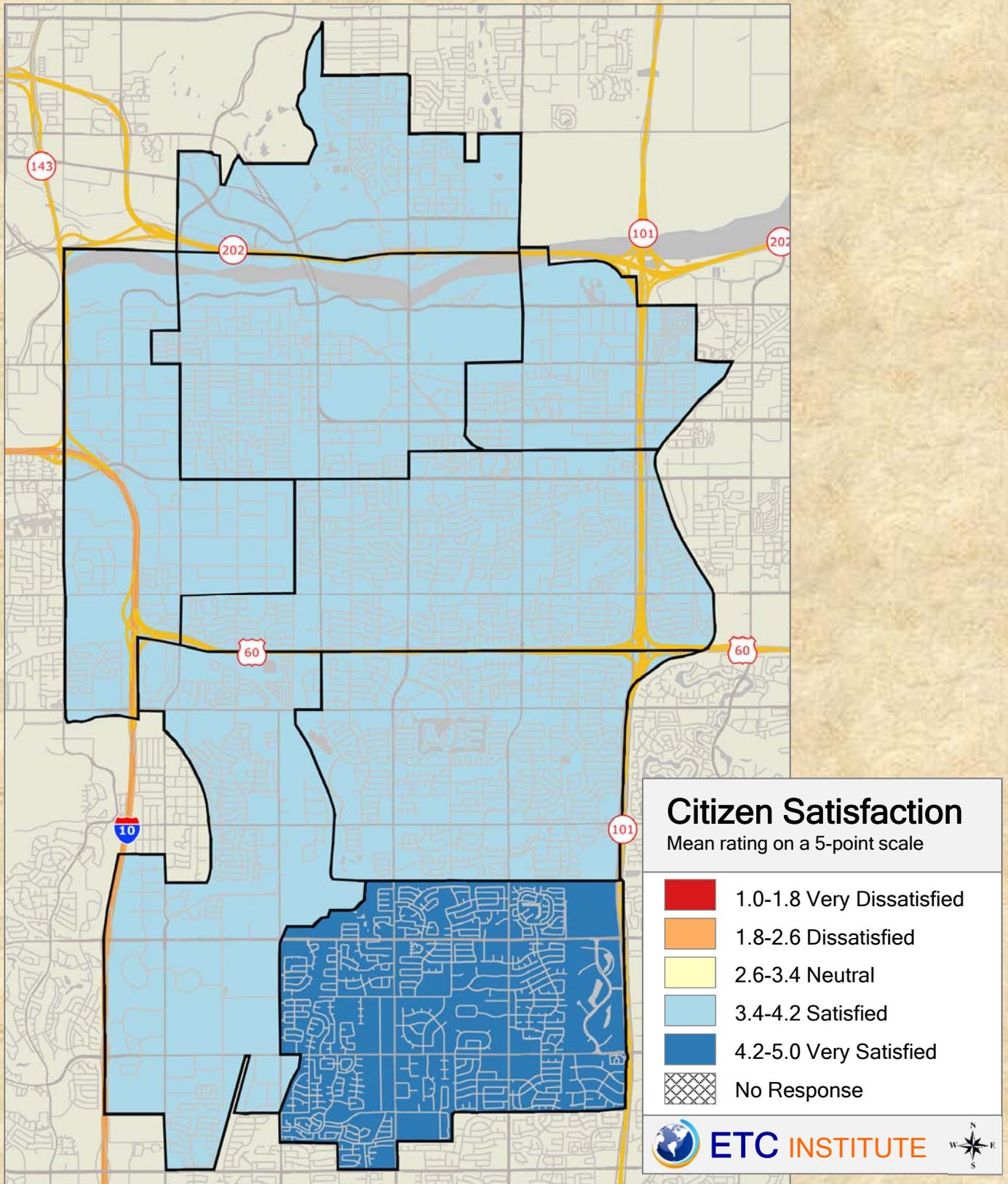
# Q14-39 Satisfaction with access to Human Services/ Social Services



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

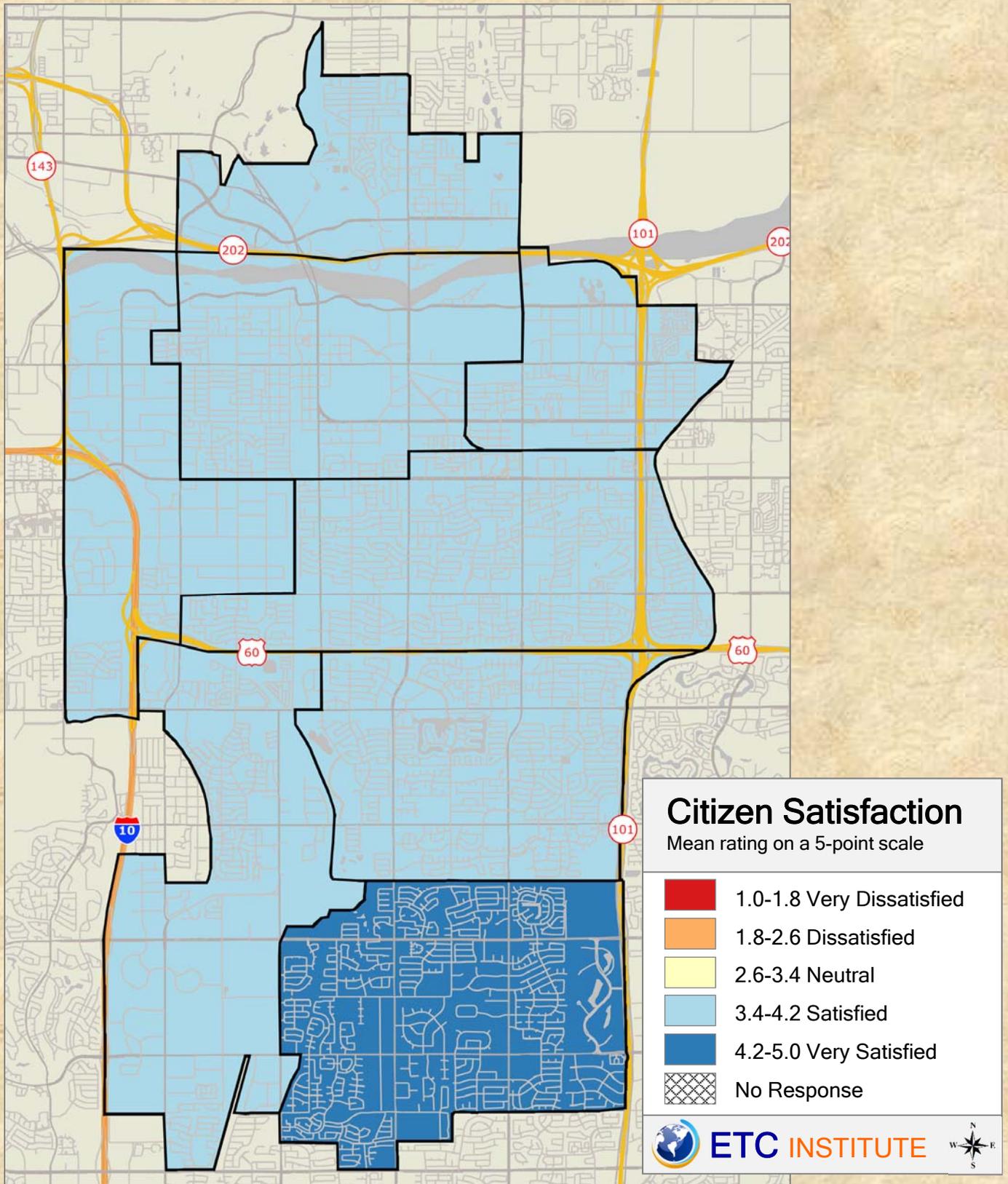
# Q14-40 Satisfaction with residential trash collection services



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

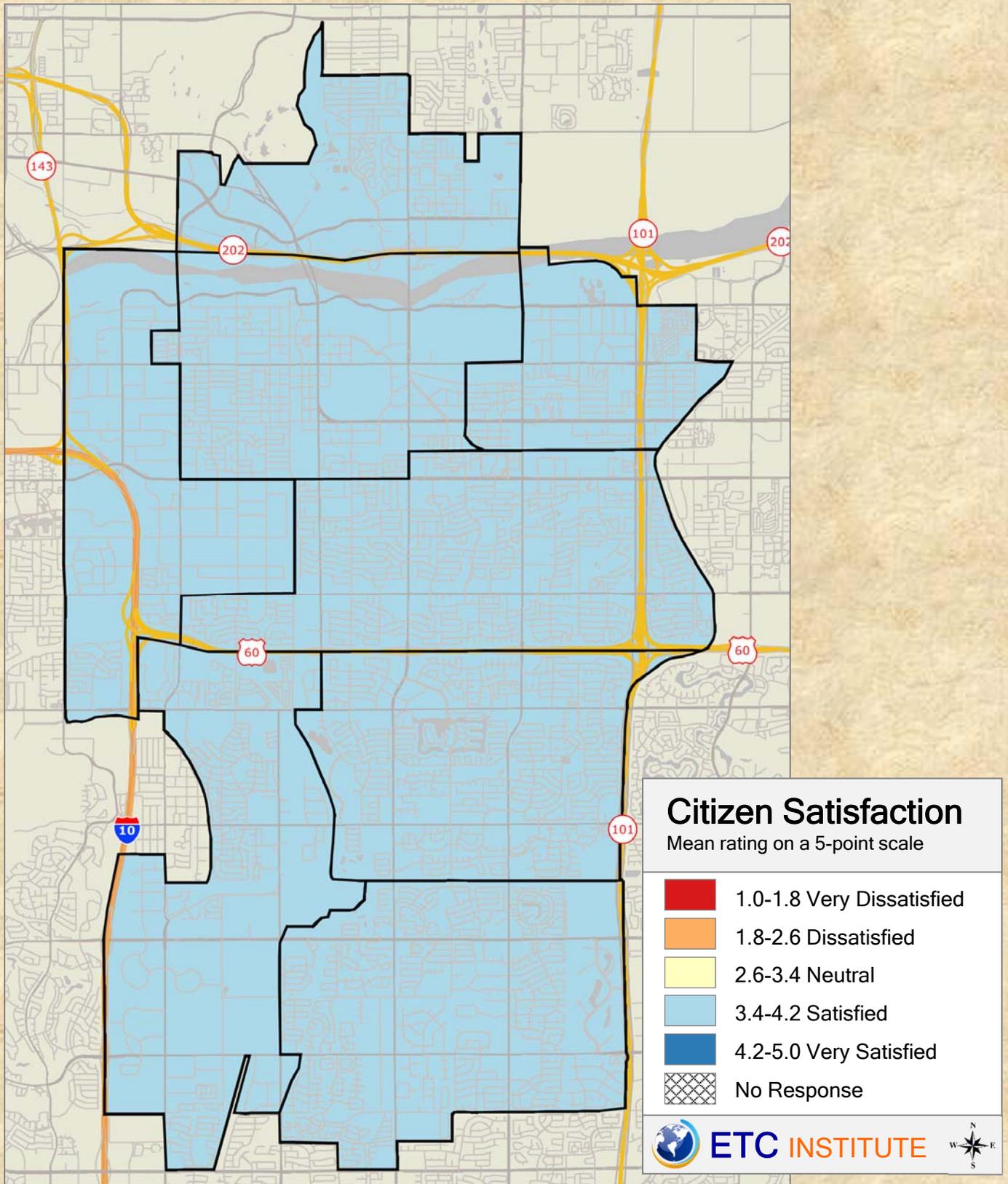
# Q14-41 Satisfaction with residential recycling services



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

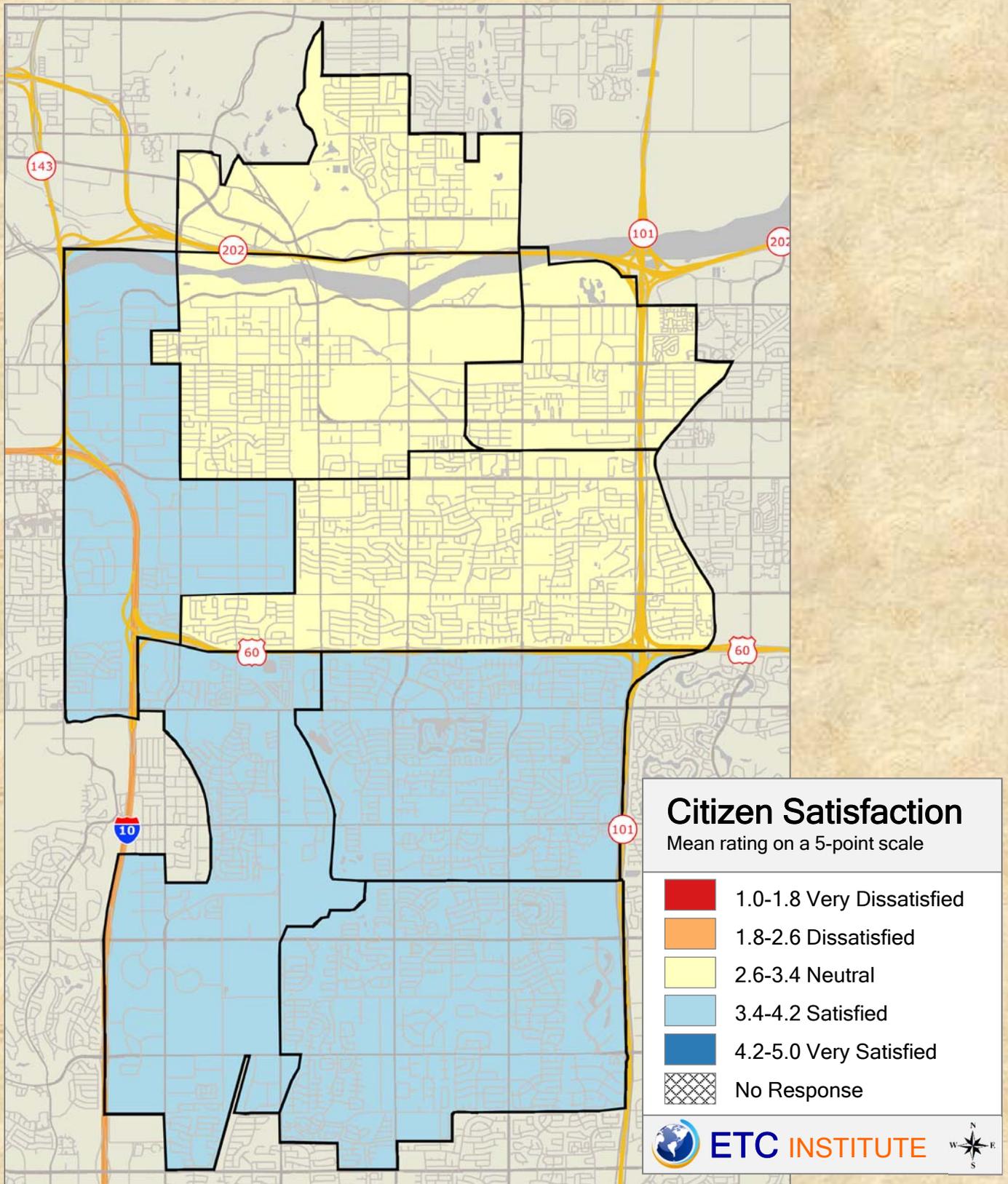
# Q14-42 Satisfaction with bulk trash pickup removal services



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

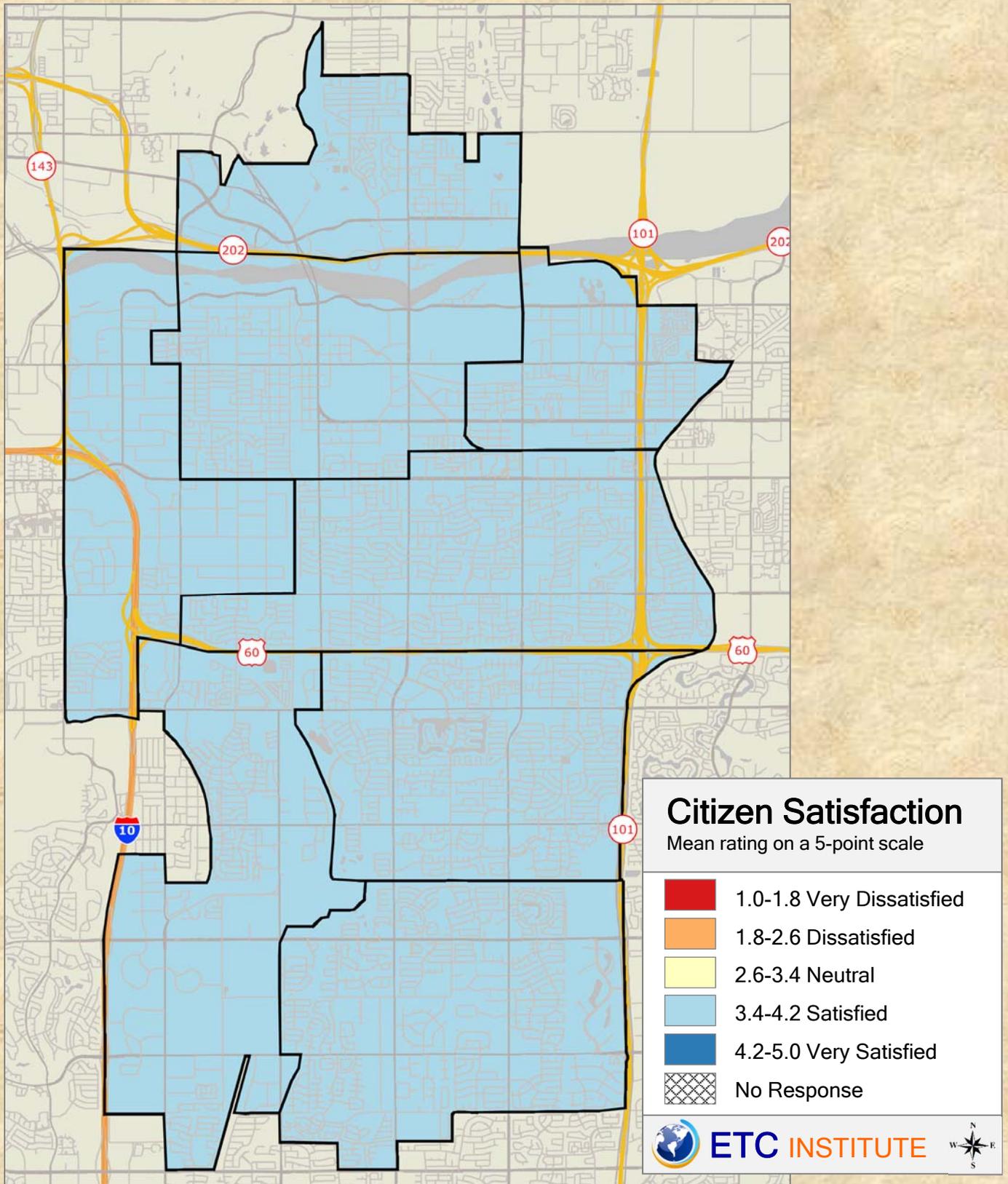
# Q15-01 Satisfaction with how well the City is planning for growth



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

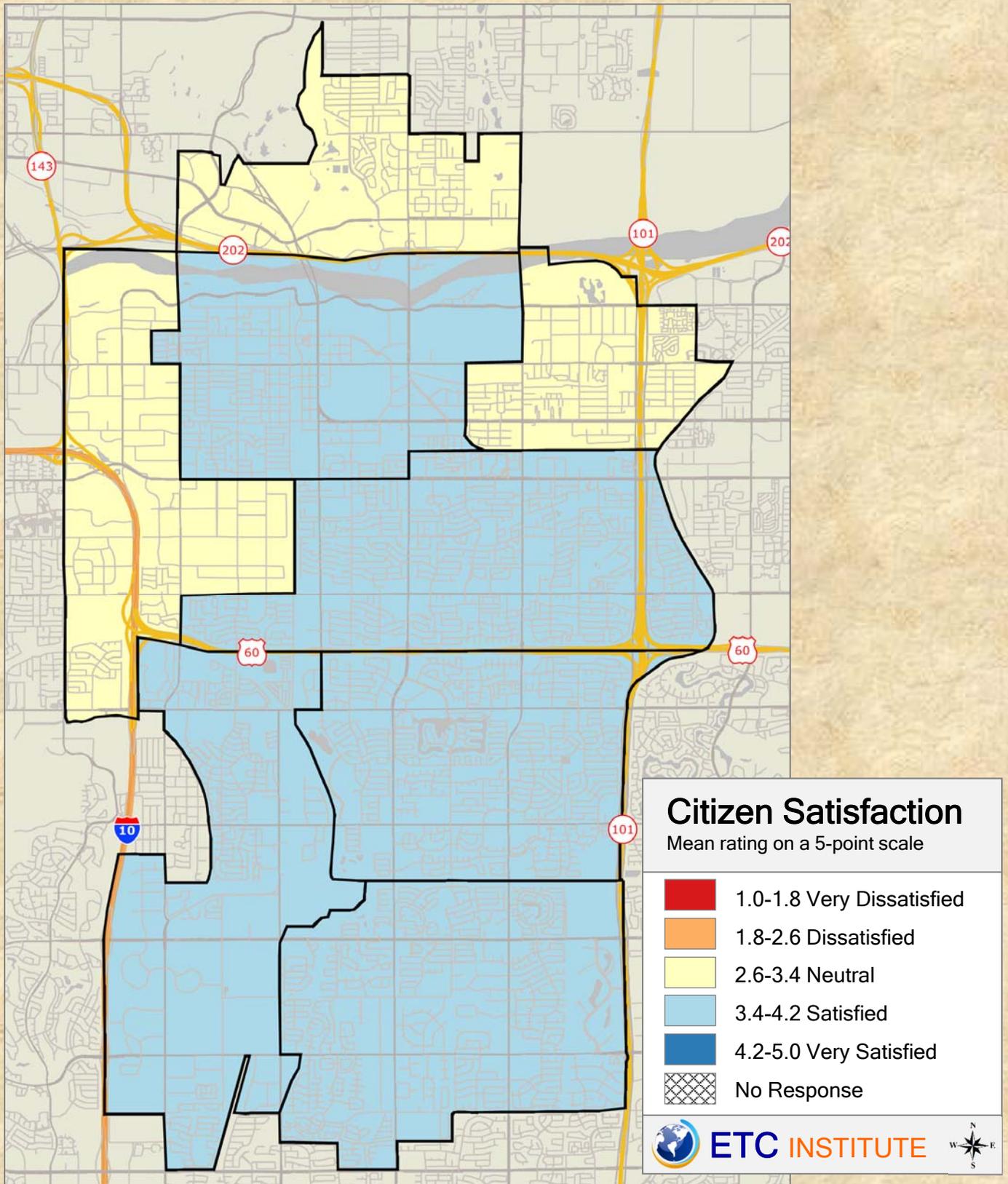
# Q15-02 Satisfaction with the City's sustainability programs



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

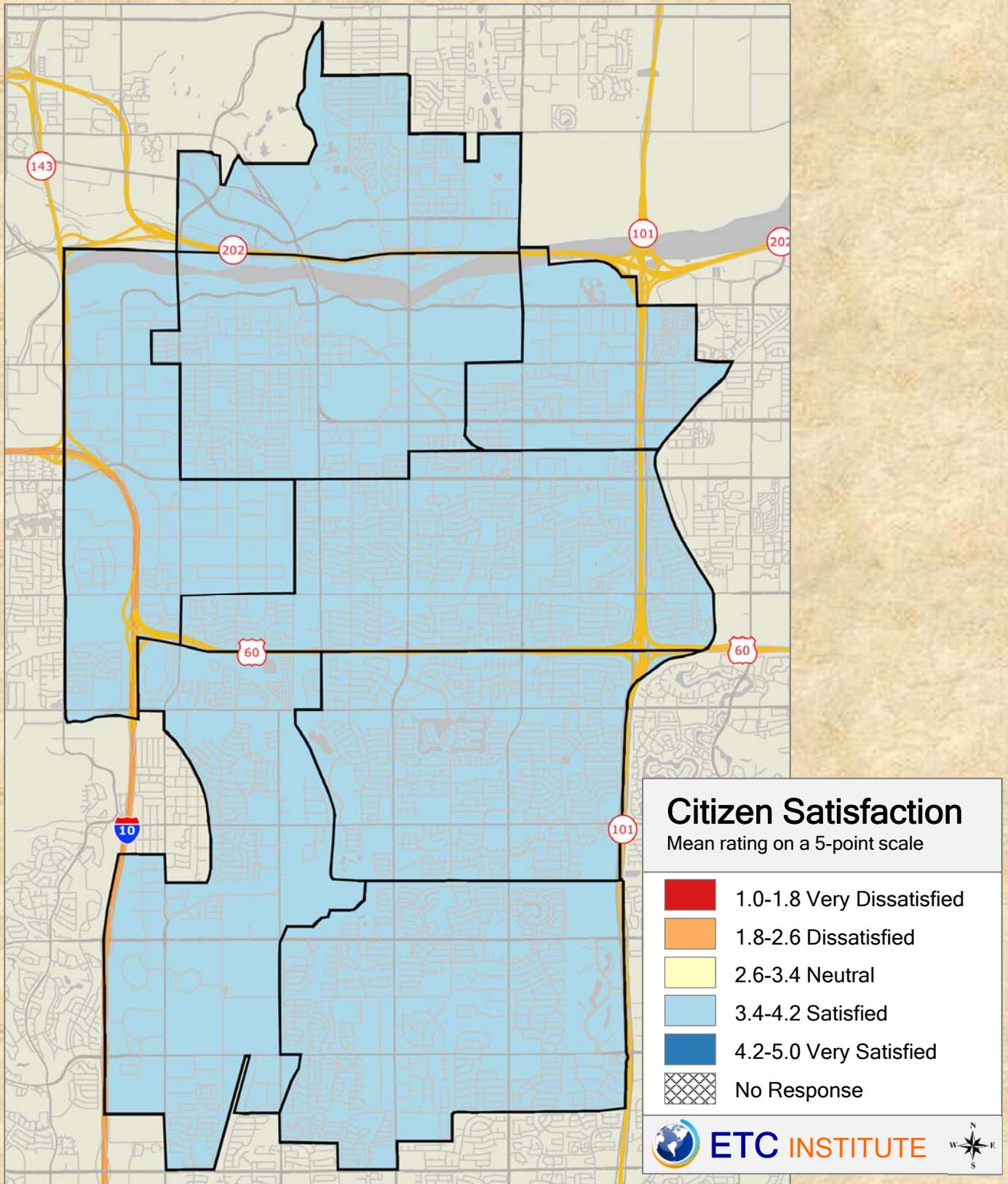
# Q15-03 Satisfaction with condition of neighborhood streets



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

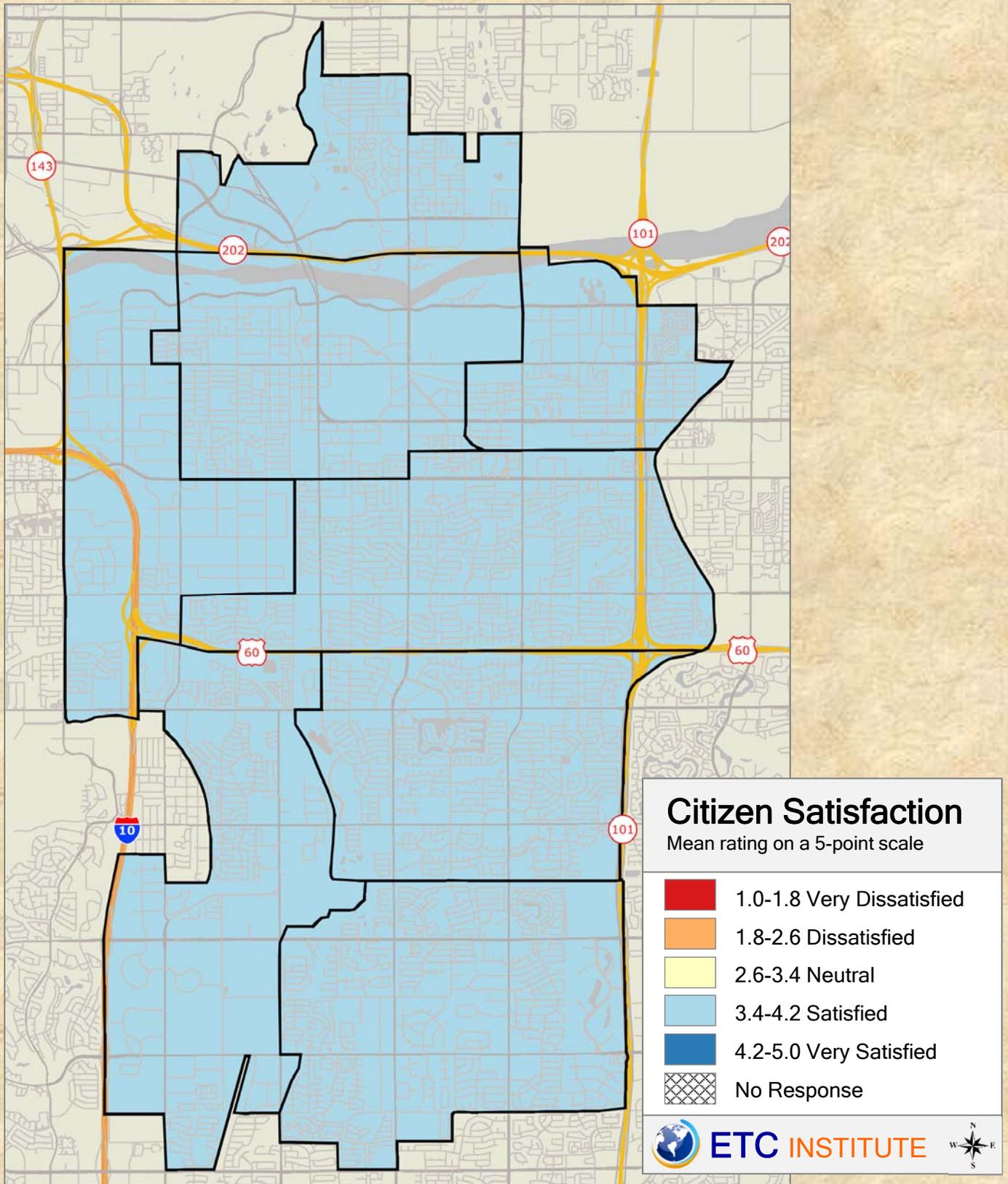
# Q15-04 Satisfaction with condition of major City streets and sidewalks



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

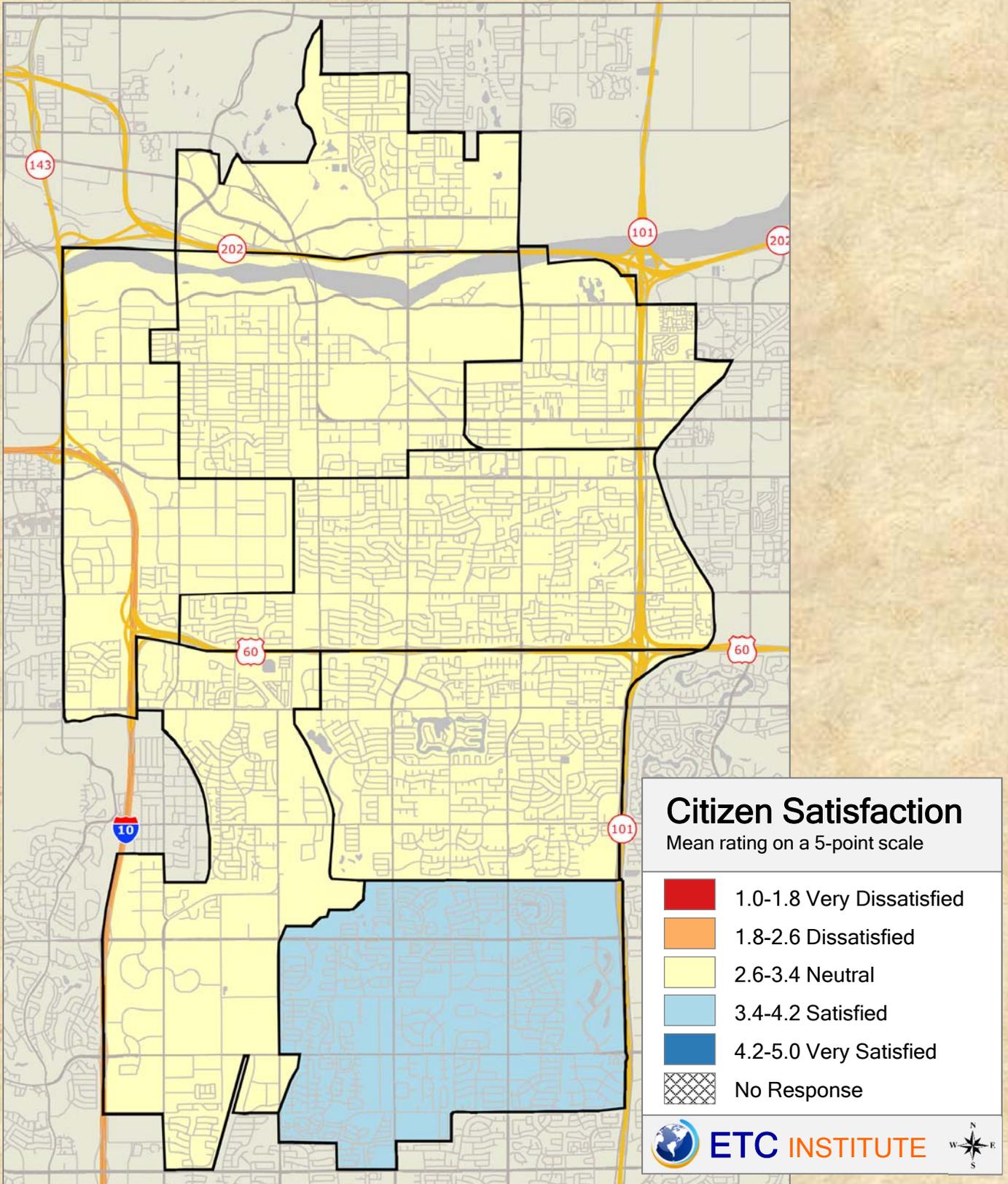
# Q15-05 Satisfaction with condition and clarity of street signs



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

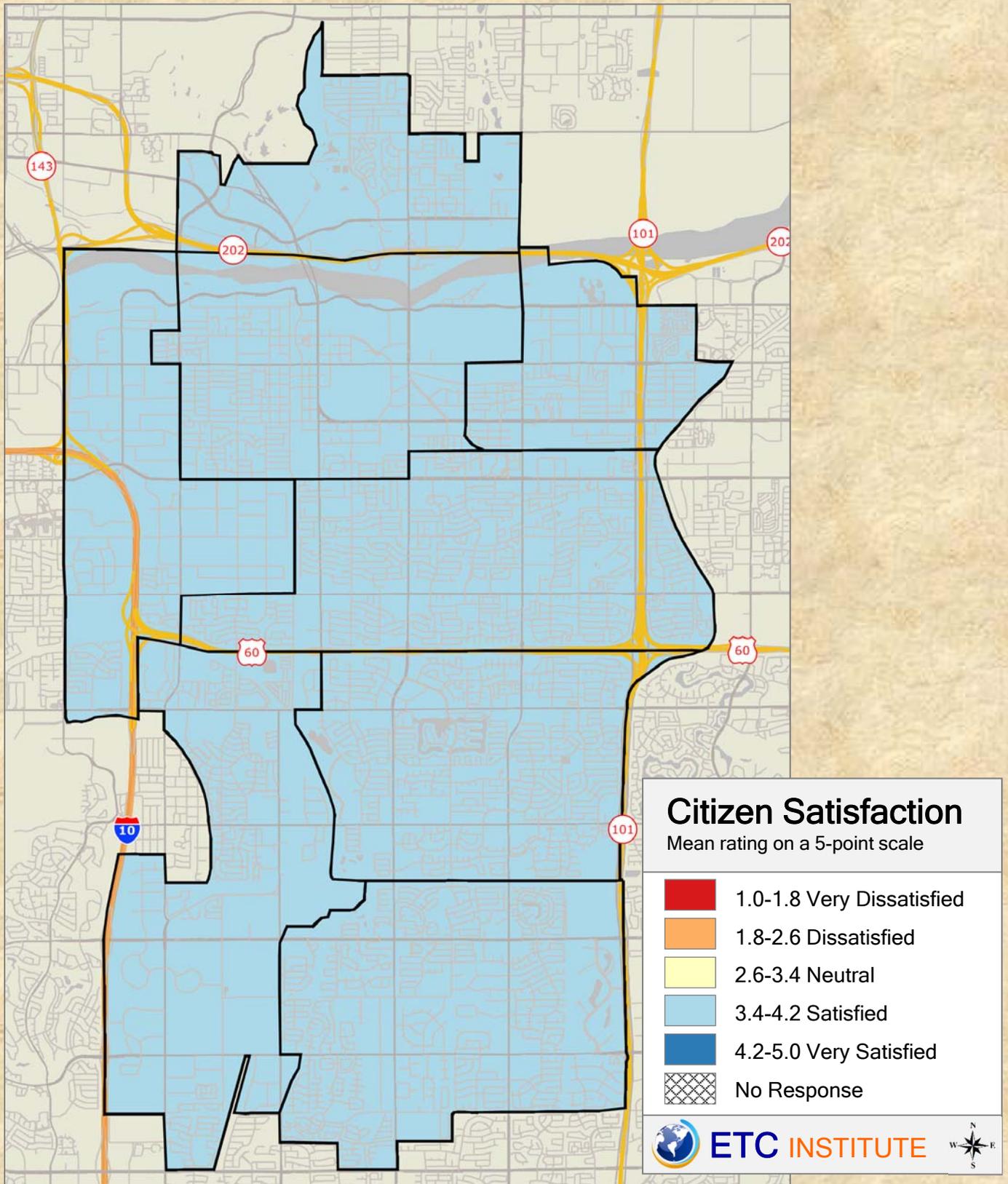
# Q15-06 Satisfaction with management of traffic flow on City streets



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

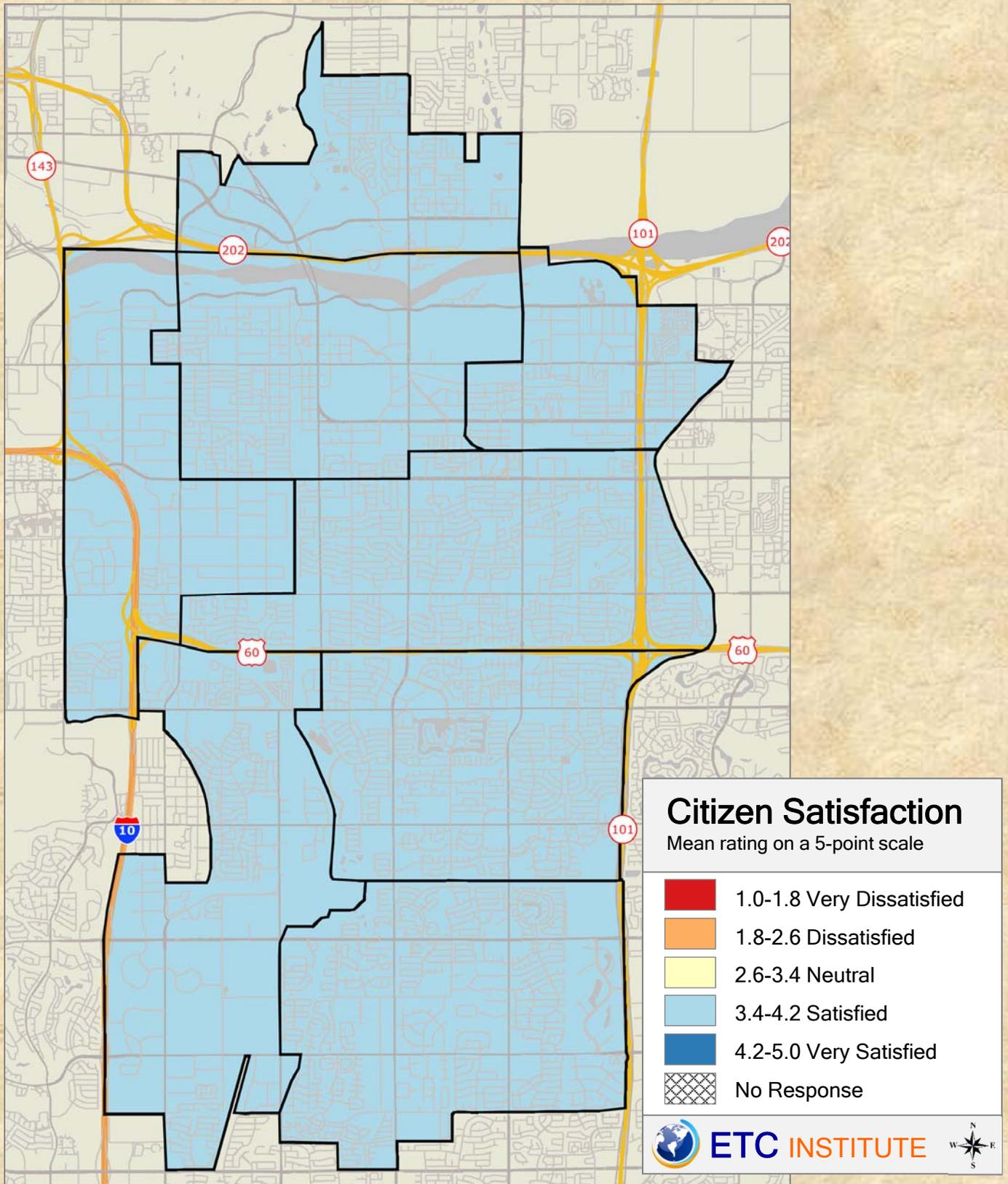
# Q15-07 Satisfaction with quality of local transit service (bus, rail, Orbit)



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

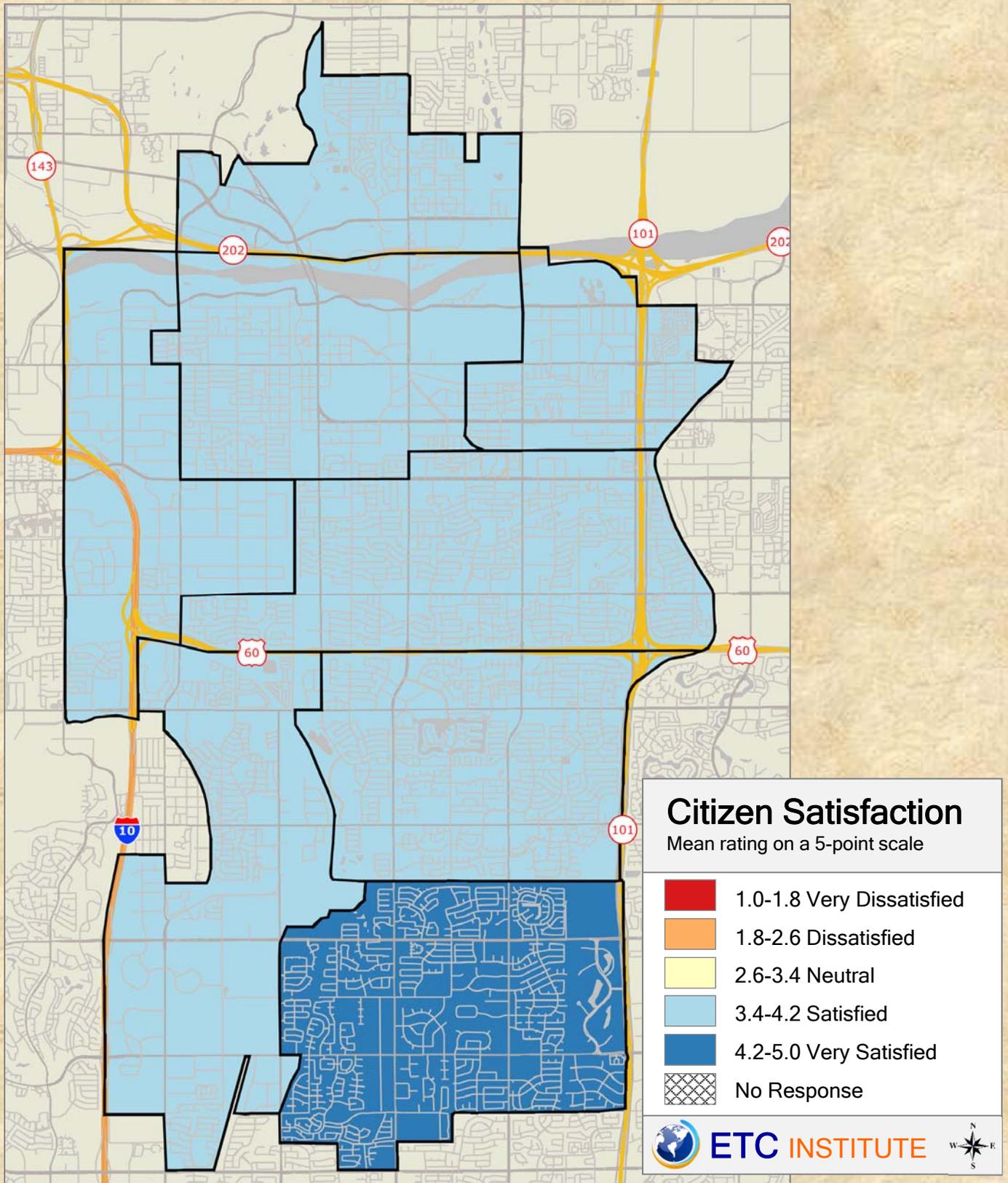
# Q15-08 Satisfaction with quality of walking and biking paths



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

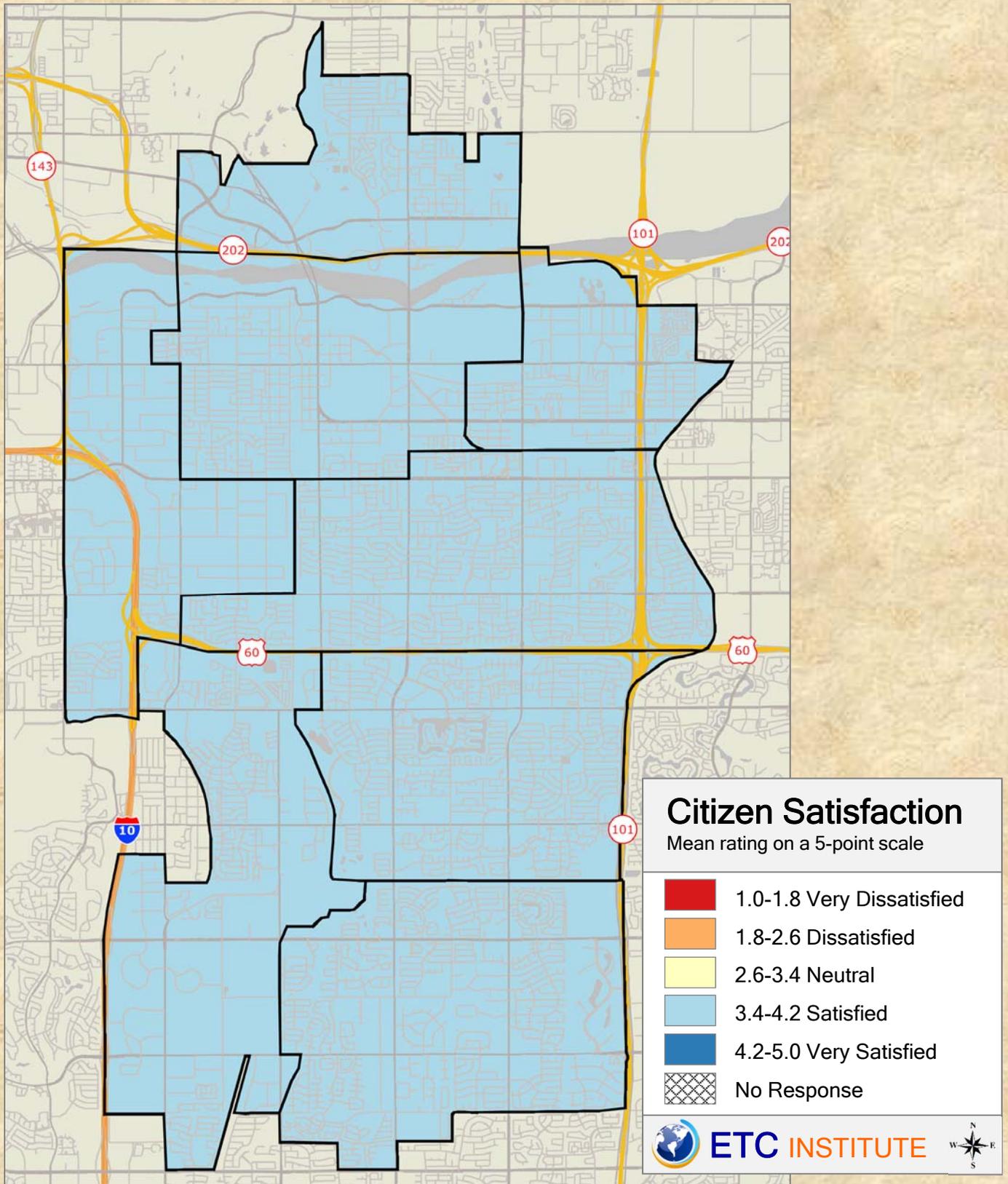
# Q15-09 Satisfaction with quality of recycling services



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

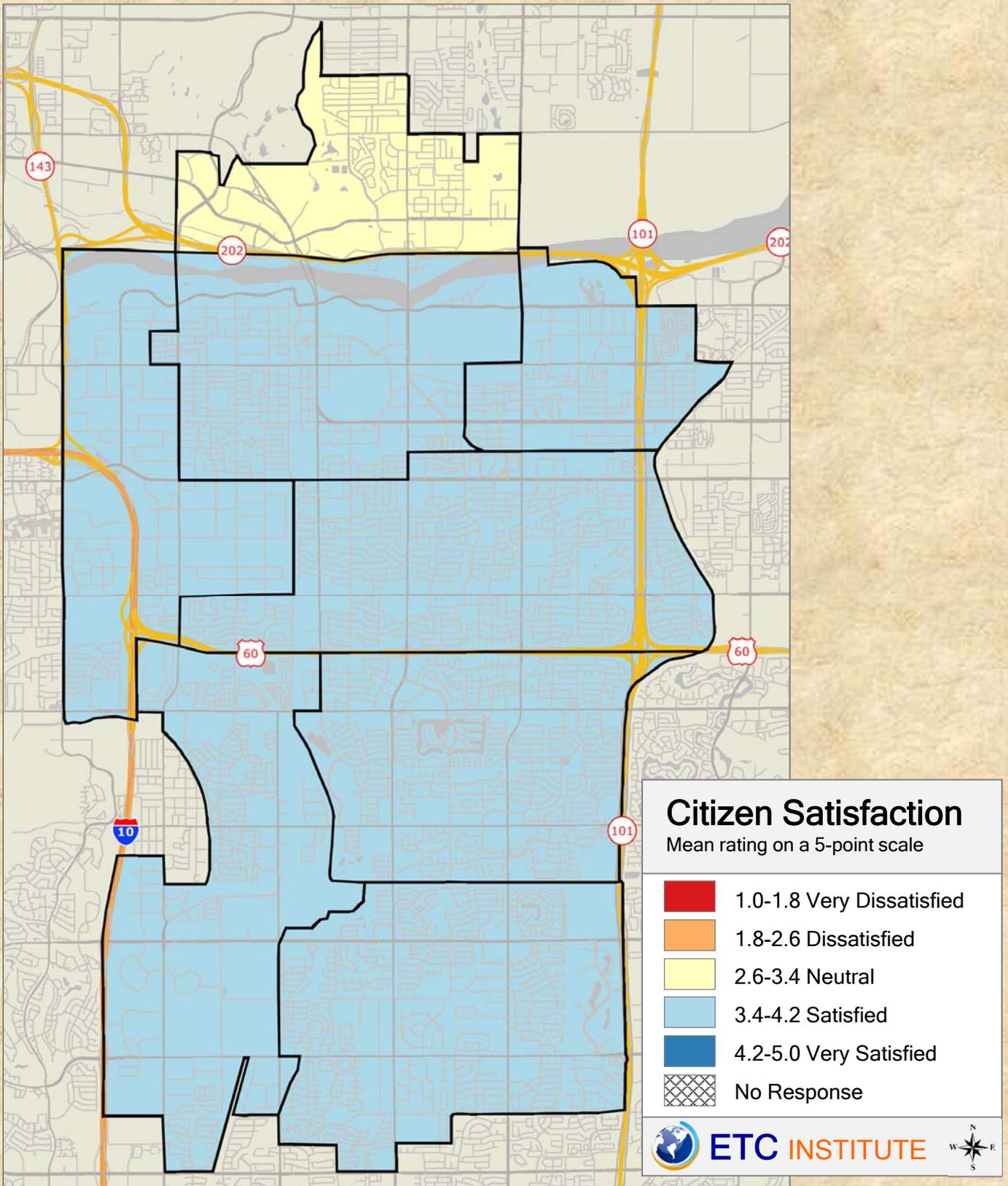
# Q15-10 Satisfaction with quality of green organics collection and compost program



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

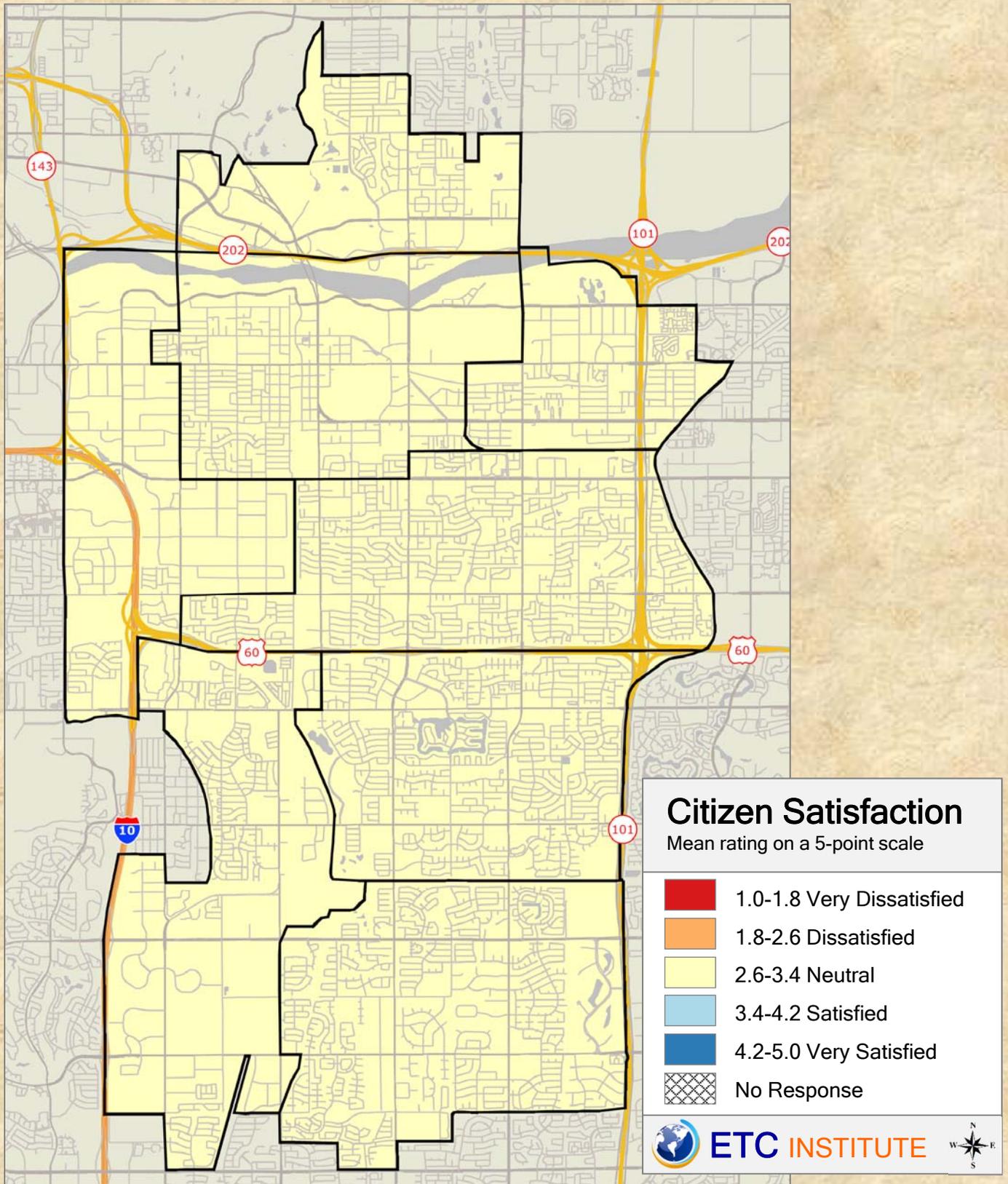
# Q15-11 Satisfaction with overall quality of new commercial development in the City, including architecture and design



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

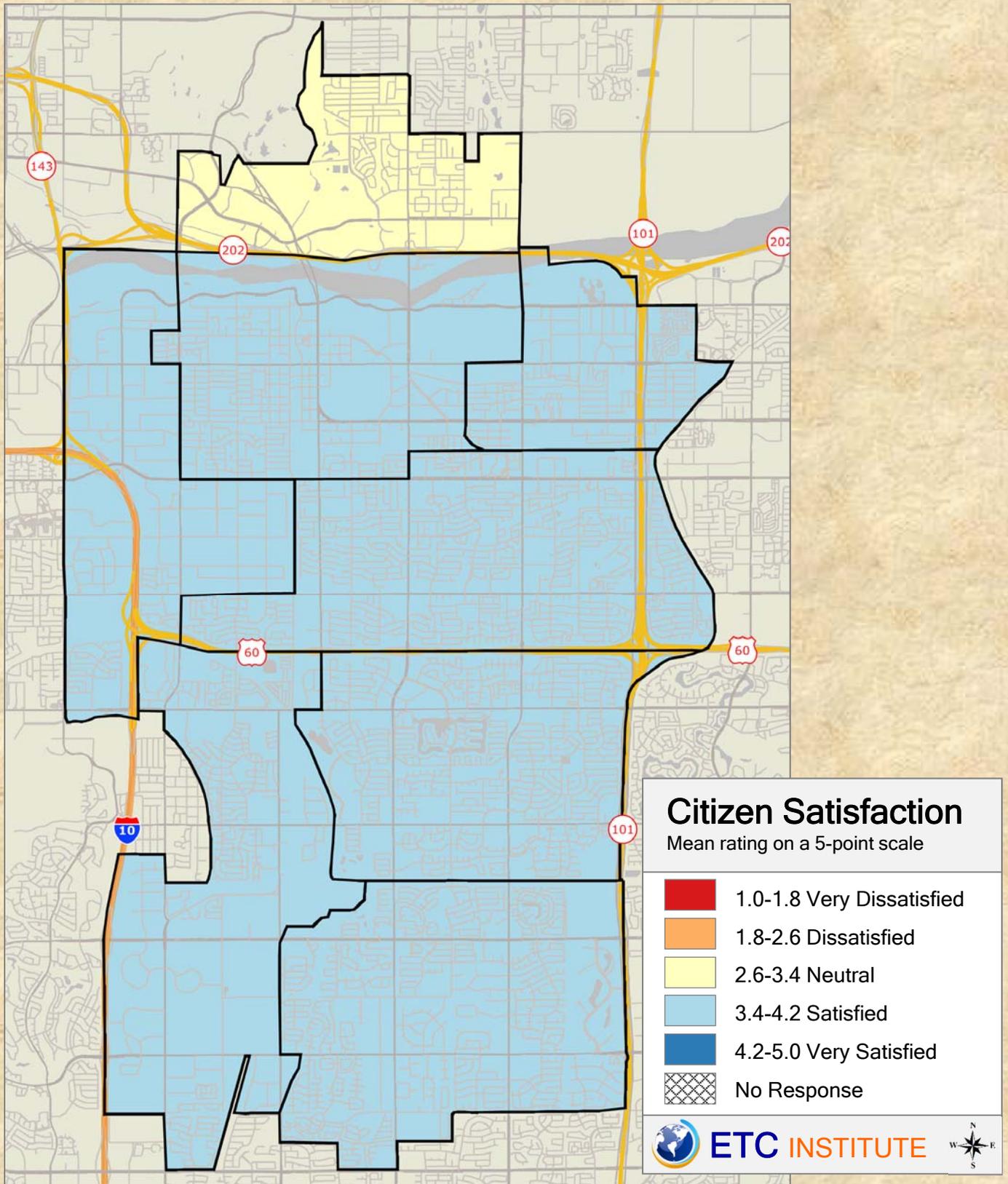
# Q15-12 Satisfaction with quality of internet service provider



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

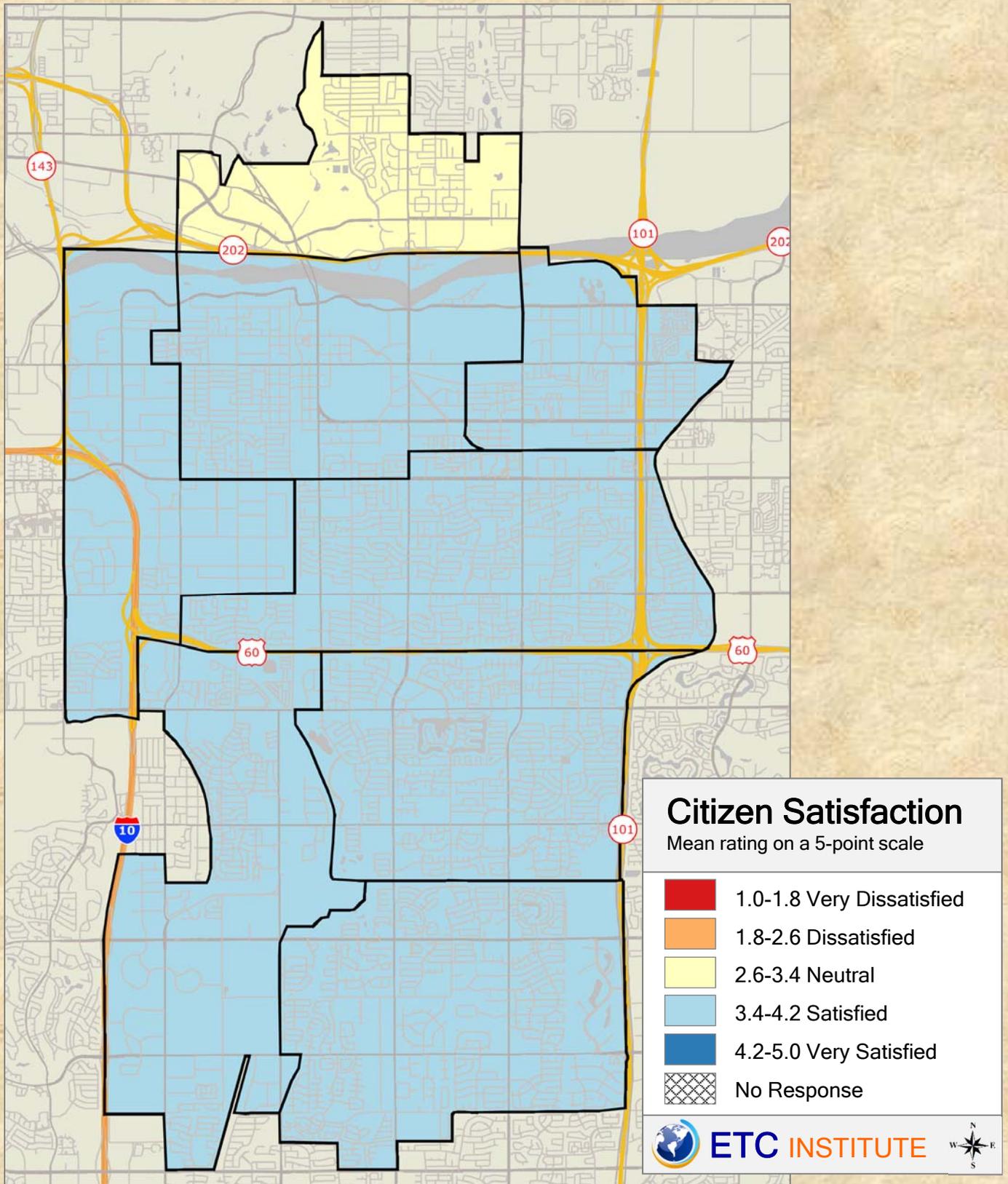
# Q15-13 Satisfaction with quality of water conservation programs



## City of Tempe 2017 Community Survey

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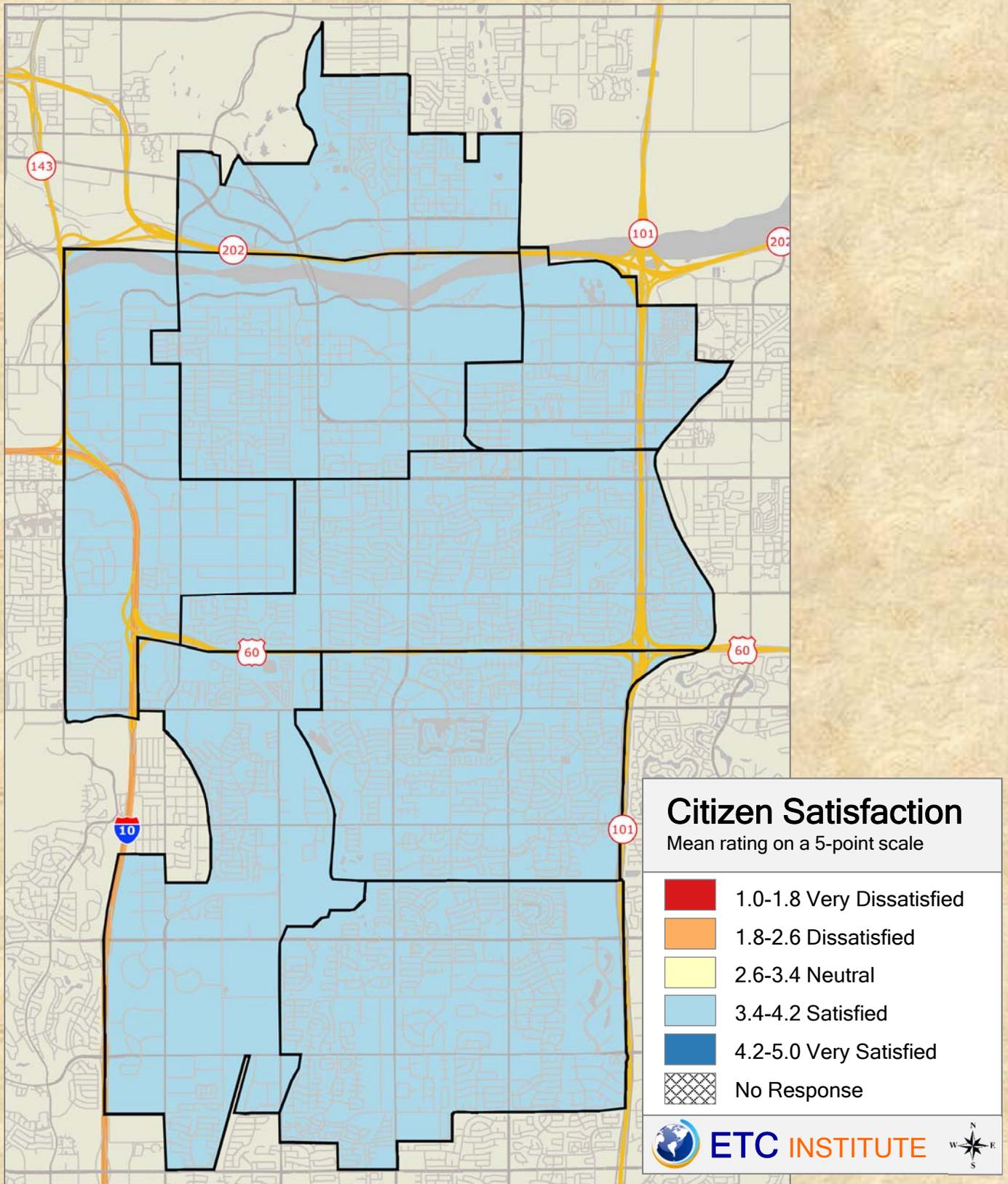
# Q15-14 Satisfaction with quality of energy conservation programs



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

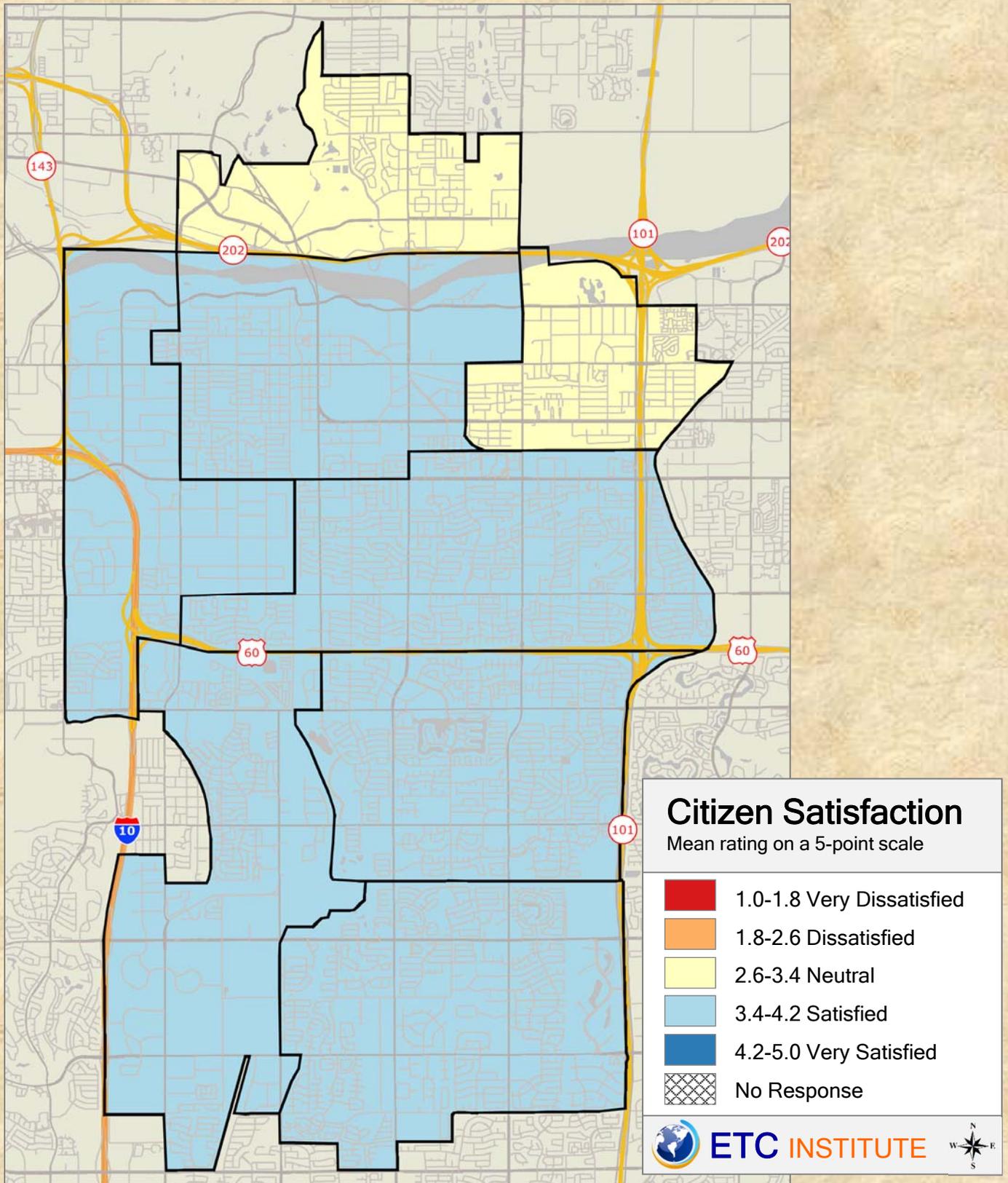
# Q15-15 Satisfaction with quality of land use and green space programs



## City of Tempe 2017 Community Survey

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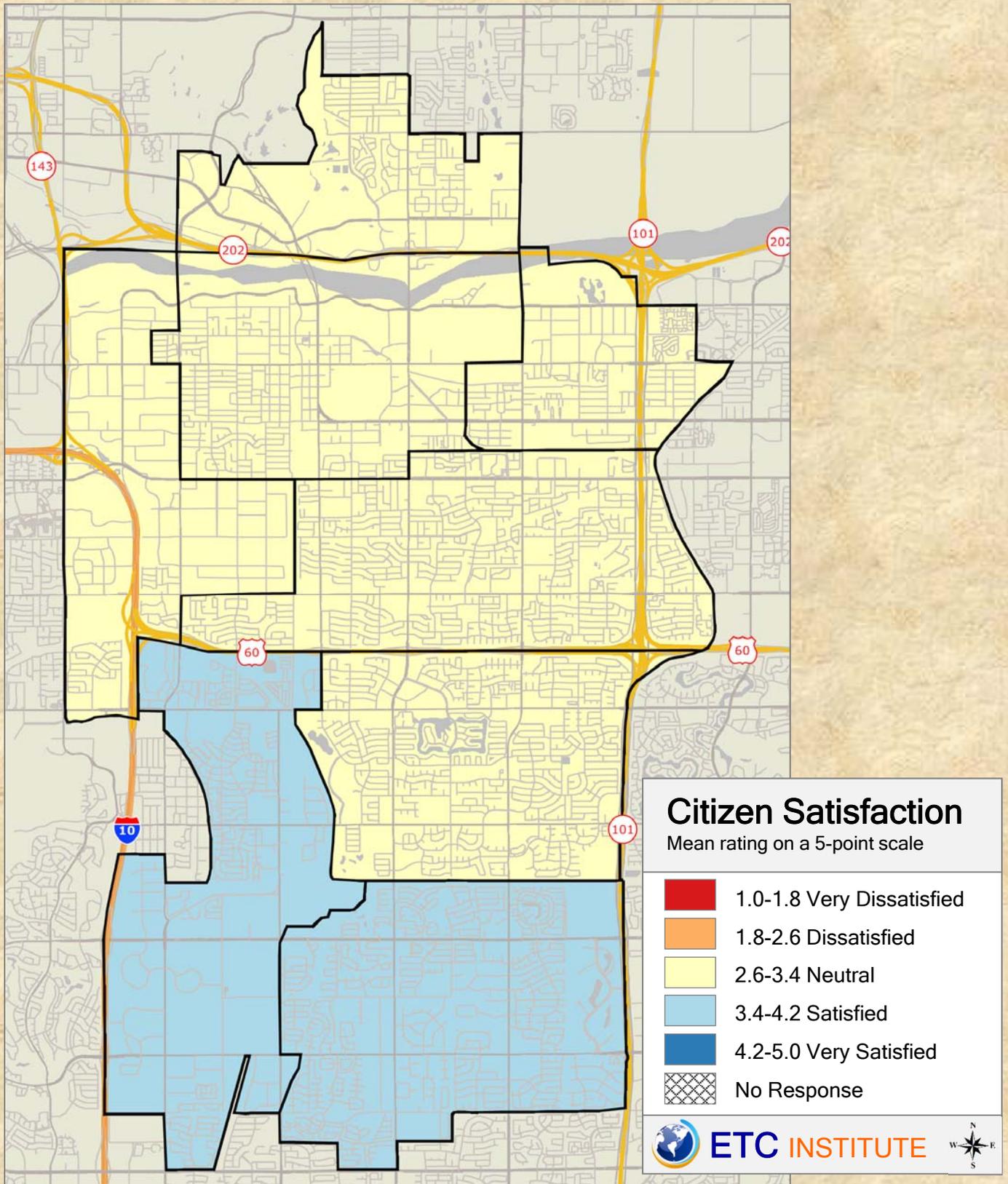
# Q15-16 Satisfaction with quality of climate change initiatives such as shaded bus stops and tree canopies



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

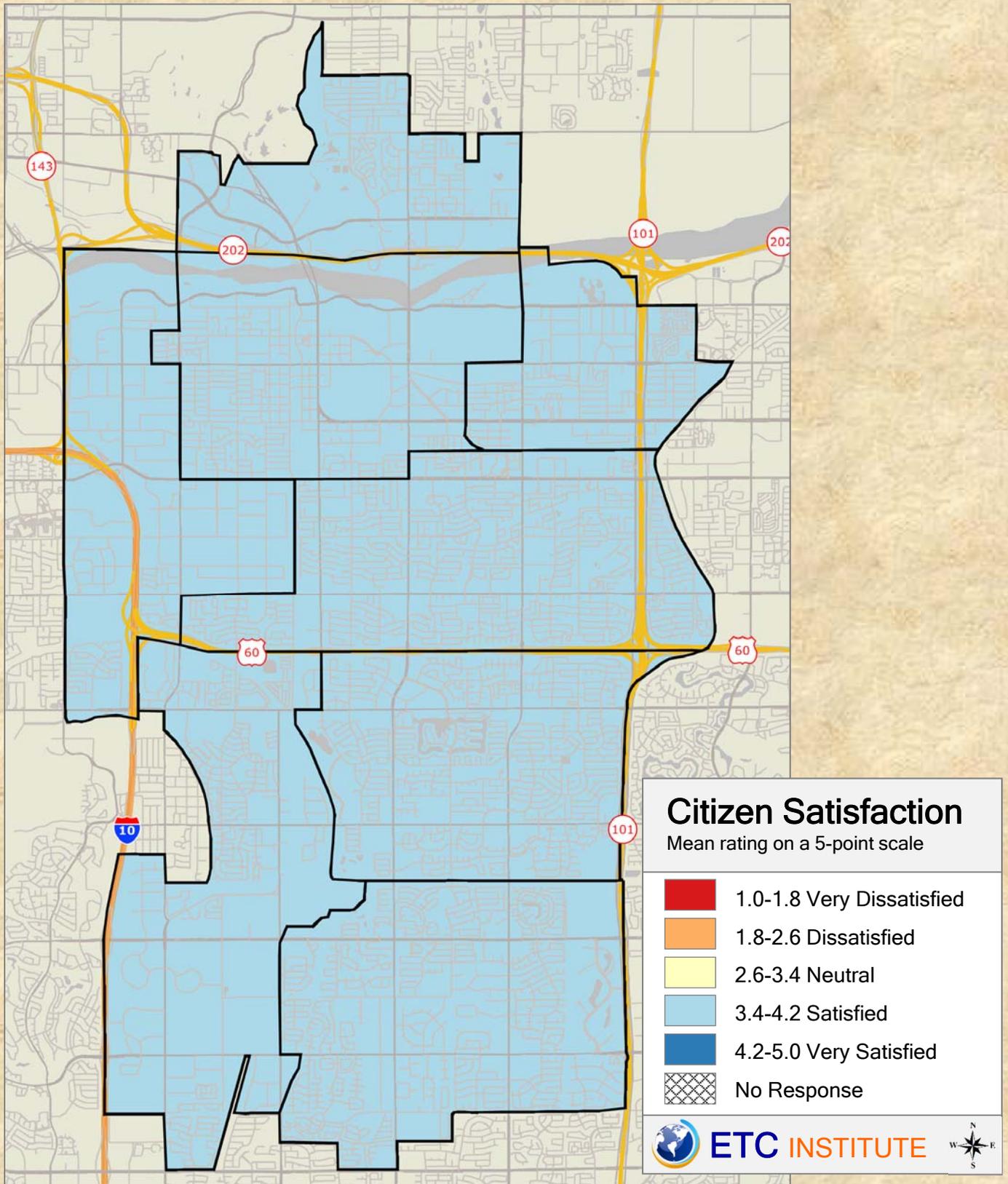
# Q15-17 Satisfaction with City efforts to promote redevelopment of distressed commercial centers in Character Area



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

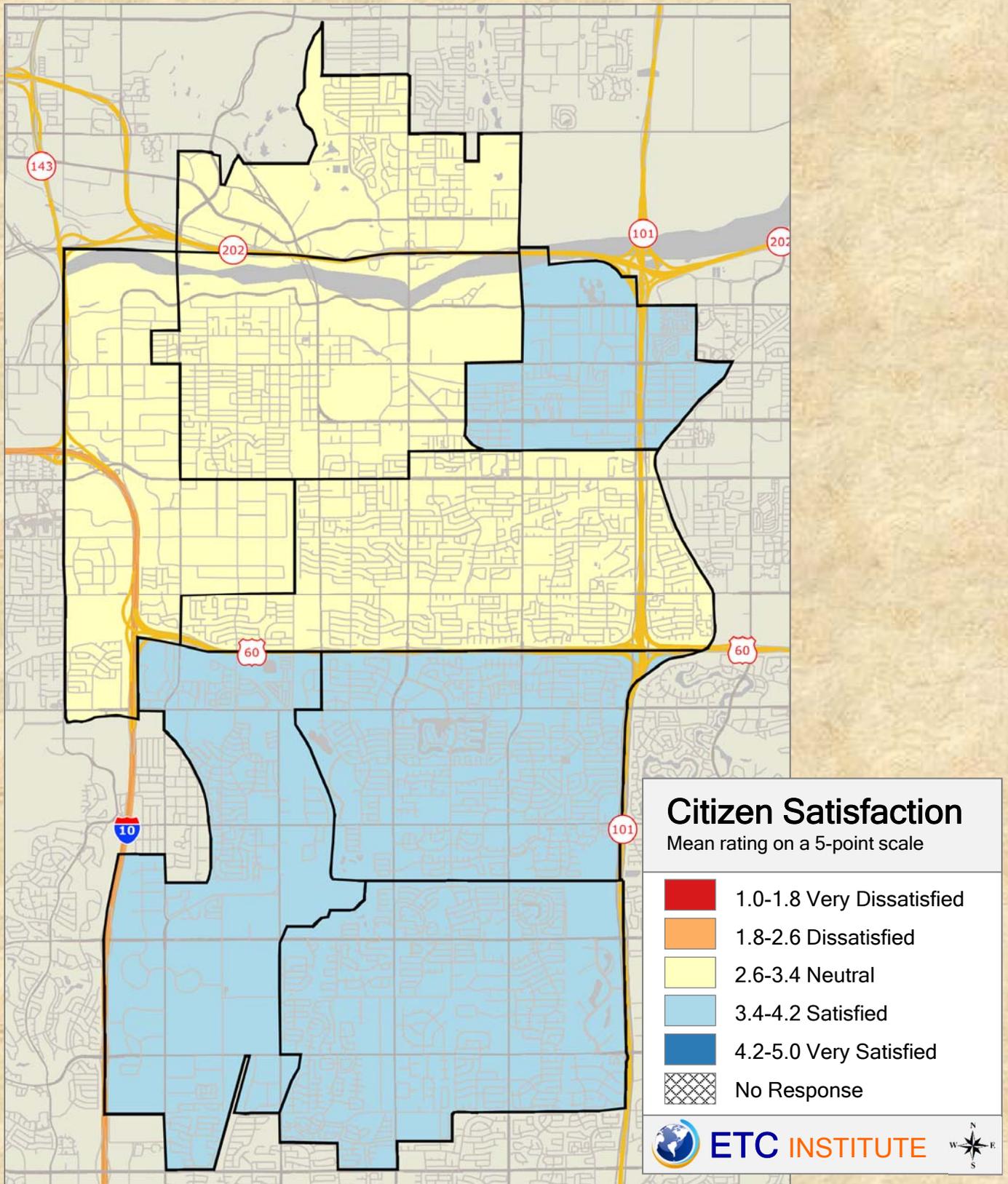
# Q16-01 Satisfaction with the direction the City is heading



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

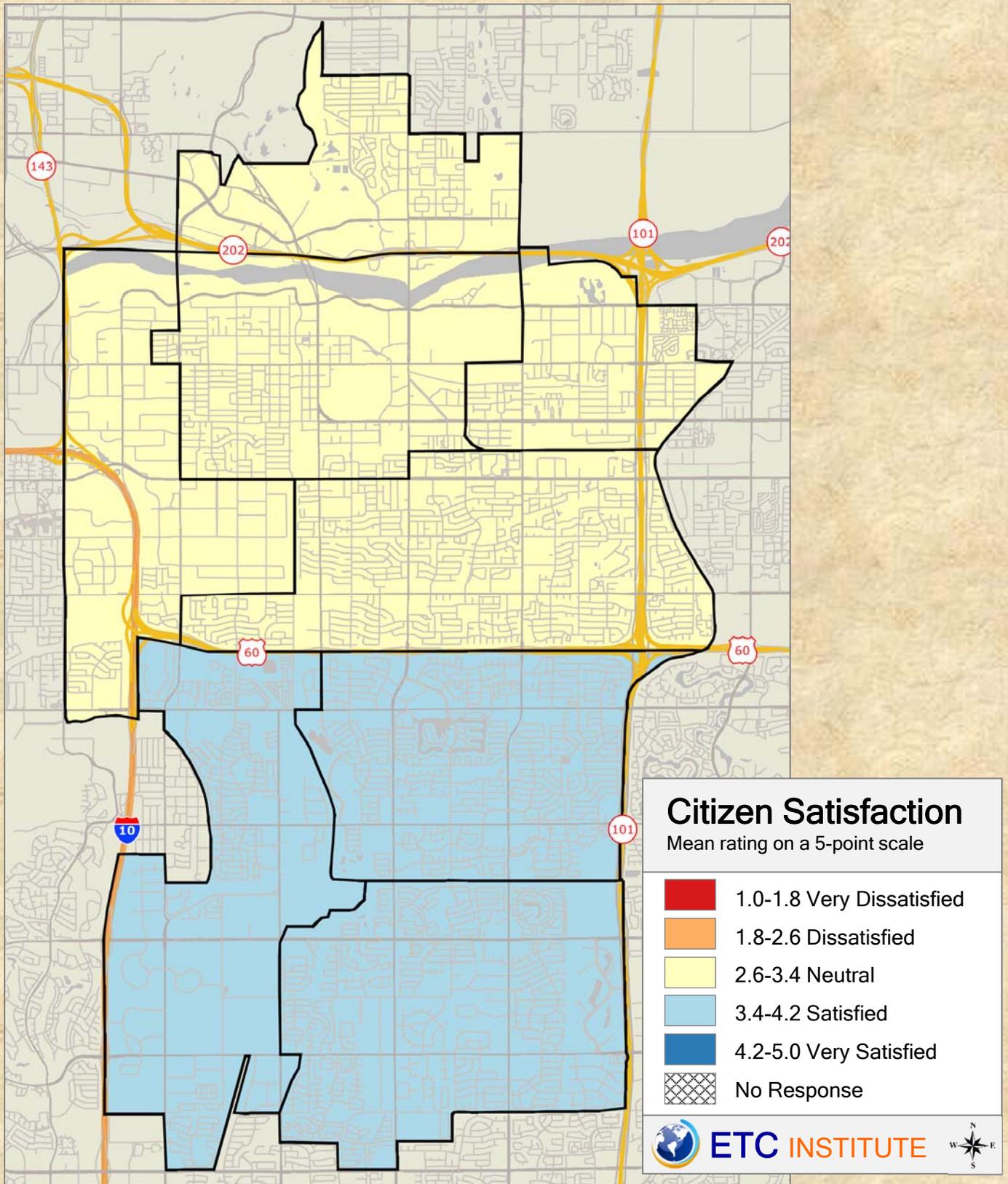
# Q16-02 Satisfaction with City efforts to keep residents informed about the City's budget



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

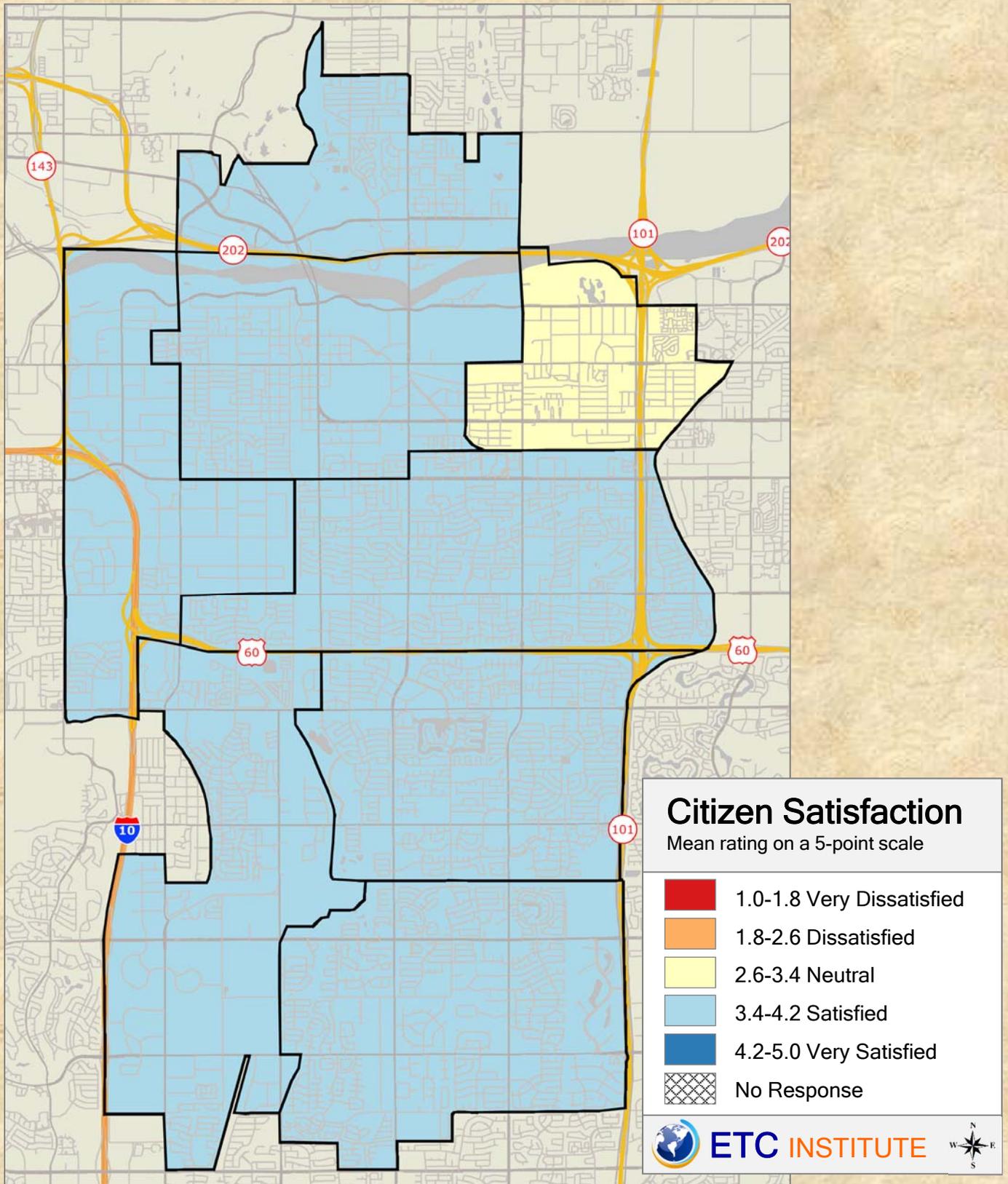
# Q16-03 Satisfaction with the accessibility and transparency of the City's financial information



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

# Q16-04 Satisfaction with the overall value received for City tax dollars and fees



## City of Tempe 2017 Community Survey

Shading reflects the mean rating for all respondents by Character Area

# City of Tempe

## 2017 Community Survey

### *Appendix B –*

### *Question 6 & Question 13*

### *Open-Ended Comments*

*...helping organizations make better decisions since 1982*

**Submitted to the City of Tempe, Arizona**

**by:**

ETC Institute  
725 W. Frontier Lane  
Olathe, Kansas  
66061

**November 2017**



## Overview

On survey Questions 6 and 13, residents of Tempe were given the opportunity to provide open-ended comments. While the results in this Appendix are not statistically valid, they provide useful insights for interpreting the reasons behind citizens' survey responses. The results were recorded verbatim, so spelling and grammatical errors have not been corrected.

### ***Q6. What do you feel is the most important public safety concern in your neighborhood?***

- 1-THEFT OR DAMAGE TO PERSONAL PROPERTY
- 2-LOITERING IN VACANT LOTS/BUILDINGS COMBINED WITH DRUG ACTIVITY
- 25 MPH SPEED SIGN WE NEED THEM
- A LOT OF PEOPLE WALK THROUGH THE NEIGHBORHOOD TO CUT THROUGH FROM HARDY TO KYRENE.
- A REASONABLE AMOUNT OF PATROLLING BY POLICE WOULD KEEP THINGS SAFE.
- A WOMAN WAS ATTACKED ON THE CANAL PATH NOT FAR FROM HERE-MAKES ME SCARED TO WALK IN THE EVENINGS.
- ACCESS TO SHADE AND WATER IN HOT WEATHER ESP FOR PEDESTRIANS
- ADEQUATE LIGHTING AT NIGHT.
- ADHERENCE TO THE CODE ENFORCEMENT RULES.
- AGAIN YEAR AFTER YEAR PLEASE ADDRESS THE PROBLEM OF HOMELESS/DRUGGIES IN NORTH TEMPE, IT HASN'T HAPPENED YET
- AGGRESSIVE MOTORISTS (INCLUDING NOISY MUFFLERS).
- AIRPLANE NOISE
- ALL OF MY SURROUNDING NEIGHBORS HAVE BEEN BROKEN INTO AND HAD STUFF STOLEN OR HAD SOMEONE ATTEMPT TO BREAK INTO THEIR HOME. I HAD A VERY NOISY DOG SO NO PROBLEM IN OUR HOUSE.
- ALL THE COMMUNITY.
- ALLEY TRAFFIC TO GET STUFF.
- ALLEYS - PEOPLE PUT EVERYTHING IN OUR ALLEYS AND ALLEY SHOPPERS ABOUT 2 AM ARE IN OUR NEIGHBORHOOD.
- ALLEYS BURGLARY
- APARTMENT BREAK INS
- ASU STUDENTS
- ASU STUDENTS
- ASU STUDENTS AND THE WAY THEY DRIVE. I AVOID MILL, UNIVERSITY AND RURAL ROAD WHEN SCHOOL IS IN SESSION. AND THAT'S FOR ME AND MY FAMILIES SAFETY. WISH THERE WERE MORE COPS/UNDERCOVERS WATCHING THE ROADS BY ASU CAUSE ITS VERY CONCERNING.
- ASU, PARTIES, TRAFFIC, SPEEDERS, TRASH FROM PARTIES, FRATERNITIES
- ATTACKS BY TWO INDIVIDUALS.

- B & E CRIME
- BECK AVENUE BETWEEN 5TH AND UNIVERSITY IS VERY POORLY LIT AT NIGHT AND I DON'T KNOW IF STREET LIGHTS ARE OUT BUT IT IS VERY DARK.
- BEGGERS
- BEING LEFT ALONE BY THE CITY.
- BEING QUICKLY ON THE SCENE.
- BEING TREATED EQUALLY BY LAW ENFORCEMENT
- BELLIGERENT PANHANDLERS
- BETTER CONTROL OF TRAFFIC AROUND OUR NEIGHBORHOOD'S SCHOOLS! MANY TIMES I HAVE SEEN PEOPLE ROLLING THROUGH STOP SIGNS NEAR FULLER ELEMENTARY SCHOOL, LOCATED JUST A FEW BLOCKS FROM MY HOME, EVEN THOUGH THE 15 MPH SCHOOL IN SESSION SIGNS ARE ROLLED OUT INTO THE STREET. I WOULD LOVE TO SEE OFFICERS STATIONED MORE OFTEN IN AN ALLEY NEAR THE SCHOOL WHERE THOSE WHO COMMIT THESE TRAFFIC VIOLATIONS COULD BE SEEN AND CITED.
- BETTER STREET LIGHTING
- BICYCLES AND OTHER ITEMS HAVE BEEN STOLEN.
- BICYCLIST WHO FAIL TO FOLLOW TRAFFIC LAWS.
- BIG PARTIES
- BIKE THEFT
- BIKING
- BREAK IN AND VANDALISM, THEFT OR DAMAGE TO VEHICLE, MUGGED OR BEATEN.
- BREAK IN HOMES AND CARS
- BREAK INS
- BREAK INS SPEEDING CARS
- BREAK INS, CAR THEFT
- BREAK INS.
- BREAK-IN ACTIVITY - KNOLL GARDENS.
- BREAK-INS
- BREAK-INS ( AS REPORTED BY OTHERS ) AND TRAFFIC ( I LIVE BY A SCHOOL )
- BREAK-INS AND STREET LIGHTING
- BREAK-INS AND THE HOMELESS.
- BREAK-INS, CARS SPEEDING THROUGH NEIGHBORHOOD, KNOWING NEIGHBORS FOR PREVENTIONS.
- BREAK-INS, HIT AND RUNS, CARS BEING EGGED

- BREAK-INS.
- BREAK-INS.
- BROKEN/NON-FUNCTIONAL STREET LIGHT
- BUMS
- BURGLARIES
- BURGLARIES
- BURGLARIES, VANDALS AND VAGRANTS.
- BURGLARS
- BURGLARY
- BURGLARY (MY WIFE'S BICYCLE WAS STOLEN FROM OUR BACKYARD WHILE SHE WAS HOME.)
- BURGLARY AND JUST OVERALL SAFETY.
- BURGLARY AND THEFT
- BURGLARY FOR HOMES WITHOUT DOGS PREMISES.
- BURGLARY RISK, THOUGH I BELIEVE MY NEIGHBORS AND THE TEMPLE POLICE DO A GOOD JOB OF KEEPING AN EYE OUT FOR SUSPICIOUS ACTIVITY. IN 20 YEARS IN MY NEIGHBORHOOD, THE COMMUNITY MAILBOX WAS BROKEN INTO (WHICH IS LOCATED ON MY PROPERTY) AND MY WALL AND CAR HAD SOME MINOR VANDALISM. I HAVEN'T SEEN MUCH OTHER CRIME OF NOTE.
- NOT TOO BAD CONSIDERING MY HOUSE IS ON THE BUSIEST CORNER OF THE NEIGHBORHOOD.
- BURGLARY THEFT WHEN YOU ARE NOT PRESENT.
- BURGLARY, AUTO THEFT, AND CARS SPEEDING DOWN MY STREET WHERE SMALL CHILDREN RIDE THEIR BIKES.
- BURGLARY, BREAKING AND ENTERING, UNDERAGE DRINKING, AND DRUG USE (MY HOME IS WITHIN 1.5 MILES OF ASU'S CAMPUS).
- BURGLARY, CAR THEFT
- BURGLARY, VEHICLE AND HOME
- BURGLARY.
- BURGLARY.

- BURGLARY. THERE IS MASSIVE PROBLEM WITH HOMELESS PEOPLE. I DON'T TAKE MY CHILDREN TO TEMPE LIBRARY BECAUSE OF THIS WE GO TO MESA OR GILBERT. SAME WITH THE PARKS HOMELESS ARE ALWAYS HANGING OUT. WE GO TO MESA OR GILBERT OR CHANDLER. TEMPE IS NO LONGER A NICE SAFE PLACE IT IS OVER RUN WITH HOMELESS EVERYWHERE YOU LOOK FROM THEIR SIGNS ON EACH STREET CORNER TO THEM LAYING ON THE GROUND IN VARIOUS PLACES. WHO WANTS TO LIVE WITH THAT. A HOMELESS PERSON BROKE INTO OUR HOME AND STOLE MANY VALUABLE ITEMS BUT ALSO TRIED TO STEAL FROZEN SAUSAGES AND DID STEAL TONS OF NAIL POLISH. THERE IS A SERIOUS PROBLEM AND I DON'T WANT TO LIVE HERE ANYMORE! I HAVE LIVED IN TEMPE FOR 35 YEARS.
- BUS STOP AREA
- BUS STOP AT ENTRANCE OF NEIGHBORHOOD.
- CANAL PATH BETWEEN GROVE PKWY, GUADALUPE/KIWANIS PARK AND GRAFFITI AND TOO EXPOSED TO HOUSES IN BAD NEIGHBORHOODS.
- CAR BREAK INS
- CAR BREAK INS
- CAR STOLEN OR BROKEN INTO, BURGLARY.
- CAR THEFT AND INVASION
- CAR WRECK AT THE ENTRANCE OF OUR COMMUNITY AT THE MEADOWS ON SOUTHERN AVE AND POTTER GOING NORTH.
- CARS AND TRUCKS, ETC. GOING OVER THE SPEED LIMIT OF 25.
- CARS CLOSE TO FREEWAY AND GETS BUSY. SEEN A LOT OF PEOPLE ALMOST GET HIT. NO BIKE LANES AS YOU GET CLOSER.
- CARS DRIVING TOO FAST WHEN CUTTING THROUGH OUR NEIGHBORHOOD.
- CARS NOT STOPPING AT STOP SIGNS, NO SPEED BUMPS.
- CARS SPEEDING THROUGH RESIDENTIAL AREAS AND STREET LIGHTS TOO FAR APART DARKNESS.
- CARS SPEEDING.
- CASUAL THEFT PEOPLE GO THROUGH ON BIKES AND ON FOOT LOOKING FOR OPPORTUNITIES. THEY NEED TO SEE POLICE CARS GOING THROUGH AS A DETERRENT.
- CHILD MOLESTERS AND DRUG HOMELESS PEOPLE
- CHILD SAFETY, BURGLARY AND TRAFFIC.
- CLEAN PARKS, STREETS AND KEEP THE HOMELESS STOP BEGGING FOR MONEY. IT SEEMS LIKE AND INVASION OF HOMELESS PEOPLE INVADED TEMPE OVER THE LAST YEAR, SEND THEM BACK TO PHOENIX, KEEP TEMPE HOMELESS FREE PLEASE
- COLLEGE KIDS WHO END UP ON DRUGS AND HOMELESS AFTER FAILING IN SCHOOL.
- COLLEGE PARTIES
- COLLEGE PARTIES
- COLLEGE STUDENT PARTIES.
- CONCERN WITH ROBBERIES IN THE TEMPLE ROYAL PALMS NEIGHBORHOOD.
- CONDITION OF THE STREETS AND NEIGHBORHOOD.
- CONSTRUCTION TRAFFIC

- COPS NEED TO STOP HIDING BEHIND BUSHES GIVING OUT SPEEDING TICKETS. COPS NEED TO PATROL NEIGHBORHOODS MORE AND PERFORM A REAL DUTY. COPS NEED TO SERVE AND PROTECT, NOT THROWING PEOPLE TO THE GROUND.
- COYOTES RUNNING AROUND AND TERRORIZING PETS. WISH THE CITY WOULD COME THROUGH AND HUMANELY REMOVE THEM.
- COYOTES SPOTTED ON THE STREET IN THE DAYTIME.
- CRAZY TRANSIENTS
- CRIME
- CRIME
- CRIME
- CRIME
- CRIME
- CRIME - NON-VIOLENT
- CRIME AND THEFT
- CRIME IN GENERAL
- CRIME IN OUR NEIGHBORHOODS, CARE BREAK INS, WE HAVE HAD 5 VEHICLES STOLEN FROM OUR HOME ONE AT GUN POINT
- CRIME PREVENTION
- CRIME, BREAKING AND ENTERING.
- CRIME, RESIDENTIAL BREAK-INS, MANY VIA ALLEY ACCESS, INCREASED DRUG USAGE IN PARK SINCE OPENING OF SMOKE SHOP (48TH ST & VINEYARD) AND SPEEDING TRAFFIC ON VINEYARD RD AND CALLE LOS CERROS.
- CRIMES OF OPPORTUNITY I.E., CARS LEFT UNLOCKED, PERSONAL PROPERTY LEFT OUT ETC
- CURRENTLY A NEIGHBOR WAS JUST ROBBED. SO I THINK WE'VE ALL BEEN BETTER ABOUT LOCKING DOORS AND KEEPING LIGHTS ON.
- DAYTIME HOUSE ENTRY BY STRANGER.
- DEALING WITH ASU DELINQUENTS AND THE HOMELESS.
- DERELICTS AND HOMELESS PEOPLE IN THE PARKS
- DISCRIMINATION, VANDALISM, SEXUAL PREDATORS
- DISTRACTED DRIVERS AND NOT DRIVING WITHIN SPEED LIMIT IN NEIGHBORHOOD.
- DOGS OFF LEASH
- DOOR TO DOOR MARKETERS.
- DRIFTERS, PEOPLE FROM OTHER AREAS.
- DRINKING AND DRIVING/ASU STUDENTS
- DRIVERS RUNNING RED LEFT ARROWS
- DRIVERS SPEEDING THROUGH SPEED ZONES.
- DRIVERS TEXTING WHILE DRIVING
- DRIVERS WHO TEXT WHILE DRIVING SERIOUSLY
- DRIVING TOO FAST AROUND CURVE AT GENEVA AND ALBERT EVEN WITH SPEED BUMP
- DRIVING. SPEEDING AND CARELESS DRIVING IS A MAJOR PROBLEM.

- DRUG ABUSE!!! DRUG ABUSE IS THE #1 PUBLIC SAFETY THREAT TO THE ENTIRE COUNTRY, NOT JUST TEMPE!
- DRUG ACTIVITY
- DRUG ACTIVITY AND HOMELESS POPULATION
- DRUG ACTIVITY IN MY NEIGHBORHOOD, NEEDS TO BE ADDRESSED.
- DRUG ACTIVITY LANDMARK APARTMENTS
- DRUG ADDICTS
- DRUG ADDICTS MAKING POOR CHOICES.
- DRUG AND GANG ACTIVITY - FAR TOO COMMON, POLICE ARE STRETCHED TO THEIR LIMIT TRYING TO KEEP DRUG ACTIVITY UNDER CONTROL .
- DRUG DEALERS
- DRUG DEALING AND TEMPE POLICE DO NOTHING ABOUT IT CONSIDERING I'VE CALLED THE NON-EMERGENCY LINES MULTIPLE TIMES. I'VE GIVEN UP ON THE ISSUE AND JUST HIDE IN MY CONDO. I LIVE AT 200 E SOUTHERN AVE, TEMPE, 85282 IN CASE YOU ARE WONDERING.
- DRUG HOUSE AT THE END OF THE BLOCK AND THE PEOPLE IT ATTRACTS.
- DRUG HOUSE, JUVENILES RAISING TROUBLE.
- DRUG HOUSES, PEDOPHILES
- DRUG NEEDLES BEING CLEANED FROM ALEGRE PARK AND OTHER CONTRABAND. MORE PATROLLING TO STOP DOMESTIC DISPUTES. DON CARLOS AND MCCLINTOCK.
- DRUG SELLER AND PROSTITUTION.
- DRUG TRAFFICKING AND RESULTING INFLUX OF GANGS.
- DRUG TRAFFICKING. HUMAN TRAFFICKING AND GUN VIOLENCE.
- DRUG USE
- DRUG USE IN THE PARK, PEOPLE SLEEPING IN THE PARK, HOME INVASION. I DON'T FEEL LIKE I CAN DEPEND ON THE POLICE TO HELP ME.
- DRUG-ADDICTED HOMELESS PEOPLE. I AM UNDERSTANDING OF HOMELESSNESS IN CITIES, BUT THE HOMELESS IN MY NEIGHBORHOOD (FARMER ARTS DISTRICT/MILL AVE/TEMPE BEACH PARK) ARE A LITTLE CONCERNING AND OFTEN SEEM UNDER THE INFLUENCE AND THEREFOR A LITTLE UNPREDICTABLE.
- DRUGS
- DRUGS.
- DRUNK ASS PEOPLE DOING STUPID ASS THINGS
- DRUNK DRIVERS, ONE MOVED IN NEXT DOOR, ACROSS THE STREET, FROM NEW MEXICO ONE YEAR AGO OR MORE AND STILL HAS THE PLATE ON THEIR VEHICLE.
- DRUNK PEOPLE AND TRAFFIC
- DUMPSTER DIVERS GOING THROUGH THE TRASH. BEGGARS STANDING ON THE CORNERS. SPEEDING THROUGH NEIGHBORHOODS.
- DUMPSTER DIVERS OR PEOPLE DRIVING THROUGH THE NEIGHBOR LOOKING FOR ITEMS THAT HAVE BEEN LEFT AS TRASH. USUALLY BULK ITEMS LEFT BY PEOPLE MOVING.
- EARLY IN 2017 LOTS OF BREAK INS TO CARS, NEED ADDITIONAL POLICE ACTIVITY IN NEIGHBORHOOD TO PREVENT IN FUTURE

- EASY ACCESS TO CARPORTS AND BACK ALLIES OF CONDOS.
- ENCAMPMENTS OF YOUNG UNHOUSED ON MILL WHO HARASS PEOPLE AND ILL-TREAT PET DOGS, CATS, AND BIRDS. I AM NOT REFERRING TO LEGITIMATE HOMELESS PEOPLE WITH HEALTH CHALLENGES OR MENTAL ILLNESS, BUT THE GROUPS OF RUDE YOUNG PEOPLE WHO SEEM TO HAVE CHOSEN THAT LIFESTYLE AND GATHER IN GROUPS OF FIVE OR MORE, SETTING UP CAMP IN THE MIDDLE OF THE SIDEWALK AND PANHANDLING.
- ENFORCEMENT OF CITY CODES RELATED TO DEGRADATION OF PROPERTIES IN MY AREA.
- ENFORCEMENT OF CODES.
- ENSURING THERE IS SUFFICIENT LIGHTING AT NIGHT
- EQUITABLE ENFORCEMENT OF LAWS
- EVERYTHING IS PRETTY SAFE IN TEMPE FOR THE MOST PART.
- FEELING SAFE
- FEELING SAFE AND SECURE
- FEELING SAFE WALKING DOWN THE STREET
- FEELING SECURE ON MY OWN PROPERTY AND IN MY HOME. ABLE TO WALK AT NIGHT AND FEEL SAFE. NOT ENOUGH LIGHTING IN MY NEIGHBORHOOD.
- FIRE.
- FOLKS THAT ARE HOMELESS
- FOR MY FAMILY THE MOST IMPORTANT PUBLIC SAFETY CONCERN IS THE WAY THAT POLICE OFFICERS INTERACT WITH SCHOOLS AND/OR THE SPECIAL NEEDS COMMUNITY.
- FREQUENTLY LIGHTING ISSUES IN THE PARK NEAR MY HOME (CELAYA PARK). LIGHTS TOO OFTEN ON DURING THE DAY AND OFF AT NIGHT. CURRENTLY I THINK THEY ARE ON CORRECTLY, BUT PERHAPS ON TOO LONG...AFTERNOON THROUGH MORNING. SOMETIMES I HAVE TO REPORT THIS MULTIPLE TIMES UNTIL SOMEONE TAKES CARE OF THIS.
- FRONT GATE NOT GUARDED AT NIGHT
- GANG ACTIVITY, DRUGS.
- GANGS AND AFTER-HOURS DRUG DEALING
- GANGS AND HOMELESS AT NIGHT
- GANGS IN PARKS; UNKNOWN VEHICLES HANGING AROUND NEIGHBORHOOD; UNABLE TO SAFELY WALK AFTER 7 PM.
- GARBAGE AND LITTER IN PUBLIC AREAS. UNLEASHED ANIMALS.
- GET THE HOMELESS OUT, PLEASE. THEY NEED TO LEAVE, PUT THEM SOMEWHERE. IT'S GROSS, IT DOESN'T LOOK GOOD ON THE CITY OR THE REGULAR CIVILIANS. I'M SCARED TO WALK THE STREETS DAY OR NIGHT BY MYSELF BECAUSE THERE IS SO MANY HOMELESS PEOPLE HERE.
- GETTING RID OF DRUG DEALERS
- GETTING ROBBED OR ATTACKED BY A CRAZY/DESPERATE PERSON IN THE NEIGHBORHOOD
- GIVING HOMELESS PEOPLE AN ALTERNATIVE TO PANHANDLING AND SLEEPING ON THE SIDEWALKS. WHAT HAPPENED TO TUMBLEWEEDS?
- GOOD LIGHTING
- GOOD LIGHTING.

- GRAFFITI. ALTHOUGH I HAVE TO ADMIT WE ONLY HAVE IT IN LIMITED LOCATIONS WITHIN OUR NEIGHBORHOOD.
- GRAFFITI
- GUDALUPE FOOT TRAFFIC
- HAVE NOT HAD ANY CONCERNS.
- HAVING HOME/CAR BROKEN INTO. FEAR OF HAVING MY CHILD KIDNAPPED.
- HAVING OFFICERS PATROL THE AREA, LEARN THE AREA AND KNOW THE PEOPLE.
- HAVING STRANGERS COME INTO YOUR NEIGHBORHOOD.
- HAVING YOUR HOME BURGLARIZED.
- HEAR A LOT OF COMPLAINTS ABOUT THINGS BEING STOLEN FROM CARS AND YARDS WHEN SCHOOL IS OUT/ON VACATION
- HIGH-SPEED TRAFFIC, BIKES WITH NO LIGHTS,.
- HOME AND AUTO BURGLARY.
- HOME BEING BURGLARIZED
- HOME BREAK-INS
- HOME BREAK-INS
- HOME BREAK-INS
- HOME BURGLARIES AND PEOPLE GOING THROUGH THE ALLEY TRASH BINS
- HOME BURGLARIZED
- HOME BURGLARIZED.
- HOME BURGLARY
- HOME INVASION
- HOME INVASIONS AND BURGLARIES
- HOME, AUTO, IDENTITY THEFT.
- HOME/CAR BREAK IN DAY AN NIGHT
- HOMELESS
- HOMELESS IN ALL AREAS, SPEEDING
- HOMELESS - POSSIBLE HARASSMENT OR HOMELESS TRESPASSING ON PRIVATE PROPERTY.
- HOMELESS AND DRUG ADDICT PEOPLE BEGGING, STEALING, SEXUAL HARASSMENT
- HOMELESS AND DRUG ADDICTS WONDERING AROUND
- HOMELESS AND DRUGS
- HOMELESS AND POLICE PRECENSE

- HOMELESS AND TRANSIENTS
- HOMELESS ASKING FOR MONEY
- HOMELESS BEGGING.
- HOMELESS BUMS. I WITNESSED ONE PUNCH A MILL AVE SECURITY.
- HOMELESS CAMPS/SCRAP METAL YARDS ATTRACT CRIME
- HOMELESS FOLKS CAMPING IN ALLEYS AND PARKS
- HOMELESS IN ALLEYS IN MY NEIGHBORHOOD
- HOMELESS IN ALLEYS.
- HOMELESS IN CITY PARKS.
- HOMELESS IN ONE NEIGHBORHOOD PARK (HUDSON MANOR) APPEAR TO HAVE STOLEN BIKES AND HARASSMENT
- HOMELESS IN THE ALLEY!
- HOMELESS IN THE LIBRARY. NOT SAFETY FOR ME INDIVIDUALLY BUT FOR THE LIBRARY ATMOSPHERE AND DAMAGE TO FACILITY
- HOMELESS LIVING IN EVELYN HALLMAN AND PAPAGO PARK
- HOMELESS LIVING IN THE ALLEY AND BETWEEN HOUSE/CHURCH ALLEY BEHIND GRADUATE=TRAFFIC ACCIDENTS AT BLIND CORNER
- HOMELESS LOITERING AND BEGGING FOR MONEY. OFF LEASH DOG PARKS.
- HOMELESS PEOPLE
- HOMELESS PEOPLE
- HOMELESS PEOPLE
- HOMELESS PEOPLE ALL OVER TEMPE.
- HOMELESS PEOPLE AND PEOPLE WHO TROLL STREETS AT WEIRD HOURS.
- HOMELESS PEOPLE BEING IN PLACES THEY ARE NOT ALLOWED TO BE (EX. GATED NEIGHBORHOODS)
- HOMELESS PEOPLE GOING THROUGH ALLEYS AND CASING HOUSES OR GOING THROUGH TRASH CANS.
- HOMELESS PEOPLE GOING THROUGH THE ALLEYWAYS.
- HOMELESS PEOPLE HANGING AROUND. METH HEADS COMING OUT LIKE ROACHES AT NIGHT.
- HOMELESS PEOPLE IN LOCAL PARK
- HOMELESS PEOPLE IN THE AREA BURGLARIZING HOMES, STEALING BIKES, TAKING UP RESIDENCE IN VACANT HOMES AND PANHANDLING AT FOOD CITY.
- I LIVE IN AND AM THE CHAIRPERSON OF UNIVERSITY HEIGHTS NEIGHBORHOOD JUST NORTH OF FOOD CITY.
- HOMELESS PEOPLE IN THE PARKS AND ON THE STREET CORNERS. OUR KIDS WANT TO GO TO THE PARK OR WALK DOWN TO QT BY THEMSELVES, BUT WE ARE NOT COMFORTABLE WITH THAT BECAUSE OF WHO THEY WILL BE ENCOUNTERING ALONG THE WAY.
- HOMELESS PEOPLE LIVING IN THE NEIGHBORHOOD PARK.
- HOMELESS PEOPLE ROAMING AROUND THE NEIGHBORHOOD.
- HOMELESS PEOPLE THAT ARE ASKING FOR MONEY.

- HOMELESS PEOPLE WALKING/SLEEPING IN THE AREA.
- HOMELESS PEOPLE WANDERING THROUGH THE NEIGHBORHOODS AT ALL TIMES OF THE DAY, GOING THROUGH THE ALLEYS, AND SLEEPING ON PICNIC TABLES IN THE PARKS. THERE IS ALSO AN INCREASED PRESENCE OF HOMELESS PEOPLE JUST HANGING OUT ON THE CORNERS OF LOCAL BUSINESSES. OR MAYBE THEY ARE DRUG DEALERS. ITS NOT A GOOD THING EITHER WAY FOR THE NEIGHBORHOOD AS A WHOLE.
- HOMELESS PEOPLE, BREAKING IN, GATHERING IN GROUPS, WALKING IN ALLEYS, SITTING ALL DAY AT BUS STOPS SO PUBLIC ACCESS TO TRANSPORTATION IS VERY LIMITED AND FEARFUL TO RIDE.
- HOMELESS PEOPLE.
- HOMELESS PEOPLE/BACK ALLEY.
- HOMELESS PERSONS IN ESCALANTE PARK.
- HOMELESS POPULATION
- HOMELESS POPULATION IN OUR NEIGHBORHOOD AT NIGHT.
- HOMELESS PROBLEM
- HOMELESS RIFF RAFT NEAR MY CONDO AND ON MILL AVE. THEY NEED TO LEAVE!
- HOMELESS WANDERERS
- HOMELESS, HOME BREAK-INS.
- HOMELESS, MENTALLY ILL, DRUG ADDICTION AND PARAPHERNALIA AS WELL AS HEROINE AND OTHER DRUG RESIDUE ON STREETS IN PARKS. UNSANITARY CONDITIONS IN PUBLIC AREAS INCLUDING MILL AVENUE AND SURROUNDING STREETS, PARKS, TRAIN TRACKS. HOMELESS CAMPS. MY NEIGHBORHOOD HAS SEEN DRAMATIC INCREASE IN CRIME AS WELL AS EVERYTHING ABOVE INCLUDING FINDING USED NEEDLES, DRUG RESIDUE AND CONSTANTS INTERACTION WITH MENTALLY ILL, DRUG ADDICTS GOING THROUGH DUMPSTERS, SLEEPING/PASSED OUT ON THE STREETS, BUS STOPS AND IN PARKS EVERY NIGHT/MORNING. WAKE UP MAYOR
- HOMELESS, VAGRANTS. THEY ARE FAKERS AND WILL STEAL IF THEY CAN.
- HOMELESS/DRUGS IN MITCHELL PARK
- HOMELESS/VAGRANTS CAMPING IN NEARBY PARKS.
- HOMELESSNESS
- HOMES AND CARS BEING BROKEN INTO AND ROBBED.
- HOMES BEING BROKEN INTO AND THEFT.
- HOMELESS PERSONS AND TRANSIENTS IN PARKS WHO ARE LIVING THERE AND APPEAR TO BE MENTALLY ILL AND OR ON DRUGS. AND PAN HANDLING SOMETIMES AGGRESSIVELY. ALSO ON LIGHT RAIL OR AT LIGHT RAIL STATIONS.
- HOOLIGANS THAT PASS THROUGH.
- HOPEFULLY THE HOBO & BEGGARS WILL BE ELIMINATED IN CORNERS OF THE STREETS, BECAUSE IS A SORE EYE & KIDS ARE GETTING NERVOUS . & HOPEFULLY THERE MORE POLICE OFFICER ON DUTY IN THE STREETS SPECIALLY AT NIGHT & IN THE PARK TOO.
- HOUSE BURGLARIES
- HOUSES BEING BROKEN INTO

- HOW QUICK THEY SHOWED UP
- I AM MAINLY CONCERNED ABOUT THE AMOUNT OF TRAFFIC IN TEMPE. SPECIFICALLY ON UNIVERSITY, MILL AND RURAL ROADS.
- I AM NOT UP AT NIGHT MONITORING POLICE PATROLS BUT WOULD FEEL BETTER KNOWING OUR STREETS AND ALLEYS ARE BEING PATROLLED
- I BELIEVE MY NEIGHBOR IS SELLING DRUGS FROM THEIR HOME, BUT I THINK THAT'S SPECIFIC TO MY NEIGHBORHOOD.
- I DON'T HAVE ANY WHICH IS WHY WE MOVED HERE YEARS AGO
- I GOT IN AN ACCIDENT AND POLICE DID NOT CARE.
- I HAVE HAD A POLICE OFFICER PULL A GUN ON ME WHEN I WAS INVESTIGATING WHY THEY WERE WALKING AROUND MY HOME WITH FLASHLIGHTS VERY LATE IN THE NIGHT. THEY WERE ATTEMPTING TO CATCH UNDERAGE DRINKERS AT THE HOUSE NEXT DOOR TO ME. PULLING A GUN ON A CITIZEN WHILE TRYING TO STOP UNDERAGE DRINKING IS A TRAVESTY.
- I HAVE NO CONCERN
- I LIKE MY NEIGHBORHOOD, AND I THINK THAT IS WHAT IT TAKES TO MAKE A SAFE PLACE.
- I LIVE AT RURAL AND ELLIOT AND HAVE NOT HAD PROBLEMS OR FELT UNSAFE IN MY NEIGHBORHOOD.
- MY FAMILY HOME IS ON HARDY DR AND MY ELDERLY MOTHER'S HOME HAS BEEN BROKEN INTO SEVERAL TIME. SHE DOES NOT FEEL SAFE IN HER HOME. WE RECENTLY HAD A NEW TALLER BLOCK FENCE AND SECURITY GATE INSTALLED TO HELP HER FEEL SAFE IN HER HOME OF 57 YEARS. PLEASE MAKE THE OLDER NEIGHBORHOODS WITH MORE RENTALS A PRIORITY.
- I LIVE BY ASU'S TEMPE CAMPUS, AND THE BIGGEST CONCERN I HAVE IS PROTECTING PEOPLE FROM SEXUAL ASSAULT. RIGHT NOW, I DO NOT FEEL SAFE WHEN WALKING AROUND AREAS BY CAMPUS, ESPECIALLY AT NIGHT. FOR EXAMPLE, THERE IS A HOMELESS MAN WHO HANGS OUT BY MY APARTMENT COMPLEX, AND HAS REPEATEDLY MADE OBSCENE GESTURES, MOTIONED TO WOMEN WALKING BY TO LIFT UP THEIR SHIRTS, AND RELATED OFFENSES.
- I LIVE IN MAPLE ASH. THERE ARE FREQUENT BURGLARIES IN THE NEIGHBORHOOD. IN THE LAST MONTH CARS HAVE BEEN BROKEN INTO ON OUR STREET.
- I LIVE IN TEMPE CASCADE MOBILE HOME PARK. AT NIGHT TIME I SEE A LOT OF PEOPLE ON BICYCLES GOING DOWN OUR STREETS AND I KNEW THERE'S HOMELESS TOO
- I JUST WISH OUR POLICE WOULD GO IN OUR PARK MORE DAY AND TIME.
- WE DO HAVE PROBLEM PEOPLE HERE AND I'M TRYING TO WATCH AND REPORT TO POLICE WHEN I SEE SOMETHING.
- I THINK MY NEIGHBORHOOD IS PRETTY SAFE. HOMELESS PEOPLE IN THE PARKS CONCERN ME.
- I THINK THAT WE DON'T HAVE ENOUGH POLICE PRESENTS , I THINK THAT IF WE HAD MORE POLICE IN THE NEIGHBORHOOD IT WOULD BE A DETERRENT FOR MOST ROBBERIES EXEDRA
- I THINK THERE COULD BE BETTER LIGHTING. I'M A WOMAN WHO LIVES ALONE, AND I WALK AT NIGHT. I'D LIKE THE STREETS TO BE BETTER LIT.
- I WAS BEING HARASSED BY A STALKER AND WAS HIDING IN MY GARAGE TRYING TO CALL 911 AND KEPT GETTING DISCONNECTED. DISPATCHER DIDN'T SEND OFFICERS DESPITE THIS AND

WAITED UNTIL I COULD GET THROUGH AFTER STALKER HAD LEFT WHEN I WAS OUT OF MY GARAGE.

- I WOULD LIKE TO SEE BETTER STREET AND PARK LIGHTING AS WELL AS PUBLIC CALL BOXES FOR POLICE SERVICES.
- I WOULD LIKE TO SEE MORE LIGHTING
- IDENTITY THEFT
- IDENTITY THEFT, BREAK-INS
- IDENTITY THEFT.
- ILLEGAL DUMPING IN ALLEYS
- ILLEGAL DUMPING.
- ILLEGAL STREET PARKING.
- IMPROVED STREET LIGHTING AND INCREASED POLICE PRESENCE. VISIBILITY IS A HALF THE BATTLE. WE VERY RARELY EVER SEE POLICE IN OUR NEIGHBORHOOD. AN OCCASIONAL OFFICER DRIVING THROUGH WOULDN'T BE A BAD THING.
- INCREASED TRANSIENT ACTIVITY AT HUDSON PARK. INCREASED CRIME/THEFT IN NEIGHBORHOOD. SQUATTERS IN VACANT HOUSES.
- INDIVIDUALS COMING FROM OTHER NEIGHBORHOODS AND ATTEMPTING TO STEAL OR BREAK IN TO MY HOME/PROPERTY. AGGRESSIVE TRANSIENTS.
- I'VE NOTICED A FEW TRANSIENTS HERE AND THERE BY THE DUMPSTER IN MY NEIGHBORHOOD, BUT OTHER THAN THAT I DON'T THINK THERE IS ANYTHING ESPECIALLY CONCERNING IN MY NEIGHBORHOOD.
- JUST MOVED HERE DON'T KNOW
- JUST THE PHYSICAL PRESENCE. POLICE DRIVING AROUND NEIGHBORHOODS, NEAR PARKS ETC.
- KEEP PANHANDLERS AWAY FROM PUBLIC
- KEEPING CHILDREN SAFE
- KEEPING DRUG ACTIVITY TO A MINIMUM
- KEEPING MY TREES PROPERLY TRIMMED TO AVOID INJURY WHILE WALKING. NOISE FROM PARTING NEIGHBORS INTO EARLY HOURS OF WEEK-EN MORNING.
- KEEPING PEOPLE AND PROPERTIES SAFE
- KIDS ROAMING LATE AT NIGHT.
- KNOWING THEY ARE THERE AND FAST RESPONSE
- LACK OF ADEQUATE NEIGHBORHOOD STREET LIGHTS.
- LACK OF BIKE LANES AND INADEQUATE BUS STOPS.
- LACK OF COMMUNITY POLICING.
- LACK OF POLICE ON FOOT.
- LACK OF POLICE PRESENCE.
- LACK OF SIDEWALKS MAKES WALKING LESS SAFE
- LARGE TRANSIENT POPULATION AROUND MILL AREA LO PIANO CANAL AREA
- LIGHTING - THE NEIGHBORHOOD STREET LIGHTING WAS NOT GOOD, EITHER BROKEN OR VERY DIMMING.

- LIGHTNING- MOST OF THE TIME IT'S GOOD BUT OCCASIONALLY A CLUSTER OF STREETLIGHTS GOES OUT WHICH MAKES ME NERVOUS ABOUT MY SAFETY
- LIGHTS IN EASEMENT OR RIGHT OF WAY PATH THROUGH ALLEY NOT BEING REPAIRED CORRECTLY OR REPLACED WITHIN NEW L.E.D. POLE LIGHTS.
- LIVE IN A GATED COMMUNITY. HOPEFULLY THEY HAVE ACCESS QUICKLY FOR EMERGENCIES.
- LOOSE DOGS
- LOOSE DOGS IN THE NEIGHBORHOOD PARK ATTACKING OTHERS WALKING THEIR DOGS.
- LOOSE PIT BULLS OR DOGS.
- LOTS OF BREAK-INS. HAVE LIVED IN TEMPE FOR 20 YEARS AND BREAK-INS ON THE RISE IN LAST COUPLE YEARS.
- LOWER PROPERTY TAXES AND LOWER WATER BILLS
- MAIL TAMPERING AND VEHICLE SAFETY (WHEN LEFT PARKED).
- MAIL/PACKAGE THEFT, OPEN GARAGE DOOR THEFT.
- MAINTAIN GOOD COMMUNICATION WATCH PROGRAMS TO ALERT NEIGHBORHOODS OF POSSIBLE ISSUES.
- MAKING SURE ALL REGISTERED SEX OFFENDERS ARE MONITORED.
- MANY HOMELESS PEOPLE.
- MANY HOMES HAVE BEEN BURGLARIZED.
- MAYBE SOME NUTTY TYPE PEOPLE - HOMELESS OR ON DRUGS - SHOW SOME VIOLENT TENDENCIES.
- MENTAL HEALTH SUPPORT FOR TRANSIENTS
- MIC AND DUI
- MIDDLE SCHOOL KIDS ROAMING THE STREETS AFTER SCHOOL CAUSING MINOR VANDALISM
- MILL AVENUE
- MINOR THEFT - ITEMS FROM YARDS
- MINORITY CHILDREN DRESSED AS GANG MEMBERS RUNNING RAMPANT THROUGHOUT THE NEIGHBORHOOD.
- MORE BETTER TREATMENT BY SOME OFFICERS AND OFFICES WHO SHAKE HANDS WITH THE ACCUSED AND TROUBLE MAKERS MAKE US LOOK LIKE WE ARE NOBODY
- MORE COPS, MORE COPS & MORE COPS
- MORE LIGHTING AT OPTAMIS PARK
- MORE LIGHTING. MORE POLICE PATROLS. IT SEEMS LIKE A LOT OF ATTENTION IS PAID TO ASU EVENTS, BUT NOT THE NEIGHBORHOODS. THAT'S PROBABLY TYPICAL FOR A COLLEGE TOWN.
- MORE PATROLLING.
- MORE PATROLS.
- MORE POLICE
- MORE POLICE AT SCHOOLS
- MORE POLICE DRIVING THROUGH NEIGHBORHOODS.
- MORE POLICE PATROLLING
- MORE POLICE PATROLS.

- MORE POLICE PATROLS. MORE WORKING STREET LIGHTS.
- MORE POLICE PROTECTION
- MORE PRESENCE OF POLICE OFFICERS WITH ABILITY TO INTERACTING POSITIVE WAYS
- MORE ROUTINE PATROLS, SPEEDING ON NEIGHBORHOOD SIDE STREETS IS BECOMING A PROBLEM BECAUSE YOU NEVER SEE A PATROL CAR ON THE STREETS
- MUGGING, THEFT
- MURDER AND DRUGS
- MY FAMILY AND I LIVE RIGHT OFF OF HARDY DRIVE BETWEEN BASELINE AND GUADALUPE ROADS, THERE ARE ALWAYS VEHICLES SPEEDING ON HARDY DRIVE (AT ALL HOURS OF DAY/NIGHT). WE AS WELL AS NEIGHBORS HAVE COMPLAINED COUNTLESS TIMES TO THE CITY OF TEMPE AND TEMPE POLICE DEPARTMENT, NOTHING IS EVER DONE TO PREVENT SPEED RACERS. THERE HAVE BEEN NUMEROUS TIMES WHERE VEHICLES ARE RACING DOWN THE STREET IN OUR NEIGHBORHOOD, SPEEDING AT EXCESSIVELY HIGH RATES AND NOTHING IS EVER DONE ABOUT IT. WE HAVE ASKED TO INSTALL ISLANDS, SPEED BUMPS, SOMETHING TO PREVENT VEHICLES FROM SPEEDING THROUGH THE NEIGHBORHOOD HOWEVER OUR REQUESTS GO UNHEARD OR IGNORED. THERE HAS ALSO BEEN NUMEROUS ACCOUNTS OF THEFT IN OUR NEIGHBORHOOD, PROPERTY STOLEN FROM OUR VEHICLES, AND/OR FRONT & BACK YARDS. AGAIN, NOTHING IS EVER DONE TO PREVENT CRIMES FROM OCCURRING. I AM SO DISAPPOINTED IN THE CITY OF TEMPE AS WELL AS TEMPE POLICE FOR NOT BEING PROACTIVE IN REDUCING CRIME IN OUR NEIGHBORHOOD AS WELL AS HIGH SPEED TRAFFIC.
- MY GRANDDAUGHTER BEING SAFE OUT SIDE SHE IS 6 YEARS OLD
- MY HOME AND VEHICLE HAVE BEEN BROKEN INTO 4 TIMES THIS YEAR AS RECENTLY AS LAST WEEK. I HAVE CAMERAS, SOMETIMES I GET A PHOTO BUT WHO KNOWS WHO IT IS. I HAVE SECURITY STICKERS AND SIGNS, KEEP MY DOORS AND WINDOWS LOCKED AND NOTHING IS LEFT OUT OR UNSECURED. NOT SURE WHAT ELSE I CAN DO, THINKING ABOUT SELLING MY HOME IN HUGHES ACRES BECAUSE 4 TIMES IN ONE YEAR IS TOO MUCH. TWICE IN MY HOME AND TWICE IN MY CAR. THEY TOOK NOTHING BUT THE DAMAGE COSTS ARE IRRITATING.
- MY HOUSE SITS ON KYRENE ROAD AT THE BORDER WITH CHANDLER (STACEY LANE). AT THAT POINT, ENTERING TEMPE FROM CHANDLER DURING MORNING RUSH THE STREET IS ABUSED FOR SPEED AND NOISE, YET NEVER IS THERE ANY POLICE PRESENCE, AT LEAST THEY AREN'T APPARENT.
- MY STREET IS VERY DARK AT NIGHT, NEED MORE LIGHTS
- NEED MORE AND BETTER PATROLLING. POLICE ARE JUST JUMPING FROM CALL TO CALL.
- NEED MORE OFFICERS
- NEED MORE POLICE PATROL IN OUR AREA. WE PAY TAXES AND SEE THE LEAST OF POLICE PATROL IN OUR NEIGHBORHOODS.
- NEIGHBOR HAS REPEATEDLY BURGLARIZED, CREATE STRONGER SAFEGUARDS IN NEIGHBORHOODS
- NEIGHBORHOOD INVOLVEMENT.
- NEIGHBORHOOD PATROLS TO DETER CRIMINAL ACTIVITY.
- NEIGHBORHOOD WATCH

- NEIGHBORHOOD WATCHERS OR SECURITY.
- NEIGHBORS LOOKING OUT FOR EACH OTHER. NOT LEAVING THINGS OUT THAT SOMEONE MAY WANT TO TAKE.
- NIGHT ACTIVITY ON STREETS.
- NIGHT IN JACEE PARK, FIGHTS, HOMELESS PEOPLE
- NIGHT LIFE
- NIGHT TIME ACTIVITY AND NEIGHBORHOOD PARTIES
- NIGHT TIME DRUG DEALS.
- NIGHT TIME SAFETY.
- NIGHT WATCH/
- NO CHANGES SHOULD BE MADE TO ATTRACT NON-NEIGHBORS INTO THE NEIGHBORHOOD. IN OTHER WORD, NO NEW TRAFFIC LIGHTS, BICYCLE LANES, OR OTHER SPENDING THAT DOES NOT IMPROVE THE CONDITIONS WITHIN THE NEIGHBORHOOD.
- NO CONCERNS NEIGHBORHOOD IS VERY SAFE.
- NOT ENOUGH OFFICERS PATROLLING THE NEIGHBORHOOD
- NOT ENOUGH POLICE PATROLS
- NOT SAFE BECAUSE POLICE DON'T KNOW WHO I AM BECAUSE I'M DEAF.
- NOT SEEING POLICE CARS PATROLLING
- OPIATES AND HOMELESSNESS.
- ORBIT PICK-UP/DROP-OFF IN FRONT OF HOMES. MAKES HOMES MORE HEAVILY VIEWED/TRAFFICKED THAN NECESSARY BY STRANGERS, AND PROVIDES EASY EXIT STRATEGY FOR CRIMINALS.
- OUR AREA IS FREQUENTED BY MANY TRANSIENTS AND PEDDLERS. IT IS A CONCERN BUT NOBODY HAS ACTUALLY EVER ATTEMPTED TO HARM ME OR ANYONE I KNOW. WE JUST CHOOSE NOT TO GO TO THOSE STORES OR AREAS IF IT CAN BE HELPED.
- OUR CARS, AND POSSIBLE BREAK IN TO THE HOMES.
- OUR NEIGHBORHOOD HAS A LARGE NUMBER OF HOMELESS LIVING IN ESCALANTE PARK AND AREA. WE ALSO HAVE CRIMES BEING COMMITTED BY JUVENILES -- THEFTS, BREAK INS INTO CARS AND HOMES, ETC. I THINK A MORE VISIBLE POLICE FORCE WOULD BE HELPFUL, AT LEAST FOR THE JUVENILE CRIME. I ALSO HOPE THAT TEMPE IS GOING TO DO MORE FOR THE HOMELESS SO THE ENCAMPMENTS NEAR OUR NEIGHBORHOOD CAN BE REDUCED.
- OVER ALL THE TEMPE CITY PRETTY SAFE , HOWEVER THERE IS A LOT OF CARS GET STOLEN OTHER THEN AT PERSONALLY I HAVEN'T HAD ANY BAD EXPERIENCE OTHER THEN ONE TIME MY HOUSE WAS BROKEN INTO.
- OVERFLOW OF CRIMES IN OUR NEIGHBORHOOD.
- PANHANDLING. CARS ENDANGERING BIKES AND PEOPLE.
- PARK SAFETY NEAR NEIGHBORHOODS.
- PARKS IN OUR NEIGHBORHOOD MOSQUITOES IN AREA ARE BAD THIS SUMMER.
- PATROLS OF THE NEIGHBORHOODS, ALLEYS - HIGH SPEED DRIVING UP AND DOWN MILL AVE AND RURAL.

- PEDESTRIAN/BICYCLE SAFETY - IT DOES NOT SEEM SAFE TO RIDE BICYCLE OR WALK AROUND TOWN ESPECIALLY AT INTERSECTIONS LIKE UNIVERSITY & MILL
- PEOPLE BREAKING INTO CARS.
- PEOPLE BREAKING THE LAW.
- PEOPLE DISREGARDING ANIMALS IN THE ALLEYS. WE HAVE A LOT OF NEIGHBORHOOD FERAL CATS AND NO ACTIVITY TO TRAP, SPAY/NEUTER AND RELEASE. ADDITIONALLY, PEOPLE USE OFF ROAD VEHICLES (DIRT BIKES AND ATVS) IN THE ALLEYS.
- PEOPLE DRIVE FAST IN OUR NEIGHBORHOOD. PEOPLE WANDERING THE STREET AT NIGHT.
- PEOPLE DRIVING TOO FAST DOWN MY STREET--EVEN WITH THE SPEED BUMPS
- PEOPLE GOING DOOR TO DOOR--PRETENSE OF SELLING, BUT ACTUALLY CASING THE HOUSES TO SEE IF RESIDENTS HOME OR NOT. THEIR MO TO CHOOSE WHICH HOUSE TO BREAK INTO.
- PEOPLE HAVE STOLEN OUR PLANTS/LANDSCAPING... WHICH IS VERY WEIRD AND ANNOYING, BUT I GUESS I WOULDN'T NECESSARILY CALL IT A PUBLIC SAFETY CONCERN. I GUESS I FEEL MOST UNCOMFORTABLE ABOUT THE CONGREGATION OF HOMELESS FOLKS IN PARKS AND UNDER BRIDGES. IT MAKES ME WANT TO AVOID THOSE PLACES.
- PEOPLE LIVING IN PARKS AND ALLEYS
- PEOPLE RACING THROUGH RESIDENTIAL STREETS. USE OF SIDE STREETS TO AVOID MAJOR TRAFFIC AREAS AND SPEEDING AS THEY GO.
- PEOPLE SCOUTING THE AREA FOR POSSIBLE BREAK-INS.
- PEOPLE THAT ARE LATE DROPPING THEIR KIDS OFF TO FULLER SCHOOL SPEEDING THROUGH THE NEIGHBORHOOD. I WOULD LIKE TO SEE POLICE PRESENCE/ENFORCEMENT IN THE 1900 BLOCKS OF EAST CORNELL AND EAST OXFORD DRIVES.
- PEOPLE WALKING OR BIKING THROUGH CONCORD VILLAGE GROUNDS WHO DO NOT LIVE HERE OR VISITING SOMEONE HERE.
- PEOPLE WHO LIVE HERE DO TEND TO OVER WORRY YET WHEN WE HAVE POLICE WE HAVE POLICE FOR Q&A THEY DON'T LISTEN.
- PEOPLE WHO DRIVE WRECKLESSLY
- PERSONAL AND PROPERTY SAFETY
- PERSONAL PROPERTY THEFT AND CRIME
- PERSONAL SAFETY
- PERSONAL SAFETY.
- PERSONS WHO ARE NOT FROM THE NEIGHBORHOOD BUT STEAL CARS, ETC. ZIP CODE 85282 AND 85283.
- PETTY THEFT
- PETTY THEFT FROM AUTOS, A PERSON OR PERSONS WALKING AROUND AT NIGHT CHECKING FOR UNLOCKED CAR DOORS AND STEAL WHAT THEY CAN FROM INSIDE THE AUTOMOBILE.
- PETTY THEFT FROM HOMES AND VEHICLES.
- PETTY THEFT.
- PHYSICAL SAFETY.
- PITBULL ATTACKS

- POLICE LET THE HOMELESS LIVE IN OUR NEIGHBORHOOD PARK AND ROAM OUR STREETS AND ALLEYS.
- POLICE NEED TO BE PATROLLING THE NEIGHBORHOODS MORE.
- POLICE PATROL.
- POLICE PRESENCE
- POLICE PRESENCE AND PREVENTION
- POLICE PRESENCE, FREQUENT PATROLS
- POLICE PRESENCE.
- POLICE PRESENCE.
- POOR STREET LIGHTING IN OLDER NEIGHBORHOODS AWAY FROM THE MAIN STREETS. NO SIDEWALKS AND ROAD SHOULDERS STREET EDGES IN BAD SHAPE.
- PREVENTING BREAK INS
- PREVENTING BREAK-INS.
- PREVENTING CAR THEFT AND HOME BURGLARIES.
- PREVENTING POLICE HARASSMENT AND DECRIMINALIZING HOMELESSNESS
- PRIMARILY BICYCLE SAFETY AND PEDESTRIAN SAFETY.
- PROBABLY DOGS THAT ARE NOT WELL TRAINED, BUT THAT IS DUE TO MY NEIGHBORHOOD FEELING VERY SAFE.
- PROMPT SERVICE WHEN CALLING NON EMERGENCY NUMBER.
- PROPER LIGHTING
- PROPERTY CRIME
- PROPERTY CRIMES FROM THE LARGE NUMBER OF HOMELESS AND DRUG USERS.
- PROPERTY DAMAGE.
- PROPERTY THEFT. WOULD LIKE TO SEE MORE POLICE PATROL IN NEIGHBORHOODS.
- PROXIMITY TO MILL AVE, AND A NUMBER OF BARS. IN ALL IT IS A PRETTY SAFE NEIGHBORHOOD.
- PUBLIC TRANSIT BRINGING IN HOMELESS AND CRIMINALS SPECIFICALLY THE LIGHT RAIL.
- QUIK TRIPS AT 4:30 AM THE HOMELESS CAMPS ON THE CORAL TRAIL.
- RADICAL UNSAFE DRIVERS AND NO ONE AROUND TO ENFORCE THE LAW.
- RAPID RESPONSE
- RECENTLY GANG SIGNS PAINTED ON CITY ITEMS.
- RECKLESS DRIVING AND NON-ENFORCEMENT OF BASIC TRAFFIC LAWS.
- RENTAL HOMES
- RENTAL HOMES.
- REPAIR AND/OR REPLACE CRUMBLING STREETS.
- RESPONSE TIME
- RETURNING HOME TO A BURGLARY IN PROGRESS.
- ROBBERIES AND DRUGS
- ROBBERIES MUST BE INVESTIGATED MORE SERIOUSLY.
- ROBBERY

- ROBBERY
- ROBBERY
- ROUTINE DRIVE THRU PARKING LOTS,DAYS AND EVENINGS. BUT MOSTLY EVENINGS AND WEEK- ENDS.
- SAFE NEIGHBORHOOD
- SAFETY
- SAFETY
- SAFETY
- SAFETY FOR ALL FAIRNESS FOR ALL.
- SAFETY FROM BEING A VICTIM OF A CRIME.
- SAFETY ON THE ROAD IS THE MOST IMPORTANT THING TO ME.
- SAFETY TO EVELYN HALLMARK PARK
- SAFETY, HAVING BEEN BROKEN INTO 2 YEARS AGO AND COMING HOME TO THE ROBBERS I AM VERY CONCERNED. I REALIZE THIS IS DUE TO MY EXPERIENCE AND MAYBE SOME PTSD. WE HAVE HAD SOME SAFETY CONCERNS IN THE COMPLEX. MAINLY CAR BREAK INS PROBABLY OVER THE PAST YEAR.
- SANTA FE COURT APARTMENTS COMPLEX ON WEBER ST AND SUNSET.
- SCORPIONS
- SECURITY
- SEVEN SEX OFFENDERS.
- SEXUAL PREDATORS IN AREA
- SHOWING A POLICE PRESENCE (WE NEVER SEE THEM)
- SIDEWALK
- SOLICITATORS
- SOME OF THE COPS STOPPING PEOPLE FOR NO REASON JUST FOR THE COLOR OF THEIR SKIN IS A BIG ONE.
- SOMEONE BREAKING INTO EITHER THE VEHICLES... OR THE HOME... WHEN WE ARE NOT THERE....
- SOMEONE HOPPING THE WALL IT'S NOT TALL ENOUGH ALSO A CAR COMING OFF THE I-10.
- SPEED BUMPS
- SPEED IN NEIGHBORHOODS
- SPEED ON STREETS
- SPEEDERS AND DISTRACTED DRIVERS. I HAVE TIMED CARS BETWEEN TWO POINTS ON MY STREET. OVER 45 MPH IN A 25 MPH ZONE IS NOT UNCOMMON (COVERING 264 FEET IN LESS THAN 4 SECONDS). SPEEDS ON WARNER RANCH DRIVE ARE OFTEN OVER 50 MPH. I WATCH SCHOOL KIDS, OLDER FOLKS OUT WALKING AND DOG WALKERS TRYING TO SAFELY CROSS THE STREETS. TOO MANY NEAR MISSES.
- SPEEDERS CUT THROUGH DRIVERS.
- SPEEDERS TRAFFIC VILATORS
- SPEEDING

- SPEEDING
- SPEEDING
- SPEEDING
- SPEEDING
- SPEEDING
- SPEEDING
- SPEEDING AND CUT THROUGH TRAFFIC.
- SPEEDING AND LIGHTING.
- SPEEDING AND LOOSE DOGS IN THE NEIGHBORHOOD!
- SPEEDING AND STRANGE PEOPLE.
- SPEEDING CARS
- SPEEDING CARS ON COUNTRY CLUB WAY BETWEEN BASELINE AND FULLER SCHOOL
- SPEEDING CARS ON NEIGHBORHOOD STREETS.
- SPEEDING CARS, CARS PARKED IN BIKE LANES
- SPEEDING DOWN MY RESIDENTIAL STREET BY CARS AND MOTORCYCLES
- SPEEDING DOWN THE STREETS
- SPEEDING DRIVERS
- SPEEDING HIGH SCHOOL TRAFFIC.
- SPEEDING IN NEIGHBORHOOD BY RESIDENTS, COMMERCIAL VEHICLE AND SCHOOL BUS DRIVERS.
- SPEEDING ON RIVIERA DR WITH CHILDREN PLAYING IN SNOW PARK
- SPEEDING ON ROADS WITH HOMES ON THEM (CHILDREN AND ANIMALS, BIKES AND OTHER PEDESTRIANS AT RISK) IS THE GREATEST RISK IN MY COMMUNITY. I DON'T SEE A BIG PROBLEM ON COMMERCIAL ROADS LIKE PRIEST OR BROADWAY BUT MANY PEOPLE TREAT HARDY LIKE A FREEWAY AND DO NOT SLOW DOWN FOR TURNING CARS, PEDESTRIANS OR THE SPEED TABLES. I HEAR MANY CARS SPEED UP TO CATCH AIR WHEN APPROACHING THE SPEED TABLE BY MY HOUSE.
- I ALSO THINK THE PARKS SHOULD BE 24 HOURS WITH SOME LIGHTING ON THE WALKWAYS TO ENCOURAGE MORE PEDESTRIAN NIGHT LIFE AND LESS DRIVING DRUNK. LAST TIME I CHECKED THE ROOSEVELT PARK DIDN'T HAVE LIGHTS ON AFTER DUSK IN THE DOG PARK, BUT THE DOG PARK LIGHTS WERE ON IN THE MORNING WHEN LIGHTS WERE NOT NEEDED.
- FOR THE SAME REASON I THINK THE LIGHT RAIL AND CITY BUS SYSTEM SHOULD BE 24HOURS.
- SPEEDING THRU SCHOOL ZONES.
- SPEEDING VEHICLES.
- SPEEDING, TRAFFIC LAW ENFORCEMENT
- SPEEDING.
- STEALING OF MY PROPERTY.
- STRANGER DANGER.
- STRANGERS CHECKING FOR UNLOCKED CARS IN DRIVEWAYS TO STEAL CONTENTS OR GARAGE DOOR OPENERS TO ENTER GARAGES OR HOMES.

- STRANGERS CLIMBING FENCE AND HANGING OUT. 55 PLUS PARK BUT NOT SECURE.
- STRANGERS USING ALLEYWAYS FOR DRUG USE AND GRAFFITI.
- STRANGERS WALKING OR BIKING THROUGH THE AREA.
- STRAY CATS
- STREET KIDS AND HOMELESS AND DRUGS.
- STREET LIGHTS AREN'T WORKING. OR NOT BRIGHT ENOUGH TO SEE ANYTHING. OR ANYONE FOR THAT MATTER.
- STREET PEOPLE. TOO MANY STRAY CATS.
- STREETS BEING LIT UP AT NIGHT.
- TAKE A CRIME SERIOUSLY
- TEENS ACTING OUT OR HOME BREAK-INS.
- TEMPE IS OVERRUN BY UNCARING COLLEGE STUDENTS. THEY LIKE TO PARTY ALL NIGHT LONG AND DON'T CARE ABOUT THEIR NEIGHBORS. I HAVE CALLED THE POLICE MANY TIMES ON DIFFERENT ATTENDANTS. MY HOUSE HAS ALSO BEEN BROKEN INTO VARIOUS TIMES. THE MOST IMPORTANT THING IS TO PUT NEIGHBORHOOD WATCH UP AND FOR POLICE TO BE IN THE AREAS TO PREVENT CRIME.
- TEMPE NEEDS MORE STREET LIGHTS FOR SAFETY REASONS .
- TEMPE WILL NEED TO CONTINUE TO COMMIT TO THE PUBLIC SAFETY OF THE COMMUNITY BY CONTINUED FUNDING OF PROGRAMS AND ENGAGEMENT. TEMPE HAS DONE A GOOD JOB THUS FAR BY EXEMPLIFYING THE ATTRIBUTES OF A PREMIERE COMMUNITY TO LIVE IN IN THE STATE OF ARIZONA BY INVESTING IN PUBLIC SAFETY. SUSTAINING FUNDING OF PROGRAMS AND ENGAGEMENT WITH ITS CITIZENS IS THE MOST IMPORTANT CONCERN FOR PUBLIC SAFETY IN ALL OUR NEIGHBORHOODS.
- TEXTING WHILE DRIVING
- THE ALLEYS ARE A DUMPING GROUND FOR LARGE TRASH AND THAT BRINGS PEOPLE RUMMAGING THROUGH TO FIND SCRAP. I SEE PEOPLE PICKING THROUGH DUMPSTERS ALL THE TIME AND JUMPING WALLS FROM COMPLEX TO COMPLEX LOOKING FOR ANYTHING OF VALUE. THE POLICE HAVE TOLD ME BEFORE THERE IS NOTHING I CAN DO TO KEEP PEOPLE OUT OF OUR TOWNHOUSE COMPLEX.
- OVERALL THE AMOUNT OF HOMELESS IN TEMPE IS MORE THAN I WOULD LIKE TO SEE AND I HONESTLY AVOID MILL BECAUSE I DON'T LIKE BEING HARASSED AS I WALK DOWN THE STREET.
- THE AMOUNT OF HOMELESS PEOPLE NOW WALKING AROUND BECAUSE OF THE CHURCH'S NEED TO HELP THEM.
- THE AVAILABILITY OF DRUGS
- THE BICYCLIST WHO NEVER OBEY TRAFFIC, STOP SIGNS OR RED LIGHTS AND OUR WATER IS AWFUL
- THE CITY'S POLICE DEPARTMENT IS TOO LARGE AND THE POLICE PRESENCE IN THE CITY IS TOO GREAT.
- THE COLOR IS FADING OUT ON THE MAJOR, GREEN STREET SIGNS. NEED TO BE REPAINTED.
- THE DRUG DEALERS IN THE NEIGHBORHOOD. WHICH ATTRACT PEOPLE ON DIRT BIKES IN THE ALLEYS

- THE FACT THAT OUR NEIGHBORHOOD (E HAYDEN LN / 10TH ST) DOES NOT HAVE ENOUGH LIGHTS IS ALREADY ALARMING. THAT COULD ATTRACT BURGLARS AS THEY CAN'T BE EASILY SEEN. GOOD THING OUR TOWNHOUSE COMPLEX HAVE ENOUGH LIGHTING BUT OUTSIDE THAT IS VERY DARK AND DOESN'T FEEL SAFE AT NIGHT.
- THE FACT THAT THERE ARE A LOT OF SPEED DRIVERS THAT PAST THROUGH ON SOUTHERN AND BROADWAY AT NIGHT.
- THE HOMELESS ARE DESTROYING EVELYN HALLMAN PARK. THEY SPREAD TRASH ALL AROUND AND BY SLEEPING IN THE GULLIES AND UNDER BUSHES ARE SCARING THE WILDLIFE AND BIRDS AWAY. THIS SPRING, THEY WERE SLEEPING NEAR WHERE THE NIGHTHAWKS USUALLY NEST, SO THE NIGHTHAWKS ABANDONED THE AREA.
- THE HOMELESS FILLING UP THE PICNIC AREAS IN ESCALANTE PARK AFTER 8 PM
- THE HOMELESS IN OUR PARKS AND ON OUR STREETS
- THE HOMELESS IN PAPAGO PARK.
- THE HOMELESS POPULATION AROUND MILL AND SOUTHERN.
- THE HOMELESS POPULATION.
- THE HOMELESS, I HAVE BEEN PHYSICALLY THREATENED A NUMBER OF TIMES AND HARASSED BY THEM, NOT AT MY CURRENT ADDRESS BUT MY PREVIOUS ONE.
- THE LACK OF POLICE PRESENCE IN THE SUBDIVISION. A MONTHLY DRIVE THROUGH WOULD BE BENEFICIAL.
- THE LIGHTING IN MY NEIGHBORHOOD IS RATHER DIM.
- THE MARATHONS CUTTING OFF ACCESS TO OUR WITH ALL THE STREETS IT CLOSES
- THE NUMBER OF HOMELESS PEOPLE WALKING THROUGH AND AROUND THE NEIGHBORHOOD.
- THE NUMBER OF TRANSIENT WONDERING THE BLOCKS AT NIGHT
- THE ONLY IMPROVEMENT THAT I WOULD SUGGEST IS TO HAVE A POLICE CAR OCCASIONALLY TRAVEL THROUGH THE NEIGHBORHOODS.
- THE OVERWHELMING NUMBER OF TRANSIENTS IN THE AREA. THE HOMELESS POPULATION BRINGS PIETY THEFT, DRUGS, AND VANDALISM INTO THE COMMUNITY. I HAVE LIVED IN THIS NEIGHBORHOOD FOR OVER 40 YEARS, AND THIS IS THE FIRST TIME I AM CONSIDERING A MOVE. AS A RESIDENT, I AM LIMITED TO A CERTAIN NUMBER OF YARD SALES PER YEAR, BUT LOITERERS CAN BOMBARD EVERY CORNER FROM THE 60 TO MY HOUSE EVERY DAY OF THE YEAR. YESTERDAY, I PULLED OUT OF THE JIMMY JOHNS, ON THE CORNER OF RURAL & SOUTHERN, WHERE VAGRANTS WERE PARKING THEIR CARS AND PREPPING THEIR SIGNS FOR THE LONG HARD DAY OF BEGGING. I LOVE THE ELECTRIC SCOOTER THAT IS LOCKED TO THE LIGHT POLE, SO THE FAKE HANDICAPPED BEGGAR DOESN'T HAVE TO HAUL IT HOME EACH NIGHT. MY FRUSTRATION WITH THE CITY HAS TURNED INTO ANGER. I BELIEVE IF A COUNCIL PERSON LIVED IN THIS AREA, WE WOULD NOT HAVE THE VOLUME OF TRANSIENTS. LACKADAISICAL POLICYMAKERS ARE TURNING TEMPE INTO MARYVALE. I'VE HAD ENOUGH. I'VE PICKED UP ONE TOO MANY NEEDLES WALKING TO WORK, TEMPE WAKE UP!!!
- THE PARKS ARE OUT OF CONTROL. I CANNOT EVEN TAKE MY CHILDREN THERE. THE TRANSIENTS HAVE TAKE OVER AND PRETTY MUCH LIVE THERE AND THEN SOME ORG. IS FEEDING THEM NOW AT THE LITTLE PARK ACROSS THE MARKEE THEATRE. THEY TRASH OUT PARKS, LEAVE

THEIR DRUG PARAPHERNALIA EVERYWHERE. WE HAVE TO PAY THE PRICE AND CLEAN IT UP. THEY SHOULD NOT BE THERE PAST 10:00PM. I HAVE HAD MULTIPLE CONVERSATIONS WITH PEOPLE IN THE COMMUNITY AND NO FEELS SAFE.

- THE POLICE BRUTALITY, AND LACK OF ACCOUNTABILITY THAT I READ ABOUT AND SEE ON A DAILY BASIS. THE BLUE CODE OF SILENCE THAT MAKES ALL POLICE OFFICERS A DANGER TO SOCIETY. UNTIL 'GOOD' COPS SPEAK OUT AND TESTIFY AGAINST BAD COPS, THERE ARE NO 'GOOD' COPS.
- THE SPEEDING AND AGGRESSIVE DRIVING ON THE MAIN ARTERIALS. WARNER, ELLIOT, MCCLINTOCK. I WOULD LIKE TO SEE MORE ENFORCEMENT, INCLUDING HAVING PLAIN CLOTHES CARS DRIVE SPEED LIMIT, AND HAVE TO BE TAILGATED, AND HARASSED BY HUGE TRUCKS RIDING ON YOUR TAIL, AND ATTACKING LIKE THEY WILL HIT YOU.
- THE REGULAR HOMELESS, THE ONES I SEE @ THE SAME LOCATIONS, TRYING TO GET YOU TO GIVE THEM MONEY.
- THEFT
- THEFT AND DRUGS BEING SOLD OUT OF HOMES.
- THEFT AND IN HOME INVASION
- THEFT IN 55 PLUS COMMUNITY
- THEFT OF OUTSIDE DECORATIONS BREAKING INTO VEHICLE LEFT IN DRIVEWAY. PEOPLE DRIVING TOO FAST FOR RUNNERS, BIKERS, WALKERS.
- THEFT OR PROPERTY DAMAGE.
- THEFT, AND NEGATIVE RESPONSE FROM THE TEMPE POLICE.
- THEFT,VANDALISM,AND CRAZY DRIVERS.
- THERE ARE CONSTANTLY VEHICLES SPEEDING ON OUR STREET EVEN WITH SPEED BUMPS.
- THERE ARE MANY HOMELESS PEOPLE IN THE AREA WHERE I LIVE, MANY OF WHOM APPEAR TO HAVE MENTAL ISSUES. THESE PEOPLE DESERVE CARE AND A PLACE TO LIVE. IT IS UNSAFE FOR THEM AND FOR OTHERS TO HAVE THEM IN THE STREETS. THE CITY NEEDS TO DO SOMETHING TO PROVIDE THEM WITH (MUCH) BETTER LIFE CONDITIONS.
- THERE ARE TIMES CARS PASS BY TOO FAST AND THERE ARE CHILDREN PLAYING.
- THERE ARE TOO MANY HOMELESS PEOPLE IN MY NEIGHBORHOOD.
- THERE HAS BEEN A GREAT INCREASE IN BOTH BURGLARIES ATTEMPTS AND DOG INCIDENTS IN THE PAST YEAR
- THERE HAVE BEEN BREAK-INS/PATIO THEFT,BUT HASN'T HAPPENED TO ME.

- THERE ISN'T ENOUGH LIGHTING SO IT SEEMS VERY DARK AT NIGHT AND I DON'T FEEL SAFE ENOUGH TO GO OUT FOR EXERCISE.
- THERE WAS A STRING OF BREAKINS IN MY NEIGHBORHOOD
- TOO MANY APTS THEY GENERATE MORE TRAFFIC MORE CRIME
- TOO MANY GUNS. OPEN CARRY AT WAL-MART.
- TOO MUCH DRUG ACTIVITY.
- TRAFFIC
- TRAFFIC
- TRAFFIC
- TRAFFIC
- TRAFFIC
- TRAFFIC (SPEEDING.)
- TRAFFIC AT DUTCH BROTHERS ON GUAD AND RURAL. LEFT TURN SHOULD NOT BE ALLOWED ONTO RURAL
- TRAFFIC AT THE INTERSECTION OF KYRENE AND BASELINE OFTEN MAKES ME FEEL NERVOUS AS A PEDESTRIAN, USUALLY WHEN PEOPLE ONLY LOOK LEFT WHEN TURNING RIGHT, WITH THE RESULT THAT I'M NERVOUS TO CROSS THE STREET WITH MY BABY STROLLER, BUT I'M NOT SURE IF THAT'S A PUBLIC SAFETY CONCERN OR HOW YOU WOULD MAKE THAT BETTER.
- TRAFFIC LAWS. THE LARGEST BEING DISTRACTED DRIVING. PHONES/HANDHELD DEVICES NEED TO BE BANNED. OTHER CONCERNS IS THE ALARMING RATE OF PEOPLE NOT DRIVING WITH BOTH HEADLIGHTS, DRIVING WITH HI BEAMS ON BLINDING OTHER MOTORISTS. PEOPLE MAKING TURNS FROM IMPROPER LANES, IMPROPER LANE CHANGES. HIGH VOLUMES OF INTOXICATED OR OTHER TYPES OF INFLUENCED DRIVERS. PEOPLE WITHOUT REGISTERED OR INSURED VEHICLES. ALL ENDANGERING THE WELFARE OF OTHER DRIVERS, MOTORCYCLISTS, BICYCLISTS, AND PEDESTRIANS. AS A MOTORCYCLIST I AM TERRIFIED THAT BECAUSE OF THE LACK OF ENFORCEMENT IN THESE AREAS THAT I WILL MOST CERTAINLY, GIVEN THE HIGH INCIDENCE OF BAD DRIVING, BECOME A VICTIM TO SOMEONE TEXTING OR ONE OF THE OTHER MANY VIOLATIONS.
- THE SECOND CONCERN I HAVE IS THE HIGH INCIDENCE OF THE HOMELESS AND VAGRANTS.
- TRAFFIC OBSTRUCTIONS, SHARP ANGLED TURNS
- TRAFFIC ON COLLEGE AVE (VS CHILDREN ON SIDEWALKS & ON STREETS).
- TRAFFIC ON MCCLINTOCK
- TRAFFIC RULES AND VIOLATIONS
- TRAFFIC SAFETY.
- TRAFFIC SPEEDING BOTH ON NEIGHBORHOOD STREETS.
- TRAFFIC VIOLATION
- TRAFFIC VIOLATIONS
- TRAFFIC, HOMELESS PEOPLE
- TRAFFIC, SPECIFICALLY RED LIGHT RUNNING
- TRAFFIC, STREET PEOPLE.
- TRAFFIC.

- TRAFFIC.
- TRAFFIC; RUNNING OF THE LIGHT AT POTTER & SOUTHERN; THE RACING OF VEHICLES ALONG SOUTHERN; NO TRAFFIC CAMERAS EVER USED AND SHOULD BE.
- TRAFFIC-PEOPLE DON'T OBEY SIGNS AND SPEED LIMITS.
- TRANSIENT CAMPS AND PEOPLE IN THE ALLEY LOOKING TO STEAL THINGS
- TRANSIENT IN NEIGHBORHOOD, PARKS, AND MIL AVE, ON STREETS CORNER AND STORES AROUND TOWN, VERY PHYSICALLY AND MENTALLY AGGRESSIVE
- TRANSIENT INDIVIDUALS ASKING FOR HANDOUTS OR DIGGING THROUGH DUMPSTERS.
- TRANSIENT PEOPLE WALKING THROUGH AND BREAK-INS/THEFT. LACK OF LIGHTING AT NIGHT IN THE STREETS AND ALLEYS - TOMLINSON/BORDEN.
- TRANSIENT POPULATION INCREASING/PROPERTY CRIMES(BURGLARY/THEFT)
- TRANSIENT, HOMELESS PEOPLE CONSTANTLY WALKING AROUND ASKING FOR MONEY AND BECOMING THREATENING WHEN TURNED DOWN. THERE IS A LACK OF LIGHTING ON BASELINE ROAD, WHICH DOESN'T ALLOW FOR US TO WALK OR RIDE BIKES AT NIGHT. JUST THAT FACT THAT ANYONE COULD HAVE A GUN, OR SEVERAL GUNS THAT SHOULDN'T HAVE THEM. SOUTH PHOENIX GANG ACTIVITY NEAR WHERE I LIVE AS WELL.
- TRANSIENTS PASS THROUGH, KIDS (16-21) WERE SHOT ON OUR STREET (DRUG RELATED).
- TRANSIENTS ROAMING ALLEYS AND STREETS.
- TRANSIENTS, MENTAL HEALTH, DRUG USE
- TRANSIENTS, PEOPLE WALKING IN THE ALLEY.
- TRANSIENTS. LIBRARY AND FREE ORBITS BRING THEM IN. THEY WONDER THE NEIGHBORHOOD DAY AND NIGHT. TEMPE DOES NOTHING ABOUT PANHANDLING.
- TRANSIENTS/HOMELESS.
- TRANSIENTS; AUTO CRIME AND PETTY THEFTS.
- TRESPASSERS
- UNAUTHORIZED PEOPLE ENTERING WITHOUT GATE CODE.
- UNAUTHORIZED PEOPLE USING THE COMMUNITY POOLS.
- UNLIT ALLEYS
- VAGRANCY, DRUGS
- VAGRANTS
- VAGRANTS
- VANDALISM
- VANDALISM
- VANDALISM
- VANDALISM AND BREAK INS.
- VANDALIZING VEHICLES AND PROPERTY
- VANDALS
- VANDALISM
- VEHICLE BURGLARY, SAFETY AT PARKS AND NEIGHBORHOOD AREAS
- VEHICLE VANDALISM.

- VEHICLES GOING AROUND SCHOOL BUS ILLEGALLY AT 68TH AND FILLMORE AT 7:20 AM
- VISIBILITY OF PATROL CARS.
- VISIBILITY OF POLICE IN NEIGHBORHOODS.
- WAVES OF CRIME SWEEPING THROUGH ONE NEIGHBORHOOD AT A TIME.
- WE ARE EXPERIENCING INCREASING TRANSIENT TRAFFIC, MOST ARE IN THE 16-25 YR OLD AREA, BUT SOME IN 25-55 YR OLD BRACKET. THE REALITY IS THAT IF OBVIOUS DRUG OR ALCOHOL IMPAIRED PEOPLE ARE ALLOWED TO CONGREGATE, SLEEP, YELL AT PASSING PEDESTRIANS... ON THE CORNERS OF INTERSECTIONS, BUS STOPS, SHOPPING CENTERS...IT'S PRETTY LIKELY THAT THE NEIGHBORHOODS WILL SUFFER.
- WE KNOW THAT CURRENT LAWS WILL NOT ALLOW COURTS TO ALLEVIATE SOME OF THE ACTIVITY, BUT AS A 40+ RESIDENT OF TEMPE, LIVING IS WHAT WAS CONSIDERED AN UPPER MIDDLE CLASS AREA, IT'S DISHEARTENING TO SEE NOT ONLY OUR PROPERTY BEING REDUCED TO UNDESIRABLE, BUT FEELING THE NEED TO PUT INSTALL SECURITY SYSTEMS AND CAMERAS IS SAD. HELP PLEASE
- WE DO HAVE HOMELESS PEOPLE PASSING THROUGH.
- WE HAVE A BUSINESS IN TEMPE DO NOT LIVE HER
- WE HAVE A HORRIBLE, HORRIBLE PROBLEM WITH TRANSIENTS COMING INTO THE NEIGHBORHOODS ALONG THE PRICE FRONTAGE RD. AND TROLLING THE STREETS. THEY LOOK FOR OPEN GARAGE DOORS (A PERSON CAN BE RUNNING INTO THE HOUSE AND COME OUT TO FIND SOMEONE APPROACHING THEIR GARAGE). THEY ARE EVERYWHERE AND 99.9% OF THE TIME ARE HIGH. I HAVE BEEN APPROACHED AND CORNERED OUTSIDE AND IN MY OFFICE BUILDING DOWNTOWN. DOWNTOWN TEMPE IS OUT OF CONTROL WITH THE TRANSIENTS/THEFTS/DRUGS. TAKING OUR GRANDDAUGHTERS TO THE PARK IS A NIGHTMARE (SELLAH). TEENS COME AND CLIMB ALL OVER THE EQUIPMENT AND ARE THREATENING, SWEARING UP A STORM AND DOING IT JUST BECAUSE THEY CAN. ONE DAY IN PARTICULAR, THREE VEHICLES PULLED UP AND GROUPS OF MEN PILED OUT, THEY WERE TRADING AND DOING DRUGS. RIGHT IN BROAD DAYLIGHT WITH THE 3 AND 5 YEAR OLD THERE. IT WAS INTIMIDATING AND SCARY. I AS A WOMAN CANNOT TAKE THEM ALONE TO THE PARK AND EVEN HAVING TWO ADULTS TOGETHER (MALE AND FEMALE), THE ISSUES DO NOT GO AWAY. THEY ARE JUST AS RUDE AND THREATENING. GOING TO QT AT SOUTHERN AND PRICE IS JUST DOWNRIGHT SCARY ANYMORE.
- WE HAVE COYOTES MILLING AROUND CURRY/CONNOLLY SCHOOLS. THIS EVENING ONE WAS IN MY GATED BACKYARD. I CALLED ANIMAL CONTROL AND I STRESSED THE FACT THAT THERE ARE LITTLE KIDS WALKING HOME WHILE THESE ANIMALS ROAM COUNTRY CLUB WAY. WE HAVE FERAL CATS ALL OVER OUR SEWERS AND ANIMAL CONTROL TOLD US THEY WILL TRAP THEM AND WE HAVE TO TAKE THEM TO THEIR LOCATION, THEN THEY RETURN THEM TO THE SAME SEWERS. ANIMAL CONTROL TOLD US THAT'S LIFE, THERE IS NOTHING THEY CAN DO. SO NOW I AM SCARED TO GO IN MY BACKYARD WHICH HAS A HIGH FENCE AND A SECURED GATE. MY NEIGHBOR HAD THREE COYOTES IN THE BACKYARD AND HE WAS TOLD THEY LIVE IN THE SHALIMAR COUNTRY CLUB.

- WE HAVE HAD SEVERAL BREAK INS OF HOMES AND VEHICLES AND THINGS STOLEN FROM GARAGES IN THE NEIGHBORHOOD. MORE POLICE PATROLS WOULD BE REASSURING.
- WE LIVE IN SOUTHWEST TEMPE BETWEEN BASELINE AND 8TH ST LACK OF SPEED BUMPS. NO POLICE PRESENCE DRUG DEALS.
- WE NEED MORE LIGHTING IN OUR NEIGHBORHOOD, VERY DARK AND ALLEY WAYS ARE NOT LIT ENOUGH TO DETER CRIME.
- WE NEED MORE STREET LIGHTS IN NEIGHBORHOODS AROUND APACHE AND PRICE. ALSO, SPEED BUMPS SHOULD BE ADDED TO EVERY STREET IN THE SAME NEIGHBORHOODS TO PREVENT SPEEDING. THIS IS A HUGE CONCERN AS MANY CHILDREN PLAY NEAR THE STREETS AND PEOPLE WALK THEIR PETS.
- WE NEED STREET LIGHTS!
- WE NEED TO GET TO KNOW OUR OFFICERS. DON'T KNOW ANYONE.
- WE NEVER SEE A POLICE CAR IN OUR NEIGHBORHOOD SEED OF TRAFFIC IS BAD NO ONE IS AROUND TO STOP THIS DANGEROUS. DRIVING. WE ARE FORTUNATE WE HAVE NOT HAD MANY HOME BREAK OR SOME ONE HURT DUE TO SPEEDING. NEVER SEE POLICE DAY OR NIGHT.
- WEEDS IN ALLEYS MIGHT ATTRACT RATS.
- WE'VE HAD OUR HOME BURGLARIZED IN 2012, AND HAVE NOT YET RECOVERED ALL THE LOSS. IT'S NOT SAFE IF WE DO NOT WORK HARD TO PREVENT THINGS LIKE THIS.
- WE'VE HAD PEOPLE BREAKING INTO OUR COMMUNITY POOL IN THE PAST, BUT RECENTLY A NUMBER OF CARS WERE BROKEN INTO IN OUR NEIGHBORHOOD. NOTHING WAS STOLEN FROM MY CAR, BECAUSE THERE WAS NOTHING TO STEAL IN IT, BUT IT WAS STILL WORRISOME.
- WHAT APPEAR TO BE PEOPLE UNDER THE INFLUENCE HANGING OUT AT A NEARBY CIRCLE K. THEY SCARE ME AND THEY'RE ALWAYS ASKING PEOPLE FOR MONEY.
- WHY SHOULD I ANSWER THIS OR ANY QUESTION. NOBODY WILL DO ANYTHING.
- WRECKLESS DRIVING.
- YOU CAN'T LEAVE YOUR GARAGE DOOR OPEN. SEVERAL NEIGHBORS HAVE HAD ITEMS STOLEN FROM GRAB & GO THEFT.
- YOUNG ADULTS AND TEENS HAVE NOW WHERE INEXPENSIVE TO GO SO THEY CONGREGATE AT THE PARKS SINCE THEIR HOME LIFE IS SUCH THAT THEIR IS NO THREAT OF AUTHORITY THEY GET INTO TROUBLE. THE DOUBLING OF MULTI FAMILY COMMUNITIES BRING MORE KIDS INTO A CITY WHICH HAS SHOWN IT CARES NOTHING FOR THAT DEMOGRAPHIC.
- YOUNG PEOPLE THAT ARE RENTERS.

**Q13. 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?**

- ECONOMIC/BUSINESS DEVELOPMENT
- EMERGENCY SERVICES FOR CATASTROPHIC EVENTS
- FIND A PLACE FOR THE HOMELESS PEOPLE TO STAY. TOO MANY ARE STAYING IN NEIGHBORHOOD PARKS AND ON MILL AVENUE.
- RECYCLING FOR COMMUNITIES IN CONDOS OR APARTMENTS
- TO REMOVE THE BEGGARS FROM OF MILL AVENUE SO THAT I CAB TAKE MY WIFE DOWN FOR DINNER OR TO JUST WALK WITH OUT BEING ACCOSTED AT EVERY STEP FOR ANY CHANGE. I WORK HARD FOR MY MONEY AND THEY SHOULD TOO. THEY GET VERY AGGRESSIVE AT TIMES.
- A CITY WIDE TRAP NEUTER AND RELEASE PROGRAM. CATS ARE DISREGARDED LIKE YESTERDAY'S NEWSPAPERS IN OUR CITY AND PUT OUT IN THE STREETS TO FEND FOR THEMSELVES. A CONCENTRATED EFFORT TO TNR WOULD REDUCE THE NUMBER OF CATS BEING BORN AND HELP CONTAIN THE PROBLEM OF THROW AWAY PETS.
- A MODERN BUILDING DEVELOPMENT CODE TO ATTRACT MORE BUSINESSES.
- ACCESSIBILITY AND PARKING DOWNTOWN.
- ADD BACK TRAFFIC LANES ON MCCLINTOCK.
- ADDITIONAL
- RESOURCES FOR FAMILY PRESCHOOL AGE CHILDREN
- AFFORDABLE HOUSING
- AFFORDABLE HOUSING
- AFFORDABLE HOUSING FOR LESS FORTUNATE MEMBERS OF THE COMMUNITY
- AFFORDABLE HOUSING.
- AFFORDABLE PARKING TO MAKE DOWN TOWN MORE ACCESSIBLE.
- AIRPLANE NOISE
- ALLOWING NEIGHBORHOOD PARKS SOCCER FIELDS TO BE LIGHTED UNTIL 9 PM IN THE EVENING 7 DAYS A WEEK. CAN'T ENJOY THE FIELDS IN THE WINTER EVENINGS ON THE WEEKENDS BECAUSE THE CITY DOESN'T ALLOW THE LIGHTS TO BE TURNED ON. FOR EXAMPLE STROUD HAS NEW LIGHT S BUT YOU CAN'T TURN THEM EVEN AT 7 PM WHEN IT'S DARK BUT NOT KATE. SO DISAPPOINTING SINCE TEMPE SHOULD BE SUPPORTING KIDS BEING ACTIVE AT NEIGHBORHOOD PARKS. BY THE WAY THE LIGHTS FOR THE BASKETBALL COURTS STAY ON ALL NIGHT.
- ANTISOCIAL AND EXCESSIVE MOTORING; MORE BIKE LANES PLEASE.
- APPEARANCE OF CITY, STREETS AND MAKING IT SAFER TO LIVE HERE
- APPEARANCE OF NEIGHBORHOODS
- APPEARANCE OF THE CITY
- APPEARANCE OF THE CITY
- ARTS, LIBRARY
- ASIDE FROM ASKING THEM TO STOP DESTROYING THE LOOK OF DOWNTOWN TEMPE (A MTN. NO LONGER VISIBLE GOING NORTH ON MILL DUE TO THE HIGH RISES), THE BIGGEST ISSUE IS THE STATE OF NEIGHBORHOODS, PARKS AND TRANSIENT INFLUX. THE IMAGE OF THE CITY OF

TEMPE IS GOING WAYYYYYYYY DOWN BECAUSE OF IT. THE SAFETY IS JUST NOT THERE. NEEDLES AND DRUG MATERIALS FOUND AT THE PARKS. MORE AND MORE PEOPLE ON THE FREEWAY RAMP CORNERS (I WATCHED THREE STAND THERE AND SMOKE A JOINT). THEY ARE TAKING MONEY, GETTING THEIR QT CUPS AND GETTING HIGH. NOBODY STOPS THEM. DRUGS ARE SOLD AND DEALT (YES I DID PHONE THE POLICE) AT THE PARKS. NEIGHBORHOODS ARE RUN DOWN AND NOT RESPECTED. THE TRANSIENTS ARE ARRESTED AND BACK TWO DAYS LATER. NO, WE DO NOT FEEL SAFE IN THE PARKS OR IN DOWNTOWN TEMPE. SOMEONE NEEDS TO DO SOMETHING. RESIDENTS ARE WORKING TOGETHER AND TRYING, BUT THERE NEEDS TO BE FAR MORE PRESENCE AND ASSISTANCE FROM THE CITY AND LAW ENFORCEMENT.

- ASK FOR MORE FEEDBACK FROM RESIDENTS IN THE DEVELOPMENT DISCUSSIONS.
- ASSURE WE HAVE CLEAN AND SAFE WATER.
- ATTRACT TECHNICAL COMPANIES TO TEMPE.
- AVOID OVER POPULATION, POLLUTION (20 YEARS AGO TEMPE WAS NICE), NOW IT'S OVER DONE.
- BEAUTIFY BROADWAY RD BETWEEN MILL AND 48TH STREET. THE AREA IS SEMI-INDUSTRIAL BUT SEEMS TO HAVE THE POTENTIAL FOR BEAUTIFICATION AND ECONOMIC GROWTH.
- BEAUTIFYING THE CITY.
- BEGGARS IN THE CORNERS
- BETTER BIKING PATH.
- BETTER ENFORCEMENT OF TRAFFIC LAWS TO INCLUDE USE OF TURN SIGNALS, SPEEDING, RED LIGHT RUNNING AND OVERALL DRIVING SKILLS. NEED MORE ENFORCEMENT WITH DRIVER SCHOOL BEING A MANDATORY OBJECTIVE WHEN GIVEN A TICKET AND REPEAT OFFENDERS NEED TO REPEAT THE COURSE WITH EACH VIOLATION!
- BETTER MAINTENANCE OF THE PARKS IN NORTH TEMPE.
- BETTER OR UPDATING NEIGHBORHOOD LIGHTING ESPECIALLY OLDER NEIGHBORHOODS.
- BETTER PUBLIC SCHOOLS.
- BETTER SCHOOLS
- BETTER SIGNAL TIMING AND TRAFFIC FLOW
- BETTER STREET LIGHTING ALL OVER THE CITY - WITH LEDS THE COST IS MUCH REDUCED FROM WHAT IT USED TO BE. SOME SHORT, INDIRECT TYPE OF LIGHTING WOULD BE VERY WELCOME IN MY AREA.
- BIKE LANE ON RURAL
- BIKE LANES AND LIGHT RAIL
- BIKE LANES ON MCLINTOCK, WHAT WERE YOU THINKING WHAT A WASTE OF TIME AND MONEY GET RID OF THEM NOW
- BIKE LINES ON MCCLINTOCK ARE USED A LOT. IT WAS A VERY NICE ADDITION TO OUR NEIGHBORHOOD. PLEASE DO NOT CONSIDER REMOVING THEM.
- BIKE TRAILS.
- BLOW UP OLD MILL JUST BECAUSE ITS OLD

- BUILD A COUPLE OF GREAT BIG PARKING GARAGES IN DOWNTOWN TEMPE WITH GOOD ACCESS. THE CITY WANTS PEOPLE TO COME TO THE DOWNTOWN AREA BUT MY WIFE AND I NEVER DO BECAUSE PARKING IS A PAIN.
- BUMS
- BUSINESS AND RESIDENTIAL TO KEEP UP THEIR LANDSCAPING AND CHANGING OF LANDSCAPING GOING FROM GREEN TO DESERT DONE IN A TIMELY MANOR.
- BUSINESS DEV
- CAN'T DO JUST ONE. I WOULD ASK THAT THEY FOCUS ON ANY OF THE ISSUES LISTED ABOVE AND QUIT ACTING LIKE THEY ARE CONGRESS OR THE STATE LEGISLATURE, I.E., QUIT TRYING TO PASS LAWS REGARDING SO-CALLED SOCIAL RESPONSIBILITY ISSUES - THAT IS NOT WHY THEY WERE ELECTED.
- CELL PHONE USE IN CAR'S ESPECIALLY ON FREEWAYS. CELL PHONES PEOPLE DO NOT PAY ATTENTION. CAUSING ACCIDENTS,CARS,BIKE,SHOPPING CARTS.
- CHANGING ORBIT PICK-UP/DROP-OFF ROUTES TO THOSE NOT ON RESIDENT (HOUSING) STREETS. TRY KEEPING THEM ON MAIN, LARGE BUSINESS FRONTED STREETS.
- CITY AND NEIGHBORHOOD SAFETY - MORE POLICE SUPPORT.
- CITY INFRASTRUCTURE
- CITY STREET IMPROVEMENTS.
- CITY SUSTAINABILITY.
- CLEAN CITY STREET DRAINS.
- CLEAN ENERGY.
- CLEAN STREET IN ALL NEIGHBORHOODS MORE REGULARLY
- CLEAN UP ALLEY'S AND STREETS.
- CLEAN UP DANELLE PLAZA ESP. DRUGS ALCOHOL SUBSTANCE ABUSE STATIONS.
- CLEAN UP OUR NEIGHBORHOOD PARK ESCALANTE.
- CLEAN UP OUR NEIGHBORHOODS, CRACK DOWN ON LOITERERS AND VAGRANTS
- CLEAN UP THE STREETS AND MAKE IT ATTRACTIVE TO EXPERIENCE TEMPE AND EVERYTHING IT HAS TO OFFER
- CLEAN/PURE DRINKING WATER! SAFE NEIGHBORHOODS - BIKE PATHS AND BIKE RULES.
- CLEANING EMPTY LOTS AND REMOVING JUNK.
- CLEANING UP IN GENERAL.
- CODE ENFORCEMENT
- COLLEGE RENTAL HOUSES AND COLLEGE PARTIES IN NEIGHBORHOODS OF SINGLE FAMILY HOMES. WE'VE LIVED IN OUR NEIGHBORHOOD FOR 17 YEARS AND ARE READY TO MOVE BECAUSE OF THE NUMBER OF FRAT HOUSES AND OTHER COLLEGE RENTALS AND CONSTANT LOUD BUSY PARTIES. IT WASN'T A PROBLEM WHEN WE MOVED HERE, BUT AFTER THE HOUSING CRASH IT SEEMS LIKE HALF THE NEIGHBORHOOD IS COLLEGE RENTALS. AND IT'S VERY CLEAR THE RENTAL CODES (E.G. NO MORE THAN 3 UNRELATED INHABITANTS) ARE NOT BEING ENFORCED AT ALL.
- COMMUNICATIONS REGARDING WHAT I CAN DO TO HELP GET INVOLVED WITH THE COMMUNITY.

- COMMUNITY FUNCTIONS - IMPROVEMENT.
- COMPASSIONATE CARE FOR HUNGRY AND HOMELESS.
- COMPLETE STREETS. A REAL POLICY NOT JUST BIT AND PIECES INSERTED HERE.
- COMPOSTING AND RECYCLING, ALONG WITH HOMESTEADING SUPPORT FOR LIGHT HOMESTEADING (VEGETABLES, SMALL CREATURES ETC) ALONG WITH HOUSEHOLD SOLAR INVESTMENT.
- CONCENTRATE ON DRUG ACTIVITY IN THE CITY.
- CONDITION OF CITY STREETS AND SIDEWALKS
- CONDITION OF CITY STREETS.
- CONDITION OF CITY STREETS/SIDEWALK
- CONDITIONS OF NEIGHBORHOOD. SOME NEIGHBORHOODS MAKE ME FEEL LIKE I LIVE IN A DUMP.
- CONDITIONS OF ROADS AND STREETS.
- CONSIDERING THE INCREASE IN APARTMENTS IN TEMPE AND THROUGHOUT THE VALLEY, I WOULD LIKE THE CITY TO CONSIDER THE IMPACT ON OUR EXISTING INFRASTRUCTURE AND ITS CURRENT STATE OF REPAIR AND EFFICIENCY. NOT THAT ANYTHING IS FALLING APART, BUT THERE IS GOING TO BE SIGNIFICANT INCREASED PRESSURE ON OUR EXISTING WATER AND SEWER FACILITIES WITH THE ADDED HOUSING AND IT'S CHEAPER TO ADDRESS THESE MATTERS NOW BEFORE THEY BECOME AN UNEXPECTED DISASTER.
- CONTINUE ATTRACTING DEVELOPERS AND BUSINESSES TO TEMPE
- CONTINUE TO DEVELOP DOWNTOWN TEMPE INTO THE BEACON OF BEAUTY AND COMMERCE
- CONTINUE TO MAKE THE NEIGHBORHOODS SAFE IN TERMS OF POLICE PRESENCE.
- CONTINUE TO SUPPORT POLICE SERVICES.
- CONTINUED SAFETY.
- CONTROL SPEEDING IN RESIDENTIAL AREAS.
- COULD THE CITY OF TEMPE PLEASE PUT FUNDS TOWARD MAKING OUR ROADS AND SIDEWALKS BETTER?
- CRACK DOWN ON SPEEDERS AND DISTRACTED DRIVERS.
- CRIME
- CRIME
- CRIME
- CRIME
- CRIME
- CRIME
- CRIME AND HOMELESS DESPAREATION
- CRIME AND SAFETY
- CRIME IN MY NEIGHBORHOOD.
- CRIME PREVENTION
- CRIME PREVENTION
- CRIME PREVENTION - COMMUNITY POLICING
- CRIME PREVENTION.

- CRIME PROTECTION.
- CRIMINALS
- CUSTOMER SERVICE - THE AGENT ANSWERING THE PHONES ARE NOT COURTEOUS, DO NOT KNOW ANYTHING AND JUST TREAT US ALL LIKE 5 YEAR OLDS.
- CUSTOMER SERVICE.
- CUT RED TAPE
- CUTTING WASTE FROM THE BUDGET
- DANGEROUS DRIVING ON FREEWAYS AND ROADWAYS. PEOPLE DRIVE TOO FAST.
- DELETE MCCLINTOCK BIKE LANES ON THE EAST SIDE.
- DEVELOPING MULTI-USE PATHWAYS ALONG CANALS.
- DO SOMETHING WITH THE S E CORNER OF MILL AND UNIVERSITY
- DO YOUR JOB FAIRLY BUT WON'T HAPPEN.
- DOG PARK MAINTENANCE
- DRUG & GANG ACTIVITY IN OUR NEIGHBORHOODS
- DRUGS AND CRIME.
- EASIER AND MORE ACCESSIBLE COMPOSTING.
- ECONOMIC / BUSINESS DEVELOPMENT
- ECONOMIC DEVELOPMENT
- ECONOMIC DEVELOPMENT
- ECONOMIC DEVELOPMENT.
- ECONOMIC/BUSINESS DEVELOPMENT
- ECONOMIC/BUSINESS DEVELOPMENT FOCUSING IN HIRING OF OLDER WORKERS I.E., PART TIME JOBS TO OFF SET RETIREMENT BENEFITS
- ECONOMIC/BUSINESS DEVELOPMENT.
- ECONOMY. LIKE MENTIONED EARLIER, I FELT SAFETY WAS THE GREATEST ISSUE, AND THAT MAY BE BECAUSE OF WE HAVE HOMELESS AND PEOPLE IN FINANCIAL NEEDS. WE'D BETTER PROVIDE THEM GOOD JOBS TO REALLY PREVENT CRIME.
- EDUCATE RESIDENTS ON DANGERS OF DRIVING CARELESSLY, NOT STOPPING AND CHECKING FOR PEDESTRIANS PRIOR TO DRIVING IN TO CROSSWALKS.
- EDUCATION
- EDUCATION
- EDUCATION
- EDUCATION OF K-12
- EDUCATION PAY FOR TEACHERS SCHOOLS AND MORE FOR STUDENTS ACTIVITIES.
- EFFORT TO COMBAT RISING RENT PRICES AND OVERALL GENTRIFICATION OF TEMPE.
- ELIMINATE LICENSING AND BARRIERS TO STARTING/RUNNING A BUSINESS.
- ECONOMIC/BUSINESS DEVELOPMENT
- ENFORCE STRICT DRIVING LAWS TEXTING RED LIGHT OBSERVATION AND SPEED.
- ENFORCEMENT OF LAW - MAYBE I'M GETTING OLD BUT NOTHING IS BEING ENFORCED ANY LONGER AND IT CREATES CONCERN. FOR INSTANCE, BIKES RIDING WRONG WAY ON

SIDEWALKS (AND CAUSING ISSUES AS A RESULT), ILLEGAL TURNS/U-TURNS, CAR/VEHICLE ENFORCEMENT, ETC. ALSO, HOME BREAK-INS ARE FREQUENT. MANY OF US HAVE INSTALLED VIDEO BECAUSE WE ARE CONCERNED.

- ENFORCING TRAFFIC LAWS. CAR ACCIDENTS ARE TERRIBLE AROUND HERE.
- ENSURE THAT CITY PARKS ARE MAINTAINED AND PASS ORDINANCES TO DISPLACE THE HOMELESS POPULATION TO OTHER NEIGHBORING CITIES LIKE CHANDLER.
- ENSURING THE GROWTH AND PROTECTION OF FIRST RESPONDERS.
- ENVIRONMENTAL
- EQUALITY FOR ALL AREAS
- EVALUATE CITY MASTER PLAN DUE TO POPULATION CHANGES AND TRAFFIC CHANGES.
- EXCESSIVE TRAFFIC DRIVING THRU N TEMPE OFF THE 202 FRWY
- EXPAND RECYCLING PROGRAMS TO THE MAX, TO MATCH ASU'S EFFORTS, MAKE THIS THE MOST GREEN, SUSTAINABLE CITY IN THE US, MANDATORY RECYCLING AT ALL BUSINESSES AND RESTAURANTS
- EXTEND ORBIT BUS SERVICE FUTURE WEST TO PRIEST ON BASELINE.
- FEELING SAFER
- FEWER APARTMENT BUILDINGS, BRING IN MORE BUSINESS. CRIME IN NEIGHBORHOODS. NEED TO CLOSE ALLEYS NEAR SVOB PARK AND INSTALL MORE LIGHTING IN KNOELL GARDENS. IF THE CITY CAN SPEND (WASTE) \$186 MIL ON 3 MILES FOR A STREETCAR, THE CITY IS IGNORING MAJOR ISSUES LIKE CRIME, OLDER PARKS (SVOB) AND TRAFFIC.
- FINANCIAL ASSISTANCE/SERVICES FOR SENIOR CITIZENS.
- FIND A WAY TO REDUCE THE COST OF WATER, SEWER AND TRASH PICK. OVER \$200 DOLLARS A MONTH SEE, HIGH, AND I HAVE DESERT LANDSCAPING.
- FIND SOMEWAY TO HOUSE THE HOMELESS
- FIND WAYS TO IMPROVE RESIDENTIAL PROPERTIES IN OLDER NEIGHBORHOODS.
- FINDING AN ANSWER TO STREET BEGGERS. OFTEN MAKES US LOOK LIKE AN UNSAFE TOWN.
- FINDING PLACE FOR HOMELESS AND CONTROL OF DRAG RACERS.
- FISCAL RESPONSIBILITY! THE PRIMARY PURPOSE OF GOVERNMENT IS THE PROTECTION OF ITS CITIZENS AND THEIR PROPERTY. SO CONCENTRATE ON THOSE ITEMS THAT MOST DIRECTLY RELATE TO THAT.
- FIX AND RESURFACE STREETS.
- FIX THE DIRTY WATER ISSUES.
- FREE DOWNTOWN PARKING
- FUND A PLACE FOR THE HOMELESS PEOPLE IN NORTH TEMPE.
- GET OUT AND MEET THE PEOPLE IN NEIGHBORHOODS.
- GET RID OF DRUG DEALERS IN THE NEIGHBORHOODS
- GET RID OF THE UNUSED BICYCLE LANES ON MCCLINTOCK. I DON'T THINK MAYOR OR COUNCIL DRIVE ON MCCLINTOCK DURING RUSH HOUR. I DO!
- GET RID OF THE OLD UGLY MILL.
- GET RID OF THE TRIATHLONS
- GET THE ASU FRATERNITIES OUT OF THE NEIGHBORHOODS.

- GET THE HOMELESS OUT OF NEIGHBORHOODS AND PARKS.
- GET THE HOMELESS OUT.
- GETTING AN ORBIT BUS WEST OF I-10 AND SOUTH OF UNIVERSITY THERE ARE MANY PEOPLE IN THIS AREA THAT COULD BENEFIT FROM SUCH A SERVICE.
- GETTING BUSINESS TO RECYCLE
- GETTING CONTROL OF PAPAGO PARK
- GETTING HOMELESS CAMPS OFF MILL AND OUT OF PARKS. A GREAT EXAMPLE OF THE EFFORTS MADE AT CLARK PARK
- GETTING MORE RECYCLING GOING
- GETTING PEOPLE TO SLOW DOWN - STREETS NEED TO BE CLEANED UP BETTER!!
- GETTING RID OF THE TWO LANES ON MCCLINTOCK BIKE LANES SHOULD NEVER IN FLICK THE HEAVY FLOW OF CAR TRAFFIC.
- GETTING SIDEWALKS INSTALLED IN NEIGHBORHOODS THAT DO NOT HAVE THEM
- GETTING THE HOMELESS VAGRANTS OUR OF MY GATED RETIREMENT COMMUNITY
- GETTING THE POLICE DEPARTMENT OF TRACK TO DEAL WITH THE SERIOUS CRIME PROBLEM THAT IS GREATER THAN PHOENIX'S.
- GETTING TWEEKERS OFF THE STREETS, THEY ARE VERY DANGEROUS FOR CHILDREN PLAYING OUTSIDE DURING THE DAY.
- GOOGLE INTERNET IS NEEDED.
- GOT MORE GOOD PEOPLE TO DO THE JOBS FOR OUR CITY OF TEMPE. AND PUSH MORE ON THE LAWS.
- GREEN JOBS FOR TEMPE OR EXPAND PRESCHOOL TO ALL FAMILIES.
- HANDICAP PARKING ENFORCEMENT.
- HANDLE THE PEOPLE THAT ARE PANHANDLING ON EVERY OTHER CORNER ALL OVER THE CITY. WAY OUT OF CONTROL AND PEOPLE SLEEPING ON BLANKETS BEHIND SIGNS OR SIDEWALKS ALONG THE STREETS. THIS PROBLEM NEEDS TO BE TAKEN CARE OF. THIS DOES NOT LOOK GOOD FOR THE CITY, ESPECIALLY IF YOU HAVE OUT OF TOWNERS VISITING.
- HAVE MORE LIBERAL ENFORCEMENT OF BUILDING CODES FOR COMMERCIAL BUILDINGS. APPEARANCE CODES ARE OUTDATED.
- HAVE POLICE WORK HARDER ON PERSONAL PROPERTY CRIMES. MORE MONEY BETTER COPS.
- HAVE SOME KIND OF COOLING SYSTEM AT ALL THE BUS STOPS.
- HELP KEEP TAXES AS LOW AS POSSIBLE. STILL FROSTED THAT ALL BOND ISSUES IN 2016 ELECTION PASSED. MOST OF THEM WERE PIE IN THE SKY NICE TO HAVE BUT NOT NECESSARY. KEEP UP WITH THE BASICS. IF WE TRY AND BE THE PALO ALTO OF THE DESERT THEN TAXES WILL SKY ROCKET CHASING OUT THE AVERAGE CITIZEN.
- HELP THE HOMELESS.
- HELPING GET HOMELESS PEOPLE OFF THE STREETS.
- HELPING MAKE NORTHERN TEMPE CLEANER/PROPERTT VALUES
- HELPING THE HOMELESS POPULATION IN TEMPE. I KNOW THAT A LOT IS ALREADY BEING DONE, BUT IT IS SADDENING TO SEE PEOPLE SLEEPING ON STOOPS AND BENCHES. MAYBE A MORE ACCESSIBLE AND COMPREHENSIVE PROGRAM COULD BE DEVELOPED TO HELP THIS

POPULATION OR THE CITY COULD MAKE THESE PROGRAMS MORE VISIBLE/KNOWN TO THE PUBLIC

- HISTORIC PRESERVATION, SPECIFICALLY MONTIS LACASA VIEJA AND ORIGINAL HOMES ON FARMER AVE.
- HISTORICAL PRESERVATION
- HOMELESS
- HOMELESS
- HOMELESS
- HOMELESS
- HOMELESS
- HOMELESS - SOLUTIONS LIKE A HOMELESS SHELTER AND BETTER HOMELESS REFERRALS FROM ESCALANTE.
- HOMELESS DESTROYING OUR PARKS.
- HOMELESS FAMILIES.
- HOMELESS IN OUR AREA
- HOMELESS IN TEMPE AND POLICE PRESENCE (NOT ENOUGH).
- HOMELESS ISSUE
- HOMELESS LOITERS IN THE DOWNTOWN AREA.
- HOMELESS POPULATION
- HOMELESS POPULATION IN TEMPE.
- HOMELESS POPULATION ON AND AROUND MILL AVE AREA
- HOMELESS PROBLEM
- HOMELESS PROBLEM I KNOW ABOUT THE NEW PROGRAM BUT STILL
- HOMELESS SERVICES
- HOMELESS SERVICES
- HOMELESS.
- HOMELESS/BEGGING PROBLEMS. THEY ARE ON EVERY CORNER.
- HOMELESS/DRUG INPATIENT/MENTAL HEALTH
- HOMELESSNESS
- HOMELESSNESS AROUND ABANDONED BUILDINGS NEAR NEIGHBORHOODS.
- HOMELESSNESS, IT SEEMS WIDE SPREAD OVER TEMPE, ESPECIALLY ON MILL.
- HOMELESSNESS/DRUG ADDICTION

- HOMELESS SHELTERS. SO HOMELESS AND TRANSIENTS ARE NOT LIVING ON THE SIDEWALKS AND AT PARKS.
- HOUSING AND MEDICAL SERVICES FOR THE HOMELESS.
- HOW CAN I GET THE CITY OUT OF MY LIFE? YOU ARE CORRUPT, YOU SPEND WAY TOO MUCH, AND MAKE IT UP THROUGH CRIMINAL ACTIVITIES. FOR EXAMPLE THE CITY EXTORTS CITIZENS INTO MAINTAINING THE CITY'S ALLEYS WHICH IS A CLEAR VIOLATION OF THE CONSTITUTION, AKA A CRIME.
- HOW CAN WE MAKE TEMPE APPEAR MORE ATTRACTIVE TO FAMILIES?
- HOW DO YOU PLAN TO INTEGRATE SOUTH TEMPE TO HAVE THE TYPES OF SERVICES AND AMENITIES MORE CENTRAL LOCATIONS HAVE AND HELP IMPROVE OUR PROPERTY VALUES?
- HOW DO YOU PLAN TO REGULATE INTERNET SERVICE PROVIDERS TO PROVIDE MARKET COMPETITION TO LOWER CONSUMER COSTS\ WHILE INCREASING LEVELS OF SERVICE? COX IS AWFUL HOWEVER, THEY ARE THE LEAST OF THE EVILS AND THEY KNOW THEY HAVE THE MARKET
- HOW TO BEST SERVE AND REHABILITATE THE HOMELESS POPULATION.
- HOW TO MAKE NEIGHBORHOODS MORE SAFE, ESPECIALLY IN EVENING NEAR PARKS
- HOW TO MAKE TEMPE A SAFE PLACE - NOT IN ALL AREAS BUT LOWER SES NEIGHBORHOODS.
- HOW WILL YOU DEAL WITH THE DEVELOPERS BUYING UP AND RUINING OUR TEMPE NEIGHBORHOODS???
- HUMAN SERVICES
- I AM GRATEFUL FOR THEIR SERVICE TO OUR CITY
- I DON'T KNOW
- I HAVE SENT EMAILS REQUESTING CORRECTIONS TO MY UTILITY BILL BUT I NEVER RECEIVED A RESPONSE WHEY POST EMAILS ADDRESSES FOR SERVICE WHEN NO ONE IS RESPONSIBLE FOR READING THEM, THE CURRENT RUSH HOUR FIASCO YOU CREATED ON SOUTH MCINTOSH DR NEEDS TO BE FIXES
- I WOULD ASK THEM TO SPEED UP THE CONSTRUCTION ON MCLINTOCK DRIVE SO WE CAN HAVE OUT 3RD SOUTHBOUND LANE BACK
- I WOULD ASK WHAT THE COMMUNITY CAN DO TO HELP WITH HOMELESS PEOPLE AND WHAT'S BEING DONE AS OF NOW.
- I WOULD CONSIDER TAKING PUBLIC TRANSPORTATION IN THE WARMER MONTHS BUT MANY OF THE BUS STOPS HAVE NO PROTECTION OR LIGHTING FOR SAFETY. HOW CAN WE USE THE CREATIVITY OF THE ASU ARTISANS, RECYCLING GOODS COLLECTED TO CREATE A SOLUTION?
- I WOULD LIKE THE CITY TO CLEAN UP THE SIDEWALKS.
- I WOULD LIKE THE CITY TO WORK ON SAFETY IN OUR NEIGHBORHOODS.
- I WOULD LOVE TO SEE CITY WIDE COMPOSTING, I MOVED HERE FROM PORTLAND OR AND I THOUGHT THEIR PROGRAM WAS GREAT
- I WOULD SAY THE EASE OF USE TO GET AROUND THE CITY WITH THE STUDENT BLUE BUSES NEEDS TO BE IMPROVED.
- I'D LIKE TO SEE MORE ATTENTION ON ANIMAL RIGHTS.

- IF WE COULD MAKE THE WHOLE CITY OF TEMPE MORE WALK-ABLE, THAT WOULD BE AWESOME. THERE IS BECOMING A LOT OF CONGESTION DUE TO THE CONSTANT CONSTRUCTION AND I THINK IF WE HAD BETTER PUBLIC TRANSPORTATION OPTIONS, WELL-LIT SIDEWALKS, OR SIDEWALKS IN GENERAL, THERE WOULD BE LESS CARS ON THE ROAD. VERY FRUSTRATING WE FEEL LIKE WE CAN'T WALK ANYWHERE BECAUSE IT DOESN'T FEEL SAFE IN MOST OF TEMPE.
- ILLEGAL IMAGRATION
- I'M NOT SURE. WOULD NEED TIME TO THINK ABOUT IT.
- IMPLEMENT PROGRAMS TO END DRUG ADDICTION! DRUG ABUSE CONTINUES TO DESTROY OUR SOCIETY. IT'S A PUBLIC HEALTH CRISIS THAT IS NOT GOING AWAY. ADDICTION SHOULD BE TREATED MEDICALLY, NOT IN THE CRIMINAL JUSTICE SYSTEM.
- IMPROVE CYBER CRIME INVESTIGATIONS AS THIS IS A RISING PROBLEM.
- IMPROVE FEELING OF SAFETY - HOME, POSSESSIONS, PERSONS.
- IMPROVE OUR CITY PARKS. WE NEED BETTER/UPGRADED FIELDS, PLAYGROUND EQUIPMENT, LIGHTING, PATHS, YOU NAME IT. FOR INSTANCE, CORBELL PARK COULD USE A DOG PARK. EVERYONE JUST LETS THEIR DOGS OFF THE LEASH THERE ANYWAY, AND ONE DAY IT'S GOING TO BECOME A PROBLEM. YOU LOOK AT WHAT CHANDLER HAS WITH ITS SHAWNEE BARK PARK, OR THE AMAZING COVERED PLAYGROUNDS AND PICNIC FACILITIES AT TUMBLEWEED. IMPROVEMENTS TO KIWANIS HAVE BEEN GREAT, BUT ALL OF OUR PARKS SHOULD HAVE THOSE AMENITIES. INSTEAD WE KEEP TRYING TO SINK MONEY INTO SPLASH PADS THAT ARE EXPENSIVE, USED INFREQUENTLY (NOT AT ALL IN WINTER MONTHS), AND HAVE HAD PROBLEMS WITH SANITATION.
- IMPROVE SERVICE FOR MENTALLY ILL, HOMELESS
- IMPROVE STREETS IN MY NEIGHBORHOOD AND TAKE CARE OF HOMELESS PEOPLE IN THE PARK AND DRUG ADDICTS WALKING AROUND
- IMPROVE SURFACES OF ROADS IN SOUTH TEMPE. EXAMPLE, DRIVING NORTH ON KYRENE FROM RAY ROAD IN CHANDLER, AS SOON AS YOU ENTER TEMPE ON KYRENE AT KNOX ROAD, THE STREET IS EXTREMELY BUMPY AND MANY MAN HOLES ARE RECESSED MORE THAN AN INCH [NORTHBOUND ON KYRENE N OF WARNER ROAD] AND RESULT IN MAJOR JARRING OF THE VEHICLE IF YOU DO NOT JOG AROUND THE MANHOLE COVERS. THE NEW MANHOLE COVERS WITH THE CONCRETE BASES ON WARNER, WEST OF KYRENE ARE EXCELLENT.
- IMPROVE THE WATER QUALITY. I AM UNABLE TO CONSUME WATER FROM MY TAP WITHOUT HAVING A RESULTING STOMACH ACHE.
- IMPROVE TRANSPORTATION AND TRAFFIC FLOW. WORKING FAMILIES MUST USE OUR STREETS TWICE PER DAY AND THE MORE TIME WE HAVE TO WASTE REACHING OUR DESTINATIONS DEGRADES THE QUALITY OF OUR LIVES.
- IMPROVING AND PRESERVING NEIGHBORHOODS ESPECIALLY HISTORIC ONES.
- IMPROVING CONDITION OF ROADS
- IMPROVING EDUCATION
- IMPROVING ROOSEVELT AVE!!
- IMPROVING TRANSPORTATION SEVICES

- INCREASE NUMBER OF GREEN PICKUPS DURING SPRING AND SUMMER MONTHS.
- INCREASE ORBIT CAPACITY INCREASE BUS SIZES AROUND ASU.
- INCREASED POLICE PATROLS
- INFRASTRUCTURE
- INFRASTRUCTURE
- INFRASTRUCTURE
- INFRASTRUCTURE
- INFRASTRUCTURE AND TRAFFIC CONTROL.
- INFRASTRUCTURE AND WATER
- INFRASTRUCTURE, FIX AGING WATER/SEWER LINES
- INSTALL NEW STYLE TRAFFIC LIGHTS IN OLDER NEIGHBORHOODS
- INSURE THE POOR, THE HOMELESS, THE OUT OF WORK WORKERS ARE CARED FOR. CREATE JOBS AND HOUSING SO ALL TEMPE RESIDENTS FEEL EMPOWERED AND PRODUCTIVE.
- INTENTIONS OF THE MAYOR TO REMEDY THE INTERNET PROVIDER ISSUES IN TEMPE SO THAT SERVICE IMPROVES AND PRICE GOUGING DECREASES.
- IRRIGATION WATER FOR MY FRUIT TREES THAT COST LESS
- IT SEEMS LIKE SOUTH TEMPE IS NOT TREATED FAIRLY COMPARED TO THE REST OF THE CITY WITH REGARD TO WATER RATES. WE HAVE LOTS OF DESERT TREES THAT THE CITY ENCOURAGED US TO PLANT TO MAKE THE SURROUNDING AREA SEEM MORE PARK LIKE TO BENEFIT EVERYONE. MANY ARE ALONG THE EDGE OF THE PROPERTY LINE TO MAKE IT MORE PLEASANT TO THOSE WALKING DOWN THE SIDEWALK. DUE TO SWITCHING TO DESERT TYPE VEGETATION WE HAVE REDUCED OUR WATER USE GREATLY OVER THE YEARS. HOWEVER THE BILL KEEPS GOING UP. AS SUCH I FEEL LIKE WE ARE SUBSIDIZING THOSE LIVING AROUND ASU WHO HAVE LOWER WATER USE AND THAT PROBABLY DON'T EVEN PAY TAXES.
- IT SEEMS THAT THERE HAS BEEN MORE ELECTRICAL OUTAGES WITH NO STORMS, IS THIS BECAUSE OF ALL THE NEW BUILDINGS GOING UP ON RURAL? WILL THIS GET WORSE WHEN ALL THESE APARTMENTS GET TENANTS USING THE ELECTRICITY?
- IT WOULD BE TO PLEASE FIX THE WATER ISSUES. THE WATER IN TEMPE IS HORRIBLE, IT SMELLS AND TASTES WEIRD.
- KEEP COLLEGE KIDS OUT OF NEIGHBORHOODS
- KEEP GANGS OUT. MAKE TEMPE A SAFE PLACE TO LIVE.
- KEEP MULTI STORY APTS/CONDO OUT OF SINGLE FAMILY HOME AREAS
- KEEP PARKS CLEANER.
- KEEP PARKS CLEAR OF WEEDS AND OVER GROWTH.
- GIVES MORE POLICE PRESENCE IN OUR NEIGHBORHOOD.
- KEEP THE HOMELESS OUT OF TEMPE, SEND THEM TO PHOENIX
- KEEP THE INFRASTRUCTURE MAINTENANCE TIMELINE IN TACT OR MOVE IT AHEAD OF SCHEDULE.
- KEEPING ALL RESIDENTS (INCLUDING STUDENTS) SAFE.
- KEEPING CAT POPULATION DOWN ON STRAYS.
- KEEPING DRUG ACTIVITY TO A MINIMAL.

- KEEPING LARGE ENOUGH CIVIL SERVICE PEOPLE, I.E. POLICE OFFICERS, FIRE RESPONDERS, ETC. TO KEEP THE CITY SAFE. OR HIRE MORE IF NEEDED.
- KEEPING TEMPE SAFE.
- LANDSCAPING IN SOUTH TEMPE:)
- LESS FOCUS ON TEMPE TOWN LAKE AREA. THERE IS MORE TO TEMPE THAN THE LAKE AREA.
- LIGHTING ON STREETS
- LIMIT AGAINST SIDEWALK CONSTRUCTION AND APARTMENT CONSTRUCTION.
- LITTERING.
- LOOSEN ZONING LAWS SO BUSINESS CAN BE WHERE IT NEEDS TO. CENTRAL PLANNING OF THIS STUFF NEVER WORKS.
- LOWER PROPERTY TAXES
- LOWER PROPERTY TAXES AND WATER RATES
- LOWER PROPERTY TAX
- MAINTAINING OLDER NEIGHBORHOODS.
- MAINTENANCE OF CITY LANDSCAPING
- MAINTENANCE OF NEIGHBORHOOD,PARK DURING WINTER AND SPRING MONTHS.
- MAKE BULK PICKUP MONTHLY AGAIN.
- MAKE OUR NEIGHBORHOODS SAFE AGAIN
- MAKE TEMPE AN OASIS IN THE DESSERT.
- MAKE THE CITY AS SAFE AS POSSIBLE.
- MAKING IT POSSIBLE FOR A REHABILITATED FELON TO GET THEIR CONTRACTORS LICENSE.
- MAKING IT SAFER TO BIKE FROM SOUTH TEMPE TO ASU - RURAL DOESN'T HAVE GOOD BIKE PATHS. THANKS!
- MAKING MORE OF THE CITY BIKE FRIENDLY.
- MAKING PARKS SAFE BY PATROLLING AND CLEANING THE CONTRABAND AND MOVING TRANSIENTS.
- MAKING TEMPE EXEMPLAR IN SUSTAINABILITY.
- MCCLINTOCK BACK TO 3 LANES. THE TRAFFIC IS INTOLERABLE! THE AMOUNT OF NEAR ACCIDENTS I SEE ON A DAILY BASIS, WITH CARS ILLEGALLY CLOGGING UP THE TURN LANES, GETTING OUT OF ANY BUSINESS FROM MAIN STREET TO BASELINE DURING RUSH HOUR IS IF NOT IMPOSSIBLE, TAKING YOUR LIFE IN YOUR OWN HANDS.
- MCCLINTOCK BIKE LANES SELDOM USED
- MCCLINTOCK DRIVE BIKE LANES. I AM A BIKE RIDER BUT USE THE SIDEWALK FOR SAFETY ALONG MAJOR THOROUGHFARES. BETTER USE TO BE AUTO LANES, IN MY OPINION.
- ALSO, I COMMUTE TO WORK AT MARINA HEIGHTS. THE LEFT TURN LANE ONTO RIO SALADO NORTHBOUND ON RURAL ROAD NEEDS TO EXTENDED ANOTHER BLOCK.
- MCINTOSH RD
- MENTAL HEALTH AVAILABILITY
- MILL AVE

- MILL AVE THERE ARE TOO MANY HOMELESS PEOPLE. AS A COLLEGE TOWN I WISH WE COULD OFFER ALTERNATIVE SERVICES FOR THESE PEOPLE TO HELP THEM BUT ALSO TO MAKE MILL AVE A SAFE STREET FOR OUR KIDS.
- MISS THE WATER PARK AT TEMPE TOWN LAKE.
- MORE ART FAIRS
- MORE CULTURAL EVENTS
- MORE EFFICIENT PUBLIC TRANSPORT
- MORE FUNDING FOR THE ARTS
- MORE HANDICAP PARKING ON MILL ST AND AROUND CAMPUS
- MORE HUMAN CONTACT
- MORE INTERNET COMPETITION NO FIBER.
- MORE JOBS BROUGHT BACK ARIZONA.
- MORE LIGHT RAIL TRAINS DURING RUSH HOUR OR PEAK USAGE TIMES TO MAKE MORE SPACE ON THE TRAINS AND REDUCE THE TIME IT TAKES TO GET INTO THE CITY (LESS TIME LETTING PEOPLE ON AND OFF THE TRAIN, BC MORE TRAINS WOULD MORE EVENLY SPREAD OUT THE NUMBER OF PEOPLE NEEDING TO ON AND OFF BOARD).
- LIMITED LIGHT RAIL AND BUS SERVICE AFTER/ BEFORE HOURS FOR PEOPLE WHO WORK EARLY AND LATE AND FOR PEOPLE WHO WOULD OTHERWISE DRIVE DRUNK.
- MORE PARKS
- MORE PARKS WITH GRASS.
- MORE PLACES ON MILL AVE FOR MIDDLE AGED FOLKS
- MORE TRASH PICK UP, POLICE PROTECTION IN NEIGHBORHOODS
- MORE WORK TO REDUCE THE TRAFFIC TIE UPS CREATED BY THE CITY BUS SYSTEM, THE VEHICLES BLOCK TRAFFIC WHEN THEY STOP TO WAIT FOR THEIR TIME TO BEGIN TRAVELING ASSIGNED ROUTE, WE NEED TURNOUTS WHERE BUS WILL WAIT AND NOT BLOCK TRAFFIC LANES WHEN IDLE.
- MOVE THE BUS STOP OR PATROL THEM
- MY BIGGEST COMPLAINT ABOUT LIVING IN TEMPE IS PROBABLY THE OVERABUNDANCE OF SEWER ROACHES.
- NEED SPEED BUMPS
- NEIGHBORHOOD IMPROVEMENT (PROPERTY/LANDSCAPE) INCENTIVES. PERSONAL AND COMMUNITY.
- NEIGHBORHOOD SAFETY.
- NEIGHBORHOODS AND ALLEY CLEAN UP
- NIGHT TIME PATROL
- NO PRIORITY
- NO STREET CAR, MILL AVE IS TOO CROWDED NOW
- NOISE ORDINANCE FOR LOUD ENGINES ON VEHICLES
- NOT ALLOWING PANHANDLING AT THE STOP LIGHTS. THIS IS VERY DANGEROUS NOT ONLY FOR THEM BUT FOR DRIVERS.

- NOT GOING OVER BUDGET
- NOT SURE
- OFFERING MORE HOMELESS SERVICES.
- OLD WATER LINES REPLACED.
- OPEN MCKLINTOCK POOL FOR LAP SWIM EVERY MORNING.
- OPPORTUNITIES FOR RECYCLING.
- OUR NEIGHBORHOOD STREETS
- OUR NEIGHBORHOODS
- OUTLINE A PLAN FOR CITY GROWTH
- PALO VERDE TREES, THEY GOT DESTROYED EVERY TIME A MONSOON STORM COMES THROUGH, THEY POLLNATE LIKE CRAZY AND EXACERBATE ALLERGIES AND SSTHMA GET RID OF THEM
- PANHANDLERS ANYWHERE AND EVERYWHERE.
- PANHANDLERS, THEY'RE EVERYWHERE.
- PANHANDLING ON STREET ISLANDS
- PAPAGO PARK
- PAPAGO PARK AND SURROUNDING AREAS: SAFETY CONCERNS FOR PARK USE AND ORBIT USE DUE TO HOMELESS POPULATION.
- PARKING AND CONGESTION WITHIN THE DOWNTOWN AREA.
- PARKING AND TRAFFIC FLOW IN AND AROUND ALL THE NEW APARTMENT, CONDO, TOWNHOME BUILDINGS CURRENTLY UNDER CONSTRUCTION OR JUST RECENTLY COMPLETED IN THE LAST YEAR OR TWO AS WELL AS THE LARGE OFFICE BUILDINGS AROUND TEMPE TOWN LAKE AND THE POP UP SOCCER STADIUM OFF OF MCCLINTOCK AND 202 EXIT.
- PARKING IN MILL AVE AREA.
- PARKS
- PARKS
- PASSING A LAW THAT ALL GARBAGE PUT INTO COMMUNITY GARBAGE BINS SUCH AS CONCORD VILLAGE NEEDS TO BE IN CLOSED CONTAINERS!
- PATROL VACANT LOTS TO PREVENT LOITERING AND DRUG USE/WASTE. PROPERTY VALUES AND NEIGHBORHOOD WELLNESS ARE LOWERED WITH THESE ISSUES.
- PAVE THE ALLY WAYS
- PEOPLE DRIVE AT LEAST 10 MILES ABOVE SPEED LIMITS EVERYWHERE AND NEVER A COP IN SIGHT! ALSO - I USE THE PUBLIC LIBRARY AT SOUTHERN AND RURAL ALMOST DAILY. I'M VERY SATISFIED WITH INSIDE BUT OUTSIDE IS KIND OF TRASHY. WISH THERE WAS MORE ATTENTION TO OUTSIDE APPEARANCE. JUST MY EXPERIENCE THAT AFFECTS ME.
- PEOPLE NOT GETTING NOT GETTING MURDERED IN MY APARTMENT COMPLEX.
- PICK UP OF ALLEY TRASH.REFUSE MORE THAN ONCE A QUARTER. SHOULD BE A LEAST ONCE A MONTH AS ALLEY GET FILLED UP QUICKLY.
- PLACE FOR HOMELESS AND ASSISTANCE IN FINDING EMPLOYMENT.
- PLACE STRONG VALUE ON ECONOMIC DEVELOPMENT THROUGHOUT THE CITY.

- PLAN LONG TERM! NEXT QUARTER DOESN'T MATTER. NEXT DECADE DOES MATTER.
- PLANNING USE OF /GREATER USE OF CURRENT RESCORES WAREHOUSING STORAGE OPEN SPACES TO BE RENTED/VACANT/SOLD/ RENTED. TO BETTER HELP DEVELOP AND DIRECT THE CITY BY ACTIVE HELPING POTENTIAL RENTERS TO TEMPE AND PREVENT THE CITY FROM BECOMING DECREPIT
- PLEASE BRING COMPETITION TO THE INTERNET SERVICE PROVIDER MARKET IN TEMPE. MY NEIGHBORHOOD HAS A CHOICE OF ONLY CENTURY LINK OR COX FOR INTERNET SERVICE. I HAVE SELECTED CENTURY LINK BECAUSE I CANNOT AFFORD COX. I AM EXTREMELY UNHAPPY THAT THERE IS NOT MORE COMPETITION BETWEEN PROVIDERS. I SUPPORT KOLBY GRANVILLE'S IDEA OF RUNNING THE FIBER OPTIC CABLE THAT TEMPE ALREADY OWNS DOWN MAJOR ARTERIAL STREETS, AND THEN OPEN UP THE MARKET FOR COMPETITIVE BIDS TO BUILD SERVICE INTO THE RESIDENTIAL AREAS. CENTURY LINK HAS TOLD ME THAT THEY HAVE NO PLANS TO EVER UPGRADE OUR NEIGHBORHOOD TO THE BLAZING FAST INTERNET SPEEDS THAT I SEE THEM ADVERTISE ELSEWHERE. THIS IS BECAUSE I LIVE IN A RESIDENTIAL AREA THAT IS NOT HIGH DENSITY AND THAT HAS BEEN BUILT OUT SINCE 1977. CONSTANTLY RISING FEES WITH NO IMPROVEMENT IN SERVICE IS ALL THAT I HAVE TO LOOK FORWARD TO UNLESS TEMPE STEPS IN AND OPENS THIS MARKET.
- PLEASE MAKE IS SAFER FOR OUR CHILDREN TO PLAY AT THE PARKS, FOR PEOPLE TO BE ABLE TO WALK THERE DOGS WITH OUT GETTING MUGGED. GET THE DRUG ADDICTS OUT OF OUR NEIGHBORHOOD. YOU MADE IT SO THEY CAN'T BE IN MILL AVE, WHERE DID YOU THINK THEY WENT????
- PLEASE MAKE SURE THAT THE CITY OF TEMPE IS ONE THAT HAS A POLICE FORCE THAT KNOWS HOW TO INTERACT WITH THE SPECIAL NEEDS COMMUNITY. I LIVE IN TEMPE. I AM THE MOTHER OF TWO TEENAGERS WITH AUTISM, AND I AM APPREHENSIVE ABOUT HOW THEY MIGHT LOOK TO THE POLICE, GIVEN RECENT NEWS COVERAGE. SINCE 1 IN 65 BIRTHS IN AZ RESULTS IN AUTISM SPECTRUM DISORDERS, BASIC TRAINING FOR THOSE WHO SERVE THE PUBLIC IS VITAL.
- PLEASE WORK ON REDUCING THE HOMELESS POPULATION THAT IS ROAMING AROUND OUR STREETS.
- PLEASE WORK ON THE FAIRNESS AND THE ESTABLISHMENT OF OUR NEIGHBORHOODS STREET RESEALING PROJECT. I SUGGEST THAT A STREET RESEALING LIST CREATION WOULD MAKE ALL TEMPE RESIDENTS AWARE WHEN THEIR NEIGHBORHOODS CAN EXPECT STREET RESEALING. I HAVE CONTACTED THE CITY OF TEMPE ABOUT STREET RESEALING AND GIVEN THE ANSWER OF THERE IS NOT MONEY IN THE BUDGET THIS YEAR, YET I SEE NEARBY NEIGHBORHOODS RECEIVE STREET RESEALING AHEAD OF OUR NEIGHBORHOOD. IT WOULD BE GREATLY APPRECIATED FOR FAIRNESS TO ALL NEIGHBORHOODS ARE COMPLETED IN AN ORDERLY MANNER. THANK YOU.
- POLICE BRUTALITY
- POLICE ENFORCEMENT
- POLICE IMPROVEMENT ON GIVING OUT TICKETS AND PATROLING MORE.
- POLICE PROTECTION

- POLICE REFORM. PLEASE STOP MURDERING UNARMED CITIZENS, PROMOTE KINDNESS TO PEOPLE OF COLOR AND THE POOR.
- POLICE RELATIONS WITH COMMUNITY.
- POLICE SERVICES
- POLICE SERVICES
- POLICE SERVICES
- POLICE SERVICES.
- POLICE.
- POLICING NEIGHBORHOODS FOR HOMEOWNERS THAT HAVE EQUIPMENT OR BROKEN VEHICLES, TRAILERS ALONG STREET CURBS.
- POOR ROAD CONDITIONS (POTHoles, CRACKS, ETC) CAN MAKE BIKING IN SOME OF THE RESIDENTIAL AREAS MORE DANGEROUS THAN IT NEEDS TO BE.
- POTHoles - STREETS
- PRESERVE AND IMPROVE CITY PARKS.
- PRESERVING THE ORIGINAL TEMPE. IT SEEMS LIKE ALL TEMPE CARES ABOUT IS THE NEW SHINEY BUILDINGS THAT ATTRACT LARGE CORPORATE GROUPS, AND THEN SURROUND EVERYTHING WITH HIGH RISE BUILDINGS. WE HAVE SOME VERY COOL ECLECTIC HISTORIC NEIGHBORHOODS, BUILDINGS, THAT ARE JUST BEING PUSHED TO THE WAYSIDE, RATHER THAN BEING HI-LIGHTED. THE CITY OF PHOENIX HAS FOCUSED ON REVITALIZATION AND HAS PUMPED NEW LIFE INTO OLDER NEIGHBORHOODS THAT ARE NOW HOT SPOTS, WITH ECLECTIC EATERIES AND WINE SPOTS, COMMANDING MILLION DOLLAR HOME VALUES JUST TO BE NEAR THESE SPOTS, YET PRESERVING THE HISTORY AND THE ORIGINAL LOOK OF THESE AREAS. WHY CAN TEMPE BE ON THE SAME PAGE? MILL AVENUE IS NOTHING BUT A CORPORATE WASTELAND. I NEVER GO THERE, EXCEPT FOR ASU GAME DAYS. NO PARKING AND NO PERSONALITY. IT USED TO BE A GREAT LIVE MUSIC AND ART SCENE AND ITS ALL GONE NOW. DOWNTOWN GILBERT AND CHANDLER HAVE A BETTER DOWNTOWN AREA. ITS KIND OF SAD WHAT THE CITY LET HAPPEN TO MILL AVENUE.
- PRICES FOR HOUSING
- PROGRAM TO EMPLOYEE HOMELESS
- PROTECT NEIGHBORHOODS WHILE ENCOURAGING SMALL BUSINESS GROWTH.
- PROTECTING ART AND CULTURAL PROGRAMS AND PROMOTING SUCH PROGRAMS TO BOOST APPRECIATION AND TOLERANCE FOR OTHER CULTURES AND DIVERSITY IN TEMPE.
- PROVIDE APPROPRIATE CARE FOR THE HOMELESS (A PLACE TO LIVE, HEALTHCARE, EDUCATION, JOB TRAINING, ETC.).
- PROVIDE MORE ASSISTANCE SUPPORT FOR POLICE DEPARTMENT.
- PROVIDING LIVING SPACES FOR THE HOMELESS AND THE PEOPLE NEEDING RENT ASSISTANCE.
- PUBLIC SAFETY
- PUBLIC SAFETY
- PUBLIC SAFETY
- PUBLIC TRANSPORTATION AND OR BICYCLE INFRASTRUCTURE
- PUT ON END TO THE HIDEOUS HIGH RISE APT BUILDINGS

- PUTTING 3 LANES EACH WAY ON CCCLINTOCK DR. I NEVER SEE ANYONE USING THE BIKE LANE. WHAT A WASTE OF TAXPAYERS MONEY!!
- QUALITY OF THE SERVICE - PEOPLE WORKING ON DIFFERENT POSITIONS, LIKE POLICE, COMPOSITION, STREET LIGHTING, ETC. SHOULD IMPROVE THEIR RESPONSIBILITY AND QUALITY OF THE WORK.
- QUIT BEING SO LENIENT W/PEOPLE BEGGING, ROAMING IN NEIGHBORHOODS LOOKING FOR WHAT THEY MIGHT STEAL. DON'T SEE ANY PEOPLE ON STREET CORNER IN SCOTTSDALE HOLDING UP SIGN FOR MONEY AND W/THAT HAVE OFFICERS PATROL NEIGHBORHOODS MORE FREQUENTLY AND TALK W/THE PEOPLE PUTTING FOUND SIGNS BEHIND THEIR BIKES
- QUIT REDUCING LANES USED BY CARS TO ADD NEW BIKE LANES.
- RECYCLING FACILITIES AND PROGRAMS FOR THOSE LIVING IN APARTMENTS.
- RECYCLING.
- REDEVELOPING APACHE EAST OF MCCLINTOCK.
- REDUCE PRICES FOR CITY SERVICES
- REDUCE WATER RATES. BE SURE THE NEW METERS ARE ACCURATE!! NEVER HAD PROBLEMS UNTIL NEW METERS. TWO DIFFERENT HOMES, SAME PROBLEM.
- REDUCING COSTS OF MUNICIPAL SERVICES.
- REDUCING CRIME IN OUR NEIGHBORHOODS.
- REDUCING CRIME IN THE CITY AND HOMELESSNESS.
- REMOVE BIKE LANES FROM MCCLINTOCK DR
- REMOVE BIKE LANES ON MCCLINTOCK.
- REMOVE BIKE LANES ON MCLINTOCK.
- REMOVE PAN HANDLERS
- REMOVE THE BEGGERS AT INTERSECTIONS AND ON STREETS
- REMOVE THE BIKE PATHS ON MCCLINTOCK AND RESTORE BACK TO 3-LANES INSTEAD OF TWO LANES!!
- RENEWABLE ENERGY.
- REPAIR SIDEWALKS, STREETS
- REPAVE SOME OF THE STREETS..
- REPAVE STREETS IN NEIGHBORHOOD
- RESPONSIBLE ECONOMIC/BUSINESS DEVELOPMENT.
- RESURFACING PRICE FRONTAGE ROAD BETWEEN SOUTHERN AND BASELINE. TOO MANY DIPS ON BOTH SIDES OF PEICE ROAD.
- RETHINK THE EXPANDED BICYCLE LANES ON MCCLINTOCK STREET. REDUCE THE WIDTH TO WHAT IT WAS I.E. THE PAST. AUTO COMMUTERS/TRAFFIC IS GREATLY AFFECTED.
- REVAMP RECREATIONAL PROGRAMS
- REVERSAL OF ISOLATIONIST POLICE IN FIRE DEPT EVALUATE PERFORMANCE MANAGEMENT AND INTEGRITY OF FD LEADERSHIP
- REVIEWING THE NEED TO HAVE ORBIT ON THE ROAD SO FREQUENTLY, OFTEN BUS RUNS EMPTY AND INDEPENDENT STUDY MIGHT MAKE OUR STREETS SAFER BY REDUCING THE TRIPS AND USE THE MONEY SAVED TO BE SPENT IN OTHER AREAS (PARSK)

- RISING COST OF HOUSING
- ROAD CONDITIONS (SMOOTHNESS AND WIDE BIKE LANES).
- ROAD CONDITIONS IN THE NEIGHBORHOODS.
- ROAD CONSTRUCTION AROUND ASU.
- ROAD MAINTENANCE
- SAFER NEIGHBORHOODS IN NORTH TEMPE, LESS NON-RESIDENTS WALKING THROUGH/LOITERING IN OUR NEIGHBORHOODS.
- SAFETY
- SAFETY AND HOMELESS
- SAFETY AND LITTER ISSUES AS A RESULT OF THE HOMELESS POPULATION.
- SAFETY AT JACEE PARK AT NIGHT
- SAFETY FOR PEDESTRIANS AND BICYCLIST, SLOW DOWN TRAFFIC AND KEEP BICYCLE LANES CLEAR ESPECIALLY AROUND SCHOOLS DURING START AND END HOURS
- SAFETY IN NEIGHBORHOODS
- SAFETY IN NEIGHBORHOODS AND PARKS
- SAFETY IN NEIGHBORHOODS.
- SAFETY OF THE ELDERLY
- SAFETY WITHIN NEIGHBORHOODS.
- SAFETY.
- SAVING THE HISTORICAL HOMES
- SCHOOLS
- SCHOOLS.
- SECURING FIRE SERVICES FOR OUR FUTURE IN ALL OF TEMPE.
- SEEMS LIKE THERE ARE MORE HOMELESS PEOPLE IN MY AREA AND I'M ALWAYS FEARFUL THAT MY VEHICLE OR HOME WILL BE BROKEN INTO (MY CAR HAS BEEN BROKEN INTO TWICE ALREADY). MAIL IS ALSO STOLEN FROM MY DOOR FREQUENTLY. GET RID OF THE HOMELESS PEOPLE.
- SENIOR ISSUES
- SERVICES FOR THE HOMELESS POPULATION
- SERVICES FOR THE HOMELESS.
- SHIFT FROM ALL OF THESE UGLY APARTMENT COMPLEXES BEING BUILT AND START PLANNING FOR MORE MIXED USE PROPERTIES THAT CAN BE PURCHASED. IT WOULD BE GREAT TO PERMANENTLY LIVE IN TEMPE AS A YOUNG BUSINESS OWNER, BUT THE DESIRABLE AREAS TO LIVE OFFER TOO MANY RENTALS AND NOT ENOUGH OWNABLE OPTIONS. I WOULD LOVE TO OWN LIVE-WORK SPACE AND MAKE TEMPE MY HOME LONG-TERM, BUT THE AMOUNT OF RENTAL MULTI-FAMILY HOUSING IS A DRAWBACK TO SOMEONE WHO DOESN'T WANT TO SHARE WALLS WITH COLLEGE KIDS.
- SIDEWALKS
- SIGNS OF AN AGING COMMUNITY NEEDS ADDRESSING. WEEDS IN PAVEMENT, CRACKED OR HEAVED CONCRETE, PEELED OR FADED STREET SIGNS.

- SLOW PITCH SOFTBALL UMPIRES ARE AN INSULT TO THE GAME AND TO GOOD UMPIRES IN OTHER CITIES. THEY ARE NOT PROPERLY TRAINED. THE NUMBER OF UMPIRES AVAILABLE ARE TREATED BADLY AND ARE DECREASING EVERY SEASON. I GET THIS INFORMATION FROM UMPIRES WORKING GAMES THAT I AM PARTICIPATING IN AND WITNESSING FIRST HAND WHAT IS HAPPENING ON THE FIELD. THE CITY OF TEMPE USED TO HAVE GOOD UMPIRES, BUT THAT BEGAN TO CHANGE 10 OR 15 YEARS AGO. THE CITY IGNORES THE PLIGHT OF THE LEAGUE PLAYERS BY NOT CARING ABOUT THE SERVICE IT PROVIDES TO THE PAYING CUSTOMERS. THERE IS A WAY TO IMPROVE THIS SITUATION, BUT IT WILL NOT CHANGE UNLESS SOMEONE STARTS TO CARE AND DO SOMETHING ABOUT IT. I HAVE NO REASON TO BELIEVE THAT THE SITUATION WILL EVER CHANGE, NO MATTER HOW BAD IT GETS. MY TEAM HAS DECIDED TO PLAY IN SCOTTSDALE NEXT SEASON. THEY USE SOUTHWEST UMPIRES, AND THEY ARE ASA CERTIFIED AND WELL TRAINED.
- SOCIAL / HUMAN SERVICES
- SOLVING HOMELESS POPULATION
- SOME OF THE NEIGHBORHOODS IN TEMPE ARE VERY NICE AND SOME APPEAR TO NEED HELP IN CLEANING UP OR GETTING RID OF DEBRIS WHICH TAKES AWAY FROM THE NEIGHBORHOOD AND PROPERTY VALUES.
- SOME OF THE PARKS IN THE MAPLE ASH AREA WERE SCHEDULED FOR RENOVATIONS WHEN THE ECONOMIC DOWNTURN OCCURRED IN 2008. FOR INSTANCE, THE POOL IN I BELIEVE CLARK PARK WAS TO BE RETROFITTED. INSTEAD THE CITY DECIDED TO FILL IT WITH DIRT. I PLAN TO RETIRE IN A FEW MONTHS AND HOPE TO MOVE OUT OF TEMPE BECAUSE IT HAS BECOME A PLACE WHERE I DON'T WANT TO LIVE.
- SOME STREETS SOUTHERN IS NOT CLEANED UP AND SAFE
- SPEED BUMPS ON ALL OR MOST USED STREETS IN EAST TEMPE
- SPEEDING OF TRAFFIC.
- SRP ELECTRICAL OUTAGE PREVENTION.
- STAFF THE POLICE DEPT. AND MORE POLICING OF NEIGHBORHOODS.
- STAYING OUT OF MY LIFE.
- STOP BUILDING HIGH RISES AND APARTMENTS.
- STOP MESSING UP THE ROADS!!!!!!!!!!!!!!!!!!!!!! HAVE ROADS FOR CARS MORE THAN BIKES!!!!!!!!!!!!!!
- STOP THE TRANSIENT ISSUE IN OUR NEIGHBORHOOD.
- STOP WITH ALL THESE HIGH RISE APARTMENTS, UNTIL SOME OF THE ONES THAT HAVE BEEN BUILT ACTUALLY SELL.
- STOPPING ASU FROM SELLING OFF THEIR PROPERTIES.
- STRAY ANIMALS ARE A HUGE PROBLEM.
- STREET AND SIDEWALKS IMPROVEMENTS
- STREET CONSTRUCTION
- STREET LIGHTS SOME PLACES ARE TOO DARK AND I WON'T WALK DOWN THESE STREETS. THX

- STREET TREES ALONG STREET EDGE OR SIDEWALKS FOR PEDESTRIAN SHADE AND OVERALL STREETScape APPEARANCE. IT MAKES WALKING, NO MATTER WHAT TIME OF YEAR, POSSIBLE AND ENJOYABLE.
- STREETS
- STREETS
- STREETS AND SIDEWALKS
- STREETS AND SIDEWALKS
- STREETS AND SIDEWALKS
- STREETS.
- STRICT ENFORCEMENT OF ALL TRAFFIC LAWS.
- STRICT ENFORCEMENT OF CITY CODES.
- STRICTER ENFORCEMENT OF TRAFFIC LAWS IN NEIGHBORHOOD
- SUPPORT AND ASSISTANCE FOR HOMELESS AND STREET PEOPLE - THE ONES WHO ARE THERE NOT BY CHOICE - I.E., NOT THE YOUNG PEOPLE WHO POPULATE MILL AVE.
- SUPPORT LIBRARY AND SCHOOLS AND ARTS
- SUPPORT THE POLICE MORE. THEY ARE OUR BEST. GIVE THEM THE EQUIPMENT AND TRAINING THEY NEED TO STAY SAFE.
- SUSTAINABILITY
- TACKLE THE HOMELESS PROBLEM!! GET THEM OUT OF OUR CITY! THEY MOVED FROM PHOENIX WHEN THEY WERE NO LONGER ALLOWED TO HOLD SIGNS NOW THEY ARE HERE AND THEY ARE GETTING AGGRESSIVE, DANGEROUS, AND CAUSING MASSIVE PROBLEMS!
- TEACH OUR POLICE OFFICERS TO LEARN HOW TO WORK WITH MINORITIES AND PEOPLE WITH MENTAL PROBLEMS OR HEALTH ISSUES.
- TEMPE BEACH PARK. MAKE IT USABLE FOR EVENTS AND OTHER RECREATION BATHROOMS, SHADE AND WATER SIDE.
- TEMPE DOES SO MANY THINGS WELL. I LOVE LIVING HERE.
- TEMPE IS A LIVEABLE CITY. KEEP IT THAT WAY.
- TEMPE MARKETPLACE AREA. ON RAMP TO 202 WESTBOUND VERY CONGESTED, BACKED UP ESPECIALLY AT RUSH HOUR. STREETS INTO/OUT OFF TEMPE MARKETPLACE NOT MADE FOR SO MUCH TRAFFIC - PERRY LANE/5TH STREET/3RD STREET IN PARTICULAR. SPEEDING, LOTS OF TRAFFIC, ROAD WORN OUT, LIGHTING AT NIGHT NOT GOOD.
- THAT POLICE SHOULD REACH OUT TO COMMUNITIES NOT ABUSE THEM. FOLLOW THE OATH THAT THEY TOOK TO PROTECT AND SERVE. NOT PROTECT AND SERVE THEMSELVES. IF THEY ARE TOO SCARED TO DO THE JOB WITHOUT ABUSE, THEY SHOULD FIND A SAFER JOB. BECAUSE THEY CHOSE TO DO THIS SCARY, ROUGH, HARD JOB DOES NOT GIVE THEM THE RIGHT TO KILL UNARMED CITIZENS FOR ANY REASON. YOU CAN'T JUST SAY 'I FEARED FOR MY LIFE' AND ARE SET FREE.
- THE AMOUNT OF APARTMENT BUILDINGS BEING BUILT; CAUSING MORE TRAFFIC ON CITY STREETS. VERY IRRITATED WITH MCCLINTOCK DOWN TO 2 LANES EACH WAY. MUST PLAN FOR GROWTH! MILL AVENUE SHOULD BE CLOSED TO TRAFFIC BETWEEN UNIVERSITY AND RIO SALADO.

- THE CONSENT SPEEDING ON OUR STREETS
- THE FACT THAT BULK AND GREEN PICK UP HAS DIMINISHED BUT I GET LOVE LETTERS IF I DON'T TRIM THE TREES AS MUCH AS THE CITY WANTS
- THE HOMELESS BUMS AND THE ASSOCIATED CRIME IN DOWNTOWN TEMPE.
- THE HOMELESS ISSUE. I HAVE BEEN A RESIDENT OF TEMPE MORE OR LESS FOR 6 YEARS AND HAVE LOST COUNT OF THE NUMBER OF TIMES I HAVE BEEN THREATENED OR HARASSED BY THE HOMELESS. THEY MAKE MYSELF AND THE PEOPLE I'M WITH FEEL UNSAFE AND IS A PRIMARY REASON WHY I DIDN'T WANT TO USE PUBLIC TRANSPORTATION SERVICES AVAILABLE IN TEMPE. YOU LIKELY WOULD HAVE BETTER STATISTICS ON THIS THAN ME BUT SUBJECTIVELY IT SEEMS THEY ARE CONTRIBUTING TO CRIME IN TEMPE AS WELL. I'VE HAVE SEEN A NUMBER RIDING THE LIGHT RAIL (LAST YEAR WHEN I WAS USING IT AS A PRIMARY REASONS OF COMMUTING TO CAMPUS) WITH OBVIOUSLY STOLEN BIKE PARTS HEADING AWAY FROM CAMPUS AND NO ONE SEEMED TO CARE. AFTER SPEAKING WITH A NUMBER OF PEOPLE IT SEEMS A LOT OF PEOPLE WANT TO USE AND SEE AN EXPANSION OF THE LIGHT RAIL AND PUBLIC TRANSPORT BUT ARE SCARED TO USE THEM. I KNOW IT'S EASY TO CRITICIZE AND NOT OFFER ANY SOLUTIONS BUT ONE SMALL SUGGESTION THAT MAY BE OF USE: AN ANONYMOUS TEXT LINE PEOPLE CAN SEND A MESSAGE TO IF THERE'S A HOSTILE PERSON ON PUBLIC TRANSPORT THAT SHOULD BE ADDRESSED. THERE'S BEEN A NUMBER OF TIMES WHEN SOMEONE WITH A MENTAL ILLNESS IS HAVING AN EPISODE ON ONE OF THE LIGHT RAIL CARS AND ALL YOU CAN DO IS DESPERATELY AVOID EYE CONTACT AND GET OFF AS SOON AS POSSIBLE. IF THERE WAS A WAY TO INCONSPICUOUSLY BRING SOMETHING LIKE THAT TO LAW ENFORCEMENT'S ATTENTION I'M SURE PEOPLE WOULD APPRECIATE IT.
- THE HOMELESS PEOPLE ON TEMPE STREETS!
- THE LARGE AND SEEMINGLY GROWING NUMBER OF HOMELESS IN THE CITY.
- THE REDUCTION OF MULTI FAMILY COMMUNITIES IN THE TEMPE AREA.
- THE RENTAL SITUATION BOTH ASU STUDENT RENTALS AND THE SECTION ISSUE. THEY IS WAY TOO MUCH CI=ONGESTION IN OUR ESTABLISHED NEIGHBORHOOD.
- THE SAFETY OF OUR CHILDREN AT SCHOOL.
- THE SEWER SMELL ALL AROUND TEMPE, ESPECIALLY BROADWAY TO UNIV FROM PRIEST TO MILL
- THE TOP PRIORITY FROM OUR PERSPECTIVE IS TO PROVIDE SOCIAL SERVICES AND SHELTER TO THE HOMELESS POPULATION OF OUR CITY, WHO ARE AT MANY INTERSECTIONS AND IN NEED OF SOCIAL SERVICES. HOW WE HELP THIS POPULATION SHOWS OUR TRUE CHARACTER AND VALUES AS A CITY, AND IS ABSOLUTELY WHERE I WANT MY TAX DOLLARS TO GO, IF I COULD CHOOSE A PRIORITY FOR THE MAYOR AND COUNCIL. PLEASE CONSIDER THIS GROUP OF PEOPLE, AND HOW OUR TREATMENT OF THEM REFLECTS ON OUR COMMUNITY.
- THERE ARE MORE THAN ONE OR TWO ISSUES THE MAYOR AND CITY COUNCIL SHOULD ADDRESS.
- TO BRING DRUG ACTIVITY TO A MINIMUM
- TO DO SOMETHING ABOUT THE DERELICTS AND HOMELESS PEOPLE THAT POPULATE OUR PARKS, RIDE THE ORBIT, AND HARASS PEOPLE ON MILL AVE.

- TO FINISH INSTALLING ROCK FROM THE CANAL ON RURAL ON THE EAST SIDE DOWN TO ELIOT ALL ALONG ELLIOT FROM I10 TO MCCLINTOCK LOOKS GREAT BUT THE EASEMENT ALONG RURAL HASN'T BEEN TOUCHED IN 20 YEARS. TALKED TO SEAN, GREAT CARING CITY EMPLOYEE, ABOUT IT AND HE'S GOING TO TRY TO FINISH THAT STRETCH.
- TO GET RID OF DRUG DEALERS
- TO IMPROVE PARKING CONDITIONS AND PRICES IN DOWNTOWN. ALSO, SAFETY OF RESIDENTS SHOULD ALWAYS BE PRIORITY.
- TO IMPROVE THE CONDITION OF OUR NEIGHBORHOODS TO FEEL SAFER. THIS WAY WE CAN PROMOTE THE SAFETY LIVING AS WE ATTRACT MORE BUSINESSES IN THE CITY.
- TO WORK ON DRIVERS WHO TEXT AND DRIVE
- TOO MANY BUSES AND BICYCLISTS CONGEST STREETS.
- TOO MANY VAGRANTS AND PAN HANDLERS, I LIVE ON A PENSION AND TOO MANY FOLKS COME UP TO ME IN AN AGGRESSIVE WAY ASKING ME FOR MONEY
- TRAFFIC
- TRAFFIC
- TRAFFIC
- TRAFFIC
- TRAFFIC AND ROAD MAINTENANCE.
- TRAFFIC CONGESTION .
- TRAFFIC CONTROL
- TRAFFIC ENFORCEMENT
- TRAFFIC FLOW
- TRAFFIC IN TEMPE IS HORRIBLE WHY MUST RURAL RD ALWAYS BE TORE UP
- TRAFFIC ISSUES AND THE IRONMAN RACE CLOSING FREEWAYS TO STOP
- TRAFFIC ON RIO SALADO
- TRAFFIC SPEED LIMITS ENFORCEMENT - MORE PATROLS.
- TRAFFIC, INCLUDING SPEEDING AND PARKING.
- TRAFFIC, OVER DEVELOPMENT AT TEMPE TOWN LAKE, PARKING
- TRAFFIC. ALTERNATIVE METHODS FOR TRAVEL.
- TRANSIENT POPULATION.
- TRANSIENTS!
- TRANSPORTATION
- TRANSPORTATION
- TRANSPORTATION
- TRANSPORTATION IS VERY IMPORTANT.
- TREAT ALL RESIDENTS FAIRLY WHICH DOES NOT HAPPEN IN THIS TOWN.
- TRY TO IMPROVE TRAFFIC FLOW IN AREAS WITH BOTTLENECKS OR SIGNIFICANT TRAFFIC GRIDLOCK
- UNAPPROVED BUILDING AND REMODELING

- UNIFY NORTH AND SOUTH TEMPE INTO ONE CITY. THE CITY COUNCIL PANDERS TO THE ASU AND LAKE AREA TO THE DETRIMENT OF THE NEIGHBORHOODS SOUTH OF SOUTHERN AVE.
- UNKNOWN, JOB AVAILABILITY
- UPDATE ESTHETICS (ENTRIES INTO NEIGHBORHOODS, PAINTED BLOCK WALLS, AND NOTICES AND FOLLOW-UPS FOR HOMES WITH JUNK IN CARPORT/ FRONT YARD IN OLDER AREAS OF TEMPE.
- UPDATING ROADS AND SIDEWALKS
- UPDATING THE INFRASTRUCTURE BEFORE WORKING ON THINGS LIKE A TRAM LINE. WATER LINES ARE OLD AND NEED TO BE REPLACED.
- USE DARKER PAINT ON THE MAJOR STREET SIGNS.
- WASTE OF MONEY CHANGING MCCLINTOCK.
- WATER BECAUSE IT SUSTAINS LIFE. THE FUTURE OF THE NEW GENERATION THE CHILDREN AND SO ON AND SO ON DOES NEED TO BE ADDRESSED. IT IS NOT ONLY THE CITY'S RESPONSIBILITY BUT THE RESIDENTS AND LANDLORDS.
- WATER CONSERVATION, WATER HARVESTING, AND CREATING A WATER-WISE CITY.
- WATER FROM TAP QUALITY.
- WATER RATES. BILLS ARE OUT OF CONTROL
- WATER SAFETY.
- WATER SUSTAINABILITY
- WATER/SEWER ISSUES.
- WE ARE A WELL-RUN CITY. I WOULD LIKE TO SEE SURFACE STREETS IN BETTER CONDITION
- WE HAVE A PROBLEM WITH COYOTES IN OUR STREETS NEAR ELEMENTARY SCHOOL CURRY.
- WE NEED TO DO ALL CITY FUNCTIONS.
- WE WOULD LIKE TO ASK TO PLEASE DO SOMETHING TO REDUCE THE HIGH SPEEDING TRAFFIC ON HARDY DRIVE FROM BASELINE RD TO GUADALUPE RD AND VISE VERSA. I IMAGINE THE SAME ISSUE WAS OCCURRING ON HARDY DRIVE NORTH OF BROADWAY BECAUSE THE CITY OF TEMPE INSTALLED ISLANDS WITH TREES AS WELL AS SPEED BUMPS. I'M CONFIDENT THE SPEED RACERS HAVE CEASED TO EXIST IN THAT PARTICULAR AREA OF HARDY DRIVE. I BELIEVE WE SHOULD ADOPT SIMILAR DESIGN AND INSTALL ISLANDS WITH TREES AND SPEED BUMPS, SOMETHING TO PREVENT VEHICLES FROM EXCESSIVELY SPEEDING THROUGH THE NEIGHBORHOOD. IT IS EXTREMELY HAZARDOUS FOR CHILDREN WHEN CROSSING HARDY DRIVE TO GET TO AND FROM WOOD ELEMENTARY AND GETZ SCHOOLS. NOT TO MENTION OUR TEMPE CITIZENS WHO UTILIZE THE BIKE TRAIL LANES . I LIVE IN FEAR FOR OUR NEIGHBORHOOD CHILDREN AND CYCLISTS.
- WHAT A WASTE OF MONEY!!! PLEASE FIX THE MCCLINTOCK ROAD BACK TO THE WAY IT WAS - BIKE PATHS VERY CONFUSING - #1 WHAT A MESS AT BEL DE MAR AND MCCLINTOCK. #2 RED LIGHTS AND FLASHING TO CROSS CANALS - STILL VERY CONFUSING.
- WHAT ARE YOU DOING ABOUT THE HOMELESS IN TEMPE?
- WHAT ARE YOU DOING TO CURB THE INCREASING COSTS OF RENT?
- WHY ARE MY TAXES SO HIGH
- WHY ARE STOP SIGNS OPTIONAL NOW! DOES ANYONE STOP FIRST ON A TURN ON RED!

- WHY ARE YOU ALLOWING SO MANY APARTMENT BUILDINGS TO BE BUILT IN THE CITY. TRAFFIC IS HORRIBLE AND YET YOU INCREASE THE POPULATION DENSITY. WHERE IS THE MONEY GOING FROM ALL THESE TAXES. ALSO YOUR BIKE PATH DESIGNS SUCK ( SEE MCCLINTOCK AND GUADALUPE AREA) STUPID DESIGN THE CONGESTS TRAFFIC FOR A VERY FEW BIKERS, IF ANY THAT I HAVE SEEN IN THE AREA. BET YOU DON'T ADDRESS THIS. I'LL BE WATCHING, AND VOTING.
- WHY CAN'T WE GET THE FENCE FINISHED ON THE PRIEST END OF THE HI-LINE
- WHY DOES MY NEIGHBORHOOD HAVE TO WAIT UNTIL 2020 TO HAVE THE STREETS RESURFACED WHEN THE NEIGHBORHOOD DIRECTLY ACROSS SOUTHERN AND COUNTRY CLUB HAS BEEN RESURFACED TWICE IN 10 YEARS?
- WHY DOESN'T THE POLICE DEPT RESPECT PRIVATE PROPERTY WHEN THAT PROPERTY AND PERSONS HAVE NOTHING TO DO WITH THE REASON THEY WERE CALLED OR INVOLVEMENT?
- WHY DON'T YOU DO YOUR JOB THAT YOU WERE ELECTED TO, GO TRUMP
- WHY IS OUR WATER BILL SO HIGH COMPARED TO OTHER CITIES IN MARICOPA COUNTY?
- WHY IS TOURISM AND GENTRIFICATION SEEMINGLY MORE IMPORTANT THAN PRESERVING OUR LOCAL NEIGHBORHOODS AND LONG-TERM RESIDENTS?
- WHY YOU TOOK ESTRADA PARK FROM THE NEIGHBORHOOD, TO MAKE A FIRE STATION IN SOUTH TEMPE. IT IS RIDICULOUS TO BELIEVE THAT THEY DID THIS BECAUSE THE NEIGHBORS ARE AGING, AND THEY NEED MORE SERVICE. INSULTING, WHY DON'T THEY OMIT THAT THEY DIDN'T PLAN PROPERLY WITH THE EXPANSION OF ASU RESEARCH PARK AND SURROUNDING ESTABLISHMENTS.
- WIDEN MCCLINTOCK-WHAT WERE YOU THINKING ABOUT WHEN YOU ADDED A BIKE LANE AND NARROWED THE STREET.
- WORK ON ELIMINATING TRAFFIC BOTTLENECKS.
- WORKING ON COLLEGE STUDENTS IN THE NEIGHBORHOODS ONCE COPS ARE CALLED NUMEROUS TIME WITHIN A WEEKS THINGS SHOULD CHANGE.
- WOULD LIKE TO SEE SIGNAGE FOR STREETS ON THE MAIN STREET, NOT JUST IN THE NEIGHBORHOOD.
- WOULD YOU CONSIDER COOPERATIVE DEVELOPMENT AS A PART OF ECONOMIC DEVELOPMENT?
- YOU SHOULD NOT CHOOSE ONLY ONE ISSUE BUT WORK ON ALL ISSUES, THERE IS ALWAYS ROOM FOR IMPROVEMENT
- YOUTH SERVICES.

# City of Tempe

## 2017 Community Survey

### *Appendix C – Cross-Tabular Data by Character Area*

*...helping organizations make better decisions since 1982*

**Submitted to the City of Tempe, Arizona**

**by:**

ETC Institute  
725 W. Frontier Lane  
Olathe, Kansas  
66061

**November 2017**



**Q1. Please rate your level of satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q1-1. Quality of local fire services

Very satisfied	54.7%	58.2%	59.7%	46.5%	64.9%	63.2%	58.3%	67.1%
Satisfied	42.2%	33.0%	29.9%	38.4%	29.9%	27.9%	33.3%	29.3%
Neutral	3.1%	7.7%	10.4%	14.0%	3.9%	7.4%	8.3%	3.7%
Dissatisfied	0.0%	1.1%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	1.3%	1.5%	0.0%	0.0%

Q1-2. Quality of medical rescue services

Very satisfied	58.1%	55.7%	53.8%	44.3%	65.8%	58.8%	60.3%	64.1%
Satisfied	38.7%	37.5%	35.4%	36.7%	26.3%	33.8%	28.8%	30.8%
Neutral	3.2%	5.7%	9.2%	15.2%	6.6%	5.9%	11.0%	5.1%
Dissatisfied	0.0%	1.1%	1.5%	2.5%	0.0%	0.0%	0.0%	0.0%
Very dissatisfied	0.0%	0.0%	0.0%	1.3%	1.3%	1.5%	0.0%	0.0%

**Q1. Please rate your level of satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q1-3. Quality of local police services

Very satisfied	33.3%	43.2%	42.4%	29.3%	48.0%	38.7%	46.1%	50.5%
Satisfied	49.4%	40.5%	37.6%	52.5%	35.3%	43.0%	33.7%	36.2%
Neutral	14.9%	7.2%	9.4%	14.1%	12.7%	15.1%	18.0%	10.5%
Dissatisfied	1.1%	7.2%	7.1%	2.0%	3.9%	2.2%	2.2%	2.9%
Very dissatisfied	1.1%	1.8%	3.5%	2.0%	0.0%	1.1%	0.0%	0.0%

Q1-4. Enforcement of local traffic laws

Very satisfied	18.6%	25.0%	19.1%	15.2%	24.0%	25.8%	25.5%	33.0%
Satisfied	45.3%	43.3%	38.2%	41.4%	37.5%	41.9%	34.0%	36.7%
Neutral	19.8%	18.3%	23.6%	29.3%	22.1%	16.1%	24.5%	19.3%
Dissatisfied	8.1%	12.5%	14.6%	11.1%	13.5%	12.9%	12.8%	7.3%
Very dissatisfied	8.1%	1.0%	4.5%	3.0%	2.9%	3.2%	3.2%	3.7%

**Q1. Please rate your level of satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q1-5. Efforts by City to prevent crime

Very satisfied	15.1%	22.1%	24.4%	14.3%	25.5%	23.9%	20.0%	34.0%
Satisfied	44.2%	47.1%	41.9%	40.8%	28.6%	45.7%	47.1%	44.3%
Neutral	22.1%	19.2%	18.6%	27.6%	25.5%	21.7%	21.2%	17.0%
Dissatisfied	16.3%	9.6%	10.5%	12.2%	14.3%	6.5%	11.8%	3.8%
Very dissatisfied	2.3%	1.9%	4.7%	5.1%	6.1%	2.2%	0.0%	0.9%

Q1-6. Overall feeling of safety in City

Very satisfied	17.3%	27.6%	29.6%	13.0%	21.6%	24.5%	24.5%	40.9%
Satisfied	54.1%	47.4%	39.8%	50.9%	42.3%	52.8%	51.9%	47.8%
Neutral	16.3%	15.5%	20.4%	22.2%	18.0%	17.0%	17.0%	8.7%
Dissatisfied	10.2%	8.6%	8.2%	11.1%	12.6%	3.8%	6.6%	2.6%
Very dissatisfied	2.0%	0.9%	2.0%	2.8%	5.4%	1.9%	0.0%	0.0%

**Q1. Please rate your level of satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=882

		Area							
		Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q1-7. Feeling of safety in your neighborhood

Very satisfied	24.5%	26.5%	33.3%	14.5%	27.9%	31.1%	38.5%	50.9%
Satisfied	44.9%	49.6%	34.3%	44.5%	34.2%	47.2%	38.5%	39.5%
Neutral	11.2%	12.0%	16.2%	21.8%	14.4%	9.4%	16.5%	7.9%
Dissatisfied	15.3%	10.3%	13.1%	10.9%	16.2%	9.4%	5.5%	1.8%
Very dissatisfied	4.1%	1.7%	3.0%	8.2%	7.2%	2.8%	0.9%	0.0%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places during the day. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q2-1. Neighborhood parks

Very satisfied	30.2%	24.2%	34.4%	21.6%	26.7%	36.2%	35.4%	33.0%
Satisfied	37.2%	44.2%	40.9%	45.4%	43.6%	48.9%	43.8%	51.5%
Neutral	17.4%	25.3%	15.1%	15.5%	13.9%	11.7%	18.8%	12.6%
Dissatisfied	12.8%	4.2%	6.5%	11.3%	11.9%	2.1%	2.1%	2.9%
Very dissatisfied	2.3%	2.1%	3.2%	6.2%	4.0%	1.1%	0.0%	0.0%

Q2-2. City parks like Kiwanis & Tempe Beach

Very satisfied	37.0%	27.0%	42.9%	23.7%	32.7%	46.3%	37.9%	32.7%
Satisfied	45.7%	49.4%	38.5%	55.9%	44.9%	43.2%	42.1%	48.0%
Neutral	11.1%	18.0%	13.2%	15.1%	15.3%	7.4%	12.6%	15.3%
Dissatisfied	2.5%	4.5%	5.5%	4.3%	4.1%	1.1%	6.3%	3.1%
Very dissatisfied	3.7%	1.1%	0.0%	1.1%	3.1%	2.1%	1.1%	1.0%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places during the day. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

**Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)**

Very satisfied	28.9%	20.6%	44.0%	25.3%	24.3%	29.4%	21.7%	24.3%
Satisfied	30.1%	47.1%	29.8%	49.4%	44.6%	42.6%	47.8%	41.9%
Neutral	22.9%	29.4%	19.0%	20.7%	23.0%	25.0%	24.6%	29.7%
Dissatisfied	12.0%	2.9%	3.6%	2.3%	4.1%	1.5%	5.8%	4.1%
Very dissatisfied	6.0%	0.0%	3.6%	2.3%	4.1%	1.5%	0.0%	0.0%

**Q2-4. City athletic & recreational facilities**

Very satisfied	26.8%	28.6%	45.6%	24.2%	25.4%	37.8%	28.8%	32.5%
Satisfied	51.8%	52.4%	36.8%	47.0%	46.5%	48.6%	51.5%	49.4%
Neutral	17.9%	17.5%	14.0%	25.8%	19.7%	9.5%	19.7%	15.6%
Dissatisfied	1.8%	1.6%	1.8%	3.0%	5.6%	2.7%	0.0%	2.6%
Very dissatisfied	1.8%	0.0%	1.8%	0.0%	2.8%	1.4%	0.0%	0.0%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places during the day. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q2-5. Tempe Public Library Complex

Very satisfied	42.9%	50.0%	53.2%	40.7%	36.5%	45.2%	42.3%	43.9%
Satisfied	41.4%	43.6%	33.8%	43.0%	46.9%	45.2%	45.4%	42.9%
Neutral	11.4%	6.4%	9.1%	14.0%	7.3%	7.1%	7.2%	12.2%
Dissatisfied	2.9%	0.0%	3.9%	2.3%	6.3%	2.4%	4.1%	1.0%
Very dissatisfied	1.4%	0.0%	0.0%	0.0%	3.1%	0.0%	1.0%	0.0%

Q2-6. City Hall

Very satisfied	35.2%	30.3%	47.2%	37.1%	30.9%	38.3%	35.6%	34.7%
Satisfied	46.3%	48.5%	37.5%	42.9%	35.3%	35.0%	43.8%	45.8%
Neutral	14.8%	18.2%	15.3%	20.0%	30.9%	23.3%	15.1%	18.1%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	5.5%	1.4%
Very dissatisfied	3.7%	3.0%	0.0%	0.0%	2.9%	1.7%	0.0%	0.0%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places during the day. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q2-7. Mill Avenue

Very satisfied	21.3%	23.5%	33.7%	23.1%	18.4%	25.3%	16.3%	26.7%
Satisfied	46.1%	33.3%	29.6%	41.3%	39.8%	42.1%	51.1%	41.6%
Neutral	23.6%	28.4%	21.4%	26.9%	22.4%	21.1%	19.6%	24.8%
Dissatisfied	5.6%	9.8%	10.2%	6.7%	13.3%	8.4%	8.7%	5.9%
Very dissatisfied	3.4%	4.9%	5.1%	1.9%	6.1%	3.2%	4.3%	1.0%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q2-1. Neighborhood parks

Very satisfied	13.5%	7.8%	20.9%	7.8%	14.1%	14.5%	15.4%	23.9%
Satisfied	28.4%	29.9%	22.1%	25.6%	27.1%	35.5%	29.5%	42.0%
Neutral	20.3%	37.7%	26.7%	34.4%	22.4%	36.8%	39.7%	27.3%
Dissatisfied	24.3%	18.2%	18.6%	22.2%	18.8%	11.8%	11.5%	5.7%
Very dissatisfied	13.5%	6.5%	11.6%	10.0%	17.6%	1.3%	3.8%	1.1%

Q2-2. City parks like Kiwanis & Tempe Beach

Very satisfied	16.9%	14.9%	21.4%	12.8%	21.1%	20.0%	11.7%	14.5%
Satisfied	40.8%	32.8%	32.1%	42.3%	27.6%	42.7%	31.2%	46.1%
Neutral	25.4%	37.3%	27.4%	30.8%	26.3%	26.7%	39.0%	30.3%
Dissatisfied	14.1%	10.4%	14.3%	11.5%	18.4%	9.3%	14.3%	7.9%
Very dissatisfied	2.8%	4.5%	4.8%	2.6%	6.6%	1.3%	3.9%	1.3%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

**Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)**

Very satisfied	16.4%	12.5%	13.0%	14.5%	10.3%	10.7%	10.0%	12.7%
Satisfied	14.9%	28.6%	20.3%	27.5%	24.1%	28.6%	23.3%	29.1%
Neutral	28.4%	48.2%	34.8%	42.0%	32.8%	44.6%	48.3%	45.5%
Dissatisfied	23.9%	7.1%	23.2%	10.1%	24.1%	10.7%	15.0%	12.7%
Very dissatisfied	16.4%	3.6%	8.7%	5.8%	8.6%	5.4%	3.3%	0.0%

**Q2-4. City athletic & recreational facilities**

Very satisfied	18.2%	14.5%	25.0%	14.5%	23.5%	21.3%	17.5%	18.5%
Satisfied	43.2%	40.0%	30.4%	41.9%	27.5%	37.7%	50.9%	46.2%
Neutral	29.5%	41.8%	33.9%	40.3%	31.4%	36.1%	24.6%	32.3%
Dissatisfied	4.5%	1.8%	10.7%	0.0%	13.7%	4.9%	7.0%	3.1%
Very dissatisfied	4.5%	1.8%	0.0%	3.2%	3.9%	0.0%	0.0%	0.0%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q2-5. Tempe Public Library Complex

Very satisfied	24.0%	25.7%	35.9%	27.1%	19.2%	22.2%	18.1%	28.4%
Satisfied	38.0%	48.6%	31.3%	37.1%	43.8%	49.2%	58.3%	39.2%
Neutral	30.0%	22.9%	23.4%	28.6%	20.5%	20.6%	16.7%	25.7%
Dissatisfied	4.0%	2.9%	6.3%	5.7%	12.3%	6.3%	5.6%	6.8%
Very dissatisfied	4.0%	0.0%	3.1%	1.4%	4.1%	1.6%	1.4%	0.0%

Q2-6. City Hall

Very satisfied	27.9%	16.1%	31.0%	31.1%	19.2%	17.8%	13.7%	29.8%
Satisfied	39.5%	39.3%	36.2%	29.5%	26.9%	46.7%	52.9%	36.8%
Neutral	30.2%	39.3%	25.9%	37.7%	36.5%	31.1%	27.5%	29.8%
Dissatisfied	0.0%	1.8%	6.9%	1.6%	13.5%	2.2%	3.9%	1.8%
Very dissatisfied	2.3%	3.6%	0.0%	0.0%	3.8%	2.2%	2.0%	1.8%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q2-7. Mill Avenue

Very satisfied	16.3%	16.3%	18.9%	17.9%	10.6%	14.8%	10.5%	15.6%
Satisfied	33.8%	31.4%	32.6%	34.7%	36.5%	37.5%	46.5%	40.0%
Neutral	28.8%	31.4%	22.1%	27.4%	20.0%	34.1%	25.6%	33.3%
Dissatisfied	13.8%	12.8%	14.7%	12.6%	22.4%	8.0%	11.6%	6.7%
Very dissatisfied	7.5%	8.1%	11.6%	7.4%	10.6%	5.7%	5.8%	4.4%

**Q3. Please indicate how often you worry about each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q3-1. Getting mugged

Frequently	9.1%	5.3%	7.0%	8.2%	12.7%	4.8%	3.7%	0.9%
Occasionally	29.3%	30.1%	22.0%	34.5%	28.2%	26.9%	26.6%	19.6%
Rarely	37.4%	41.6%	40.0%	38.2%	46.4%	41.3%	46.8%	49.1%
Never	23.2%	20.4%	31.0%	16.4%	12.7%	26.9%	22.9%	30.4%
N/A	1.0%	2.7%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%

Q3-2. Having your home burglarized when you are not there

Frequently	32.7%	13.4%	19.8%	19.3%	28.4%	17.8%	20.0%	8.7%
Occasionally	39.8%	43.7%	26.7%	35.8%	33.0%	43.0%	34.5%	38.3%
Rarely	18.4%	29.4%	38.6%	32.1%	29.4%	25.2%	33.6%	40.9%
Never	8.2%	11.8%	14.9%	11.9%	9.2%	12.1%	10.9%	12.2%
N/A	1.0%	1.7%	0.0%	0.9%	0.0%	1.9%	0.9%	0.0%

**Q3. Please indicate how often you worry about each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q3-3. Being attacked or threatened with a weapon

Frequently	9.1%	6.8%	8.9%	8.2%	13.0%	7.5%	5.5%	3.6%
Occasionally	28.3%	26.5%	20.8%	35.5%	30.6%	25.5%	21.8%	20.5%
Rarely	42.4%	41.0%	44.6%	42.7%	37.0%	39.6%	48.2%	49.1%
Never	19.2%	23.9%	25.7%	12.7%	19.4%	26.4%	23.6%	25.9%
N/A	1.0%	1.7%	0.0%	0.9%	0.0%	0.9%	0.9%	0.9%

Q3-4. Having your car stolen or broken into

Frequently	26.5%	19.8%	17.2%	20.9%	31.2%	16.8%	12.7%	8.8%
Occasionally	34.7%	42.2%	27.3%	42.7%	30.3%	38.3%	35.5%	36.0%
Rarely	27.6%	23.3%	37.4%	21.8%	30.3%	32.7%	35.5%	42.1%
Never	10.2%	12.9%	16.2%	8.2%	8.3%	8.4%	14.5%	12.3%
N/A	1.0%	1.7%	2.0%	6.4%	0.0%	3.7%	1.8%	0.9%

**Q3. Please indicate how often you worry about each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q3-5. Being a victim of identity theft

Frequently	32.0%	26.7%	23.8%	21.1%	34.9%	28.6%	26.9%	25.4%
Occasionally	38.1%	41.4%	39.6%	37.6%	35.8%	36.2%	42.6%	50.0%
Rarely	22.7%	18.1%	22.8%	31.2%	19.3%	21.0%	19.4%	17.5%
Never	6.2%	12.9%	13.9%	8.3%	10.1%	12.4%	10.2%	4.4%
N/A	1.0%	0.9%	0.0%	1.8%	0.0%	1.9%	0.9%	2.6%

**Q4. Has any of the following happened to you in the past 6 months? (without "not provided")**

N=882

		Area							
		Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q4-1. Have you or anyone in your household been personally attacked or personally threatened or had something stolen directly from anyone in your household?

Yes	12.0%	23.7%	21.0%	18.8%	26.6%	13.1%	8.2%	12.3%
No	88.0%	76.3%	79.0%	81.3%	73.4%	86.9%	91.8%	87.7%

Q4-2. Has anyone broken in or attempted to break into your home by forcing a door or window?

Yes	11.0%	9.2%	10.0%	9.8%	12.7%	9.3%	11.8%	7.0%
No	89.0%	90.8%	90.0%	90.2%	87.3%	90.7%	88.2%	93.0%

Q4-3. Did anything you thought was a crime happen to anyone in your household, but was not reported to the police?

Yes	12.0%	11.0%	9.0%	15.2%	18.7%	10.2%	5.5%	8.8%
No	88.0%	89.0%	91.0%	84.8%	81.3%	89.8%	94.5%	91.2%

**Q4a. If you did not report the crime to the police, please indicate your reason.**

N=98

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q4a. Why didn't you report the crime to police?

Too busy	8.3%	0.0%	0.0%	5.9%	0.0%	0.0%	33.3%	10.0%
Police won't do anything	33.3%	46.2%	33.3%	35.3%	10.0%	45.5%	33.3%	40.0%
Not important	8.3%	0.0%	0.0%	5.9%	10.0%	9.1%	16.7%	20.0%
Didn't want to go to court	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Nothing could be done/ person wouldn't be found	50.0%	53.8%	77.8%	58.8%	70.0%	63.6%	33.3%	30.0%
Other	33.3%	7.7%	22.2%	5.9%	5.0%	18.2%	33.3%	20.0%

**Q5. Have you interacted with City of Tempe Police during the past year?**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q5. Have you interacted with City of Tempe police during past year?

Yes	46.0%	41.7%	53.9%	39.8%	53.2%	40.0%	32.7%	30.2%
No	54.0%	58.3%	46.1%	60.2%	46.8%	60.0%	67.3%	69.8%

**Q5a. (If YES to Question 5) Did you think the police officer treated you fairly and cared about your well-being? (without "not provided")**

N=370

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q5a. Did police officer treat you fairly & care about your well-being?

Yes	90.9%	86.0%	96.3%	86.7%	91.5%	95.2%	88.9%	88.6%
No	9.1%	14.0%	3.7%	13.3%	8.5%	4.8%	11.1%	11.4%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q7-1. Overall quality of services offered by City of Tempe

Very satisfied	22.1%	24.3%	29.9%	18.8%	31.4%	32.0%	33.0%	32.1%
Satisfied	64.2%	52.3%	49.5%	56.4%	44.1%	56.3%	53.8%	56.3%
Neutral	9.5%	18.7%	10.3%	17.8%	19.6%	9.7%	11.3%	8.9%
Dissatisfied	4.2%	1.9%	8.2%	5.9%	2.9%	1.0%	1.9%	2.7%
Very dissatisfied	0.0%	2.8%	2.1%	1.0%	2.0%	1.0%	0.0%	0.0%

Q7-2. Leadership of City's elected officials

Very satisfied	12.7%	17.6%	23.8%	17.2%	22.7%	26.7%	27.8%	29.2%
Satisfied	46.8%	42.9%	36.9%	35.5%	30.7%	44.2%	39.2%	37.7%
Neutral	29.1%	31.9%	28.6%	37.6%	34.1%	23.3%	25.8%	24.5%
Dissatisfied	7.6%	6.6%	8.3%	5.4%	9.1%	4.7%	6.2%	4.7%
Very dissatisfied	3.8%	1.1%	2.4%	4.3%	3.4%	1.2%	1.0%	3.8%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q7-3. How ethical City employees are in the way they conduct City business

Very satisfied	9.4%	20.0%	23.9%	21.4%	28.0%	26.6%	24.7%	22.1%
Satisfied	48.4%	43.8%	40.8%	22.6%	32.0%	43.0%	43.2%	51.6%
Neutral	37.5%	30.0%	22.5%	46.4%	32.0%	26.6%	25.9%	18.9%
Dissatisfied	1.6%	3.8%	11.3%	4.8%	5.3%	2.5%	4.9%	6.3%
Very dissatisfied	3.1%	2.5%	1.4%	4.8%	2.7%	1.3%	1.2%	1.1%

Q7-4. Availability of information about City programs, events, services, & issues

Very satisfied	25.8%	22.6%	33.7%	27.0%	38.0%	34.3%	31.2%	37.5%
Satisfied	50.5%	45.3%	41.1%	42.0%	35.0%	43.4%	39.4%	42.9%
Neutral	17.2%	19.8%	21.1%	26.0%	22.0%	14.1%	20.2%	15.2%
Dissatisfied	4.3%	9.4%	3.2%	4.0%	4.0%	7.1%	8.3%	3.6%
Very dissatisfied	2.2%	2.8%	1.1%	1.0%	1.0%	1.0%	0.9%	0.9%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q7-5. Availability of information on water, sewer, & solid waste rates

Very satisfied	20.2%	24.7%	25.3%	21.6%	31.6%	29.6%	35.0%	33.0%
Satisfied	50.6%	40.2%	51.8%	40.2%	46.3%	46.9%	32.0%	41.1%
Neutral	23.6%	20.6%	19.3%	30.9%	17.9%	17.3%	22.3%	14.3%
Dissatisfied	4.5%	12.4%	2.4%	5.2%	4.2%	5.1%	7.8%	8.9%
Very dissatisfied	1.1%	2.1%	1.2%	2.1%	0.0%	1.0%	2.9%	2.7%

Q7-6. Availability of information on recycling, composting, & water conservation program offerings

Very satisfied	21.7%	22.0%	31.0%	21.1%	31.4%	28.3%	34.0%	35.1%
Satisfied	46.7%	42.0%	44.8%	37.9%	49.0%	43.4%	39.6%	45.9%
Neutral	22.8%	24.0%	14.9%	30.5%	12.7%	19.2%	17.0%	18.0%
Dissatisfied	3.3%	9.0%	6.9%	8.4%	6.9%	7.1%	8.5%	0.9%
Very dissatisfied	5.4%	3.0%	2.3%	2.1%	0.0%	2.0%	0.9%	0.0%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q7-7. How easy City's 311 "One Call to City Hall" is to use

Very satisfied	23.7%	23.9%	27.1%	16.3%	25.0%	11.9%	26.2%	34.1%
Satisfied	31.6%	37.0%	39.6%	32.7%	27.5%	50.0%	35.7%	38.6%
Neutral	36.8%	32.6%	29.2%	44.9%	42.5%	35.7%	35.7%	22.7%
Dissatisfied	2.6%	4.3%	2.1%	4.1%	5.0%	0.0%	0.0%	4.5%
Very dissatisfied	5.3%	2.2%	2.1%	2.0%	0.0%	2.4%	2.4%	0.0%

Q7-8. Usefulness of City's website

Very satisfied	13.5%	18.3%	21.8%	11.9%	24.4%	16.2%	21.7%	25.0%
Satisfied	48.6%	42.3%	37.2%	44.0%	39.0%	52.7%	42.2%	44.0%
Neutral	32.4%	29.6%	33.3%	28.6%	25.6%	27.0%	27.7%	21.4%
Dissatisfied	1.4%	7.0%	5.1%	14.3%	9.8%	2.7%	7.2%	9.5%
Very dissatisfied	4.1%	2.8%	2.6%	1.2%	1.2%	1.4%	1.2%	0.0%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

		Area							
		Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q7-9. Tempe's online services (registration, payment, etc.)

Very satisfied	21.5%	20.8%	23.6%	21.3%	30.4%	19.7%	27.1%	23.5%
Satisfied	36.9%	45.5%	48.6%	40.0%	41.8%	54.9%	47.1%	46.9%
Neutral	33.8%	28.6%	22.2%	28.8%	25.3%	21.1%	18.6%	21.0%
Dissatisfied	1.5%	1.3%	4.2%	7.5%	2.5%	1.4%	7.1%	8.6%
Very dissatisfied	6.2%	3.9%	1.4%	2.5%	0.0%	2.8%	0.0%	0.0%

Q7-10. Your ability to participate in City's decision-making processes

Very satisfied	10.6%	14.1%	15.9%	8.4%	15.9%	16.7%	21.8%	19.2%
Satisfied	27.3%	29.6%	31.9%	33.7%	27.5%	40.9%	26.9%	32.1%
Neutral	51.5%	42.3%	34.8%	45.8%	43.5%	30.3%	38.5%	35.9%
Dissatisfied	3.0%	7.0%	14.5%	7.2%	8.7%	9.1%	10.3%	5.1%
Very dissatisfied	7.6%	7.0%	2.9%	4.8%	4.3%	3.0%	2.6%	7.7%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

**Q7-11. Accessibility & transparency of information provided by City Council**

Very satisfied	8.3%	12.3%	22.2%	13.9%	13.6%	20.6%	21.4%	23.0%
Satisfied	40.0%	32.3%	31.7%	31.9%	34.8%	39.7%	35.7%	40.5%
Neutral	43.3%	43.1%	33.3%	43.1%	42.4%	34.9%	28.6%	25.7%
Dissatisfied	5.0%	6.2%	7.9%	6.9%	6.1%	3.2%	10.0%	5.4%
Very dissatisfied	3.3%	6.2%	4.8%	4.2%	3.0%	1.6%	4.3%	5.4%

**Q7-12. How well City treats residents regardless of age, disability, gender, or other characteristics**

Very satisfied	14.7%	19.3%	30.8%	15.5%	26.5%	25.6%	28.0%	31.3%
Satisfied	44.1%	39.8%	30.8%	41.7%	36.1%	51.3%	38.7%	50.6%
Neutral	33.8%	34.9%	26.9%	29.8%	27.7%	19.2%	29.3%	15.7%
Dissatisfied	1.5%	2.4%	3.8%	4.8%	8.4%	2.6%	4.0%	1.2%
Very dissatisfied	5.9%	3.6%	7.7%	8.3%	1.2%	1.3%	0.0%	1.2%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q7-13. Overall quality of customer service

Very satisfied	11.7%	20.0%	26.5%	17.6%	24.2%	18.2%	26.8%	25.5%
Satisfied	49.4%	44.4%	42.2%	46.2%	49.5%	51.1%	41.2%	52.9%
Neutral	33.8%	33.3%	26.5%	26.4%	20.9%	28.4%	28.9%	16.7%
Dissatisfied	2.6%	1.1%	2.4%	4.4%	3.3%	1.1%	3.1%	2.9%
Very dissatisfied	2.6%	1.1%	2.4%	5.5%	2.2%	1.1%	0.0%	2.0%

**Q8. Please rate your satisfaction with the following based on your experience with 3-1-1. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q8-1. How courteous & respectful call taker was

Very satisfied	33.3%	20.8%	44.4%	16.7%	28.6%	27.8%	41.2%	44.0%
Satisfied	41.7%	62.5%	40.7%	37.5%	38.1%	44.4%	41.2%	44.0%
Neutral	8.3%	8.3%	7.4%	37.5%	19.0%	16.7%	11.8%	12.0%
Dissatisfied	0.0%	8.3%	0.0%	8.3%	14.3%	5.6%	0.0%	0.0%
Very dissatisfied	16.7%	0.0%	7.4%	0.0%	0.0%	5.6%	5.9%	0.0%

Q8-2. Hours of service (7am-5 pm) that 311 is available

Very satisfied	53.8%	8.3%	35.7%	12.5%	36.4%	21.1%	35.3%	33.3%
Satisfied	23.1%	75.0%	32.1%	41.7%	31.8%	42.1%	23.5%	45.8%
Neutral	7.7%	12.5%	25.0%	37.5%	18.2%	26.3%	23.5%	16.7%
Dissatisfied	0.0%	4.2%	7.1%	4.2%	13.6%	10.5%	11.8%	4.2%
Very dissatisfied	15.4%	0.0%	0.0%	4.2%	0.0%	0.0%	5.9%	0.0%

**Q8. Please rate your satisfaction with the following based on your experience with 3-1-1. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q8-3. Ability of call taker to answer your question

Very satisfied	33.3%	10.0%	46.4%	13.0%	33.3%	22.2%	41.2%	33.3%
Satisfied	41.7%	55.0%	21.4%	21.7%	33.3%	44.4%	35.3%	37.5%
Neutral	8.3%	20.0%	25.0%	52.2%	4.8%	22.2%	11.8%	25.0%
Dissatisfied	0.0%	15.0%	0.0%	8.7%	28.6%	5.6%	5.9%	4.2%
Very dissatisfied	16.7%	0.0%	7.1%	4.3%	0.0%	5.6%	5.9%	0.0%

Q8-4. Call taker helped you resolve an issue to your satisfaction

Very satisfied	41.7%	8.7%	36.7%	13.6%	40.0%	16.7%	47.1%	36.0%
Satisfied	25.0%	65.2%	26.7%	27.3%	15.0%	38.9%	29.4%	36.0%
Neutral	16.7%	13.0%	23.3%	45.5%	10.0%	33.3%	11.8%	20.0%
Dissatisfied	0.0%	4.3%	3.3%	9.1%	35.0%	5.6%	0.0%	0.0%
Very dissatisfied	16.7%	8.7%	10.0%	4.5%	0.0%	5.6%	11.8%	8.0%

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

N=882

		Area							
		Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

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

Yes	36.0%	31.7%	44.1%	38.1%	44.1%	16.4%	35.5%	42.2%
No	64.0%	68.3%	55.9%	61.9%	55.9%	83.6%	64.5%	57.8%

**Q9b. (If YES to Question 9) Please answer each of the following questions with regard to the department you contacted MOST RECENTLY. (without "don't remember")**

N=317

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q9b-1. Were you treated fairly?

Yes	91.2%	91.9%	86.0%	92.7%	95.7%	100.0%	100.0%	91.3%
No	8.8%	8.1%	14.0%	7.3%	4.3%	0.0%	0.0%	8.7%

Q9b-2. Did employee(s) listen to you carefully?

Yes	93.9%	80.6%	92.9%	90.5%	86.7%	100.0%	97.4%	93.3%
No	6.1%	19.4%	7.1%	9.5%	13.3%	0.0%	2.6%	6.7%

Q9b-3. Did employee care about your well-being?

Yes	90.3%	84.8%	90.0%	74.3%	87.2%	100.0%	96.7%	85.4%
No	9.7%	15.2%	10.0%	25.7%	12.8%	0.0%	3.3%	14.6%

Q9b-4. Was employee honest?

Yes	96.7%	88.6%	87.5%	87.2%	100.0%	100.0%	100.0%	95.0%
No	3.3%	11.4%	12.5%	12.8%	0.0%	0.0%	0.0%	5.0%

**Q9b. (If YES to Question 9) Please answer each of the following questions with regard to the department you contacted MOST RECENTLY. (without "don't remember")**

N=317

		Area							
		Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q9b-5. Was information you were given accurate?

Yes	90.6%	85.3%	83.7%	83.3%	94.9%	100.0%	97.4%	91.1%
No	9.4%	14.7%	16.3%	16.7%	5.1%	0.0%	2.6%	8.9%

Q9b-6. Did staff respond to your request quickly?

Yes	76.5%	83.3%	82.9%	64.1%	77.8%	87.5%	92.3%	84.8%
No	23.5%	16.7%	17.1%	35.9%	22.2%	12.5%	7.7%	15.2%

**Q10. 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.**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q10. All services & facilities provided by City of Tempe you have used during past 12 months

Fire services	8.0%	8.3%	8.8%	12.4%	4.5%	8.2%	5.5%	5.2%
Tempe Public Library	39.0%	49.2%	55.9%	50.4%	67.6%	57.3%	60.9%	54.3%
Parks	70.0%	61.7%	86.3%	72.6%	81.1%	79.1%	69.1%	74.1%
Walking/biking trails	66.0%	34.2%	66.7%	54.0%	55.0%	52.7%	61.8%	68.1%
City athletic fields	11.0%	9.2%	15.7%	14.2%	19.8%	12.7%	11.8%	17.2%
Kid Zone	5.0%	5.0%	3.9%	4.4%	8.1%	5.5%	4.5%	5.2%
Police services	30.0%	29.2%	38.2%	34.5%	36.0%	23.6%	14.5%	17.2%
Tempe History Museum	16.0%	10.8%	17.6%	13.3%	22.5%	16.4%	19.1%	12.9%
City golf courses	10.0%	6.7%	5.9%	7.1%	14.4%	18.2%	18.2%	27.6%
City swimming pools	7.0%	3.3%	9.8%	9.7%	9.9%	10.0%	11.8%	6.0%
Kiwanis Recreation Center	13.0%	16.7%	14.7%	12.4%	26.1%	32.7%	25.5%	19.8%
Tempe 311	7.0%	9.2%	15.7%	13.3%	13.5%	3.6%	10.0%	12.1%
Bus, Orbit, or light rail service	53.0%	30.8%	66.7%	60.2%	55.9%	22.7%	35.5%	32.8%

**Q10. 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 (cont.).**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q10. All services & facilities provided by City of Tempe you have used during past 12 months (cont.)

Tempe Center for the Arts	30.0%	18.3%	39.2%	23.0%	28.8%	19.1%	28.2%	33.6%
Arts & recreation programs/ services	14.0%	10.0%	23.5%	8.8%	21.6%	14.5%	13.6%	15.5%
Household Products Collection Center	23.0%	12.5%	25.5%	26.5%	27.9%	24.5%	33.6%	30.2%
Multigenerational/Community Centers	21.0%	6.7%	14.7%	11.5%	6.3%	8.2%	9.1%	4.3%
Human services	0.0%	0.0%	5.9%	2.7%	2.7%	1.8%	0.9%	0.0%
Trash, Composting, & Recycling services	80.0%	60.8%	75.5%	57.5%	82.0%	71.8%	70.9%	83.6%

**Q11. Which of the following do you use to get information about the City of Tempe?**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q11. Which of the following do you use to get information about City of Tempe?

Tempe 11 (cable TV)	6.0%	7.5%	3.9%	4.4%	5.4%	4.5%	4.5%	6.0%
Recreation opportunities brochure	14.0%	16.7%	19.6%	15.0%	21.6%	21.8%	22.7%	12.1%
City website	55.0%	37.5%	64.7%	47.8%	50.5%	53.6%	49.1%	53.4%
Water bill newsletter (Tempe Today)	59.0%	40.8%	47.1%	38.9%	64.0%	57.3%	70.0%	75.0%
Social media (Twitter, Facebook, YouTube, Nextdoor)	24.0%	27.5%	23.5%	32.7%	25.2%	24.5%	20.0%	20.7%
Online City videos	1.0%	2.5%	2.0%	2.7%	0.9%	0.9%	0.9%	0.9%
Television news	30.0%	39.2%	24.5%	32.7%	29.7%	30.0%	35.5%	34.5%
City meetings	1.0%	2.5%	6.9%	6.2%	5.4%	0.9%	4.5%	5.2%
Email subscriptions	11.0%	5.8%	13.7%	11.5%	9.9%	4.5%	10.0%	6.0%
Tempe 311	4.0%	1.7%	12.7%	3.5%	2.7%	1.8%	5.5%	6.0%
Radio	21.0%	13.3%	15.7%	22.1%	6.3%	12.7%	15.5%	12.9%
Newspaper	26.0%	22.5%	14.7%	19.5%	15.3%	20.0%	30.9%	28.4%
Alternate accessible media (Sun Sounds)	1.0%	0.0%	0.0%	0.9%	0.0%	1.8%	1.8%	0.0%

**Q12. Overall Priorities. Which TWO of the following do you think should be the City's top priorities over the next year?**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q12. Which two of the following should be City's top priorities over next year?

Economic/business development	16.0%	20.0%	18.6%	21.2%	14.4%	18.2%	18.2%	20.7%
Appearance of City	9.0%	10.0%	11.8%	10.6%	18.0%	10.0%	9.1%	15.5%
Maintenance of City buildings	2.0%	0.8%	1.0%	0.0%	3.6%	1.8%	1.8%	0.9%
Police services	33.0%	32.5%	14.7%	22.1%	32.4%	29.1%	26.4%	28.4%
Art, recreation programs, & library services	7.0%	10.0%	11.8%	9.7%	9.9%	7.3%	14.5%	9.5%
Customer service	0.0%	1.7%	5.9%	6.2%	0.9%	3.6%	0.9%	2.6%
Transportation services	9.0%	10.0%	12.7%	15.0%	8.1%	4.5%	8.2%	8.6%
Social/human services	16.0%	10.8%	26.5%	15.0%	19.8%	9.1%	16.4%	12.9%
Fire services	7.0%	10.0%	3.9%	2.7%	6.3%	3.6%	10.0%	9.5%
Water/sewer	5.0%	9.2%	8.8%	4.4%	10.8%	11.8%	3.6%	8.6%
Neighborhoods	22.0%	20.0%	22.5%	19.5%	20.7%	27.3%	27.3%	10.3%
Parks	8.0%	9.2%	9.8%	8.0%	5.4%	12.7%	4.5%	13.8%

**Q12. Overall Priorities. Which TWO of the following do you think should be the City's top priorities over the next year? (cont.)**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

**Q12. Which two of the following should be City's top priorities over next year? (cont.)**

Trash, composting, & recycling	9.0%	0.8%	15.7%	9.7%	8.1%	10.0%	10.9%	2.6%
Historical preservation	1.0%	0.8%	2.9%	7.1%	0.9%	0.0%	1.8%	1.7%
Condition of City streets/ sidewalks	25.0%	24.2%	15.7%	22.1%	15.3%	21.8%	23.6%	25.0%
City infrastructure (e.g. bridges, waterlines)	15.0%	19.2%	6.9%	10.6%	11.7%	14.5%	14.5%	19.8%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-1. Appearance of City

Very satisfied	17.3%	19.5%	24.0%	12.1%	18.9%	23.4%	17.9%	28.8%
Satisfied	56.1%	67.3%	54.2%	59.8%	53.8%	61.7%	67.0%	52.3%
Neutral	20.4%	8.8%	15.6%	16.8%	15.1%	12.1%	12.3%	13.5%
Dissatisfied	3.1%	2.7%	6.3%	10.3%	6.6%	0.9%	2.8%	3.6%
Very dissatisfied	3.1%	1.8%	0.0%	0.9%	5.7%	1.9%	0.0%	1.8%

Q14-2. Image of City

Very satisfied	22.7%	24.1%	32.6%	22.4%	21.7%	32.4%	26.0%	35.4%
Satisfied	49.5%	56.3%	46.3%	51.4%	50.9%	48.6%	61.5%	49.6%
Neutral	22.7%	14.3%	12.6%	19.6%	19.8%	14.3%	10.6%	10.6%
Dissatisfied	1.0%	4.5%	8.4%	5.6%	5.7%	4.8%	1.0%	4.4%
Very dissatisfied	4.1%	0.9%	0.0%	0.9%	1.9%	0.0%	1.0%	0.0%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-3. Quality of life in City

Very satisfied	22.4%	27.5%	31.6%	18.1%	22.9%	34.6%	30.2%	37.7%
Satisfied	63.3%	51.4%	50.5%	58.1%	51.4%	51.9%	57.5%	52.6%
Neutral	9.2%	15.6%	9.5%	15.2%	16.2%	12.5%	11.3%	7.0%
Dissatisfied	3.1%	4.6%	6.3%	5.7%	6.7%	1.0%	0.9%	2.6%
Very dissatisfied	2.0%	0.9%	2.1%	2.9%	2.9%	0.0%	0.0%	0.0%

Q14-4. City's overall efforts to promote access, diversity, & inclusiveness in community

Very satisfied	23.8%	28.1%	32.9%	21.9%	20.9%	31.8%	34.1%	36.2%
Satisfied	34.5%	37.1%	38.8%	43.8%	50.0%	50.6%	42.0%	43.6%
Neutral	34.5%	28.1%	17.6%	26.0%	24.4%	16.5%	22.7%	18.1%
Dissatisfied	3.6%	5.6%	7.1%	5.2%	1.2%	1.2%	1.1%	2.1%
Very dissatisfied	3.6%	1.1%	3.5%	3.1%	3.5%	0.0%	0.0%	0.0%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-5. Quality of access to City facilities for persons with disabilities

Very satisfied	12.5%	20.3%	37.7%	18.6%	16.1%	28.1%	19.0%	22.6%
Satisfied	43.8%	58.0%	30.2%	48.6%	51.6%	49.1%	52.4%	56.5%
Neutral	35.4%	15.9%	26.4%	27.1%	27.4%	19.3%	28.6%	21.0%
Dissatisfied	2.1%	2.9%	3.8%	5.7%	4.8%	3.5%	0.0%	0.0%
Very dissatisfied	6.3%	2.9%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%

Q14-6. Quality of services for persons with disabilities

Very satisfied	14.0%	15.6%	34.0%	16.1%	17.6%	22.0%	22.6%	22.6%
Satisfied	32.6%	51.6%	25.5%	41.9%	52.9%	58.0%	41.5%	52.8%
Neutral	39.5%	25.0%	31.9%	32.3%	21.6%	18.0%	35.8%	24.5%
Dissatisfied	4.7%	7.8%	6.4%	9.7%	7.8%	2.0%	0.0%	0.0%
Very dissatisfied	9.3%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-7. Quality of access to City parks for persons with disabilities

Very satisfied	10.9%	19.0%	26.0%	16.9%	23.5%	19.2%	18.9%	21.7%
Satisfied	45.7%	54.0%	34.0%	41.5%	45.1%	59.6%	45.3%	46.7%
Neutral	34.8%	23.8%	28.0%	35.4%	23.5%	21.2%	35.8%	28.3%
Dissatisfied	4.3%	3.2%	6.0%	6.2%	7.8%	0.0%	0.0%	1.7%
Very dissatisfied	4.3%	0.0%	6.0%	0.0%	0.0%	0.0%	0.0%	1.7%

Q14-8. Quality of neighborhood parks

Very satisfied	12.1%	19.6%	21.1%	13.6%	19.8%	22.7%	21.4%	25.9%
Satisfied	42.9%	49.5%	47.8%	51.5%	47.9%	57.7%	55.1%	47.2%
Neutral	30.8%	22.7%	15.6%	22.3%	18.8%	14.4%	19.4%	18.5%
Dissatisfied	11.0%	7.2%	10.0%	8.7%	6.3%	5.2%	4.1%	6.5%
Very dissatisfied	3.3%	1.0%	5.6%	3.9%	7.3%	0.0%	0.0%	1.9%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-9. Maintenance of City parks

Very satisfied	11.8%	14.7%	16.3%	17.2%	18.1%	18.6%	22.2%	27.4%
Satisfied	44.1%	53.9%	55.4%	52.5%	51.1%	64.9%	60.6%	50.0%
Neutral	31.2%	22.5%	19.6%	22.2%	19.1%	11.3%	15.2%	12.3%
Dissatisfied	8.6%	6.9%	4.3%	7.1%	7.4%	5.2%	2.0%	10.4%
Very dissatisfied	4.3%	2.0%	4.3%	1.0%	4.3%	0.0%	0.0%	0.0%

Q14-10. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)

Very satisfied	20.7%	23.5%	33.3%	24.7%	33.3%	35.8%	29.9%	30.4%
Satisfied	49.4%	55.1%	49.4%	54.8%	38.7%	50.5%	60.8%	46.1%
Neutral	21.8%	17.3%	11.5%	17.2%	17.2%	10.5%	8.2%	19.6%
Dissatisfied	4.6%	4.1%	2.3%	2.2%	6.5%	1.1%	1.0%	3.9%
Very dissatisfied	3.4%	0.0%	3.4%	1.1%	4.3%	2.1%	0.0%	0.0%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-11. Quality of City recreation & community centers

Very satisfied	26.2%	16.2%	31.7%	18.9%	18.7%	21.5%	32.9%	25.0%
Satisfied	45.9%	58.1%	38.3%	52.7%	57.3%	57.0%	50.0%	51.3%
Neutral	21.3%	24.3%	25.0%	25.7%	20.0%	19.0%	14.5%	21.1%
Dissatisfied	4.9%	1.4%	1.7%	1.4%	4.0%	2.5%	2.6%	2.6%
Very dissatisfied	1.6%	0.0%	3.3%	1.4%	0.0%	0.0%	0.0%	0.0%

Q14-12. Maintenance & appearance of City community centers

Very satisfied	23.7%	18.8%	33.9%	19.7%	14.7%	24.7%	30.0%	23.3%
Satisfied	45.8%	50.7%	42.4%	47.9%	56.0%	54.5%	54.3%	53.4%
Neutral	27.1%	30.4%	15.3%	26.8%	21.3%	19.5%	14.3%	19.2%
Dissatisfied	1.7%	0.0%	5.1%	5.6%	6.7%	1.3%	1.4%	4.1%
Very dissatisfied	1.7%	0.0%	3.4%	0.0%	1.3%	0.0%	0.0%	0.0%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-13. Quality of City swimming pools

Very satisfied	9.7%	12.2%	28.2%	24.1%	14.3%	18.6%	29.2%	14.3%
Satisfied	41.9%	44.9%	30.8%	35.2%	46.9%	58.1%	45.8%	45.7%
Neutral	38.7%	38.8%	28.2%	38.9%	30.6%	16.3%	25.0%	34.3%
Dissatisfied	6.5%	4.1%	2.6%	1.9%	6.1%	7.0%	0.0%	5.7%
Very dissatisfied	3.2%	0.0%	10.3%	0.0%	2.0%	0.0%	0.0%	0.0%

Q14-14. Quality of City outdoor athletic fields

Very satisfied	9.8%	14.5%	24.5%	18.6%	13.6%	29.5%	21.8%	21.3%
Satisfied	48.8%	58.2%	38.8%	45.8%	47.5%	54.1%	50.9%	50.8%
Neutral	39.0%	27.3%	26.5%	33.9%	28.8%	14.8%	25.5%	23.0%
Dissatisfied	0.0%	0.0%	8.2%	0.0%	10.2%	1.6%	0.0%	4.9%
Very dissatisfied	2.4%	0.0%	2.0%	1.7%	0.0%	0.0%	1.8%	0.0%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-15. Quality of City golf courses

Very satisfied	9.1%	22.4%	35.1%	22.7%	17.8%	17.8%	22.4%	20.0%
Satisfied	51.5%	40.8%	24.3%	27.3%	42.2%	66.7%	42.9%	48.3%
Neutral	36.4%	30.6%	40.5%	43.2%	28.9%	13.3%	28.6%	26.7%
Dissatisfied	0.0%	6.1%	0.0%	4.5%	11.1%	2.2%	4.1%	5.0%
Very dissatisfied	3.0%	0.0%	0.0%	2.3%	0.0%	0.0%	2.0%	0.0%

Q14-16. Quality of City recreation programs & services

Very satisfied	16.4%	20.0%	28.8%	23.6%	20.6%	29.5%	24.2%	27.1%
Satisfied	58.2%	50.9%	45.8%	36.4%	52.4%	59.0%	47.0%	49.2%
Neutral	20.0%	27.3%	20.3%	38.2%	25.4%	11.5%	24.2%	18.6%
Dissatisfied	3.6%	1.8%	0.0%	0.0%	0.0%	0.0%	4.5%	3.4%
Very dissatisfied	1.8%	0.0%	5.1%	1.8%	1.6%	0.0%	0.0%	1.7%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-17. Quality of City library programs & services

Very satisfied	26.2%	22.5%	44.8%	26.0%	34.1%	33.3%	33.7%	36.7%
Satisfied	47.5%	64.8%	34.3%	46.6%	43.5%	55.1%	45.8%	45.6%
Neutral	24.6%	9.9%	19.4%	27.4%	15.3%	10.3%	19.3%	13.9%
Dissatisfied	0.0%	2.8%	1.5%	0.0%	7.1%	1.3%	1.2%	3.8%
Very dissatisfied	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q14-18. Quality of Tempe Center for the Arts programs

Very satisfied	25.4%	22.8%	38.3%	30.2%	32.3%	26.8%	31.7%	34.3%
Satisfied	47.5%	52.6%	35.0%	30.2%	44.6%	60.7%	43.3%	47.1%
Neutral	23.7%	24.6%	25.0%	39.6%	20.0%	8.9%	20.0%	12.9%
Dissatisfied	1.7%	0.0%	0.0%	0.0%	0.0%	3.6%	3.3%	2.9%
Very dissatisfied	1.7%	0.0%	1.7%	0.0%	3.1%	0.0%	1.7%	2.9%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-19. Quality of Kid Zone programs

Very satisfied	21.9%	22.0%	44.8%	28.2%	31.4%	30.3%	22.6%	25.0%
Satisfied	40.6%	53.7%	20.7%	17.9%	34.3%	48.5%	35.5%	46.9%
Neutral	34.4%	22.0%	31.0%	51.3%	28.6%	18.2%	41.9%	28.1%
Dissatisfied	0.0%	2.4%	0.0%	2.6%	5.7%	3.0%	0.0%	0.0%
Very dissatisfied	3.1%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%

Q14-20. Quality of City art & art education programs

Very satisfied	22.7%	22.9%	39.6%	27.1%	18.2%	21.7%	27.5%	29.8%
Satisfied	38.6%	45.8%	31.3%	29.2%	50.9%	63.0%	41.2%	46.8%
Neutral	31.8%	25.0%	20.8%	39.6%	29.1%	15.2%	23.5%	23.4%
Dissatisfied	2.3%	6.3%	6.3%	4.2%	1.8%	0.0%	5.9%	0.0%
Very dissatisfied	4.5%	0.0%	2.1%	0.0%	0.0%	0.0%	2.0%	0.0%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

**Q14-21. Quality of Tempe Center for the Arts**

Very satisfied	29.0%	28.3%	52.4%	37.7%	32.8%	30.4%	30.8%	42.9%
Satisfied	51.6%	50.0%	28.6%	30.2%	41.0%	58.9%	49.2%	45.7%
Neutral	17.7%	21.7%	11.1%	32.1%	21.3%	10.7%	18.5%	8.6%
Dissatisfied	0.0%	0.0%	6.3%	0.0%	1.6%	0.0%	0.0%	1.4%
Very dissatisfied	1.6%	0.0%	1.6%	0.0%	3.3%	0.0%	1.5%	1.4%

**Q14-22. Quality of Tempe History Museum**

Very satisfied	25.9%	24.6%	45.8%	24.6%	29.2%	30.8%	34.4%	43.1%
Satisfied	46.3%	58.5%	29.2%	42.6%	46.2%	57.7%	44.3%	43.1%
Neutral	25.9%	16.9%	20.8%	32.8%	23.1%	11.5%	19.7%	11.8%
Dissatisfied	0.0%	0.0%	2.1%	0.0%	1.5%	0.0%	1.6%	2.0%
Very dissatisfied	1.9%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-23. Quality of Tempe Public Library

Very satisfied	25.7%	31.8%	42.7%	26.8%	37.2%	33.3%	36.8%	41.9%
Satisfied	44.3%	56.5%	34.7%	43.9%	44.7%	52.4%	50.6%	44.2%
Neutral	24.3%	8.2%	12.0%	29.3%	9.6%	14.3%	10.3%	11.6%
Dissatisfied	4.3%	3.5%	9.3%	0.0%	5.3%	0.0%	1.1%	2.3%
Very dissatisfied	1.4%	0.0%	1.3%	0.0%	3.2%	0.0%	1.1%	0.0%

Q14-24. Adequacy of street lighting

Very satisfied	11.7%	12.3%	14.6%	13.2%	13.7%	14.0%	14.1%	23.6%
Satisfied	36.2%	38.7%	37.5%	29.2%	32.4%	46.0%	49.5%	47.2%
Neutral	28.7%	23.6%	20.8%	31.1%	19.6%	26.0%	19.2%	17.0%
Dissatisfied	17.0%	21.7%	16.7%	23.6%	22.5%	12.0%	15.2%	8.5%
Very dissatisfied	6.4%	3.8%	10.4%	2.8%	11.8%	2.0%	2.0%	3.8%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-25. Condition of City streets

Very satisfied	6.1%	9.8%	12.9%	5.6%	14.3%	14.4%	10.6%	17.4%
Satisfied	40.8%	35.7%	37.6%	32.7%	39.0%	44.2%	32.7%	44.0%
Neutral	29.6%	29.5%	28.0%	35.5%	25.7%	29.8%	31.7%	18.3%
Dissatisfied	15.3%	19.6%	17.2%	18.7%	11.4%	9.6%	18.3%	16.5%
Very dissatisfied	8.2%	5.4%	4.3%	7.5%	9.5%	1.9%	6.7%	3.7%

Q14-26. Quality of landscape maintenance along streets/sidewalks

Very satisfied	10.2%	11.1%	16.3%	7.7%	15.2%	12.6%	11.5%	16.7%
Satisfied	43.9%	41.7%	38.0%	45.2%	40.0%	52.4%	51.0%	47.2%
Neutral	27.6%	32.4%	25.0%	29.8%	30.5%	23.3%	22.1%	23.1%
Dissatisfied	14.3%	11.1%	17.4%	12.5%	12.4%	11.7%	12.5%	10.2%
Very dissatisfied	4.1%	3.7%	3.3%	4.8%	1.9%	0.0%	2.9%	2.8%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-27. Overall condition of your neighborhood

Very satisfied	9.4%	9.9%	17.2%	6.7%	14.2%	12.6%	16.5%	32.1%
Satisfied	43.8%	45.9%	49.5%	34.3%	40.6%	51.5%	53.4%	49.5%
Neutral	21.9%	22.5%	19.4%	25.7%	26.4%	22.3%	18.4%	10.1%
Dissatisfied	19.8%	13.5%	10.8%	22.9%	11.3%	11.7%	9.7%	7.3%
Very dissatisfied	5.2%	8.1%	3.2%	10.5%	7.5%	1.9%	1.9%	0.9%

Q14-28. Appearance of residential property in City

Very satisfied	3.3%	8.6%	15.7%	7.8%	11.7%	11.9%	9.8%	16.8%
Satisfied	36.7%	42.9%	50.6%	29.4%	35.0%	49.5%	52.0%	51.4%
Neutral	36.7%	33.3%	22.5%	38.2%	35.9%	28.7%	29.4%	22.4%
Dissatisfied	18.9%	12.4%	7.9%	18.6%	14.6%	7.9%	7.8%	8.4%
Very dissatisfied	4.4%	2.9%	3.4%	5.9%	2.9%	2.0%	1.0%	0.9%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-29. Maintenance of private property

Very satisfied	2.4%	7.9%	11.6%	9.5%	9.3%	10.9%	11.0%	12.1%
Satisfied	39.0%	37.6%	46.5%	23.2%	36.1%	47.8%	48.0%	51.5%
Neutral	35.4%	33.7%	24.4%	45.3%	37.1%	33.7%	27.0%	25.3%
Dissatisfied	17.1%	17.8%	12.8%	17.9%	15.5%	6.5%	11.0%	7.1%
Very dissatisfied	6.1%	3.0%	4.7%	4.2%	2.1%	1.1%	3.0%	4.0%

Q14-30. Condition of alley near your home (if applicable)

Very satisfied	5.6%	8.6%	13.2%	4.5%	11.8%	7.4%	14.8%	10.0%
Satisfied	34.7%	30.0%	30.3%	24.2%	22.6%	31.5%	38.3%	37.5%
Neutral	31.9%	32.9%	26.3%	24.2%	29.0%	37.0%	23.5%	25.0%
Dissatisfied	15.3%	22.9%	23.7%	28.8%	29.0%	14.8%	16.0%	20.0%
Very dissatisfied	12.5%	5.7%	6.6%	18.2%	7.5%	9.3%	7.4%	7.5%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-31. City enforcement of alley maintenance codes

Very satisfied	5.9%	9.0%	12.3%	14.1%	9.9%	6.3%	16.5%	14.9%
Satisfied	27.9%	31.3%	23.3%	25.0%	23.5%	38.1%	29.1%	25.5%
Neutral	39.7%	32.8%	34.2%	20.3%	35.8%	25.4%	27.8%	29.8%
Dissatisfied	20.6%	14.9%	20.5%	28.1%	27.2%	23.8%	17.7%	19.1%
Very dissatisfied	5.9%	11.9%	9.6%	12.5%	3.7%	6.3%	8.9%	10.6%

Q14-32. Overall enforcement of City property maintenance codes

Very satisfied	5.9%	9.5%	12.3%	9.5%	6.8%	8.6%	18.3%	12.5%
Satisfied	25.0%	40.5%	28.8%	27.0%	30.1%	51.4%	32.9%	31.3%
Neutral	48.5%	29.8%	23.3%	36.5%	38.4%	24.3%	31.7%	35.9%
Dissatisfied	16.2%	10.7%	24.7%	18.9%	19.2%	12.9%	9.8%	15.6%
Very dissatisfied	4.4%	9.5%	11.0%	8.1%	5.5%	2.9%	7.3%	4.7%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-33. City enforcement of property maintenance codes & appearance of commercial properties

Very satisfied	4.1%	11.8%	12.7%	11.3%	8.1%	8.3%	19.5%	18.7%
Satisfied	50.0%	35.3%	44.3%	35.0%	40.5%	43.1%	40.3%	40.0%
Neutral	27.0%	34.1%	25.3%	28.8%	39.2%	34.7%	26.0%	29.3%
Dissatisfied	13.5%	10.6%	13.9%	15.0%	9.5%	12.5%	7.8%	10.7%
Very dissatisfied	5.4%	8.2%	3.8%	10.0%	2.7%	1.4%	6.5%	1.3%

Q14-34. City enforcement of property maintenance codes & appearance of residential properties

Very satisfied	5.3%	8.1%	9.4%	10.5%	8.9%	7.9%	15.9%	18.1%
Satisfied	31.6%	43.0%	37.6%	23.7%	30.4%	42.1%	36.6%	37.5%
Neutral	35.5%	25.6%	25.9%	34.2%	36.7%	32.9%	28.0%	26.4%
Dissatisfied	22.4%	16.3%	18.8%	19.7%	19.0%	13.2%	13.4%	13.9%
Very dissatisfied	5.3%	7.0%	8.2%	11.8%	5.1%	3.9%	6.1%	4.2%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-35. City efforts to enforce clean-up of junk, debris, & trash on residential private property

Very satisfied	8.6%	8.4%	12.2%	11.8%	12.2%	10.8%	9.5%	20.5%
Satisfied	29.6%	41.1%	35.4%	20.0%	25.6%	36.1%	41.7%	36.4%
Neutral	33.3%	29.5%	28.0%	28.2%	37.8%	27.7%	22.6%	26.1%
Dissatisfied	22.2%	13.7%	15.9%	23.5%	22.0%	22.9%	15.5%	13.6%
Very dissatisfied	6.2%	7.4%	8.5%	16.5%	2.4%	2.4%	10.7%	3.4%

Q14-36. City efforts to enforce mowing & cutting of weeds/grass on residential private property

Very satisfied	5.0%	11.5%	14.3%	10.1%	12.9%	10.0%	16.7%	16.7%
Satisfied	32.5%	41.7%	31.2%	22.8%	31.8%	43.8%	36.9%	32.1%
Neutral	32.5%	27.1%	26.0%	31.6%	28.2%	23.8%	21.4%	32.1%
Dissatisfied	25.0%	12.5%	16.9%	21.5%	23.5%	21.3%	14.3%	14.3%
Very dissatisfied	5.0%	7.3%	11.7%	13.9%	3.5%	1.3%	10.7%	4.8%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-37. City efforts to enforce deteriorated landscape maintenance on residential private property

Very satisfied	6.9%	11.5%	14.3%	14.5%	12.8%	8.0%	16.5%	16.0%
Satisfied	31.9%	42.5%	32.5%	17.1%	26.9%	38.7%	32.9%	34.6%
Neutral	34.7%	26.4%	29.9%	36.8%	34.6%	32.0%	29.1%	29.6%
Dissatisfied	19.4%	13.8%	13.0%	23.7%	19.2%	20.0%	12.7%	14.8%
Very dissatisfied	6.9%	5.7%	10.4%	7.9%	6.4%	1.3%	8.9%	4.9%

Q14-38. Value & benefits received by City from special events

Very satisfied	21.3%	16.4%	29.5%	19.7%	21.0%	24.5%	17.5%	25.0%
Satisfied	29.5%	53.7%	31.1%	30.3%	46.8%	47.2%	54.4%	39.7%
Neutral	39.3%	22.4%	26.2%	45.5%	25.8%	20.8%	26.3%	30.9%
Dissatisfied	4.9%	6.0%	1.6%	3.0%	4.8%	7.5%	0.0%	4.4%
Very dissatisfied	4.9%	1.5%	11.5%	1.5%	1.6%	0.0%	1.8%	0.0%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-39. Access to human services/social services

Very satisfied	14.8%	13.7%	21.1%	15.9%	14.5%	21.3%	17.2%	18.4%
Satisfied	42.6%	50.7%	33.3%	31.7%	34.5%	57.4%	44.8%	51.0%
Neutral	33.3%	26.0%	26.3%	42.9%	45.5%	17.0%	31.0%	24.5%
Dissatisfied	7.4%	8.2%	10.5%	6.3%	3.6%	4.3%	6.9%	4.1%
Very dissatisfied	1.9%	1.4%	8.8%	3.2%	1.8%	0.0%	0.0%	2.0%

Q14-40. Residential trash collection services

Very satisfied	25.0%	26.9%	35.9%	17.5%	38.0%	33.3%	37.3%	43.9%
Satisfied	58.7%	57.4%	46.7%	48.5%	42.0%	52.1%	47.1%	49.5%
Neutral	13.0%	12.0%	10.9%	22.7%	15.0%	9.4%	12.7%	4.7%
Dissatisfied	1.1%	1.9%	3.3%	10.3%	4.0%	3.1%	1.0%	1.9%
Very dissatisfied	2.2%	1.9%	3.3%	1.0%	1.0%	2.1%	2.0%	0.0%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q14-41. Residential recycling services

Very satisfied	26.1%	26.9%	33.3%	16.9%	41.4%	30.9%	36.5%	40.9%
Satisfied	52.2%	51.0%	45.2%	40.4%	40.4%	53.2%	39.4%	50.0%
Neutral	15.2%	14.4%	14.0%	24.7%	13.1%	9.6%	14.4%	7.3%
Dissatisfied	3.3%	6.7%	3.2%	14.6%	4.0%	3.2%	6.7%	1.8%
Very dissatisfied	3.3%	1.0%	4.3%	3.4%	1.0%	3.2%	2.9%	0.0%

Q14-42. Bulk trash pickup/removal services

Very satisfied	21.2%	20.0%	31.3%	21.4%	34.1%	33.3%	33.3%	38.0%
Satisfied	50.6%	50.5%	33.8%	33.3%	35.2%	43.7%	35.4%	45.4%
Neutral	15.3%	22.1%	17.5%	23.8%	15.4%	11.5%	14.6%	8.3%
Dissatisfied	9.4%	5.3%	8.8%	15.5%	9.9%	10.3%	11.5%	5.6%
Very dissatisfied	3.5%	2.1%	8.8%	6.0%	5.5%	1.1%	5.2%	2.8%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q15-1. How well City is planning for growth

Very satisfied	10.0%	10.5%	10.3%	9.3%	13.0%	13.6%	12.3%	16.3%
Satisfied	36.7%	47.4%	35.3%	33.3%	37.7%	53.0%	41.1%	42.5%
Neutral	36.7%	28.9%	32.4%	28.0%	29.0%	28.8%	28.8%	31.3%
Dissatisfied	10.0%	10.5%	17.6%	24.0%	15.9%	3.0%	15.1%	7.5%
Very dissatisfied	6.7%	2.6%	4.4%	5.3%	4.3%	1.5%	2.7%	2.5%

Q15-2. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation

Very satisfied	9.1%	11.1%	10.8%	16.7%	17.3%	16.7%	13.9%	19.8%
Satisfied	47.0%	38.3%	48.6%	31.9%	46.9%	52.8%	56.9%	48.8%
Neutral	34.8%	39.5%	33.8%	38.9%	24.7%	26.4%	20.8%	26.7%
Dissatisfied	4.5%	7.4%	6.8%	11.1%	11.1%	4.2%	6.9%	3.5%
Very dissatisfied	4.5%	3.7%	0.0%	1.4%	0.0%	0.0%	1.4%	1.2%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q15-3. Condition of streets in your neighborhood

Very satisfied	7.2%	8.0%	15.5%	4.8%	19.6%	13.6%	14.7%	24.3%
Satisfied	49.5%	42.5%	50.5%	41.0%	45.1%	55.3%	44.0%	43.2%
Neutral	24.7%	20.4%	15.5%	27.6%	17.6%	18.4%	20.2%	17.1%
Dissatisfied	12.4%	25.7%	13.4%	22.9%	11.8%	10.7%	12.8%	12.6%
Very dissatisfied	6.2%	3.5%	5.2%	3.8%	5.9%	1.9%	8.3%	2.7%

Q15-4. Condition of major City streets & sidewalks

Very satisfied	8.3%	8.8%	15.8%	5.6%	16.8%	14.7%	11.1%	22.5%
Satisfied	52.1%	55.3%	56.8%	53.3%	50.5%	51.0%	49.1%	49.5%
Neutral	25.0%	14.9%	17.9%	20.6%	19.8%	22.5%	23.1%	20.7%
Dissatisfied	9.4%	19.3%	6.3%	18.7%	8.9%	11.8%	10.2%	6.3%
Very dissatisfied	5.2%	1.8%	3.2%	1.9%	4.0%	0.0%	6.5%	0.9%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q15-5. Condition & clarity of street signs

Very satisfied	17.5%	13.0%	21.9%	11.4%	18.8%	16.5%	16.7%	26.4%
Satisfied	44.3%	58.3%	52.1%	52.4%	56.4%	60.2%	55.6%	52.7%
Neutral	30.9%	17.4%	14.6%	20.0%	17.8%	17.5%	20.4%	12.7%
Dissatisfied	4.1%	10.4%	7.3%	14.3%	5.0%	4.9%	4.6%	7.3%
Very dissatisfied	3.1%	0.9%	4.2%	1.9%	2.0%	1.0%	2.8%	0.9%

Q15-6. Management of traffic flow on City streets

Very satisfied	9.8%	8.0%	11.7%	7.5%	9.1%	7.9%	11.3%	15.3%
Satisfied	34.8%	39.8%	43.6%	43.4%	44.4%	48.5%	34.0%	42.3%
Neutral	28.3%	20.4%	16.0%	18.9%	28.3%	20.8%	27.4%	20.7%
Dissatisfied	15.2%	22.1%	19.1%	23.6%	9.1%	19.8%	17.9%	17.1%
Very dissatisfied	12.0%	9.7%	9.6%	6.6%	9.1%	3.0%	9.4%	4.5%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q15-7. Quality of local transit service (bus, rail, Orbit)

Very satisfied	20.3%	17.5%	32.2%	15.1%	25.9%	18.2%	17.6%	21.1%
Satisfied	48.6%	42.5%	40.2%	51.6%	49.4%	57.6%	43.2%	49.3%
Neutral	23.0%	27.5%	18.4%	24.7%	20.0%	21.2%	29.7%	19.7%
Dissatisfied	5.4%	12.5%	8.0%	7.5%	2.4%	3.0%	8.1%	8.5%
Very dissatisfied	2.7%	0.0%	1.1%	1.1%	2.4%	0.0%	1.4%	1.4%

Q15-8. Quality of walking & biking paths

Very satisfied	30.7%	21.1%	26.4%	18.0%	21.2%	17.0%	16.8%	24.5%
Satisfied	45.5%	48.9%	46.2%	59.6%	50.6%	67.0%	50.5%	55.9%
Neutral	18.2%	22.2%	16.5%	16.9%	14.1%	11.4%	20.0%	14.7%
Dissatisfied	3.4%	4.4%	8.8%	5.6%	11.8%	4.5%	6.3%	4.9%
Very dissatisfied	2.3%	3.3%	2.2%	0.0%	2.4%	0.0%	6.3%	0.0%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q15-9. Quality of recycling services

Very satisfied	26.7%	21.4%	28.9%	20.9%	29.5%	22.1%	26.0%	35.5%
Satisfied	52.2%	56.1%	47.8%	44.2%	51.6%	64.2%	52.0%	55.1%
Neutral	15.6%	19.4%	16.7%	19.8%	11.6%	9.5%	19.0%	6.5%
Dissatisfied	3.3%	1.0%	5.6%	12.8%	7.4%	2.1%	2.0%	2.8%
Very dissatisfied	2.2%	2.0%	1.1%	2.3%	0.0%	2.1%	1.0%	0.0%

Q15-10. Quality of green organics collection & compost program

Very satisfied	11.5%	14.1%	29.0%	17.5%	27.4%	23.4%	24.3%	31.0%
Satisfied	54.1%	52.1%	31.9%	42.9%	41.1%	43.8%	36.5%	44.0%
Neutral	24.6%	22.5%	23.2%	25.4%	20.5%	23.4%	29.7%	15.5%
Dissatisfied	4.9%	7.0%	8.7%	11.1%	8.2%	7.8%	6.8%	8.3%
Very dissatisfied	4.9%	4.2%	7.2%	3.2%	2.7%	1.6%	2.7%	1.2%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q15-11. Overall quality of new commercial development in City, including architecture & design

Very satisfied	12.5%	11.2%	13.5%	13.3%	24.7%	11.5%	13.1%	21.7%
Satisfied	32.5%	36.0%	40.4%	41.1%	38.3%	51.3%	47.6%	48.9%
Neutral	33.8%	41.6%	27.0%	25.6%	25.9%	30.8%	34.5%	23.9%
Dissatisfied	15.0%	7.9%	11.2%	16.7%	6.2%	5.1%	2.4%	4.3%
Very dissatisfied	6.3%	3.4%	7.9%	3.3%	4.9%	1.3%	2.4%	1.1%

Q15-12. Quality of your internet service provider

Very satisfied	9.1%	10.3%	9.5%	2.1%	11.3%	9.3%	8.8%	16.8%
Satisfied	27.3%	37.1%	33.3%	36.5%	37.1%	41.2%	33.3%	37.4%
Neutral	22.7%	19.6%	22.6%	31.3%	20.6%	19.6%	28.4%	20.6%
Dissatisfied	17.0%	19.6%	21.4%	18.8%	17.5%	13.4%	17.6%	16.8%
Very dissatisfied	23.9%	13.4%	13.1%	11.5%	13.4%	16.5%	11.8%	8.4%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q15-13. Quality of water conservation programs

Very satisfied	7.7%	8.3%	9.0%	11.6%	9.9%	14.3%	10.5%	18.5%
Satisfied	38.5%	48.6%	46.3%	36.2%	50.7%	45.7%	47.4%	45.7%
Neutral	43.1%	27.8%	32.8%	42.0%	22.5%	28.6%	32.9%	32.1%
Dissatisfied	6.2%	12.5%	10.4%	8.7%	15.5%	10.0%	7.9%	3.7%
Very dissatisfied	4.6%	2.8%	1.5%	1.4%	1.4%	1.4%	1.3%	0.0%

Q15-14. Quality of energy conservation programs

Very satisfied	6.3%	10.1%	12.3%	9.2%	10.4%	14.1%	11.6%	17.7%
Satisfied	36.5%	50.7%	41.5%	38.5%	53.7%	49.3%	42.0%	45.6%
Neutral	46.0%	29.0%	33.8%	44.6%	23.9%	28.2%	40.6%	30.4%
Dissatisfied	6.3%	8.7%	9.2%	7.7%	11.9%	7.0%	5.8%	5.1%
Very dissatisfied	4.8%	1.4%	3.1%	0.0%	0.0%	1.4%	0.0%	1.3%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q15-15. Quality of land use & green space programs

Very satisfied	7.5%	8.2%	11.6%	13.0%	9.7%	13.5%	13.2%	18.8%
Satisfied	41.8%	46.6%	39.1%	36.2%	50.0%	56.8%	44.1%	41.2%
Neutral	41.8%	35.6%	42.0%	39.1%	29.2%	21.6%	36.8%	31.8%
Dissatisfied	6.0%	5.5%	5.8%	7.2%	9.7%	5.4%	5.9%	7.1%
Very dissatisfied	3.0%	4.1%	1.4%	4.3%	1.4%	2.7%	0.0%	1.2%

Q15-16. Quality of climate change initiatives such as shaded bus stops & tree canopies

Very satisfied	4.1%	10.2%	11.6%	12.5%	10.7%	16.0%	15.5%	17.0%
Satisfied	45.2%	46.6%	41.9%	36.3%	52.4%	50.6%	41.7%	43.2%
Neutral	28.8%	28.4%	29.1%	28.8%	23.8%	19.8%	32.1%	26.1%
Dissatisfied	15.1%	9.1%	12.8%	20.0%	11.9%	8.6%	9.5%	11.4%
Very dissatisfied	6.8%	5.7%	4.7%	2.5%	1.2%	4.9%	1.2%	2.3%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q15-17. City efforts to promote redevelopment of distressed commercial centers in my Character Area (area I live)

Very satisfied	6.7%	8.6%	12.3%	6.4%	7.5%	5.3%	6.1%	11.1%
Satisfied	26.7%	41.4%	30.8%	16.7%	32.8%	45.6%	30.3%	44.4%
Neutral	40.0%	30.0%	40.0%	41.0%	32.8%	35.1%	50.0%	31.7%
Dissatisfied	15.0%	14.3%	7.7%	32.1%	16.4%	14.0%	12.1%	12.7%
Very dissatisfied	11.7%	5.7%	9.2%	3.8%	10.4%	0.0%	1.5%	0.0%

**Q16. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q16-1. Direction City is heading

Very satisfied	11.3%	10.8%	13.6%	10.2%	19.3%	19.5%	16.1%	21.0%
Satisfied	53.8%	53.8%	50.0%	42.9%	48.9%	55.2%	46.2%	48.6%
Neutral	28.8%	28.0%	17.0%	31.6%	17.0%	21.8%	28.0%	20.0%
Dissatisfied	2.5%	5.4%	14.8%	11.2%	10.2%	3.4%	8.6%	8.6%
Very dissatisfied	3.8%	2.2%	4.5%	4.1%	4.5%	0.0%	1.1%	1.9%

Q16-2. City efforts to keep residents informed about City's budget

Very satisfied	5.9%	8.0%	10.0%	11.0%	13.0%	13.0%	13.8%	17.9%
Satisfied	38.2%	37.5%	30.0%	31.7%	34.8%	45.5%	39.1%	37.9%
Neutral	45.6%	35.2%	42.5%	45.1%	33.3%	32.5%	32.2%	31.6%
Dissatisfied	5.9%	14.8%	12.5%	11.0%	15.9%	7.8%	12.6%	11.6%
Very dissatisfied	4.4%	4.5%	5.0%	1.2%	2.9%	1.3%	2.3%	1.1%

**Q16. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Area							
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe

Q16-3. City's financial information is accessible & transparent

Very satisfied	3.4%	6.8%	10.3%	8.6%	12.9%	14.1%	15.8%	20.7%
Satisfied	36.2%	39.2%	29.4%	34.3%	33.9%	38.0%	34.2%	32.9%
Neutral	53.4%	43.2%	42.6%	42.9%	37.1%	40.8%	35.5%	39.0%
Dissatisfied	5.2%	6.8%	11.8%	11.4%	9.7%	5.6%	10.5%	7.3%
Very dissatisfied	1.7%	4.1%	5.9%	2.9%	6.5%	1.4%	3.9%	0.0%

Q16-4. Overall value you receive for your City tax & fees

Very satisfied	5.8%	7.4%	13.6%	10.8%	11.8%	11.4%	15.2%	23.8%
Satisfied	46.5%	42.1%	50.0%	33.3%	50.5%	48.9%	38.4%	36.6%
Neutral	37.2%	37.9%	21.6%	40.9%	22.6%	31.8%	29.3%	32.7%
Dissatisfied	5.8%	11.6%	11.4%	11.8%	12.9%	6.8%	16.2%	6.9%
Very dissatisfied	4.7%	1.1%	3.4%	3.2%	2.2%	1.1%	1.0%	0.0%

# City of Tempe 2017 Community Survey *Appendix D – Cross-Tabular Data by Age and Gender*

*...helping organizations make better decisions since 1982*

**Submitted to the City of Tempe, Arizona**

**by:**

ETC Institute  
725 W. Frontier Lane  
Olathe, Kansas  
66061

**November 2017**



**Q1. Please rate your level of satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=882	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female
<u>Q1-1. Quality of local fire services</u>								
Very satisfied	54.5%	54.5%	58.3%	60.2%	68.4%	59.3%	59.4%	59.0%
Satisfied	33.0%	33.0%	36.2%	35.0%	24.2%	35.2%	34.2%	31.6%
Neutral	10.2%	11.6%	4.7%	4.9%	7.4%	5.6%	6.4%	8.1%
Dissatisfied	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%
Very dissatisfied	0.0%	0.9%	0.8%	0.0%	0.0%	0.0%	0.0%	0.7%
 <u>Q1-2. Quality of medical rescue services</u>								
Very satisfied	50.0%	53.3%	52.1%	62.8%	66.7%	63.6%	57.7%	57.8%
Satisfied	37.8%	33.3%	38.5%	33.9%	23.7%	30.9%	33.9%	32.9%
Neutral	8.9%	11.4%	8.5%	2.5%	9.7%	5.5%	8.0%	7.3%
Dissatisfied	2.2%	1.0%	0.0%	0.8%	0.0%	0.0%	0.4%	1.0%
Very dissatisfied	1.1%	1.0%	0.9%	0.0%	0.0%	0.0%	0.0%	1.0%

**Q1. Please rate your level of satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=882	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female
<u>Q1-3. Quality of local police services</u>								
Very satisfied	35.2%	34.4%	38.7%	42.8%	55.6%	53.3%	38.2%	45.2%
Satisfied	44.4%	43.0%	41.9%	44.1%	33.3%	35.0%	43.7%	38.2%
Neutral	14.1%	12.6%	16.1%	11.0%	9.3%	8.3%	13.6%	11.6%
Dissatisfied	4.2%	7.9%	2.6%	1.4%	1.9%	3.3%	3.7%	3.6%
Very dissatisfied	2.1%	2.0%	0.6%	0.7%	0.0%	0.0%	0.8%	1.3%
 <u>Q1-4. Enforcement of local traffic laws</u>								
Very satisfied	22.4%	18.2%	22.5%	24.3%	30.4%	32.7%	22.0%	25.2%
Satisfied	42.1%	34.4%	35.0%	43.8%	43.1%	43.6%	36.8%	42.6%
Neutral	23.0%	26.0%	25.0%	17.4%	17.6%	10.9%	22.8%	20.3%
Dissatisfied	10.5%	16.9%	13.1%	9.0%	8.8%	9.1%	13.0%	10.1%
Very dissatisfied	2.0%	4.5%	4.4%	5.6%	0.0%	3.6%	5.4%	1.8%

**Q1. Please rate your level of satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=882	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female
<u>Q1-5. Efforts by City to prevent crime</u>								
Very satisfied	20.0%	17.1%	21.3%	25.5%	27.7%	36.0%	20.3%	25.1%
Satisfied	40.0%	42.8%	39.4%	44.0%	43.6%	44.0%	43.0%	41.7%
Neutral	20.0%	21.1%	24.5%	23.4%	21.8%	18.0%	24.5%	18.7%
Dissatisfied	16.6%	13.2%	12.3%	5.7%	5.9%	0.0%	9.0%	11.8%
Very dissatisfied	3.4%	5.9%	2.6%	1.4%	1.0%	2.0%	3.2%	2.7%
 <u>Q1-6. Overall feeling of safety in City</u>								
Very satisfied	20.0%	22.5%	25.1%	25.5%	35.4%	30.6%	24.9%	25.3%
Satisfied	46.3%	47.3%	46.2%	52.2%	46.9%	51.6%	49.8%	47.0%
Neutral	21.7%	13.6%	18.1%	16.6%	13.3%	12.9%	16.6%	16.8%
Dissatisfied	9.7%	12.4%	9.4%	5.1%	3.5%	3.2%	7.1%	8.8%
Very dissatisfied	2.3%	4.1%	1.2%	0.6%	0.9%	1.6%	1.7%	2.1%

**Q1. Please rate your level of satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=882	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female
<u>Q1-7. Feeling of safety in your neighborhood</u>								
Very satisfied	29.9%	25.6%	32.4%	31.9%	39.5%	33.9%	35.1%	27.3%
Satisfied	32.2%	38.4%	41.2%	49.4%	43.0%	53.2%	41.9%	41.5%
Neutral	16.1%	16.9%	11.2%	12.5%	10.5%	9.7%	12.1%	14.8%
Dissatisfied	14.4%	14.0%	12.9%	4.4%	7.0%	1.6%	8.3%	12.1%
Very dissatisfied	7.5%	5.2%	2.4%	1.9%	0.0%	1.6%	2.6%	4.3%
 <u>Q2-1. Neighborhood parks</u>								
Very satisfied	33.7%	27.7%	27.3%	29.4%	32.6%	32.6%	28.8%	31.8%
Satisfied	43.6%	47.7%	44.2%	45.5%	43.2%	44.2%	46.9%	42.4%
Neutral	11.0%	11.0%	19.5%	17.5%	22.1%	18.6%	16.5%	15.5%
Dissatisfied	9.8%	10.3%	7.1%	4.2%	1.1%	2.3%	5.1%	8.3%
Very dissatisfied	1.8%	3.2%	1.9%	3.5%	1.1%	2.3%	2.7%	2.1%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places during the day. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q2-2. City parks like Kiwanis & Tempe Beach**

Very satisfied	40.1%	33.3%	31.0%	32.6%	38.9%	36.2%	34.7%	35.5%
Satisfied	43.8%	50.0%	51.0%	47.3%	34.4%	44.7%	46.1%	45.6%
Neutral	9.9%	9.6%	12.4%	13.2%	25.6%	17.0%	14.2%	12.7%
Dissatisfied	3.7%	3.8%	4.1%	6.2%	1.1%	2.1%	3.3%	4.5%
Very dissatisfied	2.5%	3.2%	1.4%	0.8%	0.0%	0.0%	1.7%	1.6%

**Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)**

Very satisfied	36.9%	27.6%	20.3%	28.6%	25.8%	20.6%	27.2%	28.5%
Satisfied	44.7%	42.5%	43.2%	35.2%	34.8%	41.2%	39.5%	43.1%
Neutral	12.8%	20.9%	27.1%	29.5%	36.4%	32.4%	27.2%	20.7%
Dissatisfied	5.0%	4.5%	6.8%	3.8%	3.0%	2.9%	3.6%	5.8%
Very dissatisfied	0.7%	4.5%	2.5%	2.9%	0.0%	2.9%	2.6%	2.0%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places during the day. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q2-4. City athletic & recreational facilities**

Very satisfied	38.8%	29.6%	31.3%	30.1%	27.5%	26.5%	26.7%	35.8%
Satisfied	41.7%	49.6%	50.0%	48.5%	47.8%	52.9%	49.6%	46.0%
Neutral	16.5%	14.8%	16.7%	17.5%	24.6%	17.6%	19.5%	15.5%
Dissatisfied	1.9%	4.3%	2.1%	1.9%	0.0%	2.9%	3.1%	1.9%
Very dissatisfied	1.0%	1.7%	0.0%	1.9%	0.0%	0.0%	1.1%	0.8%

**Q2-5. Tempe Public Library Complex**

Very satisfied	45.8%	38.1%	45.9%	45.6%	46.6%	43.4%	42.4%	46.0%
Satisfied	38.3%	45.6%	44.4%	42.6%	41.7%	47.2%	42.7%	43.0%
Neutral	10.8%	8.2%	8.1%	8.8%	10.7%	9.4%	11.6%	7.1%
Dissatisfied	2.5%	6.8%	1.5%	2.9%	1.0%	0.0%	3.0%	2.7%
Very dissatisfied	2.5%	1.4%	0.0%	0.0%	0.0%	0.0%	0.3%	1.1%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places during the day. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q2-6. City Hall**

Very satisfied	34.8%	33.3%	43.0%	38.9%	30.8%	34.1%	31.7%	41.6%
Satisfied	37.1%	48.6%	35.5%	40.7%	43.6%	53.7%	42.8%	41.2%
Neutral	27.0%	13.3%	19.6%	17.6%	23.1%	12.2%	21.9%	16.1%
Dissatisfied	0.0%	1.9%	0.0%	2.8%	1.3%	0.0%	1.8%	0.4%
Very dissatisfied	1.1%	2.9%	1.9%	0.0%	1.3%	0.0%	1.8%	0.8%

**Q2-7. Mill Avenue**

Very satisfied	28.0%	21.1%	26.5%	20.7%	23.2%	18.8%	20.6%	26.7%
Satisfied	38.1%	42.9%	36.1%	42.1%	40.0%	47.9%	39.4%	41.2%
Neutral	20.2%	21.7%	22.6%	31.4%	26.3%	20.8%	27.7%	19.8%
Dissatisfied	9.5%	8.7%	10.3%	5.0%	6.3%	12.5%	7.8%	9.2%
Very dissatisfied	4.2%	5.6%	4.5%	0.7%	4.2%	0.0%	4.4%	3.1%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q2-1. Neighborhood parks**

Very satisfied	13.5%	14.8%	14.6%	13.0%	20.8%	17.1%	16.0%	13.8%
Satisfied	28.4%	31.0%	33.3%	32.5%	26.4%	20.0%	35.8%	23.8%
Neutral	29.7%	27.5%	22.0%	33.3%	38.9%	45.7%	30.1%	30.7%
Dissatisfied	20.3%	16.2%	18.7%	14.6%	8.3%	14.3%	10.8%	22.3%
Very dissatisfied	8.1%	10.6%	11.4%	6.5%	5.6%	2.9%	7.2%	9.4%

**Q2-2. City parks like Kiwanis & Tempe Beach**

Very satisfied	23.0%	16.7%	11.2%	13.3%	18.5%	16.1%	18.3%	15.3%
Satisfied	32.4%	40.6%	43.9%	32.4%	33.8%	35.5%	40.8%	32.5%
Neutral	26.4%	26.8%	25.2%	38.1%	40.0%	38.7%	29.7%	30.8%
Dissatisfied	14.9%	10.9%	16.8%	12.4%	6.2%	6.5%	8.2%	17.3%
Very dissatisfied	3.4%	5.1%	2.8%	3.8%	1.5%	3.2%	2.9%	4.1%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)**

Very satisfied	18.9%	13.1%	9.5%	8.2%	14.6%	4.2%	13.8%	11.6%
Satisfied	29.5%	30.8%	18.9%	18.8%	18.8%	16.7%	28.0%	20.2%
Neutral	29.5%	34.6%	38.9%	49.4%	54.2%	62.5%	42.5%	37.3%
Dissatisfied	15.6%	15.0%	21.1%	18.8%	8.3%	12.5%	10.6%	22.3%
Very dissatisfied	6.6%	6.5%	11.6%	4.7%	4.2%	4.2%	5.1%	8.6%

**Q2-4. City athletic & recreational facilities**

Very satisfied	27.0%	19.8%	17.2%	16.0%	17.9%	10.3%	18.0%	20.5%
Satisfied	30.3%	44.6%	41.4%	42.0%	39.3%	41.4%	41.2%	38.2%
Neutral	32.6%	29.7%	32.2%	35.8%	39.3%	44.8%	34.2%	33.6%
Dissatisfied	9.0%	4.0%	6.9%	4.9%	3.6%	0.0%	4.8%	6.4%
Very dissatisfied	1.1%	2.0%	2.3%	1.2%	0.0%	3.4%	1.8%	1.4%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")**

N=882

		Q18. Your age					Q19. Your gender		
		18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q2-5. Tempe Public Library Complex**

Very satisfied	21.5%	23.5%	30.3%	20.6%	30.6%	27.3%	24.5%	25.6%
Satisfied	39.8%	45.2%	44.0%	44.9%	43.1%	36.4%	42.8%	43.7%
Neutral	22.6%	20.0%	21.1%	28.0%	23.6%	33.3%	27.6%	19.5%
Dissatisfied	14.0%	8.7%	2.8%	4.7%	2.8%	0.0%	3.9%	8.7%
Very dissatisfied	2.2%	2.6%	1.8%	1.9%	0.0%	3.0%	1.2%	2.5%

**Q2-6. City Hall**

Very satisfied	27.1%	18.3%	31.0%	25.6%	17.5%	14.3%	23.5%	24.1%
Satisfied	35.7%	46.2%	32.2%	31.7%	43.9%	46.4%	41.2%	34.9%
Neutral	28.6%	30.1%	31.0%	35.4%	35.1%	39.3%	30.1%	34.4%
Dissatisfied	7.1%	2.2%	3.4%	4.9%	3.5%	0.0%	3.5%	4.6%
Very dissatisfied	1.4%	3.2%	2.3%	2.4%	0.0%	0.0%	1.8%	2.1%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q2-7. Mill Avenue

Very satisfied	19.0%	16.4%	16.4%	11.7%	16.3%	2.6%	16.1%	14.4%
Satisfied	29.1%	41.4%	32.9%	37.5%	37.5%	48.7%	34.7%	38.2%
Neutral	25.9%	21.7%	29.5%	35.0%	31.3%	30.8%	30.8%	25.0%
Dissatisfied	15.8%	11.8%	13.7%	10.0%	8.8%	15.4%	10.5%	14.9%
Very dissatisfied	10.1%	8.6%	7.5%	5.8%	6.3%	2.6%	7.9%	7.5%

**Q3. Please indicate how often you worry about each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q3-1. Getting mugged**

Frequently	6.9%	7.0%	6.5%	7.1%	5.3%	4.8%	5.5%	7.3%
Occasionally	28.7%	20.5%	32.0%	28.8%	24.6%	32.3%	20.0%	34.2%
Rarely	42.5%	42.1%	41.4%	41.0%	47.4%	38.7%	42.7%	42.4%
Never	21.3%	30.4%	19.5%	23.1%	19.3%	22.6%	31.1%	15.3%
N/A	0.6%	0.0%	0.6%	0.0%	3.5%	1.6%	0.7%	0.9%

**Q3-2. Having your home burglarized when you are not there**

Frequently	20.0%	20.9%	23.3%	18.9%	14.9%	15.6%	16.8%	22.6%
Occasionally	35.4%	37.2%	36.6%	37.7%	37.7%	39.1%	35.7%	38.5%
Rarely	30.3%	32.0%	27.3%	33.3%	34.2%	31.3%	34.5%	27.6%
Never	14.3%	8.1%	12.2%	9.4%	11.4%	14.1%	12.8%	10.0%
N/A	0.0%	1.7%	0.6%	0.6%	1.8%	0.0%	0.2%	1.4%

**Q3. Please indicate how often you worry about each of the following. (without "don't know")**

N=882	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female
<b><u>Q3-3. Being attacked or threatened with a weapon</u></b>								
Frequently	8.0%	8.8%	8.2%	8.9%	4.4%	7.8%	7.2%	8.4%
Occasionally	25.7%	24.0%	27.6%	27.2%	25.7%	31.3%	21.0%	31.3%
Rarely	43.4%	45.0%	43.5%	41.1%	43.4%	35.9%	43.4%	42.6%
Never	22.9%	21.6%	19.4%	21.5%	24.8%	25.0%	27.7%	16.8%
N/A	0.0%	0.6%	1.2%	1.3%	1.8%	0.0%	0.7%	0.9%

**Q3-4. Having your car stolen or broken into**

Frequently	22.3%	21.5%	22.2%	16.5%	12.4%	14.5%	16.4%	21.8%
Occasionally	27.4%	37.8%	38.0%	39.2%	37.2%	41.9%	33.6%	38.6%
Rarely	32.0%	29.1%	27.5%	33.5%	33.6%	33.9%	34.3%	28.2%
Never	16.0%	8.7%	9.9%	9.5%	14.2%	8.1%	13.8%	8.9%
N/A	2.3%	2.9%	2.3%	1.3%	2.7%	1.6%	1.9%	2.5%

**Q3. Please indicate how often you worry about each of the following. (without "don't know")**

N=882	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female
<u>Q3-5. Being a victim of identity theft</u>								
Frequently	20.1%	20.5%	28.8%	38.2%	28.1%	34.4%	22.7%	32.0%
Occasionally	29.9%	40.9%	41.8%	42.7%	48.2%	39.3%	41.6%	38.8%
Rarely	28.2%	31.6%	17.1%	14.6%	14.9%	18.0%	23.7%	19.4%
Never	20.7%	5.8%	10.6%	3.8%	7.0%	8.2%	10.8%	8.7%
N/A	1.1%	1.2%	1.8%	0.6%	1.8%	0.0%	1.2%	1.1%

**Q4. Has any of the following happened to you in the past 6 months? (without "not provided")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q4-1. Have you or anyone in your household been personally attacked or personally threatened or had something stolen directly from anyone in your household?**

Yes	17.2%	14.4%	22.1%	16.3%	18.1%	9.4%	16.8%	17.1%
No	82.8%	85.6%	77.9%	83.8%	81.9%	90.6%	83.2%	82.9%

**Q4-2. Has anyone broken in or attempted to break into your home by forcing a door or window?**

Yes	10.9%	11.0%	10.4%	9.4%	7.8%	7.7%	10.9%	9.2%
No	89.1%	89.0%	89.6%	90.6%	92.2%	92.3%	89.1%	90.8%

**Q4-3. Did anything you thought was a crime happen to anyone in your household, but was not reported to the police?**

Yes	13.1%	12.1%	13.5%	7.6%	10.4%	9.2%	10.5%	11.9%
No	86.9%	87.9%	86.5%	92.4%	89.6%	90.8%	89.5%	88.1%

**Q4a. If you did not report the crime to the police, please indicate your reason.**

N=98	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female
<u>Q4a. Why didn't you report the crime to police?</u>								
Too busy	4.3%	4.8%	13.0%	0.0%	0.0%	0.0%	4.5%	5.7%
Police won't do anything	34.8%	42.9%	30.4%	33.3%	16.7%	16.7%	38.6%	26.4%
Not important	8.7%	14.3%	8.7%	0.0%	8.3%	0.0%	15.9%	1.9%
Didn't want to go to court	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	2.3%	0.0%
Nothing could be done/ person wouldn't be found	69.6%	52.4%	47.8%	58.3%	58.3%	50.0%	45.5%	66.0%
Other	8.7%	14.3%	13.0%	25.0%	16.7%	33.3%	15.9%	15.1%

**Q5. Have you interacted with City of Tempe Police during the past year?**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female
<u>Q5. Have you interacted with City of Tempe police during past year?</u>								
Yes	49.2%	47.5%	40.5%	38.3%	36.2%	30.8%	43.3%	40.8%
No	50.8%	52.5%	59.5%	61.7%	63.8%	69.2%	56.7%	59.2%

**Q5a. (If YES to Question 5) Did you think the police officer treated you fairly and cared about your well-being? (without "not provided")**

N=370

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female
<u>Q5a. Did police officer treat you fairly &amp; care about your well-being?</u>								
Yes	86.0%	90.4%	92.8%	91.8%	92.7%	95.0%	91.9%	89.4%
No	14.0%	9.6%	7.2%	8.2%	7.3%	5.0%	8.1%	10.6%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q7-1. Overall quality of services offered by City of Tempe

Very satisfied	26.8%	27.4%	27.8%	29.8%	29.4%	28.8%	25.6%	30.7%
Satisfied	49.4%	46.4%	55.6%	58.9%	57.8%	66.1%	57.2%	51.0%
Neutral	17.7%	19.6%	11.1%	9.3%	11.0%	1.7%	13.8%	12.8%
Dissatisfied	5.5%	4.2%	4.3%	0.7%	1.8%	3.4%	2.5%	4.3%
Very dissatisfied	0.6%	2.4%	1.2%	1.3%	0.0%	0.0%	1.0%	1.2%

Q7-2. Leadership of City's elected officials

Very satisfied	23.1%	20.7%	21.9%	26.3%	23.5%	16.0%	20.1%	25.1%
Satisfied	35.5%	37.2%	34.2%	41.4%	39.2%	60.0%	40.5%	37.9%
Neutral	33.9%	31.0%	30.8%	25.0%	31.4%	18.0%	28.5%	29.9%
Dissatisfied	5.0%	7.6%	8.9%	5.9%	2.9%	6.0%	8.2%	4.5%
Very dissatisfied	2.5%	3.4%	4.1%	1.3%	2.9%	0.0%	2.7%	2.5%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q7-3. How ethical City employees are in the way they conduct City business**

Very satisfied	25.5%	22.3%	20.6%	24.6%	19.3%	20.0%	20.0%	24.8%
Satisfied	33.6%	35.4%	35.9%	46.7%	49.4%	55.6%	43.7%	37.4%
Neutral	30.9%	35.4%	35.1%	23.0%	24.1%	22.2%	29.8%	29.8%
Dissatisfied	9.1%	3.8%	4.6%	4.1%	4.8%	2.2%	4.3%	5.6%
Very dissatisfied	0.9%	3.1%	3.8%	1.6%	2.4%	0.0%	2.2%	2.3%

**Q7-4. Availability of information about City programs, events, services, & issues**

Very satisfied	29.5%	29.8%	30.6%	37.7%	31.8%	26.3%	27.6%	35.0%
Satisfied	34.0%	42.3%	43.8%	44.8%	43.6%	52.6%	45.7%	39.1%
Neutral	26.3%	22.0%	16.9%	12.3%	18.2%	19.3%	19.3%	19.3%
Dissatisfied	8.3%	4.8%	5.6%	5.2%	5.5%	1.8%	5.8%	5.3%
Very dissatisfied	1.9%	1.2%	3.1%	0.0%	0.9%	0.0%	1.5%	1.2%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q7-5. Availability of information on water, sewer, & solid waste rates

Very satisfied	25.3%	24.4%	29.5%	29.9%	32.1%	27.8%	23.4%	32.5%
Satisfied	38.7%	44.9%	39.1%	46.5%	45.3%	53.7%	47.4%	39.2%
Neutral	25.3%	21.8%	22.4%	17.4%	16.0%	13.0%	20.1%	21.1%
Dissatisfied	8.0%	7.7%	6.4%	6.3%	4.7%	3.7%	7.6%	5.4%
Very dissatisfied	2.7%	1.3%	2.6%	0.0%	1.9%	1.9%	1.6%	1.8%

Q7-6. Availability of information on recycling, composting, & water conservation program offerings

Very satisfied	25.0%	26.2%	28.4%	34.7%	26.9%	29.6%	24.6%	32.0%
Satisfied	32.7%	45.1%	40.6%	46.9%	50.0%	57.4%	46.2%	41.0%
Neutral	26.3%	20.7%	21.3%	13.6%	18.5%	13.0%	21.3%	18.5%
Dissatisfied	13.5%	5.5%	7.1%	3.4%	3.7%	0.0%	6.4%	6.3%
Very dissatisfied	2.6%	2.4%	2.6%	1.4%	0.9%	0.0%	1.5%	2.3%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female
<u>Q7-7. How easy City's 311 "One Call to City Hall" is to use</u>								
Very satisfied	25.8%	27.6%	26.7%	20.6%	17.1%	10.5%	17.3%	30.0%
Satisfied	29.0%	36.8%	36.0%	39.7%	34.1%	57.9%	40.2%	32.9%
Neutral	40.3%	34.5%	26.7%	34.9%	46.3%	26.3%	37.4%	32.4%
Dissatisfied	4.8%	0.0%	5.3%	3.2%	0.0%	5.3%	2.8%	2.9%
Very dissatisfied	0.0%	1.1%	5.3%	1.6%	2.4%	0.0%	2.2%	1.8%
 <u>Q7-8. Usefulness of City's website</u>								
Very satisfied	17.3%	19.1%	23.2%	20.4%	18.1%	8.3%	14.5%	23.6%
Satisfied	39.1%	38.9%	44.8%	46.9%	51.4%	58.3%	44.9%	42.6%
Neutral	31.6%	31.8%	24.0%	27.4%	20.8%	29.2%	31.7%	24.5%
Dissatisfied	11.3%	7.6%	5.6%	3.5%	8.3%	4.2%	7.3%	7.4%
Very dissatisfied	0.8%	2.5%	2.4%	1.8%	1.4%	0.0%	1.7%	1.8%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female
<u>Q7-9. Tempe's online services (registration, payment, etc.)</u>								
Very satisfied	25.2%	21.4%	27.4%	23.3%	23.3%	12.0%	19.5%	27.6%
Satisfied	40.2%	49.0%	41.0%	47.6%	47.9%	44.0%	46.4%	43.9%
Neutral	26.8%	22.8%	24.8%	24.3%	26.0%	32.0%	27.0%	22.9%
Dissatisfied	5.5%	4.8%	5.1%	2.9%	1.4%	8.0%	5.5%	3.3%
Very dissatisfied	2.4%	2.1%	1.7%	1.9%	1.4%	4.0%	1.7%	2.3%

Q7-10. Your ability to participate in City's decision-making processes

Very satisfied	16.0%	18.1%	17.9%	13.3%	13.7%	3.2%	11.1%	20.1%
Satisfied	29.2%	36.2%	26.8%	34.5%	21.9%	48.4%	30.8%	31.9%
Neutral	39.6%	32.3%	35.8%	42.5%	58.9%	38.7%	42.3%	37.7%
Dissatisfied	9.4%	7.9%	10.6%	7.1%	4.1%	6.5%	9.5%	6.6%
Very dissatisfied	5.7%	5.5%	8.9%	2.7%	1.4%	3.2%	6.2%	3.7%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q7-11. Accessibility & transparency of information provided by City Council**

Very satisfied	19.4%	17.4%	19.8%	17.0%	14.7%	5.9%	13.9%	20.5%
Satisfied	30.1%	40.0%	27.9%	42.5%	33.8%	50.0%	36.5%	35.3%
Neutral	40.9%	33.0%	36.9%	31.1%	44.1%	38.2%	36.9%	36.4%
Dissatisfied	6.5%	6.1%	8.1%	6.6%	2.9%	2.9%	7.3%	5.0%
Very dissatisfied	3.2%	3.5%	7.2%	2.8%	4.4%	2.9%	5.5%	2.7%

**Q7-12. How well City treats residents regardless of age, disability, gender, or other characteristics**

Very satisfied	21.4%	23.2%	24.8%	27.7%	25.6%	20.5%	24.0%	24.3%
Satisfied	36.6%	44.9%	39.5%	42.0%	39.0%	52.3%	42.8%	40.4%
Neutral	33.9%	23.2%	27.1%	25.2%	28.0%	22.7%	27.2%	26.8%
Dissatisfied	4.5%	5.1%	3.9%	2.5%	3.7%	0.0%	2.9%	4.4%
Very dissatisfied	3.6%	3.6%	4.7%	2.5%	3.7%	4.5%	3.2%	4.1%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

		Q18. Your age					Q19. Your gender		
		18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q7-13. Overall quality of customer service

Very satisfied	20.0%	21.4%	23.0%	24.1%	20.6%	17.6%	20.3%	22.9%
Satisfied	41.7%	50.0%	41.2%	49.6%	50.5%	54.9%	48.3%	46.0%
Neutral	35.0%	23.4%	29.1%	22.7%	23.7%	25.5%	26.3%	27.0%
Dissatisfied	2.5%	1.9%	4.1%	1.4%	4.1%	0.0%	2.5%	2.5%
Very dissatisfied	0.8%	3.2%	2.7%	2.1%	1.0%	2.0%	2.5%	1.7%

**Q8. Please rate your satisfaction with the following based on your experience with 3-1-1. (without "don't know")**

N=882

		Q18. Your age					Q19. Your gender		
		18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q8-1. How courteous & respectful call taker was

Very satisfied	47.4%	32.6%	33.3%	27.0%	25.0%	16.7%	32.6%	31.6%
Satisfied	36.8%	41.3%	45.2%	45.9%	43.8%	66.7%	46.7%	40.8%
Neutral	15.8%	17.4%	11.9%	18.9%	12.5%	16.7%	15.2%	15.8%
Dissatisfied	0.0%	6.5%	4.8%	2.7%	12.5%	0.0%	4.3%	5.3%
Very dissatisfied	0.0%	2.2%	4.8%	5.4%	6.3%	0.0%	1.1%	6.6%

Q8-2. Hours of service (7am-5 pm) that 311 is available

Very satisfied	42.1%	19.1%	34.1%	27.8%	23.5%	16.7%	26.6%	29.9%
Satisfied	36.8%	44.7%	31.8%	41.7%	58.8%	50.0%	45.7%	35.1%
Neutral	15.8%	25.5%	22.7%	25.0%	5.9%	33.3%	17.0%	27.3%
Dissatisfied	5.3%	10.6%	6.8%	2.8%	5.9%	0.0%	8.5%	5.2%
Very dissatisfied	0.0%	0.0%	4.5%	2.8%	5.9%	0.0%	2.1%	2.6%

**Q8. Please rate your satisfaction with the following based on your experience with 3-1-1. (without "don't know")**

N=882

		Q18. Your age					Q19. Your gender		
		18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q8-3. Ability of call taker to answer your question**

Very satisfied	50.0%	26.7%	29.3%	27.8%	26.7%	0.0%	27.8%	31.5%
Satisfied	16.7%	42.2%	26.8%	36.1%	33.3%	83.3%	37.8%	31.5%
Neutral	27.8%	20.0%	24.4%	25.0%	20.0%	16.7%	24.4%	20.5%
Dissatisfied	5.6%	8.9%	12.2%	5.6%	13.3%	0.0%	7.8%	9.6%
Very dissatisfied	0.0%	2.2%	7.3%	5.6%	6.7%	0.0%	2.2%	6.8%

**Q8-4. Call taker helped you resolve an issue to your satisfaction**

Very satisfied	50.0%	25.0%	31.0%	25.6%	26.7%	14.3%	28.4%	30.6%
Satisfied	22.2%	43.2%	26.2%	35.9%	26.7%	42.9%	37.9%	27.8%
Neutral	22.2%	18.2%	21.4%	25.6%	20.0%	42.9%	20.0%	25.0%
Dissatisfied	5.6%	9.1%	9.5%	2.6%	13.3%	0.0%	6.3%	8.3%
Very dissatisfied	0.0%	4.5%	11.9%	10.3%	13.3%	0.0%	7.4%	8.3%

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

N=882

		Q18. Your age					Q19. Your gender		
		18-34	35-44	45-54	55-64	65-74	75+	Male	Female

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

Yes	26.6%	42.9%	38.7%	39.5%	31.9%	32.3%	38.8%	33.2%
No	73.4%	57.1%	61.3%	60.5%	68.1%	67.7%	61.2%	66.8%

**Q9b. (If YES to Question 9) Please answer each of the following questions with regard to the department you contacted MOST RECENTLY. (without "don't remember")**

N=317	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female
<u>Q9b-1. Were you treated fairly?</u>								
Yes	100.0%	94.5%	87.1%	95.0%	86.5%	95.2%	92.5%	93.7%
No	0.0%	5.5%	12.9%	5.0%	13.5%	4.8%	7.5%	6.3%
 <u>Q9b-2. Did employee(s) listen to you carefully?</u>								
Yes	91.1%	92.9%	82.0%	96.7%	91.7%	95.2%	91.0%	91.5%
No	8.9%	7.1%	18.0%	3.3%	8.3%	4.8%	9.0%	8.5%
 <u>Q9b-3. Did employee care about your well-being?</u>								
Yes	92.5%	84.1%	81.5%	92.6%	83.3%	94.4%	85.7%	89.1%
No	7.5%	15.9%	18.5%	7.4%	16.7%	5.6%	14.3%	10.9%
 <u>Q9b-4. Was employee honest?</u>								
Yes	100.0%	94.1%	91.1%	94.7%	86.7%	94.1%	95.2%	92.2%
No	0.0%	5.9%	8.9%	5.3%	13.3%	5.9%	4.8%	7.8%

**Q9b. (If YES to Question 9) Please answer each of the following questions with regard to the department you contacted MOST RECENTLY. (without "don't remember")**

N=317

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q9b-5. Was information you were given accurate?

Yes	95.5%	91.2%	85.5%	88.7%	85.7%	95.2%	91.3%	88.5%
No	4.5%	8.8%	14.5%	11.3%	14.3%	4.8%	8.7%	11.5%

Q9b-6. Did staff respond to your request quickly?

Yes	90.9%	79.7%	73.3%	85.5%	77.1%	71.4%	78.2%	83.5%
No	9.1%	20.3%	26.7%	14.5%	22.9%	28.6%	21.8%	16.5%

**Q10. 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.**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q10. All services & facilities provided by City of Tempe you have used during past 12 months

Fire services	9.0%	6.8%	8.1%	8.6%	4.3%	7.7%	7.2%	8.0%
Tempe Public Library	46.3%	57.1%	61.8%	53.7%	62.1%	43.1%	52.3%	56.8%
Parks	91.5%	85.9%	73.4%	71.6%	55.2%	40.0%	76.0%	72.4%
Walking/biking trails	75.7%	68.9%	56.1%	46.3%	44.8%	26.2%	60.5%	53.7%
City athletic fields	19.2%	23.7%	15.6%	6.2%	5.2%	6.2%	16.7%	11.4%
Kid Zone	4.0%	11.3%	4.0%	4.3%	3.4%	1.5%	5.1%	5.3%
Police services	35.0%	32.2%	27.2%	25.3%	21.6%	15.4%	25.8%	29.6%
Tempe History Museum	10.2%	21.5%	17.9%	15.4%	17.2%	12.3%	12.6%	19.4%
City golf courses	10.2%	10.7%	16.8%	17.3%	17.2%	7.7%	17.9%	9.4%
City swimming pools	12.4%	15.3%	6.4%	6.2%	3.4%	0.0%	7.2%	9.6%
Kiwanis Recreation Center	28.8%	28.2%	19.7%	13.0%	12.9%	7.7%	19.5%	20.7%
Tempe 311	9.0%	15.3%	15.0%	9.3%	6.0%	1.5%	11.9%	9.4%
Bus, Orbit, or light rail service	52.0%	55.9%	45.1%	39.5%	31.9%	23.1%	45.8%	42.8%
Tempe Center for the Arts	24.9%	39.0%	27.2%	25.3%	21.6%	20.0%	25.3%	29.2%

**Q10. 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 (cont.).**

N=882	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female
<u>Q10. All services &amp; facilities provided by City of Tempe you have used during past 12 months (cont.)</u>								
Arts & recreation programs/ services	16.9%	20.3%	11.6%	14.8%	12.9%	10.8%	11.9%	18.0%
Household Products Collection Center	13.0%	26.6%	25.4%	35.2%	28.4%	27.7%	25.8%	25.2%
Multigenerational/Community Centers	5.6%	7.9%	13.3%	9.9%	12.9%	13.8%	7.7%	12.2%
Human services	1.1%	2.8%	2.3%	1.9%	0.9%	0.0%	1.4%	2.0%
Trash, Composting, & Recycling services	74.6%	75.7%	72.3%	72.2%	69.0%	69.2%	71.6%	73.7%

**Q11. Which of the following do you use to get information about the City of Tempe?**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q11. Which of the following do you use to get information about City of Tempe?**

Tempe 11 (cable TV)	1.1%	5.1%	5.2%	7.4%	7.8%	6.2%	6.0%	4.7%
Recreation opportunities brochure	15.8%	23.7%	14.5%	18.5%	16.4%	18.5%	16.3%	19.6%
City website	65.5%	67.8%	53.2%	39.5%	34.5%	20.0%	49.8%	52.6%
Water bill newsletter (Tempe Today)	37.3%	53.7%	61.3%	69.1%	67.2%	58.5%	57.9%	55.5%
Social media (Twitter, Facebook, YouTube, Nextdoor)	43.5%	28.8%	21.4%	17.9%	11.2%	15.4%	22.1%	27.6%
Online City videos	1.7%	1.1%	2.3%	1.2%	0.0%	3.1%	1.9%	1.1%
Television news	13.6%	19.2%	32.9%	37.7%	50.9%	67.7%	31.4%	33.2%
City meetings	2.3%	2.8%	5.8%	6.2%	1.7%	7.7%	6.3%	2.0%
Email subscriptions	9.0%	13.6%	10.4%	6.8%	4.3%	6.2%	8.6%	9.4%
Tempe 311	4.0%	7.3%	4.0%	6.8%	1.7%	1.5%	5.1%	4.2%
Radio	14.7%	12.4%	15.6%	16.7%	13.8%	18.5%	16.0%	13.8%
Newspaper	10.2%	14.1%	18.5%	31.5%	36.2%	40.0%	23.5%	21.2%
Alternate accessible media (Sun Sounds)	1.1%	0.6%	0.0%	0.6%	1.7%	0.0%	0.9%	0.4%

**Q12. Overall Priorities. Which TWO of the following do you think should be the City's top priorities over the next year?**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q12. Which two of the following should be City's top priorities over next year?**

Economic/business development	12.4%	23.7%	21.4%	16.7%	16.4%	21.5%	20.7%	16.3%
Appearance of City	14.1%	14.7%	9.8%	13.6%	12.1%	0.0%	13.0%	10.7%
Maintenance of City buildings	2.3%	1.1%	1.2%	1.9%	0.9%	1.5%	2.1%	0.9%
Police services	24.3%	22.6%	30.6%	29.0%	30.2%	32.3%	27.4%	27.6%
Art, recreation programs, & library services	16.9%	11.3%	7.5%	5.6%	12.1%	3.1%	7.2%	12.7%
Customer service	1.7%	0.6%	1.7%	4.3%	5.2%	6.2%	3.0%	2.4%
Transportation services	15.8%	11.3%	5.8%	6.8%	10.3%	3.1%	10.2%	8.7%
Social/human services	20.9%	18.6%	13.3%	12.3%	13.8%	9.2%	10.9%	20.3%
Fire services	1.1%	2.3%	6.9%	8.6%	11.2%	20.0%	7.2%	6.2%
Water/sewer	5.6%	12.4%	6.9%	5.6%	7.8%	7.7%	9.8%	6.0%
Neighborhoods	26.0%	22.6%	22.5%	17.9%	12.9%	23.1%	18.4%	23.8%
Parks	15.3%	9.0%	9.2%	6.2%	5.2%	1.5%	10.0%	7.8%
Trash, composting, & recycling	14.7%	7.3%	6.9%	8.0%	5.2%	1.5%	7.7%	8.7%

**Q12. Overall Priorities. Which TWO of the following do you think should be the City's top priorities over the next year? (cont.)**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q12. Which two of the following should be City's top priorities over next year? (cont.)**

Historical preservation	0.6%	2.8%	3.5%	1.9%	1.7%	1.5%	2.1%	2.0%
Condition of City streets/ sidewalks	14.1%	15.8%	24.9%	22.2%	28.4%	36.9%	23.5%	20.0%
City infrastructure (e.g. bridges, waterlines)	9.6%	16.4%	16.8%	17.3%	11.2%	10.8%	15.1%	13.1%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q14-1. Appearance of City**

Very satisfied	25.0%	19.1%	16.9%	17.7%	22.4%	23.7%	20.2%	20.4%
Satisfied	52.3%	53.8%	60.2%	65.8%	65.4%	61.0%	61.5%	56.7%
Neutral	15.7%	14.5%	15.7%	14.6%	9.3%	11.9%	12.7%	15.7%
Dissatisfied	4.7%	8.7%	4.8%	1.3%	2.8%	3.4%	3.8%	5.2%
Very dissatisfied	2.3%	4.0%	2.4%	0.6%	0.0%	0.0%	1.7%	2.1%

**Q14-2. Image of City**

Very satisfied	26.7%	25.7%	28.1%	26.6%	31.7%	25.9%	25.2%	29.1%
Satisfied	46.5%	49.7%	49.7%	59.1%	54.8%	51.7%	54.4%	49.3%
Neutral	19.2%	18.3%	14.4%	11.7%	11.5%	17.2%	15.3%	15.7%
Dissatisfied	5.8%	4.6%	6.6%	2.6%	1.0%	5.2%	3.9%	4.9%
Very dissatisfied	1.7%	1.7%	1.2%	0.0%	1.0%	0.0%	1.2%	0.9%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q14-3. Quality of life in City

Very satisfied	26.2%	27.7%	29.8%	27.9%	31.7%	26.7%	26.8%	29.7%
Satisfied	54.8%	53.2%	47.6%	56.5%	57.7%	66.7%	57.7%	51.3%
Neutral	13.7%	9.8%	15.5%	13.0%	9.6%	5.0%	12.1%	12.1%
Dissatisfied	4.2%	7.5%	4.8%	1.9%	1.0%	0.0%	1.7%	5.9%
Very dissatisfied	1.2%	1.7%	2.4%	0.6%	0.0%	1.7%	1.7%	1.0%

Q14-4. City's overall efforts to promote access, diversity, & inclusiveness in community

Very satisfied	28.1%	33.1%	32.0%	26.0%	27.4%	22.4%	26.5%	30.9%
Satisfied	38.4%	42.1%	38.1%	46.5%	45.2%	49.0%	45.8%	39.4%
Neutral	28.1%	15.2%	24.5%	22.8%	26.2%	28.6%	22.4%	24.5%
Dissatisfied	4.1%	6.9%	3.4%	2.4%	0.0%	0.0%	3.2%	3.6%
Very dissatisfied	1.4%	2.8%	2.0%	2.4%	1.2%	0.0%	2.0%	1.7%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q14-5. Quality of access to City facilities for persons with disabilities

Very satisfied	19.8%	24.5%	29.3%	17.7%	21.7%	13.5%	21.0%	22.4%
Satisfied	44.4%	44.7%	41.4%	55.2%	56.5%	59.5%	51.9%	46.8%
Neutral	34.6%	27.7%	24.2%	18.8%	18.8%	24.3%	22.3%	27.2%
Dissatisfied	1.2%	3.2%	3.0%	5.2%	1.4%	2.7%	3.0%	2.8%
Very dissatisfied	0.0%	0.0%	2.0%	3.1%	1.4%	0.0%	1.7%	0.8%

Q14-6. Quality of services for persons with disabilities

Very satisfied	22.5%	21.8%	29.9%	15.1%	17.5%	8.1%	19.5%	21.2%
Satisfied	45.1%	38.5%	35.6%	51.2%	50.9%	54.1%	48.1%	42.0%
Neutral	31.0%	35.9%	26.4%	20.9%	28.1%	32.4%	25.7%	31.1%
Dissatisfied	1.4%	3.8%	5.7%	10.5%	1.8%	5.4%	4.8%	5.2%
Very dissatisfied	0.0%	0.0%	2.3%	2.3%	1.8%	0.0%	1.9%	0.5%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q14-7. Quality of access to City parks for persons with disabilities

Very satisfied	22.1%	20.2%	27.5%	15.1%	13.3%	14.7%	18.6%	20.5%
Satisfied	46.8%	42.9%	38.5%	44.2%	58.3%	55.9%	50.0%	42.9%
Neutral	28.6%	33.3%	29.7%	27.9%	26.7%	26.5%	26.8%	31.1%
Dissatisfied	1.3%	3.6%	3.3%	9.3%	0.0%	2.9%	3.2%	4.1%
Very dissatisfied	1.3%	0.0%	1.1%	3.5%	1.7%	0.0%	1.4%	1.4%

Q14-8. Quality of neighborhood parks

Very satisfied	22.6%	15.2%	22.5%	16.8%	20.7%	21.3%	17.1%	22.2%
Satisfied	40.9%	53.3%	44.4%	58.7%	56.5%	44.7%	53.5%	46.4%
Neutral	23.8%	17.0%	20.6%	18.9%	18.5%	29.8%	20.9%	19.6%
Dissatisfied	11.0%	9.7%	8.1%	2.8%	4.3%	4.3%	6.2%	8.4%
Very dissatisfied	1.8%	4.8%	4.4%	2.8%	0.0%	0.0%	2.3%	3.3%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q14-9. Maintenance of City parks

Very satisfied	18.8%	11.7%	21.4%	19.3%	24.2%	12.8%	17.3%	19.6%
Satisfied	49.7%	60.7%	47.8%	54.5%	60.0%	59.6%	56.3%	51.9%
Neutral	21.8%	14.7%	18.9%	22.1%	11.6%	27.7%	19.0%	18.9%
Dissatisfied	7.9%	10.4%	6.9%	4.1%	4.2%	0.0%	5.3%	7.8%
Very dissatisfied	1.8%	2.5%	5.0%	0.0%	0.0%	0.0%	2.0%	1.8%

Q14-10. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)

Very satisfied	34.8%	19.9%	35.8%	26.7%	28.9%	23.9%	28.1%	29.9%
Satisfied	48.2%	55.3%	45.9%	48.9%	55.6%	56.5%	51.2%	50.3%
Neutral	12.8%	16.8%	10.8%	23.7%	13.3%	15.2%	16.2%	14.4%
Dissatisfied	3.0%	3.7%	5.4%	0.7%	2.2%	4.3%	3.4%	2.9%
Very dissatisfied	1.2%	4.3%	2.0%	0.0%	0.0%	0.0%	1.1%	2.4%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q14-11. Quality of City recreation & community centers

Very satisfied	26.9%	20.8%	21.6%	28.0%	25.0%	16.3%	20.4%	26.7%
Satisfied	46.3%	52.3%	50.0%	49.0%	61.1%	65.1%	54.4%	49.7%
Neutral	22.2%	22.3%	23.3%	23.0%	13.9%	16.3%	23.0%	19.3%
Dissatisfied	3.7%	3.8%	3.4%	0.0%	0.0%	2.3%	2.2%	3.0%
Very dissatisfied	0.9%	0.8%	1.7%	0.0%	0.0%	0.0%	0.0%	1.3%

Q14-12. Maintenance & appearance of City community centers

Very satisfied	27.8%	17.5%	21.4%	27.4%	23.9%	22.9%	22.0%	24.5%
Satisfied	44.4%	54.0%	47.3%	48.4%	64.8%	54.3%	52.8%	49.7%
Neutral	20.4%	22.2%	25.9%	24.2%	11.3%	22.9%	22.0%	21.1%
Dissatisfied	6.5%	5.6%	3.6%	0.0%	0.0%	0.0%	2.8%	3.7%
Very dissatisfied	0.9%	0.8%	1.8%	0.0%	0.0%	0.0%	0.4%	1.0%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q14-13. Quality of City swimming pools

Very satisfied	30.3%	14.0%	21.1%	24.2%	8.1%	4.5%	19.8%	18.9%
Satisfied	42.4%	44.2%	36.6%	53.2%	45.9%	40.9%	43.7%	43.9%
Neutral	22.7%	34.9%	29.6%	21.0%	45.9%	54.5%	34.1%	28.3%
Dissatisfied	4.5%	5.8%	7.0%	1.6%	0.0%	0.0%	1.2%	6.7%
Very dissatisfied	0.0%	1.2%	5.6%	0.0%	0.0%	0.0%	1.2%	2.2%

Q14-14. Quality of City outdoor athletic fields

Very satisfied	25.3%	19.6%	20.2%	21.6%	12.5%	3.8%	15.7%	23.8%
Satisfied	45.1%	48.6%	53.9%	48.6%	52.1%	50.0%	55.0%	43.8%
Neutral	25.3%	25.2%	20.2%	27.0%	35.4%	46.2%	25.8%	27.6%
Dissatisfied	4.4%	6.5%	3.4%	0.0%	0.0%	0.0%	2.6%	3.8%
Very dissatisfied	0.0%	0.0%	2.2%	2.7%	0.0%	0.0%	0.9%	1.0%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q14-15. Quality of City golf courses

Very satisfied	27.0%	18.1%	17.1%	26.9%	13.0%	20.8%	18.7%	23.8%
Satisfied	39.7%	44.4%	46.1%	48.7%	39.1%	33.3%	46.6%	39.9%
Neutral	28.6%	31.9%	30.3%	21.8%	41.3%	37.5%	28.5%	32.1%
Dissatisfied	3.2%	5.6%	5.3%	1.3%	6.5%	8.3%	5.7%	3.0%
Very dissatisfied	1.6%	0.0%	1.3%	1.3%	0.0%	0.0%	0.5%	1.2%

Q14-16. Quality of City recreation programs & services

Very satisfied	36.5%	20.2%	25.0%	27.1%	9.4%	11.8%	21.0%	26.6%
Satisfied	43.5%	49.0%	49.0%	52.1%	49.1%	64.7%	50.4%	49.2%
Neutral	16.5%	27.9%	18.8%	18.8%	41.5%	23.5%	24.6%	21.8%
Dissatisfied	2.4%	1.0%	4.2%	1.0%	0.0%	0.0%	2.2%	1.2%
Very dissatisfied	1.2%	1.9%	3.1%	1.0%	0.0%	0.0%	1.8%	1.2%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female
<u>Q14-17. Quality of City library programs &amp; services</u>								
Very satisfied	42.9%	27.3%	36.6%	31.9%	25.3%	20.0%	26.9%	37.2%
Satisfied	41.0%	47.7%	47.2%	50.4%	51.8%	57.5%	52.0%	44.5%
Neutral	13.3%	18.8%	14.6%	16.8%	21.7%	22.5%	19.0%	15.5%
Dissatisfied	2.9%	6.3%	0.8%	0.9%	1.2%	0.0%	2.2%	2.5%
Very dissatisfied	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.3%

Q14-18. Quality of Tempe Center for the Arts programs

Very satisfied	40.7%	22.7%	39.0%	24.2%	31.8%	17.2%	25.2%	35.3%
Satisfied	42.0%	50.9%	37.0%	52.7%	37.9%	55.2%	47.4%	43.4%
Neutral	14.8%	23.6%	20.0%	18.7%	28.8%	27.6%	24.3%	18.5%
Dissatisfied	1.2%	2.7%	1.0%	1.1%	1.5%	0.0%	1.7%	1.2%
Very dissatisfied	1.2%	0.0%	3.0%	3.3%	0.0%	0.0%	1.3%	1.6%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q14-19. Quality of Kid Zone programs

Very satisfied	34.9%	26.2%	35.6%	28.6%	19.4%	6.3%	26.2%	29.8%
Satisfied	39.5%	42.6%	28.8%	42.9%	27.8%	43.8%	36.2%	38.3%
Neutral	20.9%	27.9%	32.2%	28.6%	50.0%	50.0%	35.4%	29.1%
Dissatisfied	4.7%	3.3%	0.0%	0.0%	2.8%	0.0%	2.3%	1.4%
Very dissatisfied	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	1.4%

Q14-20. Quality of City art & art education programs

Very satisfied	36.8%	22.3%	35.0%	24.7%	10.0%	18.2%	20.2%	31.4%
Satisfied	33.8%	46.8%	42.5%	46.6%	46.0%	45.5%	47.0%	40.2%
Neutral	17.6%	28.7%	20.0%	24.7%	40.0%	36.4%	30.1%	22.5%
Dissatisfied	8.8%	2.1%	1.3%	2.7%	4.0%	0.0%	2.2%	4.4%
Very dissatisfied	2.9%	0.0%	1.3%	1.4%	0.0%	0.0%	0.5%	1.5%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q14-21. Quality of Tempe Center for the Arts**

Very satisfied	47.7%	33.6%	42.6%	31.5%	24.6%	20.0%	29.7%	41.2%
Satisfied	38.6%	44.5%	40.6%	48.9%	49.2%	53.3%	48.3%	40.9%
Neutral	11.4%	20.9%	12.9%	14.1%	26.2%	26.7%	19.8%	15.2%
Dissatisfied	1.1%	0.9%	2.0%	2.2%	0.0%	0.0%	0.9%	1.6%
Very dissatisfied	1.1%	0.0%	2.0%	3.3%	0.0%	0.0%	1.3%	1.2%

**Q14-22. Quality of Tempe History Museum**

Very satisfied	39.4%	30.4%	38.0%	31.2%	23.0%	19.4%	25.9%	37.3%
Satisfied	38.0%	44.1%	44.6%	50.5%	50.8%	55.6%	50.4%	42.5%
Neutral	19.7%	23.5%	16.3%	17.2%	26.2%	25.0%	23.2%	18.0%
Dissatisfied	1.4%	2.0%	0.0%	1.1%	0.0%	0.0%	0.4%	1.3%
Very dissatisfied	1.4%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.9%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q14-23. Quality of Tempe Public Library

Very satisfied	40.0%	30.2%	37.3%	33.9%	33.3%	30.6%	28.9%	40.1%
Satisfied	36.5%	51.1%	44.8%	49.6%	50.5%	49.0%	50.6%	42.7%
Neutral	17.4%	13.7%	13.4%	15.0%	12.9%	18.4%	16.4%	13.1%
Dissatisfied	5.2%	4.3%	2.2%	1.6%	3.2%	2.0%	3.5%	2.9%
Very dissatisfied	0.9%	0.7%	2.2%	0.0%	0.0%	0.0%	0.6%	1.2%

Q14-24. Adequacy of street lighting

Very satisfied	17.5%	13.7%	15.9%	15.1%	13.6%	9.4%	14.5%	14.9%
Satisfied	28.9%	39.9%	40.2%	39.7%	49.5%	47.2%	42.9%	36.2%
Neutral	22.9%	21.4%	21.3%	22.6%	25.2%	34.0%	26.8%	19.8%
Dissatisfied	22.9%	19.6%	14.0%	17.8%	11.7%	9.4%	12.8%	21.5%
Very dissatisfied	7.8%	5.4%	8.5%	4.8%	0.0%	0.0%	3.0%	7.6%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q14-25. Condition of City streets

Very satisfied	18.6%	11.0%	7.9%	10.6%	11.3%	5.3%	10.5%	12.3%
Satisfied	36.0%	41.9%	40.0%	33.1%	42.5%	35.1%	38.1%	38.4%
Neutral	25.0%	26.2%	27.9%	31.8%	29.2%	38.6%	31.3%	25.8%
Dissatisfied	14.5%	14.0%	16.4%	19.9%	13.2%	17.5%	13.7%	18.0%
Very dissatisfied	5.8%	7.0%	7.9%	4.6%	3.8%	3.5%	6.4%	5.5%

Q14-26. Quality of landscape maintenance along streets/sidewalks

Very satisfied	19.5%	12.9%	8.5%	13.6%	9.8%	7.4%	12.0%	13.3%
Satisfied	38.5%	43.5%	50.9%	40.3%	52.9%	51.9%	45.2%	44.9%
Neutral	23.7%	27.6%	21.8%	32.5%	27.5%	31.5%	28.0%	25.4%
Dissatisfied	14.8%	11.2%	13.9%	12.3%	9.8%	9.3%	11.8%	13.5%
Very dissatisfied	3.6%	4.7%	4.8%	1.3%	0.0%	0.0%	2.9%	2.9%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q14-27. Overall condition of your neighborhood**

Very satisfied	18.8%	10.5%	14.5%	17.1%	15.5%	12.7%	14.9%	15.0%
Satisfied	38.8%	47.7%	43.4%	47.4%	54.4%	50.9%	49.8%	42.3%
Neutral	17.6%	16.3%	21.1%	25.0%	23.3%	27.3%	20.8%	20.9%
Dissatisfied	17.1%	16.3%	17.5%	7.9%	6.8%	5.5%	10.6%	15.9%
Very dissatisfied	7.6%	9.3%	3.6%	2.6%	0.0%	3.6%	4.0%	5.9%

**Q14-28. Appearance of residential property in City**

Very satisfied	18.1%	10.0%	7.5%	11.1%	7.1%	7.7%	9.9%	11.7%
Satisfied	33.7%	47.1%	45.6%	41.7%	49.5%	50.0%	47.6%	39.5%
Neutral	25.3%	28.8%	30.6%	34.7%	34.3%	38.5%	29.6%	32.0%
Dissatisfied	18.1%	10.0%	12.5%	11.8%	9.1%	1.9%	9.9%	14.1%
Very dissatisfied	4.8%	4.1%	3.8%	0.7%	0.0%	1.9%	3.0%	2.7%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female
<u>Q14-29. Maintenance of private property</u>								
Very satisfied	16.0%	10.7%	6.7%	8.0%	6.3%	5.5%	8.2%	10.7%
Satisfied	34.0%	40.9%	40.3%	45.3%	45.3%	47.3%	43.0%	39.3%
Neutral	31.3%	32.1%	32.9%	32.8%	34.7%	34.5%	34.0%	31.6%
Dissatisfied	15.3%	11.9%	13.4%	12.4%	13.7%	10.9%	11.4%	15.0%
Very dissatisfied	3.3%	4.4%	6.7%	1.5%	0.0%	1.8%	3.4%	3.5%

Q14-30. Condition of alley near your home (if applicable)

Very satisfied	13.0%	7.6%	6.5%	13.4%	9.5%	8.6%	8.2%	11.4%
Satisfied	21.7%	34.7%	28.0%	35.1%	36.5%	31.4%	35.1%	26.0%
Neutral	31.3%	26.3%	28.0%	24.7%	29.7%	37.1%	27.2%	30.0%
Dissatisfied	23.5%	19.5%	23.4%	21.6%	20.3%	20.0%	19.7%	23.8%
Very dissatisfied	10.4%	11.9%	14.0%	5.2%	4.1%	2.9%	9.7%	8.8%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q14-31. City enforcement of alley maintenance codes**

Very satisfied	15.7%	8.3%	8.5%	14.3%	11.1%	8.1%	10.9%	11.3%
Satisfied	21.6%	31.4%	24.5%	25.5%	33.3%	40.5%	27.9%	27.8%
Neutral	32.4%	28.1%	33.0%	31.6%	34.7%	27.0%	29.3%	32.7%
Dissatisfied	20.6%	22.3%	20.8%	23.5%	13.9%	24.3%	22.1%	21.1%
Very dissatisfied	9.8%	9.9%	13.2%	5.1%	6.9%	0.0%	9.8%	7.1%

**Q14-32. Overall enforcement of City property maintenance codes**

Very satisfied	16.7%	8.1%	10.3%	10.7%	10.7%	4.9%	9.3%	11.8%
Satisfied	33.3%	34.8%	34.2%	26.8%	38.7%	36.6%	32.2%	34.8%
Neutral	31.4%	33.3%	29.9%	31.3%	37.3%	43.9%	35.2%	31.4%
Dissatisfied	11.8%	15.6%	17.1%	25.0%	9.3%	9.8%	16.3%	15.3%
Very dissatisfied	6.9%	8.1%	8.5%	6.3%	4.0%	4.9%	7.0%	6.6%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q14-33. City enforcement of property maintenance codes & appearance of commercial properties**

Very satisfied	16.1%	11.0%	10.2%	13.5%	10.8%	7.1%	11.1%	12.6%
Satisfied	44.1%	42.6%	43.3%	32.7%	38.6%	45.2%	40.0%	41.9%
Neutral	24.6%	25.7%	29.9%	30.8%	41.0%	42.9%	32.7%	28.2%
Dissatisfied	11.0%	14.0%	9.4%	19.2%	6.0%	2.4%	11.4%	12.0%
Very dissatisfied	4.2%	6.6%	7.1%	3.8%	3.6%	2.4%	4.8%	5.3%

**Q14-34. City enforcement of property maintenance codes & appearance of residential properties**

Very satisfied	16.1%	8.0%	9.1%	14.3%	7.2%	4.4%	9.5%	11.4%
Satisfied	33.1%	37.2%	33.3%	34.8%	37.3%	42.2%	33.2%	37.8%
Neutral	26.3%	31.4%	32.6%	26.8%	32.5%	37.8%	33.2%	27.7%
Dissatisfied	19.5%	15.3%	15.2%	20.5%	16.9%	11.1%	16.9%	17.3%
Very dissatisfied	5.1%	8.0%	9.8%	3.6%	6.0%	4.4%	7.1%	5.9%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q14-35. City efforts to enforce clean-up of junk, debris, & trash on residential private property

Very satisfied	17.6%	13.5%	8.8%	10.5%	7.7%	8.5%	10.6%	13.0%
Satisfied	30.1%	35.8%	30.1%	28.9%	39.6%	44.7%	33.8%	33.0%
Neutral	23.5%	27.0%	27.2%	32.5%	36.3%	34.0%	31.5%	26.5%
Dissatisfied	20.6%	16.9%	21.3%	22.8%	13.2%	10.6%	17.9%	19.2%
Very dissatisfied	8.1%	6.8%	12.5%	5.3%	3.3%	2.1%	6.2%	8.3%

Q14-36. City efforts to enforce mowing & cutting of weeds/grass on residential private property

Very satisfied	17.4%	12.7%	10.4%	9.2%	11.8%	11.1%	11.5%	13.0%
Satisfied	36.4%	36.6%	32.8%	31.9%	37.6%	26.7%	33.5%	35.2%
Neutral	21.2%	26.8%	27.6%	29.4%	29.4%	42.2%	29.7%	25.6%
Dissatisfied	16.7%	18.3%	17.2%	23.5%	17.6%	15.6%	17.9%	19.1%
Very dissatisfied	8.3%	5.6%	11.9%	5.9%	3.5%	4.4%	7.4%	7.1%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q14-37. City efforts to enforce deteriorated landscape maintenance on residential private property**

Very satisfied	17.7%	13.0%	11.6%	9.7%	12.0%	7.7%	11.6%	13.8%
Satisfied	33.9%	34.8%	29.5%	29.2%	33.3%	33.3%	32.5%	31.9%
Neutral	25.8%	31.9%	31.8%	32.7%	33.3%	41.0%	32.5%	30.6%
Dissatisfied	16.1%	15.9%	16.3%	22.1%	17.3%	12.8%	17.2%	16.8%
Very dissatisfied	6.5%	4.3%	10.9%	6.2%	4.0%	5.1%	6.3%	6.9%

**Q14-38. Value & benefits received by City from special events**

Very satisfied	31.5%	24.5%	15.7%	22.6%	19.7%	9.4%	17.8%	26.3%
Satisfied	36.0%	39.1%	38.2%	46.2%	43.9%	53.1%	42.9%	39.8%
Neutral	25.8%	30.0%	37.3%	25.8%	25.8%	37.5%	33.2%	26.3%
Dissatisfied	4.5%	4.5%	3.9%	3.2%	6.1%	0.0%	3.1%	5.1%
Very dissatisfied	2.2%	1.8%	4.9%	2.2%	4.5%	0.0%	3.1%	2.5%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q14-39. Access to human services/social services

Very satisfied	23.5%	17.3%	14.8%	16.9%	15.6%	7.3%	15.1%	18.6%
Satisfied	36.5%	38.8%	44.4%	44.6%	43.8%	58.5%	42.9%	43.0%
Neutral	23.5%	38.8%	30.9%	28.9%	34.4%	29.3%	37.4%	25.3%
Dissatisfied	11.8%	5.1%	4.9%	7.2%	6.3%	2.4%	2.7%	10.1%
Very dissatisfied	4.7%	0.0%	4.9%	2.4%	0.0%	2.4%	1.8%	3.0%

Q14-40. Residential trash collection services

Very satisfied	37.7%	30.7%	33.1%	29.1%	31.8%	28.6%	30.7%	34.0%
Satisfied	43.4%	48.8%	52.3%	53.4%	55.1%	51.8%	53.0%	47.5%
Neutral	12.6%	14.5%	9.3%	12.2%	10.3%	19.6%	13.2%	11.8%
Dissatisfied	3.1%	4.2%	3.3%	4.7%	1.9%	0.0%	2.6%	3.9%
Very dissatisfied	3.1%	1.8%	2.0%	0.7%	0.9%	0.0%	0.5%	2.7%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q14-41. Residential recycling services

Very satisfied	34.0%	31.3%	34.4%	29.5%	31.1%	30.9%	30.8%	33.2%
Satisfied	37.3%	46.4%	45.0%	50.3%	52.8%	50.9%	48.3%	44.6%
Neutral	14.0%	12.0%	13.2%	14.8%	14.2%	18.2%	15.1%	12.7%
Dissatisfied	9.3%	7.2%	6.0%	4.0%	0.9%	0.0%	4.4%	6.2%
Very dissatisfied	5.3%	3.0%	1.3%	1.3%	0.9%	0.0%	1.3%	3.2%

Q14-42. Bulk trash pickup/removal services

Very satisfied	31.9%	29.7%	31.9%	25.5%	29.9%	22.4%	27.3%	31.5%
Satisfied	34.1%	38.6%	41.3%	44.7%	45.4%	49.0%	43.5%	38.7%
Neutral	17.0%	13.3%	10.9%	19.9%	18.6%	20.4%	14.9%	16.9%
Dissatisfied	14.1%	10.1%	10.1%	7.1%	4.1%	8.2%	9.6%	9.1%
Very dissatisfied	3.0%	8.2%	5.8%	2.8%	2.1%	0.0%	4.7%	3.9%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q15-1. How well City is planning for growth**

Very satisfied	13.7%	9.9%	10.3%	11.7%	16.2%	14.3%	11.8%	12.2%
Satisfied	41.9%	42.1%	35.0%	41.7%	45.6%	45.7%	39.5%	42.6%
Neutral	24.8%	29.8%	34.2%	30.1%	27.9%	34.3%	32.4%	27.8%
Dissatisfied	13.7%	14.9%	15.4%	15.5%	7.4%	2.9%	12.2%	14.1%
Very dissatisfied	6.0%	3.3%	5.1%	1.0%	2.9%	2.9%	4.1%	3.3%

**Q15-2. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation**

Very satisfied	14.7%	13.6%	11.5%	17.9%	18.1%	13.2%	13.3%	15.9%
Satisfied	38.8%	50.0%	44.3%	42.5%	55.6%	60.5%	45.5%	47.3%
Neutral	31.8%	27.3%	38.5%	31.1%	20.8%	26.3%	32.8%	28.4%
Dissatisfied	10.9%	9.1%	4.1%	8.5%	2.8%	0.0%	7.8%	6.1%
Very dissatisfied	3.9%	0.0%	1.6%	0.0%	2.8%	0.0%	0.6%	2.4%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q15-3. Condition of streets in your neighborhood**

Very satisfied	20.3%	11.7%	11.7%	12.8%	12.8%	8.3%	13.0%	14.0%
Satisfied	40.1%	48.5%	45.7%	42.9%	56.0%	48.3%	48.5%	43.9%
Neutral	19.2%	20.5%	18.5%	25.0%	17.4%	16.7%	19.9%	20.6%
Dissatisfied	15.1%	13.5%	19.1%	16.7%	8.3%	23.3%	14.2%	16.6%
Very dissatisfied	5.2%	5.8%	4.9%	2.6%	5.5%	3.3%	4.4%	4.9%

**Q15-4. Condition of major City streets & sidewalks**

Very satisfied	20.0%	11.7%	12.9%	10.4%	9.9%	10.3%	13.7%	12.2%
Satisfied	44.1%	56.7%	47.9%	51.3%	60.4%	56.9%	52.5%	51.8%
Neutral	19.4%	18.1%	23.9%	21.4%	18.9%	22.4%	20.8%	20.2%
Dissatisfied	14.7%	9.4%	11.7%	14.9%	7.2%	8.6%	10.5%	12.5%
Very dissatisfied	1.8%	4.1%	3.7%	1.9%	3.6%	1.7%	2.5%	3.3%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q15-5. Condition & clarity of street signs**

Very satisfied	25.3%	17.6%	16.6%	16.0%	13.8%	13.1%	19.2%	16.4%
Satisfied	45.3%	54.1%	56.4%	49.4%	67.9%	59.0%	53.9%	54.2%
Neutral	19.4%	19.4%	17.2%	21.2%	13.8%	21.3%	19.2%	18.5%
Dissatisfied	7.6%	7.6%	6.7%	11.5%	2.8%	4.9%	5.9%	8.6%
Very dissatisfied	2.4%	1.2%	3.1%	1.9%	1.8%	1.6%	1.7%	2.3%

**Q15-6. Management of traffic flow on City streets**

Very satisfied	9.9%	9.5%	11.8%	11.9%	10.2%	3.6%	9.9%	10.3%
Satisfied	43.3%	35.5%	36.6%	45.7%	43.5%	51.8%	39.5%	43.0%
Neutral	19.9%	20.7%	22.4%	23.2%	26.9%	25.0%	25.4%	19.7%
Dissatisfied	18.7%	23.1%	18.6%	14.6%	14.8%	14.3%	17.5%	18.8%
Very dissatisfied	8.2%	11.2%	10.6%	4.6%	4.6%	5.4%	7.7%	8.2%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q15-7. Quality of local transit service (bus, rail, Orbit)

Very satisfied	24.8%	22.4%	20.5%	19.5%	20.5%	14.6%	20.8%	21.5%
Satisfied	40.9%	49.3%	48.0%	52.2%	43.8%	53.7%	50.5%	44.6%
Neutral	22.6%	19.4%	25.2%	20.4%	28.8%	26.8%	21.8%	24.4%
Dissatisfied	9.5%	8.2%	5.5%	6.2%	5.5%	4.9%	6.0%	8.0%
Very dissatisfied	2.2%	0.7%	0.8%	1.8%	1.4%	0.0%	0.9%	1.6%

Q15-8. Quality of walking & biking paths

Very satisfied	24.5%	20.6%	21.1%	22.9%	25.3%	12.5%	22.0%	22.0%
Satisfied	46.5%	56.1%	54.4%	55.7%	50.6%	56.3%	54.1%	51.8%
Neutral	17.4%	14.8%	14.3%	16.0%	20.7%	22.9%	18.2%	15.3%
Dissatisfied	9.7%	4.5%	7.5%	4.6%	3.4%	6.3%	4.3%	8.1%
Very dissatisfied	1.9%	3.9%	2.7%	0.8%	0.0%	2.1%	1.4%	2.8%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q15-9. Quality of recycling services**

Very satisfied	27.7%	29.5%	29.5%	24.2%	22.7%	23.2%	21.7%	31.2%
Satisfied	43.9%	50.6%	52.3%	57.7%	59.8%	58.9%	57.5%	48.8%
Neutral	16.9%	13.5%	14.8%	11.4%	16.5%	16.1%	16.5%	12.8%
Dissatisfied	8.8%	5.8%	2.0%	5.4%	0.0%	1.8%	3.8%	5.1%
Very dissatisfied	2.7%	0.6%	1.3%	1.3%	1.0%	0.0%	0.5%	2.0%

**Q15-10. Quality of green organics collection & compost program**

Very satisfied	21.4%	23.1%	25.7%	28.2%	14.9%	16.7%	18.1%	27.4%
Satisfied	31.1%	45.3%	37.6%	47.9%	47.8%	57.1%	46.8%	39.4%
Neutral	22.3%	18.8%	26.6%	17.9%	32.8%	23.8%	24.5%	21.3%
Dissatisfied	17.5%	11.1%	4.6%	4.3%	3.0%	2.4%	8.9%	6.9%
Very dissatisfied	7.8%	1.7%	5.5%	1.7%	1.5%	0.0%	1.8%	5.1%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q15-11. Overall quality of new commercial development in City, including architecture & design

Very satisfied	23.9%	11.1%	19.0%	14.8%	9.3%	6.7%	15.1%	15.4%
Satisfied	38.8%	49.0%	40.9%	34.4%	44.2%	46.7%	44.4%	39.3%
Neutral	26.1%	27.5%	24.1%	36.9%	38.4%	35.6%	30.8%	29.9%
Dissatisfied	9.0%	9.2%	10.2%	9.0%	4.7%	8.9%	6.6%	10.9%
Very dissatisfied	2.2%	3.3%	5.8%	4.9%	3.5%	2.2%	3.1%	4.5%

Q15-12. Quality of your internet service provider

Very satisfied	9.2%	6.7%	12.1%	11.9%	12.2%	4.4%	11.3%	8.3%
Satisfied	26.4%	27.9%	36.9%	39.9%	50.0%	46.7%	35.6%	35.6%
Neutral	23.3%	24.8%	18.8%	23.1%	24.5%	31.1%	23.6%	22.9%
Dissatisfied	19.6%	25.5%	18.1%	14.7%	7.1%	15.6%	16.5%	19.0%
Very dissatisfied	21.5%	15.2%	14.1%	10.5%	6.1%	2.2%	13.1%	14.3%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q15-13. Quality of water conservation programs**

Very satisfied	12.1%	8.4%	14.3%	15.9%	5.2%	11.6%	9.8%	13.1%
Satisfied	31.8%	48.7%	41.1%	48.6%	58.4%	46.5%	46.3%	43.8%
Neutral	36.4%	30.3%	31.3%	28.0%	32.5%	39.5%	34.5%	30.4%
Dissatisfied	17.8%	11.8%	8.0%	6.5%	3.9%	2.3%	8.0%	10.6%
Very dissatisfied	1.9%	0.8%	5.4%	0.9%	0.0%	0.0%	1.4%	2.1%

**Q15-14. Quality of energy conservation programs**

Very satisfied	10.6%	10.1%	13.8%	17.2%	6.8%	10.3%	11.4%	12.0%
Satisfied	31.7%	47.1%	41.3%	49.5%	57.5%	46.2%	45.2%	44.6%
Neutral	39.4%	33.6%	35.8%	26.3%	31.5%	43.6%	35.6%	33.0%
Dissatisfied	16.3%	7.6%	5.5%	7.1%	4.1%	0.0%	6.8%	8.6%
Very dissatisfied	1.9%	1.7%	3.7%	0.0%	0.0%	0.0%	1.1%	1.9%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q15-15. Quality of land use & green space programs

Very satisfied	15.0%	9.4%	15.7%	15.1%	4.1%	10.5%	10.0%	14.5%
Satisfied	32.7%	50.4%	37.4%	43.4%	62.2%	50.0%	49.8%	38.8%
Neutral	38.1%	28.3%	38.3%	33.0%	33.8%	36.8%	33.2%	35.9%
Dissatisfied	10.6%	8.7%	4.3%	8.5%	0.0%	2.6%	5.6%	7.6%
Very dissatisfied	3.5%	3.1%	4.3%	0.0%	0.0%	0.0%	1.3%	3.3%

Q15-16. Quality of climate change initiatives such as shaded bus stops & tree canopies

Very satisfied	11.1%	10.9%	15.8%	15.7%	3.5%	16.3%	12.3%	12.4%
Satisfied	40.0%	44.2%	39.8%	45.5%	60.0%	44.9%	43.3%	46.2%
Neutral	30.4%	25.4%	23.3%	24.8%	29.4%	34.7%	31.0%	23.4%
Dissatisfied	11.1%	18.1%	15.0%	12.4%	4.7%	4.1%	11.0%	13.3%
Very dissatisfied	7.4%	1.4%	6.0%	1.7%	2.4%	0.0%	2.5%	4.7%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

		Q18. Your age					Q19. Your gender		
		18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q15-17. City efforts to promote redevelopment of distressed commercial centers in my Character Area (area I live)**

Very satisfied	12.5%	5.8%	8.3%	11.2%	1.7%	5.1%	7.3%	8.8%
Satisfied	28.1%	34.7%	25.9%	30.6%	45.8%	41.0%	34.3%	31.5%
Neutral	30.2%	38.0%	34.3%	41.8%	45.8%	43.6%	38.7%	36.7%
Dissatisfied	22.9%	15.7%	22.2%	15.3%	1.7%	7.7%	15.0%	17.1%
Very dissatisfied	6.3%	5.8%	9.3%	1.0%	5.1%	2.6%	4.7%	6.0%

**Q16. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

Q16-1. Direction City is heading

Very satisfied	23.4%	13.1%	11.9%	15.6%	12.2%	15.1%	14.6%	16.1%
Satisfied	40.0%	51.0%	51.0%	47.5%	56.7%	60.4%	50.1%	49.2%
Neutral	24.1%	22.2%	24.5%	25.5%	25.6%	20.8%	24.9%	23.2%
Dissatisfied	9.0%	10.5%	8.4%	9.9%	3.3%	3.8%	7.7%	8.8%
Very dissatisfied	3.4%	3.3%	4.2%	1.4%	2.2%	0.0%	2.7%	2.8%

Q16-2. City efforts to keep residents informed about City's budget

Very satisfied	12.6%	15.9%	10.9%	9.5%	7.1%	16.3%	9.7%	14.1%
Satisfied	25.2%	37.1%	35.9%	38.1%	48.2%	42.9%	34.9%	39.1%
Neutral	34.5%	33.3%	39.1%	42.9%	35.3%	34.7%	40.5%	32.9%
Dissatisfied	21.8%	9.8%	12.5%	7.1%	8.2%	6.1%	12.0%	11.2%
Very dissatisfied	5.9%	3.8%	1.6%	2.4%	1.2%	0.0%	2.9%	2.6%

**Q16. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q18. Your age						Q19. Your gender	
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female

**Q16-3. City's financial information is accessible & transparent**

Very satisfied	13.7%	15.7%	15.9%	8.2%	5.1%	11.9%	10.5%	13.6%
Satisfied	28.4%	36.5%	31.8%	35.5%	41.0%	40.5%	32.2%	37.7%
Neutral	38.2%	36.5%	39.3%	49.1%	44.9%	40.5%	46.1%	36.2%
Dissatisfied	15.7%	6.1%	9.3%	5.5%	6.4%	7.1%	8.1%	9.1%
Very dissatisfied	3.9%	5.2%	3.7%	1.8%	2.6%	0.0%	3.1%	3.4%

**Q16-4. Overall value you receive for your City tax & fees**

Very satisfied	13.5%	12.8%	13.3%	11.6%	12.6%	12.5%	10.8%	14.7%
Satisfied	41.8%	43.6%	38.7%	48.6%	44.2%	42.9%	44.1%	42.1%
Neutral	30.5%	28.2%	34.7%	28.3%	34.7%	37.5%	32.3%	31.0%
Dissatisfied	11.3%	13.5%	11.3%	9.4%	6.3%	7.1%	10.8%	10.2%
Very dissatisfied	2.8%	1.9%	2.0%	2.2%	2.1%	0.0%	2.1%	1.9%

# City of Tempe

## 2017 Community Survey

### *Appendix E –*

### *Cross-Tabular Data by*

### *Years Lived in Tempe and*

### *Owners vs. Renters*

*...helping organizations make better decisions since 1982*

**Submitted to the City of Tempe, Arizona**

**by:**

ETC Institute  
725 W. Frontier Lane  
Olathe, Kansas  
66061

**November 2017**



**Q1. Please rate your level of satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
<u>Q1-1. Quality of local fire services</u>							
Very satisfied	66.7%	53.4%	54.2%	54.7%	63.6%	63.2%	48.6%
Satisfied	0.0%	35.6%	23.7%	34.2%	33.8%	31.6%	37.0%
Neutral	33.3%	9.3%	22.0%	9.4%	2.6%	5.0%	12.7%
Dissatisfied	0.0%	0.8%	0.0%	0.9%	0.0%	0.2%	0.6%
Very dissatisfied	0.0%	0.8%	0.0%	0.9%	0.0%	0.0%	1.1%
<u>Q1-2. Quality of medical rescue services</u>							
Very satisfied	100.0%	51.3%	45.0%	50.9%	64.6%	61.9%	47.3%
Satisfied	0.0%	36.3%	35.0%	35.7%	31.6%	31.3%	39.0%
Neutral	0.0%	10.6%	16.7%	10.7%	3.7%	6.5%	10.4%
Dissatisfied	0.0%	0.9%	1.7%	1.8%	0.0%	0.2%	1.6%
Very dissatisfied	0.0%	0.9%	1.7%	0.9%	0.0%	0.0%	1.6%

**Q1. Please rate your level of satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
<u>Q1-3. Quality of local police services</u>							
Very satisfied	50.0%	38.8%	34.5%	37.6%	45.9%	43.2%	37.5%
Satisfied	25.0%	40.6%	39.3%	47.5%	39.6%	41.0%	42.1%
Neutral	25.0%	16.5%	14.3%	9.2%	11.5%	11.0%	15.8%
Dissatisfied	0.0%	2.9%	9.5%	4.3%	2.5%	4.0%	2.9%
Very dissatisfied	0.0%	1.2%	2.4%	1.4%	0.5%	0.8%	1.7%
 <u>Q1-4. Enforcement of local traffic laws</u>							
Very satisfied	14.3%	23.8%	20.9%	21.8%	25.1%	24.3%	22.0%
Satisfied	14.3%	40.9%	37.2%	36.6%	41.4%	38.4%	42.7%
Neutral	28.6%	22.7%	26.7%	23.2%	18.9%	21.6%	22.0%
Dissatisfied	42.9%	8.3%	11.6%	14.1%	11.8%	12.4%	9.3%
Very dissatisfied	0.0%	4.4%	3.5%	4.2%	2.8%	3.3%	4.1%

**Q1. Please rate your level of satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q1-5. Efforts by City to prevent crime

Very satisfied	50.0%	19.7%	23.5%	21.0%	24.5%	24.5%	18.6%
Satisfied	25.0%	43.4%	29.6%	49.7%	42.1%	41.5%	44.9%
Neutral	0.0%	23.7%	30.9%	15.4%	21.3%	21.5%	22.0%
Dissatisfied	0.0%	10.4%	11.1%	10.5%	10.1%	9.8%	11.0%
Very dissatisfied	25.0%	2.9%	4.9%	3.5%	2.0%	2.7%	3.4%

Q1-6. Overall feeling of safety in City

Very satisfied	25.0%	21.0%	22.7%	28.1%	26.9%	27.2%	20.8%
Satisfied	37.5%	46.2%	47.4%	49.7%	49.3%	48.1%	49.1%
Neutral	25.0%	21.9%	18.6%	13.1%	14.6%	15.3%	19.0%
Dissatisfied	12.5%	8.6%	11.3%	6.5%	7.3%	8.1%	7.8%
Very dissatisfied	0.0%	2.4%	0.0%	2.6%	1.8%	1.2%	3.3%

**Q1. Please rate your level of satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q1-7. Feeling of safety in your neighborhood

Very satisfied	25.0%	28.3%	34.0%	30.1%	32.6%	33.4%	26.6%
Satisfied	62.5%	41.0%	35.1%	46.4%	41.5%	41.4%	42.8%
Neutral	0.0%	15.6%	13.4%	11.1%	13.5%	13.2%	13.7%
Dissatisfied	0.0%	10.8%	13.4%	7.8%	10.1%	9.1%	12.2%
Very dissatisfied	12.5%	4.2%	4.1%	4.6%	2.3%	2.9%	4.8%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places during the day. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q2-1. Neighborhood parks

Very satisfied	50.0%	35.5%	29.3%	26.1%	29.0%	31.2%	27.8%
Satisfied	25.0%	38.8%	48.9%	50.0%	44.9%	44.4%	45.6%
Neutral	0.0%	15.8%	10.9%	14.9%	18.0%	14.6%	19.0%
Dissatisfied	25.0%	8.2%	8.7%	7.5%	4.9%	7.1%	5.9%
Very dissatisfied	0.0%	1.6%	2.2%	1.5%	3.2%	2.7%	1.7%

Q2-2. City parks like Kiwanis & Tempe Beach

Very satisfied	20.0%	36.8%	39.3%	36.5%	33.0%	36.5%	32.3%
Satisfied	60.0%	46.0%	38.2%	43.1%	48.9%	43.8%	50.7%
Neutral	0.0%	10.9%	19.1%	13.1%	13.5%	14.5%	10.9%
Dissatisfied	20.0%	4.0%	2.2%	5.8%	3.1%	3.6%	4.4%
Very dissatisfied	0.0%	2.3%	1.1%	1.5%	1.5%	1.6%	1.7%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places during the day. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)

Very satisfied	40.0%	35.1%	25.6%	28.7%	23.6%	26.4%	31.0%
Satisfied	40.0%	46.4%	43.6%	38.0%	38.4%	39.4%	44.0%
Neutral	0.0%	13.9%	25.6%	24.1%	30.2%	26.4%	19.5%
Dissatisfied	20.0%	3.3%	2.6%	3.7%	6.2%	5.2%	3.5%
Very dissatisfied	0.0%	1.3%	2.6%	5.6%	1.6%	2.5%	2.0%

Q2-4. City athletic & recreational facilities

Very satisfied	66.7%	31.0%	30.2%	27.7%	33.1%	31.2%	31.1%
Satisfied	0.0%	48.3%	44.4%	52.1%	47.2%	47.8%	49.4%
Neutral	0.0%	15.5%	22.2%	16.0%	18.1%	18.5%	14.6%
Dissatisfied	33.3%	4.3%	3.2%	2.1%	0.8%	1.7%	3.7%
Very dissatisfied	0.0%	0.9%	0.0%	2.1%	0.8%	0.8%	1.2%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places during the day. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q2-5. Tempe Public Library Complex

Very satisfied	100.0%	45.6%	42.3%	48.9%	42.4%	45.5%	40.8%
Satisfied	0.0%	38.3%	43.6%	42.1%	44.8%	42.0%	45.5%
Neutral	0.0%	11.4%	11.5%	5.3%	9.6%	9.1%	9.4%
Dissatisfied	0.0%	3.4%	2.6%	3.8%	2.4%	2.7%	3.3%
Very dissatisfied	0.0%	1.3%	0.0%	0.0%	0.9%	0.6%	0.9%

Q2-6. City Hall

Very satisfied	100.0%	34.6%	34.0%	37.3%	37.4%	37.8%	33.3%
Satisfied	0.0%	39.3%	38.0%	44.1%	42.6%	42.7%	40.0%
Neutral	0.0%	25.2%	28.0%	14.7%	17.0%	17.3%	23.6%
Dissatisfied	0.0%	0.0%	0.0%	2.0%	1.5%	0.8%	1.8%
Very dissatisfied	0.0%	0.9%	0.0%	2.0%	1.5%	1.4%	1.2%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places during the day. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q2-7. Mill Avenue

Very satisfied	50.0%	28.7%	21.3%	23.4%	21.5%	24.5%	21.9%
Satisfied	25.0%	35.1%	43.6%	41.1%	42.4%	42.8%	36.4%
Neutral	25.0%	23.4%	21.3%	24.1%	24.4%	21.2%	28.7%
Dissatisfied	0.0%	8.5%	10.6%	7.8%	8.1%	8.8%	7.3%
Very dissatisfied	0.0%	4.3%	3.2%	3.5%	3.5%	2.7%	5.7%

Q2-1. Neighborhood parks

Very satisfied	0.0%	13.5%	19.5%	12.6%	15.3%	15.1%	14.3%
Satisfied	25.0%	30.3%	12.2%	37.8%	31.9%	31.1%	28.1%
Neutral	50.0%	31.0%	41.5%	25.2%	28.8%	30.2%	31.4%
Dissatisfied	0.0%	14.8%	19.5%	18.0%	15.9%	15.8%	16.7%
Very dissatisfied	25.0%	10.3%	7.3%	6.3%	8.1%	7.8%	9.5%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

**Q2-2. City parks like Kiwanis & Tempe Beach**

Very satisfied	0.0%	18.7%	22.2%	13.6%	15.8%	17.0%	16.2%
Satisfied	60.0%	32.7%	27.8%	46.4%	37.3%	37.5%	36.1%
Neutral	20.0%	32.7%	29.2%	26.4%	31.2%	30.6%	29.8%
Dissatisfied	0.0%	11.3%	16.7%	10.9%	13.1%	11.9%	13.1%
Very dissatisfied	20.0%	4.7%	4.2%	2.7%	2.7%	3.0%	4.7%

**Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)**

Very satisfied	25.0%	18.9%	8.5%	12.2%	9.8%	11.8%	14.7%
Satisfied	25.0%	24.4%	27.1%	30.0%	21.1%	25.5%	22.7%
Neutral	50.0%	37.0%	40.7%	38.9%	41.7%	40.1%	39.9%
Dissatisfied	0.0%	14.2%	13.6%	12.2%	20.6%	15.5%	16.6%
Very dissatisfied	0.0%	5.5%	10.2%	6.7%	6.9%	7.1%	6.1%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q2-4. City athletic & recreational facilities

Very satisfied	0.0%	20.7%	23.5%	14.1%	20.1%	18.8%	20.3%
Satisfied	33.3%	33.7%	31.4%	43.5%	42.5%	41.1%	37.8%
Neutral	66.7%	32.6%	39.2%	35.3%	32.2%	33.9%	34.3%
Dissatisfied	0.0%	8.7%	3.9%	5.9%	4.7%	5.3%	4.9%
Very dissatisfied	0.0%	4.3%	2.0%	1.2%	0.5%	1.0%	2.8%

Q2-5. Tempe Public Library Complex

Very satisfied	33.3%	24.5%	23.2%	24.5%	25.7%	25.1%	24.7%
Satisfied	0.0%	36.4%	32.1%	51.0%	46.0%	44.6%	40.7%
Neutral	33.3%	27.3%	37.5%	13.7%	22.6%	24.6%	21.0%
Dissatisfied	33.3%	7.3%	5.4%	9.8%	4.6%	4.9%	9.3%
Very dissatisfied	0.0%	4.5%	1.8%	1.0%	1.1%	0.8%	4.3%

**Q2. Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

**Q2-6. City Hall**

Very satisfied	0.0%	22.5%	20.0%	19.3%	26.5%	24.0%	23.3%
Satisfied	0.0%	35.0%	33.3%	44.6%	38.4%	39.4%	35.3%
Neutral	100.0%	37.5%	37.8%	32.5%	28.4%	31.0%	35.3%
Dissatisfied	0.0%	3.8%	8.9%	1.2%	4.3%	4.2%	3.0%
Very dissatisfied	0.0%	1.3%	0.0%	2.4%	2.4%	1.4%	3.0%

**Q2-7. Mill Avenue**

Very satisfied	20.0%	17.9%	17.6%	11.8%	14.2%	16.4%	12.7%
Satisfied	20.0%	32.4%	29.4%	44.9%	37.7%	36.2%	38.2%
Neutral	40.0%	26.8%	30.6%	27.6%	27.8%	28.5%	26.8%
Dissatisfied	20.0%	13.4%	16.5%	7.9%	13.2%	13.0%	11.4%
Very dissatisfied	0.0%	9.5%	5.9%	7.9%	7.0%	6.0%	11.0%

**Q3. Please indicate how often you worry about each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q3-1. Getting mugged

Frequently	0.0%	10.8%	5.2%	3.3%	5.7%	5.2%	9.3%
Occasionally	55.6%	24.9%	32.3%	26.7%	26.9%	26.7%	27.9%
Rarely	44.4%	39.9%	40.6%	48.0%	42.0%	44.1%	39.8%
Never	0.0%	23.9%	20.8%	22.0%	24.0%	23.1%	22.7%
N/A	0.0%	0.5%	1.0%	0.0%	1.3%	0.9%	0.4%

Q3-2. Having your home burglarized when you are not there

Frequently	33.3%	18.7%	16.3%	17.6%	21.7%	21.2%	16.1%
Occasionally	22.2%	30.8%	39.8%	37.3%	39.8%	37.2%	36.6%
Rarely	22.2%	36.0%	31.6%	32.0%	28.2%	30.7%	32.6%
Never	22.2%	14.0%	12.2%	11.1%	9.6%	10.1%	14.3%
N/A	0.0%	0.5%	0.0%	2.0%	0.8%	0.9%	0.4%

**Q3. Please indicate how often you worry about each of the following. (without "don't know")**

N=882

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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Q3-3. Being attacked or threatened with a weapon

Frequently	0.0%	11.2%	10.2%	6.5%	6.0%	7.6%	8.1%
Occasionally	25.0%	19.6%	35.7%	23.5%	28.7%	25.1%	29.0%
Rarely	37.5%	42.1%	35.7%	49.0%	42.8%	43.3%	42.3%
Never	37.5%	26.6%	17.3%	19.0%	21.9%	23.2%	20.2%
N/A	0.0%	0.5%	1.0%	2.0%	0.5%	0.9%	0.4%

Q3-4. Having your car stolen or broken into

Frequently	11.1%	20.7%	20.6%	17.6%	18.8%	18.7%	19.5%
Occasionally	44.4%	26.8%	37.1%	34.0%	41.7%	36.1%	35.7%
Rarely	33.3%	34.7%	25.8%	35.9%	28.6%	32.0%	30.5%
Never	11.1%	14.1%	15.5%	8.5%	9.9%	11.9%	10.7%
N/A	0.0%	3.8%	1.0%	3.9%	1.0%	1.4%	3.7%

**Q3. Please indicate how often you worry about each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

**Q3-5. Being a victim of identity theft**

Frequently	22.2%	25.1%	25.5%	24.0%	31.0%	28.4%	25.7%
Occasionally	44.4%	29.4%	42.9%	44.0%	43.2%	42.8%	34.7%
Rarely	11.1%	29.9%	22.4%	19.3%	18.0%	19.6%	25.0%
Never	22.2%	15.2%	7.1%	10.7%	6.8%	8.1%	13.8%
N/A	0.0%	0.5%	2.0%	2.0%	1.0%	1.2%	0.7%

**Q4. Has any of the following happened to you in the past 6 months? (without "not provided")**

N=882

	<u>Q17. How many years have you lived in Tempe?</u>					<u>Q23. Do you own or rent your current residence?</u>	
	<u>Less than 6 months</u>	<u>6 months-5 years</u>	<u>6-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Own</u>	<u>Rent</u>

Q4-1. Have you or anyone in your household been personally attacked or personally threatened or had something stolen directly from anyone in your household?

Yes	0.0%	18.2%	14.3%	14.3%	18.3%	17.1%	15.8%
No	100.0%	81.8%	85.7%	85.7%	81.7%	82.9%	84.2%

Q4-2. Has anyone broken in or attempted to break into your home by forcing a door or window?

Yes	11.1%	8.4%	4.1%	9.7%	12.6%	10.2%	9.5%
No	88.9%	91.6%	95.9%	90.3%	87.4%	89.8%	90.5%

Q4-3. Did anything you thought was a crime happen to anyone in your household, but was not reported to the police?

Yes	10.0%	15.0%	11.2%	10.5%	9.6%	9.5%	14.7%
No	90.0%	85.0%	88.8%	89.5%	90.4%	90.5%	85.3%

**Q4a. If you did not report the crime to the police, please indicate your reason.**

N=98

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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Q4a. Why didn't you report the crime to police?

Too busy	0.0%	12.5%	0.0%	0.0%	2.7%	5.4%	5.0%
Police won't do anything	0.0%	25.0%	45.5%	31.3%	35.1%	30.4%	32.5%
Not important	0.0%	3.1%	18.2%	6.3%	10.8%	10.7%	5.0%
Didn't want to go to court	0.0%	0.0%	0.0%	0.0%	2.7%	1.8%	0.0%
Nothing could be done/ person wouldn't be found	100.0%	71.9%	54.5%	56.3%	43.2%	50.0%	65.0%
Other	0.0%	12.5%	9.1%	25.0%	16.2%	12.5%	17.5%

**Q5. Have you interacted with City of Tempe Police during the past year?**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q5. Have you interacted with City of Tempe police during past year?

Yes	9.1%	45.8%	48.0%	34.8%	42.4%	41.7%	43.5%
No	90.9%	54.2%	52.0%	65.2%	57.6%	58.3%	56.5%

**Q5a. (If YES to Question 5) Did you think the police officer treated you fairly and cared about your well-being? (without "not provided")**

N=370

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q5a. Did police officer treat you fairly & care about your well-being?

Yes	100.0%	88.8%	78.7%	96.2%	93.3%	92.6%	86.7%
No	0.0%	11.2%	21.3%	3.8%	6.7%	7.4%	13.3%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q7-1. Overall quality of services offered by City of Tempe

Very satisfied	16.7%	25.4%	26.1%	25.5%	30.9%	28.9%	26.6%
Satisfied	66.7%	52.8%	53.3%	53.0%	55.6%	54.7%	52.8%
Neutral	16.7%	15.5%	18.5%	16.1%	9.6%	12.5%	14.9%
Dissatisfied	0.0%	5.7%	2.2%	1.3%	3.5%	2.5%	5.2%
Very dissatisfied	0.0%	0.5%	0.0%	4.0%	0.5%	1.4%	0.4%

Q7-2. Leadership of City's elected officials

Very satisfied	0.0%	22.0%	26.0%	19.7%	22.8%	23.1%	21.3%
Satisfied	66.7%	34.7%	39.0%	42.3%	40.2%	39.3%	39.3%
Neutral	33.3%	36.0%	31.2%	29.2%	25.9%	29.2%	29.4%
Dissatisfied	0.0%	5.3%	2.6%	5.1%	8.3%	5.7%	7.6%
Very dissatisfied	0.0%	2.0%	1.3%	3.6%	2.8%	2.8%	2.4%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	<u>Q17. How many years have you lived in Tempe?</u>					<u>Q23. Do you own or rent your current residence?</u>	
	<u>Less than 6 months</u>	<u>6 months-5 years</u>	<u>6-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Own</u>	<u>Rent</u>

Q7-3. How ethical City employees are in the way they conduct City business

Very satisfied	0.0%	21.4%	24.2%	16.7%	24.4%	23.7%	19.1%
Satisfied	75.0%	31.0%	40.9%	44.2%	43.0%	42.8%	36.7%
Neutral	25.0%	40.5%	33.3%	30.8%	24.4%	26.2%	37.8%
Dissatisfied	0.0%	6.3%	0.0%	3.3%	6.2%	4.6%	5.3%
Very dissatisfied	0.0%	0.8%	1.5%	5.0%	2.0%	2.8%	1.1%

Q7-4. Availability of information about City programs, events, services, & issues

Very satisfied	16.7%	29.4%	34.4%	27.3%	33.1%	33.9%	26.1%
Satisfied	66.7%	41.2%	40.0%	43.3%	43.2%	40.9%	46.2%
Neutral	16.7%	20.3%	17.8%	22.0%	18.1%	19.2%	18.9%
Dissatisfied	0.0%	8.0%	6.7%	4.0%	4.8%	4.8%	7.2%
Very dissatisfied	0.0%	1.1%	1.1%	3.3%	0.8%	1.3%	1.6%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q7-5. Availability of information on water, sewer, & solid waste rates

Very satisfied	40.0%	22.0%	30.1%	23.8%	31.4%	30.4%	22.3%
Satisfied	20.0%	43.5%	43.4%	43.4%	43.9%	43.6%	42.4%
Neutral	40.0%	23.2%	18.1%	24.5%	18.1%	19.5%	22.8%
Dissatisfied	0.0%	8.5%	8.4%	5.6%	5.6%	5.5%	8.9%
Very dissatisfied	0.0%	2.8%	0.0%	2.8%	1.1%	0.9%	3.6%

Q7-6. Availability of information on recycling, composting, & water conservation program offerings

Very satisfied	25.0%	23.0%	32.6%	23.4%	31.8%	31.5%	21.3%
Satisfied	37.5%	42.1%	36.0%	41.1%	47.3%	43.5%	43.4%
Neutral	12.5%	23.5%	27.9%	22.7%	15.2%	18.4%	23.4%
Dissatisfied	12.5%	9.3%	3.5%	8.5%	4.6%	5.1%	9.4%
Very dissatisfied	12.5%	2.2%	0.0%	4.3%	1.1%	1.6%	2.6%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q7-7. How easy City's 311 "One Call to City Hall" is to use

Very satisfied	0.0%	28.2%	21.6%	18.2%	24.0%	22.7%	25.3%
Satisfied	0.0%	34.6%	37.8%	34.8%	38.3%	36.8%	35.4%
Neutral	100.0%	33.3%	40.5%	42.4%	31.1%	35.6%	34.3%
Dissatisfied	0.0%	3.8%	0.0%	3.0%	3.0%	2.4%	4.0%
Very dissatisfied	0.0%	0.0%	0.0%	1.5%	3.6%	2.4%	1.0%

Q7-8. Usefulness of City's website

Very satisfied	20.0%	16.2%	20.9%	16.4%	21.5%	18.9%	20.0%
Satisfied	20.0%	46.8%	35.8%	43.1%	44.7%	45.6%	39.5%
Neutral	40.0%	26.6%	34.3%	31.0%	26.1%	27.6%	29.2%
Dissatisfied	20.0%	8.4%	9.0%	6.9%	6.0%	6.4%	9.2%
Very dissatisfied	0.0%	1.9%	0.0%	2.6%	1.8%	1.6%	2.2%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	<u>Q17. How many years have you lived in Tempe?</u>					<u>Q23. Do you own or rent your current residence?</u>	
	<u>Less than 6 months</u>	<u>6 months-5 years</u>	<u>6-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Own</u>	<u>Rent</u>

Q7-9. Tempe's online services (registration, payment, etc.)

Very satisfied	25.0%	22.0%	26.4%	21.2%	24.0%	25.2%	19.4%
Satisfied	0.0%	46.8%	48.6%	47.8%	43.1%	45.6%	44.1%
Neutral	50.0%	23.4%	16.7%	26.5%	27.1%	23.8%	27.6%
Dissatisfied	25.0%	5.7%	4.2%	2.7%	4.2%	4.0%	5.3%
Very dissatisfied	0.0%	2.1%	4.2%	1.8%	1.5%	1.4%	3.5%

Q7-10. Your ability to participate in City's decision-making processes

Very satisfied	50.0%	18.4%	15.4%	12.3%	14.8%	15.4%	15.0%
Satisfied	0.0%	30.4%	32.3%	37.7%	29.6%	31.4%	31.7%
Neutral	50.0%	39.2%	43.1%	37.7%	40.8%	39.2%	43.3%
Dissatisfied	0.0%	7.2%	7.7%	5.7%	9.4%	8.4%	6.1%
Very dissatisfied	0.0%	4.8%	1.5%	6.6%	5.4%	5.6%	3.9%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	<u>Q17. How many years have you lived in Tempe?</u>					<u>Q23. Do you own or rent your current residence?</u>	
	<u>Less than 6 months</u>	<u>6 months-5 years</u>	<u>6-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Own</u>	<u>Rent</u>

Q7-11. Accessibility & transparency of information provided by City Council

Very satisfied	0.0%	17.2%	21.2%	18.8%	15.3%	16.3%	18.7%
Satisfied	50.0%	31.9%	32.7%	36.5%	38.5%	38.7%	30.7%
Neutral	50.0%	42.2%	40.4%	36.5%	33.6%	34.8%	40.4%
Dissatisfied	0.0%	4.3%	5.8%	3.1%	8.0%	6.1%	6.0%
Very dissatisfied	0.0%	4.3%	0.0%	5.2%	4.6%	4.1%	4.2%

Q7-12. How well City treats residents regardless of age, disability, gender, or other characteristics

Very satisfied	0.0%	20.4%	25.0%	19.5%	27.3%	25.6%	20.5%
Satisfied	66.7%	39.4%	39.7%	46.6%	41.1%	41.6%	42.1%
Neutral	33.3%	31.7%	29.4%	28.0%	23.9%	25.6%	29.7%
Dissatisfied	0.0%	4.9%	0.0%	3.4%	4.0%	3.7%	3.6%
Very dissatisfied	0.0%	3.5%	5.9%	2.5%	3.7%	3.5%	4.1%

**Q7. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q7-13. Overall quality of customer service

Very satisfied	40.0%	19.5%	25.6%	16.2%	22.8%	22.7%	19.0%
Satisfied	20.0%	47.4%	43.6%	50.8%	47.4%	49.5%	42.4%
Neutral	40.0%	29.2%	28.2%	28.5%	24.3%	23.3%	34.3%
Dissatisfied	0.0%	2.6%	0.0%	1.5%	3.5%	2.4%	2.4%
Very dissatisfied	0.0%	1.3%	2.6%	3.1%	2.0%	2.2%	1.9%

**Q8. Please rate your satisfaction with the following based on your experience with 3-1-1. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q8-1. How courteous & respectful call taker was

Very satisfied	0.0%	28.1%	36.4%	22.2%	36.1%	33.6%	26.2%
Satisfied	0.0%	50.0%	27.3%	59.3%	40.2%	43.2%	47.6%
Neutral	100.0%	12.5%	36.4%	11.1%	14.4%	16.0%	14.3%
Dissatisfied	0.0%	9.4%	0.0%	0.0%	5.2%	3.2%	9.5%
Very dissatisfied	0.0%	0.0%	0.0%	7.4%	4.1%	4.0%	2.4%

Q8-2. Hours of service (7am-5 pm) that 311 is available

Very satisfied	0.0%	29.0%	30.8%	21.4%	29.6%	29.1%	23.3%
Satisfied	0.0%	51.6%	38.5%	39.3%	38.8%	40.2%	44.2%
Neutral	100.0%	12.9%	30.8%	32.1%	19.4%	21.3%	23.3%
Dissatisfied	0.0%	6.5%	0.0%	3.6%	9.2%	6.3%	9.3%
Very dissatisfied	0.0%	0.0%	0.0%	3.6%	3.1%	3.1%	0.0%

**Q8. Please rate your satisfaction with the following based on your experience with 3-1-1. (without "don't know")**

N=882

	<u>Q17. How many years have you lived in Tempe?</u>					<u>Q23. Do you own or rent your current residence?</u>	
	<u>Less than 6 months</u>	<u>6 months-5 years</u>	<u>6-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Own</u>	<u>Rent</u>

Q8-3. Ability of call taker to answer your question

Very satisfied	0.0%	32.1%	45.5%	19.2%	29.9%	30.0%	26.2%
Satisfied	0.0%	28.6%	18.2%	46.2%	36.1%	35.8%	33.3%
Neutral	100.0%	32.1%	27.3%	19.2%	19.6%	22.5%	23.8%
Dissatisfied	0.0%	3.6%	9.1%	7.7%	10.3%	6.7%	14.3%
Very dissatisfied	0.0%	3.6%	0.0%	7.7%	4.1%	5.0%	2.4%

Q8-4. Call taker helped you resolve an issue to your satisfaction

Very satisfied	0.0%	31.0%	41.7%	17.9%	30.9%	29.6%	26.8%
Satisfied	0.0%	34.5%	16.7%	35.7%	35.1%	32.8%	36.6%
Neutral	100.0%	24.1%	25.0%	28.6%	18.6%	23.2%	19.5%
Dissatisfied	0.0%	6.9%	8.3%	10.7%	6.2%	7.2%	7.3%
Very dissatisfied	0.0%	3.4%	8.3%	7.1%	9.3%	7.2%	9.8%

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

N=882

Q17. How many years have you lived in Tempe?						Q23. Do you own or rent your current residence?	
Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	

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

Yes	0.0%	30.6%	27.6%	34.8%	42.4%	42.5%	22.7%
No	100.0%	69.4%	72.4%	65.2%	57.6%	57.5%	77.3%

**Q9b. (If YES to Question 9) Please answer each of the following questions with regard to the department you contacted MOST RECENTLY. (without "don't remember")**

N=317	<u>Q17. How many years have you lived in Tempe?</u>				<u>Q23. Do you own or rent your current residence?</u>	
	<u>6 months-5 years</u>	<u>6-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Own</u>	<u>Rent</u>
<u>Q9b-1. Were you treated fairly?</u>						
Yes	93.7%	100.0%	90.6%	92.5%	92.2%	96.7%
No	6.3%	0.0%	9.4%	7.5%	7.8%	3.3%
 <u>Q9b-2. Did employee(s) listen to you carefully?</u>						
Yes	90.2%	96.2%	92.2%	90.5%	91.6%	90.0%
No	9.8%	3.8%	7.8%	9.5%	8.4%	10.0%
 <u>Q9b-3. Did employee care about your well-being?</u>						
Yes	89.5%	87.0%	88.9%	85.8%	86.5%	90.7%
No	10.5%	13.0%	11.1%	14.2%	13.5%	9.3%
 <u>Q9b-4. Was employee honest?</u>						
Yes	95.0%	100.0%	93.5%	92.3%	93.1%	96.5%
No	5.0%	0.0%	6.5%	7.7%	6.9%	3.5%

**Q9b. (If YES to Question 9) Please answer each of the following questions with regard to the department you contacted MOST RECENTLY. (without "don't remember")**

N=317

	<u>Q17. How many years have you lived in Tempe?</u>				<u>Q23. Do you own or rent your current residence?</u>	
	<u>6 months-5 years</u>	<u>6-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Own</u>	<u>Rent</u>
<u>Q9b-5. Was information you were given accurate?</u>						
Yes	91.7%	92.3%	90.2%	89.3%	90.1%	89.5%
No	8.3%	7.7%	9.8%	10.7%	9.9%	10.5%
 <u>Q9b-6. Did staff respond to your request quickly?</u>						
Yes	80.6%	88.0%	84.9%	78.4%	79.9%	84.2%
No	19.4%	12.0%	15.1%	21.6%	20.1%	15.8%

**Q10. 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.**

N=882

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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Q10. All services & facilities provided by City of Tempe you have used during past 12 months

Fire services	0.0%	6.9%	6.1%	8.4%	8.1%	7.2%	8.3%
Tempe Public Library	18.2%	47.7%	52.0%	59.4%	58.6%	56.6%	50.7%
Parks	36.4%	76.9%	84.7%	74.2%	71.8%	75.1%	73.0%
Walking/biking trails	27.3%	63.4%	65.3%	63.2%	50.0%	57.5%	56.5%
City athletic fields	0.0%	13.9%	15.3%	17.4%	12.9%	14.3%	13.3%
Kid Zone	0.0%	3.7%	8.2%	7.1%	4.8%	6.2%	3.2%
Police services	18.2%	31.5%	30.6%	23.2%	27.2%	27.6%	28.8%
Tempe History Museum	18.2%	12.5%	12.2%	16.8%	18.8%	17.3%	13.3%
City golf courses	0.0%	7.9%	12.2%	14.2%	17.3%	16.0%	9.0%
City swimming pools	9.1%	5.6%	14.3%	9.7%	8.1%	8.1%	9.0%
Kiwanis Recreation Center	18.2%	18.5%	26.5%	22.6%	18.8%	20.2%	20.5%
Tempe 311	0.0%	11.6%	5.1%	8.4%	12.7%	12.1%	7.6%
Bus, Orbit, or light rail service	18.2%	46.3%	49.0%	55.5%	38.3%	42.2%	48.9%

**Q10. 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 (cont.).**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

**Q10. All services & facilities provided by City of Tempe you have used during past 12 months (cont.)**

Tempe Center for the Arts	9.1%	23.1%	29.6%	25.8%	30.5%	28.7%	24.5%
Arts & recreation programs/ services	9.1%	14.4%	19.4%	15.5%	14.5%	14.6%	15.8%
Household Products Collection Center	18.2%	10.2%	22.4%	22.6%	36.0%	31.1%	13.3%
Multigenerational/Community Centers	9.1%	9.7%	10.2%	7.7%	10.9%	9.6%	10.8%
Human services	0.0%	0.9%	2.0%	2.6%	1.8%	1.7%	1.8%
Trash, Composting, & Recycling services	72.7%	67.1%	72.4%	74.8%	75.4%	77.3%	62.9%

**Q11. Which of the following do you use to get information about the City of Tempe?**

N=882

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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Q11. Which of the following do you use to get information about City of Tempe?

Tempe 11 (cable TV)	0.0%	1.9%	1.0%	6.5%	8.1%	5.7%	4.7%
Recreation opportunities brochure	9.1%	15.7%	17.3%	20.6%	18.5%	18.2%	17.6%
City website	54.5%	54.2%	62.2%	51.0%	47.2%	51.6%	50.0%
Water bill newsletter (Tempe Today)	9.1%	36.1%	44.9%	52.9%	73.9%	65.9%	37.8%
Social media (Twitter, Facebook, YouTube, Nextdoor)	45.5%	33.3%	27.6%	20.0%	20.8%	22.7%	29.1%
Online City videos	0.0%	1.4%	1.0%	1.3%	1.8%	1.3%	1.8%
Television news	27.3%	23.1%	28.6%	34.2%	37.8%	34.5%	27.7%
City meetings	0.0%	1.4%	1.0%	4.5%	6.3%	4.4%	3.6%
Email subscriptions	0.0%	10.2%	8.2%	9.7%	8.6%	9.2%	8.6%
Tempe 311	0.0%	4.2%	1.0%	4.5%	6.1%	5.0%	4.0%
Radio	9.1%	17.6%	13.3%	15.5%	14.0%	14.8%	15.1%
Newspaper	18.2%	14.8%	15.3%	19.4%	29.7%	25.0%	16.5%
Alternate accessible media (Sun Sounds)	0.0%	0.9%	1.0%	0.6%	0.5%	0.7%	0.7%

**Q12. Overall Priorities. Which TWO of the following do you think should be the City's top priorities over the next year?**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q12. Which two of the following should be City's top priorities over next year?

Economic/business development	0.0%	19.9%	18.4%	22.6%	16.2%	17.1%	20.9%
Appearance of City	9.1%	12.5%	14.3%	14.2%	10.2%	11.9%	11.9%
Maintenance of City buildings	0.0%	1.9%	2.0%	0.6%	1.5%	1.5%	1.4%
Police services	63.6%	19.9%	20.4%	27.7%	32.5%	28.2%	25.2%
Art, recreation programs, & library services	9.1%	11.1%	18.4%	9.7%	7.6%	9.1%	12.2%
Customer service	0.0%	3.2%	3.1%	3.9%	2.0%	2.9%	2.5%
Transportation services	9.1%	13.4%	12.2%	9.0%	6.9%	8.4%	12.2%
Social/human services	9.1%	19.9%	14.3%	15.5%	14.2%	13.8%	19.4%
Fire services	9.1%	4.6%	3.1%	5.2%	9.4%	6.6%	6.5%
Water/sewer	9.1%	8.3%	7.1%	9.7%	6.9%	6.7%	10.4%
Neighborhoods	18.2%	20.8%	18.4%	20.6%	22.3%	22.5%	18.3%
Parks	18.2%	8.3%	15.3%	9.7%	6.9%	8.7%	8.6%

**Q12. Overall Priorities. Which TWO of the following do you think should be the City's top priorities over the next year? (cont.)**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

**Q12. Which two of the following should be City's top priorities over next year? (cont.)**

Trash, composting, & recycling	18.2%	12.0%	7.1%	7.7%	6.3%	7.1%	10.4%
Historical preservation	0.0%	1.4%	2.0%	1.9%	2.5%	2.2%	1.8%
Condition of City streets/ sidewalks	9.1%	18.1%	24.5%	14.8%	25.6%	24.2%	16.9%
City infrastructure (e.g. bridges, waterlines)	18.2%	15.7%	11.2%	15.5%	13.5%	15.0%	12.9%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
<u>Q14-1. Appearance of City</u>							
Very satisfied	36.4%	20.3%	23.7%	21.2%	18.9%	19.5%	21.6%
Satisfied	27.3%	58.5%	52.7%	58.3%	62.0%	61.4%	54.5%
Neutral	27.3%	13.5%	18.3%	13.9%	13.3%	13.6%	15.5%
Dissatisfied	0.0%	5.8%	4.3%	4.0%	4.3%	3.7%	6.1%
Very dissatisfied	9.1%	1.9%	1.1%	2.6%	1.6%	1.7%	2.3%
 <u>Q14-2. Image of City</u>							
Very satisfied	30.0%	24.5%	29.5%	33.6%	25.6%	28.2%	24.9%
Satisfied	30.0%	50.5%	46.3%	49.7%	55.3%	51.7%	52.5%
Neutral	40.0%	18.3%	21.1%	10.7%	13.7%	14.8%	17.0%
Dissatisfied	0.0%	5.8%	3.2%	4.0%	4.3%	4.1%	4.9%
Very dissatisfied	0.0%	1.0%	0.0%	2.0%	1.1%	1.2%	0.8%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q14-3. Quality of life in City

Very satisfied	11.1%	24.5%	30.9%	34.7%	27.3%	29.2%	26.0%
Satisfied	77.8%	56.9%	50.0%	50.0%	56.0%	55.0%	54.3%
Neutral	11.1%	11.8%	14.9%	9.3%	12.3%	11.6%	12.8%
Dissatisfied	0.0%	5.4%	4.3%	4.7%	2.7%	2.8%	5.8%
Very dissatisfied	0.0%	1.5%	0.0%	1.3%	1.6%	1.4%	1.2%

Q14-4. City's overall efforts to promote access, diversity, & inclusiveness in community

Very satisfied	33.3%	25.7%	33.8%	30.2%	28.5%	31.5%	22.9%
Satisfied	50.0%	42.7%	41.3%	45.0%	41.8%	41.2%	46.3%
Neutral	16.7%	24.0%	21.3%	19.4%	25.3%	23.0%	23.4%
Dissatisfied	0.0%	5.3%	2.5%	3.1%	2.8%	2.5%	5.5%
Very dissatisfied	0.0%	2.3%	1.3%	2.3%	1.6%	1.9%	1.8%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q14-5. Quality of access to City facilities for persons with disabilities

Very satisfied	0.0%	19.8%	26.0%	18.8%	23.0%	23.9%	17.7%
Satisfied	100.0%	47.2%	40.0%	52.9%	50.6%	50.0%	49.4%
Neutral	0.0%	26.4%	26.0%	25.9%	23.4%	22.7%	27.2%
Dissatisfied	0.0%	5.7%	6.0%	1.2%	1.7%	1.9%	5.1%
Very dissatisfied	0.0%	0.9%	2.0%	1.2%	1.3%	1.6%	0.6%

Q14-6. Quality of services for persons with disabilities

Very satisfied	0.0%	19.1%	28.6%	16.5%	20.8%	22.2%	17.1%
Satisfied	100.0%	42.6%	40.5%	50.6%	44.6%	46.6%	42.9%
Neutral	0.0%	29.8%	19.0%	30.4%	29.2%	26.9%	30.0%
Dissatisfied	0.0%	7.4%	11.9%	1.3%	4.0%	2.9%	9.3%
Very dissatisfied	0.0%	1.1%	0.0%	1.3%	1.5%	1.4%	0.7%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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Q14-7. Quality of access to City parks for persons with disabilities

Very satisfied	0.0%	20.8%	26.2%	15.4%	19.4%	20.5%	18.2%
Satisfied	100.0%	42.6%	42.9%	51.3%	46.4%	49.1%	42.0%
Neutral	0.0%	29.7%	23.8%	30.8%	29.4%	25.6%	34.3%
Dissatisfied	0.0%	5.9%	7.1%	1.3%	2.8%	3.1%	4.9%
Very dissatisfied	0.0%	1.0%	0.0%	1.3%	1.9%	1.7%	0.7%

Q14-8. Quality of neighborhood parks

Very satisfied	50.0%	19.1%	19.8%	19.6%	19.1%	19.1%	20.3%
Satisfied	33.3%	49.5%	47.3%	51.0%	50.6%	50.7%	48.3%
Neutral	0.0%	22.7%	25.3%	15.4%	20.3%	19.9%	21.6%
Dissatisfied	0.0%	6.2%	6.6%	11.2%	6.8%	7.1%	7.6%
Very dissatisfied	16.7%	2.6%	1.1%	2.8%	3.2%	3.2%	2.1%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q14-9. Maintenance of City parks

Very satisfied	60.0%	18.9%	14.4%	14.7%	19.8%	18.8%	17.3%
Satisfied	40.0%	53.6%	51.1%	57.3%	54.8%	54.6%	53.5%
Neutral	0.0%	20.4%	25.6%	14.7%	18.1%	18.6%	19.8%
Dissatisfied	0.0%	6.1%	7.8%	9.8%	5.2%	5.4%	9.1%
Very dissatisfied	0.0%	1.0%	1.1%	3.5%	2.0%	2.6%	0.4%

Q14-10. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)

Very satisfied	60.0%	28.3%	30.3%	27.5%	29.0%	30.0%	26.5%
Satisfied	40.0%	51.8%	53.9%	54.2%	48.3%	50.1%	52.6%
Neutral	0.0%	15.7%	11.2%	13.7%	17.2%	15.0%	16.2%
Dissatisfied	0.0%	2.6%	2.2%	2.3%	4.2%	3.3%	3.0%
Very dissatisfied	0.0%	1.6%	2.2%	2.3%	1.2%	1.6%	1.7%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q14-11. Quality of City recreation & community centers

Very satisfied	50.0%	23.7%	22.2%	19.4%	25.4%	24.6%	21.9%
Satisfied	0.0%	46.6%	55.6%	59.2%	51.8%	54.0%	47.2%
Neutral	50.0%	24.4%	20.6%	18.4%	20.2%	18.9%	27.0%
Dissatisfied	0.0%	4.6%	1.6%	1.9%	1.8%	1.8%	3.4%
Very dissatisfied	0.0%	0.8%	0.0%	1.0%	0.7%	0.8%	0.6%

Q14-12. Maintenance & appearance of City community centers

Very satisfied	25.0%	23.6%	21.0%	18.8%	25.4%	23.4%	23.1%
Satisfied	25.0%	44.7%	50.0%	57.4%	52.7%	52.1%	48.5%
Neutral	50.0%	24.4%	24.2%	18.8%	20.0%	21.3%	23.1%
Dissatisfied	0.0%	6.5%	4.8%	3.0%	1.5%	2.4%	4.7%
Very dissatisfied	0.0%	0.8%	0.0%	2.0%	0.4%	0.8%	0.6%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	<u>Q17. How many years have you lived in Tempe?</u>					<u>Q23. Do you own or rent your current residence?</u>	
	<u>Less than 6 months</u>	<u>6 months-5 years</u>	<u>6-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Own</u>	<u>Rent</u>
<u>Q14-13. Quality of City swimming pools</u>							
Very satisfied	100.0%	21.1%	15.0%	15.5%	20.7%	18.6%	21.1%
Satisfied	0.0%	36.6%	47.5%	49.3%	43.9%	45.6%	40.4%
Neutral	0.0%	38.0%	30.0%	29.6%	29.3%	32.5%	29.4%
Dissatisfied	0.0%	4.2%	5.0%	4.2%	3.7%	2.5%	7.3%
Very dissatisfied	0.0%	0.0%	2.5%	1.4%	2.4%	0.8%	1.8%
 <u>Q14-14. Quality of City outdoor athletic fields</u>							
Very satisfied	50.0%	22.9%	16.3%	17.8%	19.3%	19.7%	19.6%
Satisfied	50.0%	43.8%	42.9%	52.2%	53.0%	51.3%	45.7%
Neutral	0.0%	31.3%	36.7%	22.2%	24.3%	24.0%	32.6%
Dissatisfied	0.0%	1.0%	4.1%	6.7%	2.5%	3.7%	2.2%
Very dissatisfied	0.0%	1.0%	0.0%	1.1%	1.0%	1.3%	0.0%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q14-15. Quality of City golf courses

Very satisfied	0.0%	26.0%	11.8%	15.5%	23.0%	19.7%	24.3%
Satisfied	0.0%	37.0%	44.1%	52.1%	42.6%	44.9%	40.2%
Neutral	0.0%	30.1%	41.2%	25.4%	30.1%	30.3%	29.9%
Dissatisfied	0.0%	5.5%	2.9%	5.6%	3.8%	4.3%	4.7%
Very dissatisfied	0.0%	1.4%	0.0%	1.4%	0.5%	0.8%	0.9%

Q14-16. Quality of City recreation programs & services

Very satisfied	50.0%	26.7%	24.5%	20.9%	22.9%	23.6%	25.2%
Satisfied	50.0%	38.6%	46.9%	53.8%	54.2%	51.2%	46.8%
Neutral	0.0%	29.7%	24.5%	22.0%	20.7%	22.4%	23.7%
Dissatisfied	0.0%	4.0%	4.1%	0.0%	0.9%	1.2%	2.9%
Very dissatisfied	0.0%	1.0%	0.0%	3.3%	1.3%	1.5%	1.4%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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Q14-17. Quality of City library programs & services

Very satisfied	66.7%	33.8%	31.1%	33.0%	31.2%	33.3%	29.6%
Satisfied	33.3%	43.6%	42.6%	51.8%	49.8%	46.1%	52.5%
Neutral	0.0%	18.0%	26.2%	10.7%	17.5%	18.6%	14.0%
Dissatisfied	0.0%	4.5%	0.0%	3.6%	1.4%	1.7%	3.9%
Very dissatisfied	0.0%	0.0%	0.0%	0.9%	0.0%	0.2%	0.0%

Q14-18. Quality of Tempe Center for the Arts programs

Very satisfied	50.0%	29.9%	33.3%	27.3%	31.1%	30.9%	29.3%
Satisfied	50.0%	42.3%	42.1%	47.5%	46.4%	45.4%	44.3%
Neutral	0.0%	24.7%	22.8%	21.2%	19.8%	21.1%	22.9%
Dissatisfied	0.0%	2.1%	1.8%	2.0%	0.9%	0.9%	2.9%
Very dissatisfied	0.0%	1.0%	0.0%	2.0%	1.8%	1.8%	0.7%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q14-19. Quality of Kid Zone programs

Very satisfied	0.0%	34.0%	13.3%	19.7%	32.6%	27.0%	30.1%
Satisfied	0.0%	34.0%	50.0%	42.6%	33.3%	37.0%	38.6%
Neutral	0.0%	28.0%	36.7%	32.8%	32.6%	33.3%	28.9%
Dissatisfied	0.0%	4.0%	0.0%	3.3%	0.8%	1.6%	2.4%
Very dissatisfied	0.0%	0.0%	0.0%	1.6%	0.8%	1.1%	0.0%

Q14-20. Quality of City art & art education programs

Very satisfied	100.0%	27.2%	32.5%	24.1%	24.3%	25.6%	27.7%
Satisfied	0.0%	43.2%	35.0%	39.2%	47.6%	43.6%	42.0%
Neutral	0.0%	21.0%	22.5%	32.9%	26.5%	27.4%	23.5%
Dissatisfied	0.0%	6.2%	10.0%	2.5%	1.1%	2.6%	5.0%
Very dissatisfied	0.0%	2.5%	0.0%	1.3%	0.5%	0.8%	1.7%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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Q14-21. Quality of Tempe Center for the Arts

Very satisfied	50.0%	35.3%	46.4%	36.1%	33.0%	37.2%	32.4%
Satisfied	50.0%	44.1%	33.9%	45.4%	47.0%	43.3%	46.5%
Neutral	0.0%	17.6%	17.9%	16.5%	17.4%	17.2%	18.3%
Dissatisfied	0.0%	2.0%	1.8%	0.0%	1.3%	0.9%	2.1%
Very dissatisfied	0.0%	1.0%	0.0%	2.1%	1.3%	1.5%	0.7%

Q14-22. Quality of Tempe History Museum

Very satisfied	100.0%	33.7%	36.2%	28.9%	30.4%	31.4%	32.6%
Satisfied	0.0%	43.0%	40.4%	43.3%	50.4%	45.3%	48.1%
Neutral	0.0%	20.9%	21.3%	26.7%	18.3%	22.0%	17.8%
Dissatisfied	0.0%	1.2%	2.1%	0.0%	0.9%	0.9%	0.7%
Very dissatisfied	0.0%	1.2%	0.0%	1.1%	0.0%	0.3%	0.7%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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Q14-23. Quality of Tempe Public Library

Very satisfied	50.0%	38.0%	31.1%	33.8%	34.3%	36.5%	31.0%
Satisfied	0.0%	35.9%	51.4%	50.8%	49.2%	47.8%	43.5%
Neutral	50.0%	19.0%	13.5%	12.3%	13.6%	12.7%	19.5%
Dissatisfied	0.0%	5.6%	4.1%	2.3%	2.3%	2.6%	4.5%
Very dissatisfied	0.0%	1.4%	0.0%	0.8%	0.6%	0.4%	1.5%

Q14-24. Adequacy of street lighting

Very satisfied	0.0%	15.3%	17.6%	14.3%	14.4%	15.5%	13.0%
Satisfied	25.0%	31.0%	38.5%	42.9%	43.9%	42.3%	33.9%
Neutral	50.0%	26.1%	24.2%	21.1%	21.7%	21.2%	28.3%
Dissatisfied	12.5%	19.7%	18.7%	17.7%	14.6%	15.5%	20.1%
Very dissatisfied	12.5%	7.9%	1.1%	4.1%	5.4%	5.5%	4.7%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q14-25. Condition of City streets

Very satisfied	9.1%	12.9%	17.0%	10.7%	9.6%	11.5%	11.2%
Satisfied	27.3%	36.8%	35.1%	41.6%	39.2%	38.0%	39.3%
Neutral	36.4%	26.8%	31.9%	32.2%	26.8%	29.2%	27.3%
Dissatisfied	27.3%	17.2%	11.7%	12.1%	17.0%	14.7%	17.6%
Very dissatisfied	0.0%	6.2%	4.3%	3.4%	7.4%	6.6%	4.5%

Q14-26. Quality of landscape maintenance along streets/sidewalks

Very satisfied	27.3%	13.0%	18.7%	10.3%	11.3%	12.0%	13.9%
Satisfied	36.4%	37.5%	47.3%	48.6%	48.1%	46.1%	42.9%
Neutral	36.4%	32.2%	25.3%	21.9%	25.7%	25.9%	29.3%
Dissatisfied	0.0%	14.4%	6.6%	15.8%	11.9%	12.9%	11.2%
Very dissatisfied	0.0%	2.9%	2.2%	3.4%	3.0%	3.1%	2.7%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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Q14-27. Overall condition of your neighborhood

Very satisfied	30.0%	15.6%	14.1%	14.9%	14.4%	15.2%	14.2%
Satisfied	20.0%	42.9%	46.7%	49.3%	47.2%	48.3%	41.4%
Neutral	20.0%	21.7%	19.6%	18.9%	21.1%	19.3%	24.1%
Dissatisfied	10.0%	15.6%	16.3%	11.5%	11.9%	12.5%	14.6%
Very dissatisfied	20.0%	4.2%	3.3%	5.4%	5.3%	4.7%	5.7%

Q14-28. Appearance of residential property in City

Very satisfied	25.0%	11.8%	15.2%	11.0%	8.7%	10.3%	12.0%
Satisfied	12.5%	40.9%	38.0%	48.6%	45.1%	43.9%	42.6%
Neutral	50.0%	30.0%	32.6%	26.0%	32.4%	32.2%	27.9%
Dissatisfied	0.0%	13.3%	13.0%	10.3%	11.8%	11.8%	12.4%
Very dissatisfied	12.5%	3.9%	1.1%	4.1%	2.0%	1.8%	5.2%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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Q14-29. Maintenance of private property

Very satisfied	40.0%	11.0%	16.9%	8.4%	6.9%	8.3%	12.1%
Satisfied	0.0%	39.0%	31.3%	44.8%	43.9%	42.0%	39.8%
Neutral	40.0%	33.5%	33.7%	30.8%	32.8%	33.5%	30.7%
Dissatisfied	20.0%	13.7%	15.7%	11.2%	13.1%	13.0%	13.9%
Very dissatisfied	0.0%	2.7%	2.4%	4.9%	3.3%	3.3%	3.5%

Q14-30. Condition of alley near your home (if applicable)

Very satisfied	25.0%	10.4%	14.5%	6.3%	9.5%	9.7%	10.1%
Satisfied	25.0%	25.6%	17.7%	33.3%	35.4%	31.5%	29.1%
Neutral	50.0%	28.0%	37.1%	28.1%	26.6%	27.4%	31.0%
Dissatisfied	0.0%	23.2%	27.4%	21.9%	20.2%	21.8%	21.5%
Very dissatisfied	0.0%	12.8%	3.2%	10.4%	8.4%	9.5%	8.2%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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Q14-31. City enforcement of alley maintenance codes

Very satisfied	33.3%	10.9%	16.1%	9.3%	10.4%	11.1%	11.4%
Satisfied	0.0%	23.6%	19.4%	29.9%	31.3%	28.0%	27.5%
Neutral	0.0%	31.8%	33.9%	32.0%	30.2%	30.1%	33.6%
Dissatisfied	66.7%	21.8%	29.0%	18.6%	19.8%	22.1%	19.5%
Very dissatisfied	0.0%	11.8%	1.6%	10.3%	8.2%	8.7%	8.1%

Q14-32. Overall enforcement of City property maintenance codes

Very satisfied	0.0%	11.1%	14.1%	7.6%	10.9%	10.6%	10.7%
Satisfied	33.3%	31.6%	39.1%	34.7%	32.7%	34.3%	32.1%
Neutral	33.3%	35.9%	28.1%	34.7%	32.4%	32.6%	34.6%
Dissatisfied	0.0%	12.8%	14.1%	15.3%	18.0%	15.8%	15.1%
Very dissatisfied	33.3%	8.5%	4.7%	7.6%	6.0%	6.6%	7.5%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

**Q14-33. City enforcement of property maintenance codes & appearance of commercial properties**

Very satisfied	0.0%	13.7%	14.7%	8.5%	11.6%	11.3%	13.6%
Satisfied	25.0%	39.6%	42.6%	41.5%	41.5%	40.9%	41.2%
Neutral	25.0%	26.6%	23.5%	35.6%	32.0%	31.4%	28.2%
Dissatisfied	50.0%	13.7%	17.6%	8.5%	9.9%	11.5%	11.3%
Very dissatisfied	0.0%	6.5%	1.5%	5.9%	4.9%	4.8%	5.6%

**Q14-34. City enforcement of property maintenance codes & appearance of residential properties**

Very satisfied	0.0%	10.1%	13.0%	8.3%	11.1%	10.6%	10.5%
Satisfied	33.3%	36.7%	37.7%	39.7%	32.9%	33.9%	39.5%
Neutral	33.3%	30.2%	26.1%	28.1%	32.6%	31.5%	27.9%
Dissatisfied	33.3%	17.3%	20.3%	16.5%	16.1%	17.0%	16.9%
Very dissatisfied	0.0%	5.8%	2.9%	7.4%	7.4%	7.0%	5.2%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q14-35. City efforts to enforce clean-up of junk, debris, & trash on residential private property

Very satisfied	0.0%	14.5%	16.3%	7.8%	11.1%	11.4%	13.1%
Satisfied	33.3%	28.3%	35.0%	38.3%	33.9%	32.4%	34.7%
Neutral	66.7%	29.6%	27.5%	28.9%	28.7%	29.5%	28.6%
Dissatisfied	0.0%	17.0%	17.5%	19.5%	19.2%	19.6%	16.1%
Very dissatisfied	0.0%	10.7%	3.8%	5.5%	7.2%	7.2%	7.5%

Q14-36. City efforts to enforce mowing & cutting of weeds/grass on residential private property

Very satisfied	0.0%	16.6%	15.8%	8.9%	10.7%	12.0%	13.0%
Satisfied	33.3%	33.8%	31.6%	38.2%	34.0%	33.6%	35.8%
Neutral	66.7%	26.5%	27.6%	27.6%	27.8%	28.3%	26.9%
Dissatisfied	0.0%	13.9%	23.7%	18.7%	19.4%	18.6%	17.6%
Very dissatisfied	0.0%	9.3%	1.3%	6.5%	8.1%	7.5%	6.7%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q14-37. City efforts to enforce deteriorated landscape maintenance on residential private property

Very satisfied	0.0%	16.9%	17.4%	9.2%	10.7%	12.5%	13.3%
Satisfied	33.3%	31.0%	30.4%	36.1%	31.8%	30.6%	36.1%
Neutral	66.7%	29.6%	31.9%	31.9%	31.8%	32.4%	28.9%
Dissatisfied	0.0%	14.1%	18.8%	17.6%	18.0%	17.0%	17.2%
Very dissatisfied	0.0%	8.5%	1.4%	5.0%	7.6%	7.5%	4.4%

Q14-38. Value & benefits received by City from special events

Very satisfied	50.0%	28.8%	22.9%	19.2%	19.2%	21.3%	23.6%
Satisfied	50.0%	30.6%	41.7%	48.5%	43.6%	43.4%	37.8%
Neutral	0.0%	35.1%	25.0%	26.3%	29.9%	28.0%	32.4%
Dissatisfied	0.0%	3.6%	6.3%	4.0%	3.8%	4.4%	3.4%
Very dissatisfied	0.0%	1.8%	4.2%	2.0%	3.4%	2.9%	2.7%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

	<u>Less than 6 months</u>	<u>6 months-5 years</u>	<u>6-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Own</u>	<u>Rent</u>
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Q14-39. Access to human services/social services

Very satisfied	66.7%	18.9%	25.9%	14.6%	13.6%	17.0%	17.1%
Satisfied	33.3%	32.6%	33.3%	48.3%	48.4%	42.3%	44.7%
Neutral	0.0%	34.7%	29.6%	28.1%	31.5%	34.0%	24.3%
Dissatisfied	0.0%	10.5%	9.3%	7.9%	3.8%	4.3%	11.2%
Very dissatisfied	0.0%	3.2%	1.9%	1.1%	2.8%	2.3%	2.6%

Q14-40. Residential trash collection services

Very satisfied	33.3%	30.6%	30.8%	31.3%	33.9%	33.0%	30.7%
Satisfied	33.3%	48.9%	50.5%	53.5%	50.3%	52.3%	45.8%
Neutral	22.2%	15.1%	13.2%	10.4%	11.4%	10.4%	17.2%
Dissatisfied	0.0%	4.3%	4.4%	2.8%	2.8%	3.1%	3.8%
Very dissatisfied	11.1%	1.1%	1.1%	2.1%	1.7%	1.3%	2.5%

**Q14. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

**Q17. How many years have you lived in Tempe?**

**Q23. Do you own or rent your current residence?**

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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**Q14-41. Residential recycling services**

Very satisfied	11.1%	29.3%	31.5%	30.3%	34.3%	34.5%	25.4%
Satisfied	22.2%	46.0%	41.3%	51.0%	47.1%	48.9%	40.6%
Neutral	22.2%	14.4%	14.1%	13.1%	13.6%	12.3%	17.9%
Dissatisfied	11.1%	6.3%	9.8%	4.1%	4.2%	3.1%	11.2%
Very dissatisfied	33.3%	4.0%	3.3%	1.4%	0.8%	1.3%	4.9%

**Q14-42. Bulk trash pickup/removal services**

Very satisfied	20.0%	28.0%	29.6%	25.8%	31.1%	29.3%	29.2%
Satisfied	40.0%	37.3%	34.6%	48.4%	42.1%	43.2%	36.1%
Neutral	40.0%	20.5%	19.8%	13.3%	13.5%	14.6%	19.3%
Dissatisfied	0.0%	10.6%	11.1%	8.6%	8.6%	8.7%	10.9%
Very dissatisfied	0.0%	3.7%	4.9%	3.9%	4.6%	4.2%	4.5%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

	<u>Less than 6 months</u>	<u>6 months-5 years</u>	<u>6-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Own</u>	<u>Rent</u>
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Q15-1. How well City is planning for growth

Very satisfied	0.0%	14.7%	9.2%	8.0%	13.3%	11.3%	13.9%
Satisfied	66.7%	34.9%	41.5%	50.4%	39.2%	44.2%	34.1%
Neutral	33.3%	31.0%	33.8%	27.4%	30.2%	28.4%	34.1%
Dissatisfied	0.0%	14.0%	13.8%	10.6%	13.7%	13.0%	13.3%
Very dissatisfied	0.0%	5.4%	1.5%	3.5%	3.5%	3.1%	4.6%

Q15-2. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation

Very satisfied	25.0%	18.4%	11.1%	10.3%	15.2%	13.6%	17.1%
Satisfied	25.0%	38.3%	43.1%	53.8%	48.3%	51.4%	35.4%
Neutral	50.0%	33.3%	33.3%	28.2%	29.4%	26.9%	38.1%
Dissatisfied	0.0%	8.5%	11.1%	5.1%	5.9%	6.9%	7.2%
Very dissatisfied	0.0%	1.4%	1.4%	2.6%	1.1%	1.2%	2.2%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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Q15-3. Condition of streets in your neighborhood

Very satisfied	25.0%	14.8%	14.0%	11.4%	13.3%	14.4%	11.5%
Satisfied	50.0%	43.3%	41.9%	52.3%	46.4%	45.5%	48.1%
Neutral	25.0%	21.4%	25.8%	17.4%	19.2%	18.6%	23.5%
Dissatisfied	0.0%	17.6%	17.2%	14.1%	14.7%	16.3%	13.5%
Very dissatisfied	0.0%	2.9%	1.1%	4.7%	6.4%	5.3%	3.5%

Q15-4. Condition of major City streets & sidewalks

Very satisfied	14.3%	16.9%	10.6%	12.7%	11.5%	12.3%	14.4%
Satisfied	85.7%	47.3%	47.9%	59.3%	52.0%	54.6%	46.7%
Neutral	0.0%	19.8%	27.7%	17.3%	20.9%	19.1%	23.3%
Dissatisfied	0.0%	14.0%	12.8%	8.0%	11.5%	10.5%	14.0%
Very dissatisfied	0.0%	1.9%	1.1%	2.7%	4.0%	3.5%	1.6%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

**Q17. How many years have you lived in Tempe?**

**Q23. Do you own or rent your current residence?**

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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**Q15-5. Condition & clarity of street signs**

Very satisfied	25.0%	16.7%	19.6%	16.0%	18.5%	19.1%	14.7%
Satisfied	50.0%	49.3%	51.1%	63.3%	53.6%	56.3%	49.8%
Neutral	12.5%	22.5%	23.9%	12.0%	18.5%	16.8%	22.8%
Dissatisfied	12.5%	9.1%	5.4%	7.3%	6.7%	6.1%	9.7%
Very dissatisfied	0.0%	2.4%	0.0%	1.3%	2.7%	1.6%	3.1%

**Q15-6. Management of traffic flow on City streets**

Very satisfied	12.5%	11.1%	8.6%	8.1%	10.7%	9.9%	10.2%
Satisfied	62.5%	39.1%	35.5%	37.8%	44.6%	44.2%	35.4%
Neutral	12.5%	21.7%	22.6%	25.7%	22.0%	20.6%	26.4%
Dissatisfied	12.5%	20.3%	23.7%	22.3%	14.0%	18.3%	17.7%
Very dissatisfied	0.0%	7.7%	9.7%	6.1%	8.5%	6.9%	10.2%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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Q15-7. Quality of local transit service (bus, rail, Orbit)

Very satisfied	50.0%	23.2%	20.5%	15.7%	22.3%	19.8%	23.9%
Satisfied	25.0%	42.7%	45.2%	54.3%	48.1%	51.9%	38.8%
Neutral	25.0%	23.8%	26.0%	21.3%	22.7%	21.5%	25.9%
Dissatisfied	0.0%	9.1%	8.2%	7.1%	5.4%	5.9%	9.5%
Very dissatisfied	0.0%	1.2%	0.0%	1.6%	1.5%	0.9%	2.0%

Q15-8. Quality of walking & biking paths

Very satisfied	20.0%	22.9%	25.6%	16.3%	23.1%	21.9%	22.4%
Satisfied	60.0%	50.8%	39.0%	63.7%	52.9%	53.7%	51.4%
Neutral	20.0%	16.2%	20.7%	12.6%	17.8%	16.5%	16.8%
Dissatisfied	0.0%	8.9%	8.5%	5.2%	4.6%	5.5%	7.9%
Very dissatisfied	0.0%	1.1%	6.1%	2.2%	1.5%	2.4%	1.4%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q15-9. Quality of recycling services

Very satisfied	28.6%	24.1%	28.4%	22.5%	29.0%	29.7%	18.8%
Satisfied	28.6%	53.5%	42.0%	58.5%	53.7%	54.4%	49.3%
Neutral	14.3%	14.1%	19.3%	14.8%	13.6%	11.6%	22.1%
Dissatisfied	14.3%	5.9%	9.1%	2.8%	3.1%	3.5%	7.0%
Very dissatisfied	14.3%	2.4%	1.1%	1.4%	0.6%	0.7%	2.8%

Q15-10. Quality of green organics collection & compost program

Very satisfied	0.0%	19.1%	18.8%	17.5%	27.2%	24.1%	19.9%
Satisfied	100.0%	40.9%	37.5%	46.6%	43.8%	44.7%	38.4%
Neutral	0.0%	23.5%	23.4%	25.2%	21.7%	20.1%	29.8%
Dissatisfied	0.0%	12.2%	14.1%	7.8%	4.7%	8.2%	7.3%
Very dissatisfied	0.0%	4.3%	6.3%	2.9%	2.5%	3.0%	4.6%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	<u>Q17. How many years have you lived in Tempe?</u>					<u>Q23. Do you own or rent your current residence?</u>	
	<u>Less than 6 months</u>	<u>6 months-5 years</u>	<u>6-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Own</u>	<u>Rent</u>

Q15-11. Overall quality of new commercial development in City, including architecture & design

Very satisfied	0.0%	20.1%	13.0%	14.9%	13.6%	15.4%	15.0%
Satisfied	60.0%	38.4%	44.2%	47.8%	40.4%	44.4%	37.4%
Neutral	20.0%	28.7%	31.2%	29.9%	31.5%	28.3%	34.5%
Dissatisfied	20.0%	9.8%	9.1%	5.2%	9.3%	7.6%	10.7%
Very dissatisfied	0.0%	3.0%	2.6%	2.2%	5.3%	4.2%	2.4%

Q15-12. Quality of your internet service provider

Very satisfied	12.5%	7.3%	6.8%	11.2%	11.3%	8.9%	11.4%
Satisfied	12.5%	35.9%	25.0%	38.8%	37.4%	38.7%	28.4%
Neutral	0.0%	21.4%	26.1%	20.9%	24.9%	23.7%	22.5%
Dissatisfied	37.5%	19.8%	22.7%	16.4%	15.4%	15.7%	22.0%
Very dissatisfied	37.5%	15.6%	19.3%	12.7%	11.0%	12.9%	15.7%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

Q17. How many years have you lived in Tempe?

Q23. Do you own or rent your current residence?

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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Q15-13. Quality of water conservation programs

Very satisfied	0.0%	12.5%	6.3%	9.2%	13.1%	10.9%	12.8%
Satisfied	66.7%	44.2%	34.9%	50.5%	45.5%	47.4%	39.0%
Neutral	33.3%	30.0%	49.2%	24.8%	32.7%	30.5%	37.2%
Dissatisfied	0.0%	12.5%	7.9%	12.8%	6.9%	9.4%	9.1%
Very dissatisfied	0.0%	0.8%	1.6%	2.8%	1.8%	1.7%	1.8%

Q15-14. Quality of energy conservation programs

Very satisfied	0.0%	13.2%	7.7%	9.8%	12.9%	12.5%	10.0%
Satisfied	66.7%	43.0%	33.8%	46.1%	47.7%	45.8%	42.5%
Neutral	33.3%	34.2%	46.2%	34.3%	31.4%	32.0%	39.4%
Dissatisfied	0.0%	8.8%	12.3%	7.8%	6.1%	8.1%	6.9%
Very dissatisfied	0.0%	0.9%	0.0%	2.0%	1.9%	1.6%	1.3%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

Q15-15. Quality of land use & green space programs

Very satisfied	0.0%	12.8%	10.3%	12.8%	12.1%	11.4%	14.2%
Satisfied	0.0%	39.1%	35.3%	50.5%	47.5%	47.5%	37.3%
Neutral	50.0%	36.1%	47.1%	26.6%	33.6%	32.7%	38.5%
Dissatisfied	0.0%	8.3%	5.9%	8.3%	5.3%	6.7%	6.5%
Very dissatisfied	50.0%	3.8%	1.5%	1.8%	1.5%	1.7%	3.6%

Q15-16. Quality of climate change initiatives such as shaded bus stops & tree canopies

Very satisfied	0.0%	13.8%	9.9%	10.8%	13.1%	12.0%	13.4%
Satisfied	50.0%	41.4%	46.5%	43.1%	46.6%	47.4%	39.3%
Neutral	50.0%	27.0%	23.9%	27.7%	27.2%	25.1%	31.3%
Dissatisfied	0.0%	11.2%	15.5%	14.6%	11.1%	12.2%	11.4%
Very dissatisfied	0.0%	6.6%	4.2%	3.8%	2.0%	3.3%	4.5%

**Q15. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	<u>Q17. How many years have you lived in Tempe?</u>					<u>Q23. Do you own or rent your current residence?</u>	
	<u>Less than 6 months</u>	<u>6 months-5 years</u>	<u>6-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Own</u>	<u>Rent</u>

Q15-17. City efforts to promote redevelopment of distressed commercial centers in my Character Area (area I live)

Very satisfied	0.0%	10.6%	6.9%	5.9%	8.0%	6.5%	11.8%
Satisfied	50.0%	33.6%	25.9%	37.6%	32.0%	33.9%	30.9%
Neutral	50.0%	32.7%	37.9%	33.7%	41.6%	37.6%	37.5%
Dissatisfied	0.0%	19.5%	20.7%	16.8%	13.2%	15.9%	16.4%
Very dissatisfied	0.0%	3.5%	8.6%	5.9%	5.2%	6.2%	3.3%

**Q16. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

**Q17. How many years have you lived in Tempe?**

**Q23. Do you own or rent your current residence?**

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent
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**Q16-1. Direction City is heading**

Very satisfied	25.0%	21.3%	11.9%	8.4%	15.8%	14.9%	16.4%
Satisfied	25.0%	48.9%	52.4%	61.1%	44.9%	51.7%	45.8%
Neutral	50.0%	21.3%	26.2%	23.7%	25.0%	21.7%	29.3%
Dissatisfied	0.0%	6.3%	8.3%	6.1%	10.1%	8.9%	6.2%
Very dissatisfied	0.0%	2.3%	1.2%	0.8%	4.2%	2.8%	2.2%

**Q16-2. City efforts to keep residents informed about City's budget**

Very satisfied	50.0%	10.5%	14.3%	7.8%	13.1%	10.8%	14.2%
Satisfied	50.0%	37.1%	26.0%	40.9%	37.6%	39.8%	30.0%
Neutral	0.0%	35.7%	39.0%	38.3%	36.9%	36.7%	37.4%
Dissatisfied	0.0%	12.6%	19.5%	10.4%	9.8%	11.1%	13.2%
Very dissatisfied	0.0%	4.2%	1.3%	2.6%	2.6%	1.5%	5.3%

**Q16. Please rate your level of satisfaction with each of the following. (without "don't know")**

N=882

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?	
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent

**Q16-3. City's financial information is accessible & transparent**

Very satisfied	0.0%	11.9%	15.6%	8.8%	12.4%	11.2%	14.1%
Satisfied	0.0%	30.5%	26.6%	39.2%	36.7%	36.5%	30.7%
Neutral	0.0%	42.4%	43.8%	40.2%	41.1%	42.1%	39.9%
Dissatisfied	0.0%	11.0%	12.5%	8.8%	6.5%	7.9%	9.8%
Very dissatisfied	0.0%	4.2%	1.6%	2.9%	3.3%	2.3%	5.5%

**Q16-4. Overall value you receive for your City tax & fees**

Very satisfied	33.3%	12.6%	10.6%	9.8%	14.2%	13.0%	12.0%
Satisfied	33.3%	43.7%	36.5%	51.1%	41.2%	44.6%	39.8%
Neutral	0.0%	31.7%	38.8%	29.3%	31.3%	30.2%	35.6%
Dissatisfied	33.3%	9.6%	12.9%	7.5%	11.4%	10.3%	10.2%
Very dissatisfied	0.0%	2.4%	1.2%	2.3%	2.0%	1.9%	2.3%