City of Tempe
2018 Community Survey

...helping organizations make better decisions since 1982

Final Report

ETC INSTITUTE

Contents

# 2018 DirectionFinder® Survey
Executive Summary Report

Overview and Methodology

ETC Institute conducted its eleventh annual community survey for the City of Tempe during the fall of 2018 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) 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 1,009 households completed the survey. The results for the sample of 1,009 households have a 95% level of confidence with a precision of at least +/-3.1%. 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.
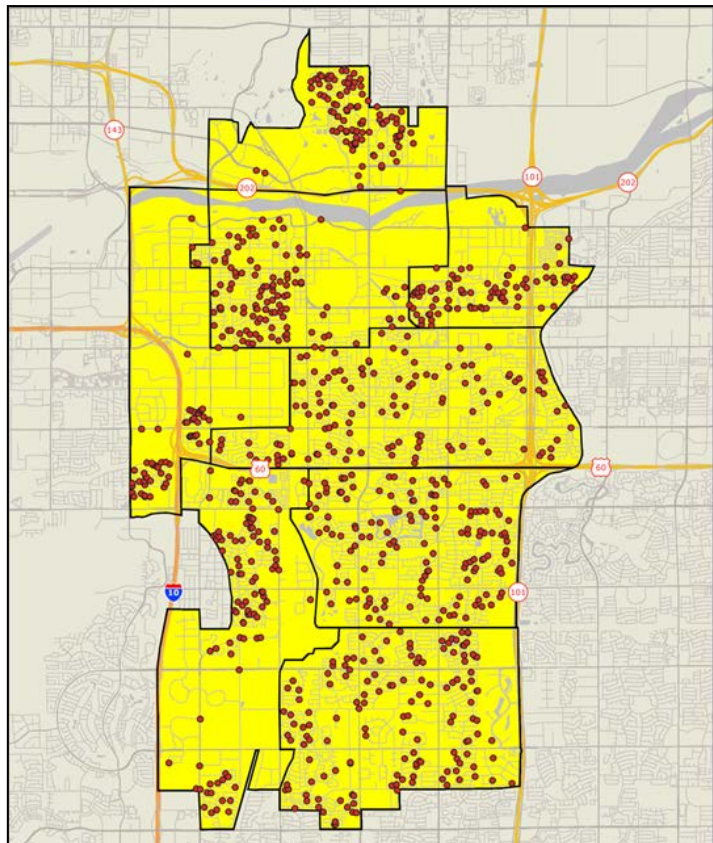
"Don't Know" Responses. The percentage of "don't know" responses has been excluded from many of the graphs and the benchmarking data shown in this report to facilitate valid comparisons between City services. Since the number of "don't know" responses often reflects the utilization and awareness of City 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 2018

- 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, 83% were either "very satisfied" or "satisfied" with *overall quality of services in Tempe*; this is an increase of 1% from 2017. Other perceptions of the City respondents were most satisfied with include: availability of information about City programs, events, services, and issues (78%), availability of information on water, sewer, and solid waste rates (75%), and availability of information on recycling, composting, and water conservation program offerings (74%).

PUBLIC SAFETY

- Eighty-four percent (84%) of the residents surveyed who had an opinion were "very satisfied" or "satisfied" with the quality of local fire services; 8% were "neutral." Other public safety services with high levels of satisfaction include: quality of medical rescue services (82%) and quality of police services (73%). Residents' overall feeling of safety in the City showed a significant decrease in satisfaction in 2018, from 73% in 2017 to 68% in 2018 among those who had an opinion.

- More than three-fourths (76%) of residents who had an opinion were satisfied with their feeling of safety during the day at the Tempe Public Library Complex; 12% were "neutral.". Other areas in which residents felt safe during the day include: City parks such as Kiwanis and Tempe Beach (74%) and at City athletic and recreational facilities (71%).

- Fifty-nine percent (59%) of residents who had an opinion were satisfied with their feeling of safety during at night at the Tempe Public Library Complex; 26% were "neutral.". Other areas in which residents felt safe at night include: City Hall (53%) and at City athletic and recreational facilities (52%).

- Fifty-nine percent (59%) of residents who had an opinion indicated they were "occasionally" or "frequently" worried about being a victim of identity theft; 57% were "occasionally" or "frequently" worried about having their home burglarized when not there, and 57% 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: quality of Tempe Public Library (84%), quality of City library programs and services (83%), residential trash collection services (83%), residential recycling services (82%), and quality of life in the City (80%). Residents were least satisfied with the condition of the alley near their home (if applicable) (41%).

- There were two significant increases (increases of 5% or more) in satisfaction ratings from 2017 in the quality of life and city services category: adequacy of street lighting (+9%) and quality of City outdoor athletic fields (+5%). There were two significant decreases (decreases of 5% or more) in satisfaction ratings from 2017: quality of Tempe Center for the Arts (-5%) and quality of City swimming pools (-6%).

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 (75%), and quality of local transit service (70%). Residents were least satisfied with City efforts to promote redevelopment of distressed commercial centers (41%).

- There were no significant increases or decreases (an increase or decrease of 5% or more) in satisfaction ratings from 2017 in any of the sustainable growth and development categories.

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 (62%) and overall value received for city tax dollars and fees (57%). Residents were least satisfied with the accessibility and transparency of the City's financial information (49%).

- There were no significant increases or decreases (an increase or decrease of 5% or more) in satisfaction ratings from 2017 in any of the financial stability and vitality categories.

COMMUNICATION

- The three types of communication that residents used most often to get information about the City of Tempe were: the City website (57%), the water bill newsletter (Tempe Today) (56%), and social media (31%). There was one significant increase (an increase of 5% or more) from 2017 in the communication category: social media (+7%); there were no significant decreases (decreases of 5% or more).

- The highest levels of satisfaction with various aspects of communication in Tempe, among those who had an opinion, included: Tempe's online services (71%), overall quality of customer service (70%), and usefulness of the City's website (62%). Residents were least satisfied with the ability to participate in City decision-making processes (47%).

CUSTOMER SERVICE

- Nearly half (46%) of the residents surveyed 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 (93%), the way residents were treated fairly (91%), and the ability of the employee to listen carefully (90%).

USE OF CITY SERVICES AND FACILITIES

- Seventy-six percent (76%) 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%), Tempe Public Library (60%), walking and biking trails (59%), bus, Orbit or light rail service (45%), and the Household Products Collection Center (30%).

TOP PRIORITIES FOR THE CITY

- Residents felt neighborhoods and police services should be the City's top two priorities for 2018. 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 2017 results. As the chart shows, there were only slight increases in the percentage of residents who thought neighborhoods, social and human services, and parks 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, 2017 & 2018
by percentage of respondents
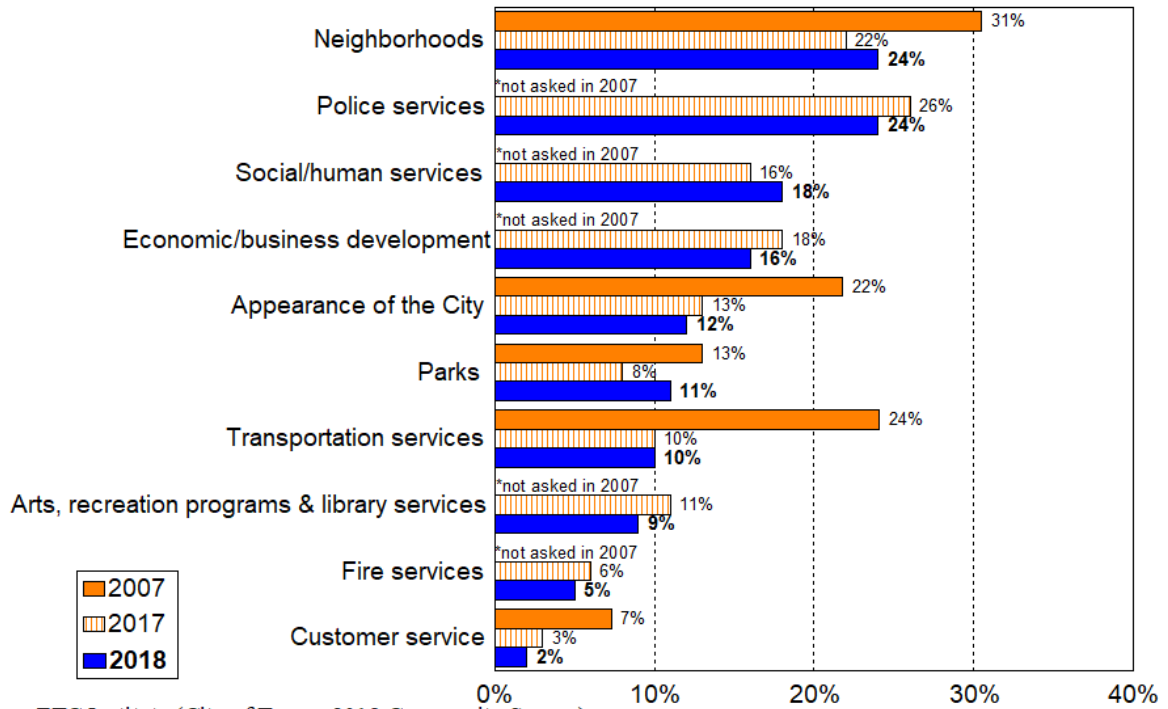
Source: ETC Institute (City of Tempe 2018 Community Survey)

Section 1:
Charts and Graphs

City of Tempe
2018 Community Survey

Safe & Secure Communities

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

	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Quality of local fire services	58%	26%	8%	8%
Quality of medical rescue services	57%	25%	9%	8%
Quality of local police services	39%	34%	12%	16%
Overall feeling of safety in the City	27%	41%	15%	17%
Feeling of safety in your neighborhood	30%	38%	12%	20%
Enforcement of local traffic laws	25%	35%	19%	21%
Efforts by the City to prevent crime	22%	35%	22%	20%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Trends: Satisfaction With Public Safety
2007, 2017 & 2018
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't knows")

	2007	2017	2018
Quality of local fire services	89%	91%	84%
Quality of local police services	76%	82%	73%
Overall feeling of safety in the City	62%	73%	68%
Feeling of safety in your neighborhood	66%	72%	68%
Enforcement of local traffic laws	66%	61%	60%
Efforts by the City to prevent crime	*not asked in 2007	62%	57%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Feeling of Safety <u>During the Day</u> 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")

Place	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Tempe Public Library Complex	41%	35%	12%	12%
City parks such as Kiwanis and Tempe Beach	32%	42%	11%	14%
City athletic and recreational facilities	29%	42%	17%	12%
City Hall	36%	35%	17%	12%
Neighborhood parks	28%	42%	13%	18%
Desert parks such as Papago and Evelyn Hallman	26%	40%	18%	15%

Legend: ■ Very Satisfied (5) ▨ Satisfied (4) □ Neutral (3) ▥ Dissatisfied (1/2)
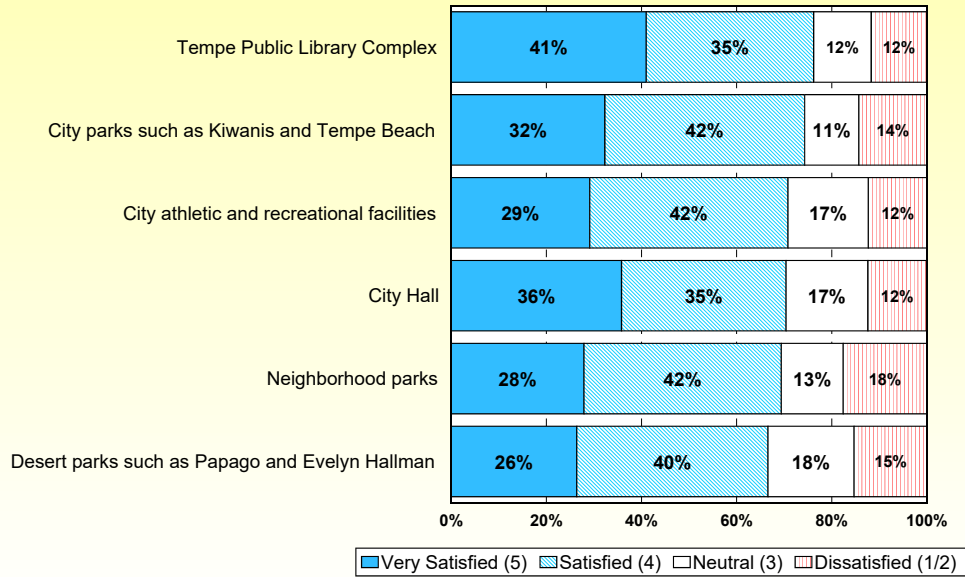
Source: ETC Institute (City of Tempe 2018 Community Survey)

Feeling of Safety <u>At Night</u> 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")

Place	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Tempe Public Library Complex	24%	35%	26%	15%
City Hall	21%	32%	33%	14%
City athletic and recreational facilities	18%	34%	33%	15%
City parks such as Kiwanis and Tempe Beach	16%	32%	30%	22%
Neighborhood parks	13%	29%	28%	30%
Desert parks such as Papago and Evelyn Hallman	12%	23%	38%	27%

Legend: ■ Very Satisfied (5) ▨ Satisfied (4) □ Neutral (3) ▥ Dissatisfied (1/2)
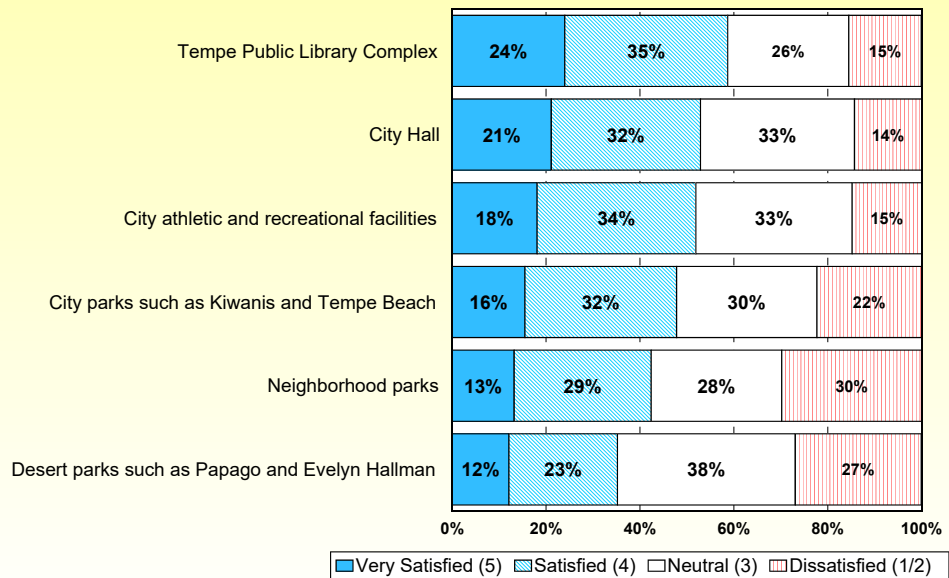
Source: ETC Institute (City of Tempe 2018 Community Survey)

How Often Residents Worry About Each of the Following:
by percentage of respondents (excluding "don't knows")

	Never/Not Applicable	Rarely	Occasionally	Frequently
Being attacked or threatened with weapon	21%	39%	29%	10%
Getting mugged	19%	39%	33%	9%
Have car stolen or broken into	13%	31%	37%	20%
Having home burglarized when not there	13%	31%	36%	21%
Being a victim of identity theft	15%	26%	33%	26%
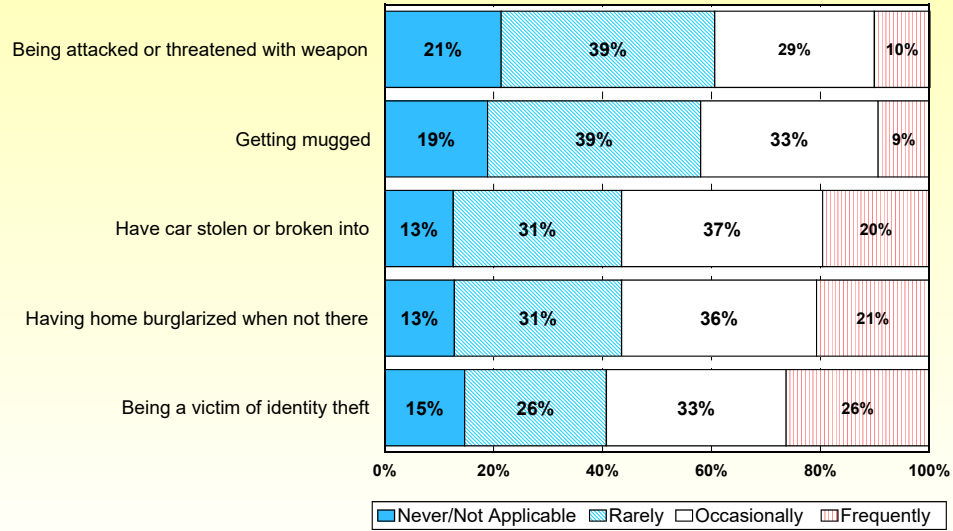
Source: ETC Institute (City of Tempe 2018 Community Survey)

Have you been robbed, physically assaulted, or sexually assaulted in the past 6 months?
by percentage of respondents (excluding "not provided")

No
92%

Yes
8%

If YES, were the police informed or did they find out about this incident in any way?
(excluding "not provided")

Yes
78%

No
22%
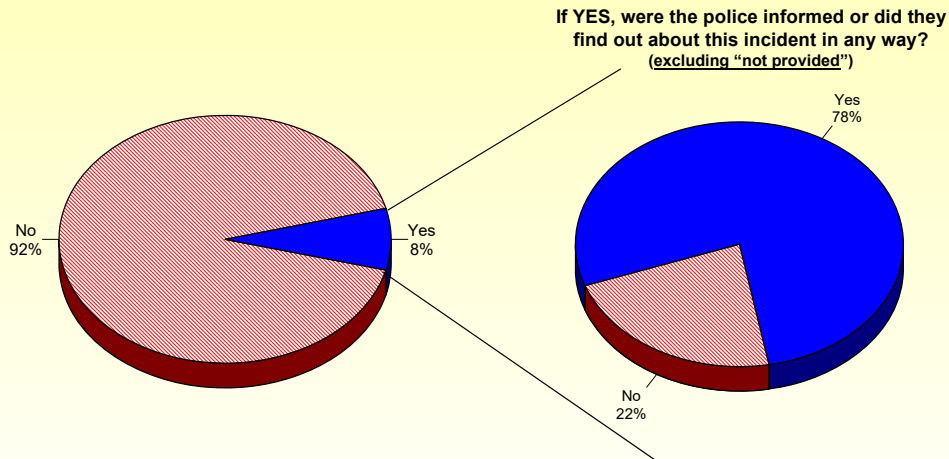
Source: ETC Institute (City of Tempe 2018 Community Survey)

Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized in the past 6 months?
by percentage of respondents (excluding "not provided")

If YES, were the police informed or did they find out about this incident in any way?
(excluding "not provided")

No
82%

Yes
18%

Yes
73%

No
27%
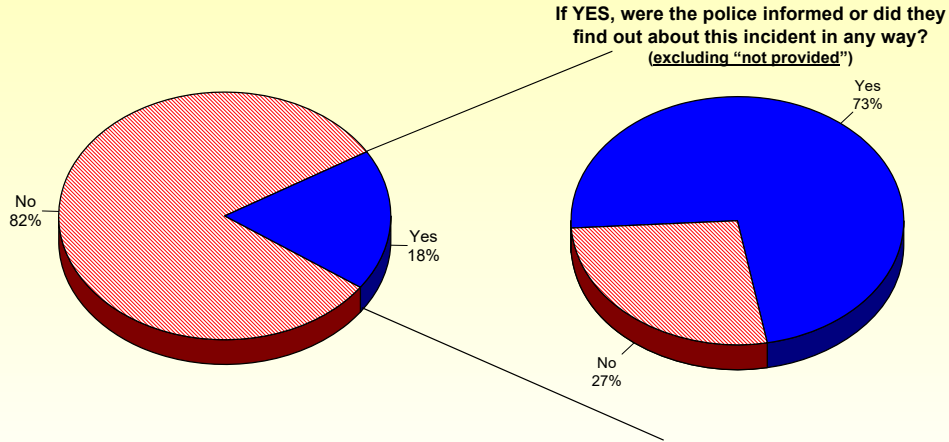
Source: ETC Institute (City of Tempe 2018 Community Survey)

If you did not report the crime to the police, please indicate your reason
by percentage of respondents whose household had been burglarized in the past 6 months and the police were not informed (multiple responses could be made)

Reason	Percentage
Nothing could be done/person wouldn't be found	46%
Police won't do anything	13%
Not important	7%
Too busy	2%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Strong Community Connections

Satisfaction With Various Perceptions of the City

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

Item	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Overall quality of services offered by the City	29%	54%	14%	3%
Availability of information about City programs, events, services, and issues	30%	48%	15%	7%
Availability of information on water, sewer, and solid waste rates	27%	48%	19%	6%
Availability of info. on recycling, composting, and water conservation program offerings	29%	45%	16%	10%
Tempe's online services	24%	47%	23%	7%
Overall quality of customer service	22%	48%	23%	7%
How well City treats residents regardless of age, disability, gender, or other characteristics	25%	42%	24%	10%
Leadership of City's elected officials	18%	45%	26%	11%
Usefulness of City's website	19%	43%	28%	10%
How easy the City's 3-1-1 "One Call to City Hall" is to use	25%	37%	32%	6%
How ethical City employees are in the way they conduct City business	18%	42%	28%	12%
Accessibility/transparency of information provided by City Council	16%	35%	38%	12%
Ability to participate in City's decision-making processes	14%	33%	37%	15%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Trends: Satisfaction With Various Perceptions of the City
2007, 2017 & 2018
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't knows")
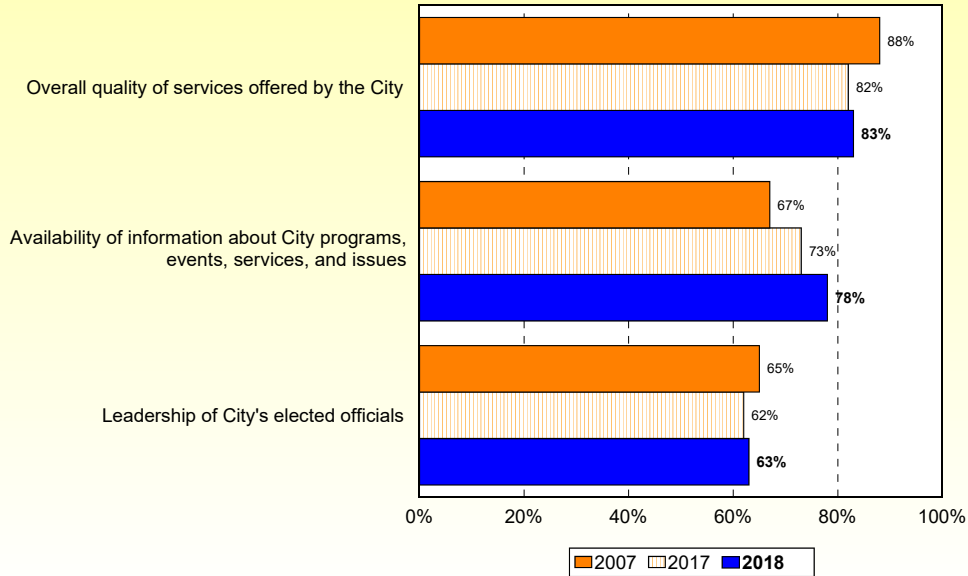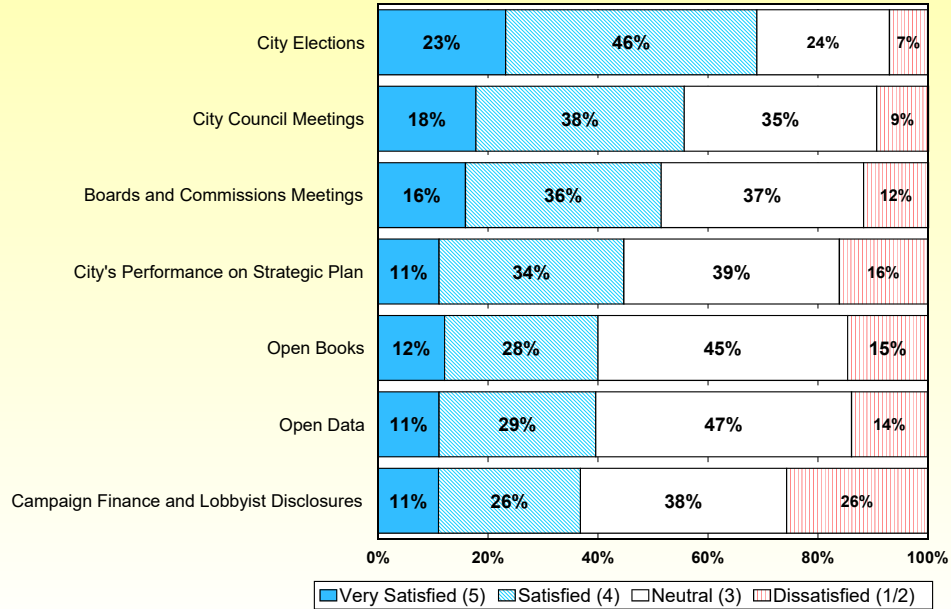
Overall quality of services offered by the City
- 88%
- 82%
- **83%**

Availability of information about City programs, events, services, and issues
- 67%
- 73%
- **78%**

Leadership of City's elected officials
- 65%
- 62%
- **63%**

0% 20% 40% 60% 80% 100%

■2007 □2017 ■**2018**

Source: ETC Institute (City of Tempe 2018 Community Survey)

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

Item	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
City Elections	23%	46%	24%	7%
City Council Meetings	18%	38%	35%	9%
Boards and Commissions Meetings	16%	36%	37%	12%
City's Performance on Strategic Plan	11%	34%	39%	16%
Open Books	12%	28%	45%	15%
Open Data	11%	29%	47%	14%
Campaign Finance and Lobbyist Disclosures	11%	26%	38%	26%

0% 20% 40% 60% 80% 100%

■Very Satisfied (5) ■Satisfied (4) □Neutral (3) □Dissatisfied (1/2)

Source: ETC Institute (City of Tempe 2018 Community Survey)

Satisfaction With Various Aspects of 3-1-1 Service
by percentage of respondents who used 3-1-1 and rated the item as a 5 to 1 on a 5-point scale
(excluding "don't knows")

	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
How courteous and respecful the call taker was	39%	40%	17%	4%
Hours of service that 3-1-1 is available	27%	42%	22%	9%
Ability of call taker to answer your question	34%	33%	25%	8%
Call taker helped you resolve an issue to your satisfaction	35%	30%	26%	10%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Have you contacted the City of Tempe during the past year?
by percentage of respondents

No
54%

Yes
46%

If YES, please answer the following based on your most recent interaction with City employees (by percentage of respondents who answered "yes")

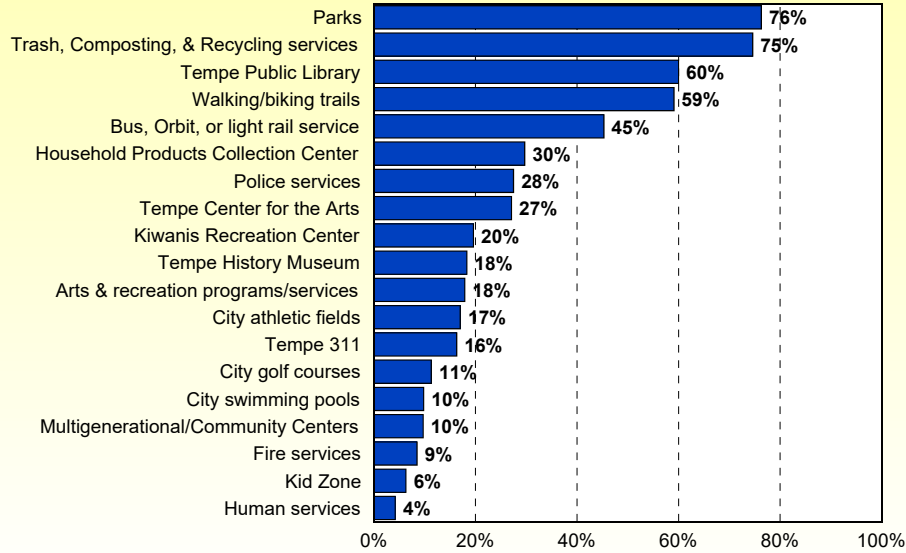|	Yes
Was the employee honest?	93%
Were you treated fairly?	91%
Did employee(s) listen to you carefully?	90%
Was the information you were given accurate?	86%
Did employee care about your well-being?	83%
Did staff respond to your request quickly?	80%

Source: ETC Institute (City of Tempe 2018 Community Survey)

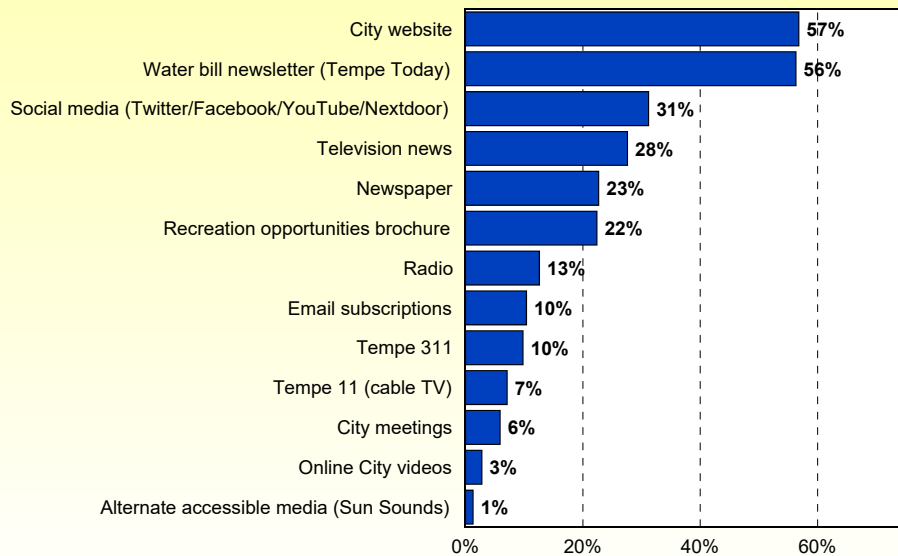## Use of City Services/Facilities by Respondents and Their Household Members During the Past 12 Months
by percentage of respondents (multiple responses could be made)

Service/Facility	Percentage
Parks	76%
Trash, Composting, & Recycling services	75%
Tempe Public Library	60%
Walking/biking trails	59%
Bus, Orbit, or light rail service	45%
Household Products Collection Center	30%
Police services	28%
Tempe Center for the Arts	27%
Kiwanis Recreation Center	20%
Tempe History Museum	18%
Arts & recreation programs/services	18%
City athletic fields	17%
Tempe 311	16%
City golf courses	11%
City swimming pools	10%
Multigenerational/Community Centers	10%
Fire services	9%
Kid Zone	6%
Human services	4%

Source: ETC Institute (City of Tempe 2018 Community Survey)
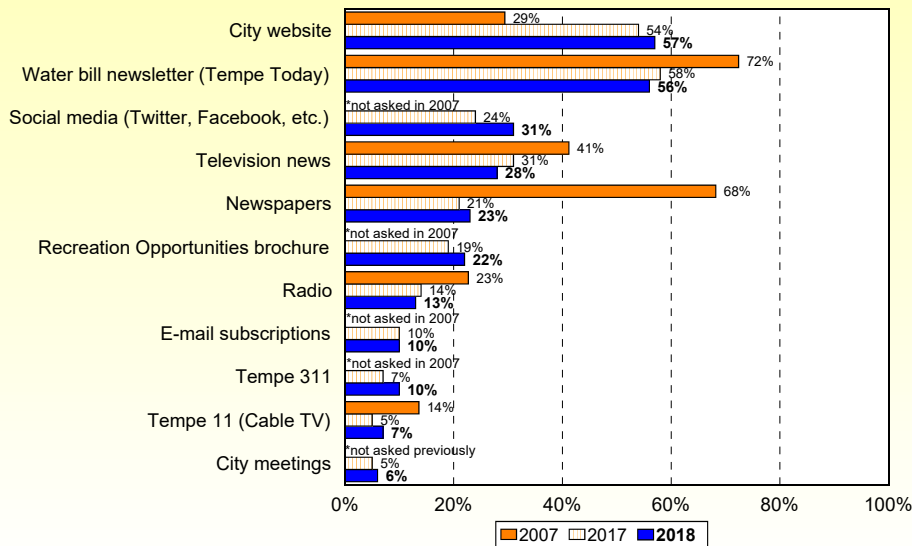
How Residents Get Information About the City of Tempe
by percentage of respondents (multiple responses could be made)

Source	Percentage
City website	57%
Water bill newsletter (Tempe Today)	56%
Social media (Twitter/Facebook/YouTube/Nextdoor)	31%
Television news	28%
Newspaper	23%
Recreation opportunities brochure	22%
Radio	13%
Email subscriptions	10%
Tempe 311	10%
Tempe 11 (cable TV)	7%
City meetings	6%
Online City videos	3%
Alternate accessible media (Sun Sounds)	1%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Trends: Which of the Following Do You Use to Get Information About the City of Tempe?
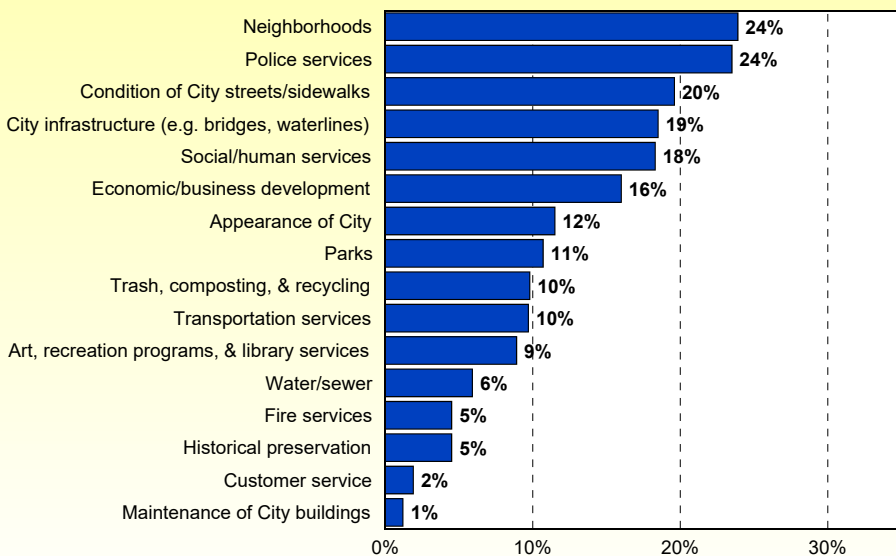2007, 2017 & 2018

by percentage of respondents (multiple answers allowed)

Category	2007	2017	2018
City website	29%	54%	**57%**
Water bill newsletter (Tempe Today)	72%	58%	**56%**
Social media (Twitter, Facebook, etc.)	*not asked in 2007	24%	**31%**
Television news	41%	31%	**28%**
Newspapers	68%	21%	**23%**
Recreation Opportunities brochure	*not asked in 2007	19%	**22%**
Radio	23%	14%	**13%**
E-mail subscriptions	*not asked in 2007	10%	**10%**
Tempe 311	*not asked in 2007	7%	**10%**
Tempe 11 (Cable TV)	14%	5%	**7%**
City meetings	*not asked previously	5%	**6%**

Legend: ■ 2007 □ 2017 ■ **2018**

Source: ETC Institute (City of Tempe 2018 Community Survey)

Top TWO Priorities for the City Over the Next Year

by percentage of respondents (up to 2 items could be selected)

Category	Percentage
Neighborhoods	**24%**
Police services	**24%**
Condition of City streets/sidewalks	**20%**
City infrastructure (e.g. bridges, waterlines)	**19%**
Social/human services	**18%**
Economic/business development	**16%**
Appearance of City	**12%**
Parks	**11%**
Trash, composting, & recycling	**10%**
Transportation services	**10%**
Art, recreation programs, & library services	**9%**
Water/sewer	**6%**
Fire services	**5%**
Historical preservation	**5%**
Customer service	**2%**
Maintenance of City buildings	**1%**

Source: ETC Institute (City of Tempe 2018 Community Survey)

Trends: Major Categories of City Services That Should Receive the Most Emphasis Over the Next Year
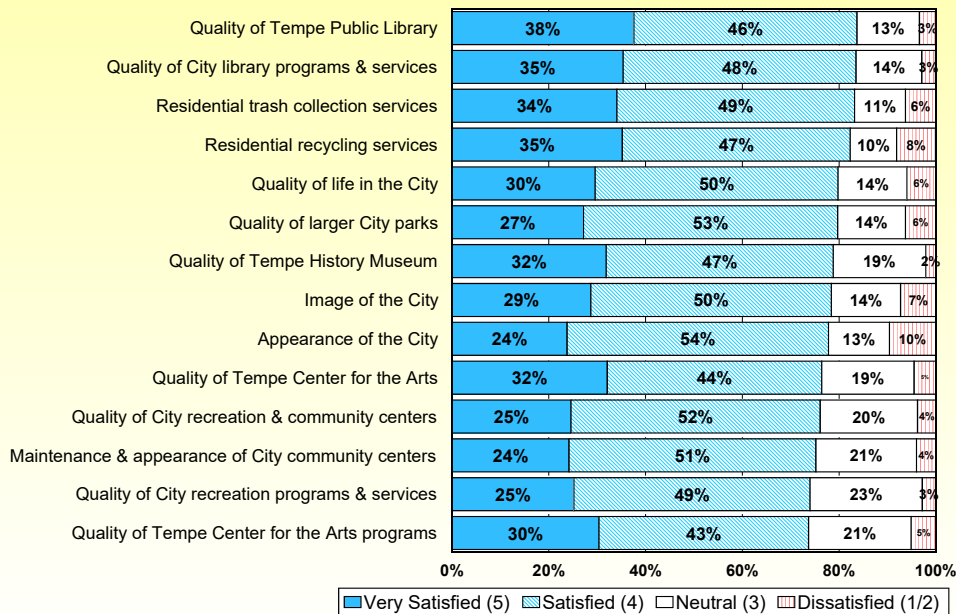2007, 2017 & 2018
by percentage of respondents

Category	
Neighborhoods	31% / 22% / **24%**
Police services	*not asked in 2007 / 26% / **24%**
Social/human services	*not asked in 2007 / 16% / **18%**
Economic/business development	*not asked in 2007 / 18% / **16%**
Appearance of the City	22% / 13% / **12%**
Parks	13% / 8% / **11%**
Transportation services	24% / 10% / **10%**
Arts, recreation programs & library services	*not asked in 2007 / 11% / **9%**
Fire services	*not asked in 2007 / 6% / **5%**
Customer service	7% / 3% / **2%**

Legend: 2007, 2017, **2018**

0%   10%   20%   30%   40%
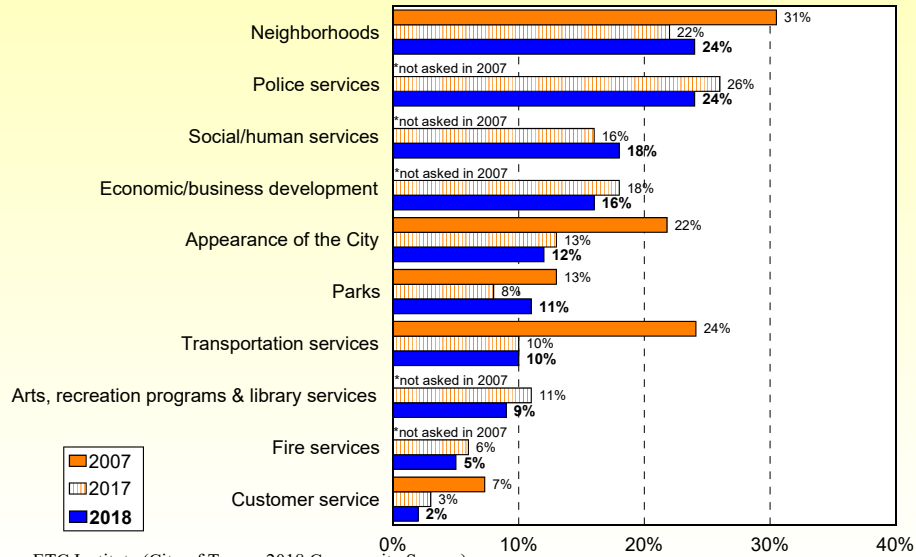
Source: ETC Institute (City of Tempe 2018 Community Survey)

Quality of Life

Satisfaction With Quality Life and City Services

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

Item	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Quality of Tempe Public Library	38%	46%	13%	3%
Quality of City library programs & services	35%	48%	14%	3%
Residential trash collection services	34%	49%	11%	6%
Residential recycling services	35%	47%	10%	8%
Quality of life in the City	30%	50%	14%	6%
Quality of larger City parks	27%	53%	14%	6%
Quality of Tempe History Museum	32%	47%	19%	2%
Image of the City	29%	50%	14%	7%
Appearance of the City	24%	54%	13%	10%
Quality of Tempe Center for the Arts	32%	44%	19%	
Quality of City recreation & community centers	25%	52%	20%	4%
Maintenance & appearance of City community centers	24%	51%	21%	4%
Quality of City recreation programs & services	25%	49%	23%	3%
Quality of Tempe Center for the Arts programs	30%	43%	21%	5%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Satisfaction With Quality Life and City Services (Cont.)

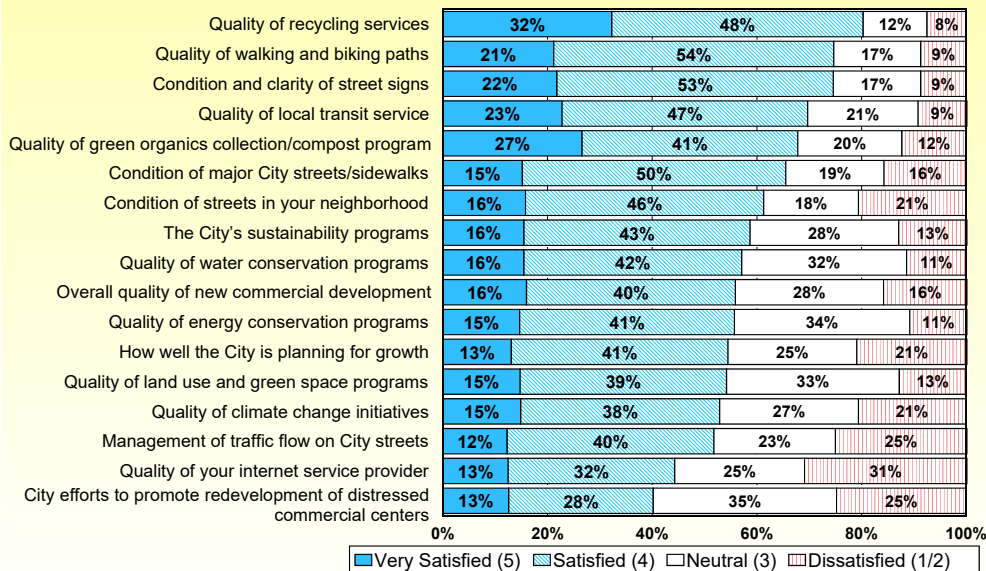by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")

Item	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Quality of City outdoor athletic fields	24%	49%	24%	3%
Bulk trash pickup/removal services	34%	39%	13%	14%
Maintenance of City parks	22%	50%	17%	10%
Quality of neighborhood parks	22%	51%	17%	11%
Quality of access to City facilities for persons with disabilities	28%	43%	23%	6%
Quality of City art & art education programs	25%	44%	26%	5%
Efforts to promote access/diversity/inclusiveness	28%	41%	24%	7%
Quality of services for persons with disabilities	26%	43%	24%	8%
Quality of access to City parks for persons with disabilities	26%	42%	25%	7%
Quality of City golf courses	23%	42%	31%	4%
Quality of Kid Zone programs	24%	40%	30%	5%
Overall condition of your neighborhood	16%	46%	22%	16%
Adequacy of street lighting	19%	43%	18%	20%
Quality of landscape maintenance along streets/sidewalks	16%	45%	23%	16%

Source: ETC Institute (City of Tempe 2018 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")

	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Quality of City swimming pools	22%	37%	35%	6%
Value & benefits received by City from Special Events	19%	39%	33%	9%
Appearance of residential property in the City	12%	45%	29%	15%
Access to Human Services/Social Services	17%	39%	34%	10%
City enforcement of property maintenance codes/ appearance of commercial properties	14%	40%	29%	17%
Condition of City Streets	13%	41%	24%	22%
Maintenance of private property	11%	41%	30%	18%
City efforts to enforce the clean-up of junk, debris, & trash on residential private property	13%	35%	25%	27%
Efforts to enforce mowing & cutting of weeds/ grass on residential private property	12%	35%	28%	24%
City enforcement of property maintenance codes/ appearance of residential properties	12%	35%	30%	23%
Overall enforcement of City property maintenance codes	12%	35%	30%	23%
City efforts to enforce deteriorated landscape maintenance on residential private property	13%	31%	31%	26%
City enforcement of alley maintenance codes	11%	31%	27%	31%
Condition of alley near your home (if applicable)	9%	32%	26%	33%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Trends (Chart 1 of 3): Satisfaction With Quality of Life and City Services: 2007, 2017 & 2018
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

	2007	2017	2018
Quality of Tempe Public Library	89%	81%	84%
Quality of City library programs and services	89%	79%	83%
Residential trash collection services	92%	83%	83%
Residential recycling services	87%	78%	82%
Quality of life in the City	83%	82%	80%
Quality of larger City parks (Asked as "quality of city parks" in 2007)	84%	81%	80%
Image of the City	82%	79%	79%
Quality of Tempe History Museum	*not asked in 2007	78%	79%
Appearance of the City	80%	78%	78%
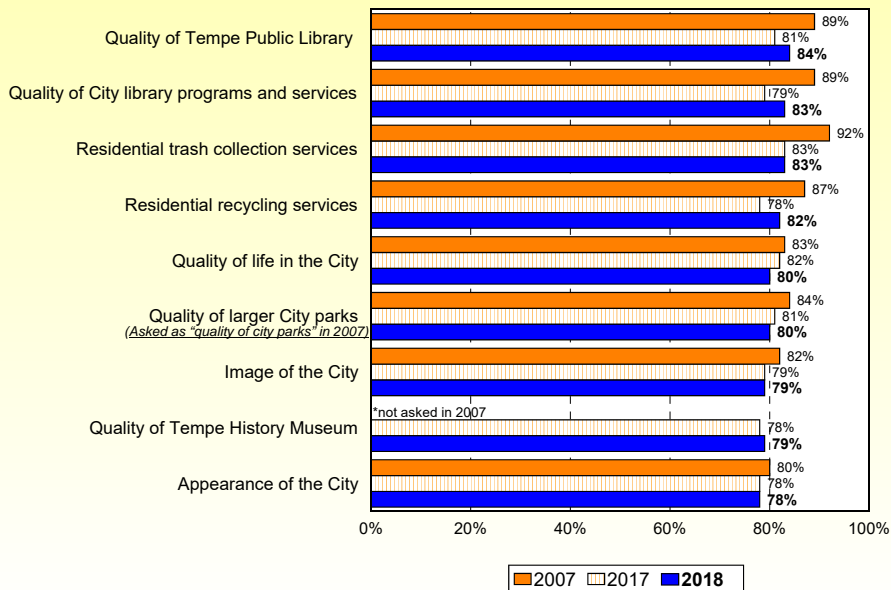
Source: ETC Institute (City of Tempe 2018 Community Survey)

Trends (Chart 2 of 3): Satisfaction With Quality of Life and City Services: 2007, 2017 & 2018

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

Quality of City recreation and community centers
(Asked as "quality of City recreation/multigen. centers" previously)
76%
77%
77%

Quality of Tempe Center for the Arts
*not asked in 2007
81%
76%

Quality of City recreation programs & services
*not asked in 2007
74%
74%

Quality of Tempe Center for the Arts programs
*not asked in 2007
75%
73%

Quality of neighborhood parks
77%
70%
73%

Bulk trash pickup/removal services
82%
69%
73%

Quality of City outdoor athletic fields
74%
68%
73%

Maintenance of City parks
*not asked in 2007
73%
72%

Quality of access to City facilities for persons with disabilities
*not asked in 2007
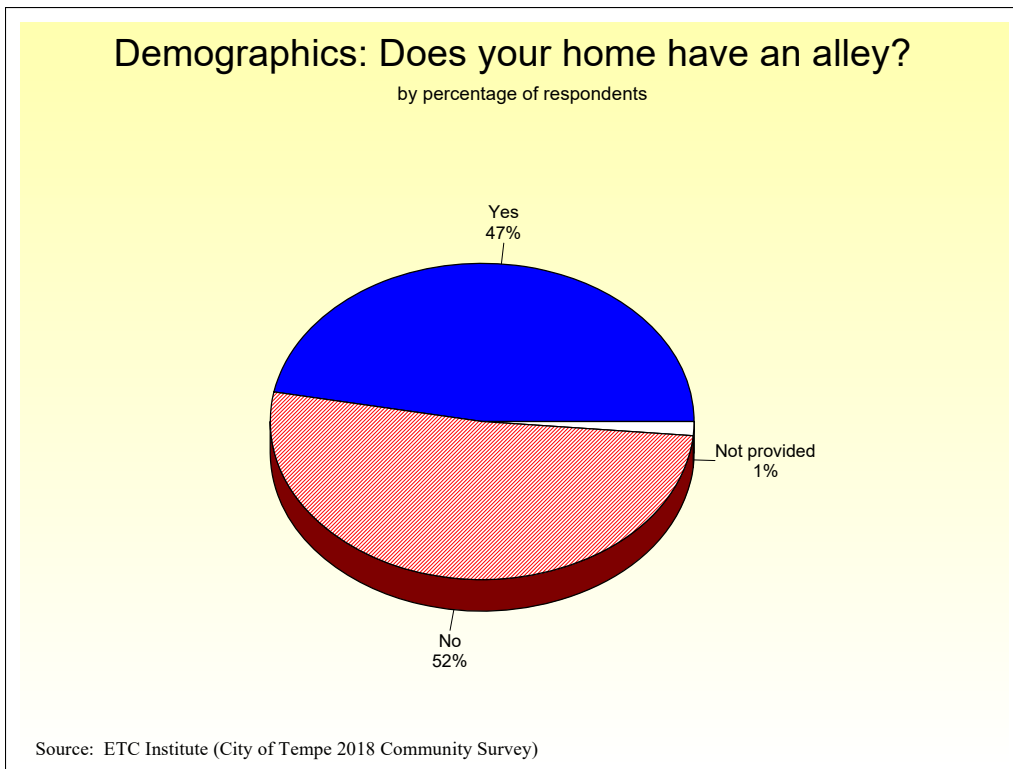70%
71%

0% 20% 40% 60% 80% 100%

■ 2007 □ 2017 ■ **2018**

Source: ETC Institute (City of Tempe 2018 Community Survey)

Trends (Chart 3 of 3): Satisfaction With Quality of Life and City Services: 2007, 2017 & 2018

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

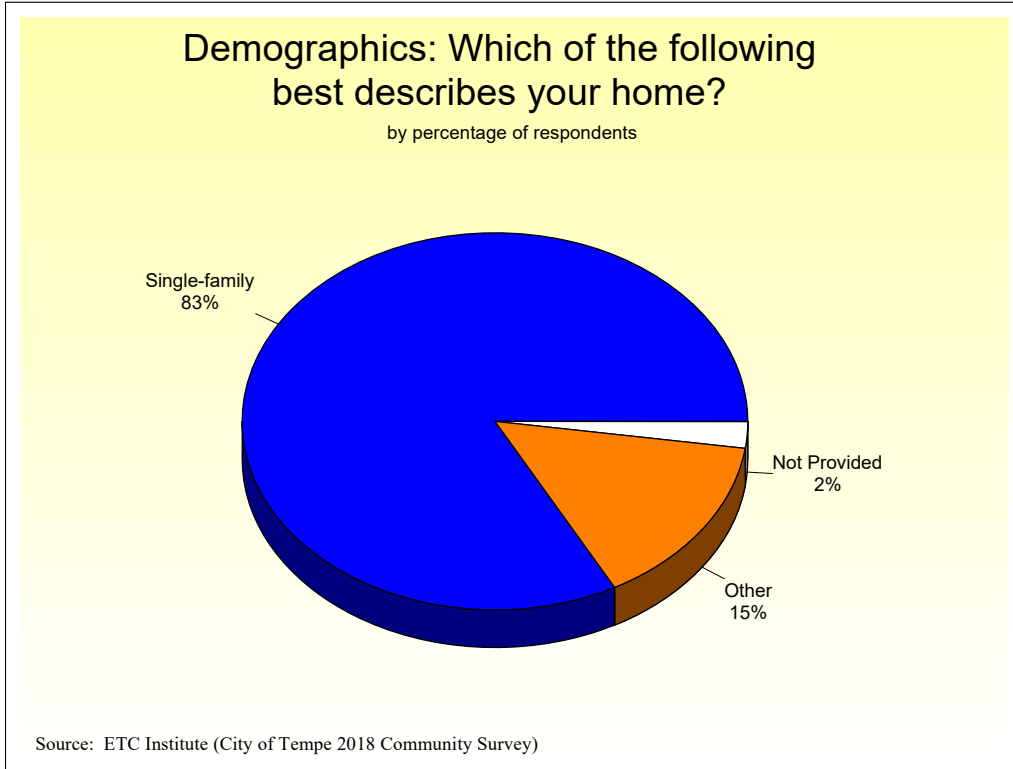City's overall efforts to promote diversity/inclusiveness in the community
*not asked in 2007
72%
69%

Quality of City golf courses
64%
64%
65%

Overall condition of your neighborhood
*not asked in 2007
62%
62%

Adequacy of street lighting
67%
53%
62%

Landscape maintenance along streets/sidewalks
68%
58%
61%

Quality of City swimming pools
67%
65%
59%

Appearance of residential property in the City
*not asked in 2007
56%
57%

Maintenance of private property
55%
52%
52%

Condition of alley near home (if applicable)
46%
40%
41%

0% 20% 40% 60% 80% 100%

■ 2007 □ 2017 ■ **2018**
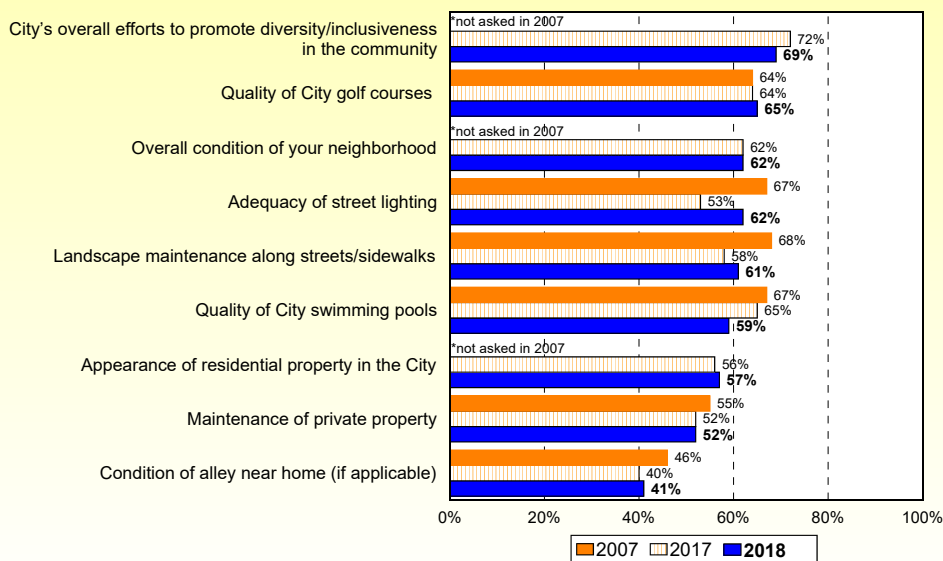
Source: ETC Institute (City of Tempe 2018 Community Survey)

Sustainable Growth and Development

Satisfaction With Various Aspects of Sustainable Growth and Development
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")

	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Quality of recycling services	32%	48%	12%	8%
Quality of walking and biking paths	21%	54%	17%	9%
Condition and clarity of street signs	22%	53%	17%	9%
Quality of local transit service	23%	47%	21%	9%
Quality of green organics collection/compost program	27%	41%	20%	12%
Condition of major City streets/sidewalks	15%	50%	19%	16%
Condition of streets in your neighborhood	16%	46%	18%	21%
The City's sustainability programs	16%	43%	28%	13%
Quality of water conservation programs	16%	42%	32%	11%
Overall quality of new commercial development	16%	40%	28%	16%
Quality of energy conservation programs	15%	41%	34%	11%
How well the City is planning for growth	13%	41%	25%	21%
Quality of land use and green space programs	15%	39%	33%	13%
Quality of climate change initiatives	15%	38%	27%	21%
Management of traffic flow on City streets	12%	40%	23%	25%
Quality of your internet service provider	13%	32%	25%	31%
City efforts to promote redevelopment of distressed commercial centers	13%	28%	35%	25%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Trends: Satisfaction With Various Aspects of
Sustainable Growth and Development:
2007, 2017 & 2018
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Item	2007	2017	2018
Quality of walking and biking paths	60%	75%	**75%**
Condition and clarity of street signs	78%	73%	**75%**
Quality of local transit service	58%	70%	**70%**
Condition of major City streets	74%	66%	**65%**
Condition of streets in your neighborhood	76%	61%	**62%**
The City's sustainability programs	*not asked in 2007	63%	**59%**
How well the City is planning for growth	58%	51%	**54%**
Management of traffic flow on City streets	*not asked in 2007	51%	**52%**
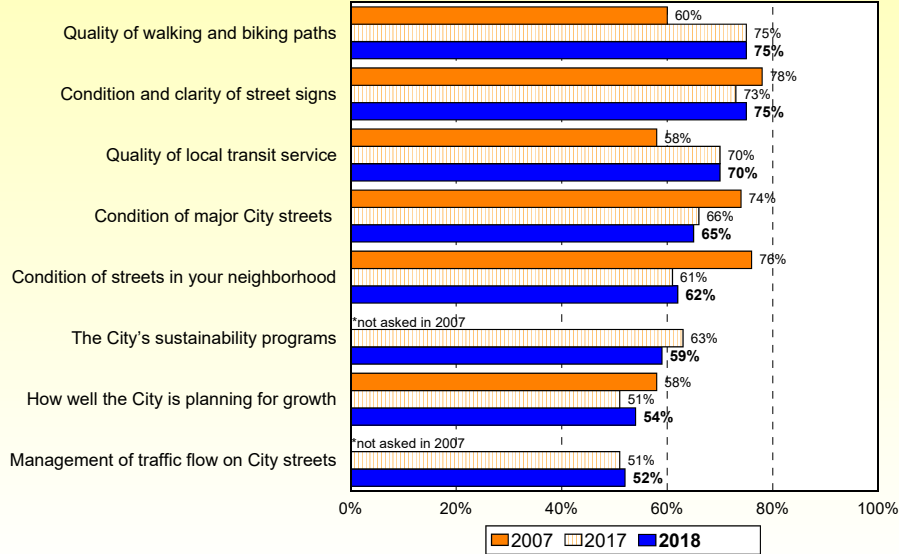
Source: ETC Institute (City of Tempe 2018 Community Survey)

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")

	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
The direction the City is heading	17%	45%	25%	13%
Overall value received for city tax dollars/fees	15%	42%	30%	13%
Efforts to keep residents informed about the City's budget	14%	36%	34%	16%
The City's financial information is accessible and transparent	15%	34%	38%	14%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Trends: Satisfaction With Various Aspects of Financial Stability and Vitality: 2007, 2017 & 2018
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

	2007	2017	2018
The direction the City is heading	67%	66%	62%
Efforts to keep residents informed about the City's budget	*not asked in 2007	48%	50%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Demographics

Demographics: Approximately how many years have you lived in Tempe?
by percentage of respondents

- 6 - 10 years 14%
- 6 months - 5 years 23%
- 11 - 20 years 16%
- Less than 6 months 1%
- Not provided 1%
- More than 20 years 45%
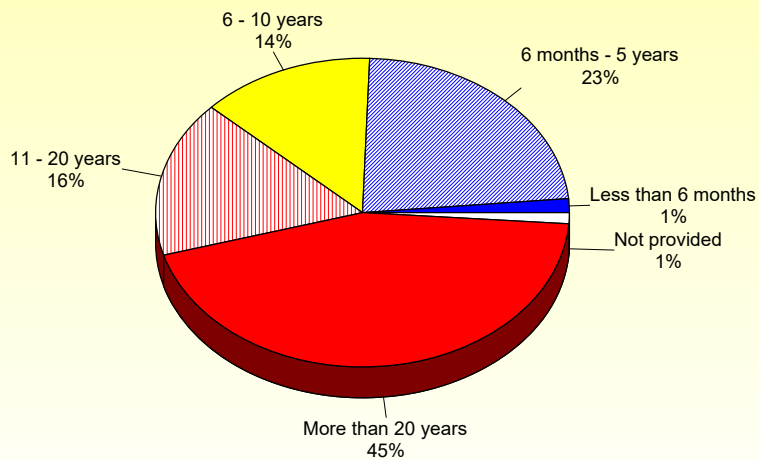
Source: ETC Institute (City of Tempe 2018 Community Survey)

Demographics: What is your age?

by percentage of respondents

- 35 - 44 20%
- 18 - 34 21%
- Not provided 2%
- More than 75 years 7%
- 65 - 74 12%
- 55 - 64 19%
- 45 - 54 19%
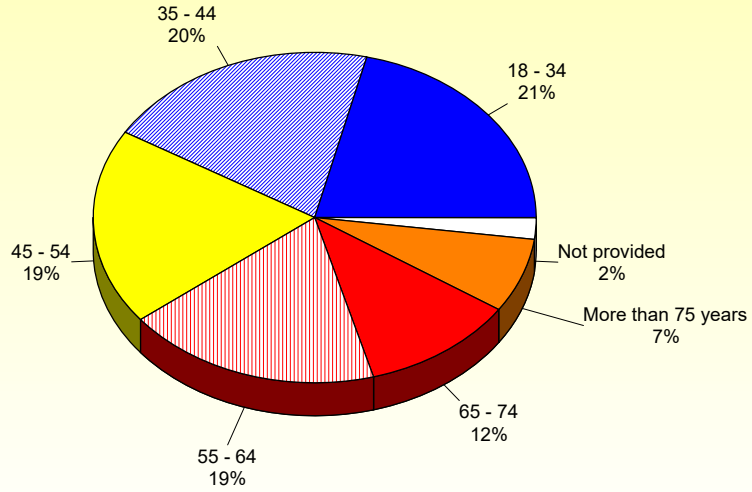
Source: ETC Institute (City of Tempe 2018 Community Survey)

Demographics: What gender do you identify with?

by percentage of respondents
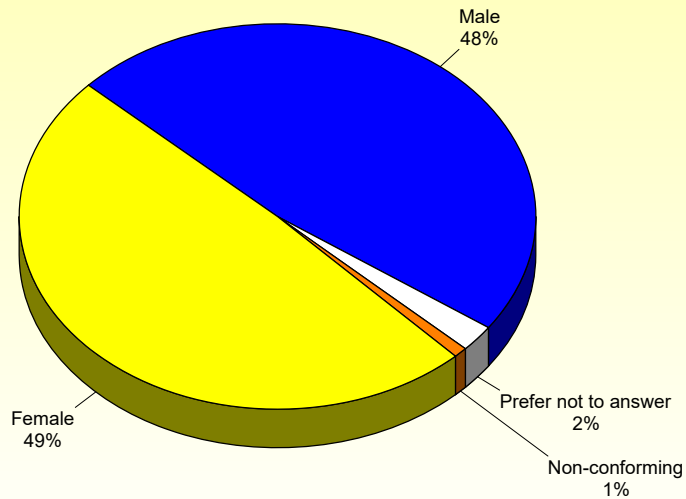
- Male 48%
- Prefer not to answer 2%
- Non-conforming 1%
- Female 49%

Source: ETC Institute (City of Tempe 2018 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
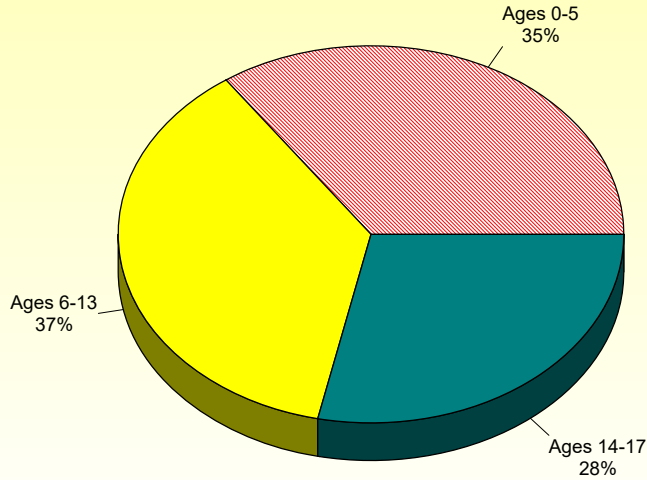
Ages 0-5
35%

Ages 6-13
37%

Ages 14-17
28%

Source: ETC Institute (City of Tempe 2018 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
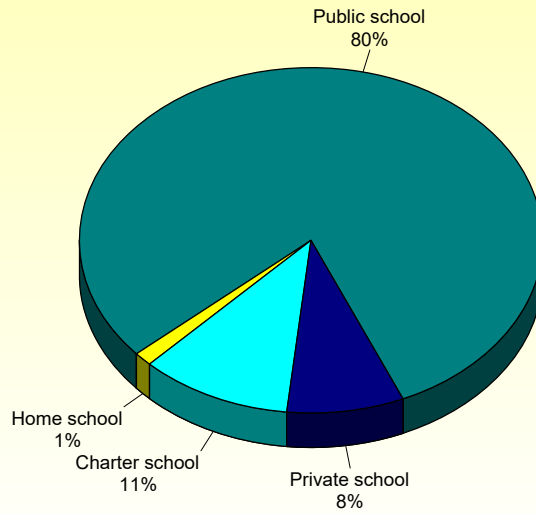
Public school
80%

Home school
1%

Charter school
11%

Private school
8%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Demographics: Which of the following best describes your race/ethnicity?
by percentage of respondents

Race/Ethnicity	Percentage
White	70%
Hispanic/Latino/Spanish	22%
Asian/Pacific Islander	6%
Black/African American	4%
American Indian/Eskimo	2%
Other	3%
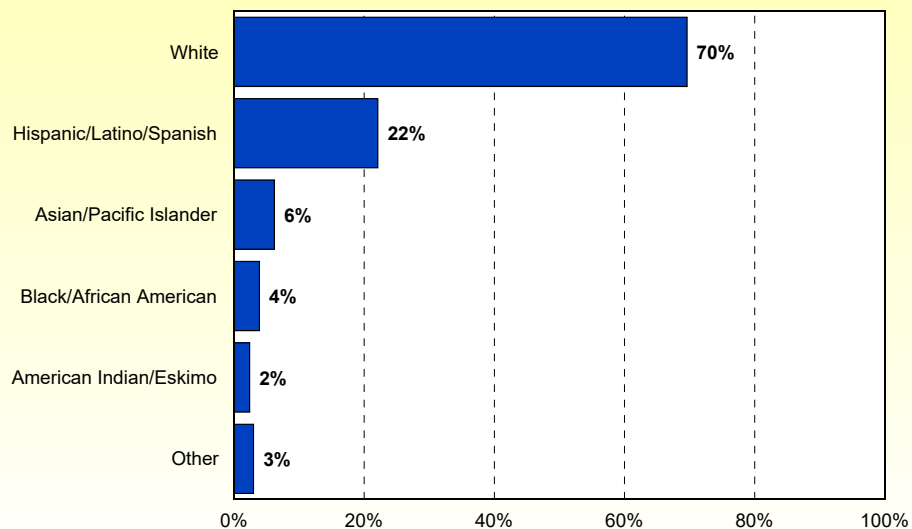
Source: ETC Institute (City of Tempe 2018 Community Survey)

Demographics: Primary language
by percentage of respondents

- English 94%
- Other 1%
- Not provided 2%
- Spanish 4%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Demographics: Do you own or rent your current residence?

by percentage of respondents

Own
68%

Not provided
2%

Rent
30%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Demographics: Does your home have an alley?

by percentage of respondents

Yes
47%

Not provided
1%

No
52%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Demographics: Which of the following best describes your home?

by percentage of respondents

Single-family
83%

Not Provided
2%

Other
15%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Demographics: Do you have cable television?

by percentage of respondents

Yes
51%

Not provided
2%

No
48%

Source: ETC Institute (City of Tempe 2018 Community Survey)

Demographics: Do you have internet access at home?
by percentage of respondents

Yes
92%

Not provided
1%

No
7%
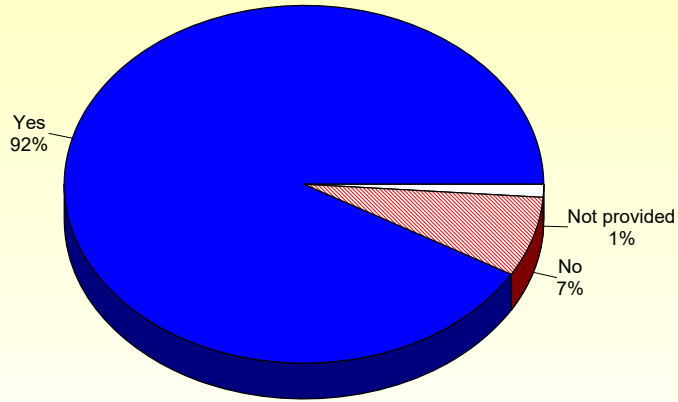
Source: ETC Institute (City of Tempe 2018 Community Survey)

Demographics: Do you have a Smart Phone?
by percentage of respondents

Yes
86%

Not provided
1%

No
13%
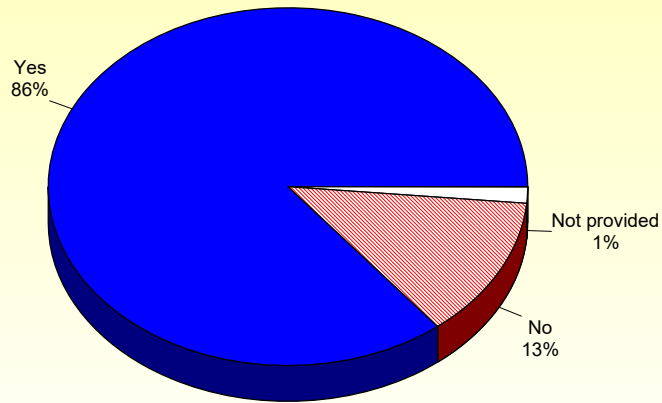
Source: ETC Institute (City of Tempe 2018 Community Survey)

Demographics: Are you a full-time student?
by percentage of respondents

Yes
9%

Not provided
1%

No
90%
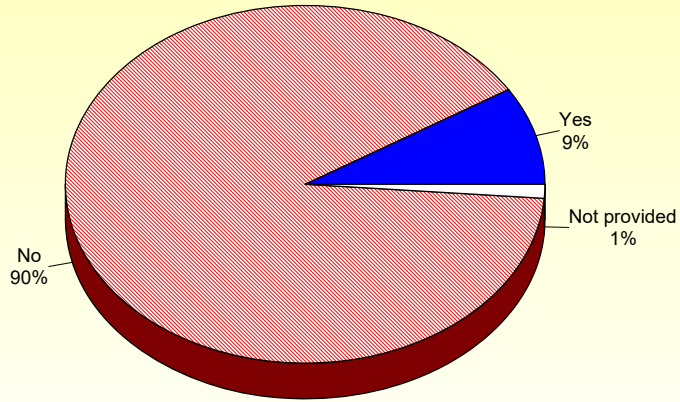
Source: ETC Institute (City of Tempe 2018 Community Survey)

Demographics: What is the highest level of education that you have completed?
by percentage of respondents

Some college
21%

High school
12%

Less than high school
3%

Not provided
3%

Graduate degree
33%

4-year college
29%
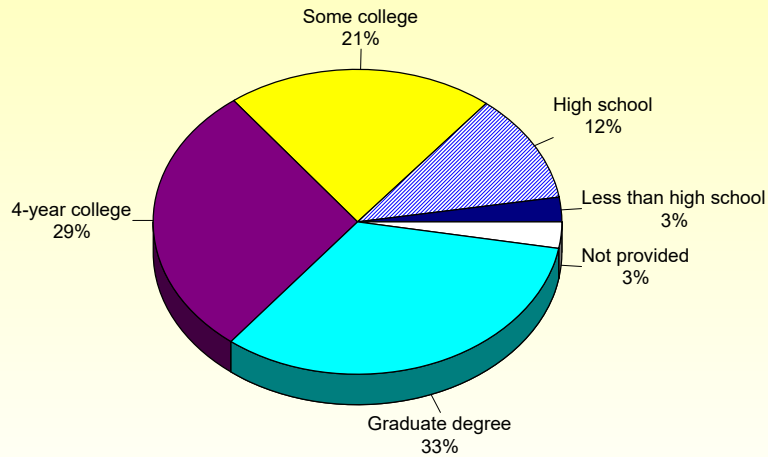
Source: ETC Institute (City of Tempe 2018 Community Survey)

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

by percentage of respondents

Yes
84%

Not provided
1%

No
15%
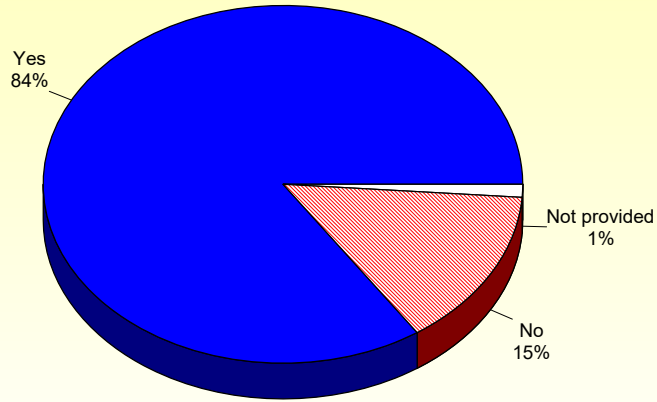
Source: ETC Institute (City of Tempe 2018 Community Survey)

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

by percentage of respondents

Yes
53%

Not provided
2%

No
45%

Source: ETC Institute (City of Tempe 2018 Community Survey)

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

by percentage of respondents

Yes
18%

Not provided
1%

No
81%
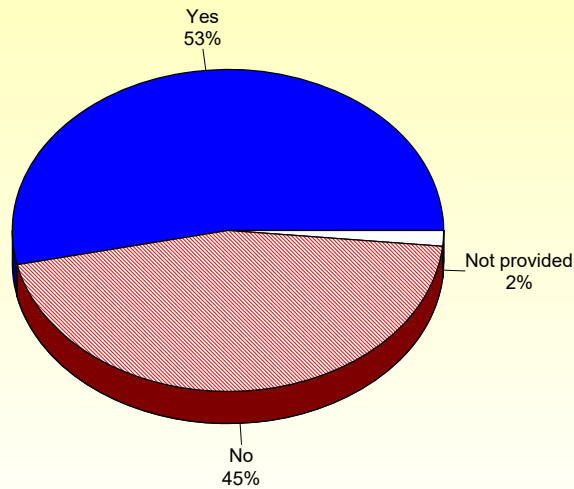
Source: ETC Institute (2018)
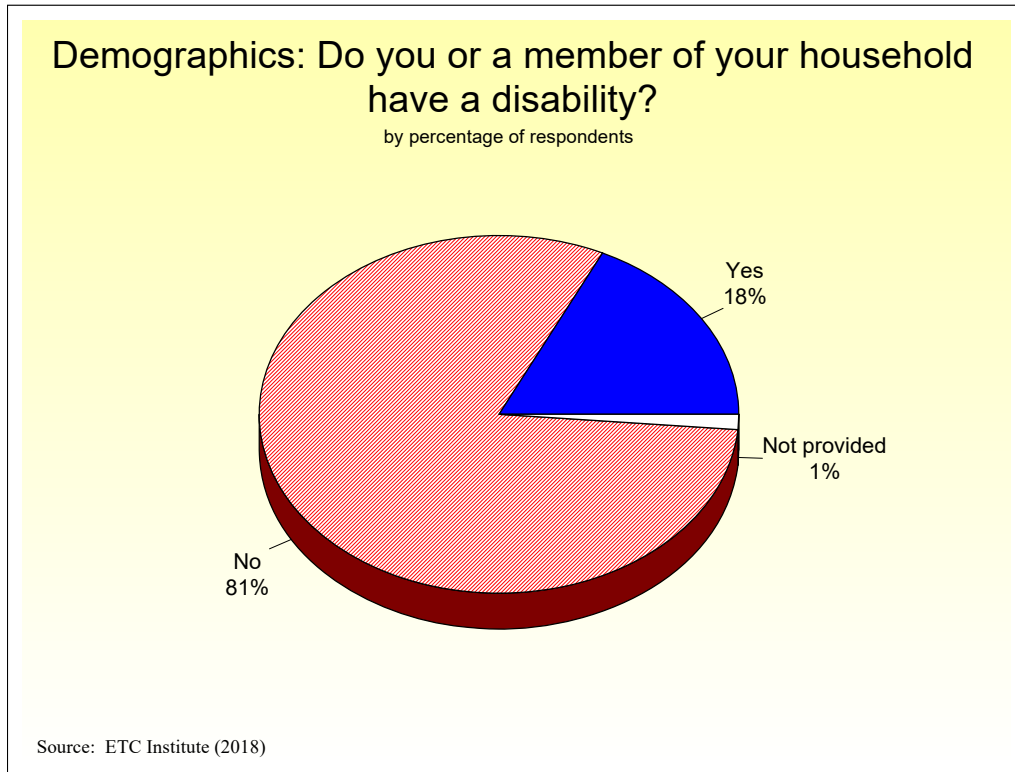
Section 2:
Benchmarking Analysis

Benchmarking Analysis
The City of Tempe, AZ

Overview

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

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the summer of 2018 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 January 2016 to April 2018, 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 January 2016 to April 2018. 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 2018, the City of Tempe rated <u>at or above the national average in 33 of the 34 areas</u> that were assessed on the survey. The City ranked significantly above the national average (difference of 5% or more) in 26 of the 34 areas that were rated.

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

- Overall satisfaction with quality of City services rated 33% above the national average (83% in Tempe vs. 50% U.S.).

- Satisfaction with the availability of information about City programs and services rated 33% above the national average (78% in Tempe vs. 45% in U.S.).

- Satisfaction with the accuracy of information given by City employees rated 28% above the national average (86% in Tempe vs. 58% in U.S.).

- Satisfaction with local transit service rated 26% above the national average (70% in Tempe vs. 44% in U.S.).

- Satisfaction with the quality of City swimming pools rated 24% above the national average (59% in Tempe vs. 35% U.S.).

- Satisfaction with the way you were treated by City employees rated 22% above the national average (91% in Tempe vs. 69% in U.S.).

- Satisfaction with how quickly City staff responded to requests rated 20% above the national average (80% in Tempe vs. 60% in U.S.).

- Satisfaction with quality of City golf courses rated 19% above the national average (65% in Tempe vs. 46% U.S.).

- Satisfaction with the overall condition of City streets rated 17% above the national average (65% in Tempe vs. 48% U.S.).

- Satisfaction with the quality of walking and biking paths in the City rated 16% above the national average (75% in Tempe vs. 59% U.S.).

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

How Satisfaction With City Services in Tempe Compares to the National Average
Difference in the percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 meant "very satisfied"

Setting the Standard (More Than 15% Above)

Item	%
Overall satisfaction with quality of City services	33%
Availability of info. about City programs/services	33%
The accuracy of the information you were given	28%
Quality of local transit service	26%
Quality of City swimming pools	24%
The way you were treated	22%
How quickly staff responded to your request	20%
Quality of City golf courses	19%
Overall condition of City streets	17%
Quality of walking and biking paths in the City	16%

Significantly Above Average (5% to 15% Above)

Item	%
Image of the City	15%
Appearance of the City	15%
Public involvement in City's decision-making	15%
Condition of neighborhood streets	14%
Quality of City recreation programs/services	14%
Recycling services	12%
Direction the City is heading	11%
Quality of library services and programs	9%
Quality of City recreation and community centers	9%
Residential trash collection services	8%
How well the City is planning for growth	7%
Quality of City outdoor athletic fields	6%
Adequacy of street lighting	6%
Quality of life in the City	5%
Condition and clarity of street signs	5%
City enforcement of property maint.	5%

Tempe Ranked At or Above the National Average in 33 of the 34 Areas Assessed

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 two 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)

Issue	Tempe	U.S.	Avg. for Similar-Sized Cities
Overall satisfaction with quality of City services	83%	50%	60%
Quality of life in the City	80%	75%	80%
Image of the City	79%	64%	71%
Appearance of the City	78%	63%	69%
Feeling of safety in the City	68%	67%	71%
The direction the City is heading	62%	51%	58%
How well the City is planning for growth	54%	47%	55%
Public involvement in City's decision-making	47%	32%	35%

Source: ETC Institute (2018)

Satisfaction With Issues That Influence Perceptions of Neighborhoods
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)

Quality of neighborhood parks
- Tempe: 73%
- U.S.: 70%
- Avg. for Similar-Sized Cities: 73%

Condition of neighborhood streets
- Tempe: 62%
- U.S.: 48%
- Avg. for Similar-Sized Cities: 54%

Adequacy of street lighting
- Tempe: 62%
- U.S.: 56%
- Avg. for Similar-Sized Cities: 49%

Legend: ■ Tempe ■ U.S. □ Avg. for Similar-Sized Cities

Source: ETC Institute (2018)

Overall Satisfaction With City Facilities
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)

Quality of City recreation and community centers
- Tempe: 77%
- U.S.: 68%
- Avg. for Similar-Sized Cities: 76%

Quality of City outdoor athletic fields
- Tempe: 73%
- U.S.: 67%
- Avg. for Similar-Sized Cities: 72%

Quality of City golf courses
- Tempe: 65%
- U.S.: 46%
- Avg. for Similar-Sized Cities: 48%

Quality of City swimming pools
- Tempe: 59%
- U.S.: 35%
- Avg. for Similar-Sized Cities: 43%

Legend: ■ Tempe ■ U.S. □ Avg. for Similar-Sized Cities

Source: ETC Institute (2018)

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)

Service	Tempe	U.S.	Avg. for Similar-Sized Cities
Quality of local fire services	84%	83%	87%
Quality of library services and programs	83%	74%	79%
Residential trash collection services	83%	75%	75%
Recycling services	82%	70%	75%
Availability of info. about City programs/services	78%	45%	50%
Condition and clarity of street signs	75%	70%	78%
Quality of walking and biking paths in the City	75%	59%	66%
Quality of City recreation programs/services	74%	60%	59%
Quality of local police services	73%	70%	78%

Source: ETC Institute (2018)

Tempe ■ U.S. ■ Avg. for Similar-Sized Cities □

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)

Service	Tempe	U.S.	Avg. for Similar-Sized Cities
Maintenance of City parks	72%	70%	73%
Quality of local transit service	70%	44%	43%
Overall condition of City streets	65%	48%	57%
Enforcement of local traffic laws	60%	64%	62%
Efforts by the City to prevent crime	57%	54%	54%
Management of traffic flow on City streets	52%	52%	50%
City enforcement of property maintenance codes/appearance of residential properties	47%	42%	52%

Source: ETC Institute (2018)

Tempe ■ U.S. ■ Avg. for Similar-Sized Cities □

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 (2018)

Ranges of Performance

Satisfaction With Issues That Influence Perceptions of the City: 2018

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)

○ **Tempe**

Issue	Low	High	Tempe
Overall satisfaction with quality of City services	39%	88%	**83%**
Quality of life in the City	25%	90%	**80%**
Image of the City	15%	88%	**79%**
Appearance of the City	21%	85%	**78%**
Feeling of safety in the City	21%	90%	**68%**
The direction the City is heading	28%	82%	**62%**
How well the City is planning growth	14%	76%	**54%**
Public involvement in City decision making	16%	64%	**47%**

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH

Source: ETC Institute (2018)

Overall Satisfaction With Various City Services: 2018

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)

○ **Tempe**

Service	Low	High	Tempe
Quality of local fire services	57%	92%	**84%**
Residential trash collection services	65%	89%	**83%**
Quality of local police services	40%	84%	**73%**
Quality of library services and programs	63%	88%	**83%**
Recycling services	41%	85%	**82%**
Quality of walking and biking paths in the City	30%	85%	**75%**
Quality of City recreation programs/services	41%	85%	**74%**
Availability of info. about City programs/services	34%	79%	**74%**
Condition and clarity of street signs	47%	76%	**75%**

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH

Source: ETC Institute (2018)

Overall Satisfaction With Various City Services (Cont.) 2018:

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)

⚫ **Tempe**

Service	LOW	HIGH	Tempe
Maintenance of City parks	38%	89%	72%
Quality of local transit service	15%	72%	70%
Condition of streets	11%	80%	65%
Efforts by the City to prevent crime	36%	82%	57%
Enforcement of local traffic laws	41%	79%	60%
Landscape maintenance along strees/sidewalks	10%	73%	61%
Management of traffic flow on City streets	13%	72%	52%
City enforcement of property maintenance codes/appearance of residential properties	25%	71%	47%

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH

Source: ETC Institute (2018)

Section 3:
Importance-Satisfaction Analysis

Importance-Satisfaction Analysis
The City of Tempe, AZ

Overview

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

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 percent (19.6%) 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, 65% 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, 19.6% was multiplied by 35% (1-0.65). This calculation yielded an I-S rating of 0.0686 which ranked fourth 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>=0.20)

- Increase Current Emphasis (0.10<=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
<u>Overall</u>

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Neighborhoods	24%	1	62%	11	0.0908	1
Social/human services	18%	4	56%	12	0.0805	2
Economic/business development	16%	5	56%	13	0.0704	3
Condition of City streets/sidewalks	20%	3	65%	10	0.0686	4
Police services	24%	2	73%	6	0.0635	5
Parks	11%	7	72%	7	0.0300	6
Transportation services	10%	9	70%	9	0.0291	7
Appearance of City	12%	6	78%	3	0.0253	8
Art, recreation programs, & library services	9%	10	75%	4	0.0223	9
Trash, composting, & recycling	10%	8	79%	2	0.0206	10
Water/sewer	6%	11	75%	5	0.0148	11
Fire services	5%	12	84%	1	0.0072	12
Customer service	2%	13	70%	8	0.0057	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.

© 2018 DirectionFinder by ETC Institute

Importance-Satisfaction Matrix Analysis
The City of Tempe, AZ

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

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.

2018 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)

mean importance

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

Fire services ●

Trash, composting & recycling ●
Appearance of the City ●
Art, recreation programs, and library services ●
Water/sewer ●

Parks ●

● Police services

Customer service ●

Transportation ●
services

● Condition of City streets/sidewalks

Neighborhoods ●

Economic/business development

● Social/human services

mean satisfaction

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Importance Rating

Higher Importance

Satisfaction Rating

Source: ETC Institute (2018)

Section 4:
Tabular Data

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

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Quality of local fire services	38.8%	17.6%	5.4%	1.9%	3.6%	32.8%
Q1-2. Quality of medical rescue services	37.2%	16.5%	6.0%	2.0%	3.4%	35.0%
Q1-3. Quality of local police services	34.0%	29.4%	10.5%	7.3%	6.2%	12.5%
Q1-4. Enforcement of local traffic laws	22.3%	31.1%	16.9%	13.5%	5.5%	10.7%
Q1-5. Efforts by City to prevent crime	19.3%	30.4%	19.1%	12.9%	4.4%	13.9%
Q1-6. Overall feeling of safety in City	26.1%	40.5%	14.3%	12.2%	4.8%	2.2%
Q1-7. Feeling of safety in your neighborhood	29.2%	37.3%	12.3%	13.4%	6.5%	1.3%

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

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of local fire services	57.7%	26.3%	8.0%	2.8%	5.3%
Q1-2. Quality of medical rescue services	57.2%	25.3%	9.3%	3.0%	5.2%
Q1-3. Quality of local police services	38.8%	33.6%	12.0%	8.4%	7.1%
Q1-4. Enforcement of local traffic laws	25.0%	34.9%	19.0%	15.1%	6.1%
Q1-5. Efforts by City to prevent crime	22.4%	35.3%	22.2%	15.0%	5.1%
Q1-6. Overall feeling of safety in City	26.6%	41.4%	14.6%	12.5%	4.9%
Q1-7. Feeling of safety in your neighborhood	29.6%	37.8%	12.4%	13.6%	6.6%

Q2(1-7). Please rate how satisfied you are with the feeling of safety you have in the following places during the day.

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Neighborhood parks	25.3%	37.6%	11.8%	9.7%	6.2%	9.4%
Q2-2. City parks like Kiwanis & Tempe Beach	27.9%	36.3%	9.8%	6.8%	5.6%	13.6%
Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)	19.4%	29.5%	13.3%	7.4%	3.9%	26.5%
Q2-4. City athletic & recreational facilities	18.9%	27.2%	11.0%	4.9%	3.2%	34.9%
Q2-5. Tempe Public Library Complex	34.7%	29.7%	10.2%	5.3%	4.7%	15.5%
Q2-6. City Hall	22.7%	21.9%	10.9%	4.5%	3.4%	36.7%
Q2-7. Mill Avenue	18.8%	35.8%	17.8%	10.9%	5.6%	11.0%

WITHOUT "DON'T KNOW"

Q2(1-7). 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=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Neighborhood parks	27.9%	41.5%	13.0%	10.7%	6.9%
Q2-2. City parks like Kiwanis & Tempe Beach	32.3%	42.0%	11.4%	7.9%	6.4%
Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)	26.4%	40.2%	18.1%	10.1%	5.3%
Q2-4. City athletic & recreational facilities	29.1%	41.7%	16.9%	7.5%	4.9%
Q2-5. Tempe Public Library Complex	41.0%	35.2%	12.1%	6.2%	5.5%
Q2-6. City Hall	35.8%	34.6%	17.2%	7.0%	5.3%
Q2-7. Mill Avenue	21.2%	40.2%	20.0%	12.2%	6.3%

Q2(8-14). Please rate how satisfied you are with the feeling of safety you have in the following places at night.

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-8. Neighborhood parks	10.2%	22.7%	21.6%	16.0%	7.1%	22.4%
Q2-9. City parks like Kiwanis & Tempe Beach	11.3%	23.6%	21.8%	11.3%	5.0%	27.1%
Q2-10. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)	7.2%	13.8%	22.6%	10.2%	5.7%	40.4%
Q2-11. City athletic & recreational facilities	9.9%	18.5%	18.2%	5.6%	2.6%	45.2%
Q2-12. Tempe Public Library Complex	15.8%	22.8%	16.9%	5.8%	4.3%	34.4%
Q2-13. City Hall	11.1%	16.7%	17.2%	3.9%	3.7%	47.4%
Q2-14. Mill Avenue	11.7%	28.9%	21.4%	14.1%	6.2%	17.6%

WITHOUT "DON'T KNOW"
Q2(8-14). Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-8. Neighborhood parks	13.2%	29.2%	27.8%	20.6%	9.2%
Q2-9. City parks like Kiwanis & Tempe Beach	15.5%	32.3%	29.9%	15.5%	6.8%
Q2-10. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)	12.1%	23.1%	37.9%	17.1%	9.7%
Q2-11. City athletic & recreational facilities	18.1%	33.8%	33.3%	10.1%	4.7%
Q2-12. Tempe Public Library Complex	24.0%	34.7%	25.8%	8.9%	6.5%
Q2-13. City Hall	21.1%	31.8%	32.8%	7.3%	7.0%
Q2-14. Mill Avenue	14.2%	35.1%	26.0%	17.1%	7.6%

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

(N=1009)

	Frequently	Occasionally	Rarely	Never	N/A	Don't know
Q3-1. Getting mugged	9.2%	31.8%	38.3%	18.0%	0.4%	2.3%
Q3-2. Having your home burglarized when you are not there	20.3%	35.1%	30.1%	12.0%	0.6%	1.9%
Q3-3. Being attacked or threatened with a weapon	9.9%	28.5%	38.2%	20.3%	0.5%	2.6%
Q3-4. Having your car stolen or broken into	19.0%	35.9%	30.0%	10.9%	1.4%	2.8%
Q3-5. Being a victim of identity theft	25.5%	31.9%	25.2%	13.4%	0.9%	3.2%

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

(N=1009)

	Frequently	Occasionally	Rarely	Never	N/A
Q3-1. Getting mugged	9.4%	32.6%	39.1%	18.5%	0.4%
Q3-2. Having your home burglarized when you are not there	20.7%	35.8%	30.7%	12.2%	0.6%
Q3-3. Being attacked or threatened with a weapon	10.2%	29.3%	39.2%	20.9%	0.5%
Q3-4. Having your car stolen or broken into	19.6%	36.9%	30.9%	11.2%	1.4%
Q3-5. Being a victim of identity theft	26.3%	33.0%	26.0%	13.8%	0.9%

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

Q4-1. Have you been robbed, physically assaulted, or sexually assaulted in past 6 months	Number	Percent
Yes	78	7.7 %
No	928	92.0 %
Not provided	3	0.3 %
Total	1009	100.0 %

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

Q4-1. Have you been robbed, physically assaulted, or sexually assaulted in past 6 months	Number	Percent
Yes	78	7.8 %
No	928	92.2 %
Total	1006	100.0 %

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

Q4-1a. Were the police informed that you were robbed, physically assaulted, or sexually assaulted, or did they find out about this incident in any way	Number	Percent
Yes	59	75.6 %
No	17	21.8 %
Not provided	2	2.6 %
Total	78	100.0 %

WITHOUT "NOT PROVIDED"

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

Q4-1a. Were the police informed that you were robbed, physically assaulted, or sexually assaulted, or did they find out about this incident in any way	Number	Percent
Yes	59	77.6 %
No	17	22.4 %
Total	76	100.0 %

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

Q4-2. Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized in past 6 months	Number	Percent
Yes	184	18.2 %
No	820	81.3 %
Not provided	5	0.5 %
Total	1009	100.0 %

WITHOUT "NOT PROVIDED"

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

Q4-2. Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized in past 6 months	Number	Percent
Yes	184	18.3 %
No	820	81.7 %
Total	1004	100.0 %

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

Q4-2a. Were the police informed that your household had been burglarized, or did they find out about this incident in any way	Number	Percent
Yes	133	72.3 %
No	49	26.6 %
Not provided	2	1.1 %
Total	184	100.0 %

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

Q4-2a. Were the police informed that your household had been burglarized, or did they find out about this incident in any way	Number	Percent
Yes	133	73.1 %
No	49	26.9 %
Total	182	100.0 %

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

Q4a. What was the reason it was not reported to the police	Number	Percent
Too busy	1	1.7 %
Police won't do anything	6	10.0 %
Not important	3	5.0 %
Nothing could be done/person wouldn't be found	21	35.0 %
Other	15	25.0 %
Not provided	14	23.3 %
Total	60	100.0 %

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

Q4a. What was the reason it was not reported to the police	Number	Percent
Too busy	1	2.2 %
Police won't do anything	6	13.0 %
Not important	3	6.5 %
Nothing could be done/person wouldn't be found	21	45.7 %
Other	15	32.6 %
Total	46	100.0 %

Q4a. Other

Q4a. Other	Number	Percent
Phone was stolen in a local park and police wouldn't go to retrieve the phone	1	6.7 %
Personal items	1	6.7 %
Vehicle was totaled within four hours of being stolen	1	6.7 %
Stealing stuff from work twice in my car port	1	6.7 %
They stole tool box full of tools	1	6.7 %
Garden hose stolen	1	6.7 %
Took money out of my car	1	6.7 %
Bicycles	1	6.7 %
Don't trust people	1	6.7 %
I hate Tempe police	1	6.7 %
It was in Chandler	1	6.7 %
Happened while on vacation	1	6.7 %
Long time ago	1	6.7 %
Minor items stolen from car	1	6.7 %
Installed outdoor lighting to mitigate risk	1	6.7 %
Total	15	100.0 %

Q6. Please rate your level of satisfaction with each of the following.

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of services offered by City of Tempe	26.9%	50.9%	12.9%	2.4%	0.5%	6.4%
Q6-2. Leadership of City's elected officials	15.4%	38.9%	22.1%	6.6%	2.8%	14.2%
Q6-3. How ethical City employees are in the way they conduct City business	13.2%	31.0%	20.3%	6.4%	2.4%	26.7%
Q6-4. Availability of information about City programs, events, services, & issues	27.9%	45.0%	13.8%	5.6%	1.2%	6.5%
Q6-5. Availability of information on water, sewer, & solid waste rates	24.2%	43.1%	17.3%	4.1%	1.3%	10.0%
Q6-6. Availability of information on recycling, composting, & water conservation program offerings	27.4%	41.5%	15.0%	6.8%	2.3%	7.0%
Q6-7. How easy City's 3-1-1 One Call to City Hall is to use	12.0%	17.2%	15.3%	1.8%	1.0%	52.7%
Q6-8. Usefulness of City's website	14.5%	34.0%	22.0%	5.4%	2.6%	21.6%
Q6-9. Tempe's online services (registration, payment, etc.)	16.6%	33.0%	16.2%	3.2%	1.6%	29.5%
Q6-10. Your ability to participate in City decision-making processes	10.1%	23.2%	26.3%	6.2%	4.6%	29.6%
Q6-11. Accessibility & transparency of information provided by City Council (e.g. agendas, minutes, meeting schedules, Tempe 11 videos)	10.4%	23.3%	25.0%	5.4%	2.3%	33.7%
Q6-12. How well City treats residents regardless of age, disability, gender, or other characteristics	19.4%	32.8%	18.7%	5.4%	2.7%	21.0%
Q6-13. Overall quality of customer service	18.5%	41.0%	19.7%	3.8%	1.8%	15.2%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of services offered by City of Tempe	28.7%	54.4%	13.8%	2.5%	0.5%
Q6-2. Leadership of City's elected officials	17.9%	45.4%	25.8%	7.7%	3.2%
Q6-3. How ethical City employees are in the way they conduct City business	18.0%	42.3%	27.7%	8.8%	3.2%
Q6-4. Availability of information about City programs, events, services, & issues	29.9%	48.1%	14.7%	5.9%	1.3%
Q6-5. Availability of information on water, sewer, & solid waste rates	26.9%	47.9%	19.3%	4.5%	1.4%
Q6-6. Availability of information on recycling, composting, & water conservation program offerings	29.4%	44.7%	16.1%	7.4%	2.5%
Q6-7. How easy City's 3-1-1 One Call to City Hall is to use	25.4%	36.5%	32.3%	3.8%	2.1%
Q6-8. Usefulness of City's website	18.5%	43.4%	28.1%	6.8%	3.3%
Q6-9. Tempe's online services (registration, payment, etc.)	23.5%	46.8%	22.9%	4.5%	2.3%
Q6-10. Your ability to participate in City decision-making processes	14.4%	33.0%	37.3%	8.9%	6.5%
Q6-11. Accessibility & transparency of information provided by City Council (e.g. agendas, minutes, meeting schedules, Tempe 11 videos)	15.7%	35.1%	37.7%	8.1%	3.4%
Q6-12. How well City treats residents regardless of age, disability, gender, or other characteristics	24.6%	41.5%	23.7%	6.8%	3.4%
Q6-13. Overall quality of customer service	21.8%	48.4%	23.2%	4.4%	2.1%

Q7. Please rate your satisfaction with the ease of access to each of the following…

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. City Council meetings (schedules, agendas, minutes, videos)	9.7%	20.7%	19.1%	3.7%	1.5%	45.3%
Q7-2. Boards & Commission meetings (schedules, agendas, minutes)	8.1%	18.2%	18.8%	4.7%	1.4%	48.8%
Q7-3. City elections (election information & results, voter outreach)	17.2%	34.0%	17.9%	3.7%	1.5%	25.7%
Q7-4. Campaign finance & lobbyist disclosures	5.9%	14.0%	20.3%	8.8%	5.1%	45.9%
Q7-5. Open books (financial information)	5.8%	13.5%	21.9%	4.9%	2.2%	51.7%
Q7-6. Open data	5.3%	13.5%	22.0%	4.5%	2.1%	52.7%
Q7-7. City's performance on Strategic Plan	5.9%	18.0%	21.0%	5.6%	3.0%	46.4%

WITHOUT "DON'T KNOW"
Q7. Please rate your satisfaction with the ease of access to each of the following… (without "don't know")

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. City Council meetings (schedules, agendas, minutes, videos)	17.8%	37.9%	35.0%	6.7%	2.7%
Q7-2. Boards & Commission meetings (schedules, agendas, minutes)	15.9%	35.6%	36.8%	9.1%	2.7%
Q7-3. City elections (election information & results, voter outreach)	23.2%	45.7%	24.1%	4.9%	2.0%
Q7-4. Campaign finance & lobbyist disclosures	11.0%	25.8%	37.5%	16.3%	9.3%
Q7-5. Open books (financial information)	12.1%	27.9%	45.4%	10.1%	4.5%
Q7-6. Open data	11.1%	28.5%	46.5%	9.4%	4.4%
Q7-7. City's performance on Strategic Plan	11.1%	33.6%	39.2%	10.5%	5.5%

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

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. How courteous & respectful the call taker was	35.5%	36.5%	15.7%	2.7%	1.3%	8.4%
Q8-2. Hours of service (7am-5pm) that 3-1-1 is available	26.4%	40.5%	21.4%	7.0%	2.0%	2.7%
Q8-3. Ability of call taker to answer your question	30.8%	29.8%	22.1%	6.0%	1.3%	10.0%
Q8-4. Call taker helped you resolve an issue to your satisfaction	30.4%	26.8%	22.4%	6.4%	2.0%	12.0%

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=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. How courteous & respectful the call taker was	38.7%	39.8%	17.2%	2.9%	1.5%
Q8-2. Hours of service (7am-5pm) that 3-1-1 is available	27.1%	41.6%	22.0%	7.2%	2.1%
Q8-3. Ability of call taker to answer your question	34.2%	33.1%	24.5%	6.7%	1.5%
Q8-4. Call taker helped you resolve an issue to your satisfaction	34.6%	30.4%	25.5%	7.2%	2.3%

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	464	46.0 %
No	545	54.0 %
Total	1009	100.0 %

Q9a. Which department did you contact MOST RECENTLY?

Q9a. Which department did you contact	Number	Percent
Water	65	14.5 %
Police	62	13.8 %
311	19	4.2 %
Parks and Recreation	12	2.7 %
Utilities	11	2.4 %
Code Enforcement	11	2.4 %
Public Works	10	2.2 %
Parks	10	2.2 %
Recycling	8	1.8 %
Non-emergency police	7	1.6 %
Planning	7	1.6 %
Library	6	1.3 %
Alarm permits	6	1.3 %
Garbage	6	1.3 %
Streets	6	1.3 %
Neighborhood services	6	1.3 %
Sanitation	5	1.1 %
City Council	5	1.1 %
911	5	1.1 %
Solid Waste	5	1.1 %
Water and Sewer	4	0.9 %
Fire	4	0.9 %
Refuse	3	0.7 %
Waste services	3	0.7 %
Trash	3	0.7 %
Sewer	3	0.7 %
SLIPP	3	0.7 %
Building inspections	3	0.7 %
Water, trash	2	0.4 %
Housing	2	0.4 %
City	2	0.4 %
Transportation	2	0.4 %
Irrigation	2	0.4 %
Permits	2	0.4 %
Community Development	2	0.4 %
Human services	2	0.4 %
Trash collection	2	0.4 %
Water/Garbage	2	0.4 %
Water/wastewater	2	0.4 %
Recreation	2	0.4 %
Alley maintenance	2	0.4 %
Water/utilities	2	0.4 %
Property and weed control	1	0.2 %
Residential building codes	1	0.2 %
Green organics program	1	0.2 %
Water & Wastewater Department	1	0.2 %
Solid waste & recycling	1	0.2 %
Registration for classes	1	0.2 %
Streets (speed hump)	1	0.2 %
Homeless Assistance	1	0.2 %
Customer service	1	0.2 %

Q9a. Which department did you contact MOST RECENTLY?

Q9a. Which department did you contact	Number	Percent
Online reporting of abandoned vehicles and lawns not kept up in neighborhood	1	0.2 %
Ramada Rental for Kiwanis Park	1	0.2 %
Compliance	1	0.2 %
Mayor's office	1	0.2 %
Maintenance for Tempe sports dog park	1	0.2 %
Risk management	1	0.2 %
Refuse/Sanitation	1	0.2 %
Community services	1	0.2 %
Mayor & City Council	1	0.2 %
General records	1	0.2 %
Permits and Codes	1	0.2 %
Refuse collection	1	0.2 %
Housing rights 311	1	0.2 %
Water and refuse services	1	0.2 %
Bulk pickup	1	0.2 %
Chamber of Commerce	1	0.2 %
Street signs/police	1	0.2 %
Bulk pickup after storm	1	0.2 %
New business	1	0.2 %
Trash pickup	1	0.2 %
Neighborhood complaint	1	0.2 %
City of Tempe	1	0.2 %
Sign down	1	0.2 %
Building codes	1	0.2 %
Civil Court	1	0.2 %
NSD/streets	1	0.2 %
Jury duty	1	0.2 %
Public Works/streets	1	0.2 %
City Manager	1	0.2 %
Trash collection/recyle	1	0.2 %
Temp Police Department, 311, Code Enforcement	1	0.2 %
Bad yards	1	0.2 %
Traffic Enforcement	1	0.2 %
Neighborhood codes	1	0.2 %
Bike lanes on McClintock fiasco	1	0.2 %
Council members directly and also the water/waste division	1	0.2 %
Returned items	1	0.2 %
Tempe non-emergency police hotline	1	0.2 %
Alley business	1	0.2 %
Emergency services/Fire department	1	0.2 %
Yards and alley condition	1	0.2 %
Tempe utilities and home alarm dept	1	0.2 %
Development services	1	0.2 %
Trash for green bin	1	0.2 %
Neighborhood debris and property carport violation	1	0.2 %
Down street sign	1	0.2 %
TCAA to get help with rent	1	0.2 %
TPD, traffic	1	0.2 %
Municipal court	1	0.2 %
Water and Zoning Department	1	0.2 %

Q9a. Which department did you contact MOST RECENTLY?

Q9a. Which department did you contact	Number	Percent
Air quality	1	0.2 %
Waste, landscape rebate program	1	0.2 %
Diversity	1	0.2 %
Tempe Library	1	0.2 %
Housing authority	1	0.2 %
Weeds and debris	1	0.2 %
Blue container on our street was not emptied	1	0.2 %
Home owner maintenance	1	0.2 %
Public works/solid waste	1	0.2 %
Social services	1	0.2 %
Dept of Revenue	1	0.2 %
Composting and recycling	1	0.2 %
Gravel dumped on roads for landscaping	1	0.2 %
Road repair	1	0.2 %
Concerns	1	0.2 %
Revenue	1	0.2 %
Mulch/compost pickup	1	0.2 %
Voter records	1	0.2 %
Real estate	1	0.2 %
County assessor	1	0.2 %
General info	1	0.2 %
Engineering/Permits	1	0.2 %
Hazardous waste	1	0.2 %
Trash and water	1	0.2 %
Waste management	1	0.2 %
On hold for too long	1	0.2 %
Viehl Center Arts	1	0.2 %
Code violatons	1	0.2 %
Utilities/Shade tree program	1	0.2 %
Education	1	0.2 %
Paramedic	1	0.2 %
Adapted recreation	1	0.2 %
Zoning	1	0.2 %
City Hall, 311, PD	1	0.2 %
City ordinance	1	0.2 %
Water, recreation, trash, recycle	1	0.2 %
Billing	1	0.2 %
Traffic	1	0.2 %
Electricity and police department	1	0.2 %
City treasurer	1	0.2 %
Traffic offices	1	0.2 %
Waste	1	0.2 %
PW Department on Priest	1	0.2 %
Water, sewer, garbage	1	0.2 %
Non-emergency police, library	1	0.2 %
City Mayor	1	0.2 %
Waste water	1	0.2 %
HR	1	0.2 %
Taxes	1	0.2 %
Arts	1	0.2 %
To participate in the trial green bin recycling program	1	0.2 %

Q9a. Which department did you contact MOST RECENTLY?

Q9a. Which department did you contact	Number	Percent
Mayor	1	0.2 %
Street light out	1	0.2 %
City services	1	0.2 %
Lighting	1	0.2 %
Flood irrigation	1	0.2 %
Customer service about billing	1	0.2 %
Engineering	1	0.2 %
Alley inspector	1	0.2 %
Bulk trash schedule	1	0.2 %
Utilities and trash	1	0.2 %
Section 8	1	0.2 %
Arts & Culture	1	0.2 %
Sustainability	1	0.2 %
Total	449	100.0 %

Q9b. Please answer each of the following questions with regard to the department you contacted MOST RECENTLY.

(N=464)

	Yes	No	Don't remember
Q9b-1. Were you treated fairly	86.2%	8.4%	5.4%
Q9b-2. Did employee(s) listen to you carefully	84.3%	9.5%	6.3%
Q9b-3. Did employee care about your well-being	68.5%	13.8%	17.7%
Q9b-4. Was the employee honest	79.3%	6.0%	14.7%
Q9b-5. Was the information you were given accurate	76.1%	12.9%	11.0%
Q9b-6. Did staff respond to your request quickly	75.4%	18.5%	6.0%

WITHOUT "DON'T REMEMBER"

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

(N=464)

	Yes	No
Q9b-1. Were you treated fairly	91.1%	8.9%
Q9b-2. Did employee(s) listen to you carefully	89.9%	10.1%
Q9b-3. Did employee care about your well-being	83.2%	16.8%
Q9b-4. Was the employee honest	92.9%	7.1%
Q9b-5. Was the information you were given accurate	85.5%	14.5%
Q9b-6. Did staff respond to your request quickly	80.3%	19.7%

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

Q10. What City services & facilities you have used in past 12 months	Number	Percent
Fire services	86	8.5 %
Tempe Public Library	605	60.0 %
Parks	770	76.3 %
Walking/biking trails	596	59.1 %
City athletic fields	172	17.0 %
Kid Zone	64	6.3 %
Police services	277	27.5 %
Tempe History Museum	185	18.3 %
City golf courses	114	11.3 %
City swimming pools	99	9.8 %
Kiwanis Recreation Center	198	19.6 %
Tempe 311	164	16.3 %
Bus, Orbit, or light rail services	457	45.3 %
Tempe Center for the Arts	273	27.1 %
Arts & recreation programs/services	181	17.9 %
Household Products Collection Center	300	29.7 %
Multigenerational/community centers	98	9.7 %
Human services	42	4.2 %
Trash, composting, & recycling services	753	74.6 %
Total	5434	

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

Q11. What do you use to get information about City of Tempe	Number	Percent
Tempe 11 (cable TV)	72	7.1 %
Recreation opportunities brochure	226	22.4 %
City website	573	56.8 %
Water bill newsletter (Tempe Today)	568	56.3 %
Social media (Twitter, Facebook, YouTube, Nextdoor)	315	31.2 %
Online City videos	28	2.8 %
Television news	278	27.6 %
City meetings	60	5.9 %
Email subscriptions	105	10.4 %
Tempe 311	99	9.8 %
Radio	127	12.6 %
Newspapers	229	22.7 %
Alternate accessible media (Sun Sounds)	13	1.3 %
Total	2693	

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

Q12. What should be City's top priorities over next year	Number	Percent
Economic/business development	161	16.0 %
Appearance of City	116	11.5 %
Maintenance of City buildings	12	1.2 %
Police services	237	23.5 %
Art, recreation programs, & library services	90	8.9 %
Customer service	19	1.9 %
Transportation services	98	9.7 %
Social/Human services	185	18.3 %
Fire services	45	4.5 %
Water/sewer	60	5.9 %
Neighborhoods	241	23.9 %
Parks	108	10.7 %
Trash, composting, & recycling	99	9.8 %
Historical preservation	45	4.5 %
Condition of City streets/sidewalks	198	19.6 %
City infrastructure (e.g. bridges, waterlines)	187	18.5 %
Total	1901	

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

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Appearance of City	23.0%	52.2%	12.2%	7.4%	1.9%	3.3%
Q14-2. Image of City	27.5%	47.6%	13.7%	5.5%	1.6%	4.3%
Q14-3. Quality of life in City	28.4%	48.3%	13.7%	4.9%	0.9%	3.9%
Q14-4. City's overall efforts to promote access, diversity, & inclusiveness in community	23.7%	34.1%	19.9%	4.2%	1.9%	16.3%
Q14-5. Quality of access to City facilities for persons with disabilities	16.5%	25.2%	13.7%	2.3%	1.2%	41.2%
Q14-6. Quality of services for persons with disabilities	13.7%	22.9%	12.9%	2.5%	1.8%	46.3%
Q14-7. Quality of access to City parks for persons with disabilities	13.9%	22.9%	13.6%	3.2%	0.8%	45.7%
Q14-8. Quality of neighborhood parks	19.8%	46.5%	16.1%	6.9%	2.8%	7.9%
Q14-9. Maintenance of City parks	20.1%	46.2%	15.9%	6.7%	2.9%	8.2%
Q14-10. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	24.0%	46.3%	12.4%	4.1%	1.5%	11.8%
Q14-11. Quality of City recreation & community centers	17.1%	35.9%	14.0%	2.0%	0.7%	30.3%
Q14-12. Maintenance & appearance of City community centers	16.5%	34.7%	14.2%	2.3%	0.4%	32.0%
Q14-13. Quality of City swimming pools	9.1%	15.6%	14.5%	2.1%	0.6%	58.2%
Q14-14. Quality of City outdoor athletic fields	12.6%	25.7%	12.4%	1.1%	0.6%	47.7%
Q14-15. Quality of City golf courses	9.6%	17.0%	12.7%	1.3%	0.4%	59.0%
Q14-16. Quality of City recreation programs & services	15.2%	29.3%	14.0%	1.2%	0.5%	39.8%

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	25.8%	35.0%	9.9%	1.5%	0.6%	27.3%
Q14-18. Quality of Tempe Center for the Arts programs	18.2%	26.0%	12.7%	1.8%	1.3%	40.0%
Q14-19. Quality of Before & After School (Kid Zone) programs	8.5%	13.9%	10.6%	1.5%	0.4%	65.1%
Q14-20. Quality of City art & art education programs	11.8%	20.4%	11.9%	1.4%	1.0%	53.5%
Q14-21. Quality of Tempe Center for the Arts	19.8%	27.4%	11.8%	1.8%	1.0%	38.3%
Q14-22. Quality of Tempe History Museum	18.2%	26.8%	10.9%	0.8%	0.4%	42.9%
Q14-23. Quality of Tempe Public Library	30.0%	36.8%	10.3%	2.3%	0.4%	20.2%
Q14-24. Adequacy of street lighting	18.2%	40.2%	17.3%	13.8%	5.0%	5.5%
Q14-25. Condition of City streets	12.3%	39.2%	22.4%	14.6%	6.6%	4.9%
Q14-26. Quality of landscape maintenance along streets/ sidewalks	15.1%	43.0%	21.9%	11.2%	3.6%	5.3%
Q14-27. Overall condition of your neighborhood	15.6%	43.6%	20.7%	10.8%	4.9%	4.5%
Q14-28. Appearance of residential property in City	11.1%	41.7%	26.7%	10.8%	3.3%	6.4%
Q14-29. Maintenance of private property	9.7%	36.8%	27.2%	12.1%	3.7%	10.6%
Q14-30. Condition of alley near your home (if applicable)	5.8%	20.7%	16.6%	13.8%	7.2%	35.9%
Q14-31. City enforcement of alley maintenance codes	6.9%	18.7%	16.7%	10.8%	7.7%	39.1%
Q14-32. Overall enforcement of City property maintenance codes	8.3%	25.0%	21.2%	10.0%	6.3%	29.1%

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	10.0%	28.7%	20.7%	8.2%	3.5%	28.8%
Q14-34. City enforcement of property maintenance codes & appearance of residential properties	8.9%	26.9%	22.6%	12.0%	5.7%	23.9%
Q14-35. City efforts to enforce clean-up of junk, debris, & trash on residential private property	10.1%	27.8%	19.8%	14.4%	6.9%	20.9%
Q14-36. City efforts to enforce mowing & cutting of weeds/grass on residential private property	9.7%	27.7%	22.2%	13.0%	6.0%	21.4%
Q14-37. City efforts to enforce deteriorated landscape maintenance on residential private property	9.4%	23.5%	23.1%	12.5%	6.7%	24.8%
Q14-38. Value & benefits received by City from Special Events	11.2%	22.4%	19.4%	3.7%	1.5%	41.8%
Q14-39. Access to Human Services/Social Services	8.5%	19.0%	16.5%	3.8%	1.3%	50.9%
Q14-40. Residential trash collection services	31.2%	44.9%	9.6%	4.2%	1.6%	8.5%
Q14-41. Residential recycling services	31.7%	42.4%	8.6%	3.9%	3.4%	10.0%
Q14-42. Bulk trash pickup/ removal services	28.5%	33.4%	10.7%	9.7%	2.5%	15.2%

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

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Appearance of City	23.8%	54.0%	12.6%	7.7%	1.9%
Q14-2. Image of City	28.7%	49.7%	14.3%	5.7%	1.7%
Q14-3. Quality of life in City	29.6%	50.2%	14.2%	5.1%	0.9%
Q14-4. City's overall efforts to promote access, diversity, & inclusiveness in community	28.3%	40.7%	23.8%	5.0%	2.2%
Q14-5. Quality of access to City facilities for persons with disabilities	28.0%	42.8%	23.3%	3.9%	2.0%
Q14-6. Quality of services for persons with disabilities	25.5%	42.6%	24.0%	4.6%	3.3%
Q14-7. Quality of access to City parks for persons with disabilities	25.5%	42.2%	25.0%	5.8%	1.5%
Q14-8. Quality of neighborhood parks	21.5%	50.5%	17.4%	7.5%	3.0%
Q14-9. Maintenance of City parks	21.9%	50.3%	17.3%	7.3%	3.1%
Q14-10. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	27.2%	52.5%	14.0%	4.6%	1.7%
Q14-11. Quality of City recreation & community centers	24.6%	51.5%	20.1%	2.8%	1.0%
Q14-12. Maintenance & appearance of City community centers	24.2%	51.0%	20.8%	3.4%	0.6%
Q14-13. Quality of City swimming pools	21.8%	37.2%	34.6%	5.0%	1.4%
Q14-14. Quality of City outdoor athletic fields	24.1%	49.1%	23.7%	2.1%	1.1%
Q14-15. Quality of City golf courses	23.4%	41.5%	30.9%	3.1%	1.0%
Q14-16. Quality of City recreation programs & services	25.2%	48.8%	23.2%	2.0%	0.8%
Q14-17. Quality of City library programs & services	35.4%	48.1%	13.6%	2.0%	0.8%
Q14-18. Quality of Tempe Center for the Arts programs	30.4%	43.3%	21.2%	3.0%	2.1%

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
Q14-19. Quality of Before & After School (Kid Zone) programs	24.4%	39.8%	30.4%	4.3%	1.1%
Q14-20. Quality of City art & art education programs	25.4%	43.9%	25.6%	3.0%	2.1%
Q14-21. Quality of Tempe Center for the Arts	32.1%	44.3%	19.1%	2.9%	1.6%
Q14-22. Quality of Tempe History Museum	31.9%	46.9%	19.1%	1.4%	0.7%
Q14-23. Quality of Tempe Public Library	37.6%	46.1%	12.9%	2.9%	0.5%
Q14-24. Adequacy of street lighting	19.3%	42.6%	18.3%	14.6%	5.2%
Q14-25. Condition of City streets	12.9%	41.3%	23.5%	15.3%	7.0%
Q14-26. Quality of landscape maintenance along streets/sidewalks	15.9%	45.4%	23.1%	11.8%	3.8%
Q14-27. Overall condition of your neighborhood	16.3%	45.6%	21.7%	11.3%	5.1%
Q14-28. Appearance of residential property in City	11.9%	44.6%	28.5%	11.5%	3.5%
Q14-29. Maintenance of private property	10.9%	41.1%	30.4%	13.5%	4.1%
Q14-30. Condition of alley near your home (if applicable)	9.1%	32.3%	25.8%	21.5%	11.3%
Q14-31. City enforcement of alley maintenance codes	11.4%	30.8%	27.4%	17.8%	12.7%
Q14-32. Overall enforcement of City property maintenance codes	11.7%	35.2%	29.9%	14.1%	9.0%
Q14-33. City enforcement of property maintenance codes & appearance of commercial properties	14.1%	40.4%	29.1%	11.6%	4.9%
Q14-34. City enforcement of property maintenance codes & appearance of residential properties	11.7%	35.3%	29.7%	15.8%	7.6%
Q14-35. City efforts to enforce clean-up of junk, debris, & trash on residential private property	12.8%	35.2%	25.1%	18.2%	8.8%

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
Q14-36. City efforts to enforce mowing & cutting of weeds/grass on residential private property	12.4%	35.2%	28.2%	16.5%	7.7%
Q14-37. City efforts to enforce deteriorated landscape maintenance on residential private property	12.5%	31.2%	30.7%	16.6%	9.0%
Q14-38. Value & benefits received by City from Special Events	19.3%	38.5%	33.4%	6.3%	2.6%
Q14-39. Access to Human Services/Social Services	17.4%	38.8%	33.5%	7.7%	2.6%
Q14-40. Residential trash collection services	34.1%	49.1%	10.5%	4.6%	1.7%
Q14-41. Residential recycling services	35.2%	47.1%	9.6%	4.3%	3.7%
Q14-42. Bulk trash pickup/removal services	33.6%	39.4%	12.6%	11.4%	2.9%

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

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. How well City is planning for growth	9.0%	28.5%	16.9%	9.8%	4.7%	31.0%
Q15-2. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation	11.1%	30.9%	20.3%	7.4%	1.9%	28.3%
Q15-3. Condition of streets in your neighborhood	15.2%	43.7%	17.4%	14.2%	5.6%	3.9%
Q15-4. Condition of major City streets & sidewalks	14.4%	47.5%	17.7%	11.6%	3.2%	5.6%
Q15-5. Condition & clarity of street signs	20.7%	50.1%	15.9%	7.2%	1.0%	5.1%
Q15-6. Management of traffic flow on City streets	11.6%	37.4%	22.0%	16.0%	7.7%	5.4%
Q15-7. Quality of local transit service (bus, rail, Orbit)	17.2%	35.5%	16.0%	5.6%	1.4%	24.3%
Q15-8. Quality of walking & biking paths	18.1%	45.8%	14.2%	4.6%	2.9%	14.5%
Q15-9. Quality of recycling services	29.1%	43.3%	11.0%	4.2%	2.6%	9.8%
Q15-10. Quality of green organics collection & compost program	17.7%	27.5%	13.3%	5.2%	3.1%	33.3%
Q15-11. Overall quality of new commercial development in City, including architecture & design	12.8%	31.9%	22.6%	7.7%	5.0%	20.0%
Q15-12. Quality of your internet service provider	11.3%	28.7%	22.4%	17.0%	10.9%	9.6%
Q15-13. Quality of water conservation programs	10.8%	28.9%	21.9%	5.4%	2.6%	30.4%
Q15-14. Quality of energy conservation programs	10.1%	28.1%	23.0%	5.1%	2.4%	31.3%

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

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-15. Quality of land use & green space programs	10.3%	27.5%	23.0%	6.5%	2.4%	30.3%
Q15-16. Quality of climate change initiatives such as shaded bus stops & tree canopies	12.0%	30.5%	21.3%	11.3%	5.2%	19.7%
Q15-17. City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live)	8.0%	17.6%	22.4%	10.8%	5.1%	36.1%

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

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. How well City is planning for growth	13.1%	41.4%	24.6%	14.2%	6.8%
Q15-2. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation	15.5%	43.2%	28.4%	10.4%	2.6%
Q15-3. Condition of streets in your neighborhood	15.8%	45.5%	18.1%	14.7%	5.9%
Q15-4. Condition of major City streets & sidewalks	15.2%	50.3%	18.8%	12.3%	3.4%
Q15-5. Condition & clarity of street signs	21.8%	52.8%	16.7%	7.6%	1.0%
Q15-6. Management of traffic flow on City streets	12.3%	39.5%	23.2%	16.9%	8.2%
Q15-7. Quality of local transit service (bus, rail, Orbit)	22.8%	46.9%	21.1%	7.5%	1.8%
Q15-8. Quality of walking & biking paths	21.2%	53.5%	16.6%	5.3%	3.4%
Q15-9. Quality of recycling services	32.3%	48.0%	12.2%	4.6%	2.9%
Q15-10. Quality of green organics collection & compost program	26.6%	41.2%	19.9%	7.7%	4.6%
Q15-11. Overall quality of new commercial development in City, including architecture & design	16.0%	39.9%	28.3%	9.7%	6.2%
Q15-12. Quality of your internet service provider	12.5%	31.8%	24.8%	18.9%	12.1%
Q15-13. Quality of water conservation programs	15.5%	41.6%	31.5%	7.7%	3.7%
Q15-14. Quality of energy conservation programs	14.7%	41.0%	33.5%	7.4%	3.5%
Q15-15. Quality of land use & green space programs	14.8%	39.4%	33.0%	9.4%	3.4%
Q15-16. Quality of climate change initiatives such as shaded bus stops & tree canopies	14.9%	38.0%	26.5%	14.1%	6.4%
Q15-17. City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live)	12.6%	27.6%	35.0%	16.9%	7.9%

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

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Direction City is heading	14.4%	38.5%	21.0%	7.1%	3.7%	15.4%
Q16-2. City efforts to keep residents informed about City's budget	9.8%	26.0%	24.9%	8.5%	3.2%	27.7%
Q16-3. City's financial information is accessible & transparent	9.4%	21.2%	23.4%	5.4%	3.1%	37.6%
Q16-4. Overall value that you receive for your City tax & fees	12.4%	35.1%	25.0%	7.1%	3.4%	17.0%

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

(N=1009)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Direction City is heading	17.0%	45.4%	24.8%	8.4%	4.3%
Q16-2. City efforts to keep residents informed about City's budget	13.6%	35.9%	34.4%	11.8%	4.4%
Q16-3. City's financial information is accessible & transparent	15.1%	34.0%	37.5%	8.6%	4.9%
Q16-4. Overall value that you receive for your City tax & fees	14.9%	42.3%	30.1%	8.6%	4.1%

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	14	1.4 %
6 months-5 years	233	23.1 %
6-10 years	137	13.6 %
11-20 years	164	16.3 %
20+ years	450	44.6 %
Not provided	11	1.1 %
Total	1009	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	14	1.4 %
6 months-5 years	233	23.3 %
6-10 years	137	13.7 %
11-20 years	164	16.4 %
20+ years	450	45.1 %
Total	998	100.0 %

Q18. What is your age?

Q18. Your age	Number	Percent
18-34	215	21.3 %
35-44	203	20.1 %
45-54	193	19.1 %
55-64	188	18.6 %
65-74	116	11.5 %
75+	74	7.3 %
Not provided	20	2.0 %
Total	1009	100.0 %

WITHOUT "NOT PROVIDED"
Q18. What is your age? (without "not provided")

Q18. Your age	Number	Percent
18-34	215	21.7 %
35-44	203	20.5 %
45-54	193	19.5 %
55-64	188	19.0 %
65-74	116	11.7 %
75+	74	7.5 %
Total	989	100.0 %

Q19. What gender do you identify with?

Q19. Your gender	Number	Percent
Male	481	47.7 %
Female	493	48.9 %
Non-conforming	9	0.9 %
Prefer not to answer	23	2.3 %
Not provided	3	0.3 %
Total	1009	100.0 %

WITHOUT "NOT PROVIDED"
Q19. What gender do you identify with? (without "not provided")

Q19. Your gender	Number	Percent
Male	481	47.8 %
Female	493	49.0 %
Non-conforming	9	0.9 %
Prefer not to answer	23	2.3 %
Total	1006	100.0 %

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

	Mean	Sum
number	1.8	421
Ages 0-5	0.6	146
Ages 6-13	0.7	156
Ages 14-17	0.5	119

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

	Mean	Sum
number	1.7	300
Public school	1.4	240
Home school	0.0	4
Charter school	0.2	32
Private school	0.1	24

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

Q21. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	63	6.2 %
White	702	69.6 %
American Indian/Eskimo	24	2.4 %
Black/African American	39	3.9 %
Hispanic/Latino/Spanish	223	22.1 %
Other	30	3.0 %
Total	1081	

Q21. Other

Q21. Other	Number	Percent
Mixed	16	53.3 %
Mexican	2	6.7 %
Native American	2	6.7 %
Slavic	1	3.3 %
Mediterranean	1	3.3 %
Italian	1	3.3 %
Jewish	1	3.3 %
Middle Eastern	1	3.3 %
Puerto Rican	1	3.3 %
Variant	1	3.3 %
White & Latin	1	3.3 %
European	1	3.3 %
Multi cultural	1	3.3 %
Total	30	100.0 %

Q22. Primary language:

Q22. Primary language	Number	Percent
English	947	93.9 %
Spanish	36	3.6 %
Other	6	0.6 %
Not provided	20	2.0 %
Total	1009	100.0 %

WITHOUT "NOT PROVIDED"
Q22. Primary language: (without "not provided")

Q22. Primary language	Number	Percent
English	947	95.8 %
Spanish	36	3.6 %
Other	6	0.6 %
Total	989	100.0 %

Q22. Other

Q22. Other primary language	Number	Percent
English and Spanish	2	33.3 %
German	1	16.7 %
Vietnamese	1	16.7 %
Polish	1	16.7 %
French	1	16.7 %
Total	6	100.0 %

Q23. Do you own or rent your current residence?

Q23. Do you own or rent your current residence	Number	Percent
Own	689	68.3 %
Rent	301	29.8 %
Not provided	19	1.9 %
Total	1009	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	689	69.6 %
Rent	301	30.4 %
Total	990	100.0 %

Q24. Does your home have an alley?

Q24. Does your home have an alley	Number	Percent
Yes	475	47.1 %
No	520	51.5 %
Not provided	14	1.4 %
Total	1009	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	475	47.7 %
No	520	52.3 %
Total	995	100.0 %

Q25. Which of the following best describes your home?

Q25. What best describes your home	Number	Percent
Single-Family	835	82.8 %
Other	152	15.1 %
Not provided	22	2.2 %
Total	1009	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	835	84.6 %
Other	152	15.4 %
Total	987	100.0 %

Q25. Other

Q25. Other	Number	Percent
Apartment	65	48.9 %
Townhome	22	16.5 %
Condo	21	15.8 %
Duplex	7	5.3 %
Mobile home	2	1.5 %
Manufactured home	2	1.5 %
Cohabitation (roomates)	1	0.8 %
Best bros living together	1	0.8 %
Patio home complex	1	0.8 %
Townhome/condo	1	0.8 %
Patio home	1	0.8 %
Rental townhouse	1	0.8 %
Domestic partner and dogs	1	0.8 %
Business office building	1	0.8 %
Multi family	1	0.8 %
Apartment for senior citizens	1	0.8 %
Loft building	1	0.8 %
Attached row house	1	0.8 %
Multi family apartment	1	0.8 %
Shared living space	1	0.8 %
Total	133	100.0 %

Q26. Do you have cable television?

Q26. Do you have cable television	Number	Percent
Yes	513	50.8 %
No	480	47.6 %
Not provided	16	1.6 %
Total	1009	100.0 %

WITHOUT "NOT PROVIDED"
Q26. Do you have cable television? (without "not provided")

Q26. Do you have cable television	Number	Percent
Yes	513	51.7 %
No	480	48.3 %
Total	993	100.0 %

Q27. Do you have internet access at home?

Q27. Do you have internet access at home	Number	Percent
Yes	925	91.7 %
No	73	7.2 %
Not provided	11	1.1 %
Total	1009	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	925	92.7 %
No	73	7.3 %
Total	998	100.0 %

Q28. Do you have a Smart Phone?

Q28. Do you have a Smart Phone	Number	Percent
Yes	865	85.7 %
No	130	12.9 %
Not provided	14	1.4 %
Total	1009	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	865	86.9 %
No	130	13.1 %
Total	995	100.0 %

Q29. Are you a full-time student?

Q29. Are you a full-time student	Number	Percent
Yes	89	8.8 %
No	908	90.0 %
Not provided	12	1.2 %
Total	1009	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	89	8.9 %
No	908	91.1 %
Total	997	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	2.5 %
High school	118	11.7 %
Some college	213	21.1 %
4-year college	294	29.1 %
Graduate degree	332	32.9 %
Not provided	27	2.7 %
Total	1009	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	2.5 %
High school	118	12.0 %
Some college	213	21.7 %
4-year college	294	29.9 %
Graduate degree	332	33.8 %
Total	982	100.0 %

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

Q31. Have you visited Downtown Tempe during past year	Number	Percent
Yes	852	84.4 %
No	146	14.5 %
Not provided	11	1.1 %
Total	1009	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	852	85.4 %
No	146	14.6 %
Total	998	100.0 %

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

Q32. Have you used public transit during past year	Number	Percent
Yes	538	53.3 %
No	456	45.2 %
Not provided	15	1.5 %
Total	1009	100.0 %

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

Q32. Have you used public transit during past year	Number	Percent
Yes	538	54.1 %
No	456	45.9 %
Total	994	100.0 %

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

Q33. Do you have a disability	Number	Percent
Yes	182	18.0 %
No	814	80.7 %
Not provided	13	1.3 %
Total	1009	100.0 %

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

Q33. Do you have a disability	Number	Percent
Yes	182	18.3 %
No	814	81.7 %
Total	996	100.0 %

Section 5:
Survey Instrument

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

Mark W. Mitchell
Mayor

Robin Arredondo-Savage
Vice-Mayor

Kolby Granville
Councilmember

Randy Keating
Councilmember

Lauren Kuby
Councilmember

Joel Navarro
Councilmember

Jennifer Adams
Councilmember

Dear Fellow Tempe Resident,

Re: 2018 City of Tempe Survey

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

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

Your responses 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.

The results of this survey, along with the results from previous years, can be found on our website:
www.tempe.gov/city-hall/strategic-management-and-diversity/surveys

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,

Mark W Mitchell

Mark W. Mitchell
Mayor

2018 City of Tempe Community Survey

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

Safe and Secure Communities

---

1. Please rate your level of satisfaction with each of the following using a scale of 1 to 5, 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
01. Neighborhood parks	5	4	3	2	1	9
02. City parks like Kiwanis and Tempe Beach	5	4	3	2	1	9
03. Desert parks like Papago, Evelyn Hallman, and Hayden Butte (A Mtn)	5	4	3	2	1	9
04. City athletic and recreational facilities	5	4	3	2	1	9
05. Tempe Public Library Complex	5	4	3	2	1	9
06. City Hall	5	4	3	2	1	9
07. Mill Avenue	5	4	3	2	1	9
At Night						
08. Neighborhood parks	5	4	3	2	1	9
09. City parks like Kiwanis and Tempe Beach	5	4	3	2	1	9
10. Desert parks like Papago, Evelyn Hallman, and Hayden Butte (A Mtn)	5	4	3	2	1	9
11. City athletic and recreational facilities	5	4	3	2	1	9
12. Tempe Public Library Complex	5	4	3	2	1	9
13. City Hall	5	4	3	2	1	9
14. Mill Avenue	5	4	3	2	1	9

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

How often do you worry about...	Frequently	Occasionally	Rarely	Never	N/A	Don't Know
1. Getting mugged?	4	3	2	1	0	9
2. Having your home burglarized when you are not there?	4	3	2	1	0	9
3. Being attacked or threatened with a weapon?	4	3	2	1	0	9
4. Having your car stolen or broken into?	4	3	2	1	0	9
5. Being a victim of identity theft?	4	3	2	1	0	9

4. In the past 6 months...

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

4a. What was the reason it was not reported to police?

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

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

_____

Strong Community Connections

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

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

7. Please rate your satisfaction with the ease of access to each of the following…

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	City Council Meetings (schedules, agendas, minutes, videos)	5	4	3	2	1	9
2.	Boards and Commission Meetings (schedules, agendas, minutes)	5	4	3	2	1	9
3.	City Elections (election information and results, voter outreach)	5	4	3	2	1	9
4.	Campaign Finance and Lobbyist Disclosures	5	4	3	2	1	9
5.	Open Books (financial information)	5	4	3	2	1	9
6.	Open Data	5	4	3	2	1	9
7.	City's Performance on Strategic Plan	5	4	3	2	1	9

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

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

9. **Have you contacted the City of Tempe during the past year?** ____(1) Yes *[Answer Q9a-b.]* ____(2) No

    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 of the following services and facilities provided by the City that you or members of your household have used in the past 12 months.**

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

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

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
____(02) Appearance of the City
____(03) Maintenance of City buildings
____(04) Police services
____(05) Art, recreation programs, and library services
____(06) Customer service
____(07) Transportation services
____(08) Social/Human services
____(09) Fire services
____(10) Water/sewer
____(11) Neighborhoods
____(12) Parks
____(13) Trash, composting, and recycling
____(14) Historical preservation
____(15) Condition of City streets/sidewalks
____(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, and 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 and community centers	5	4	3	2	1	9
12. Maintenance and 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 and services	5	4	3	2	1	9
17. Quality of City library programs and services	5	4	3	2	1	9
18. Quality of Tempe Center for the Arts programs	5	4	3	2	1	9
19. Quality of Before and After School (Kid Zone) programs	5	4	3	2	1	9
20. Quality of City art and 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 and the appearance of commercial properties	5	4	3	2	1	9
34. City enforcement of property maintenance codes and the appearance of residential properties	5	4	3	2	1	9
35. City efforts to enforce the clean-up of junk, debris, and trash on residential private property	5	4	3	2	1	9
36. City efforts to enforce the mowing and 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 and 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, and 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 and sidewalks	5	4	3	2	1	9
05.	Condition and 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 and 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 and compost program	5	4	3	2	1	9
11.	Overall quality of new commercial development in the City, including architecture and 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 and green space programs	5	4	3	2	1	9
16.	Quality of climate change initiatives such as shaded bus stops and 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 and transparent	5	4	3	2	1	9
4.	The overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9

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   ____(3) Non-Conforming   ____(4) Prefer not to answer

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

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

The results of this survey, along with the results from previous years, can be found on our website:
https://www.tempe.gov/city-hall/strategic-management-and-diversity/surveys

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

City of Tempe
2018 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

October 2018

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
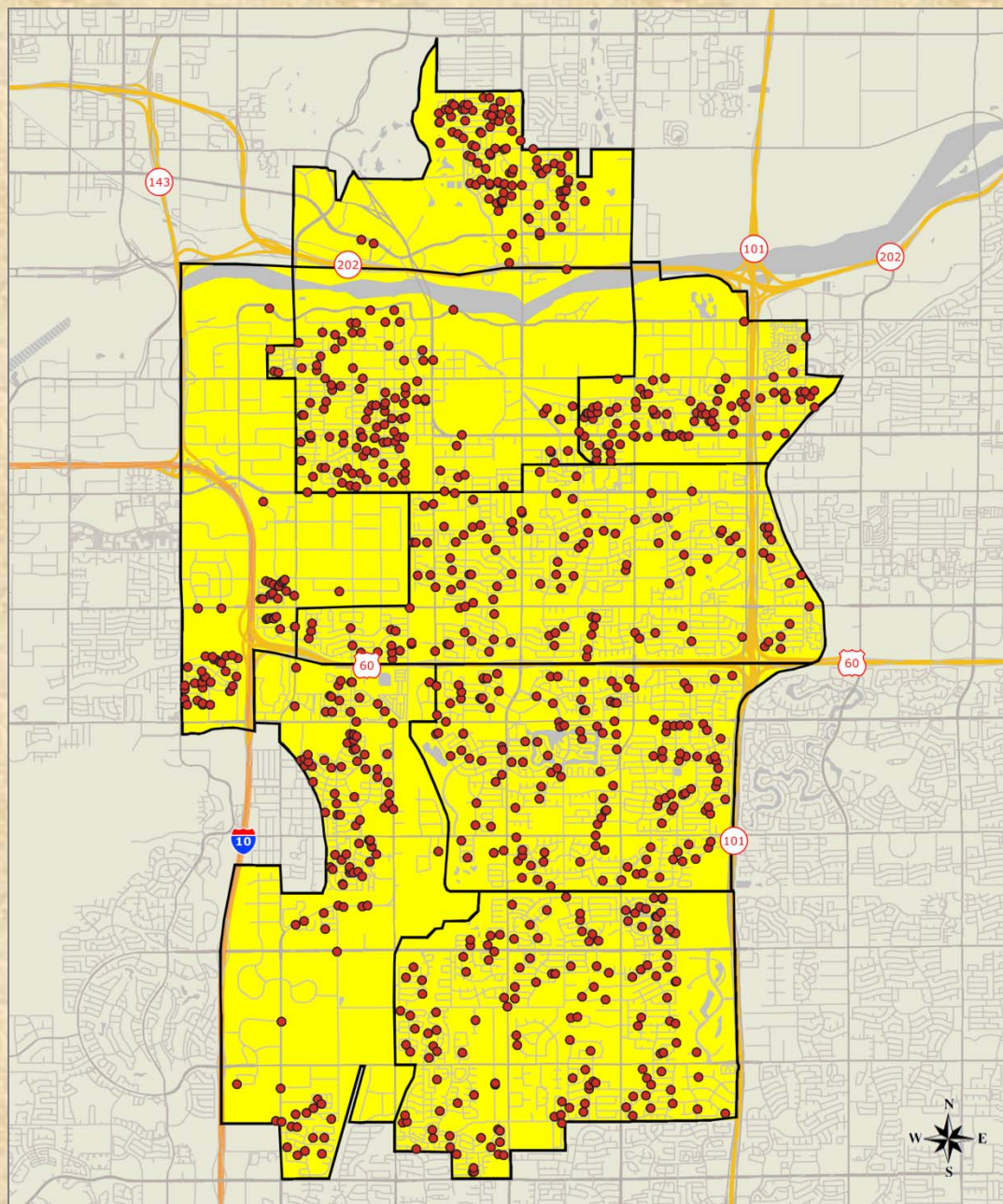
2018 City of Tempe Community Survey

Q1-01 Level of Satisfaction with: Quality of local fire services
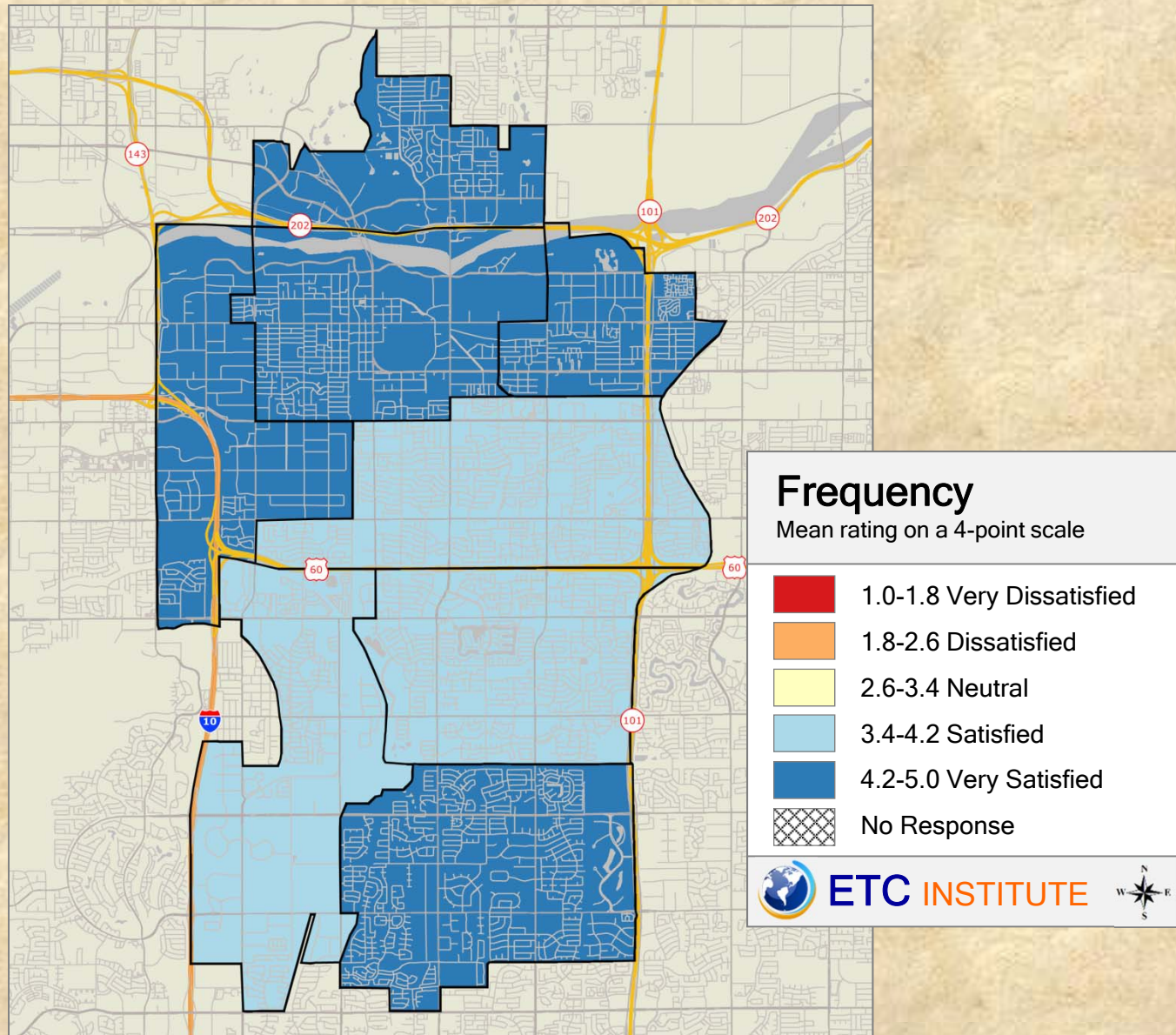
Frequency
Mean rating on a 4-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
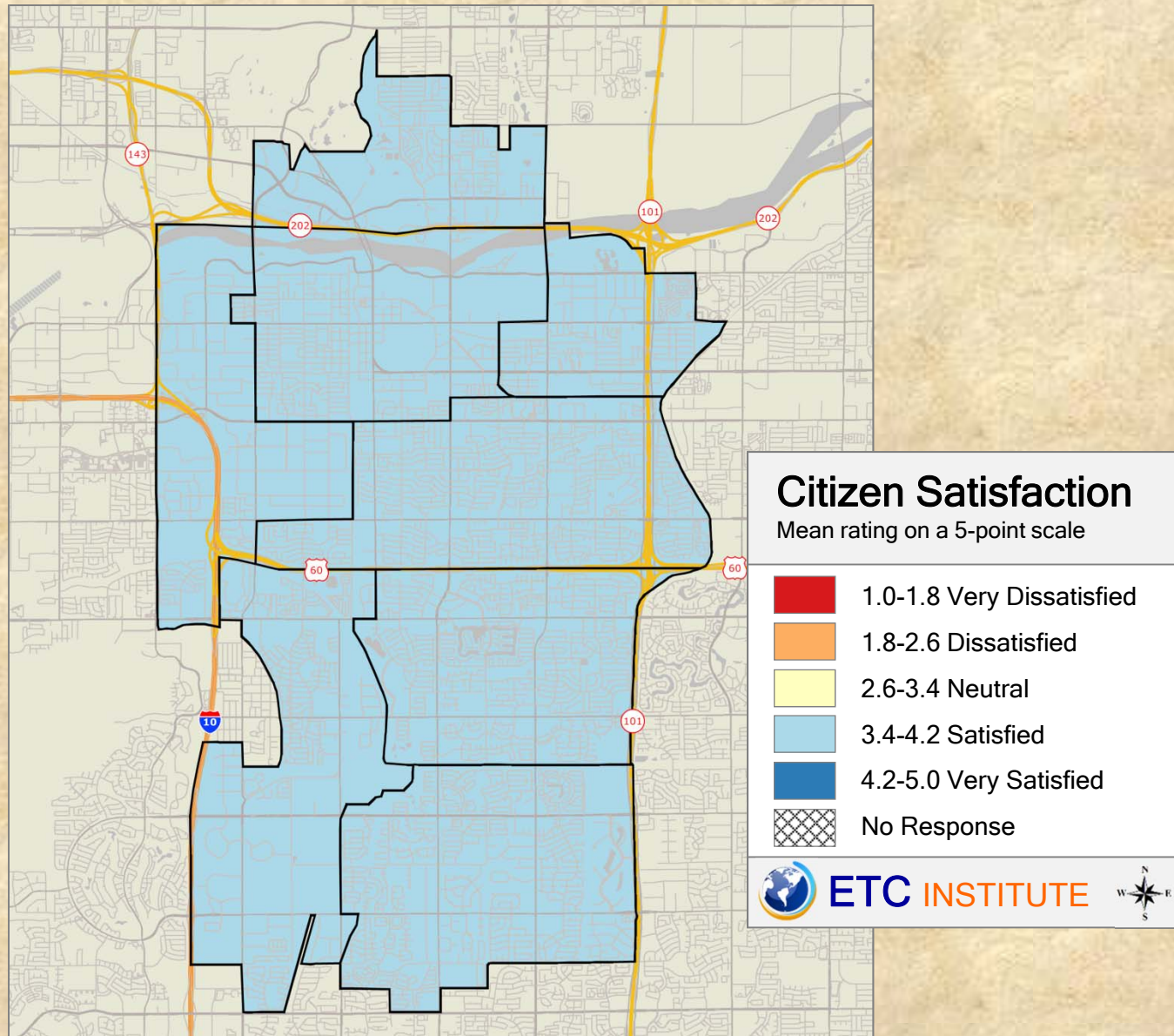Shading reflects the mean rating for all respondents by Character Area

Q1-02 Level of Satisfaction with: Quality of medical rescue services
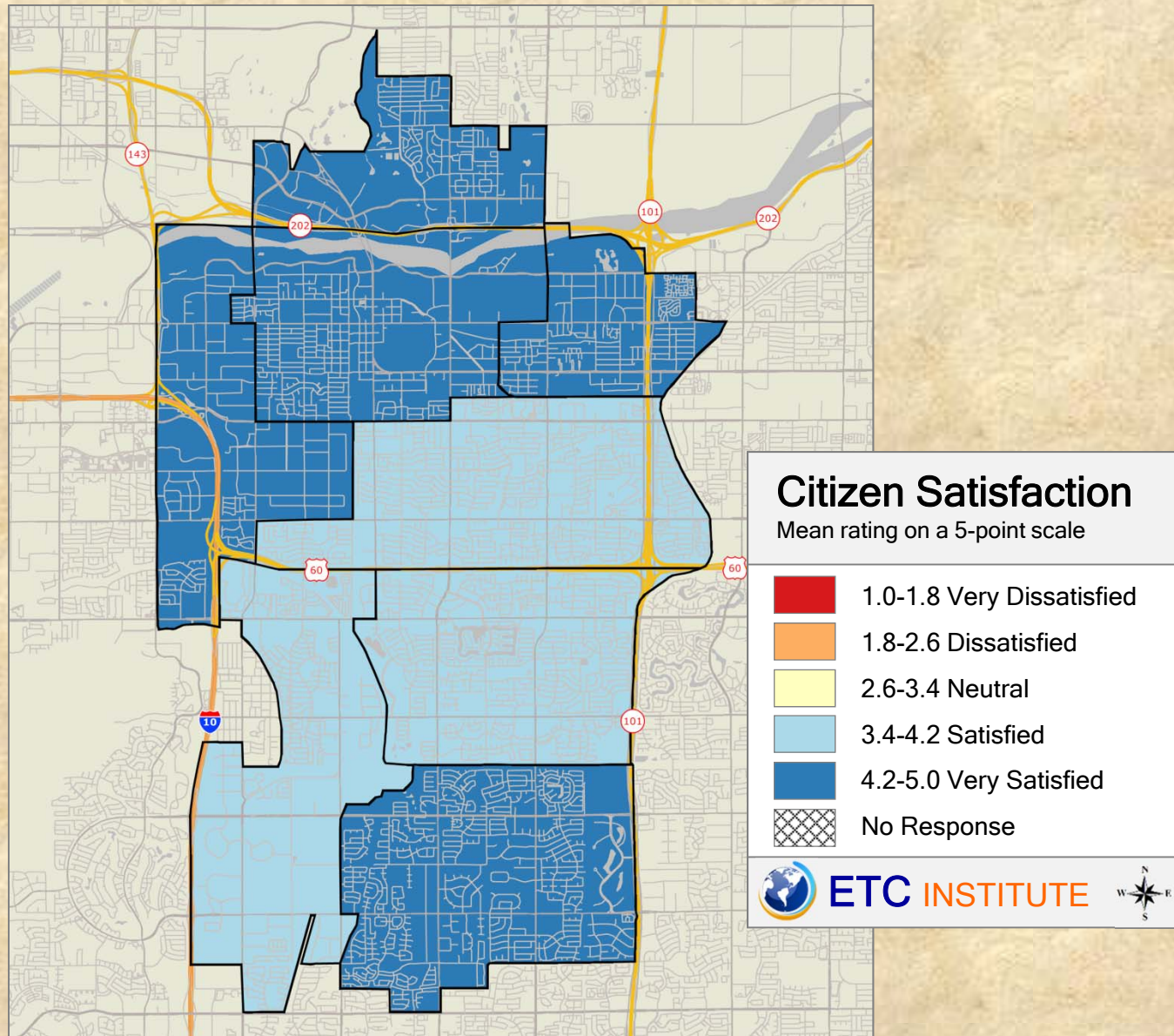
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

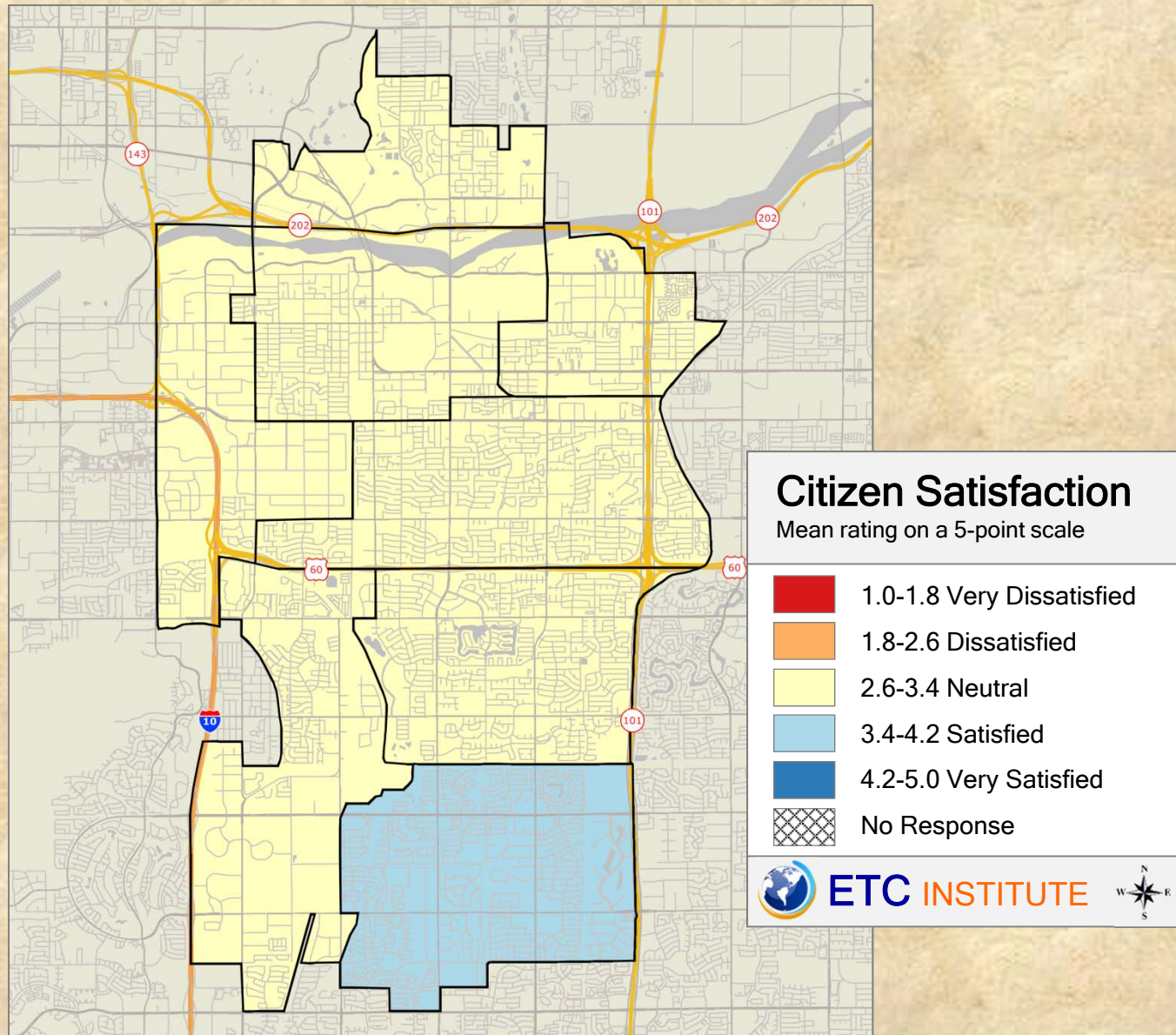# Q1-03 Level of Satisfaction with: Quality of local police services
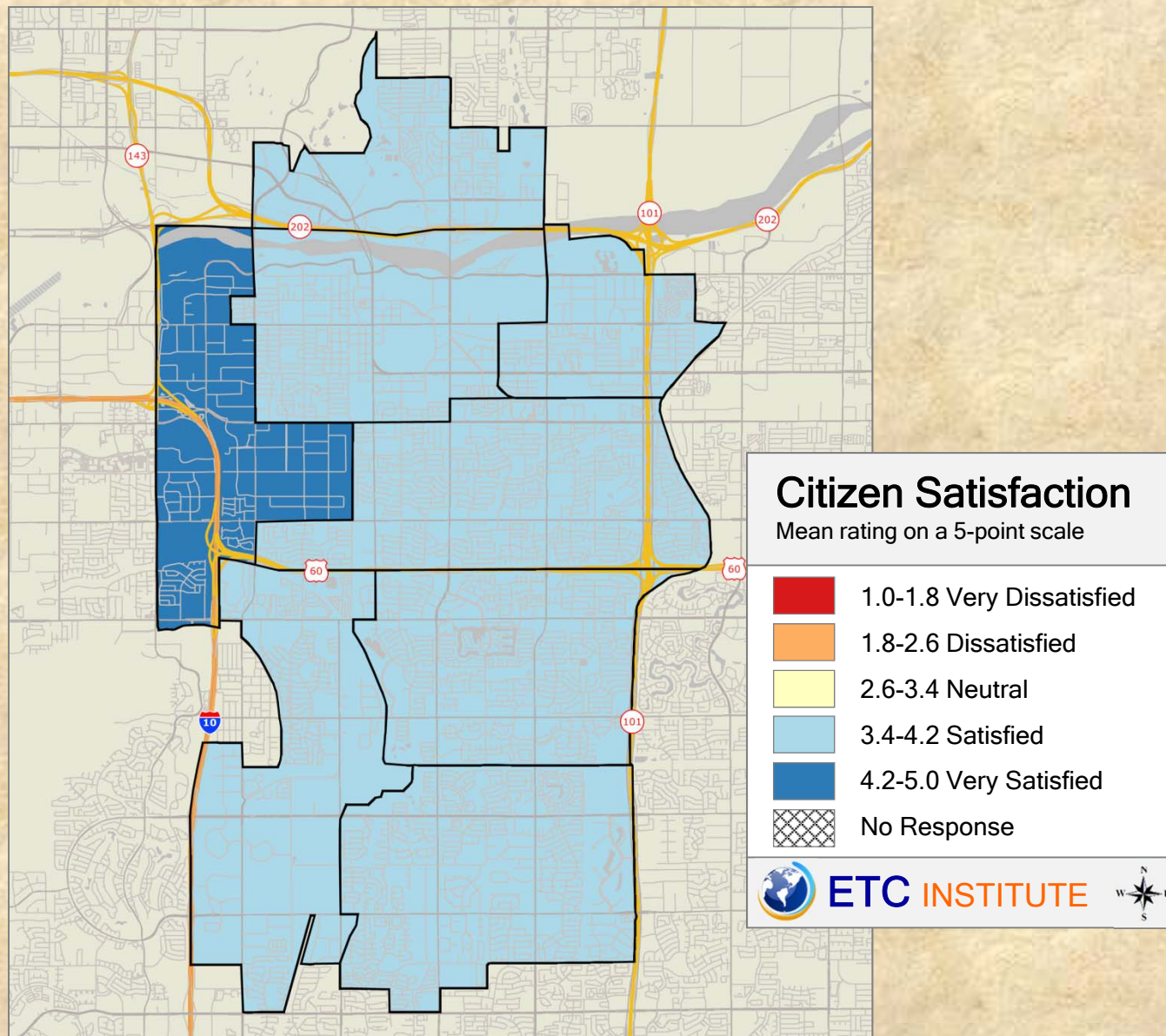
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
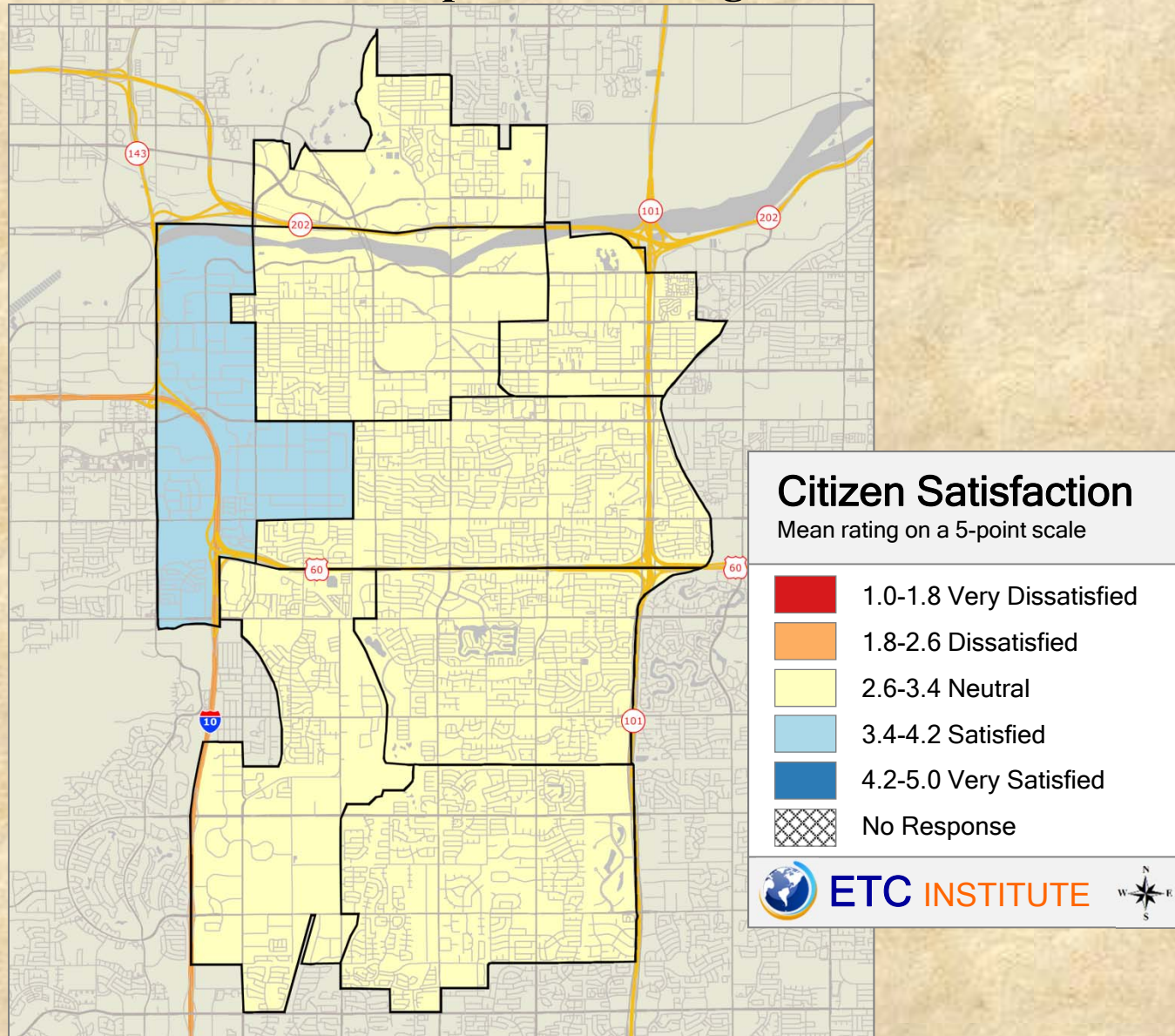Shading reflects the mean rating for all respondents by Character Area

Q1-04 Level of Satisfaction with: Enforcement of local traffic laws
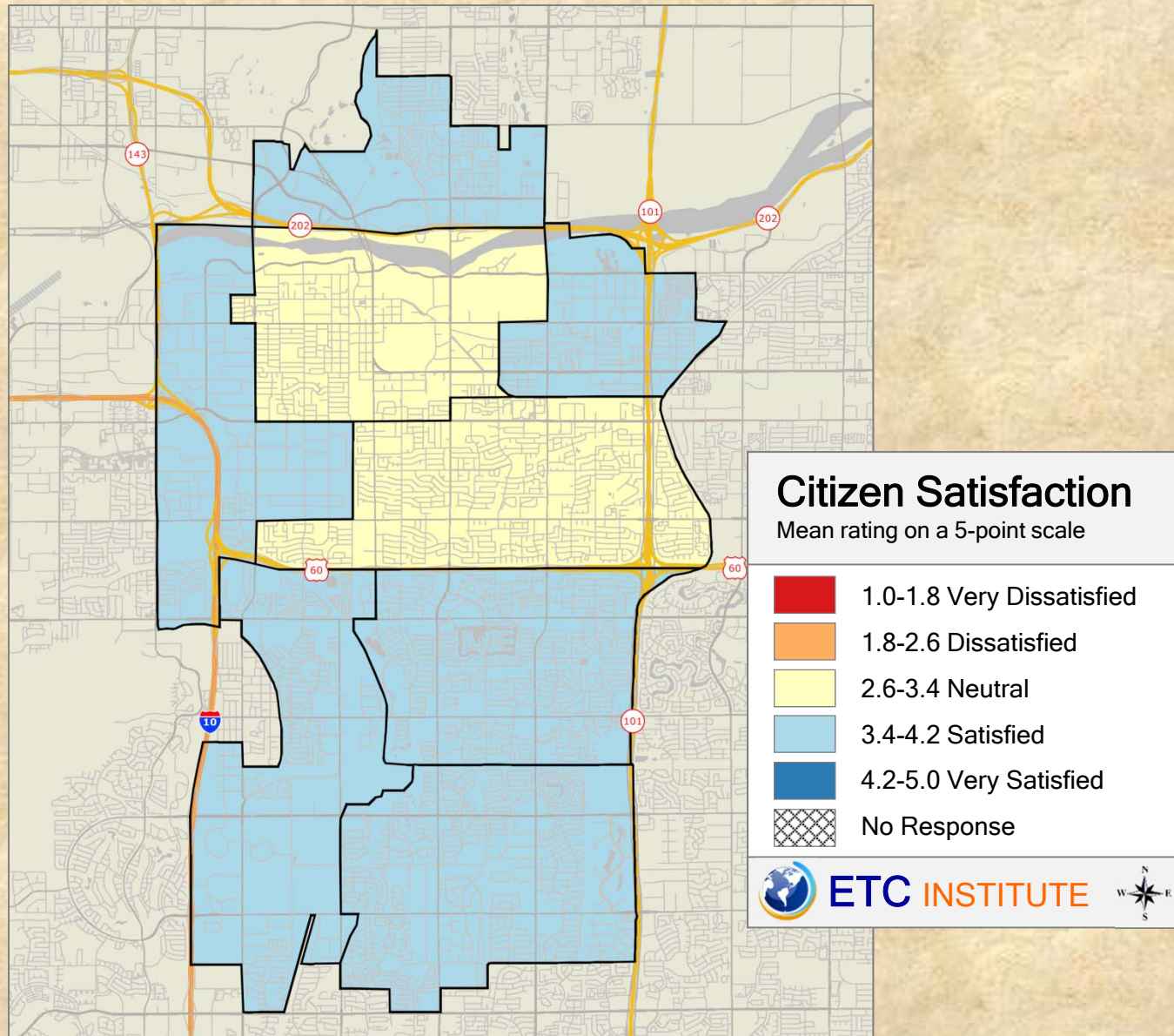
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
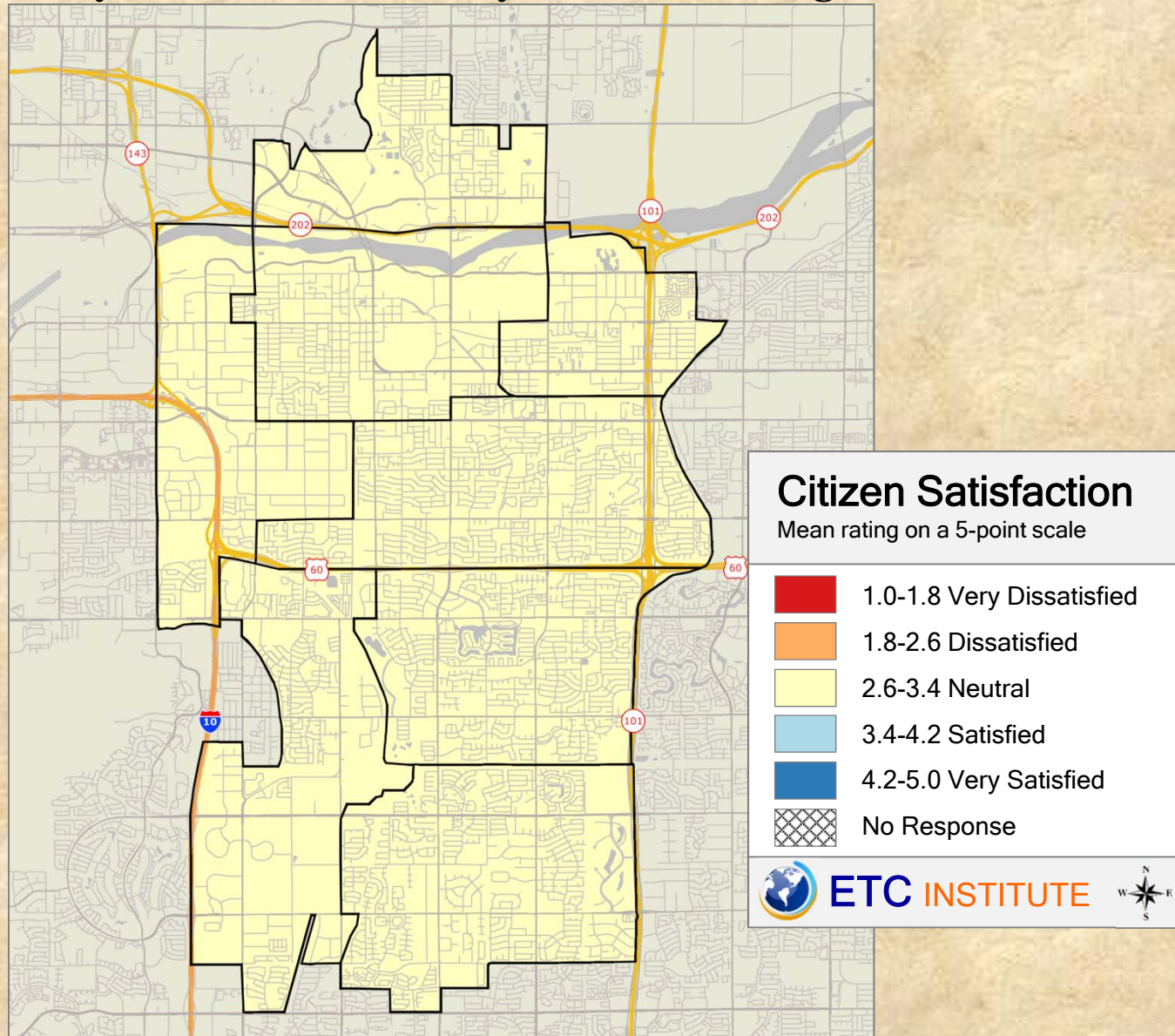- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q1-05 Level of Satisfaction with: Efforts by the City to prevent crime
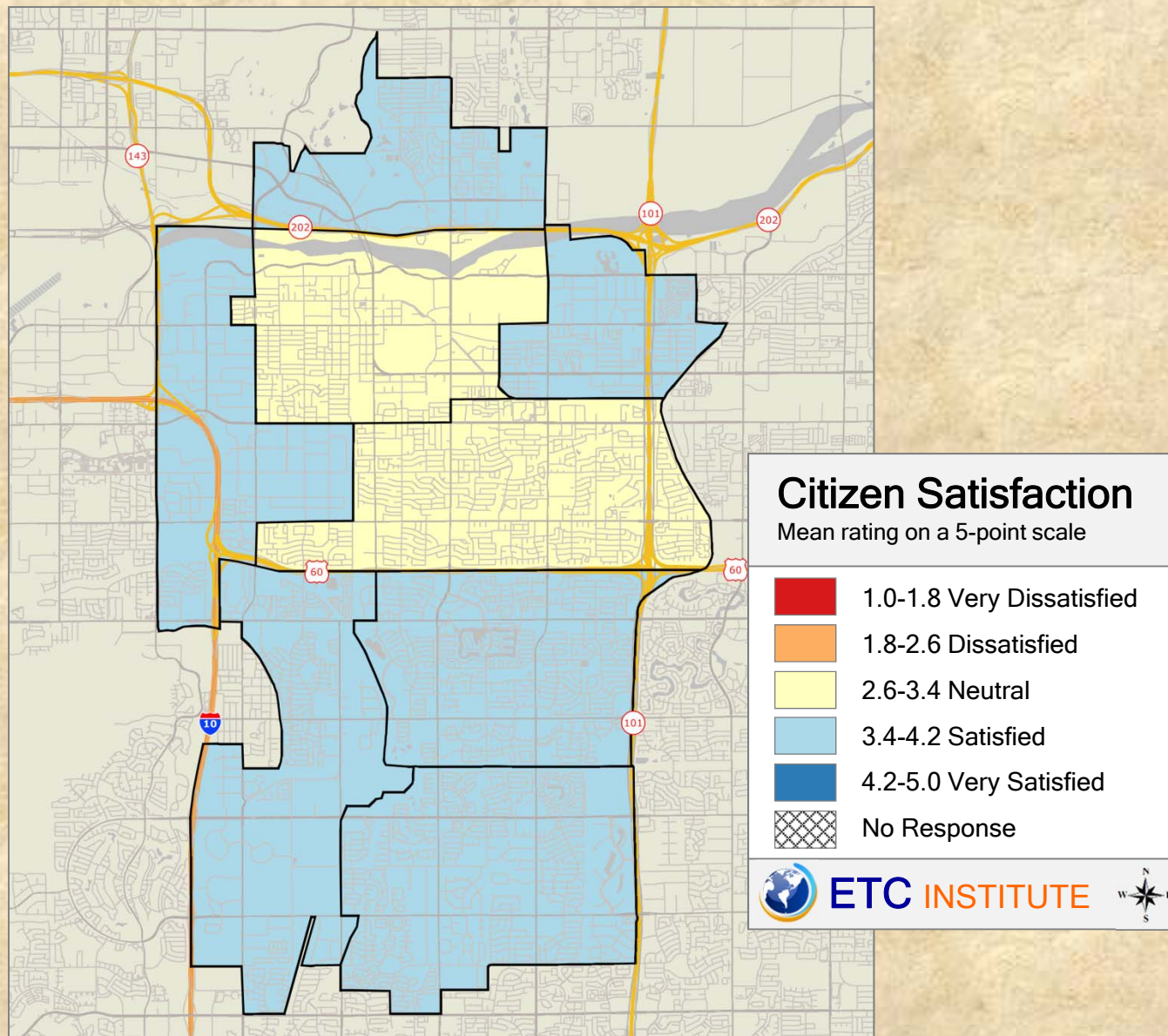
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

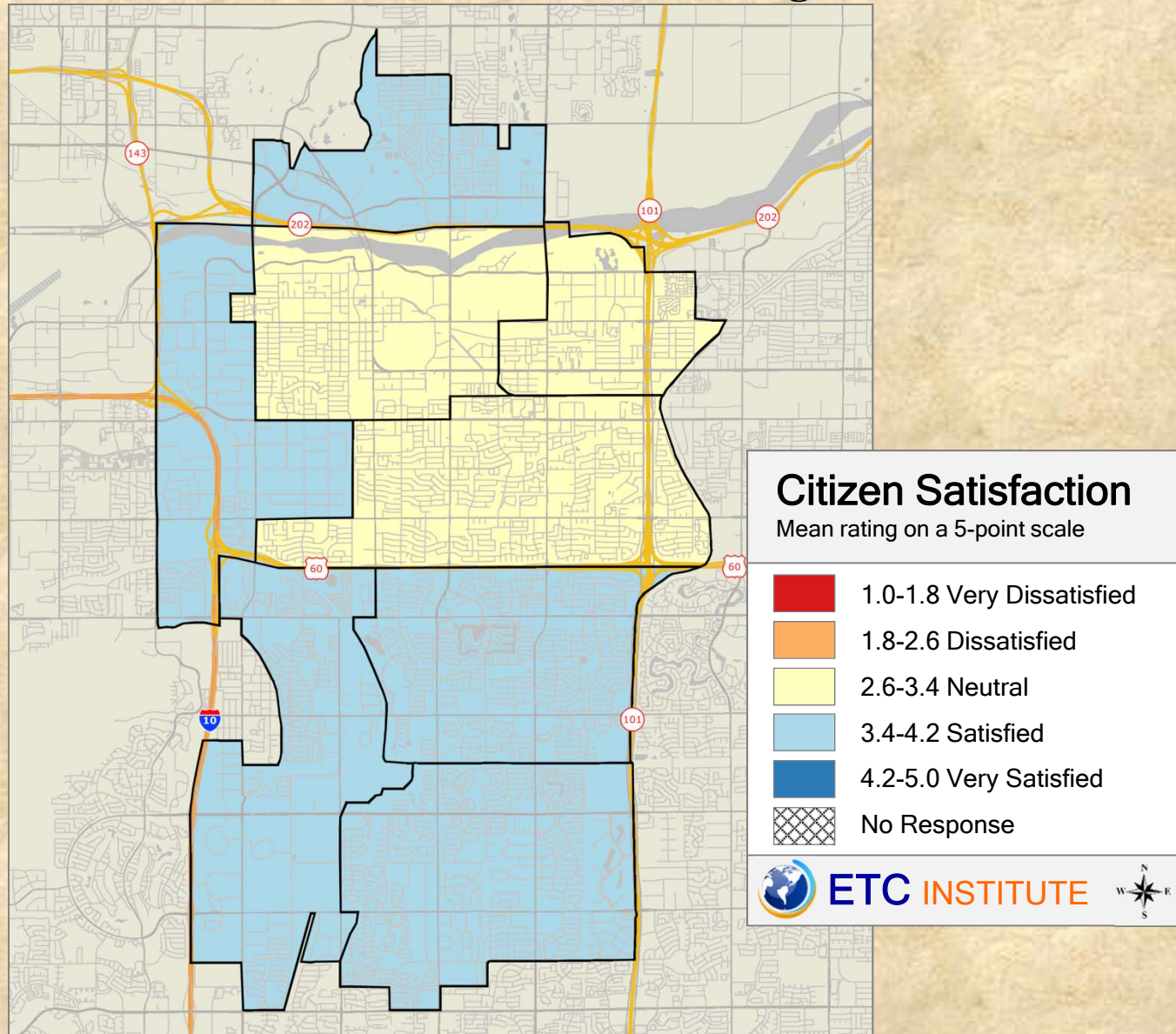# Q1-06 Level of Satisfaction with: Overall feeling of safety in the City
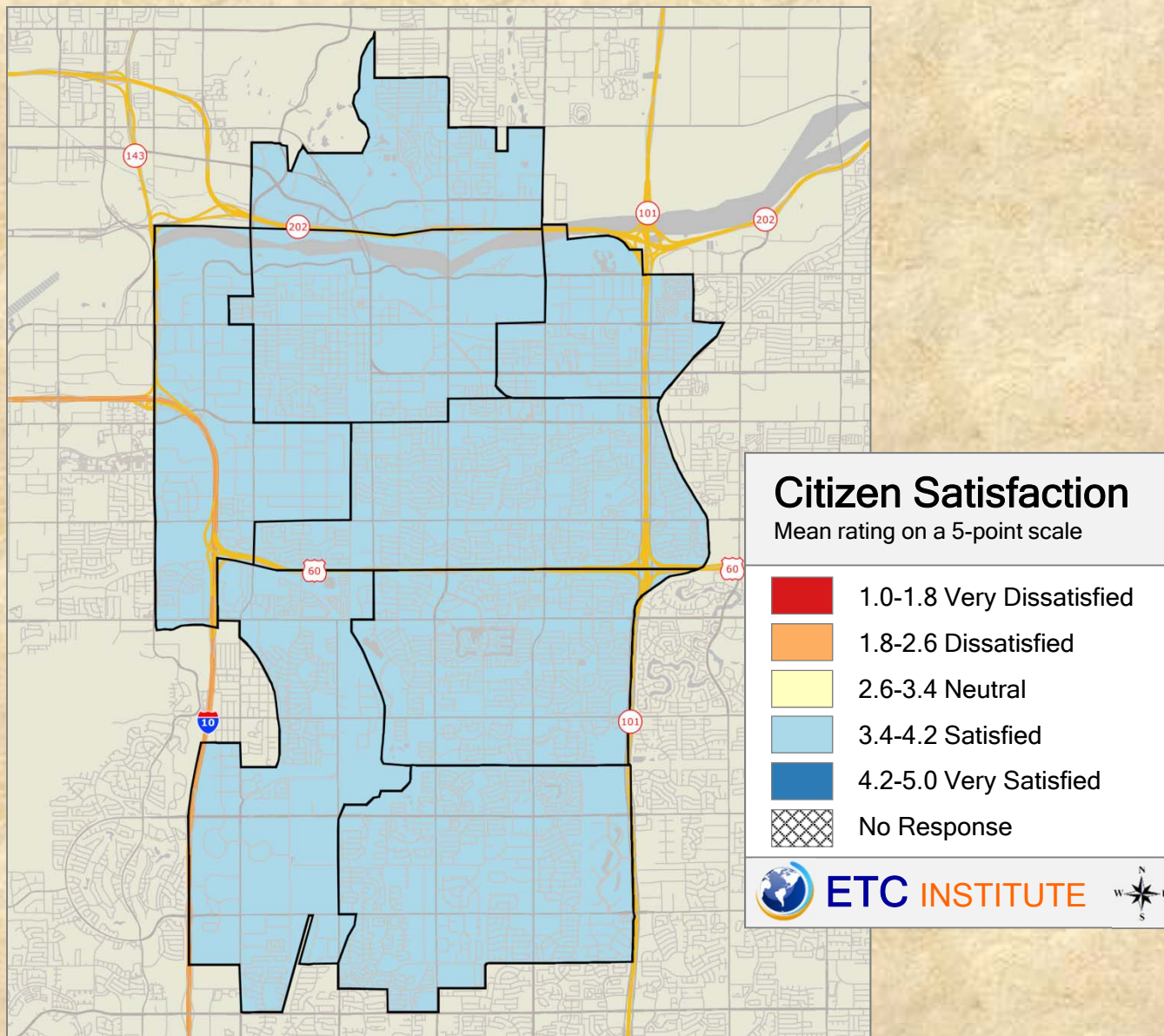
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q1-07 Level of Satisfaction with: Feeling of safety in your neighborhood

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q2-01 Level of Satisfaction with: Safety at neighborhood parks during the day

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

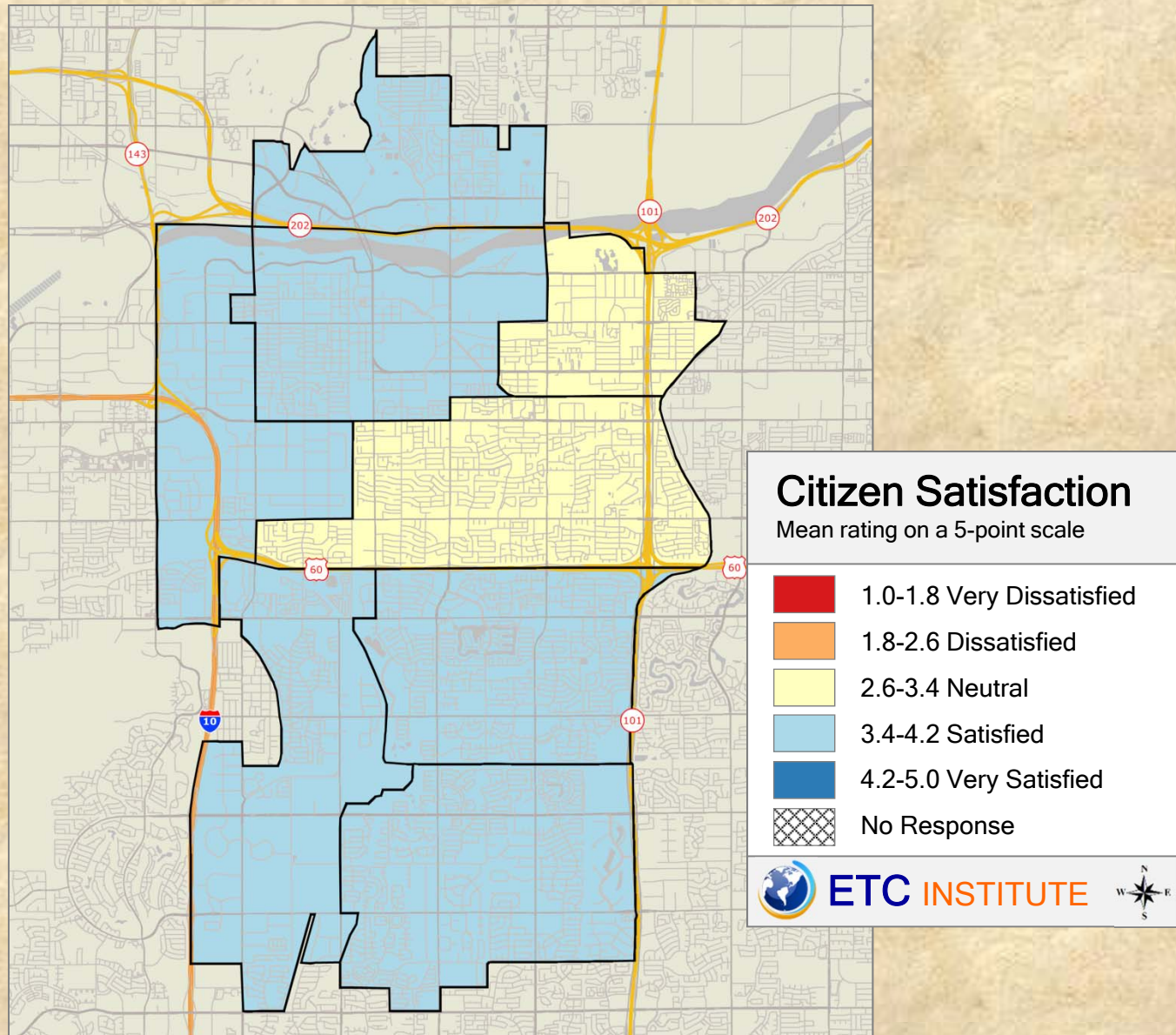# Q2-02 Level of Satisfaction with: Safety at City parks like Kiwanis and Tempe Beach during the day
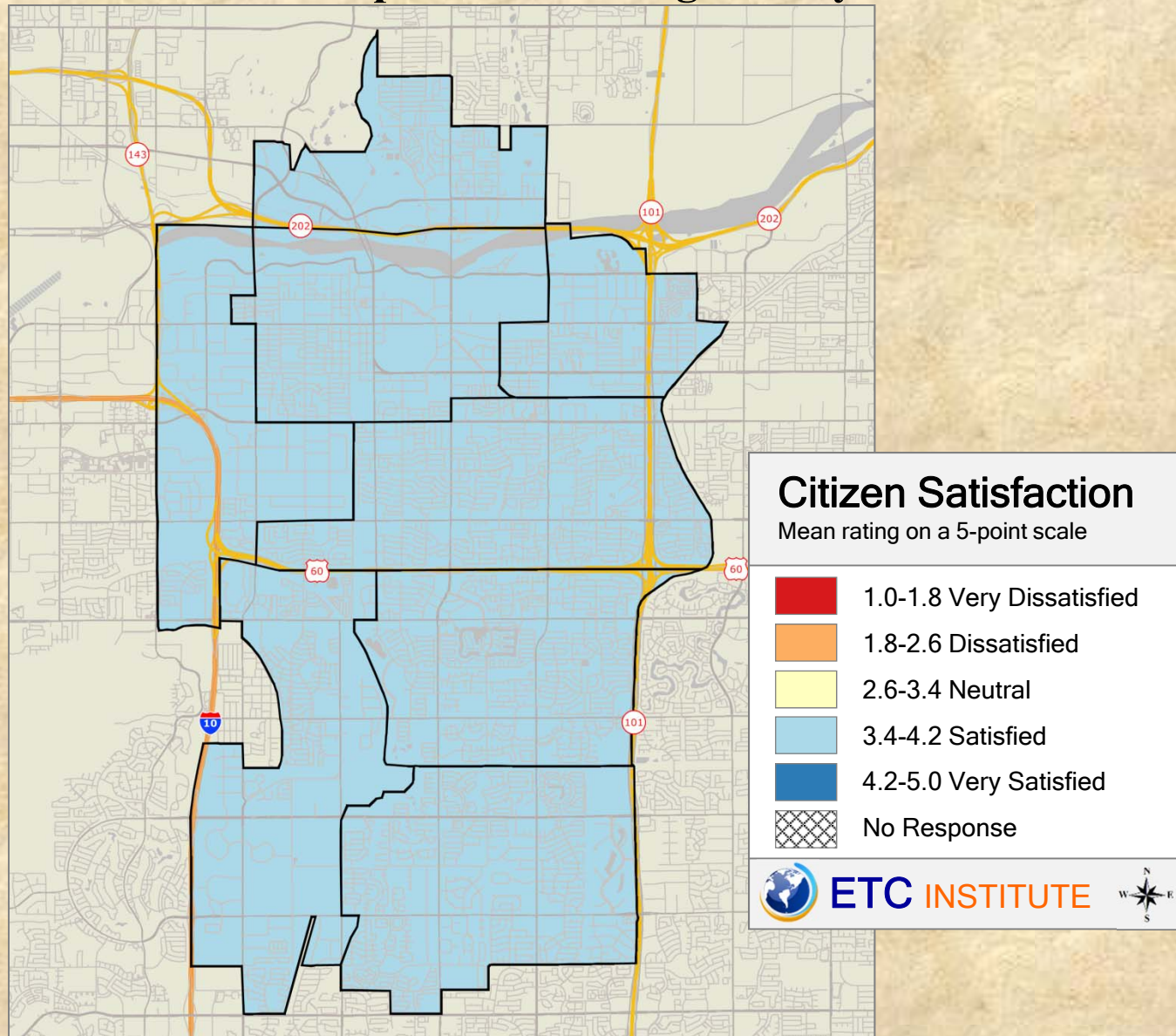
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

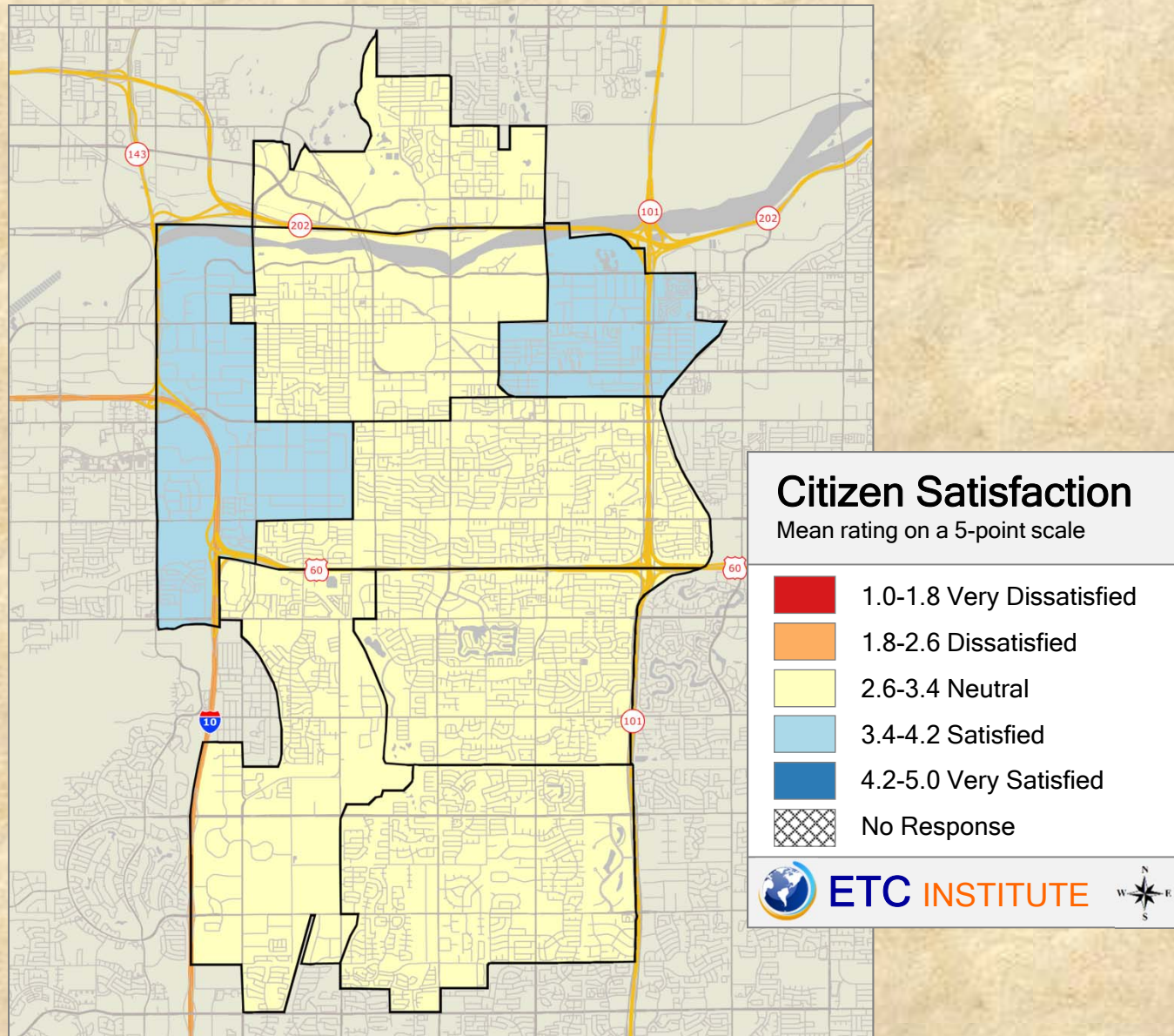# Q2-03 Level of Satisfaction with: Safety at desert parks like Papago, Evelyn Hallman, and Hayden Butte during the day
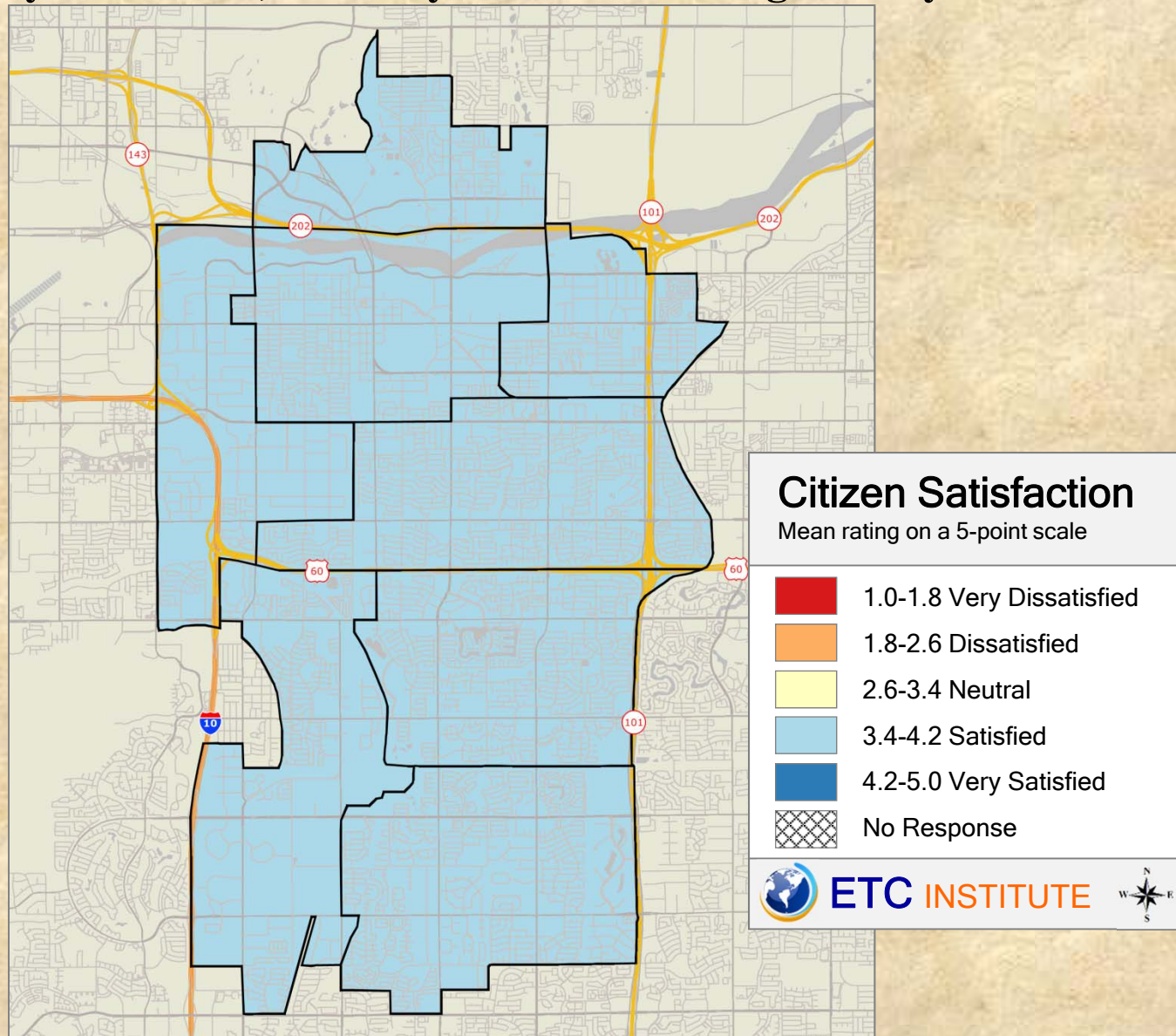
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q2-04 Level of Satisfaction with: Safety at City athletic and recreational facilities during the day
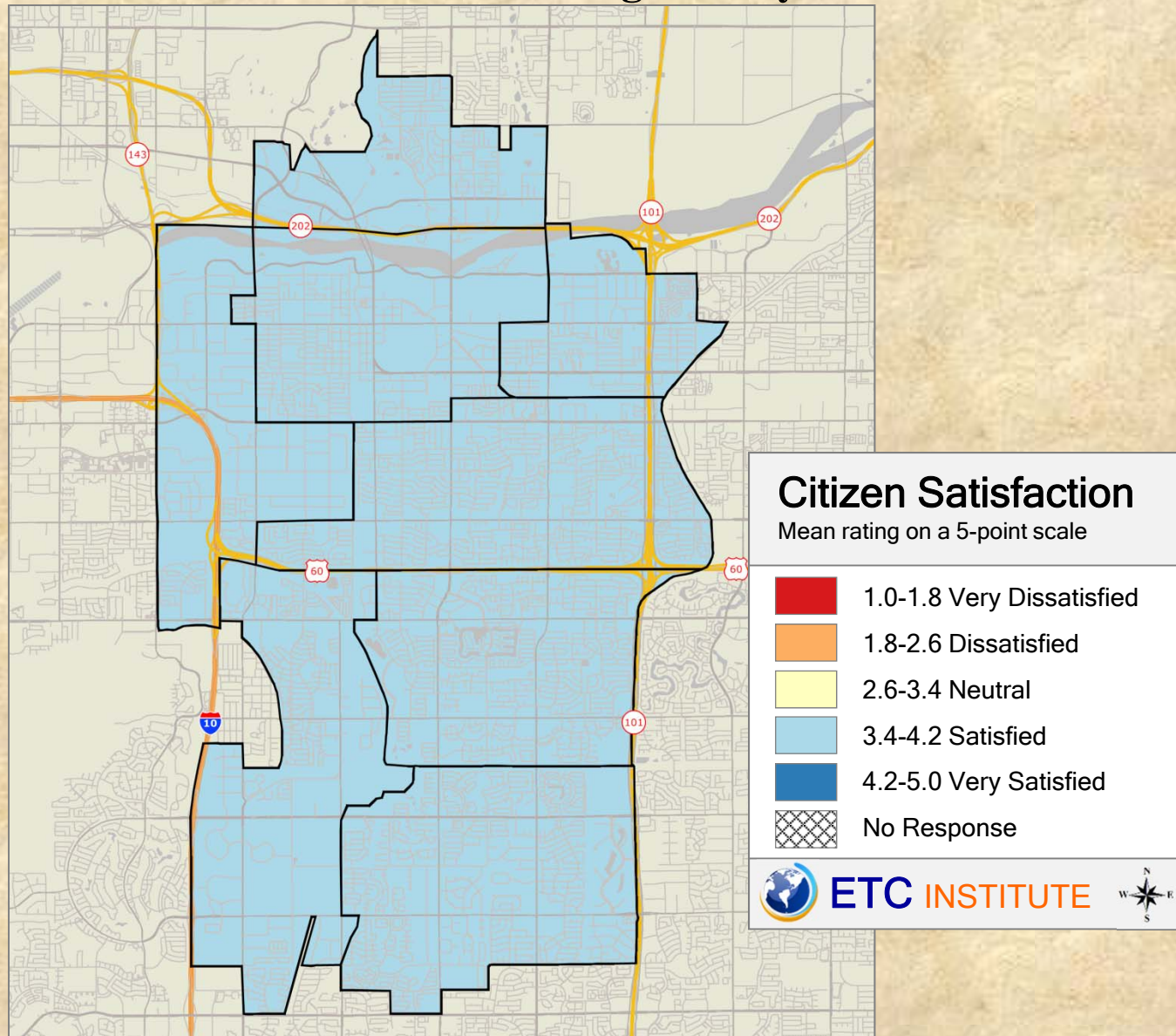
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

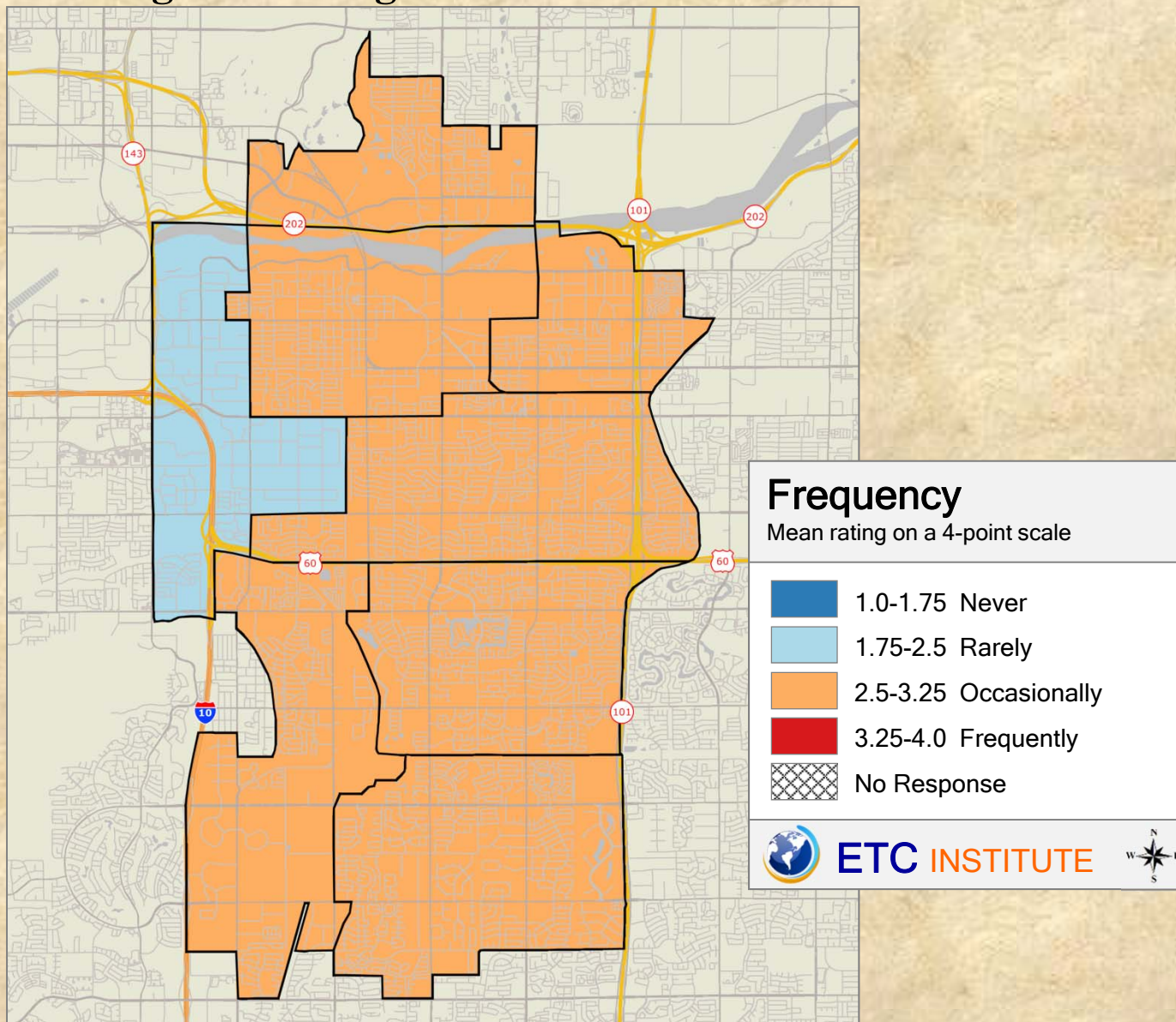# Q2-05 Level of Satisfaction with: Safety at Tempe Public Library Complex during the day
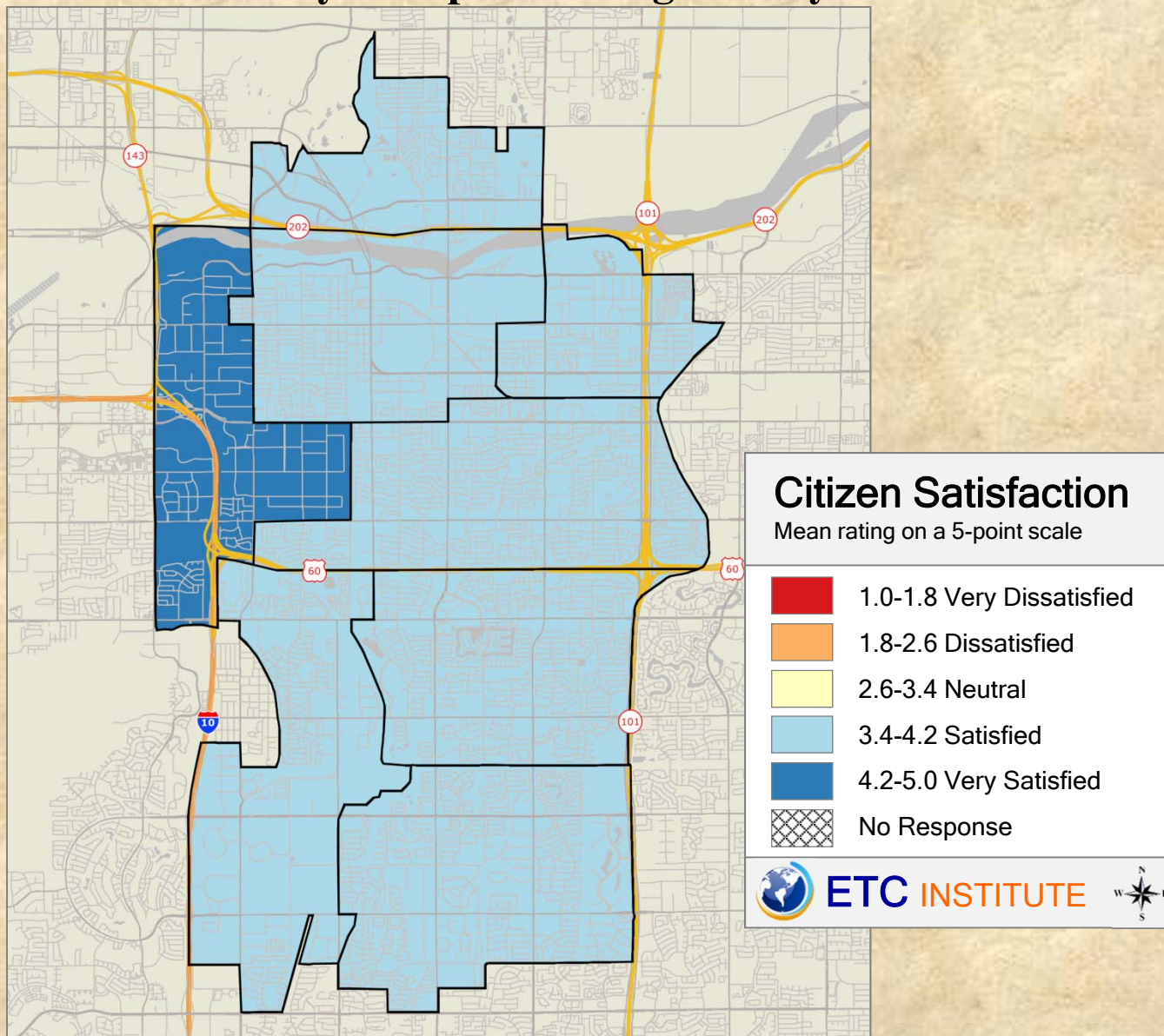
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE
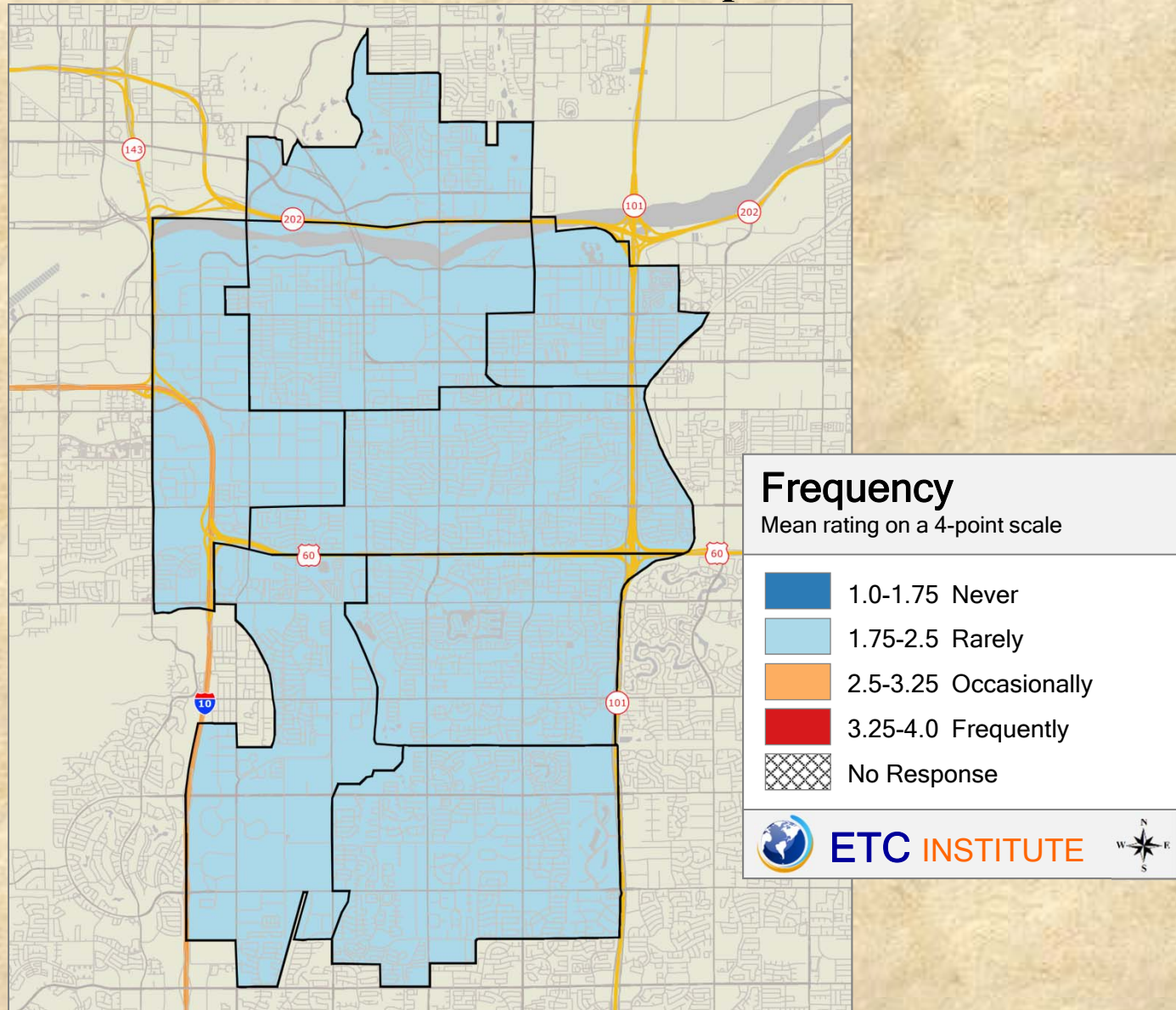
2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q2-06 Level of Satisfaction with: Safety at City Hall during the day

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q2-07 Level of Satisfaction with: Safety at Mill Avenue during the day
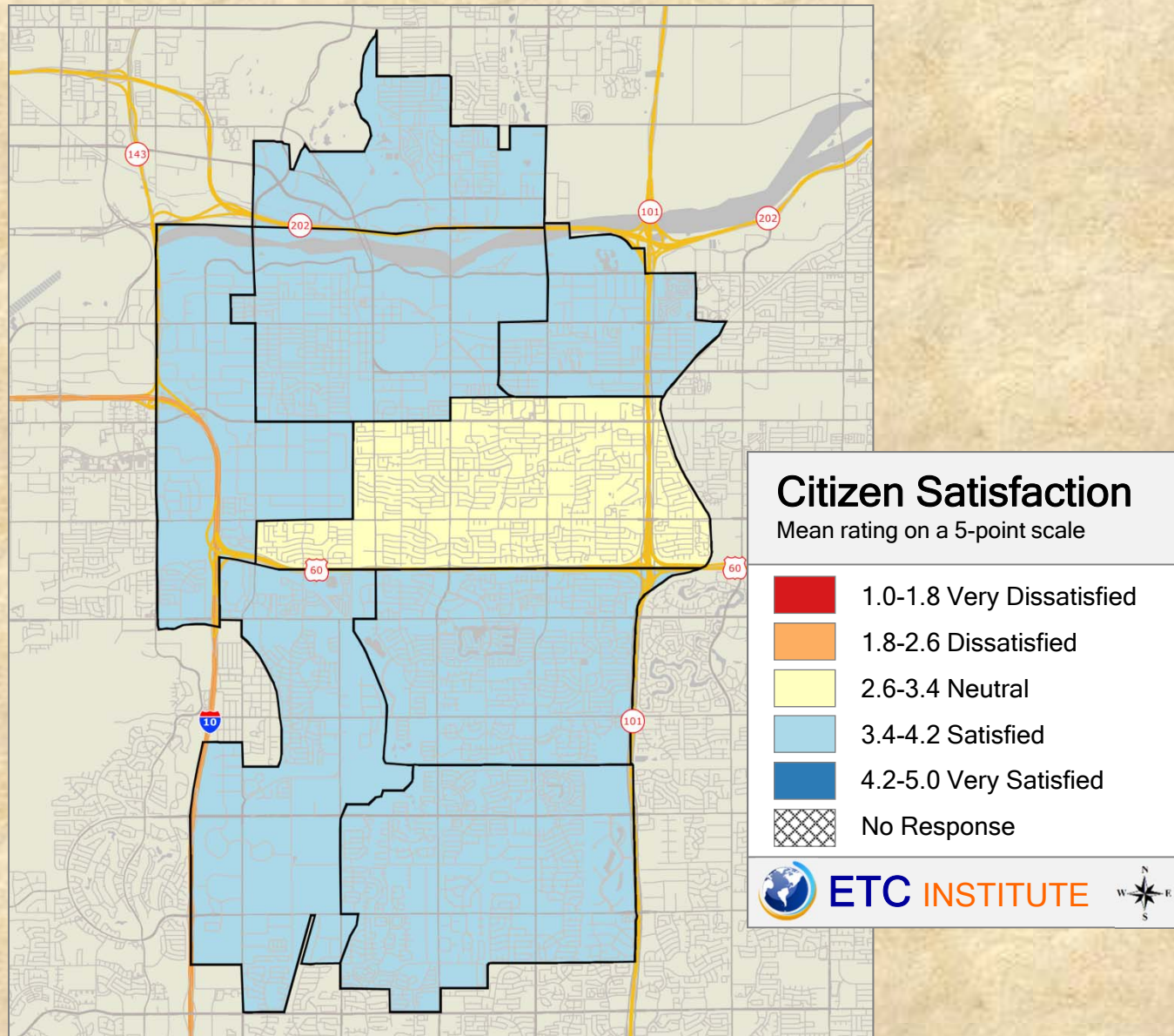
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q2-08 Level of Satisfaction with: Safety at Neighborhood parks at night

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q2-09 Level of Satisfaction with: Safety at City parks like Kiwanis and Tempe Beach at night

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q2-10 Level of Satisfaction with: Safety at desert parks like Papago, Evelyn Hallman, and Hayden Butte at night

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q2-11 Level of Satisfaction with: Safety at City athletic and recreational facilities at night

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey

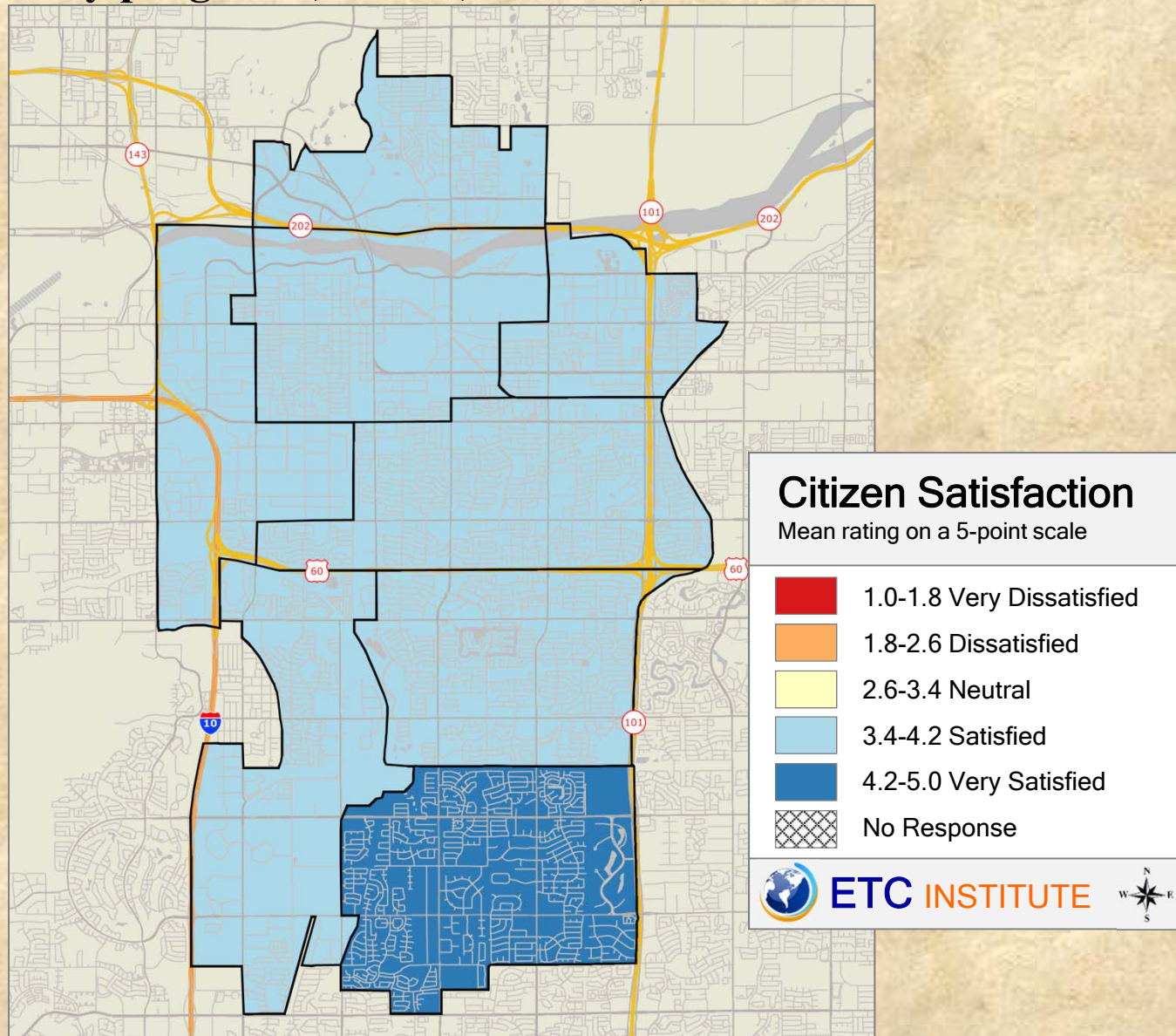Shading reflects the mean rating for all respondents by Character Area

Q2-12 Level of Satisfaction with: Safety at Tempe Public Library Complex at night
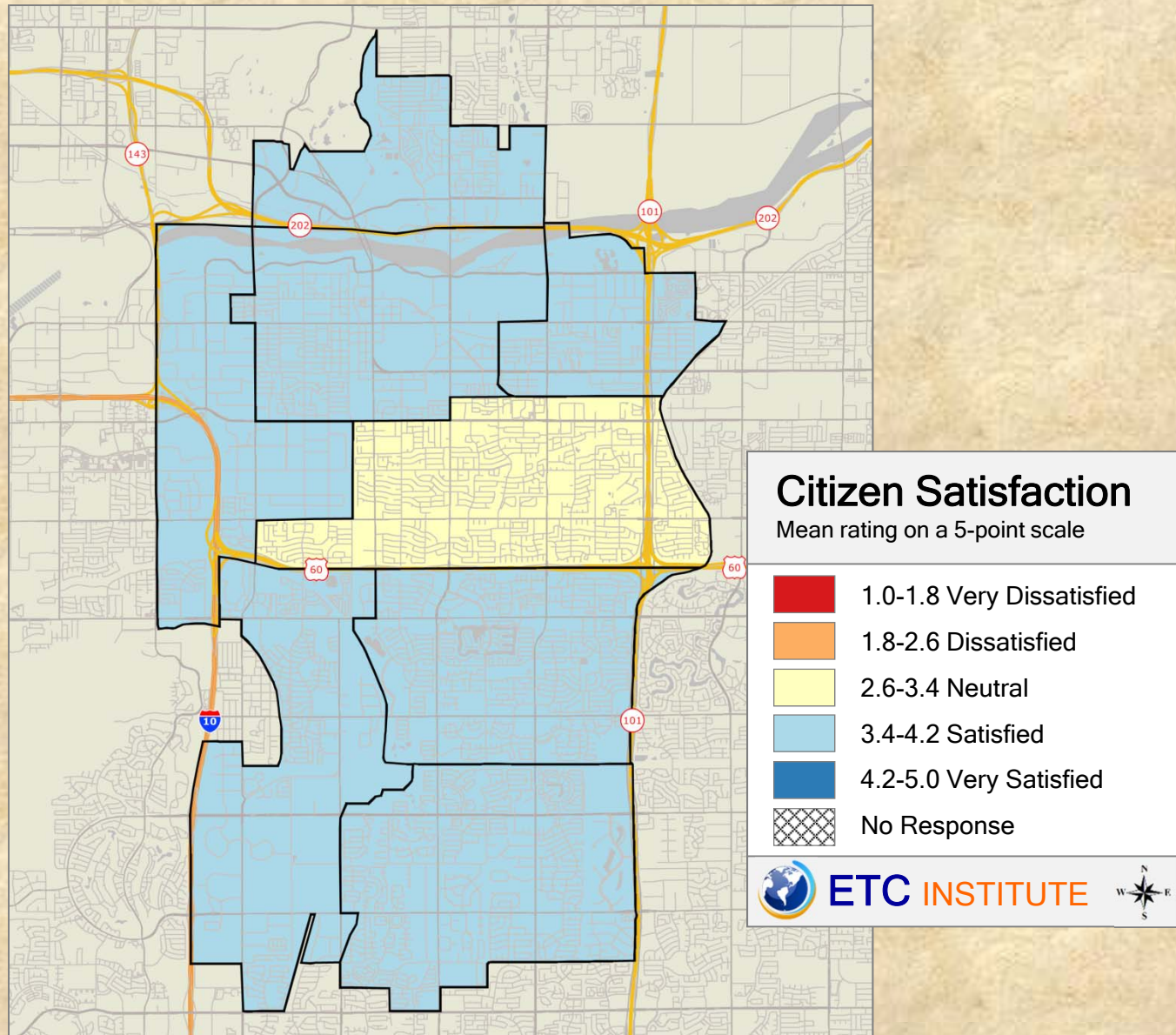
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

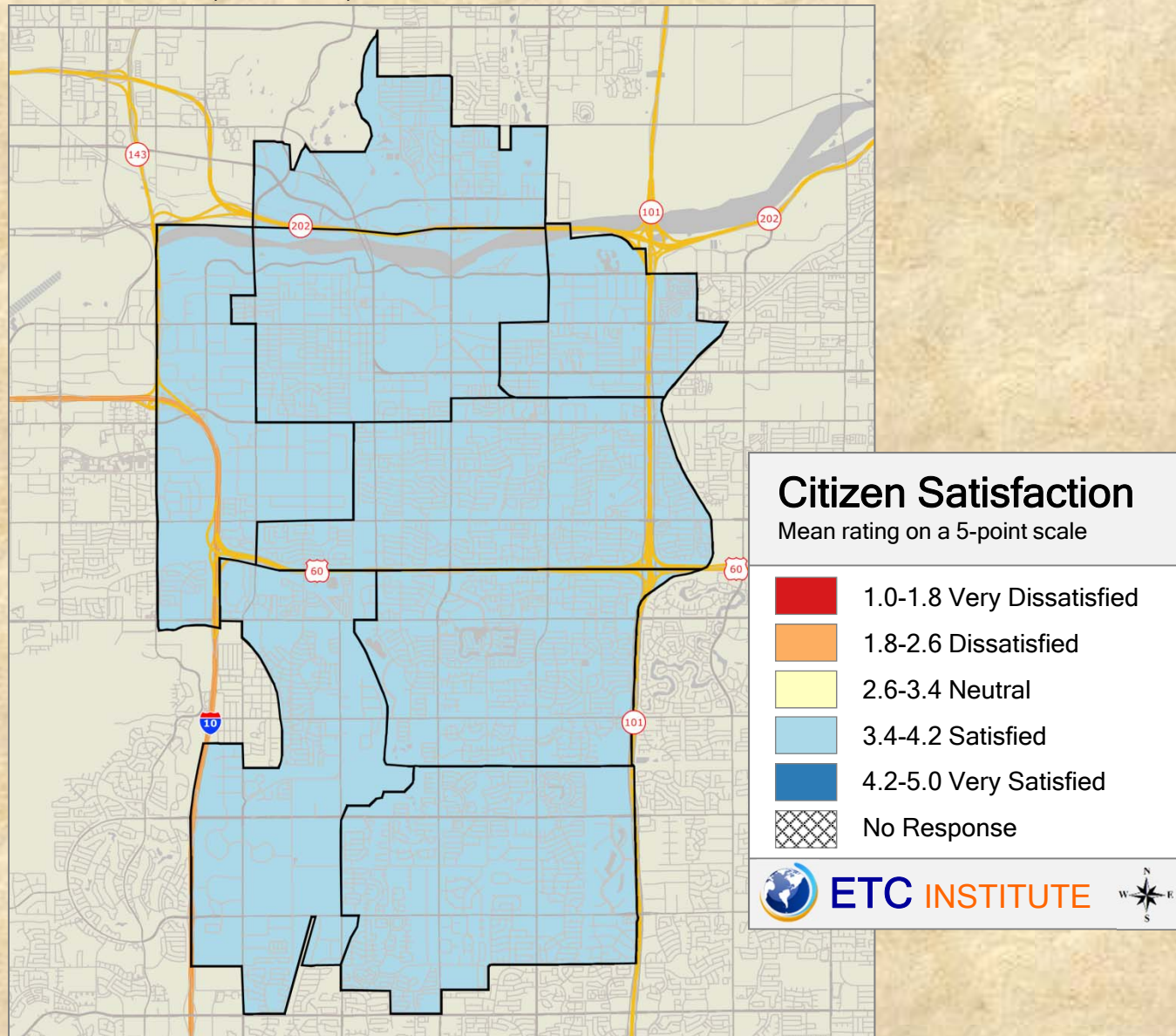# Q2-13 Level of Satisfaction with: Safety at City Hall at night

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
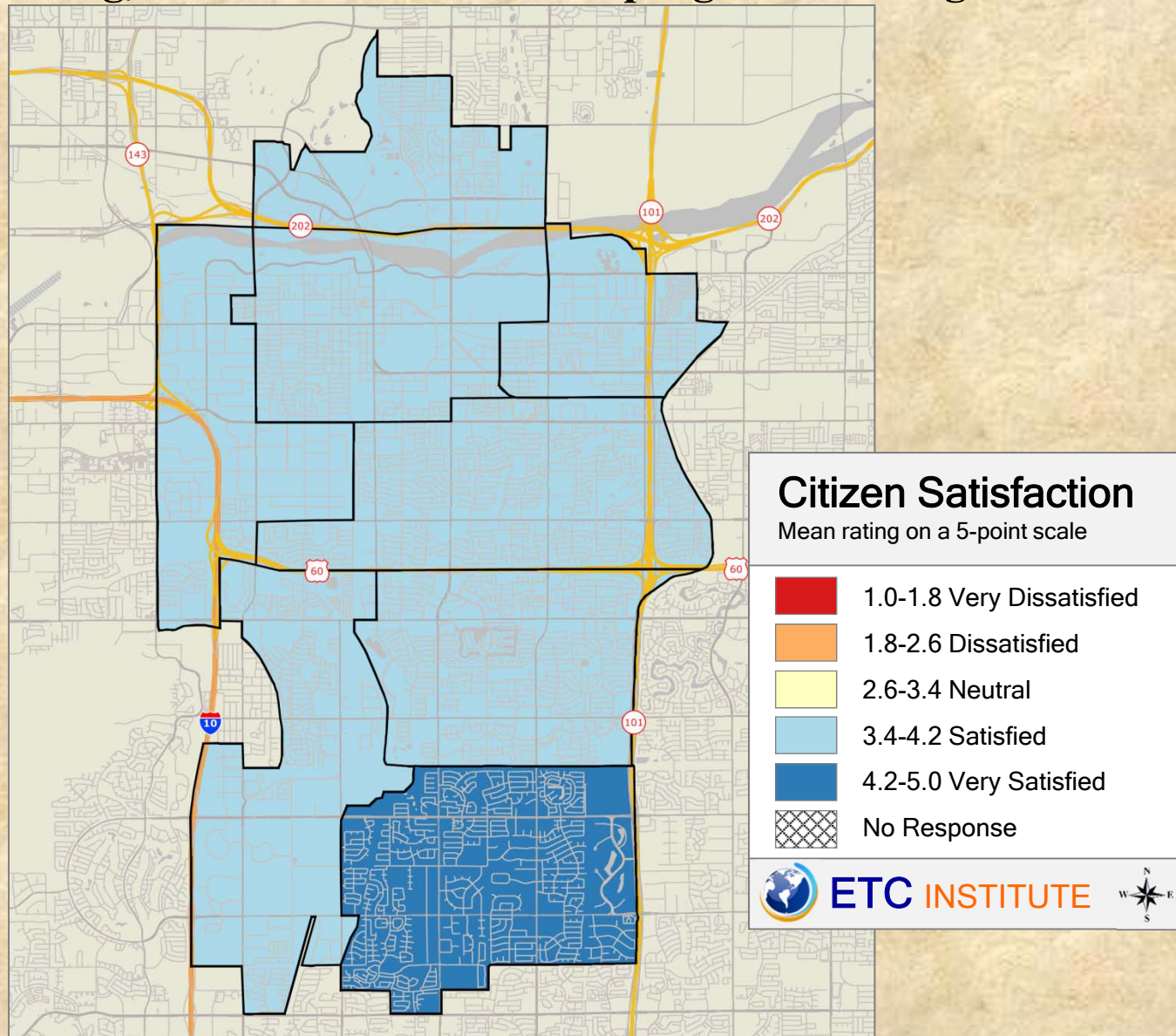Shading reflects the mean rating for all respondents by Character Area

Q2-14 Level of Satisfaction with: Safety at Mill Avenue at night

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area

Q3-01 Frequency respondent worries about: Getting mugged
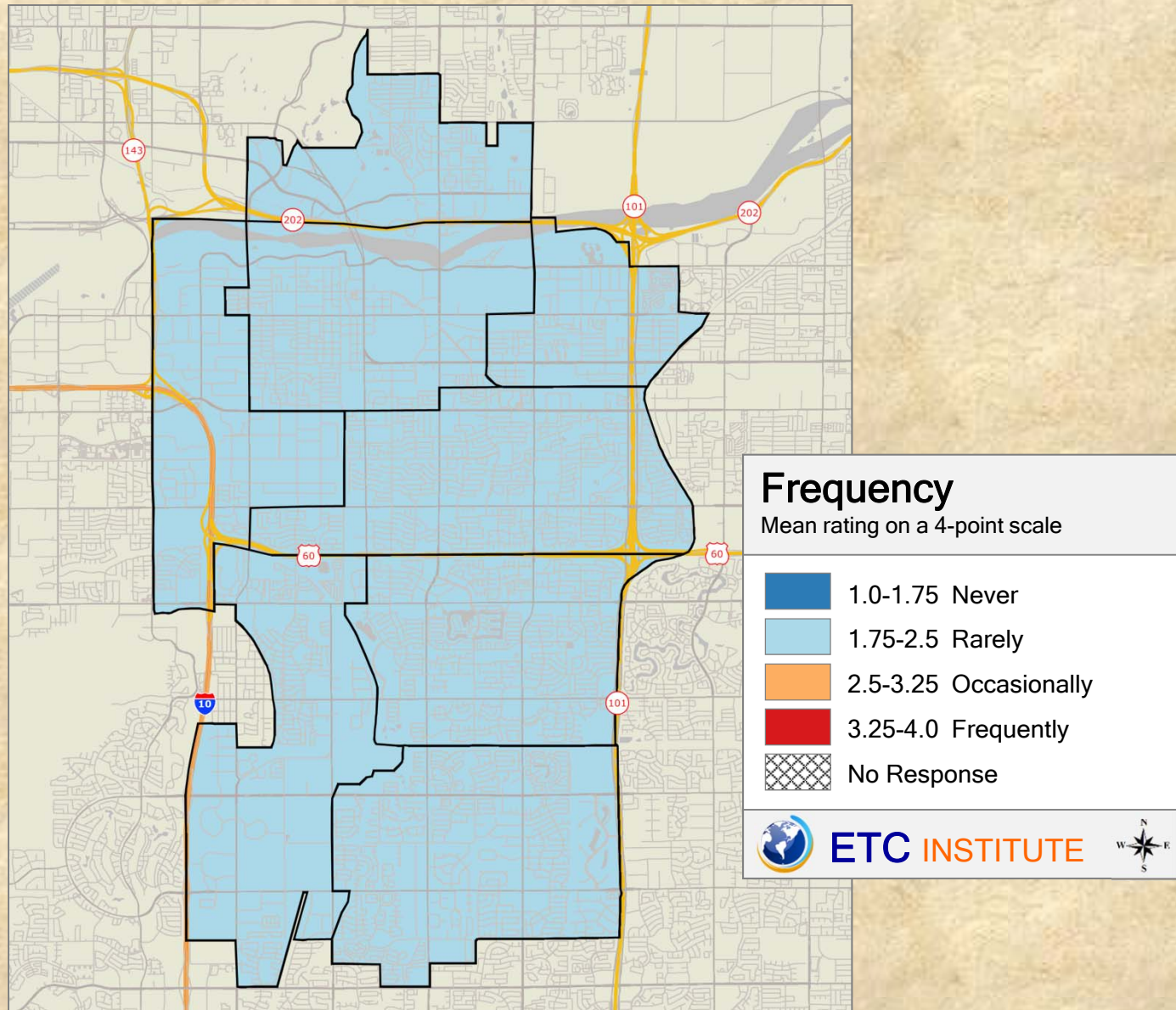
Frequency
Mean rating on a 4-point scale

1.0-1.75 Never
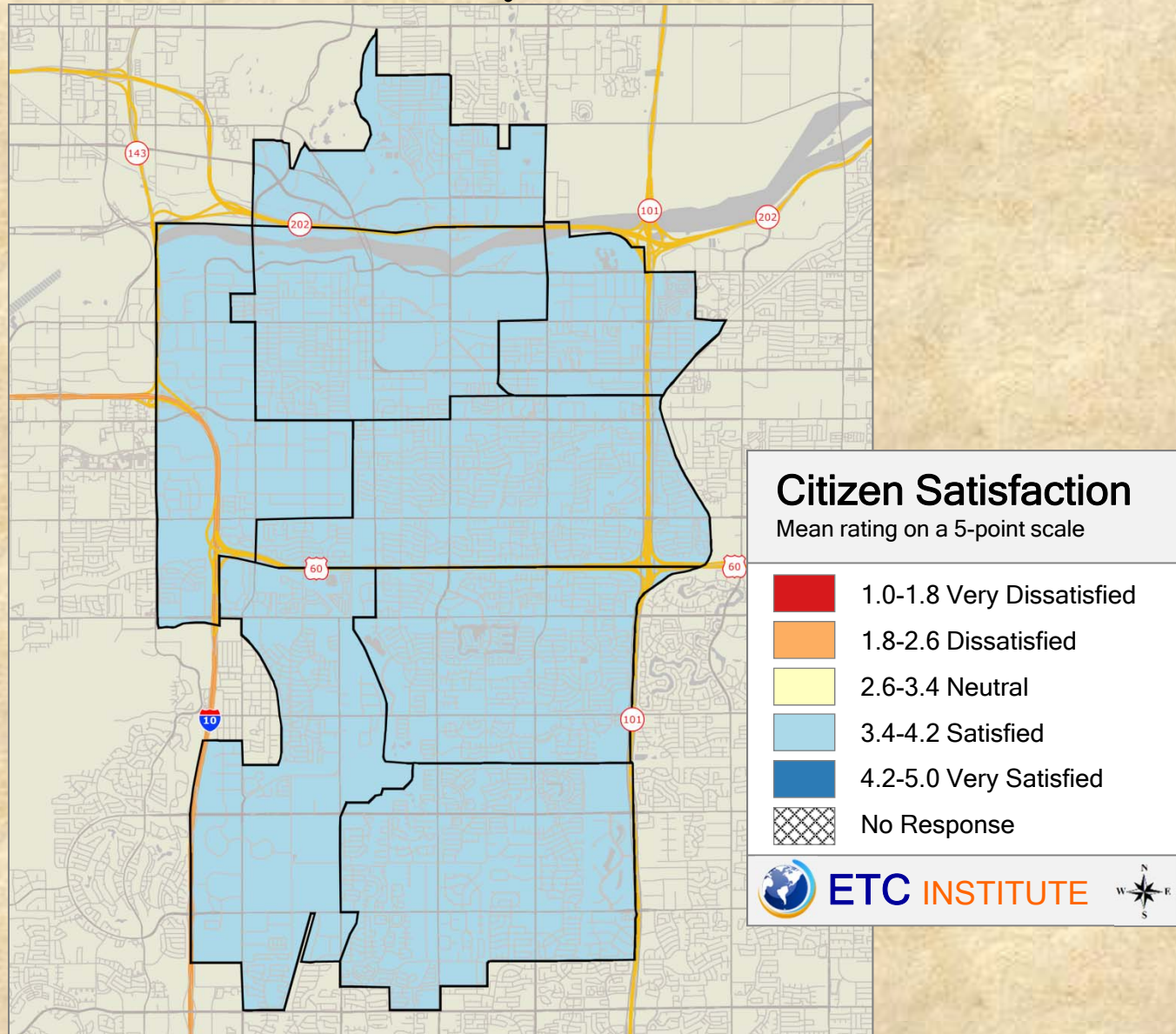1.75-2.5 Rarely
2.5-3.25 Occasionally
3.25-4.0 Frequently
No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q3-02 Frequency respondent worries about:
Having home burglarized when not there

Frequency
Mean rating on a 4-point scale

- 1.0-1.75 Never
- 1.75-2.5 Rarely
- 2.5-3.25 Occasionally
- 3.25-4.0 Frequently
- No Response

ETC INSTITUTE

Q3-03 Frequency respondent worries about: Being attacked or threatened with a weapon

Frequency
Mean rating on a 4-point scale

- 1.0-1.75 Never
- 1.75-2.5 Rarely
- 2.5-3.25 Occasionally
- 3.25-4.0 Frequently
- No Response

ETC INSTITUTE

Q3-04 Frequency respondent worries about: Having car stolen or broken into

Frequency
Mean rating on a 4-point scale

- 1.0-1.75 Never
- 1.75-2.5 Rarely
- 2.5-3.25 Occasionally
- 3.25-4.0 Frequently
- No Response

ETC INSTITUTE
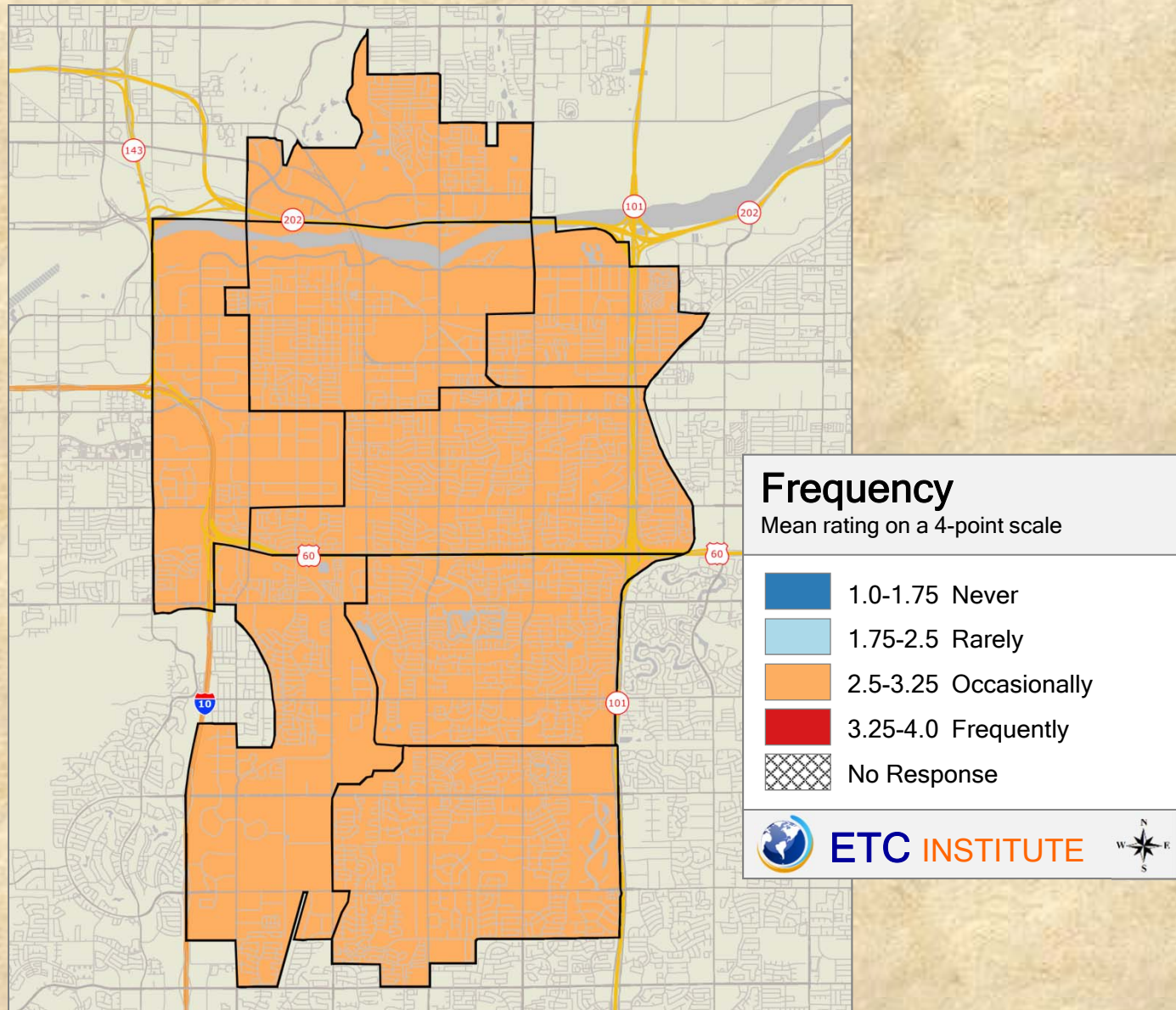
Q3-05 Frequency respondent worries about: Being a victim of identity theft

Frequency
Mean rating on a 4-point scale

- 1.0-1.75 Never
- 1.75-2.5 Rarely
- 2.5-3.25 Occasionally
- 3.25-4.0 Frequently
- No Response

ETC INSTITUTE
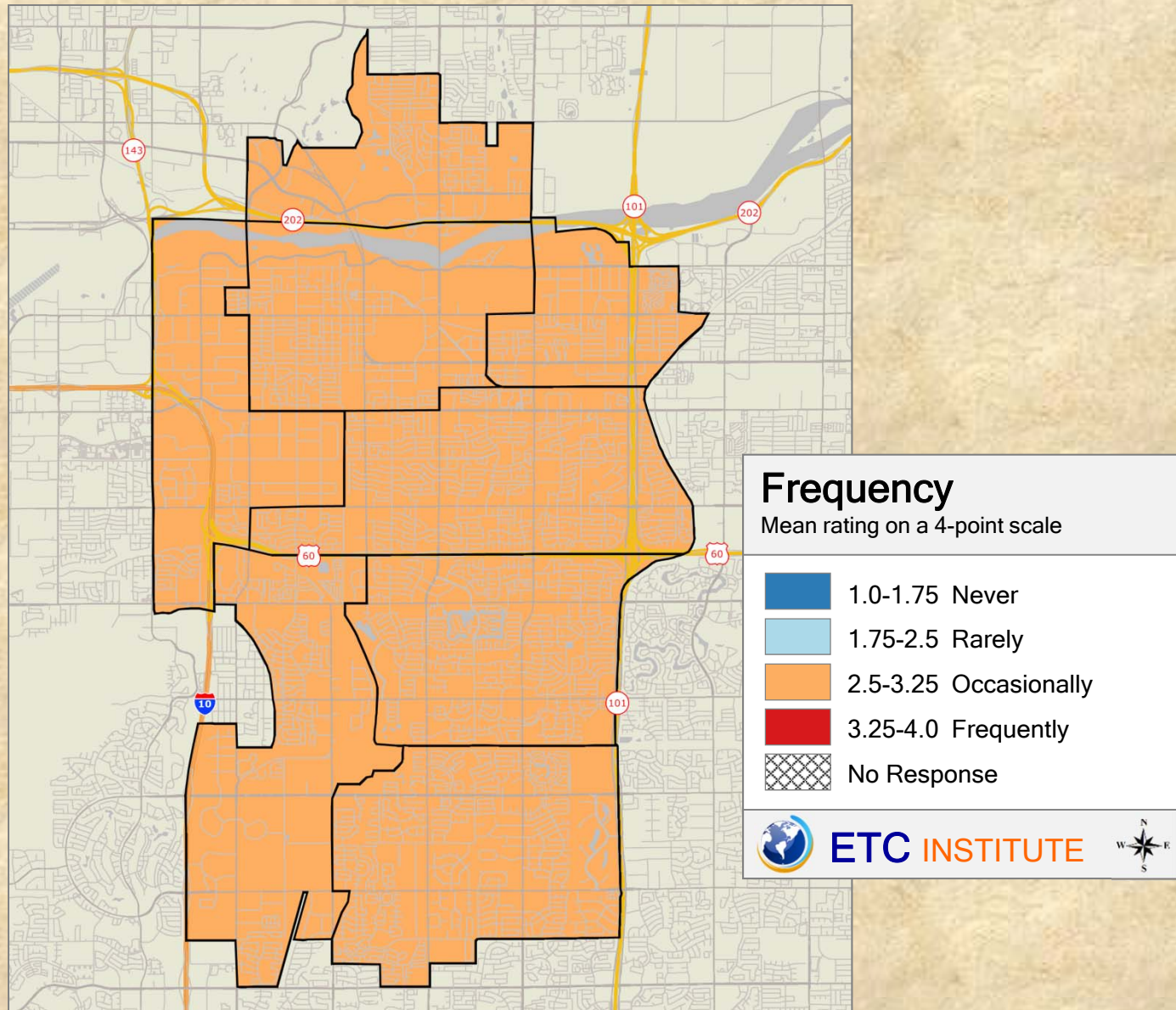
Q6-01 Level of Satisfaction with: The overall quality of services offered by the City of Tempe
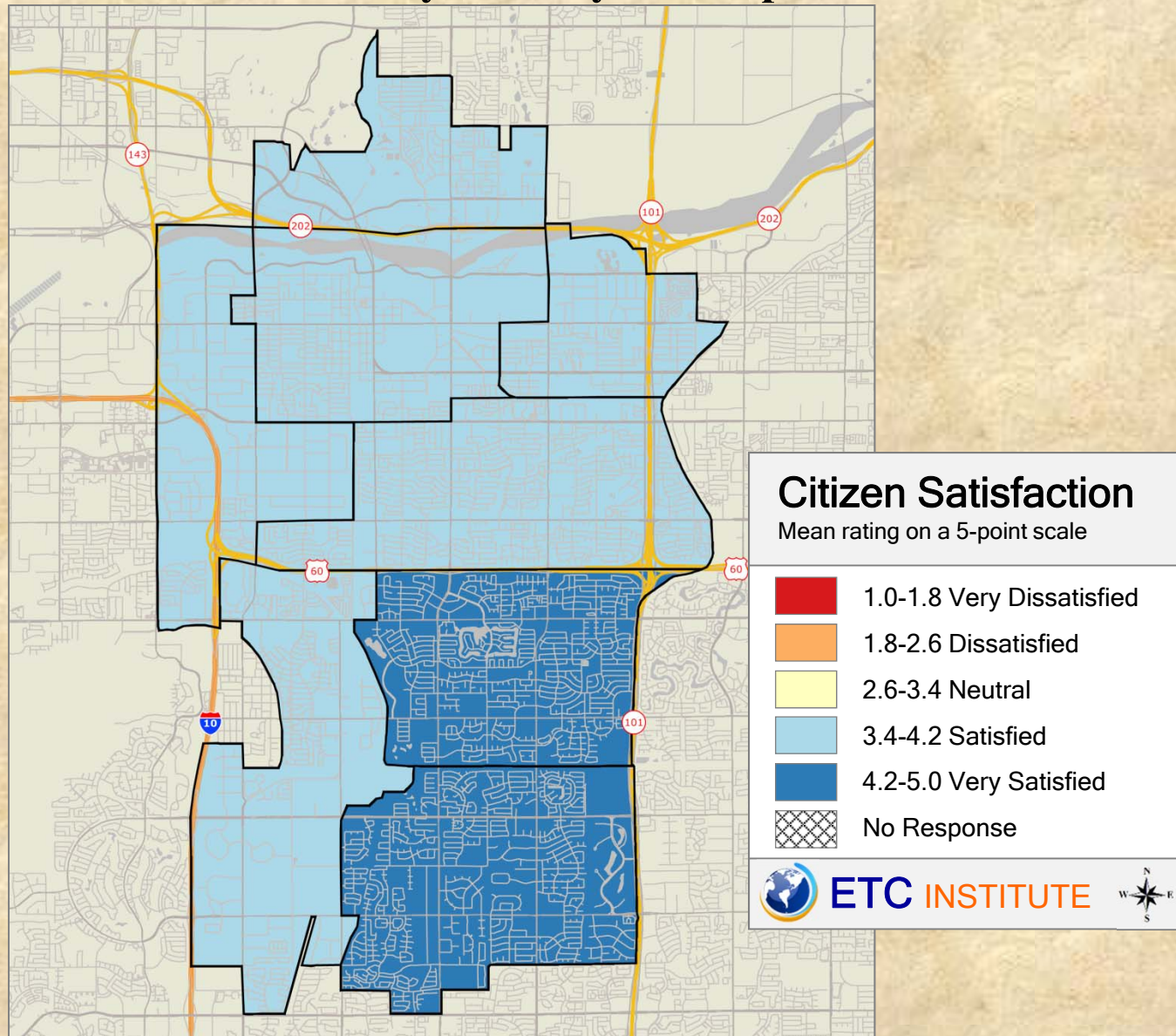
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
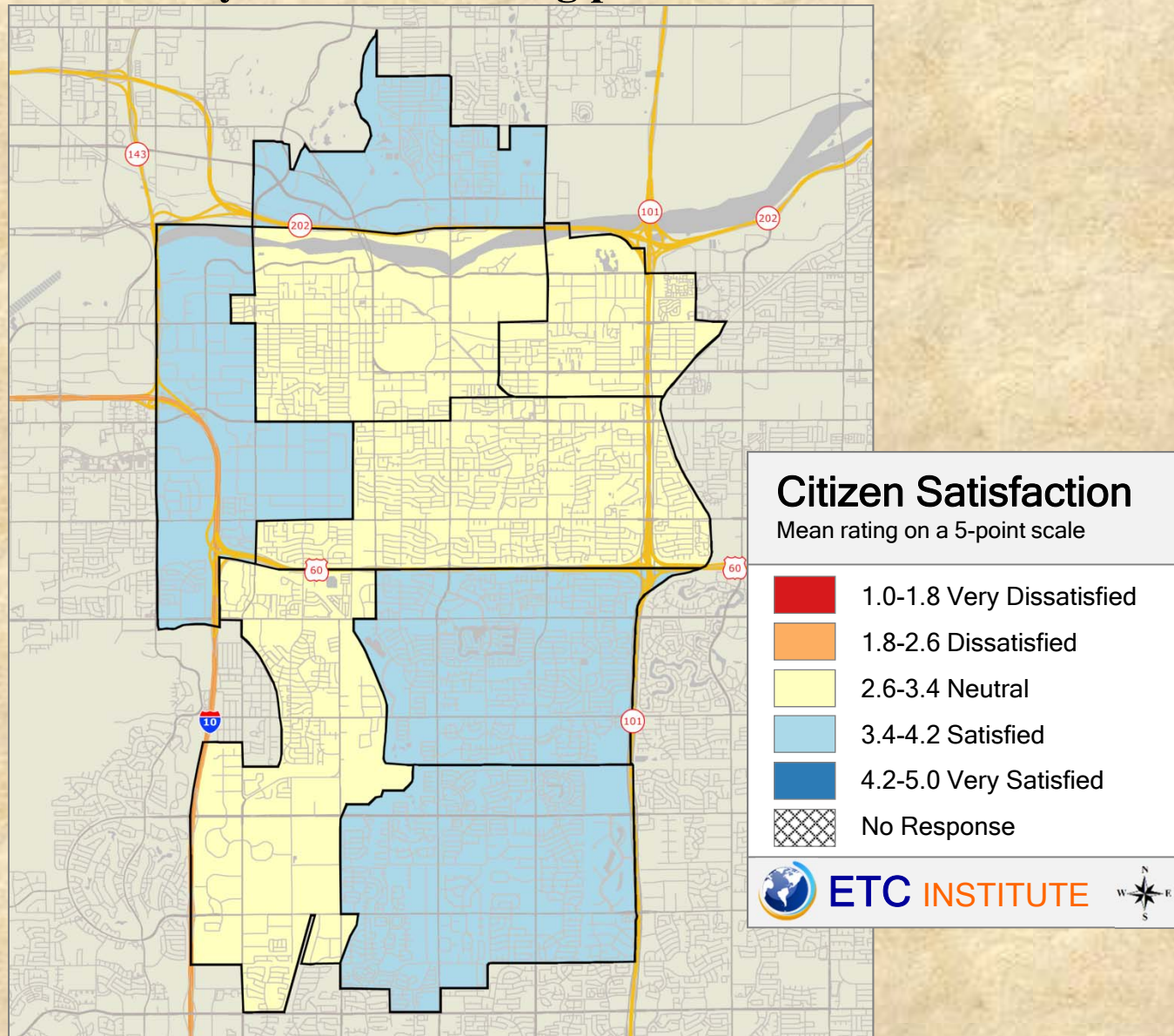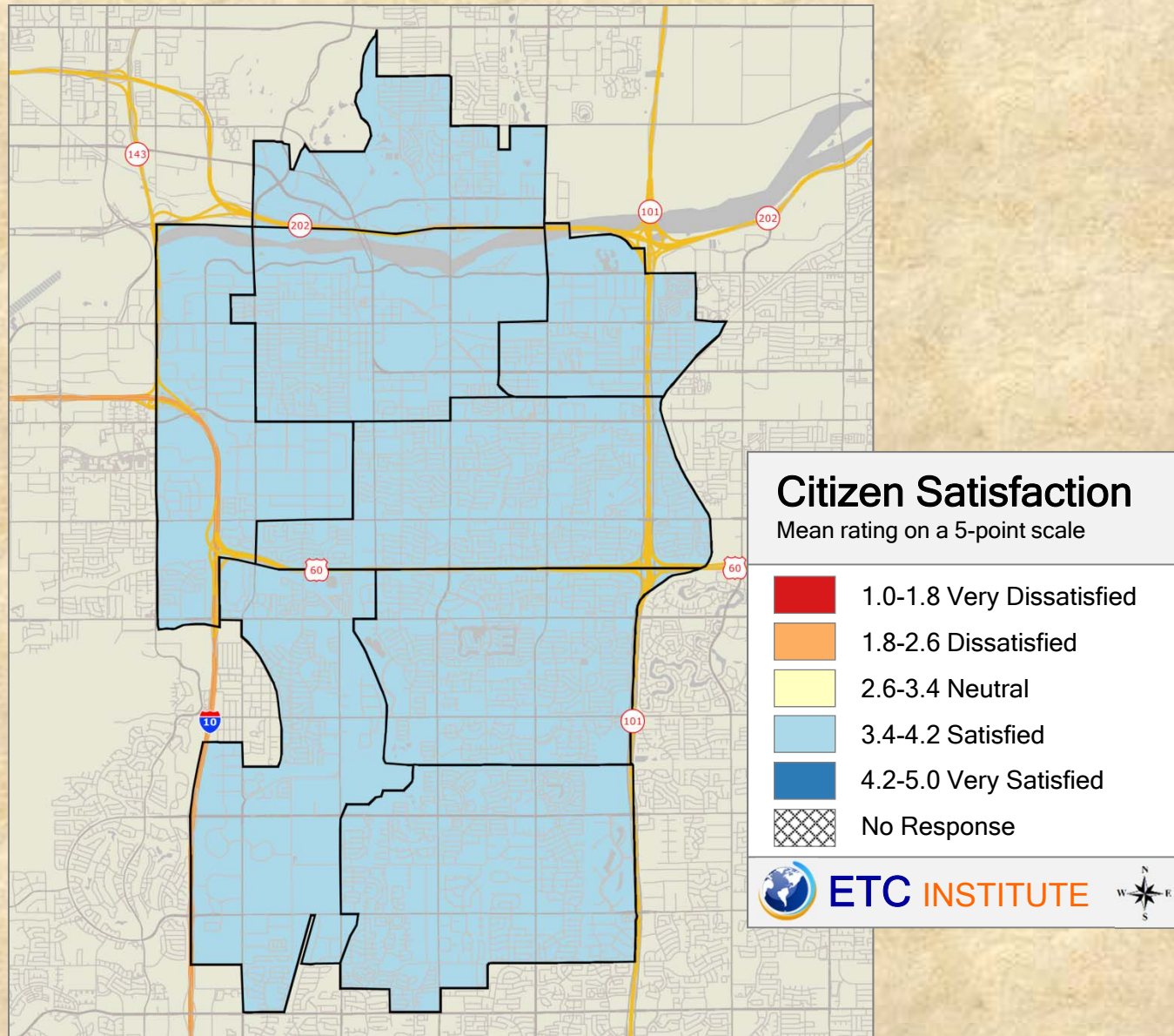Shading reflects the mean rating for all respondents by Character Area

Q6-02 Level of Satisfaction with: Leadership of the City's elected officials
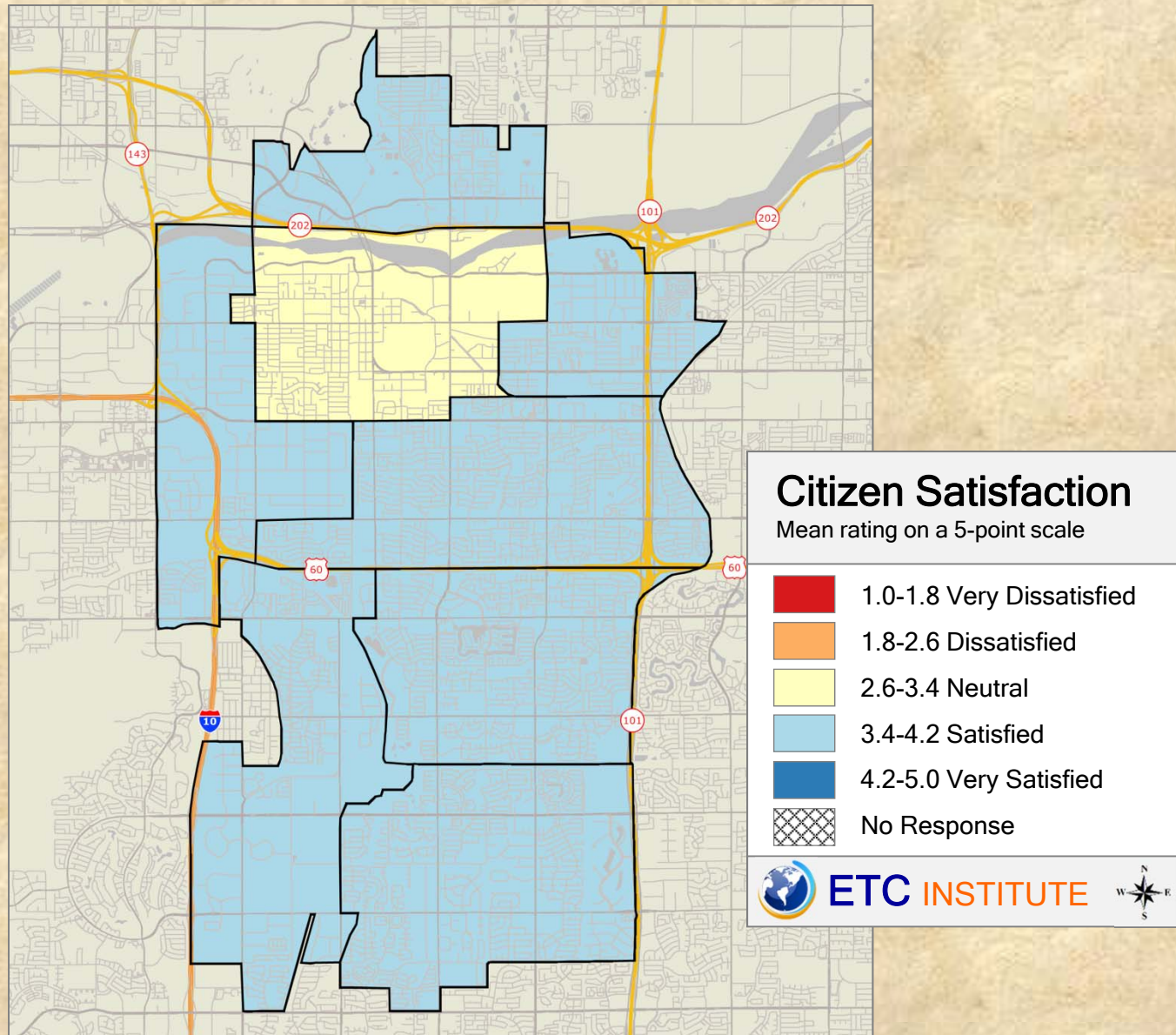
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

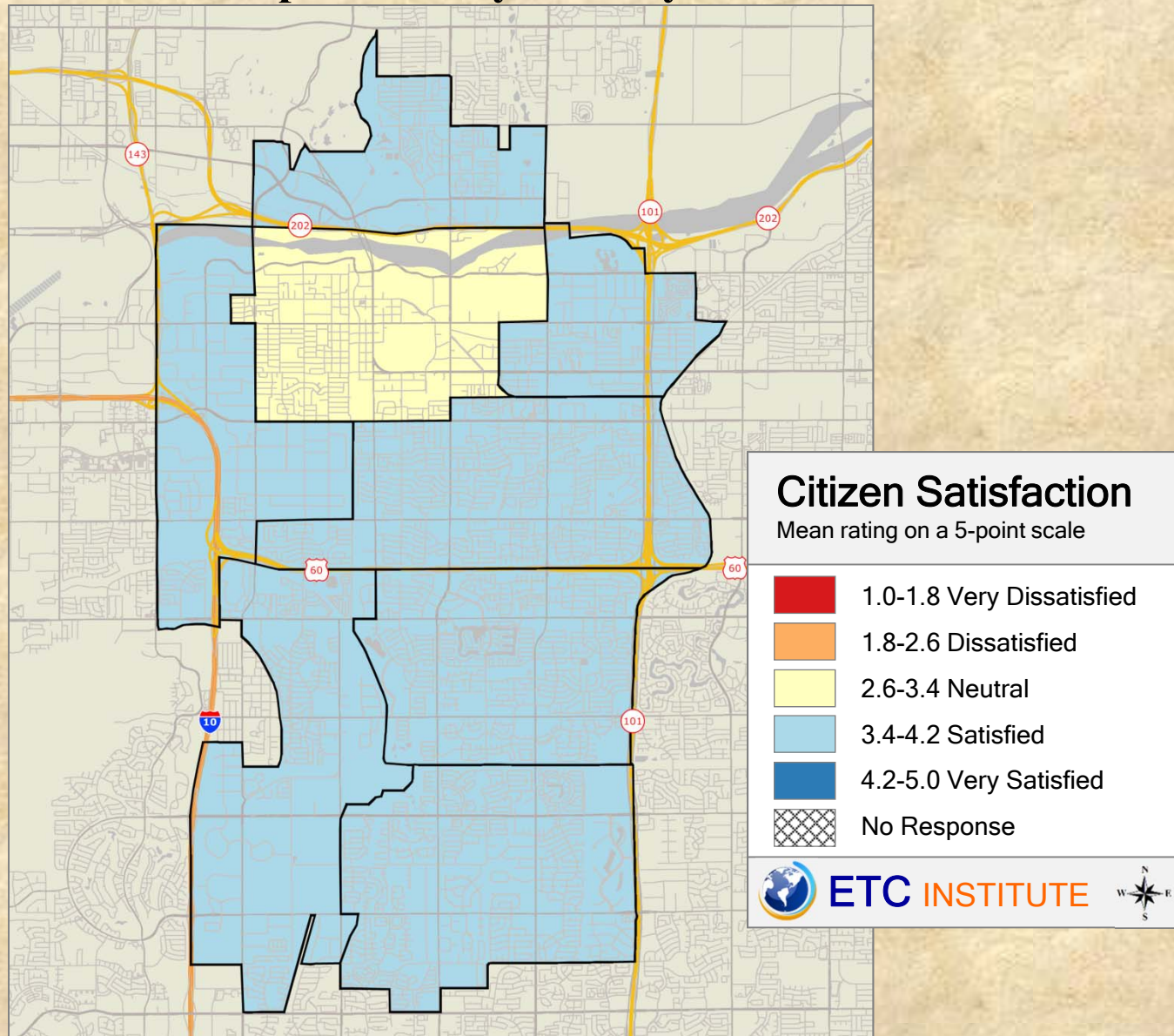# Q6-03 Level of Satisfaction with: How ethical City employees are in the way they conduct City business
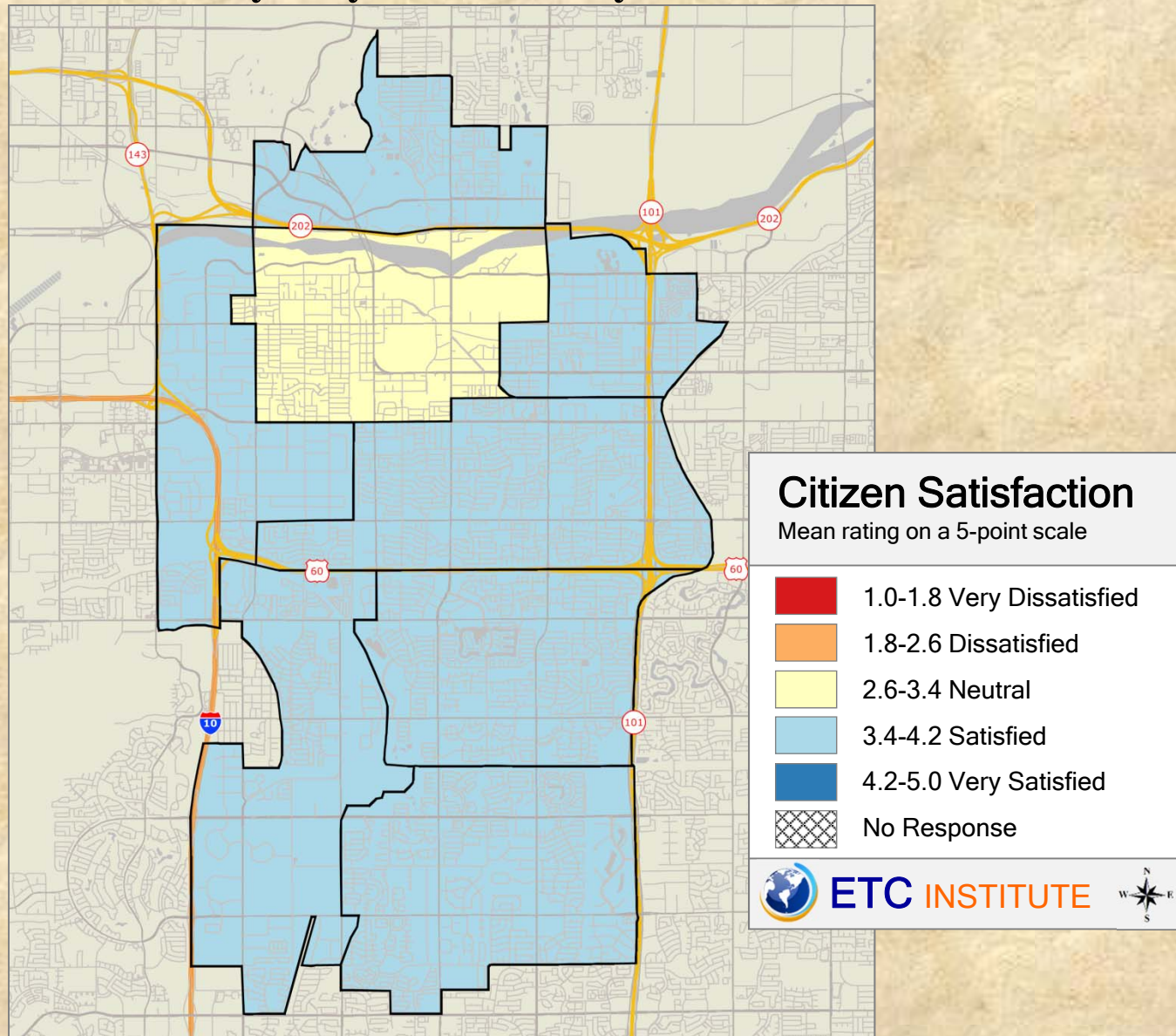
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

# Q6-04 Level of Satisfaction with: Availability of information about City programs, events, services, and issues

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

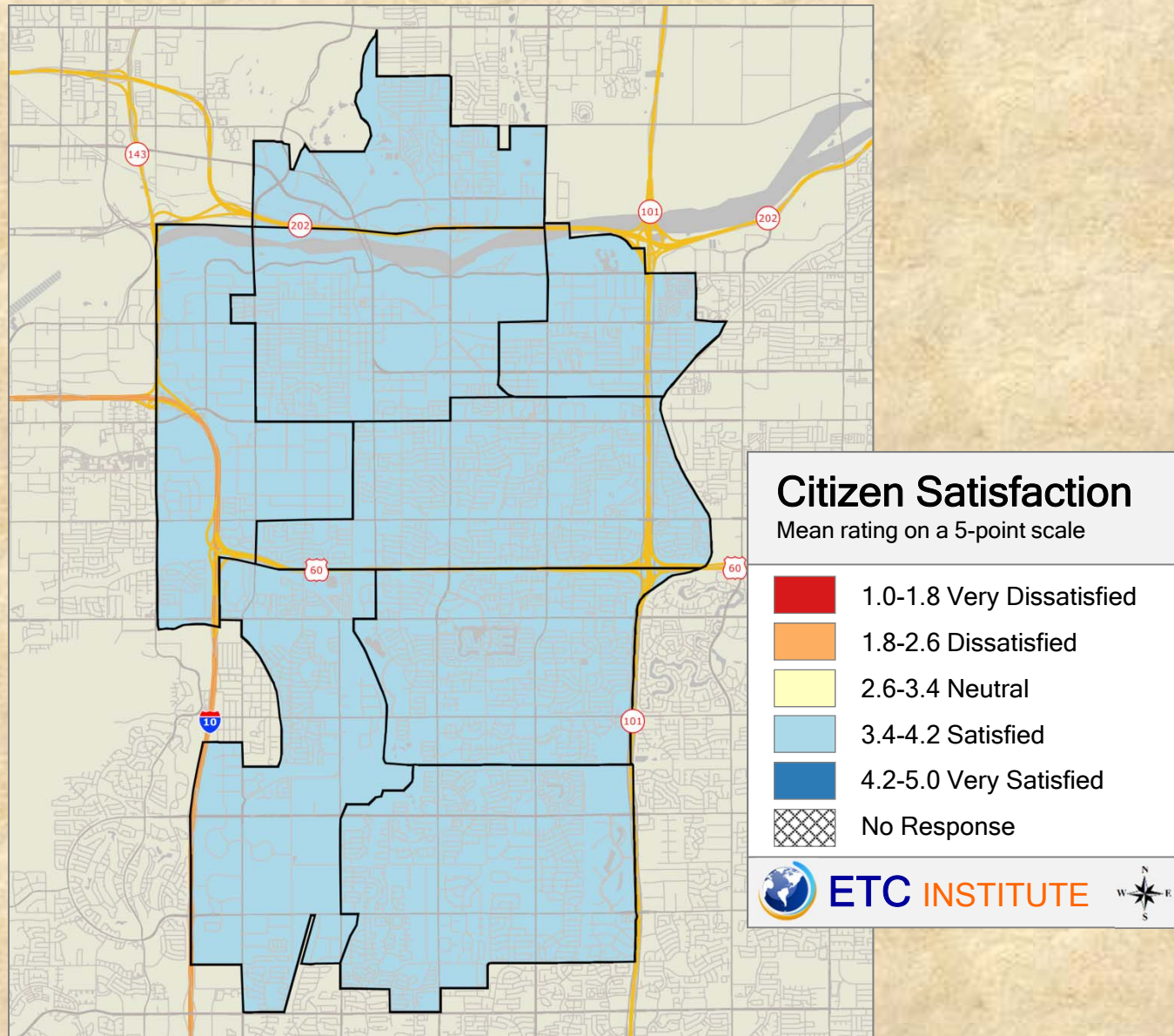# Q6-05 Level of Satisfaction with: Availability of information on water, sewer, and solid waste rates

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q6-06 Level of Satisfaction with: Availability of information on recycling, composting, and water conservation program offerings

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q6-07 Level of Satisfaction with: How easy the City's 3-1-1 "One Call to City Hall" is to use

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
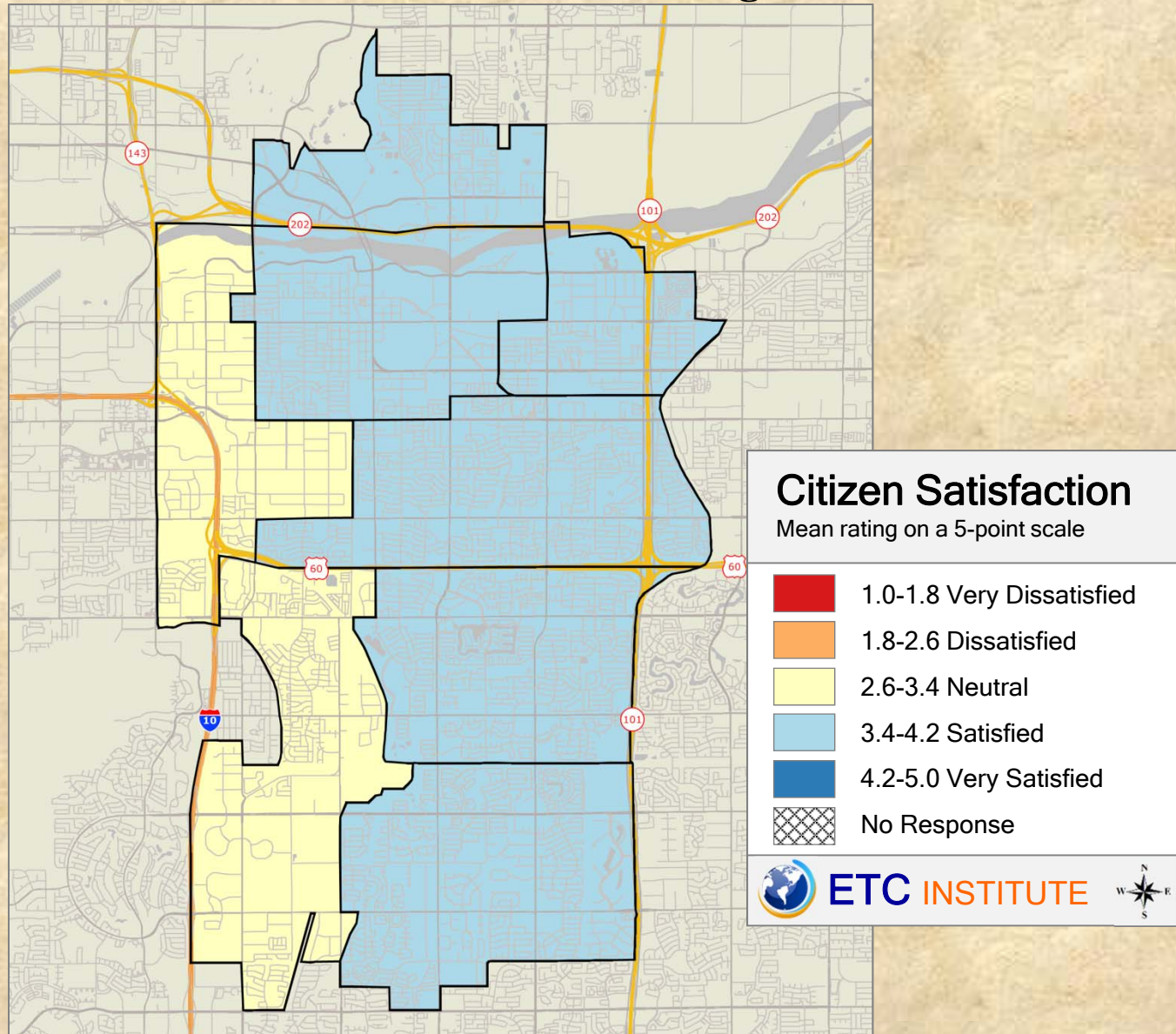- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q6-08 Level of Satisfaction with: Usefulness of the City's website
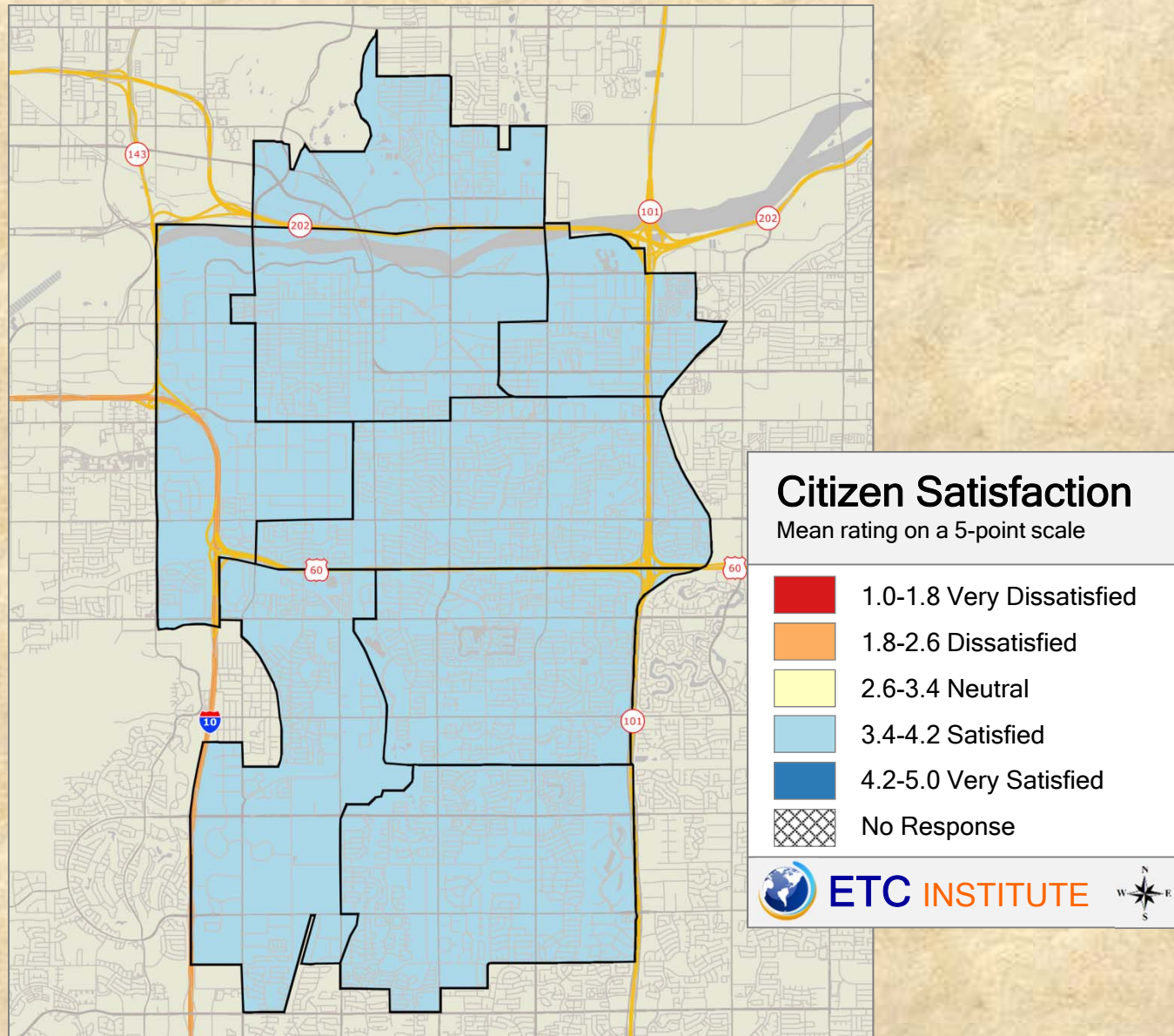
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area

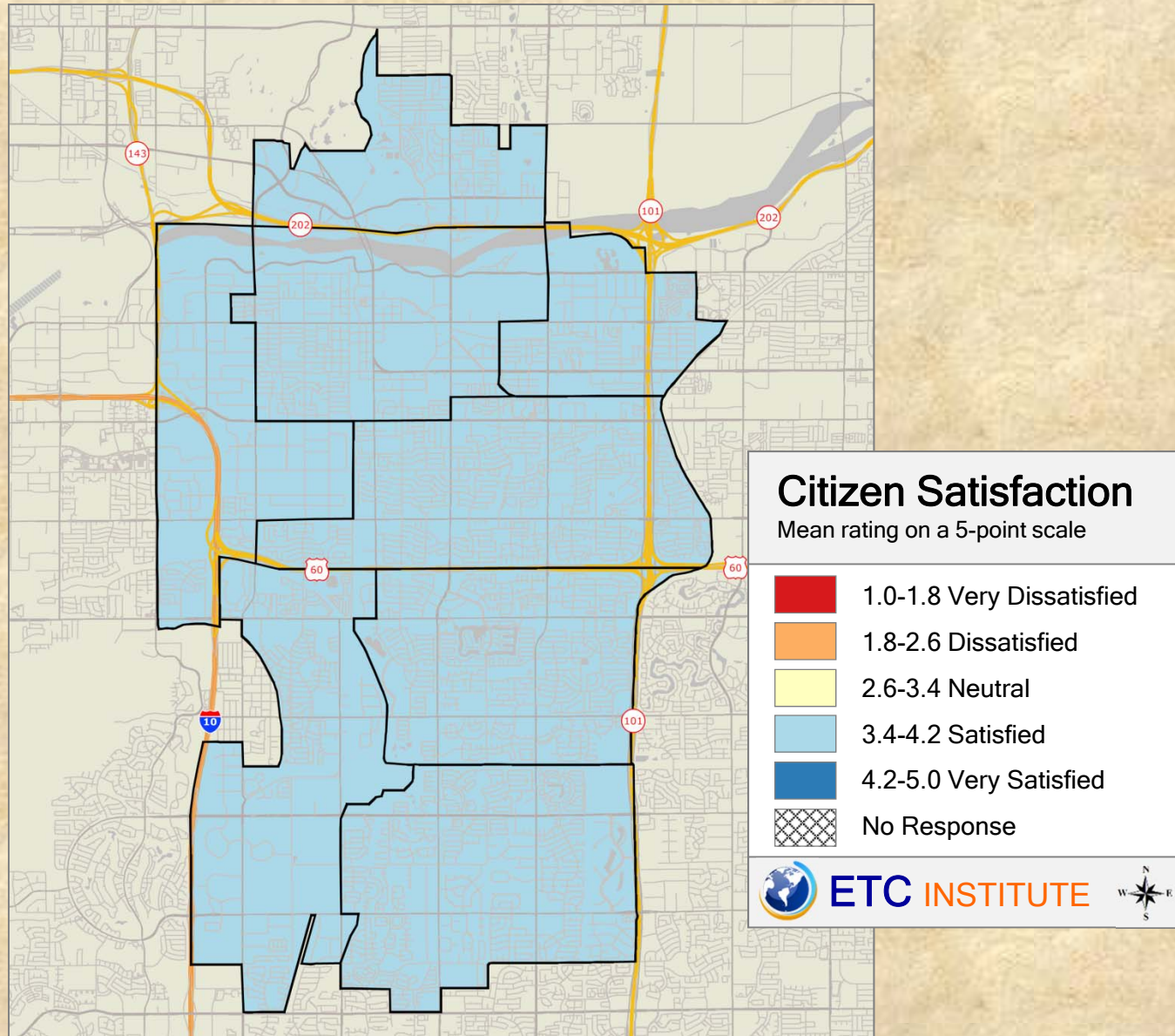# Q6-09 Level of Satisfaction with: Tempe's online services

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

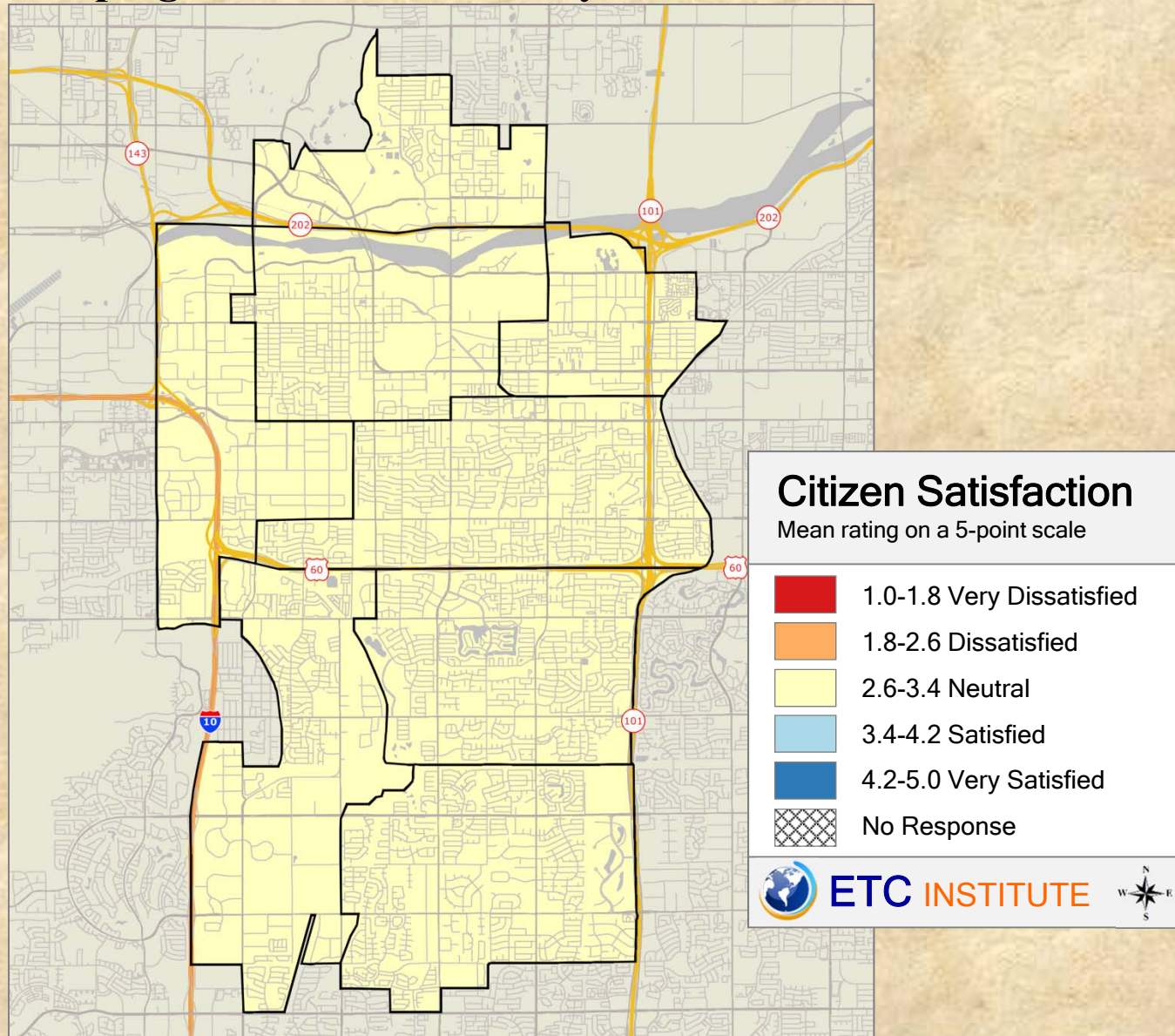# Q6-10 Level of Satisfaction with: Your ability to participate in City decision-making processes

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
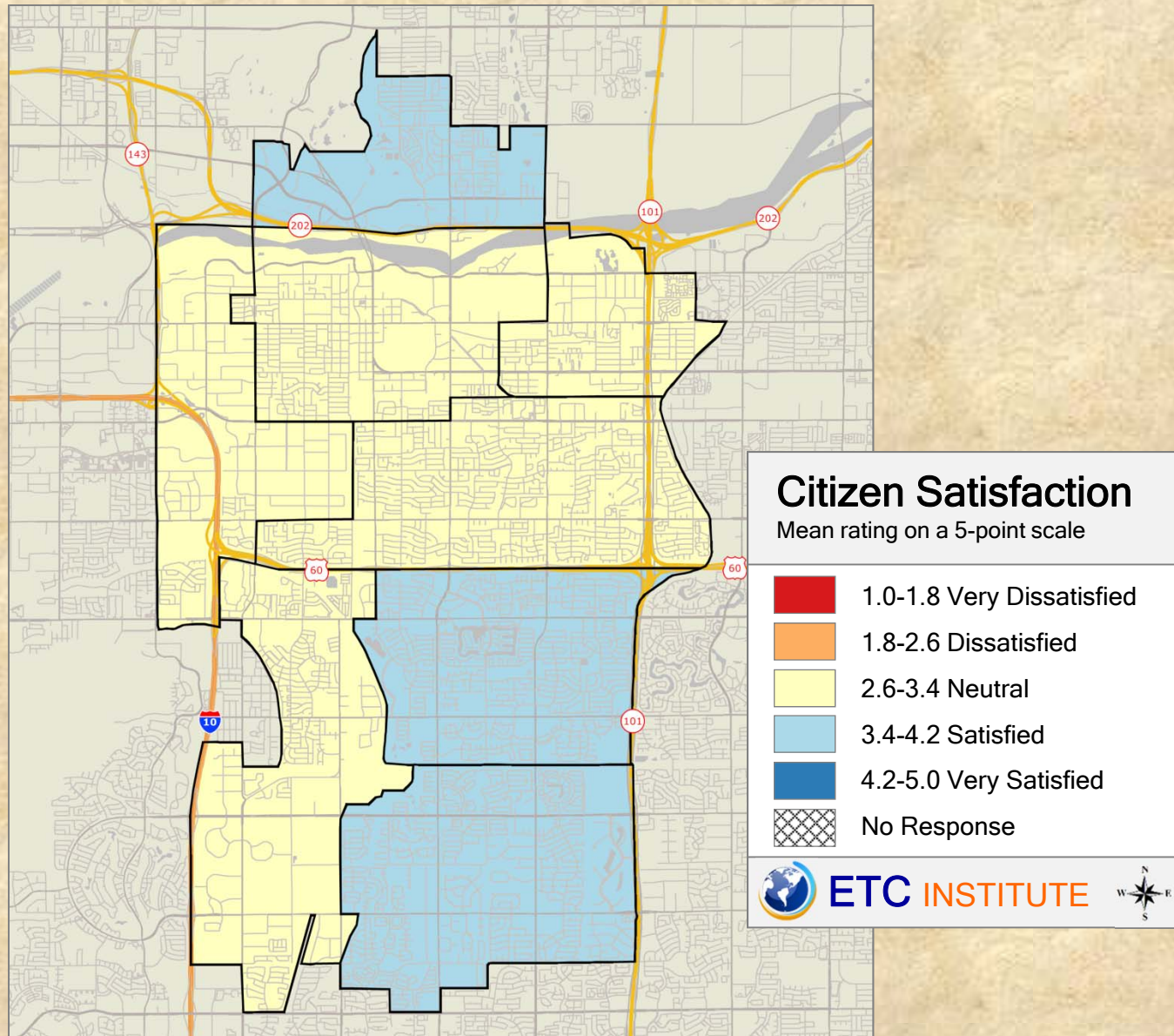Shading reflects the mean rating for all respondents by Character Area

Q6-11 Level of Satisfaction with: The accessibility and transparency of information provided by the City Council

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

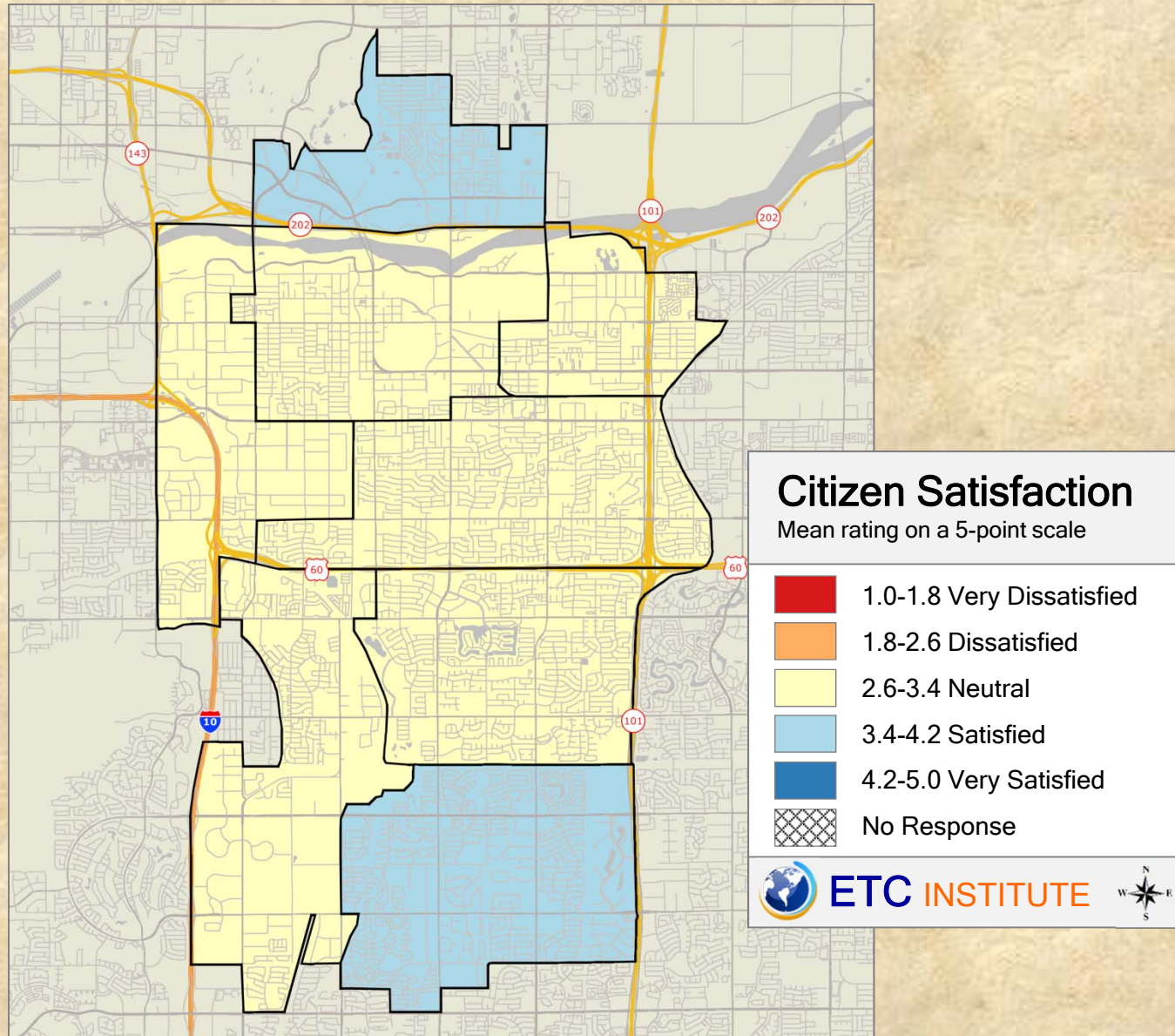# Q6-12 Level of Satisfaction with: How well the City treats residents regardless of age, disability, gender, or other characteristics
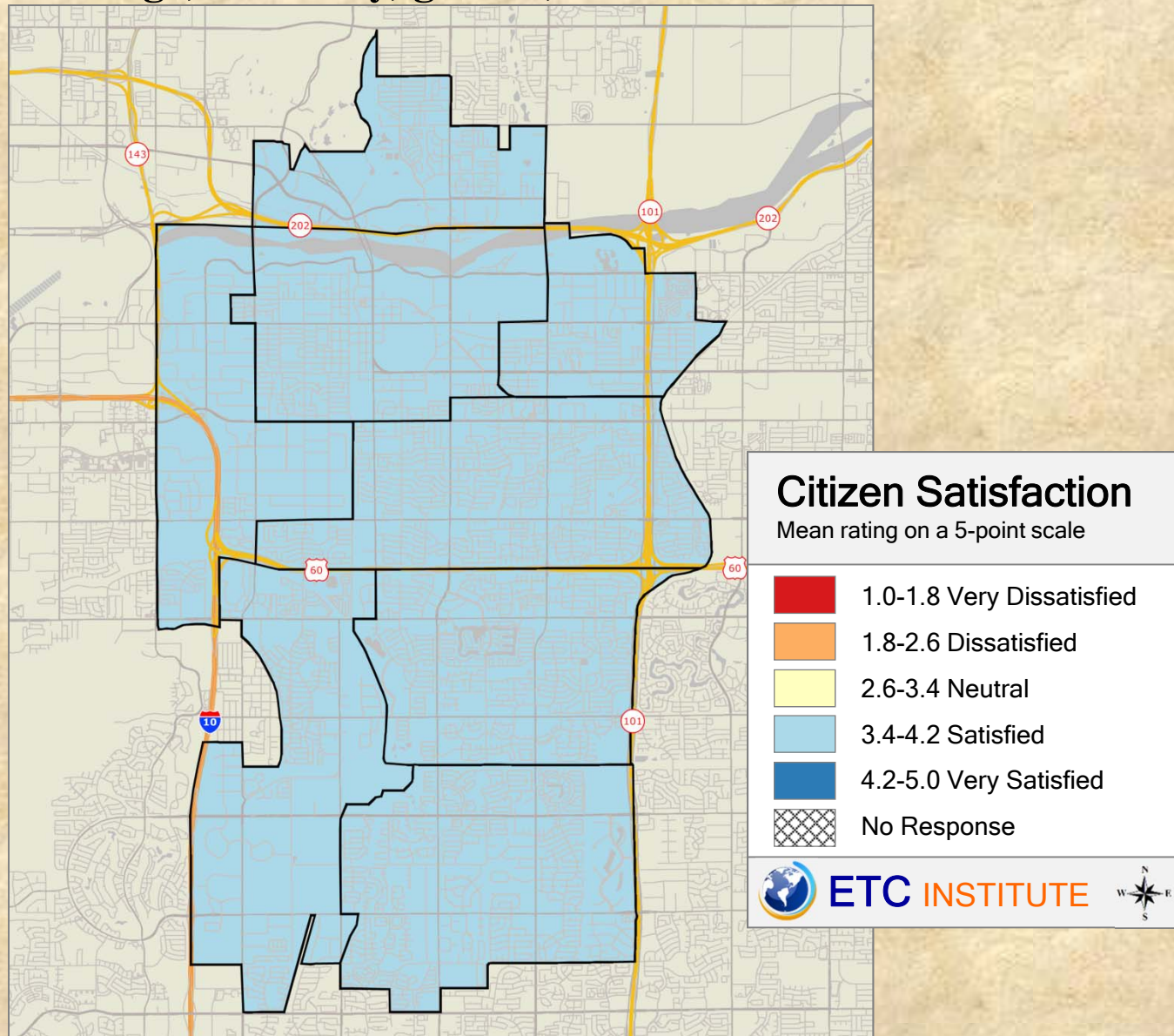
2018 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area

Q6-13 Level of Satisfaction with: Overall quality of customer service

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

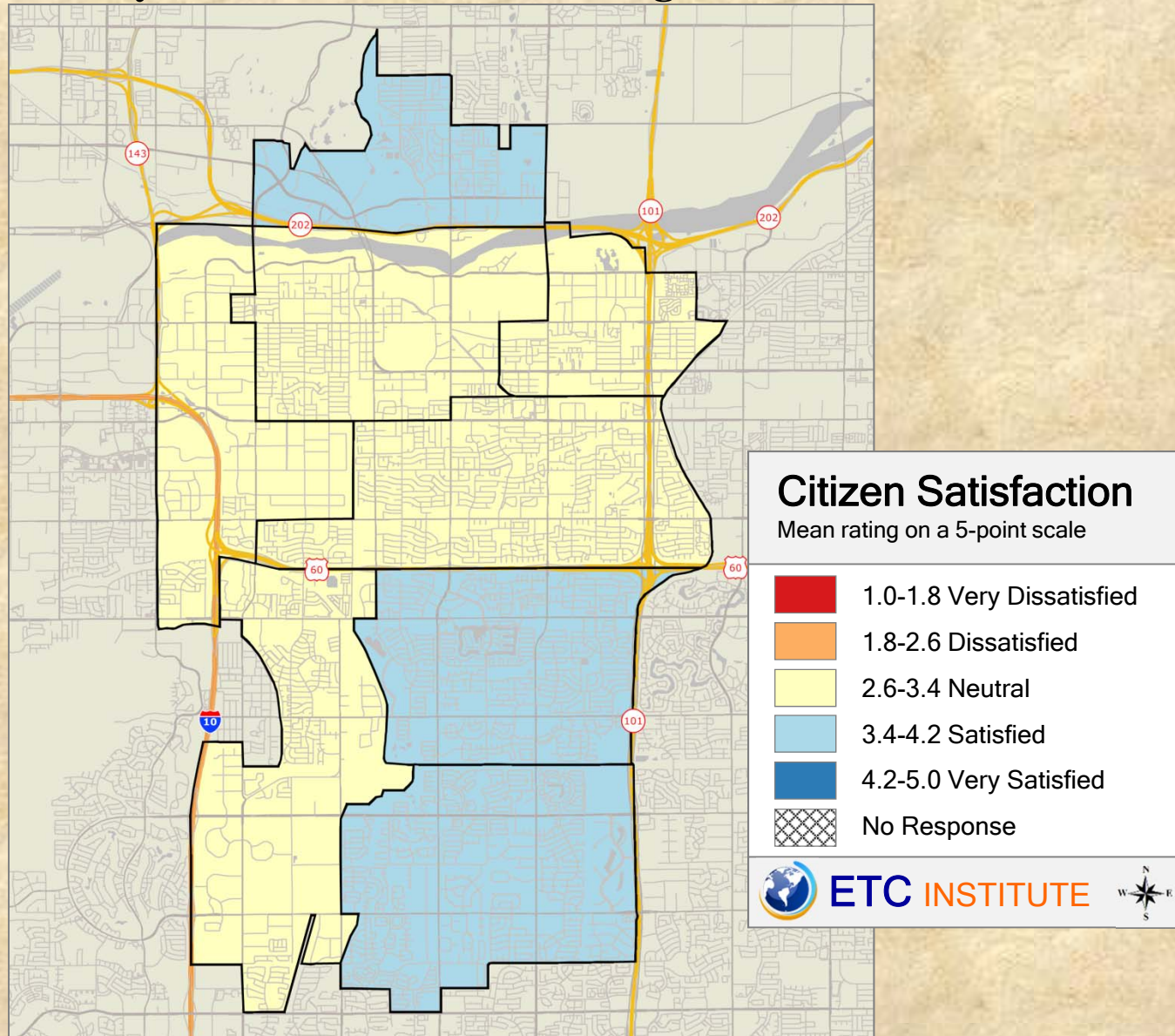# Q7-01 Level of Satisfaction with ease of access to: City Council Meetings
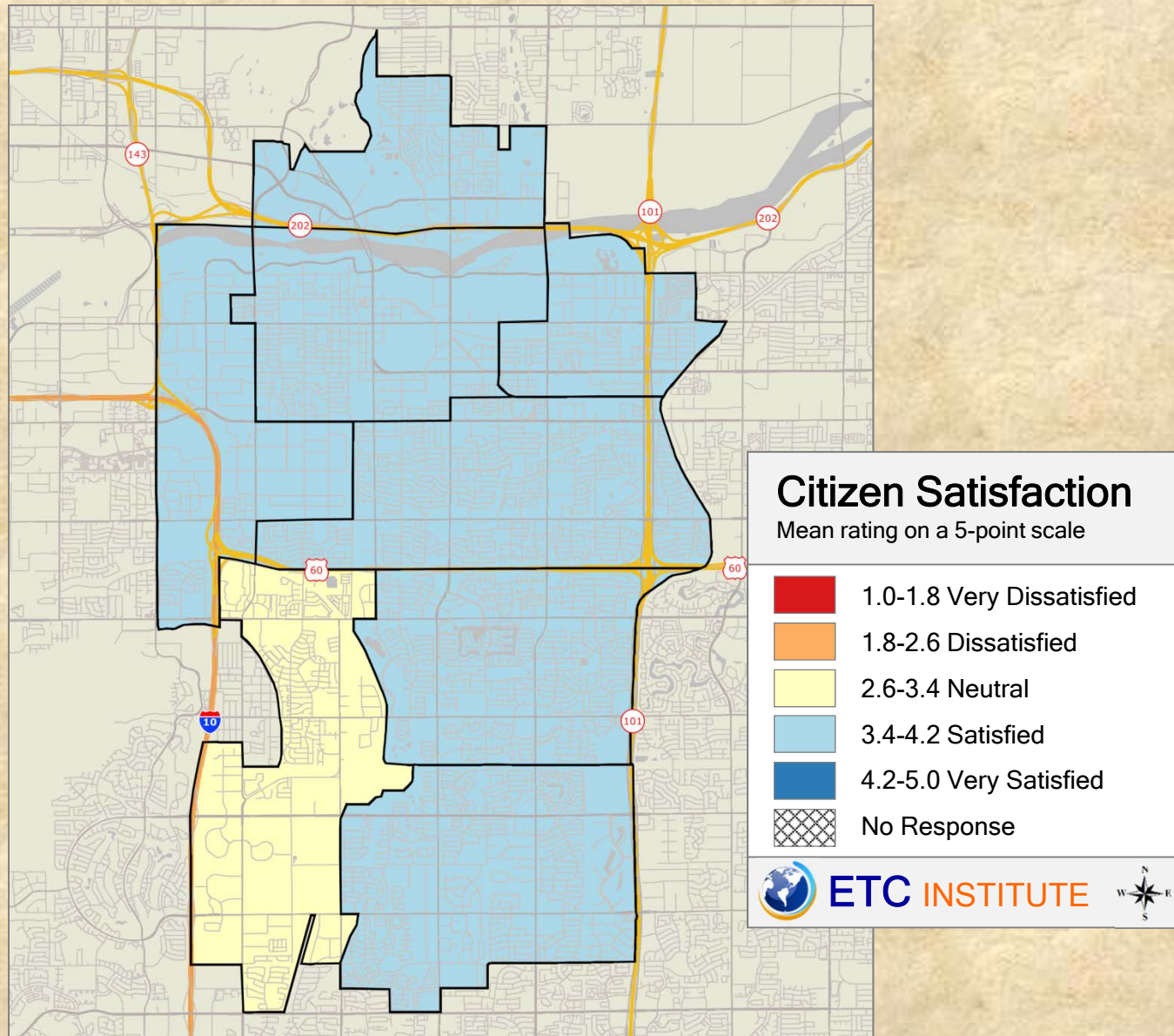
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

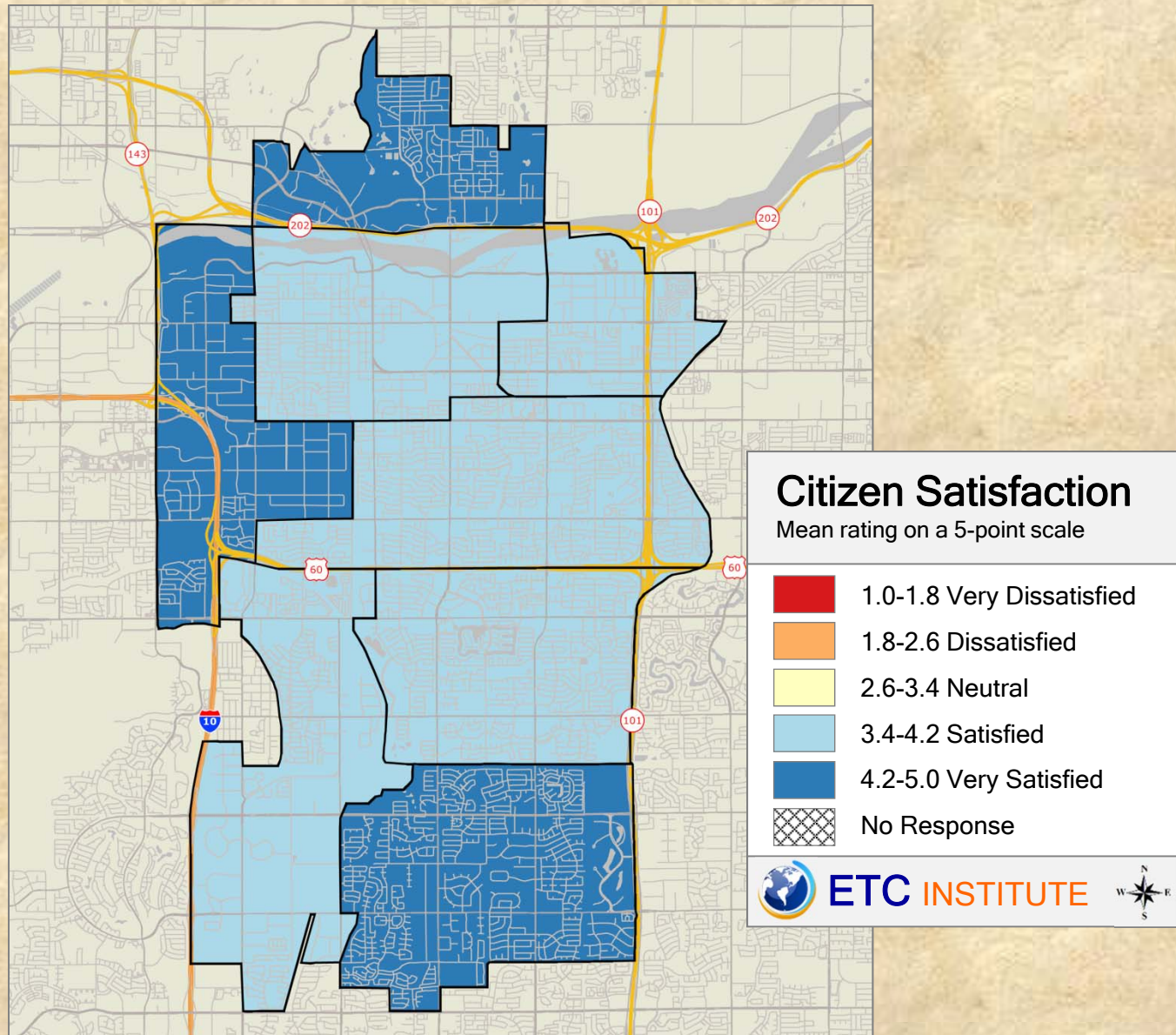# Q7-02 Level of Satisfaction with ease of access to: Boards and Commission Meetings

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q7-03 Level of Satisfaction with ease of access to: City Elections

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q7-04 Level of Satisfaction with ease of access to: Campaign Finance and Lobbyist Disclosures

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
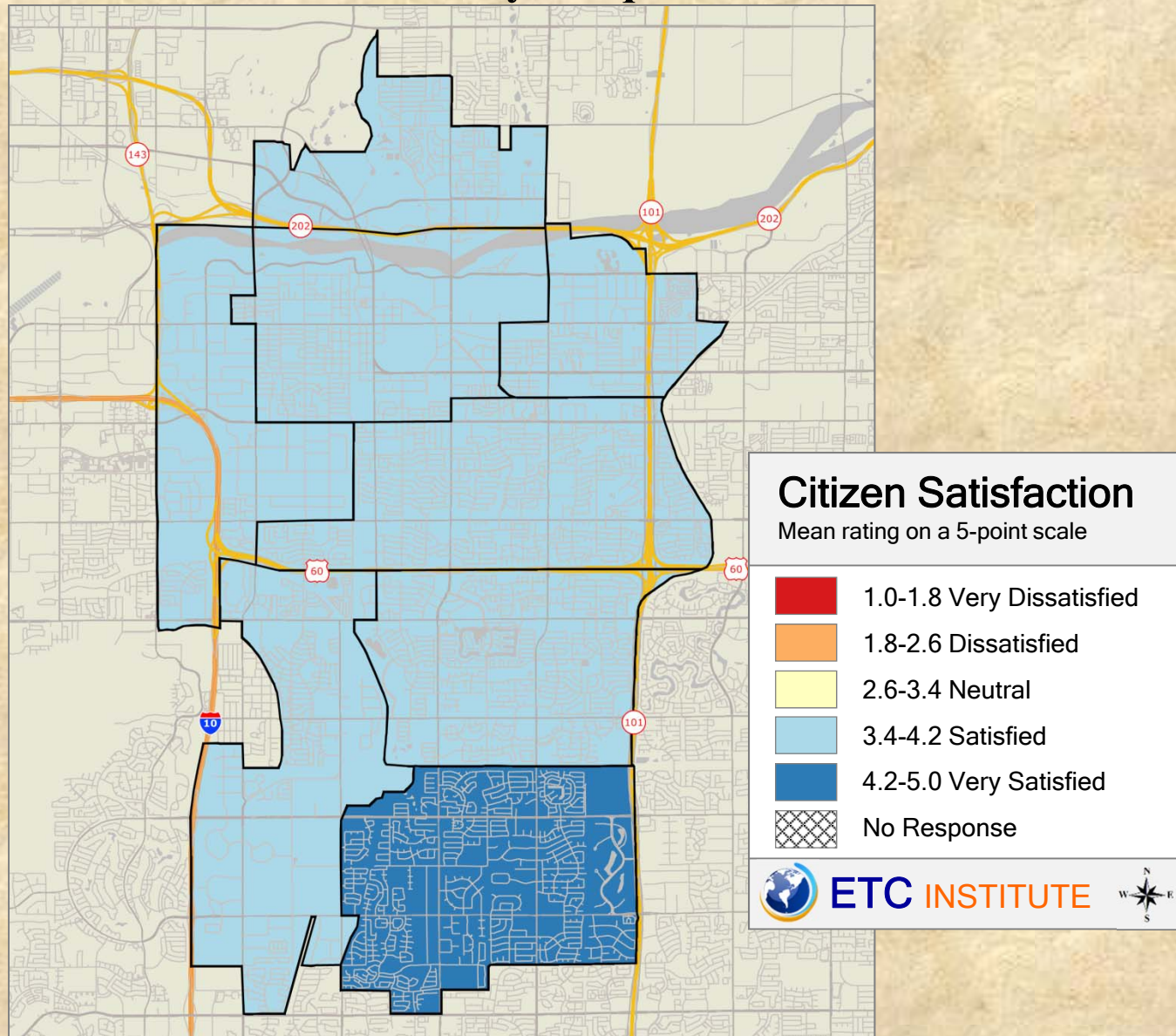- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area

Q7-05 Level of Satisfaction with ease of access to: Open Books

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
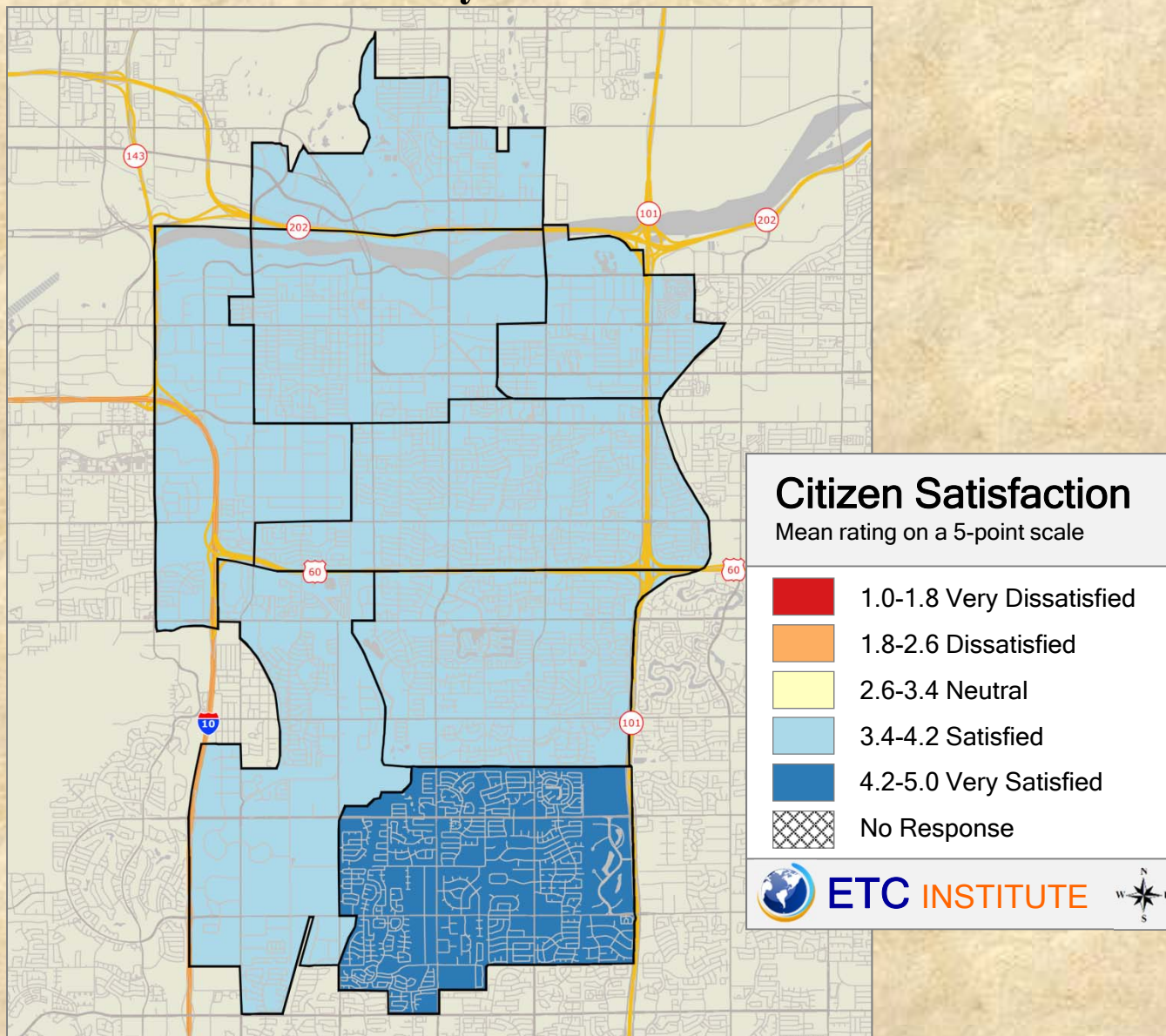Shading reflects the mean rating for all respondents by Character Area

Q7-06 Level of Satisfaction with ease of access to: Open Data

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
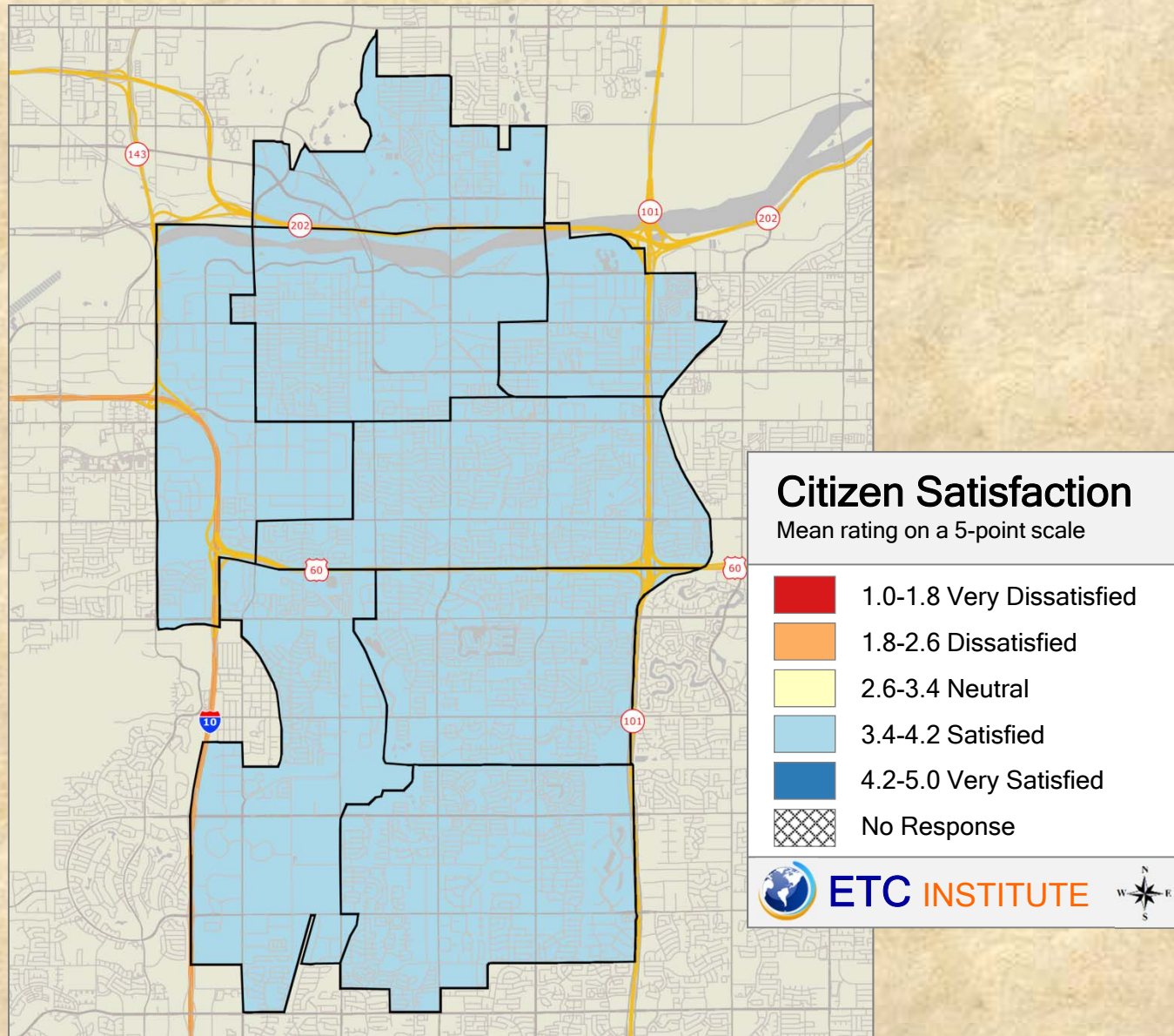Shading reflects the mean rating for all respondents by Character Area

Q7-07 Level of Satisfaction with ease of access to: City's Performance on Strategic Plan

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
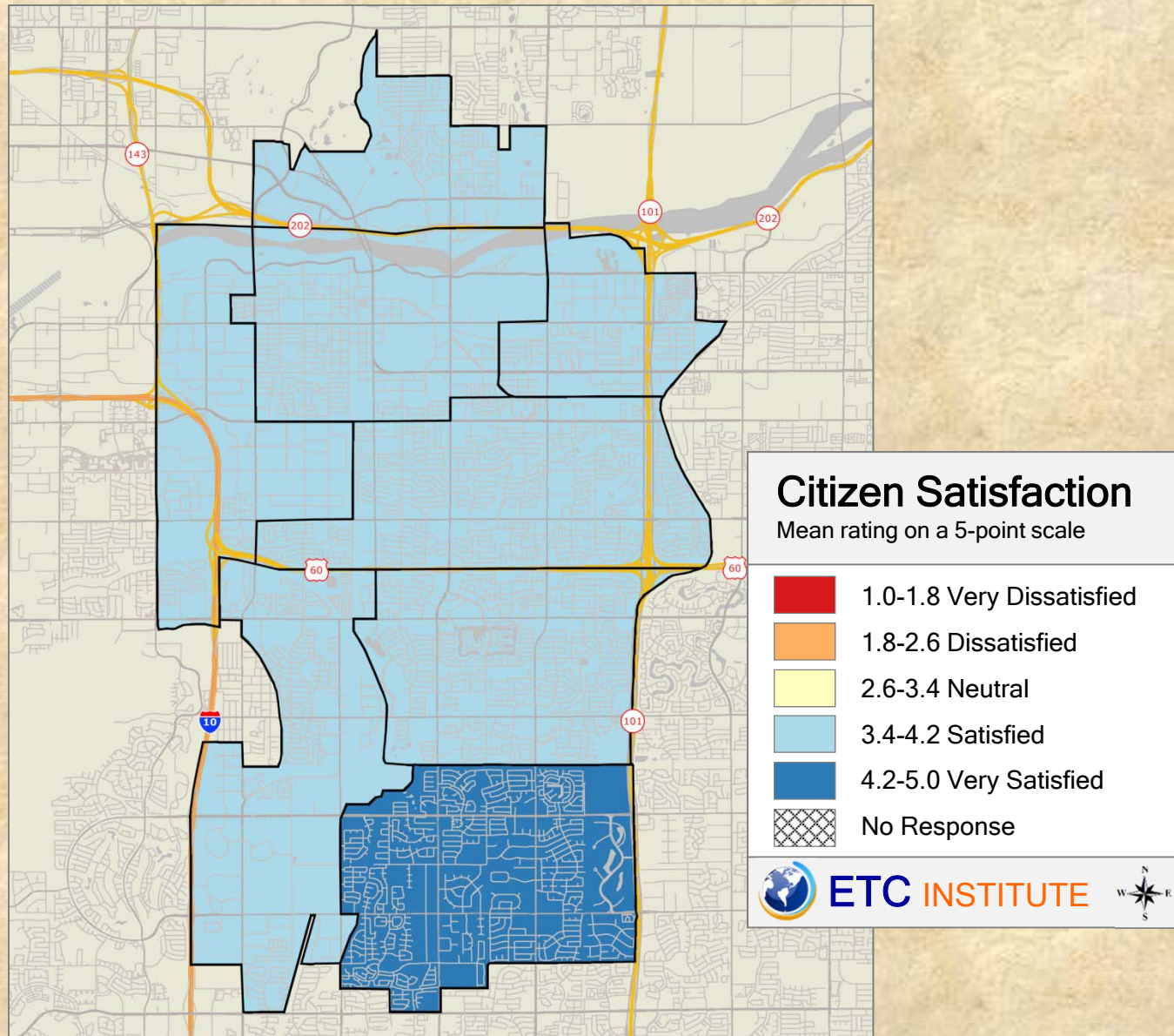Shading reflects the mean rating for all respondents by Character Area

Q8-01 Level of Satisfaction with: How courteous and respectful the call taker was

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q8-02 Level of Satisfaction with: The hours of service that 3-1-1 is available
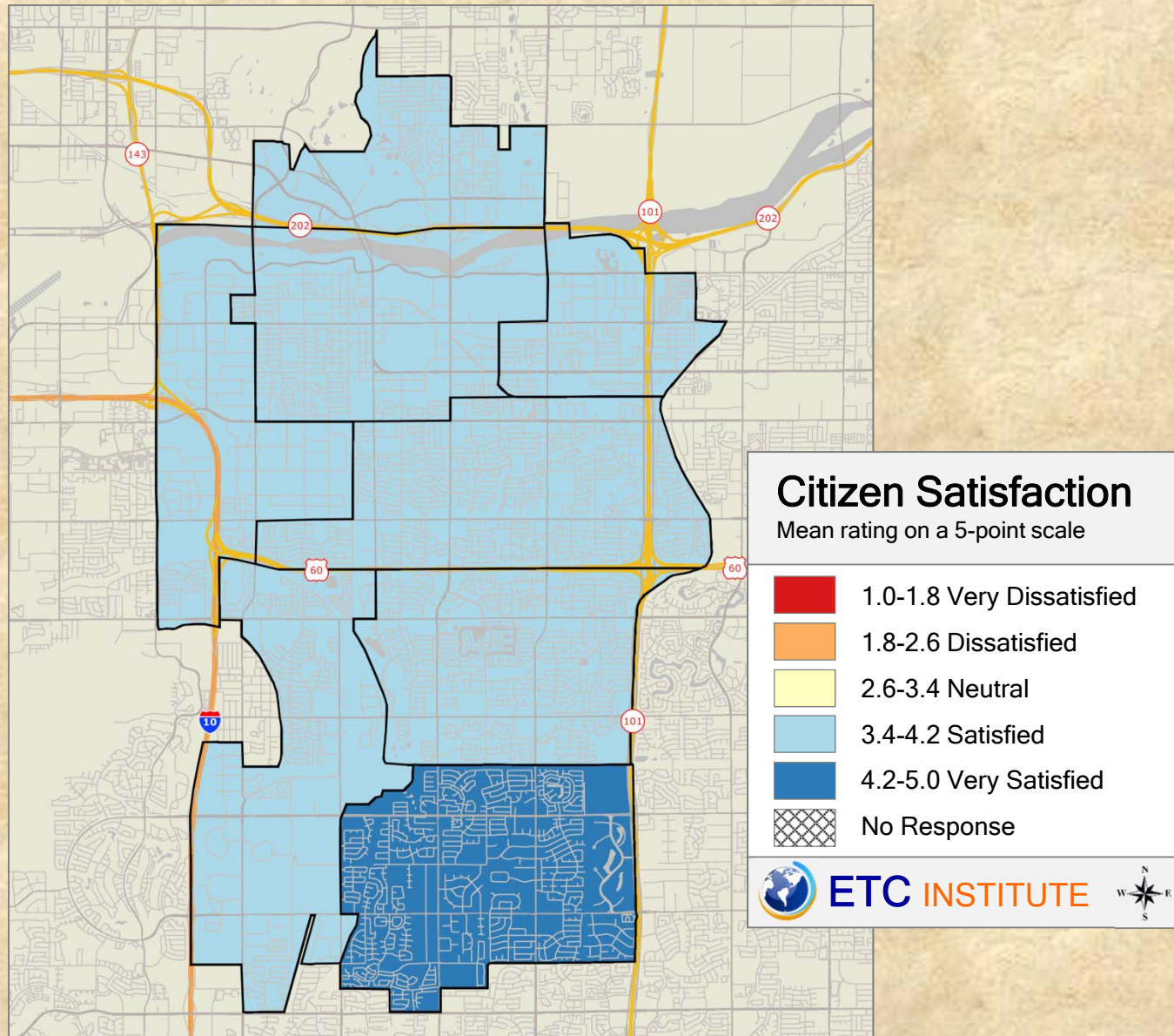
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q8-03 Level of Satisfaction with: The ability of the call taker to answer your question

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
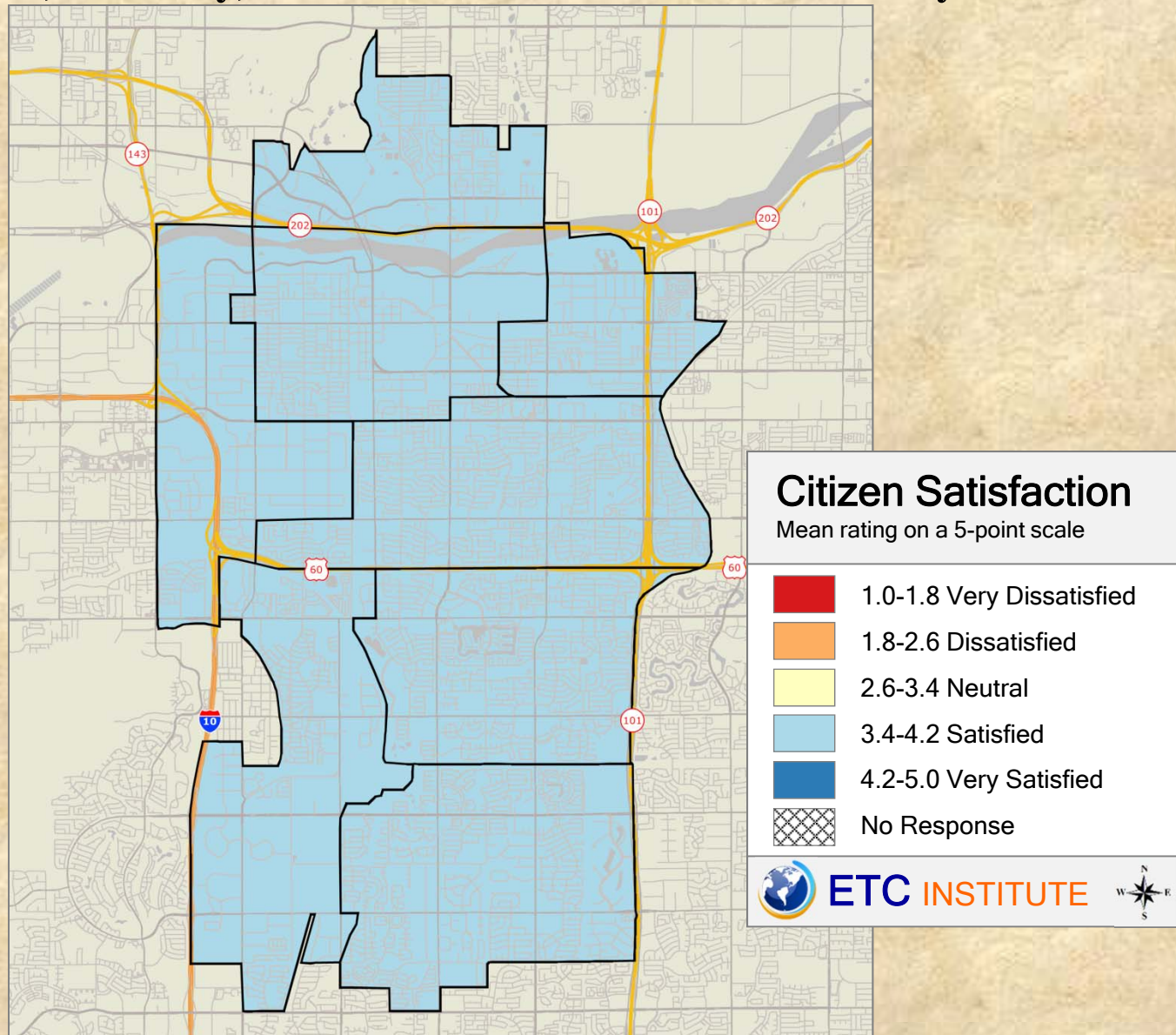Shading reflects the mean rating for all respondents by Character Area

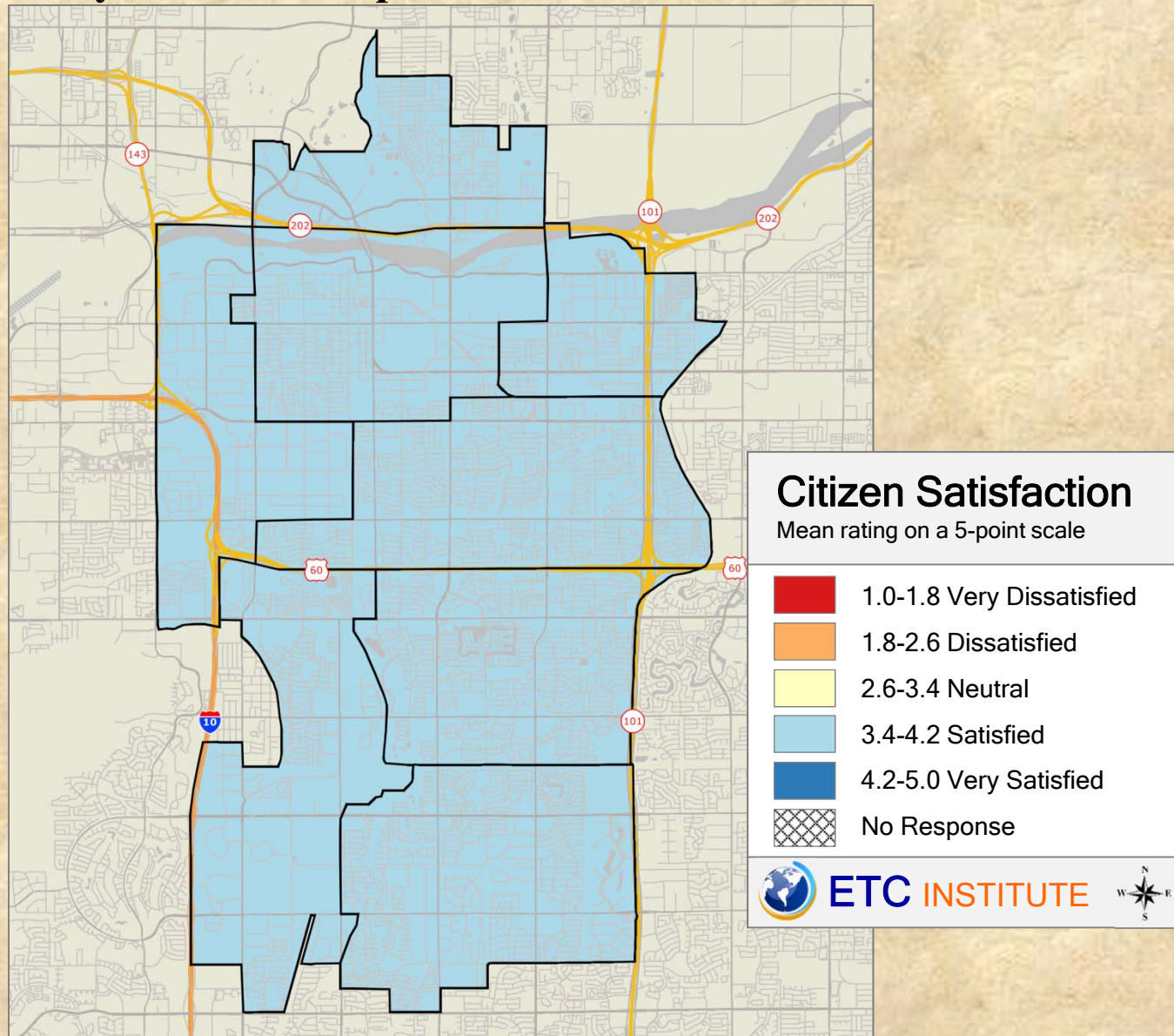# Q8-04 Level of Satisfaction with: The call taker helped you resolve an issue to your satisfaction

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q14-01 Level of Satisfaction with: Appearance of the City

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q14-02 Level of Satisfaction with: Image of the City

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
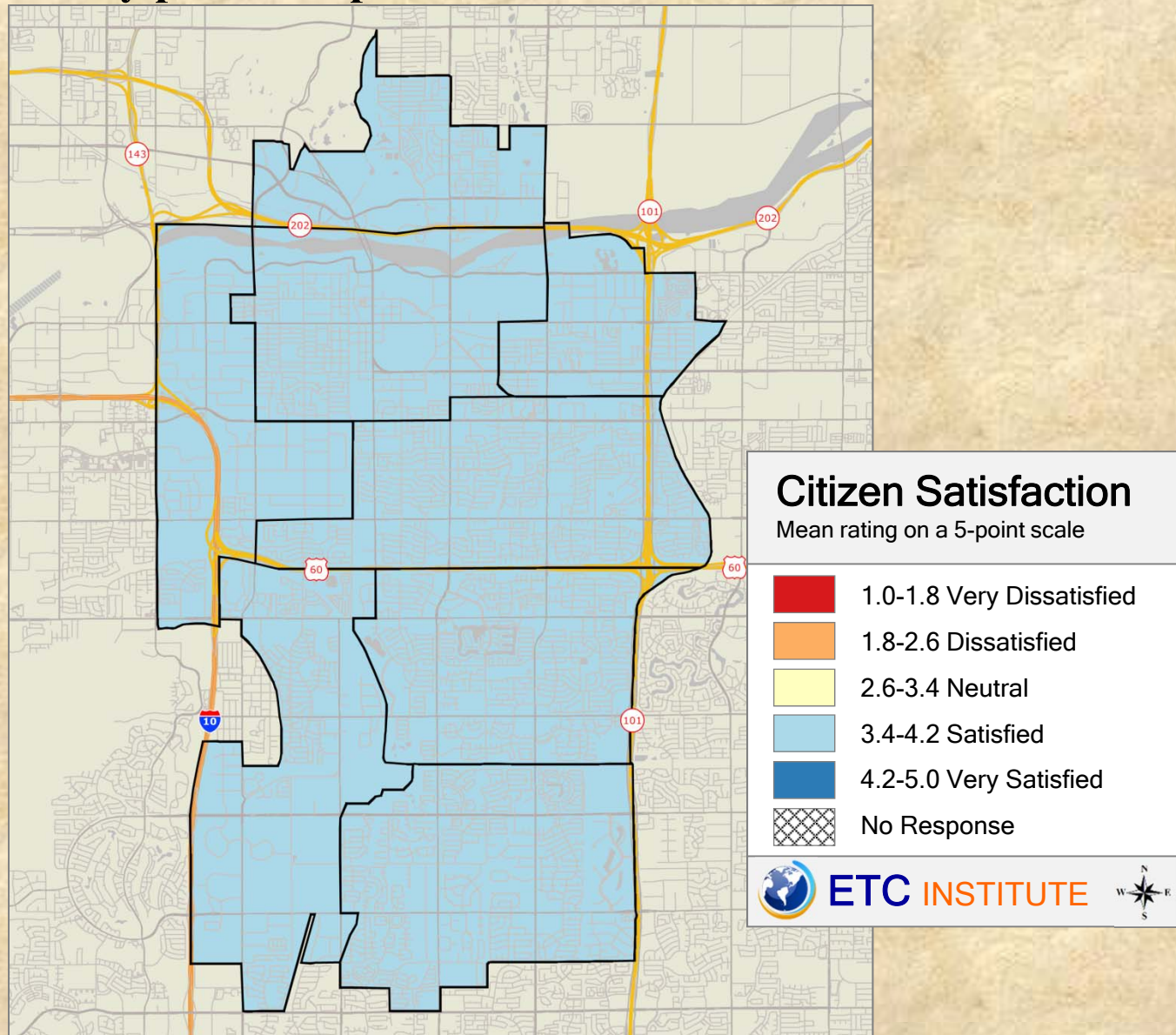- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area

Q14-03 Level of Satisfaction with: Quality of life in the City
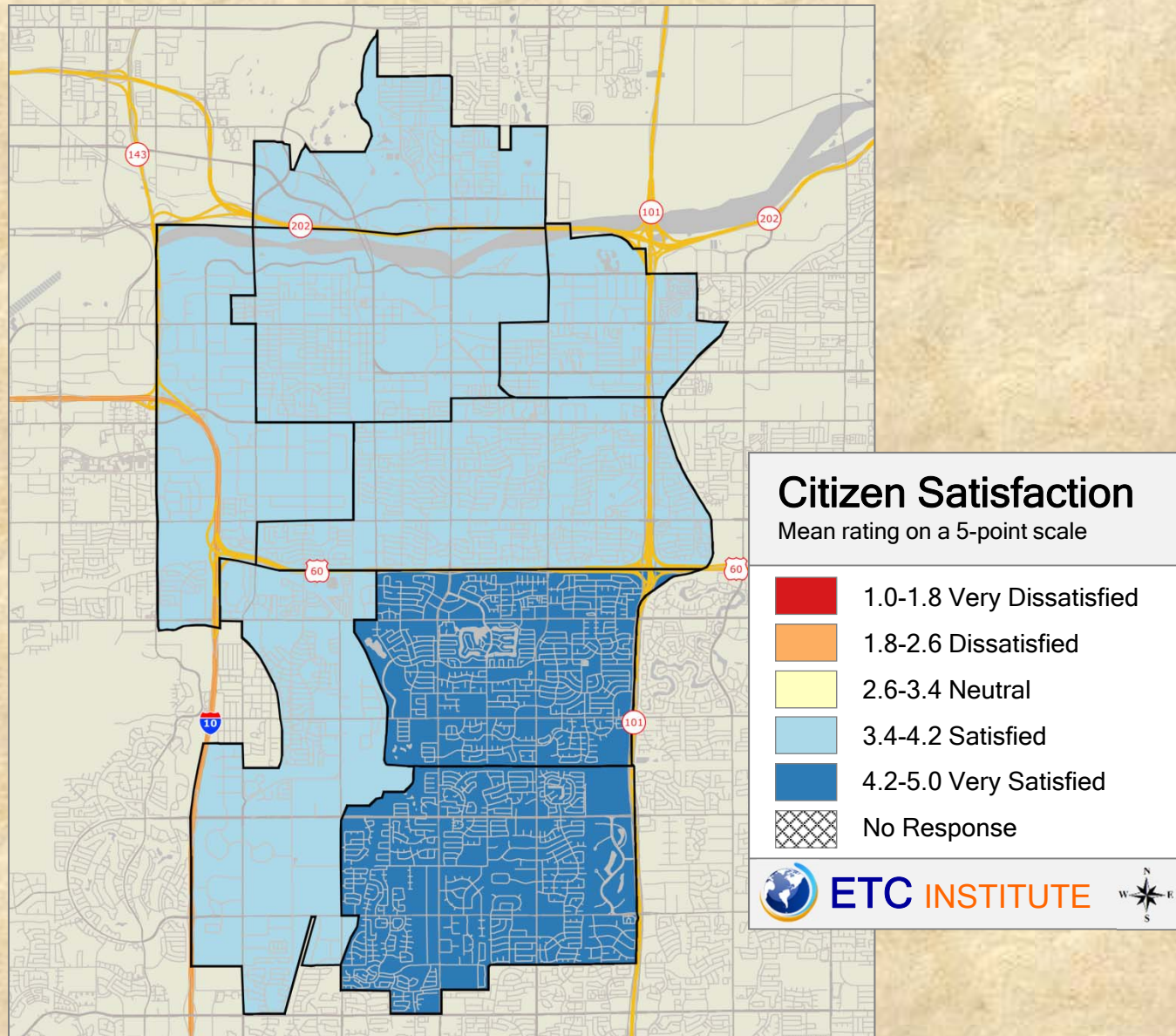
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
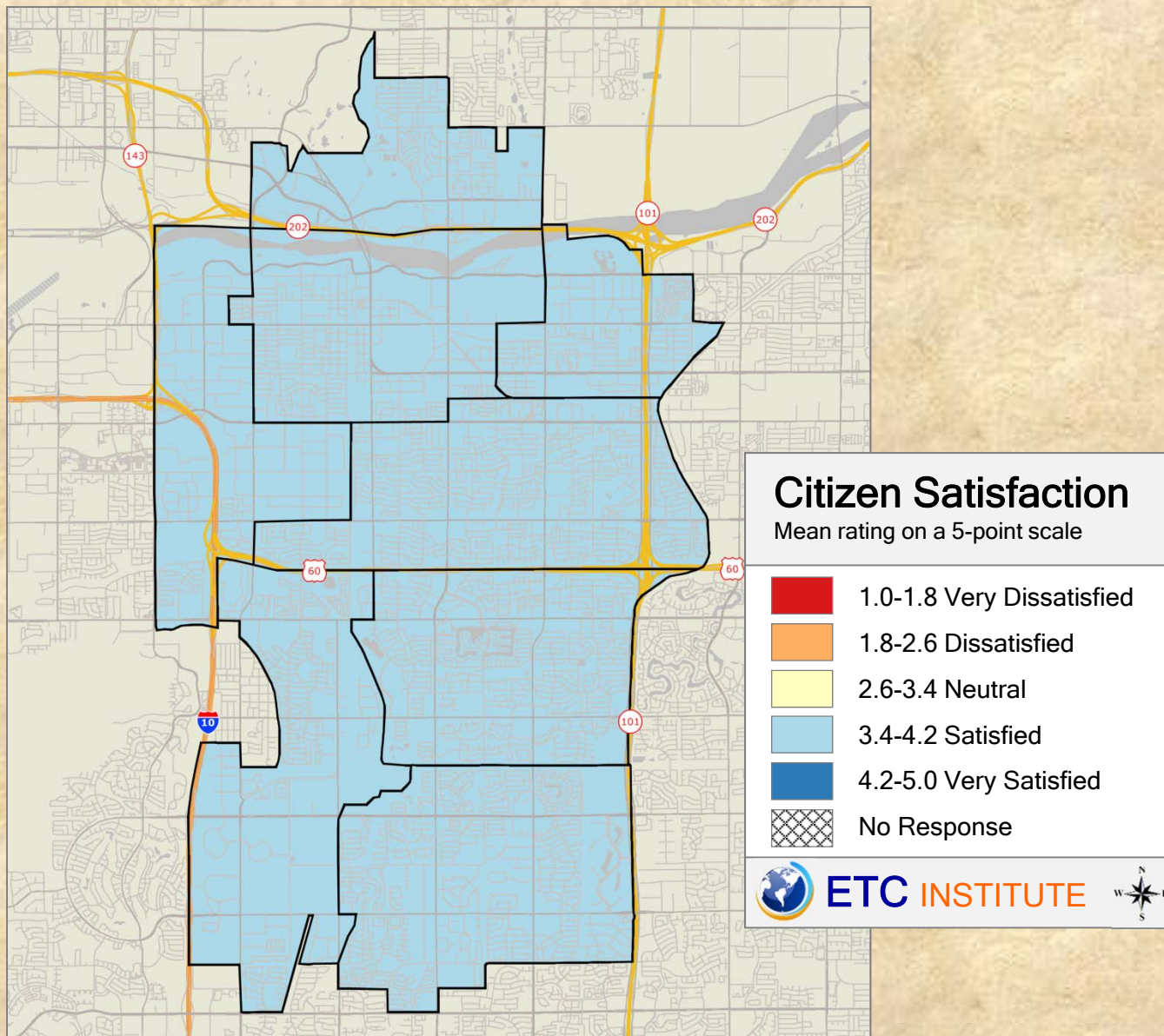Shading reflects the mean rating for all respondents by Character Area

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
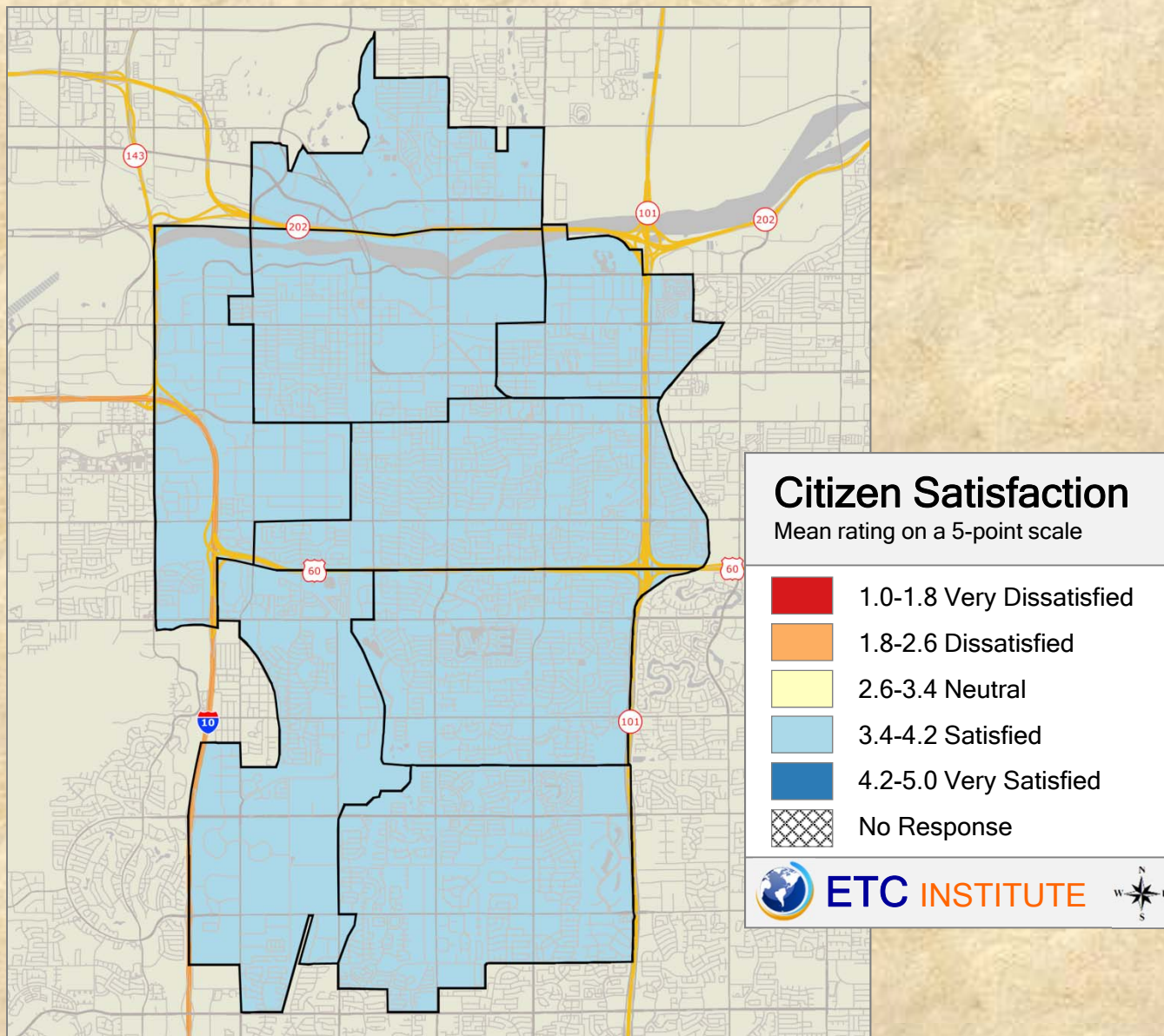Shading reflects the mean rating for all respondents by Character Area

Q14-05 Level of Satisfaction with: Quality of access to City facilities for persons with disabilities

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area

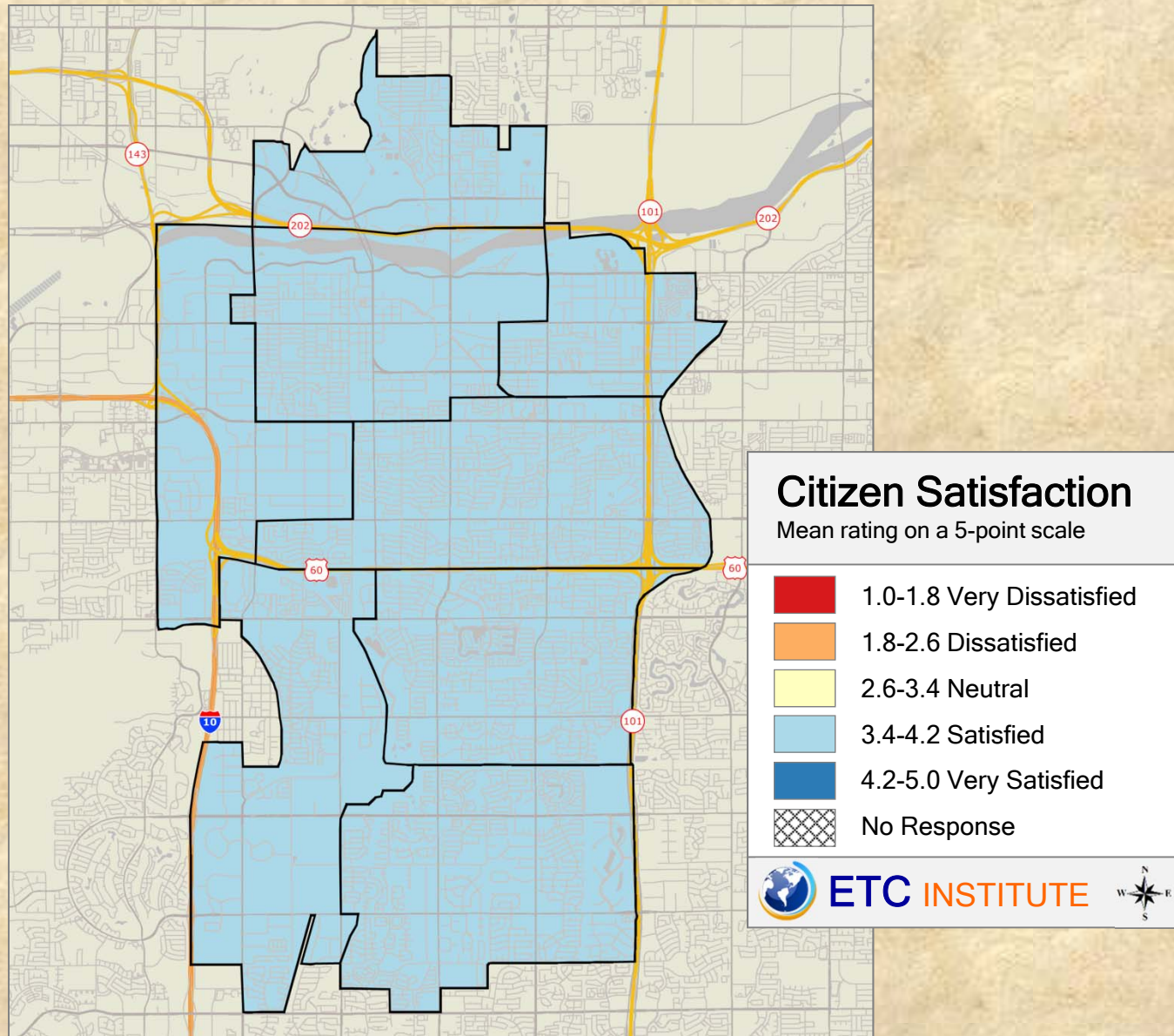# Q14-06 Level of Satisfaction with: Quality of services for persons with disabilities

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

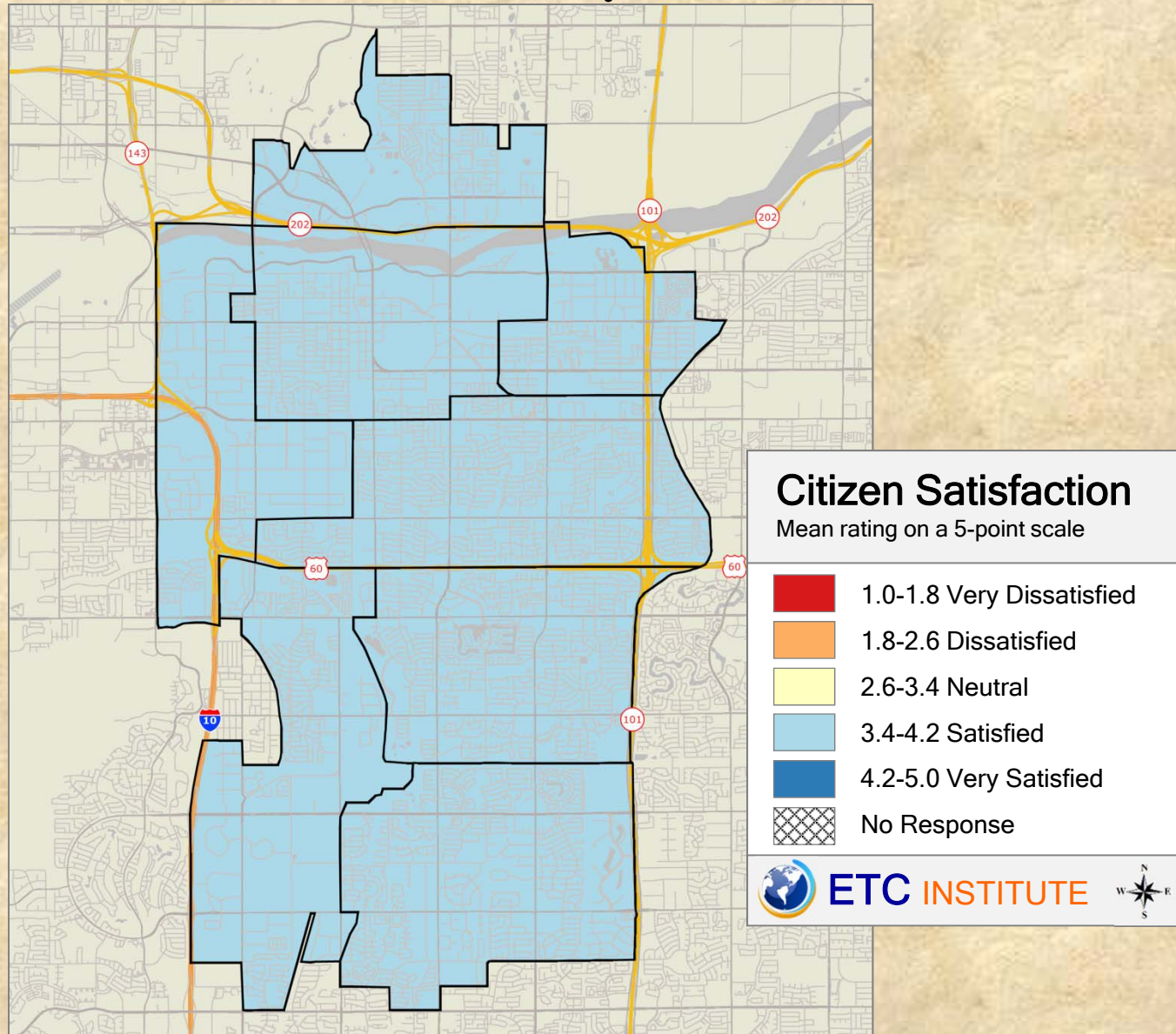# Q14-07 Level of Satisfaction with: Quality of access to City parks for persons with disabilities

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q14-08 Level of Satisfaction with: Quality of neighborhood parks

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
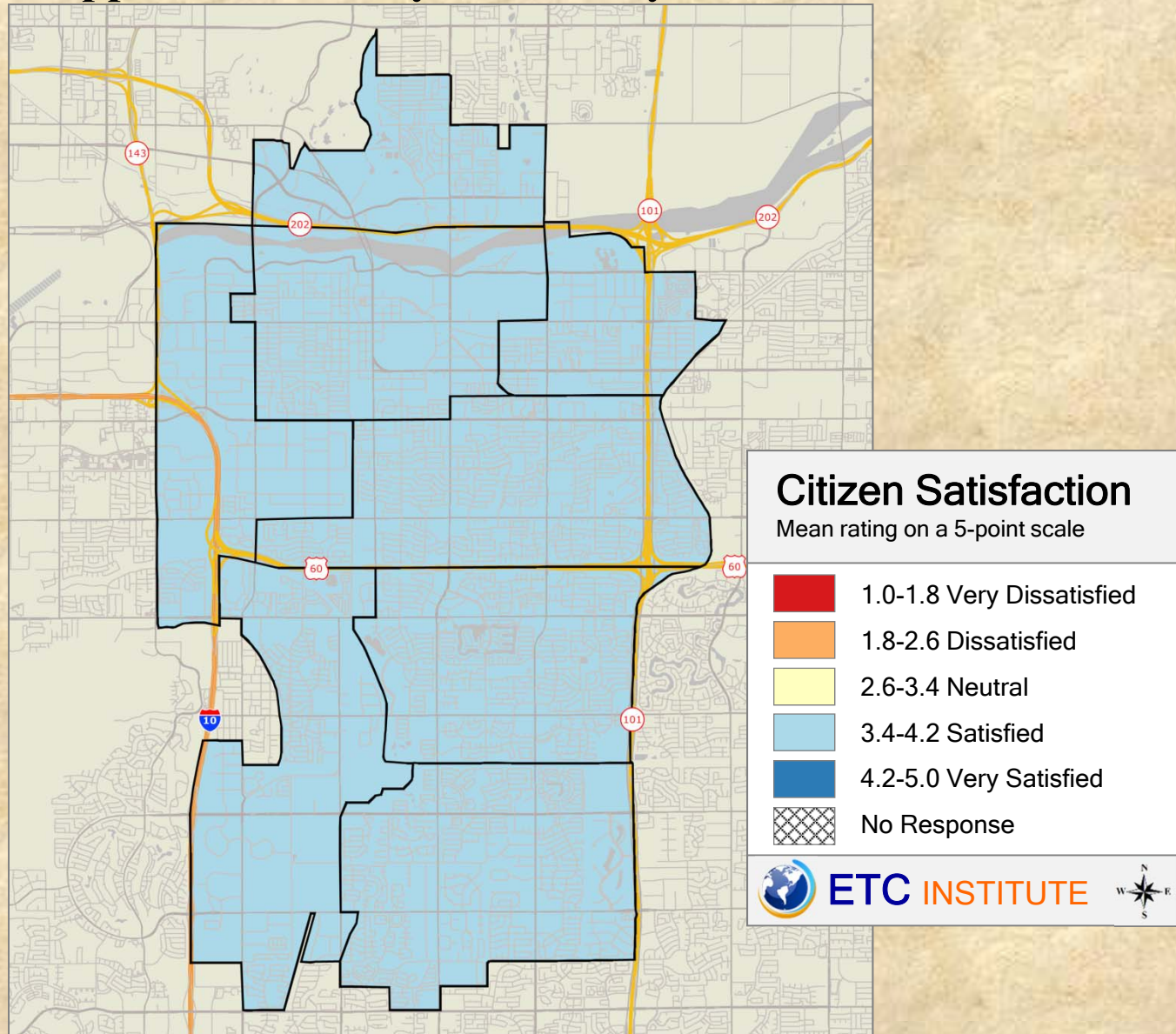Shading reflects the mean rating for all respondents by Character Area

Q14-09 Level of Satisfaction with: Maintenance of City parks

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

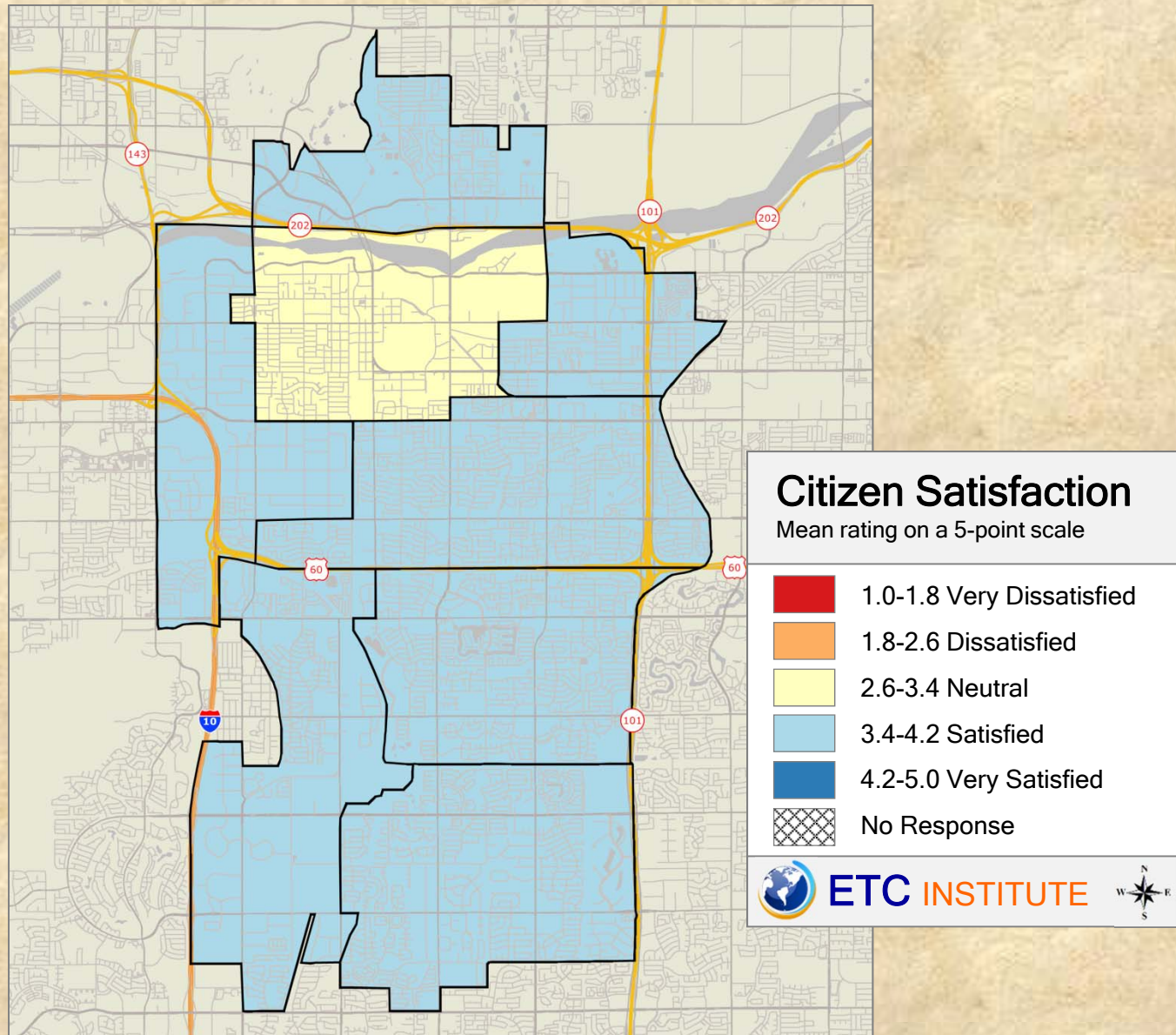# Q14-10 Level of Satisfaction with: Quality of larger City parks

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
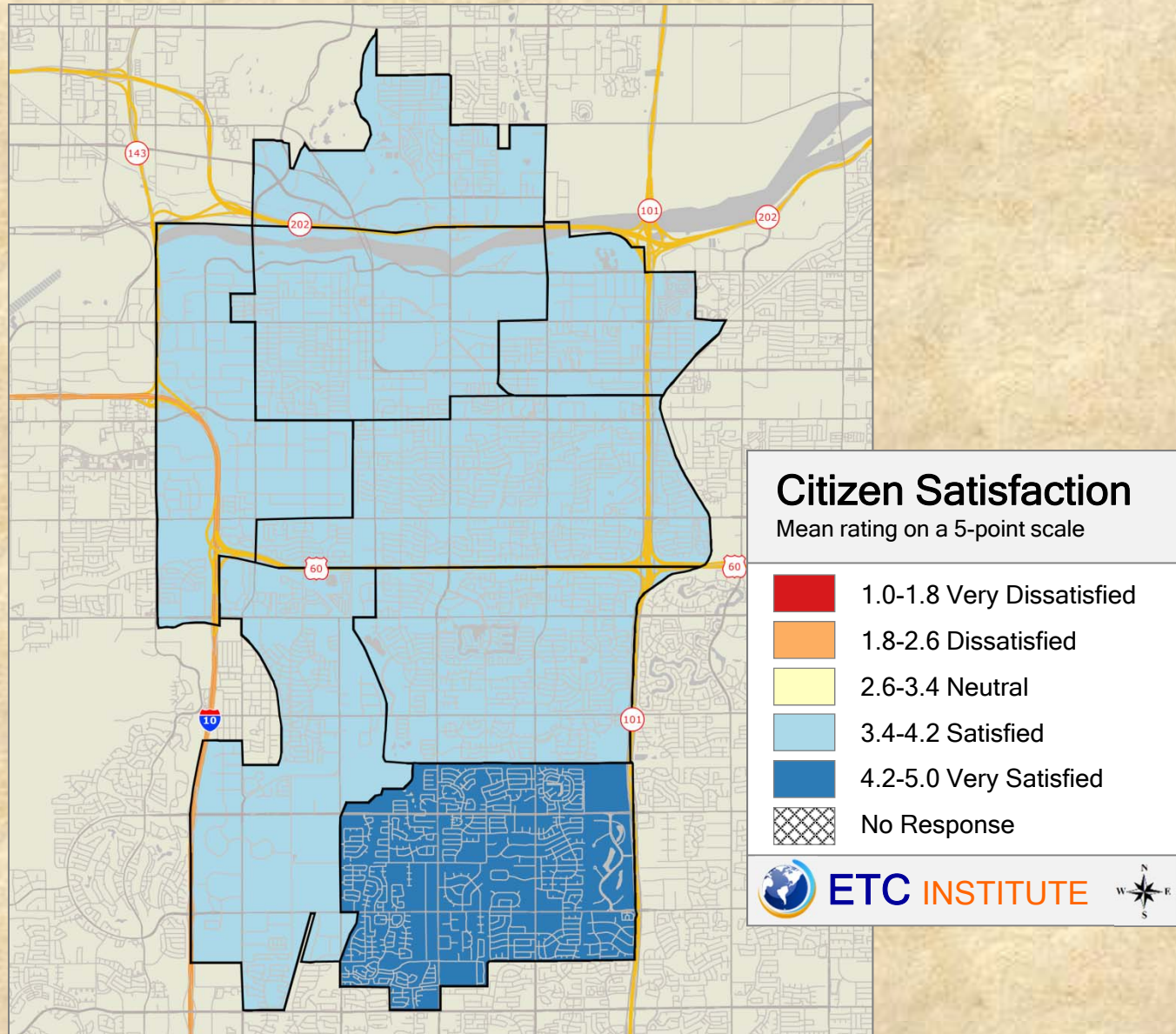Shading reflects the mean rating for all respondents by Character Area

Q14-11 Level of Satisfaction with: Quality of City recreation and community centers

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

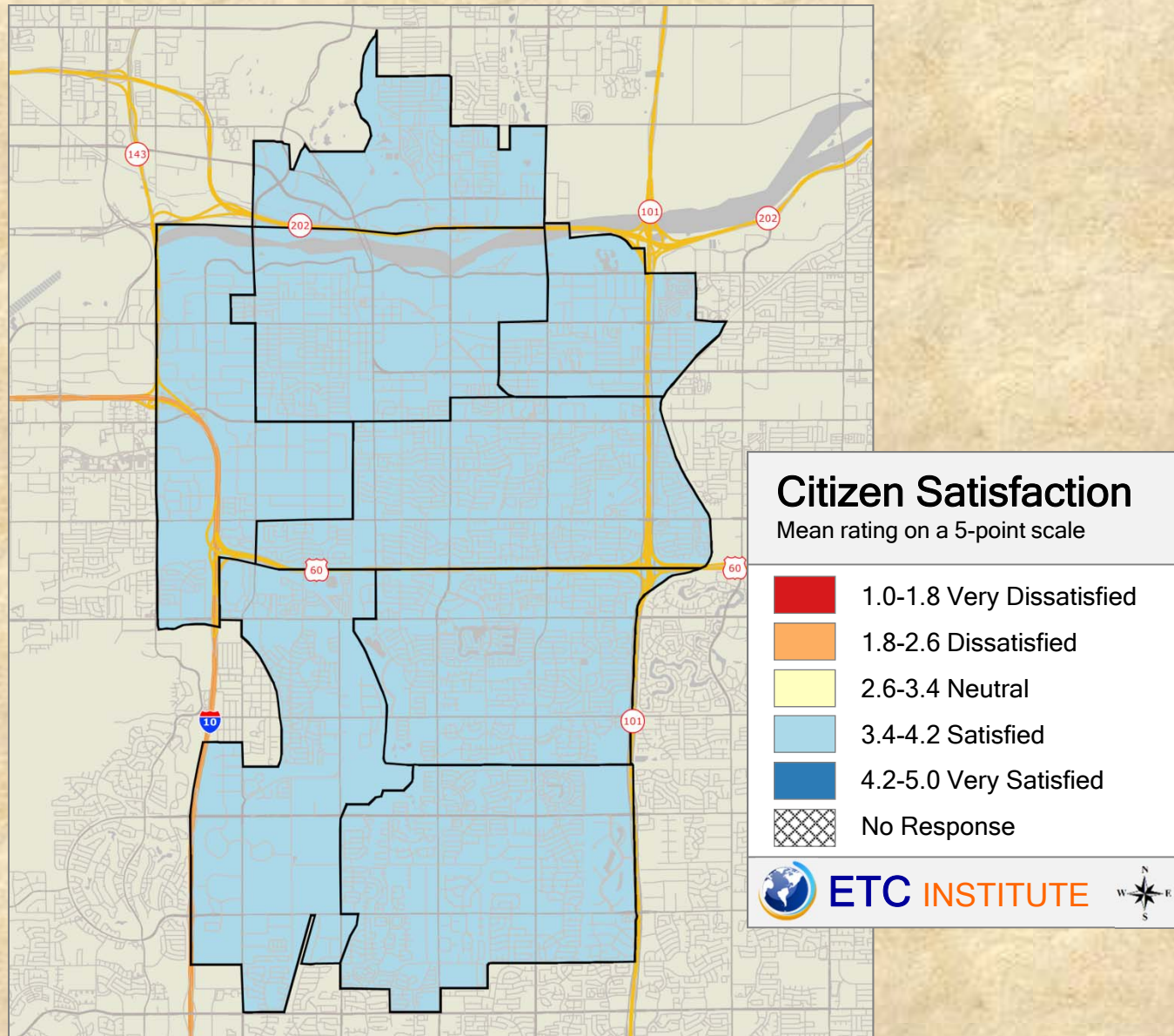## 2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q14-12 Level of Satisfaction with: Maintenance and appearance of City community centers

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

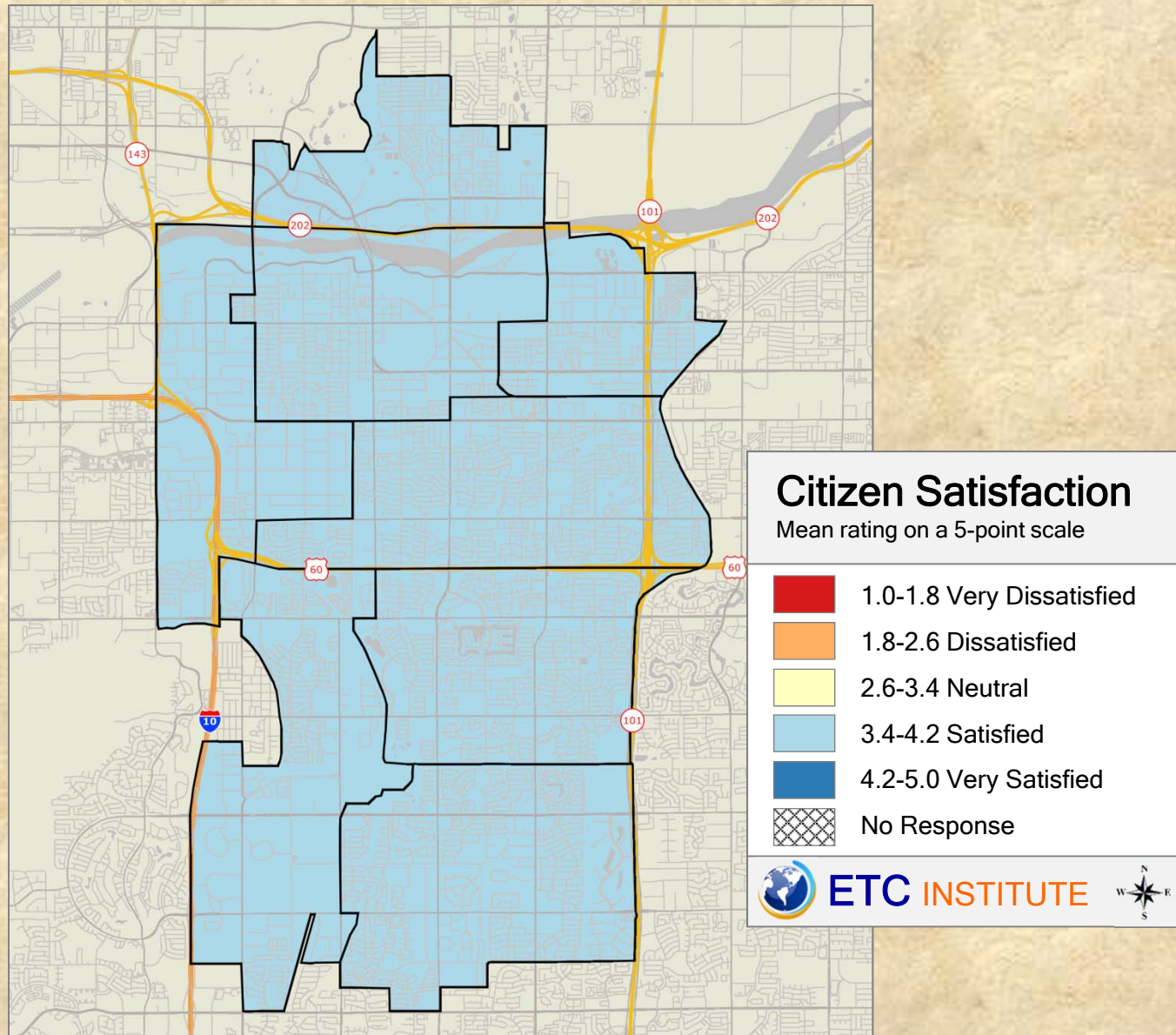# Q14-13 Level of Satisfaction with: Quality of City swimming pools

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q14-14 Level of Satisfaction with: Quality of City outdoor athletic fields

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q14-15 Level of Satisfaction with: Quality of City golf courses

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey

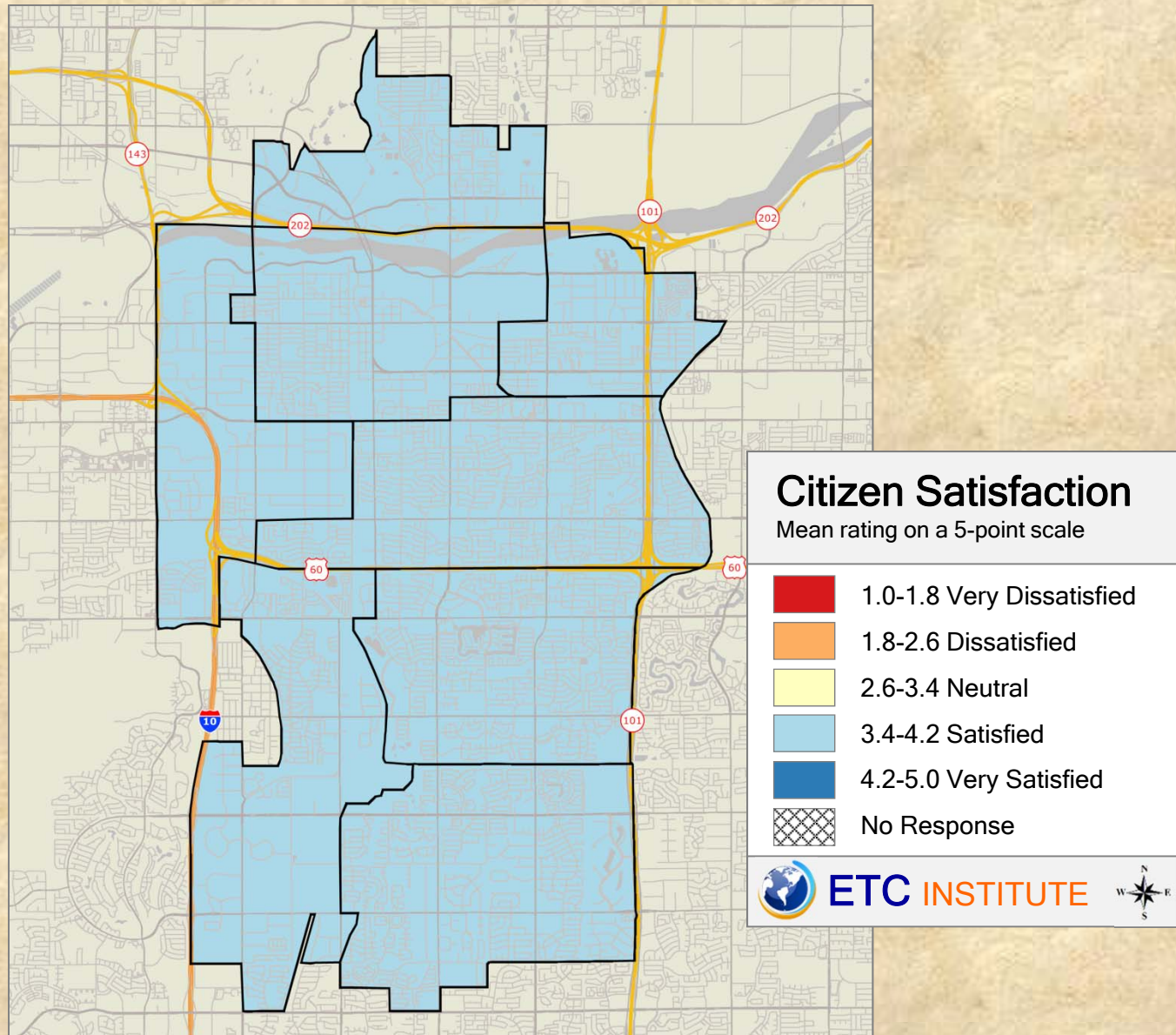Shading reflects the mean rating for all respondents by Character Area

Q14-16 Level of Satisfaction with: Quality of City recreation programs and services

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

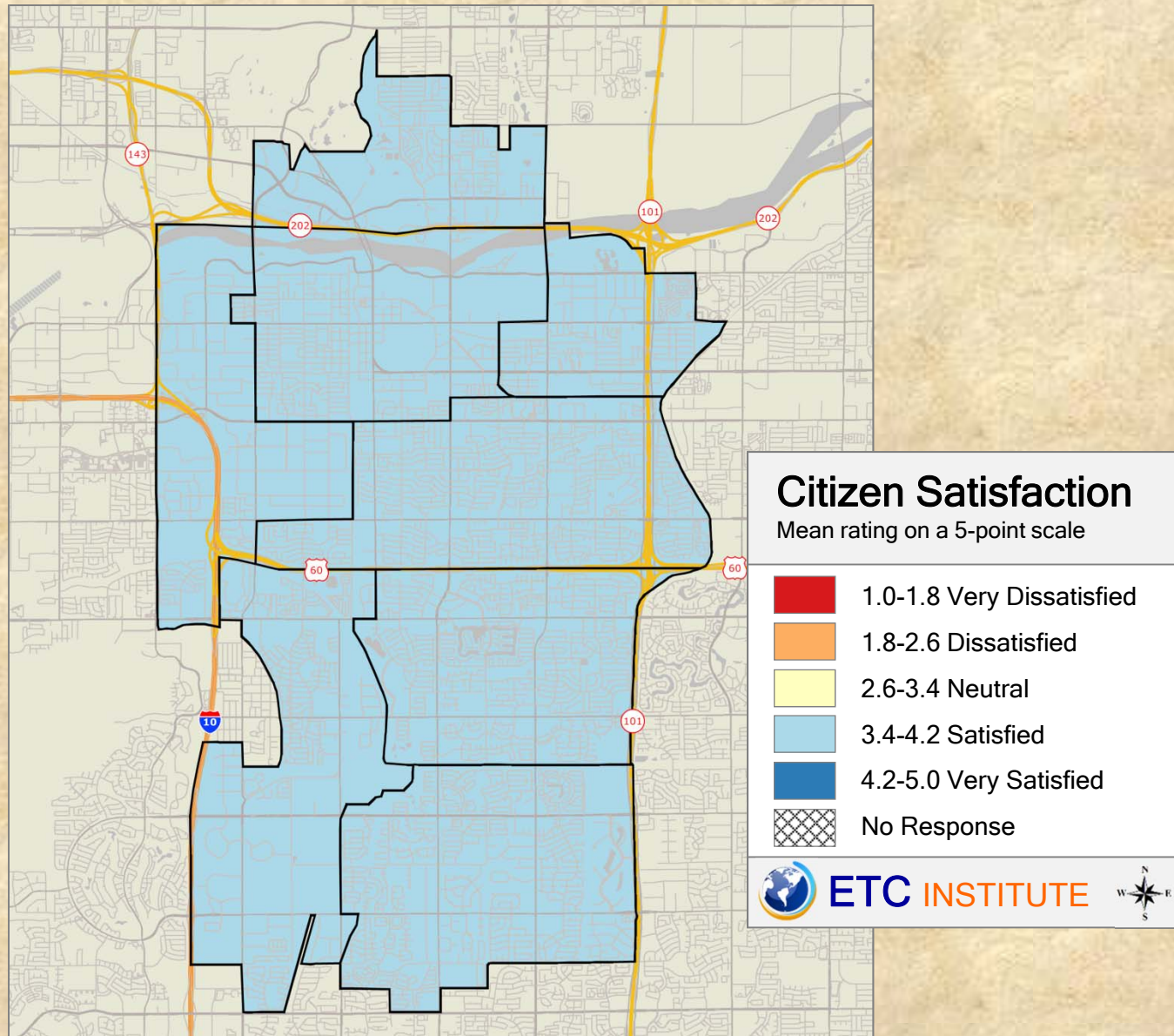# Q14-17 Level of Satisfaction with: Quality of City library programs and services
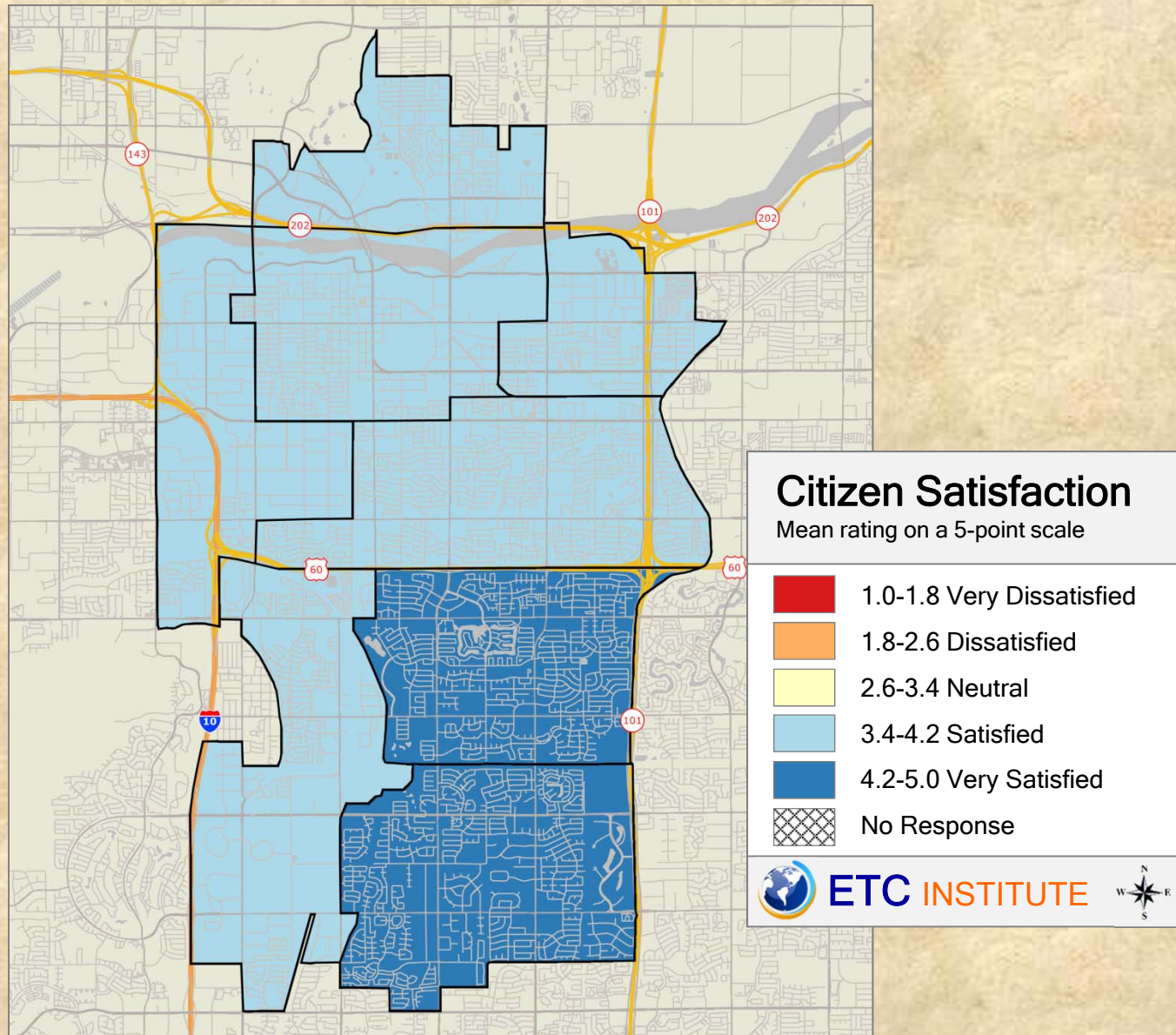
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

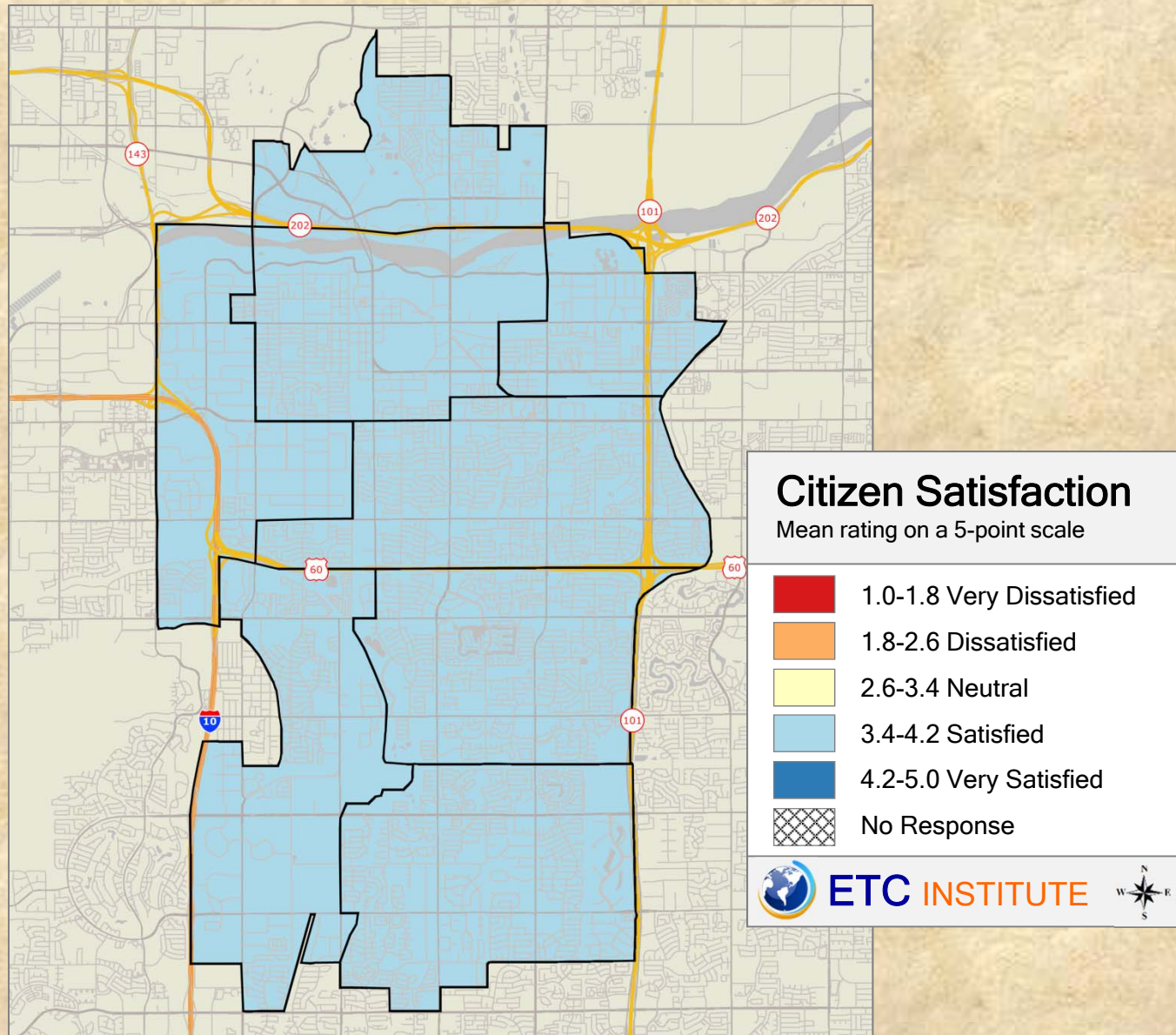# Q14-18 Level of Satisfaction with: Quality of Tempe Center for the Arts programs

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

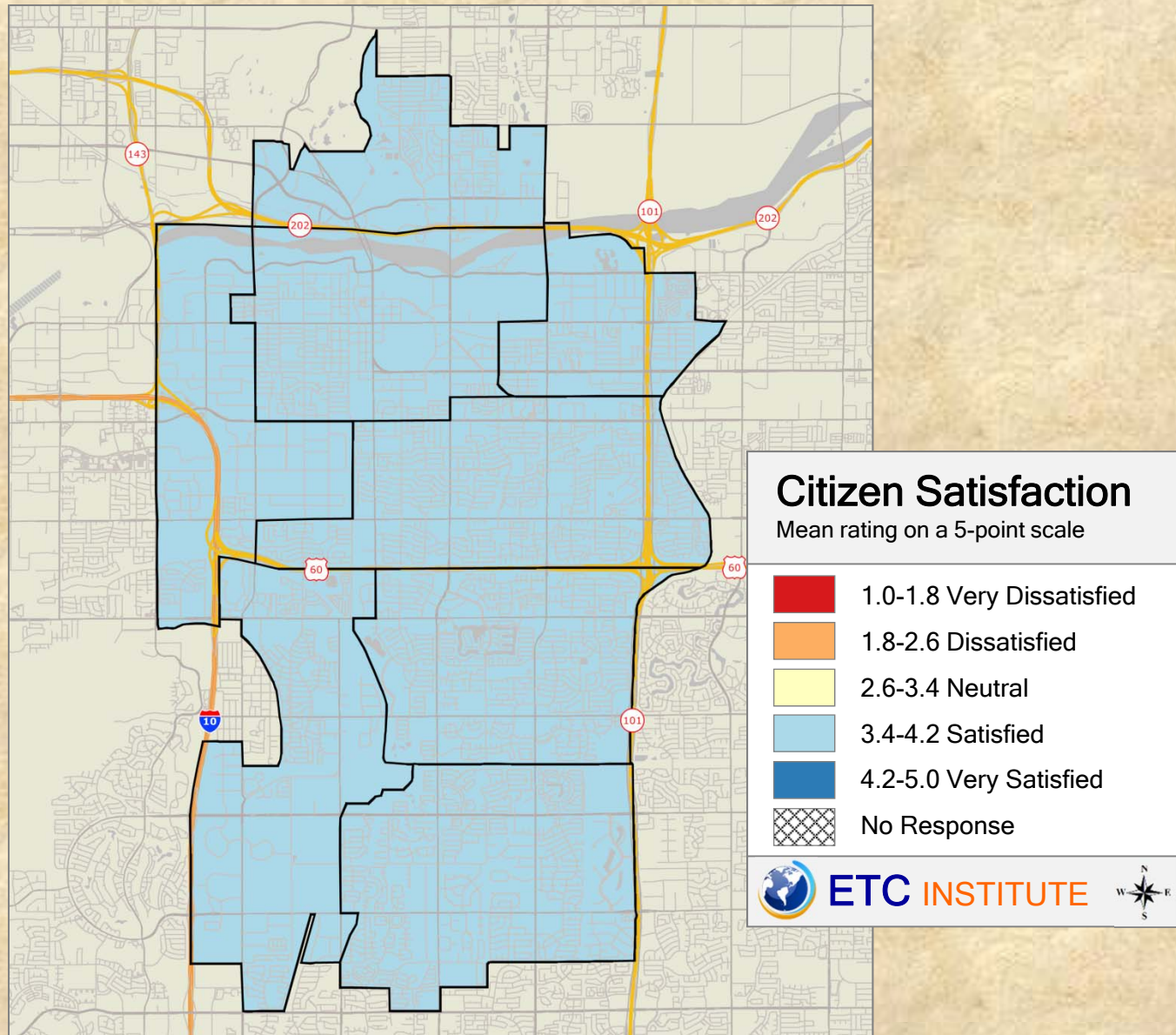# Q14-19 Level of Satisfaction with: Quality of Before and After School programs

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

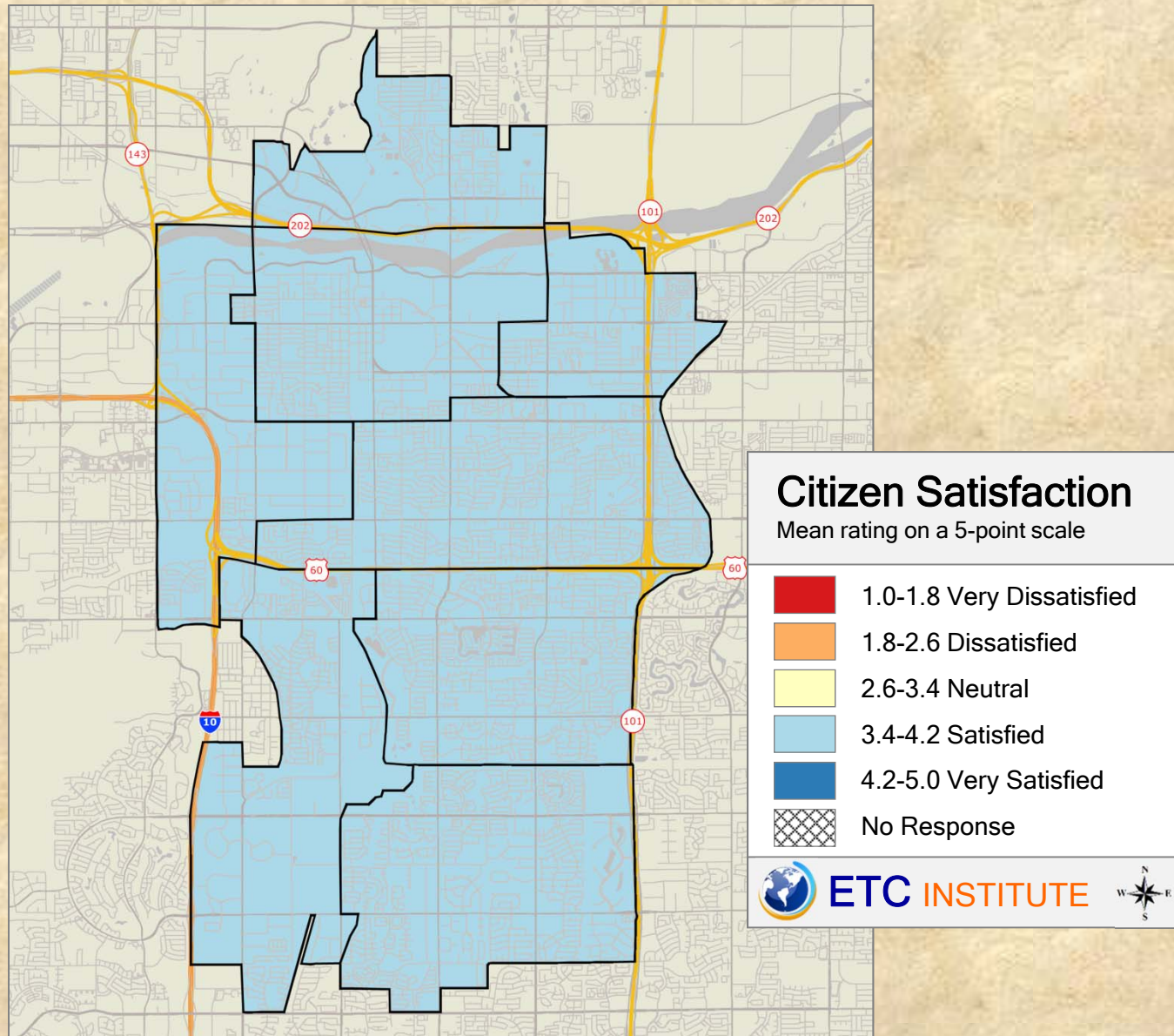# Q14-20 Level of Satisfaction with: Quality of City art and art education programs

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q14-21 Level of Satisfaction with: Quality of Tempe Center for the Arts

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

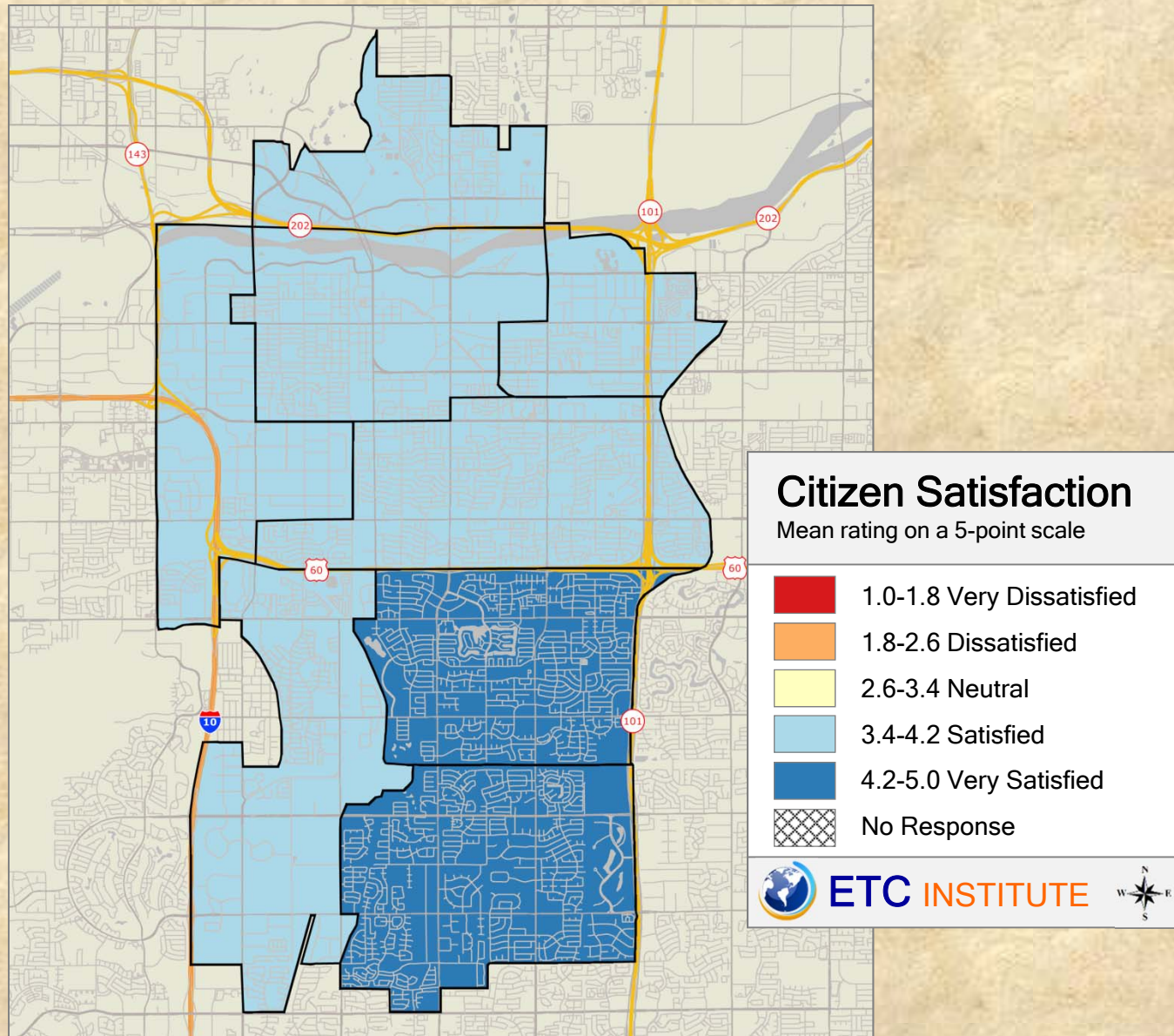# Q14-22 Level of Satisfaction with: Quality of Tempe History Museum

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
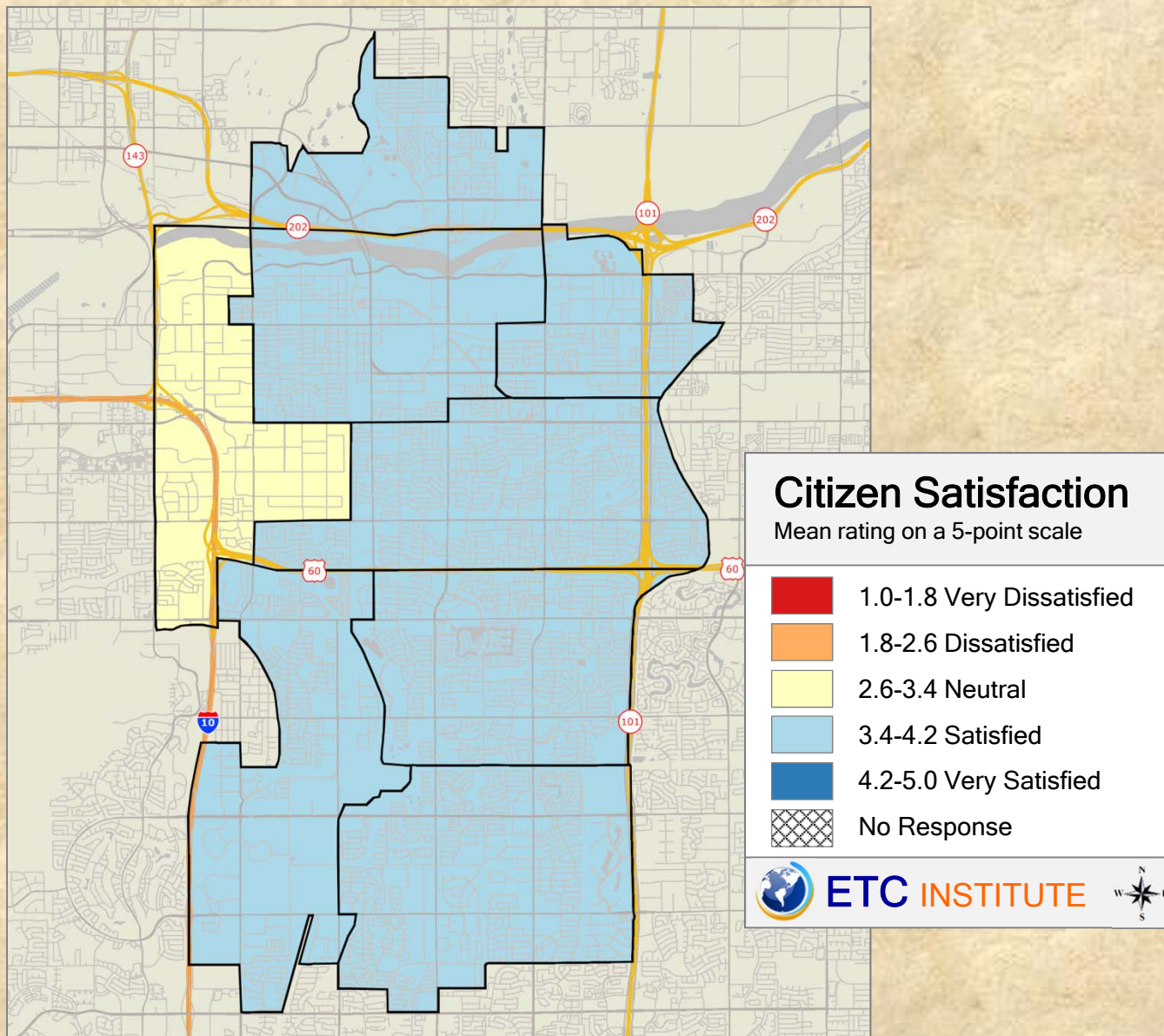Shading reflects the mean rating for all respondents by Character Area

Q14-23 Level of Satisfaction with: Quality of Tempe Public Library

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area

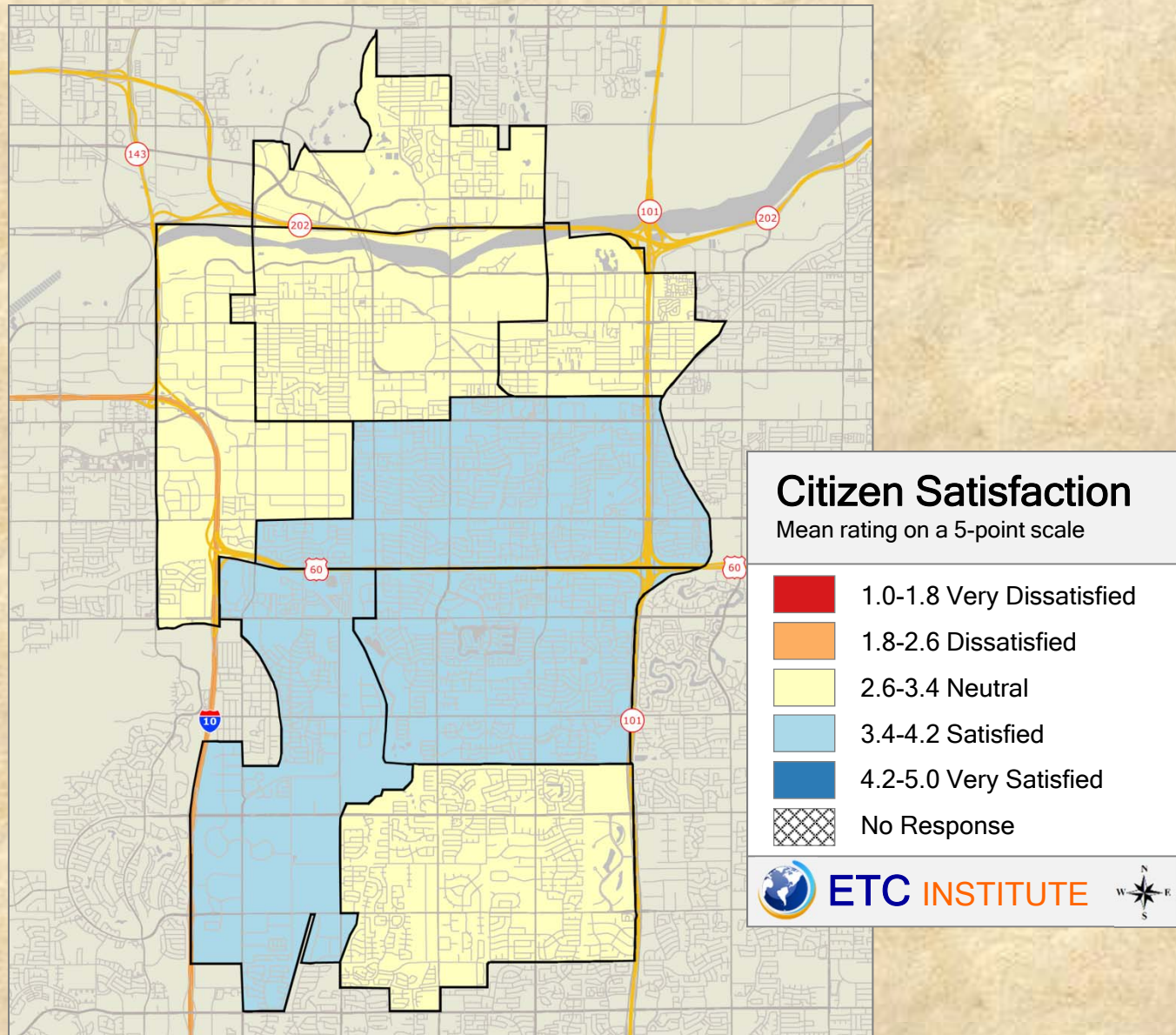# Q14-24 Level of Satisfaction with: Adequacy of street lighting

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q14-25 Level of Satisfaction with: Condition of City streets
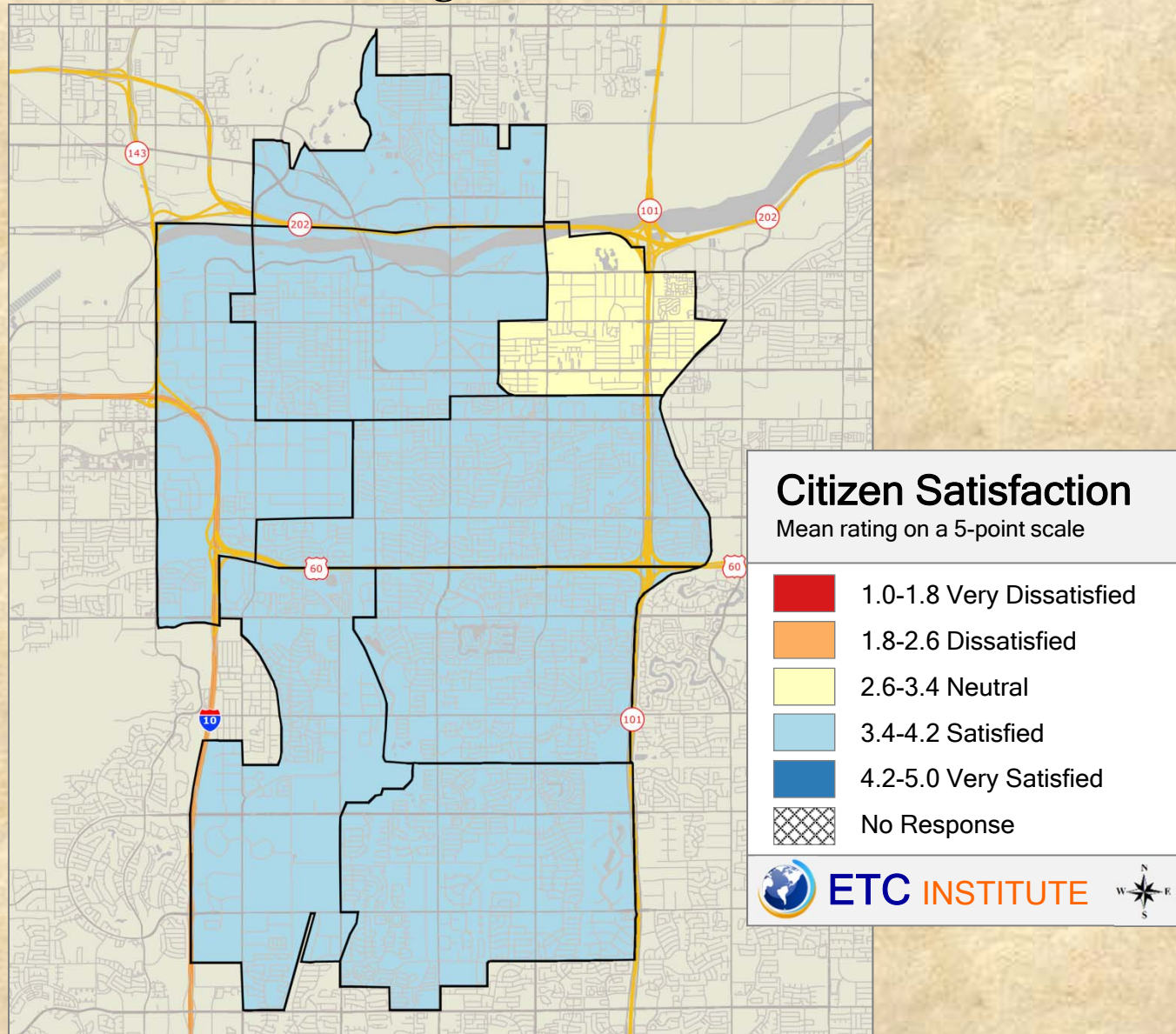

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
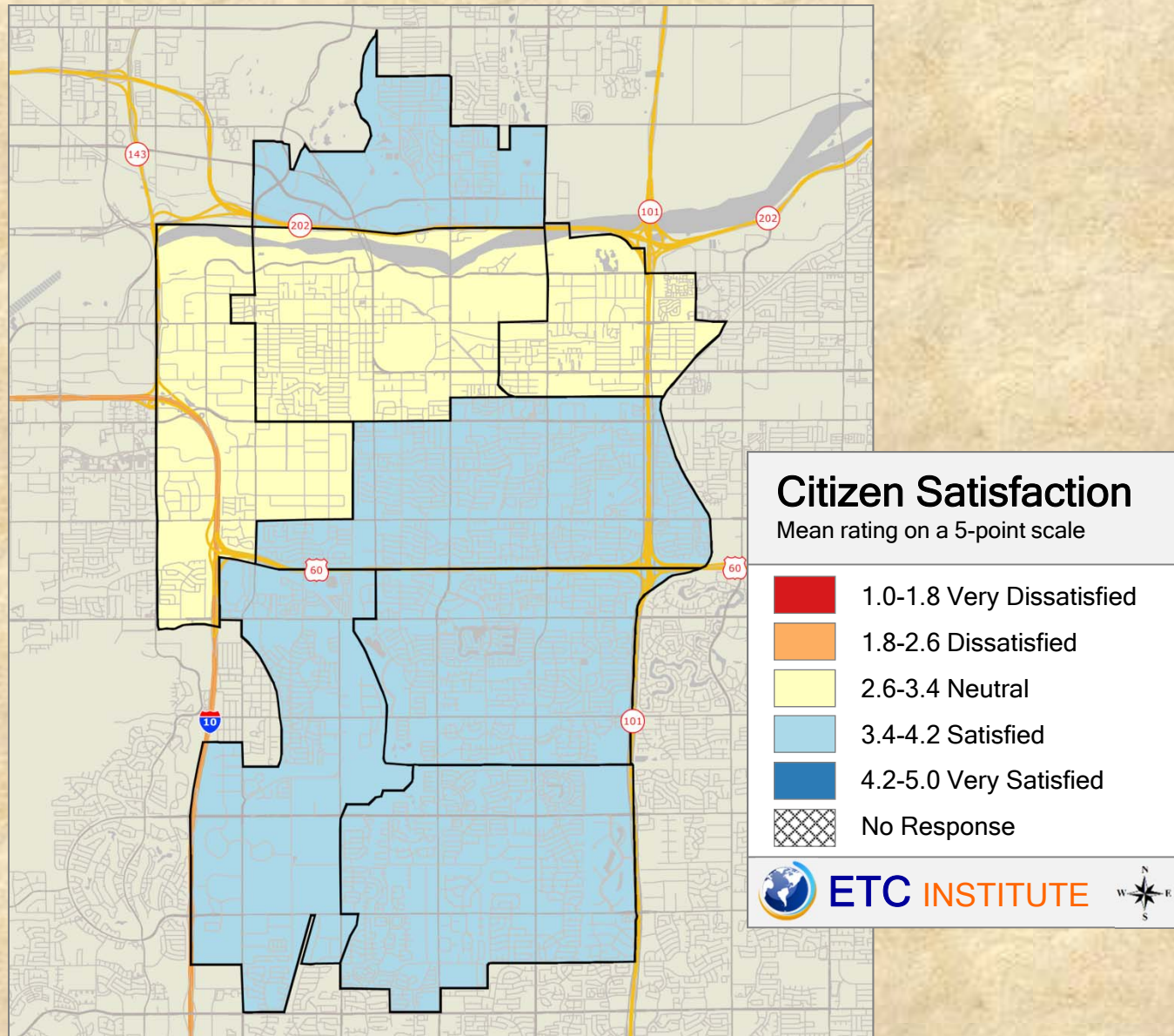Shading reflects the mean rating for all respondents by Character Area

Q14-26 Level of Satisfaction with: Quality of Landscape maintenance along streets/sidewalks

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
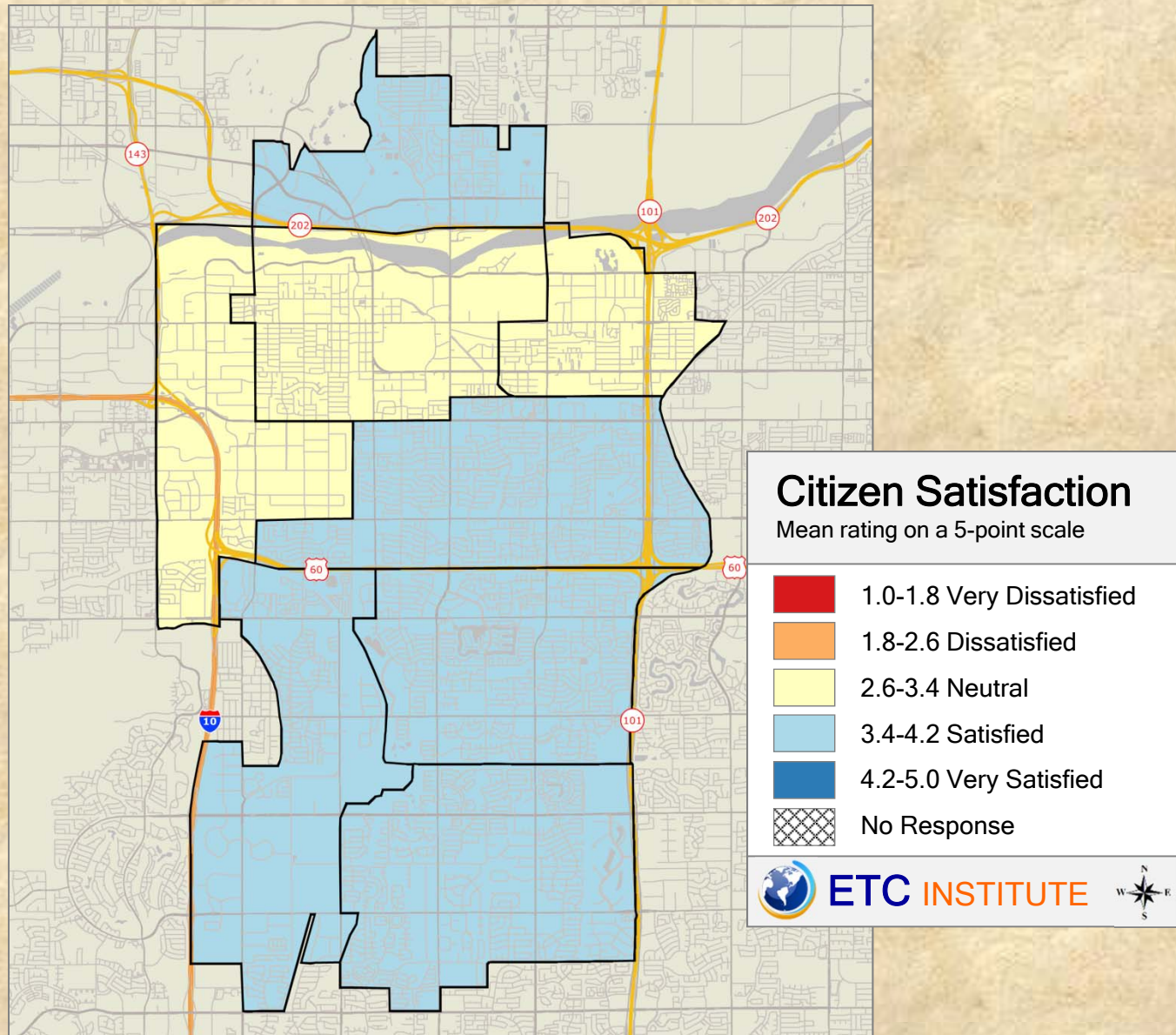Shading reflects the mean rating for all respondents by Character Area

Q14-27 Level of Satisfaction with: Overall condition of your neighborhood

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

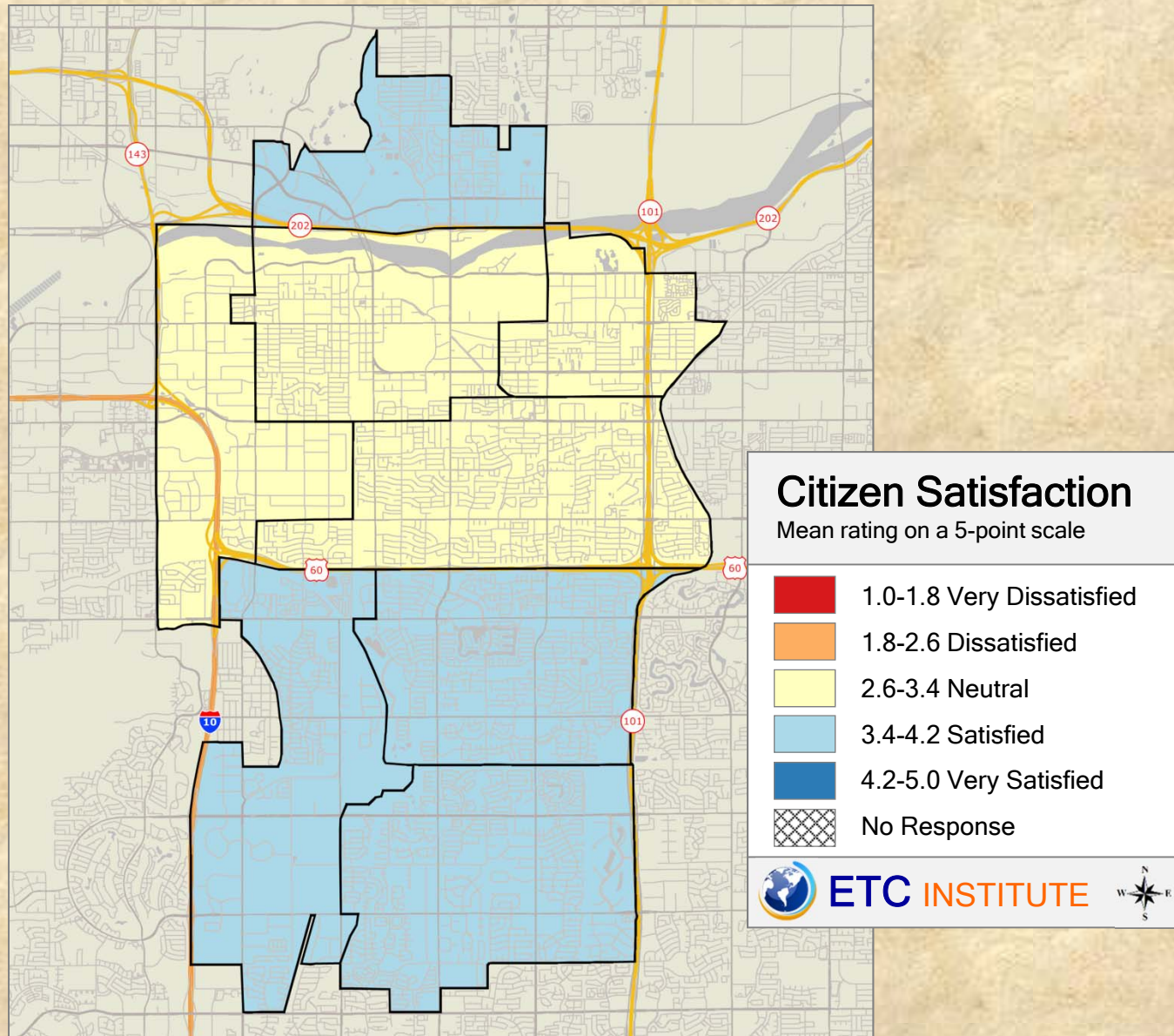# Q14-28 Level of Satisfaction with: Appearance of residential property in the City

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q14-29 Level of Satisfaction with: Maintenance of private property

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

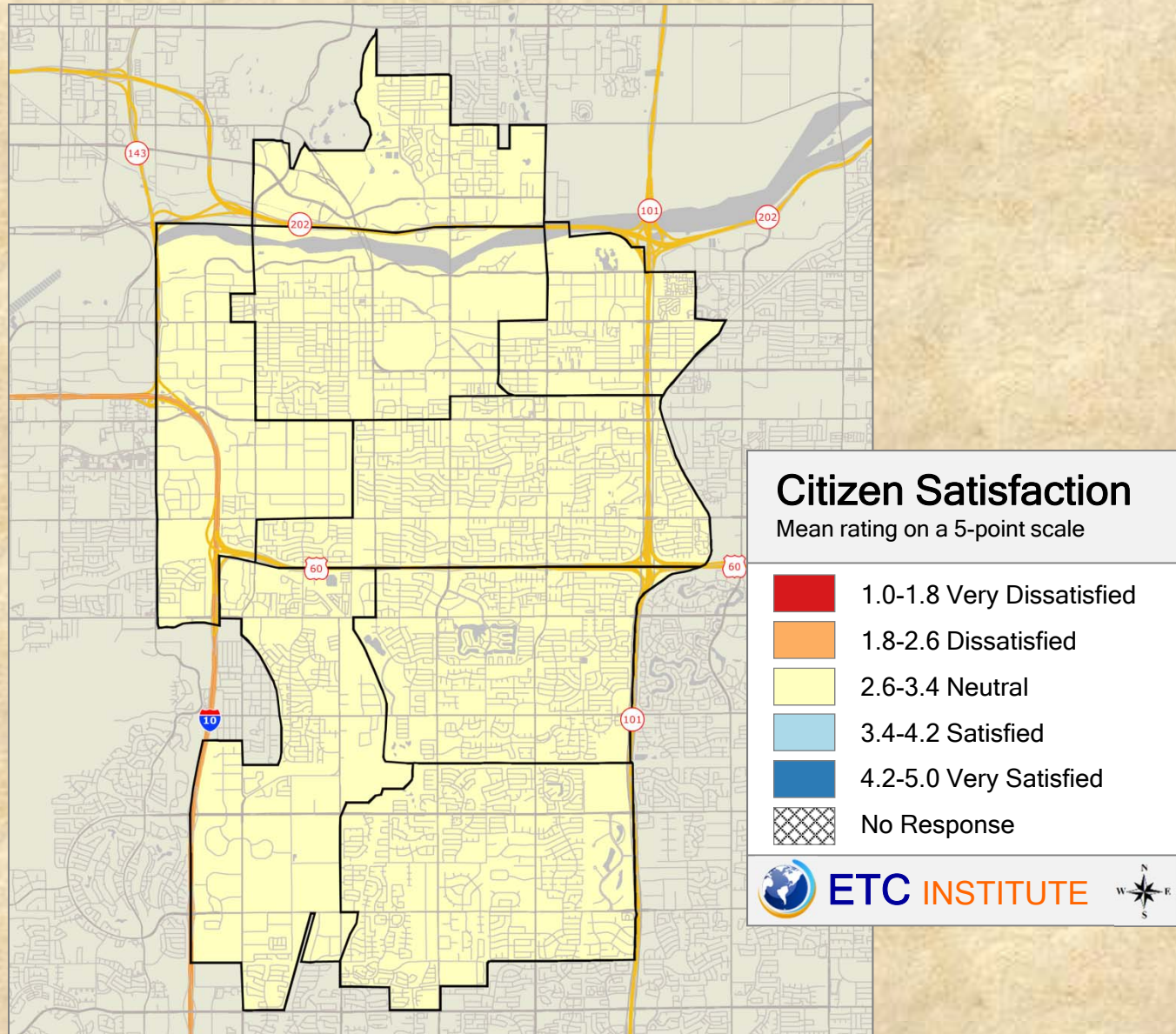# Q14-30 Level of Satisfaction with: Condition of alley near your home

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
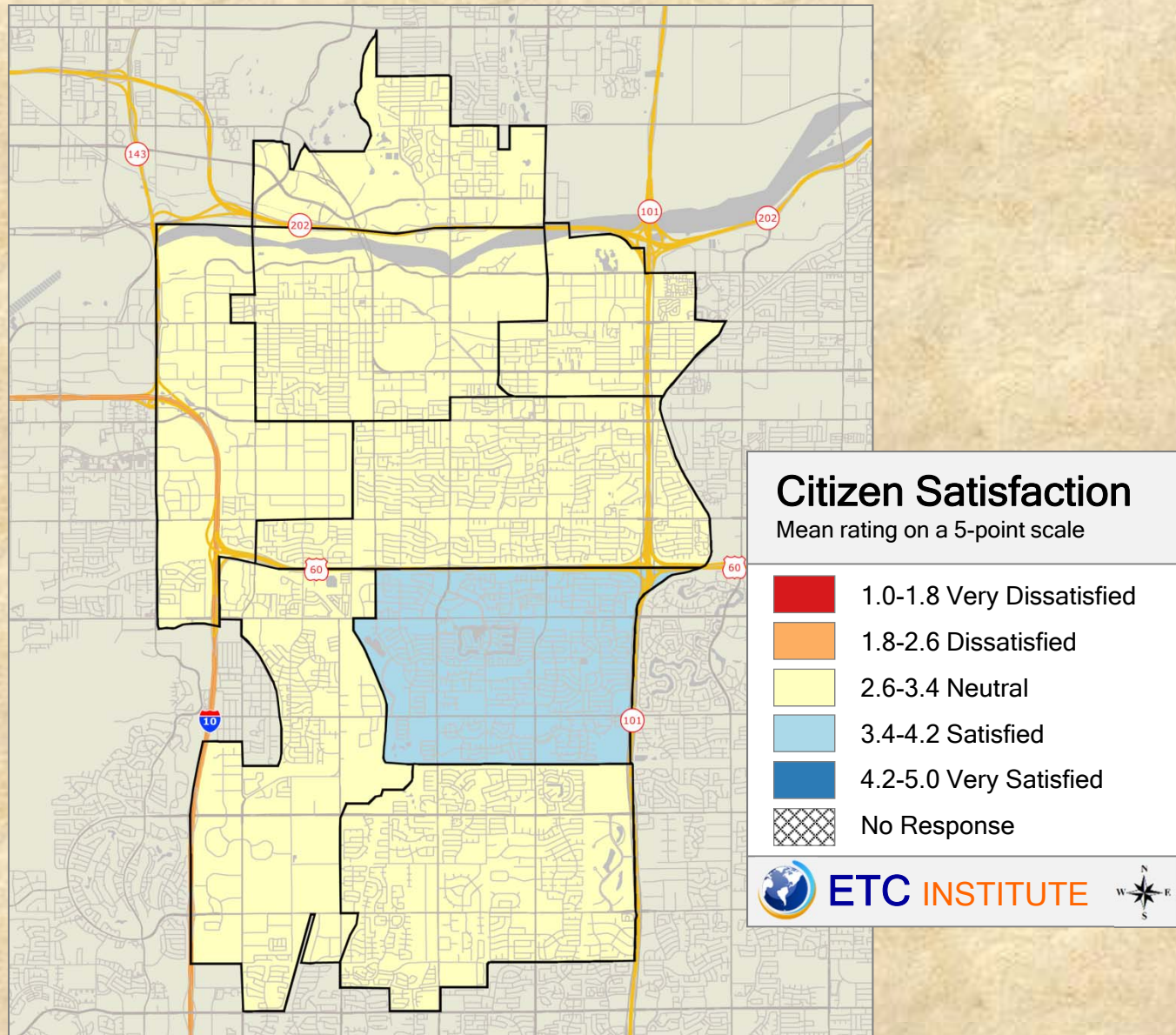- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q14-31 Level of Satisfaction with: City enforcement of alley maintenance codes

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

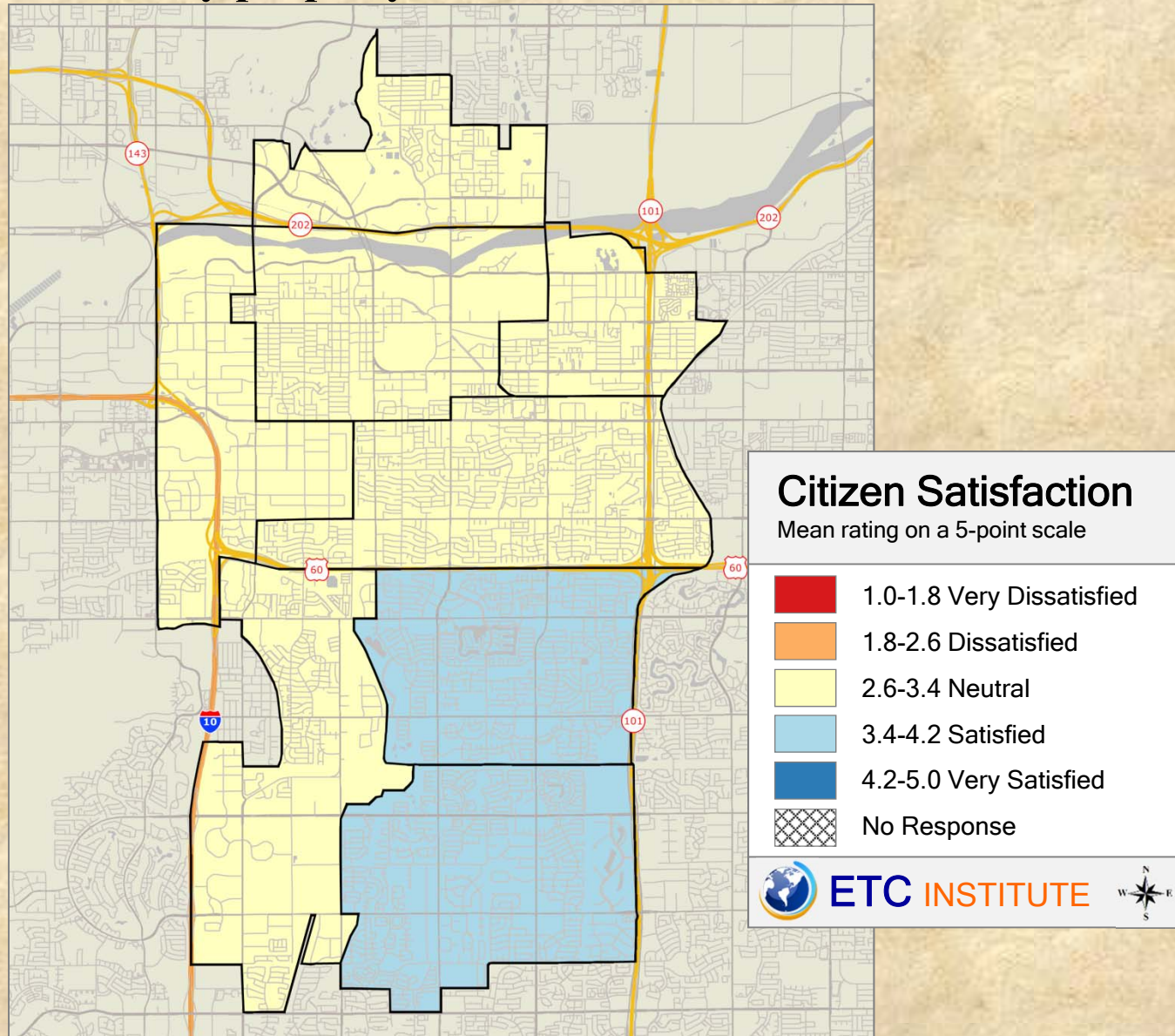# Q14-32 Level of Satisfaction with: Overall enforcement of City property maintenance codes

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

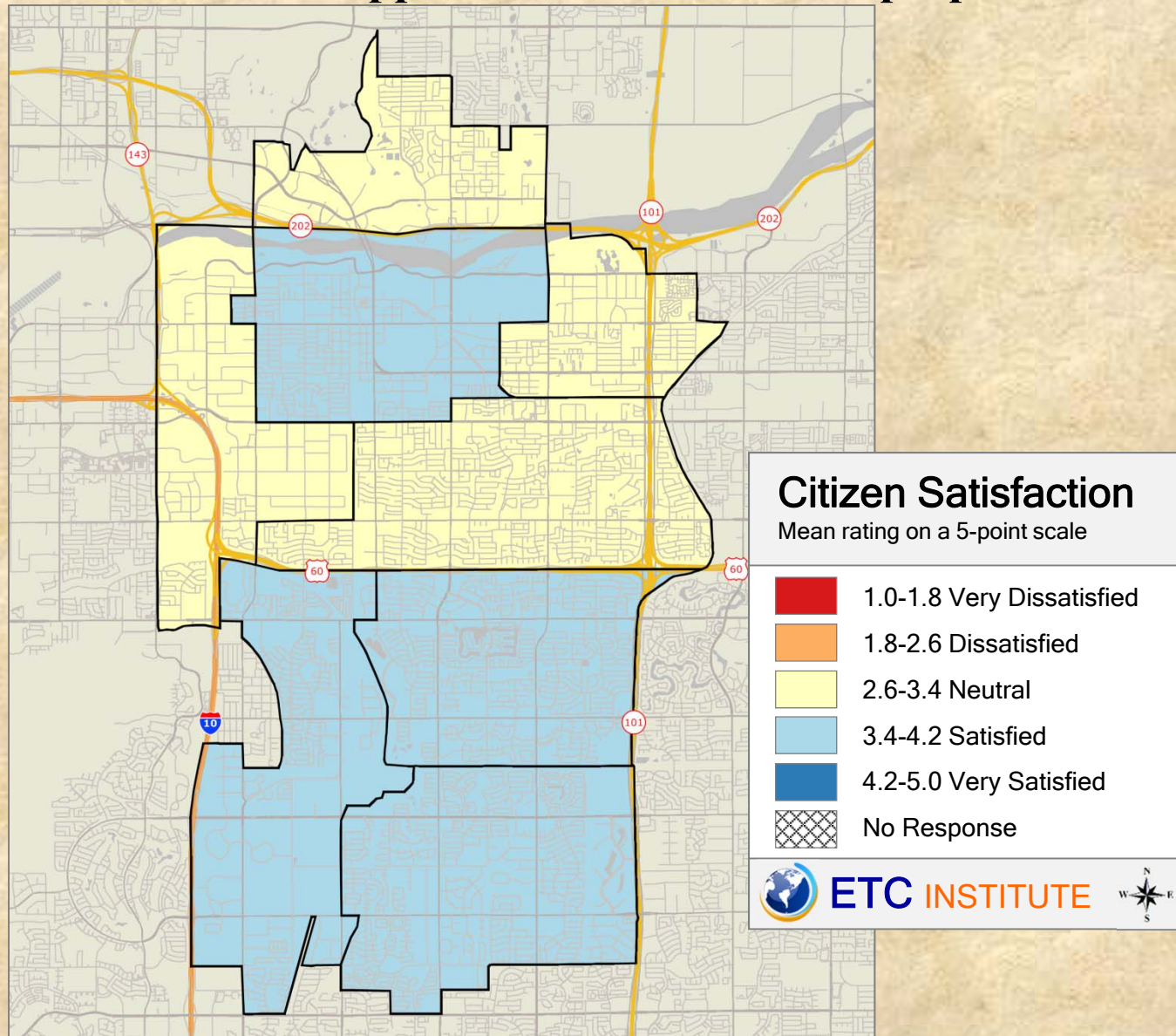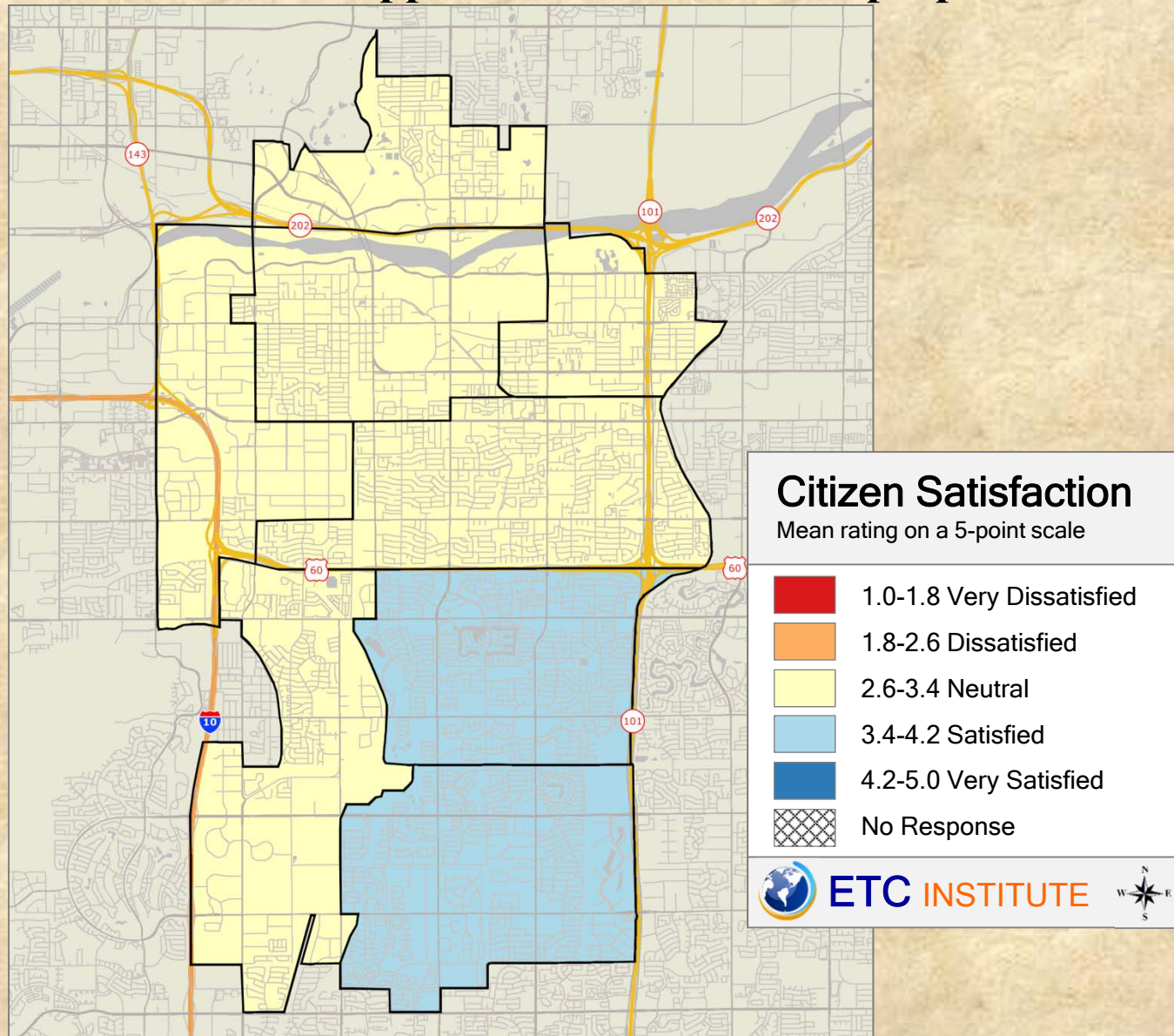# Q14-33 Level of Satisfaction with: City enforcement of property maintenance codes and the appearance of commercial properties

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
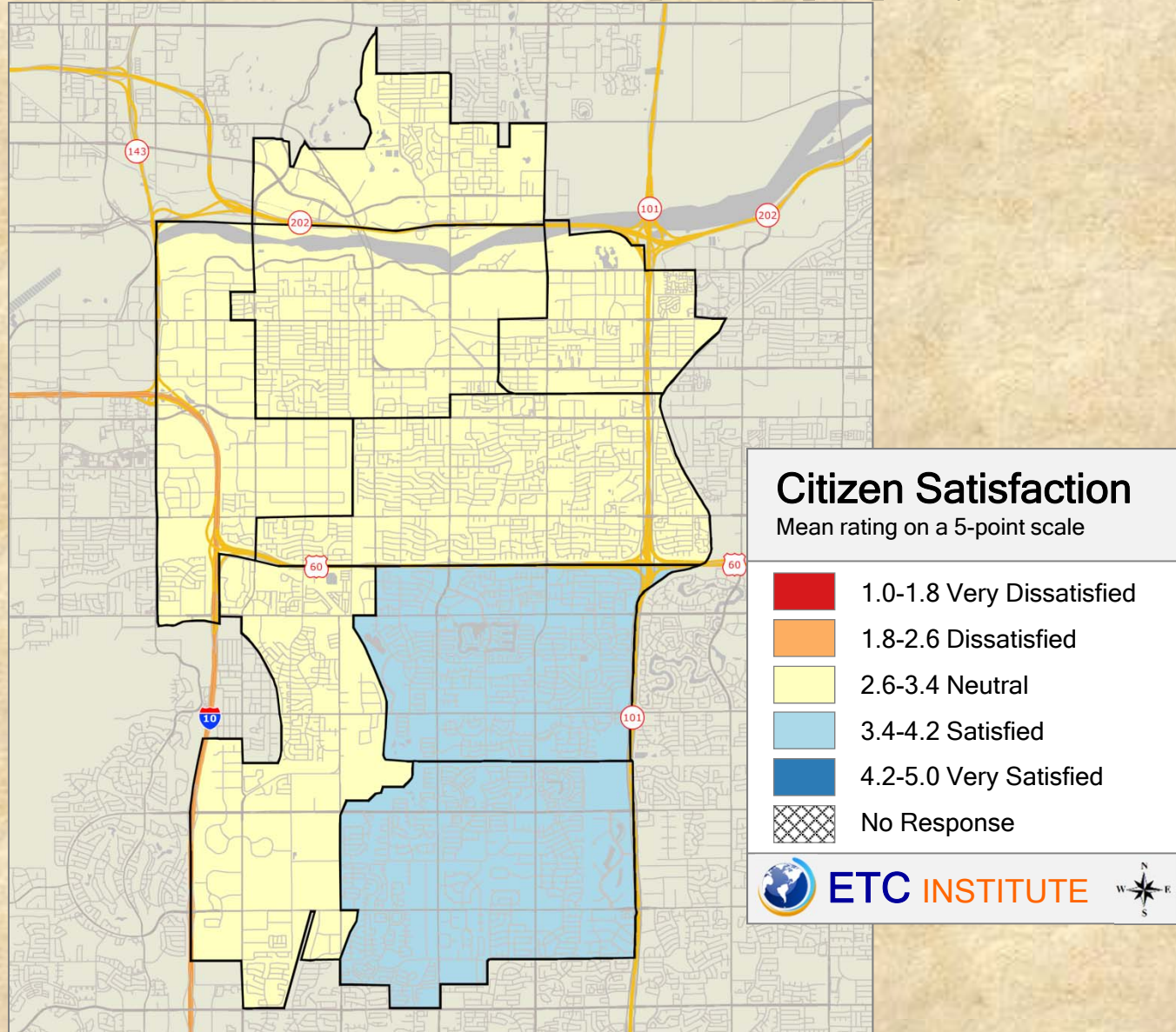Shading reflects the mean rating for all respondents by Character Area

Q14-34 Level of Satisfaction with: City enforcement of property maintenance codes and the appearance of residential properties

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

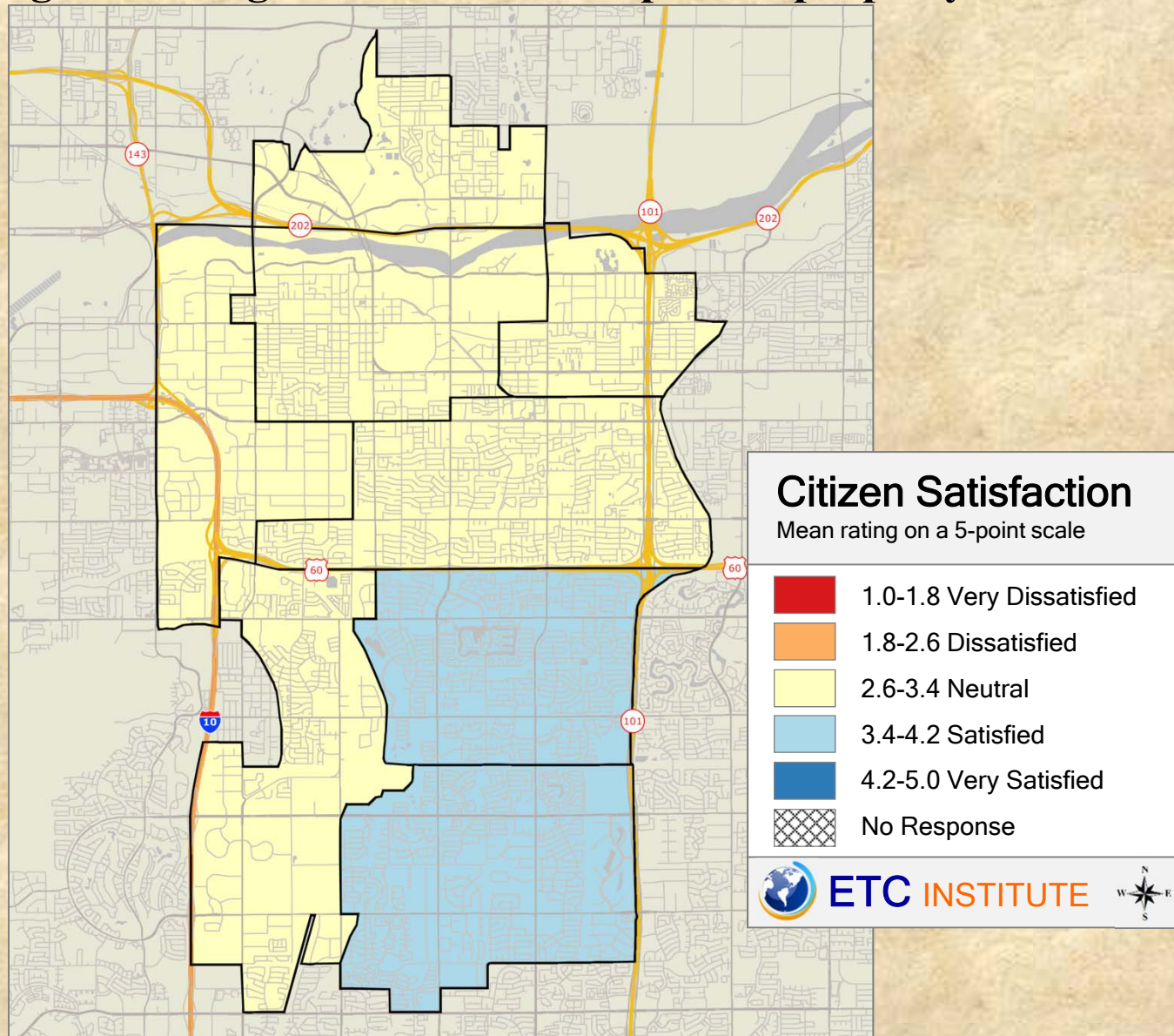# Q14-36 Level of Satisfaction with: City efforts to enforce the mowing and cutting of weeds/grass on residential private property

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
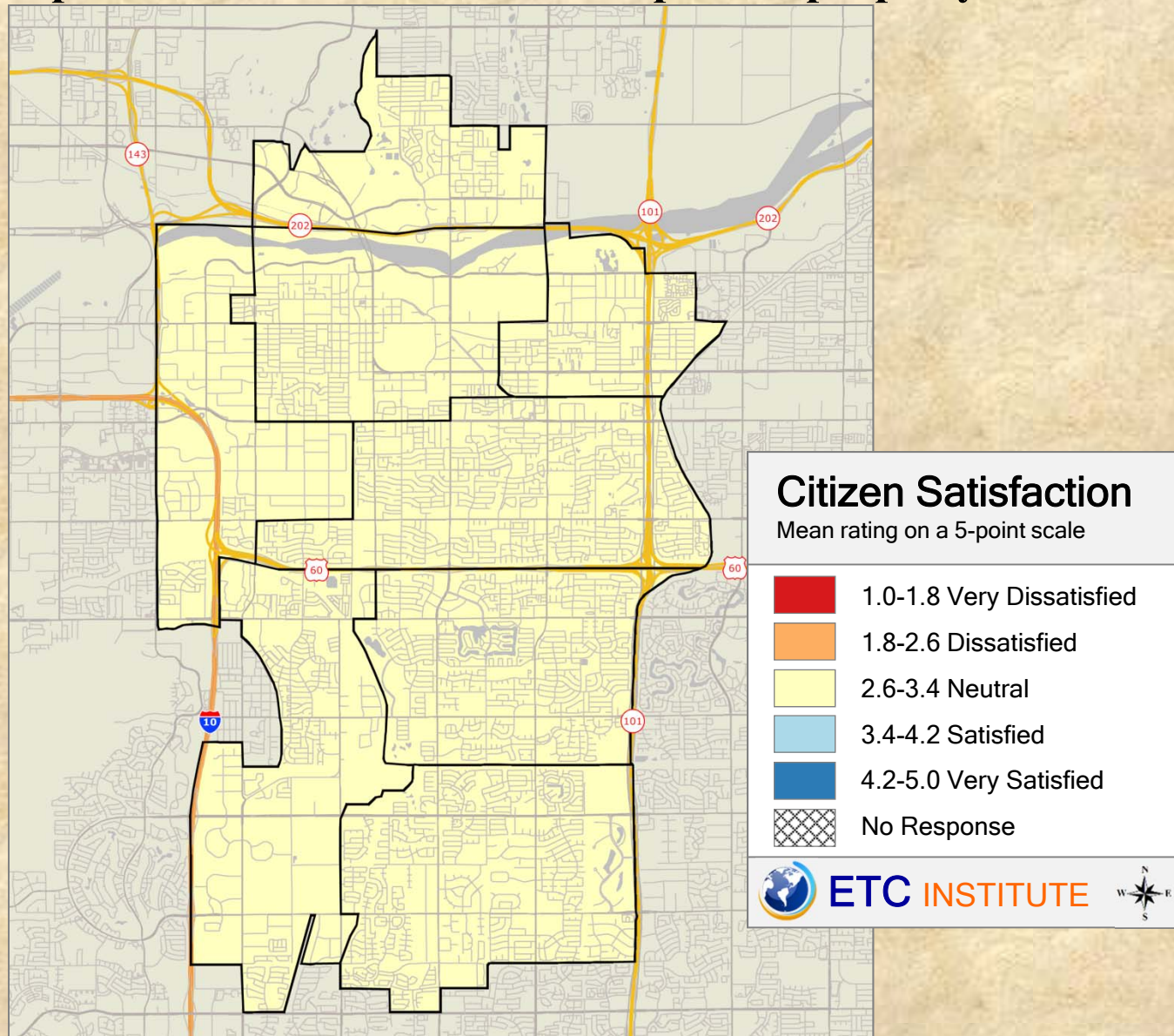Shading reflects the mean rating for all respondents by Character Area

Q14-38 Level of Satisfaction with: The value and benefits received by the City from Special Events

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

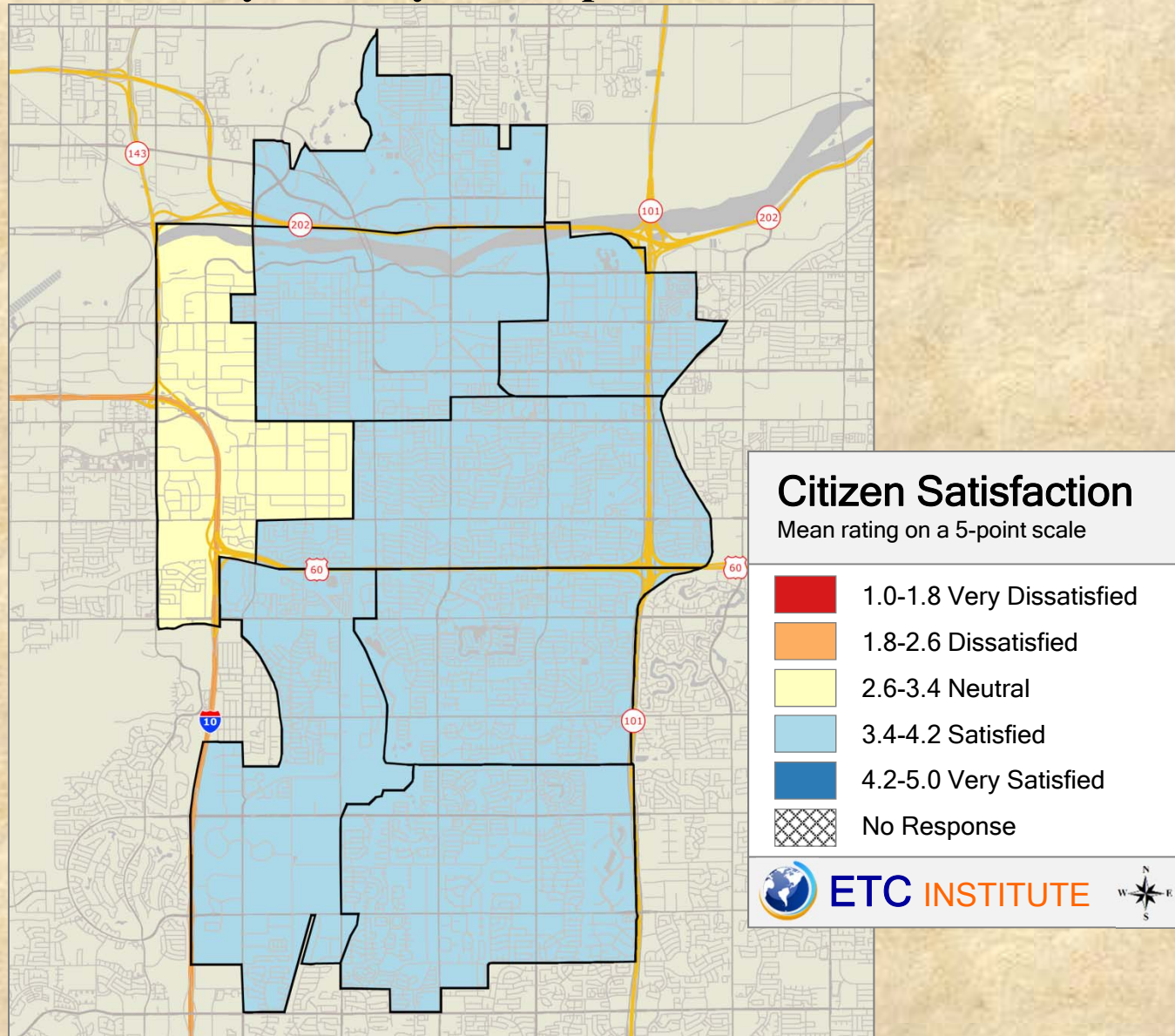# Q14-39 Level of Satisfaction with: Access to Human Services/Social Services

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q14-40 Level of Satisfaction with: Residential trash collection services

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
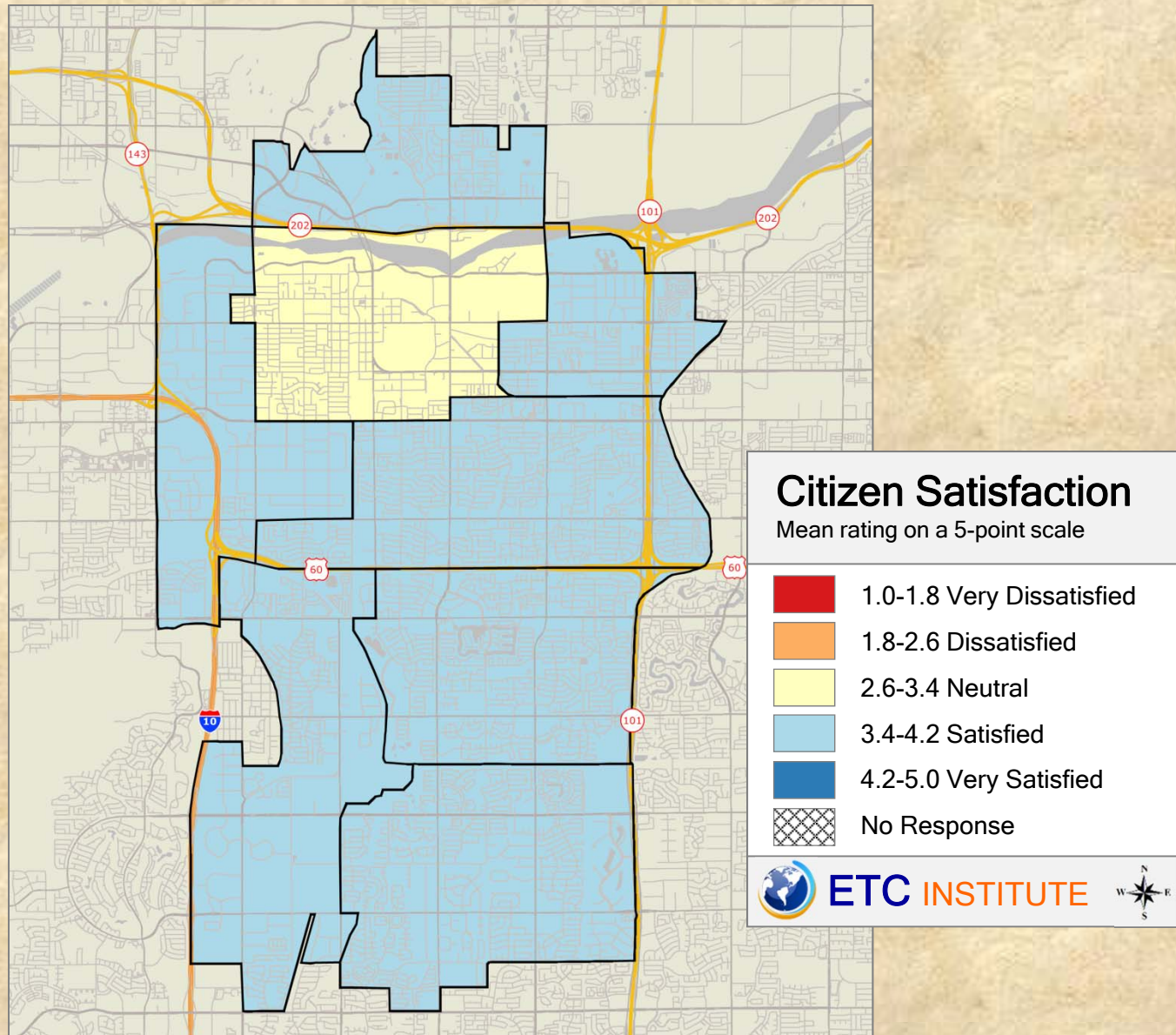- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q14-41 Level of Satisfaction with: Residential recycling services
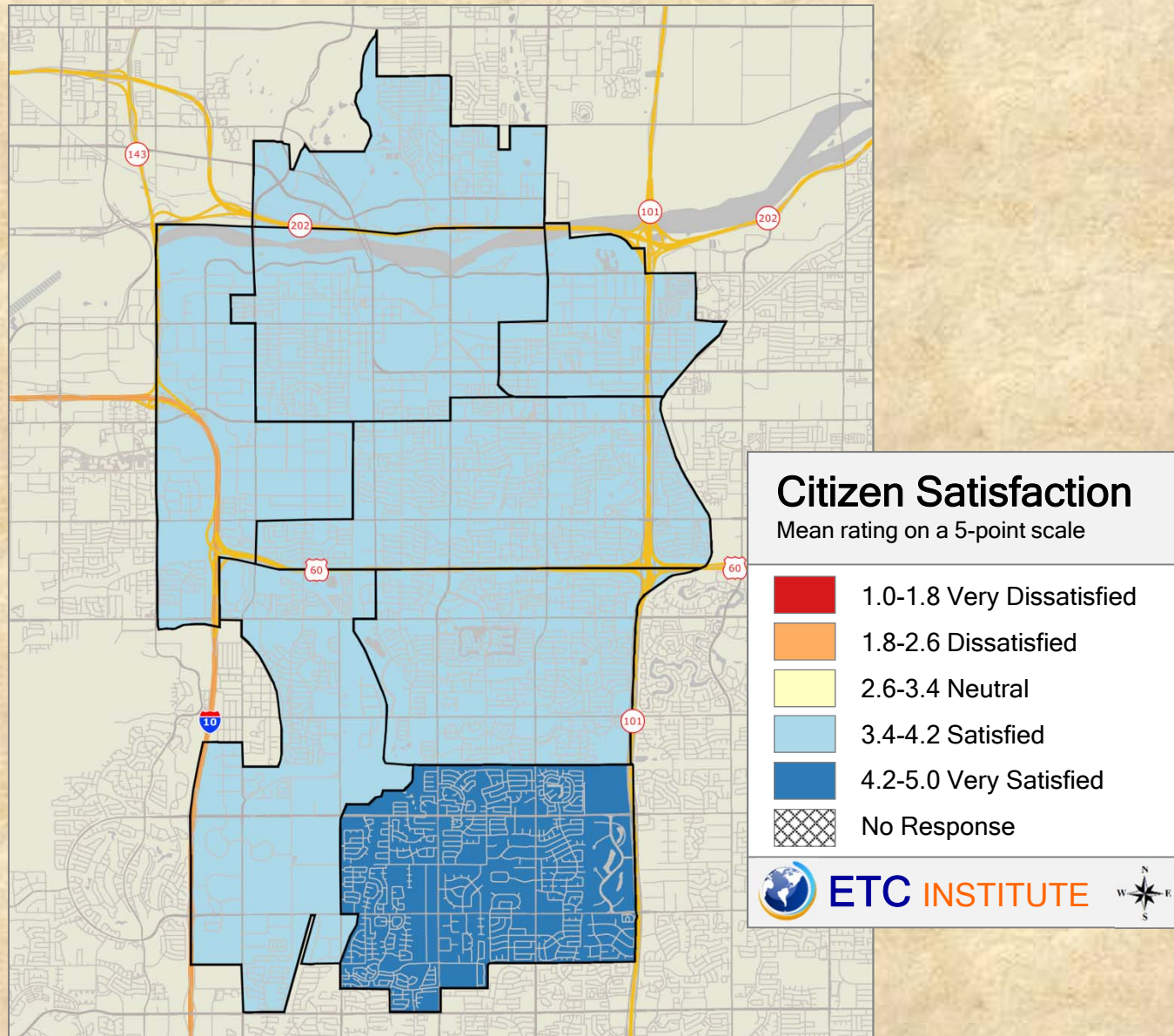
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
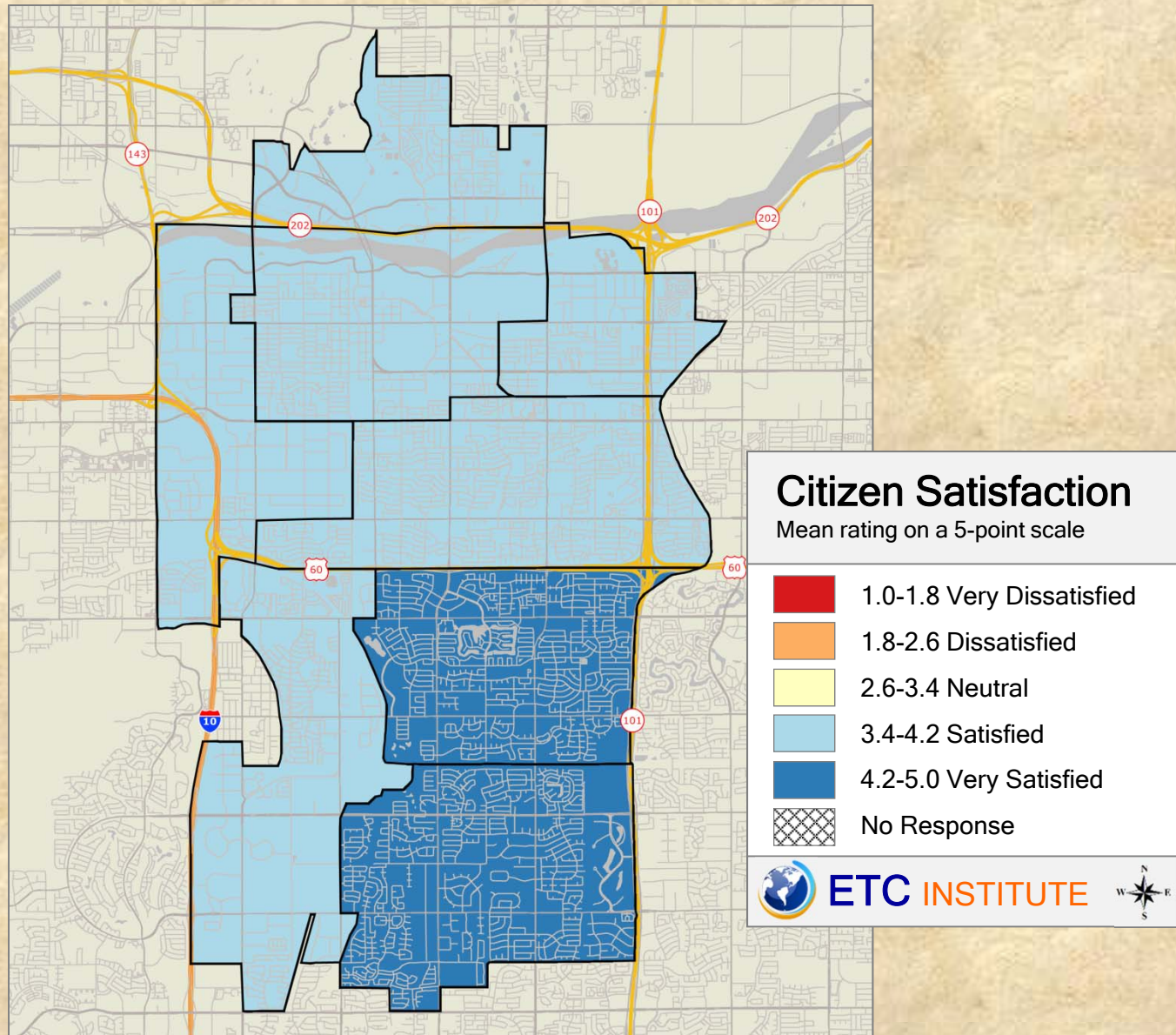Shading reflects the mean rating for all respondents by Character Area

Q14-42 Level of Satisfaction with: Bulk trash pickup/removal services

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q15-01 Level of Satisfaction with: How well the City is planning growth

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

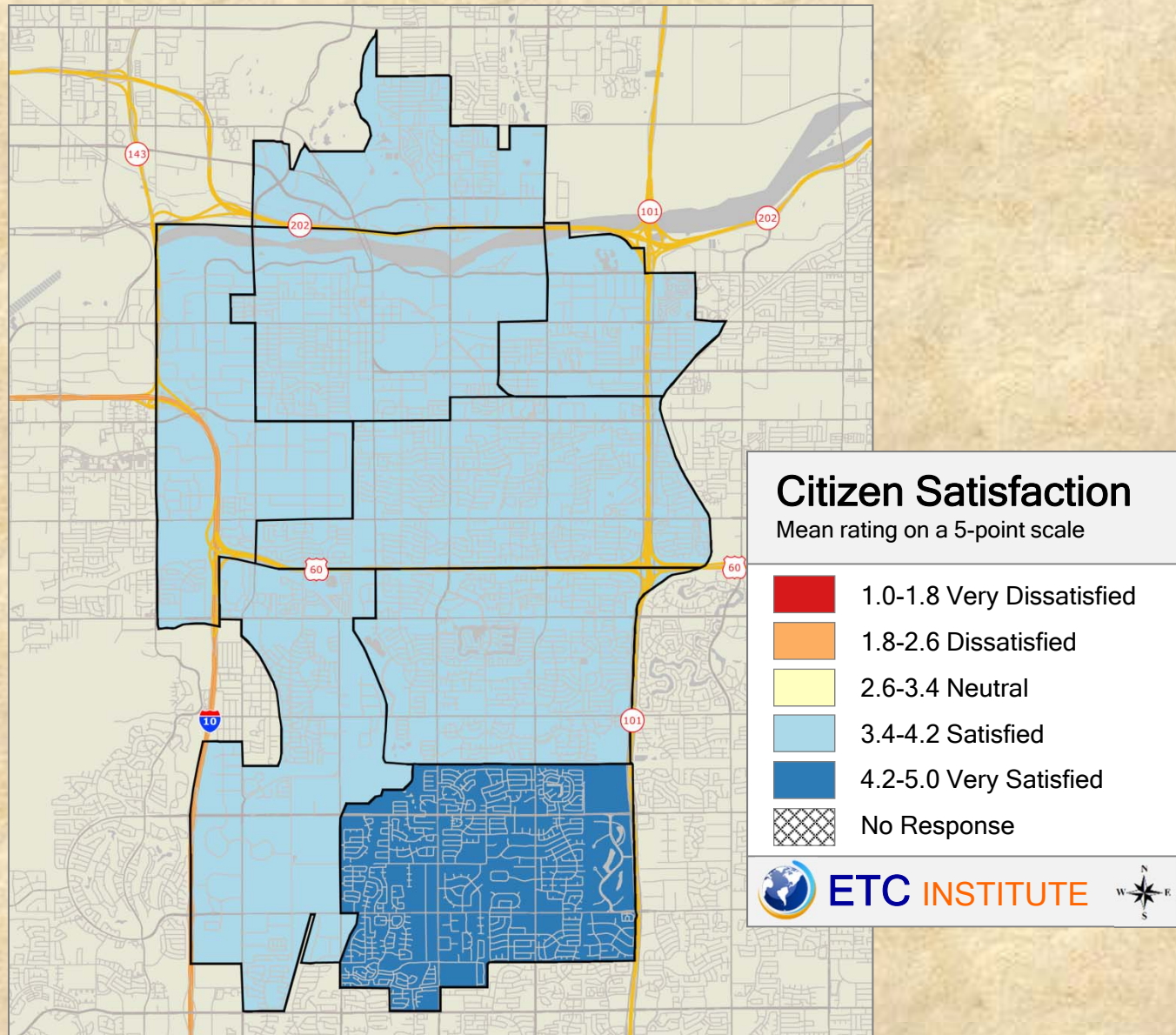# Q15-02 Level of Satisfaction with: The City's sustainability programs, which are designed to promote water, energy, and natural resource conservation

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE
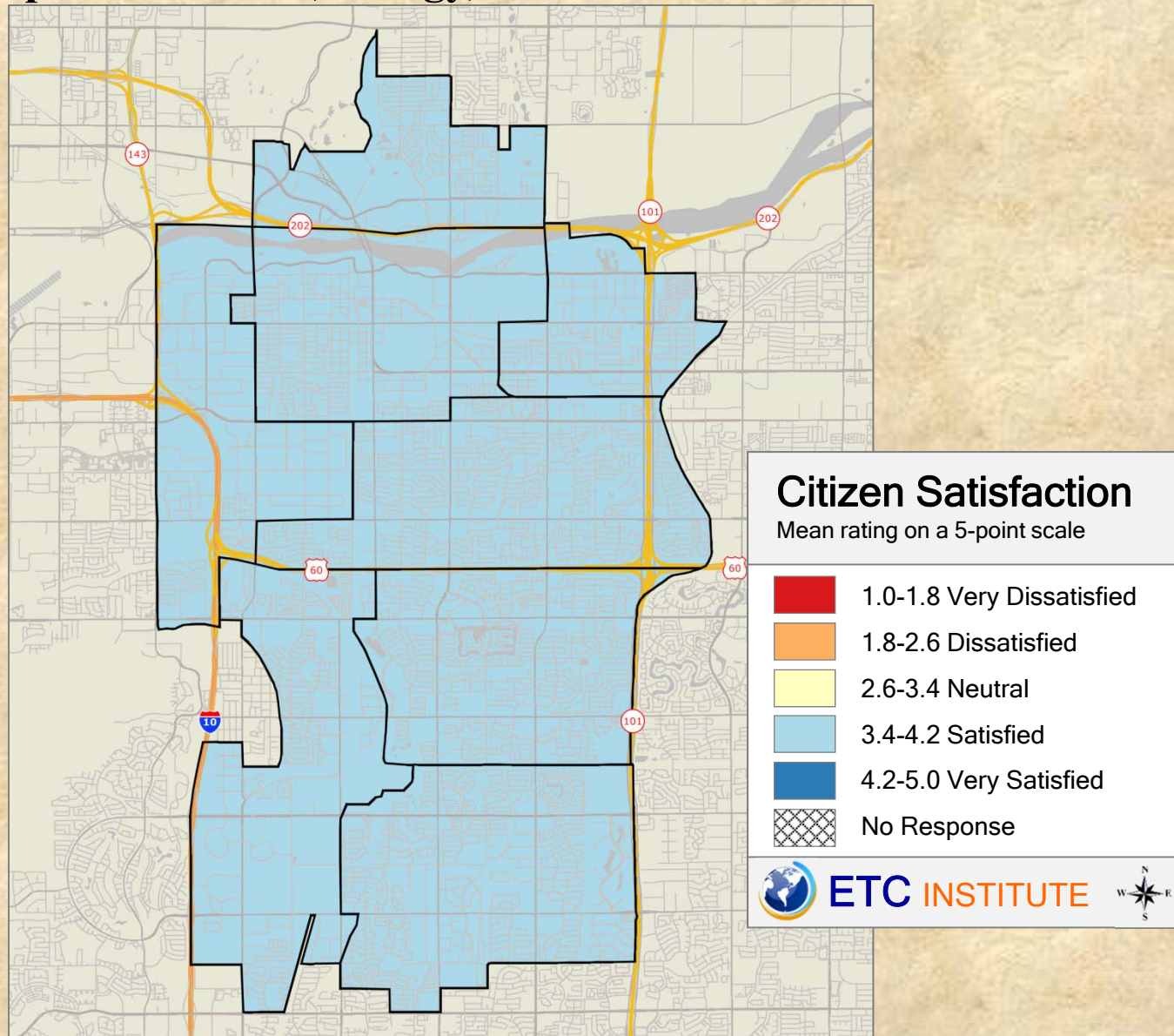
2018 City of Tempe Community Survey
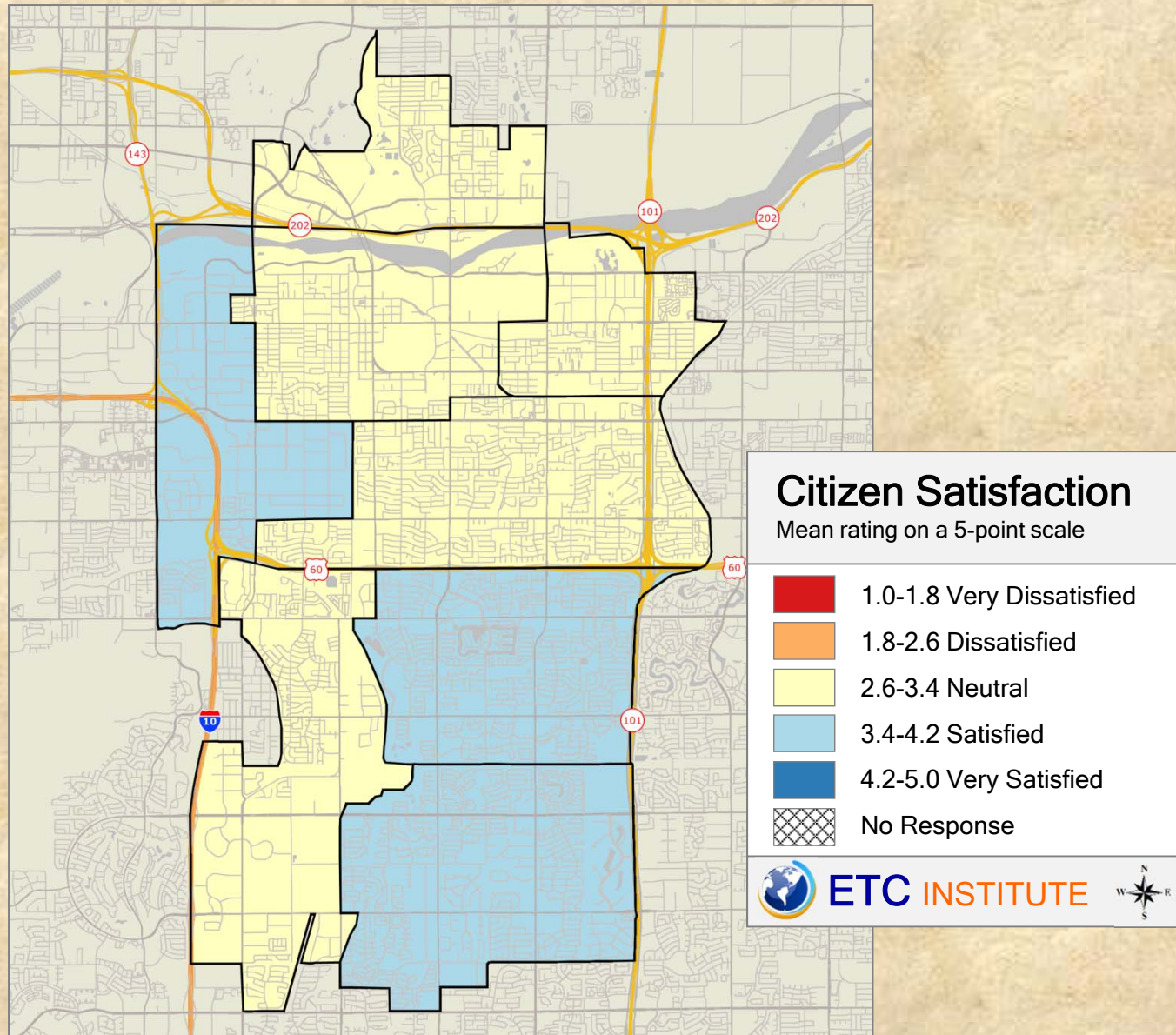Shading reflects the mean rating for all respondents by Character Area

Q15-03 Level of Satisfaction with: Condition of streets in your neighborhood

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q15-04 Level of Satisfaction with: Condition of major City streets and sidewalks

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

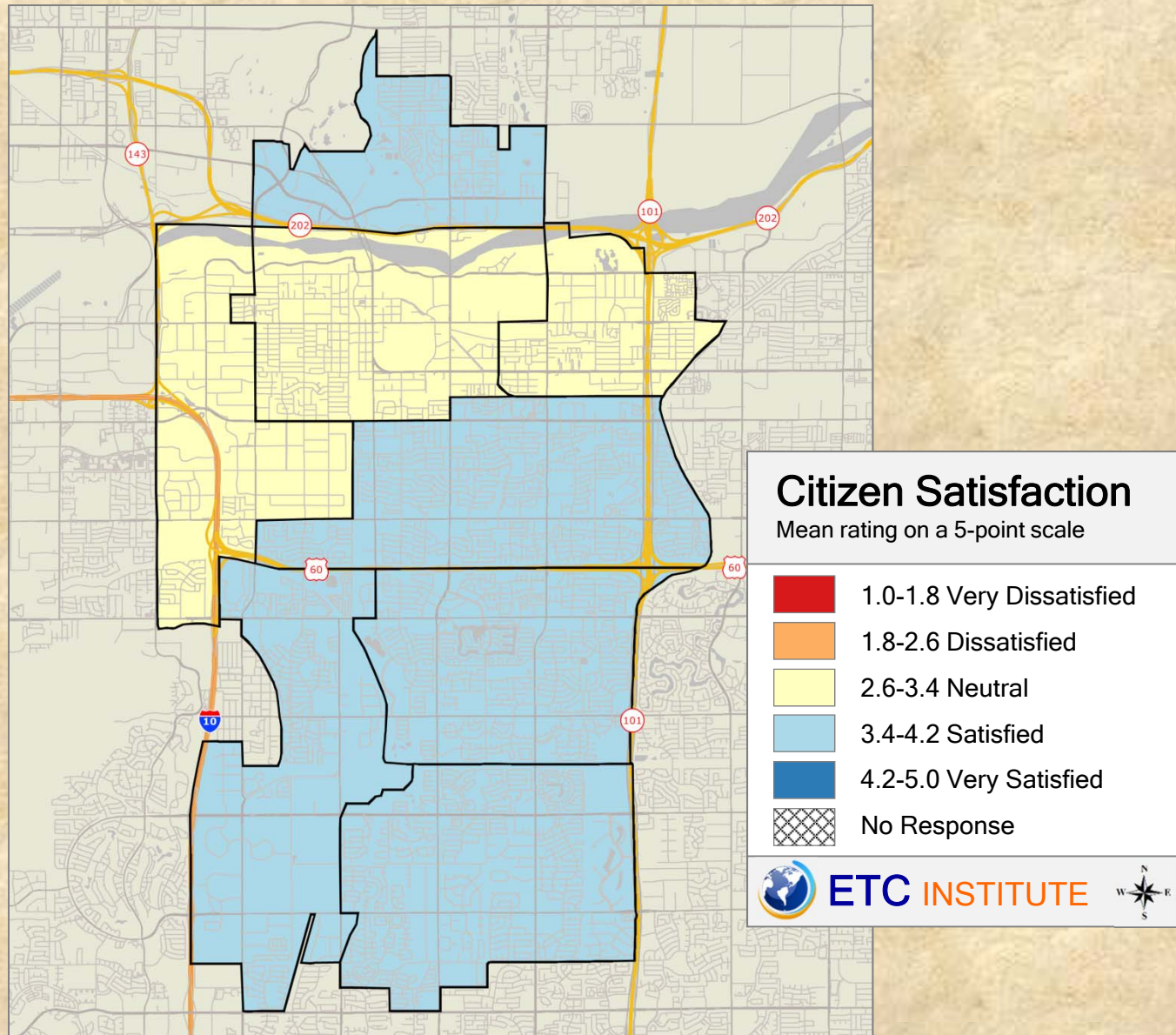# Q15-05 Level of Satisfaction with: Condition and clarity of street signs

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q15-06 Level of Satisfaction with: Management of traffic flow on City streets
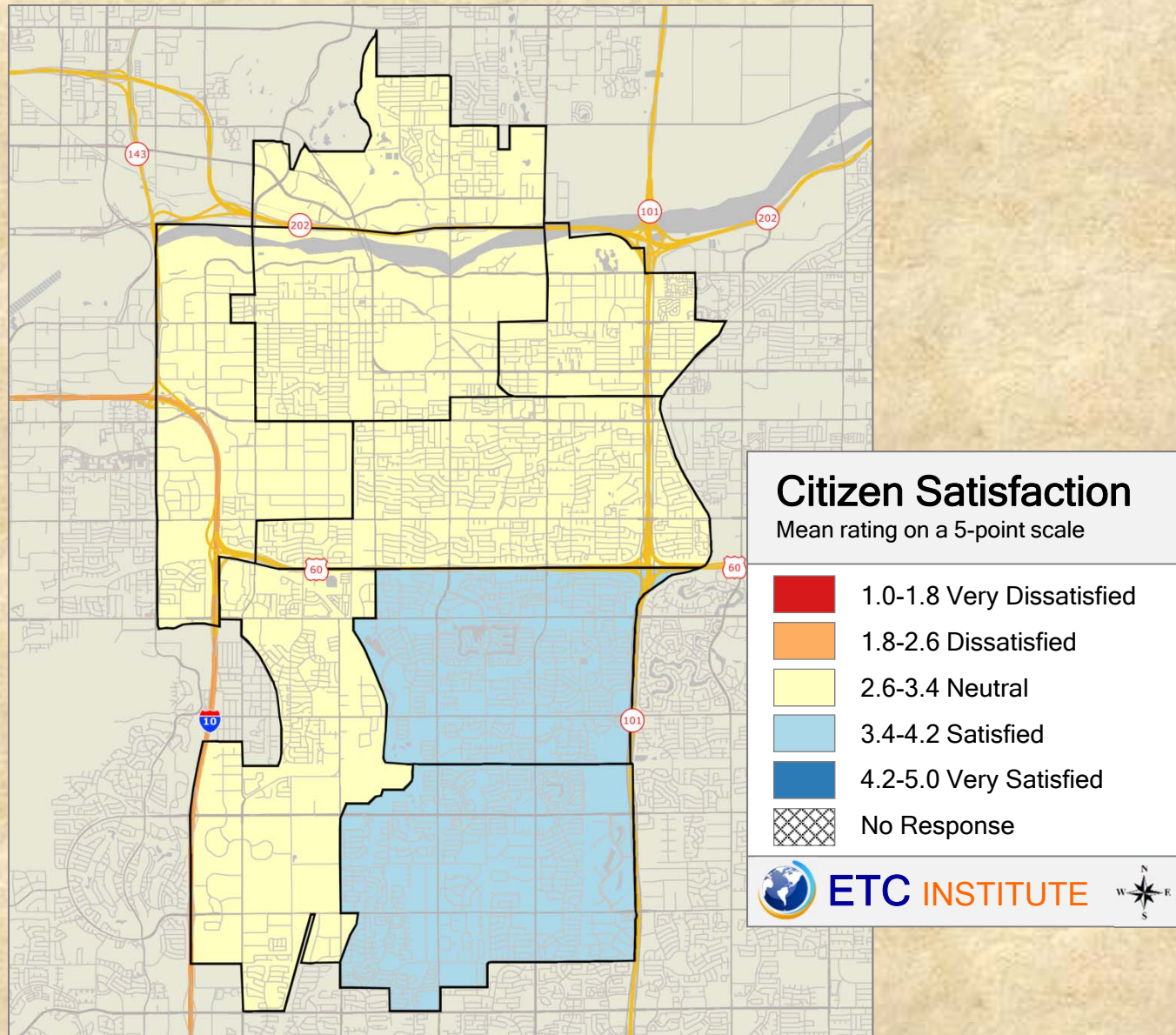
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
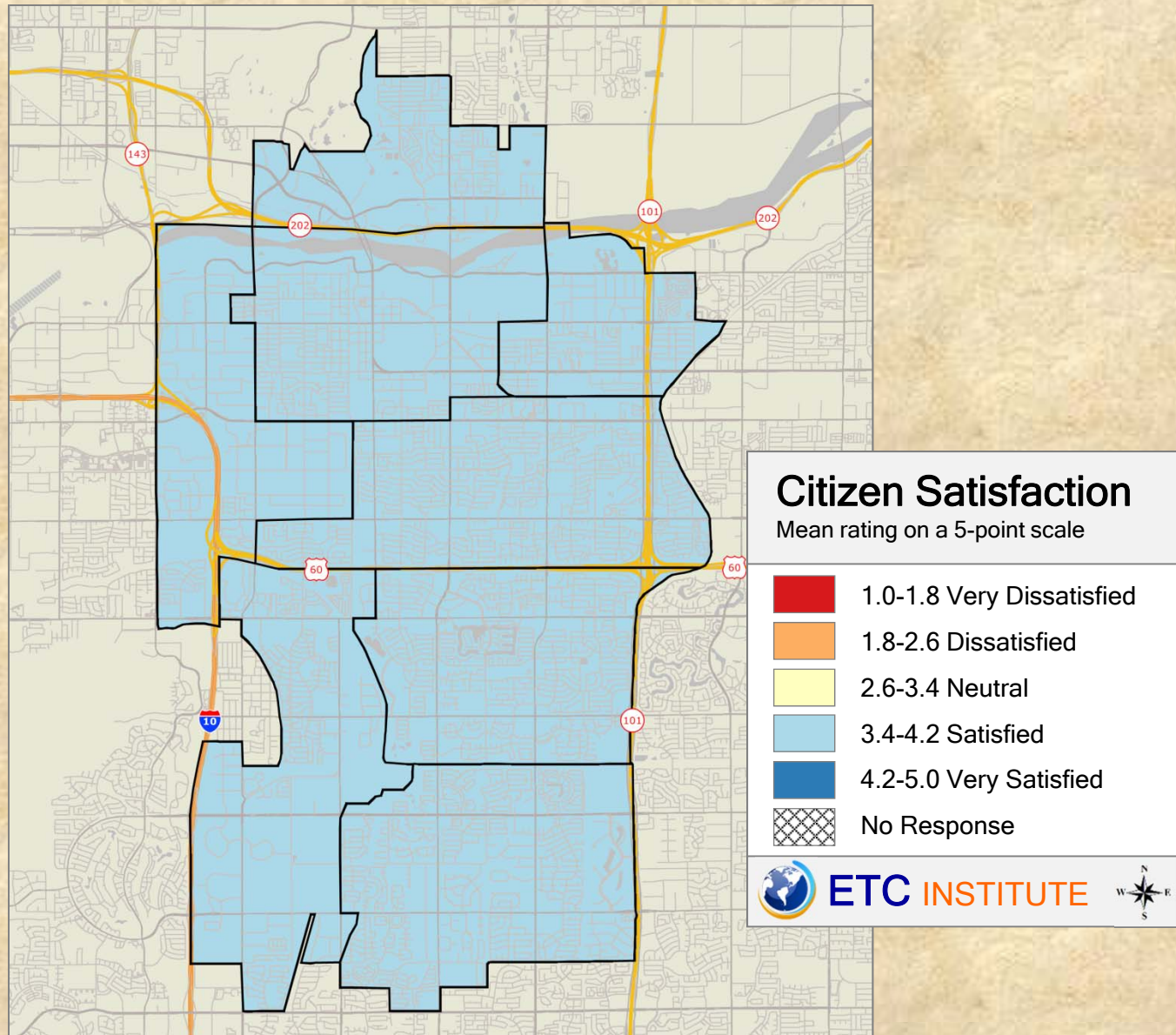Shading reflects the mean rating for all respondents by Character Area

Q15-07 Level of Satisfaction with: Quality of local transit service

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
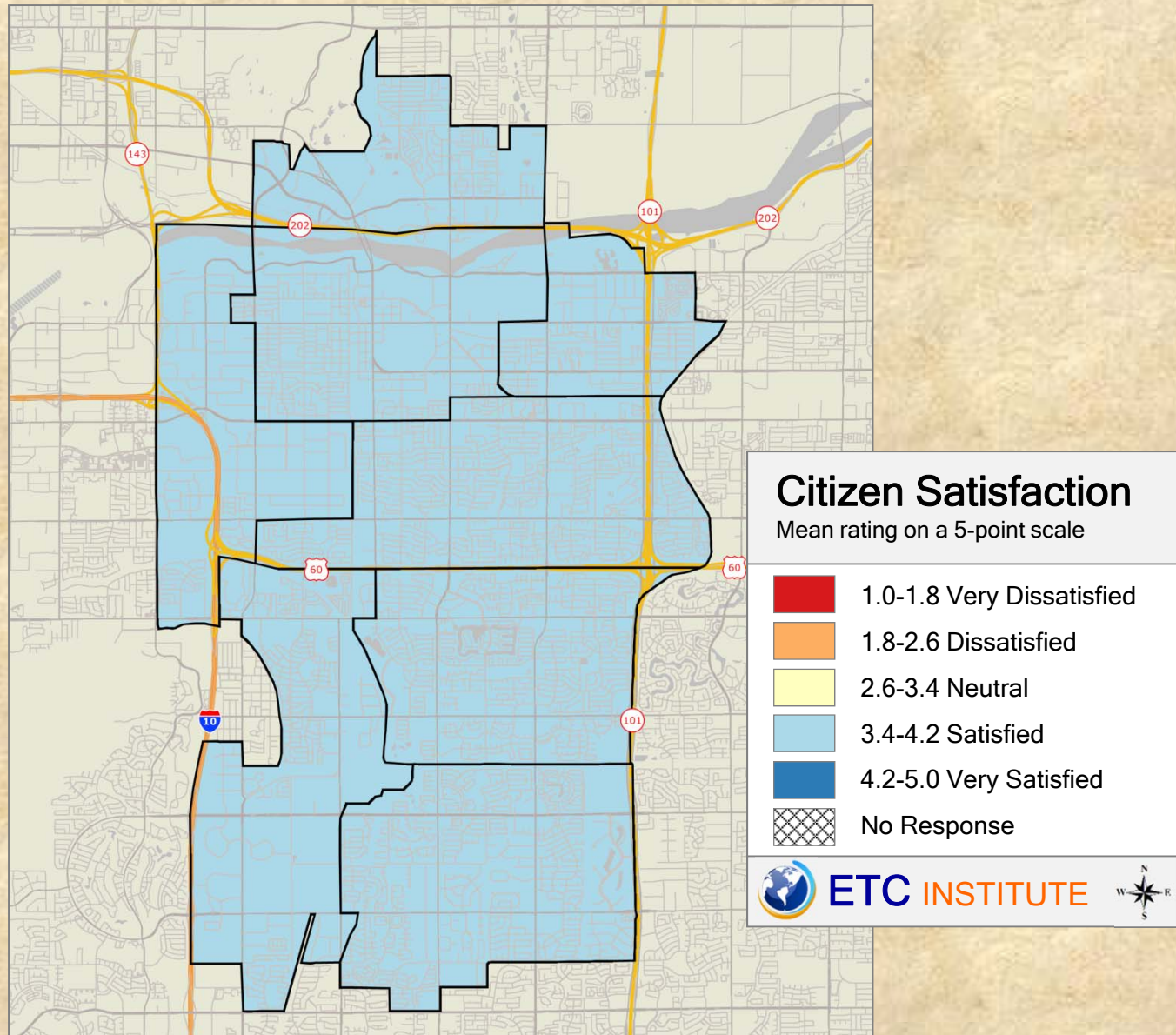- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q15-08 Level of Satisfaction with: Quality of walking and biking paths

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area

Q15-09 Level of Satisfaction with: Quality of recycling services

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
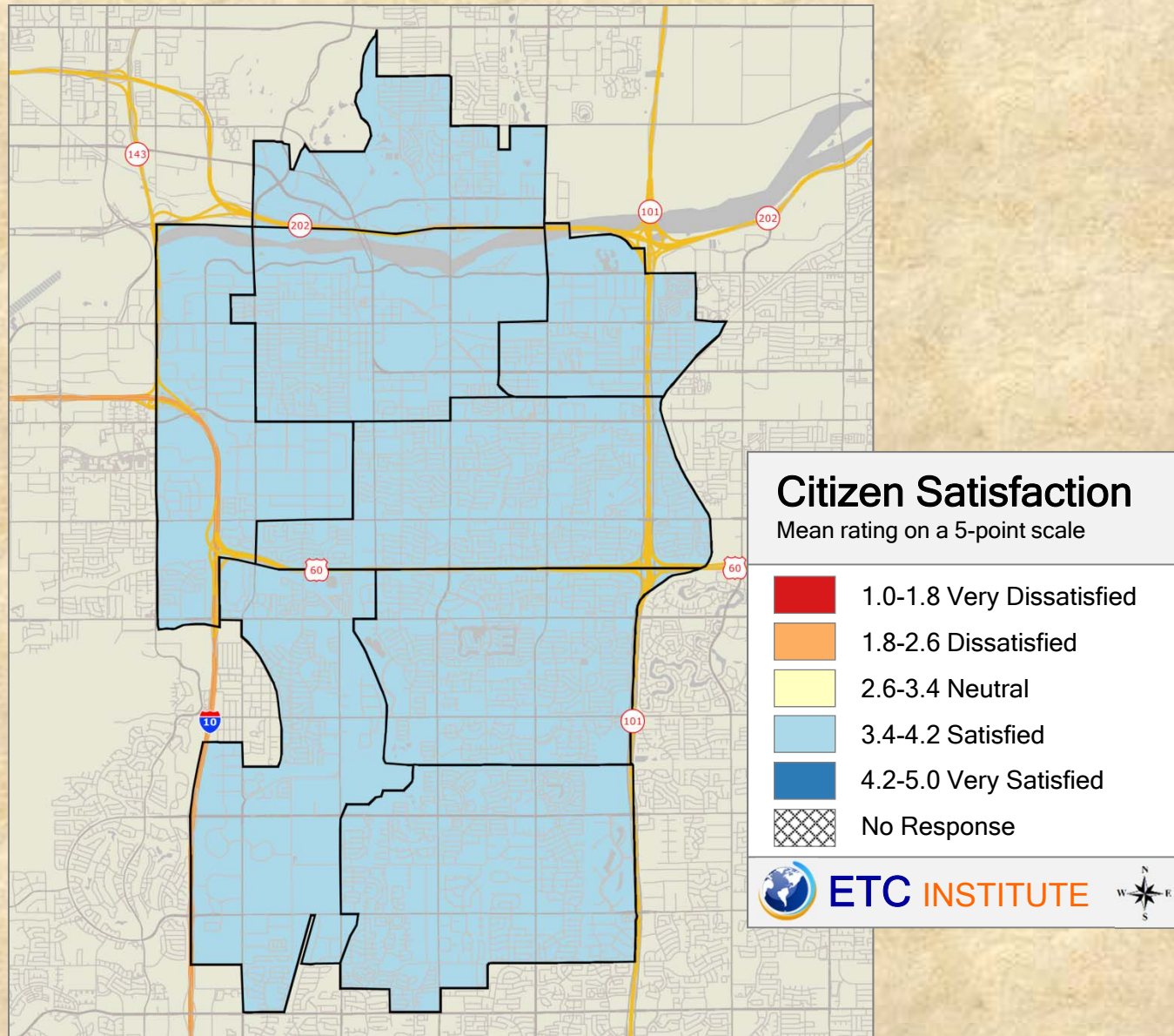Shading reflects the mean rating for all respondents by Character Area

Q15-10 Level of Satisfaction with: Quality of green organics collection and compost program
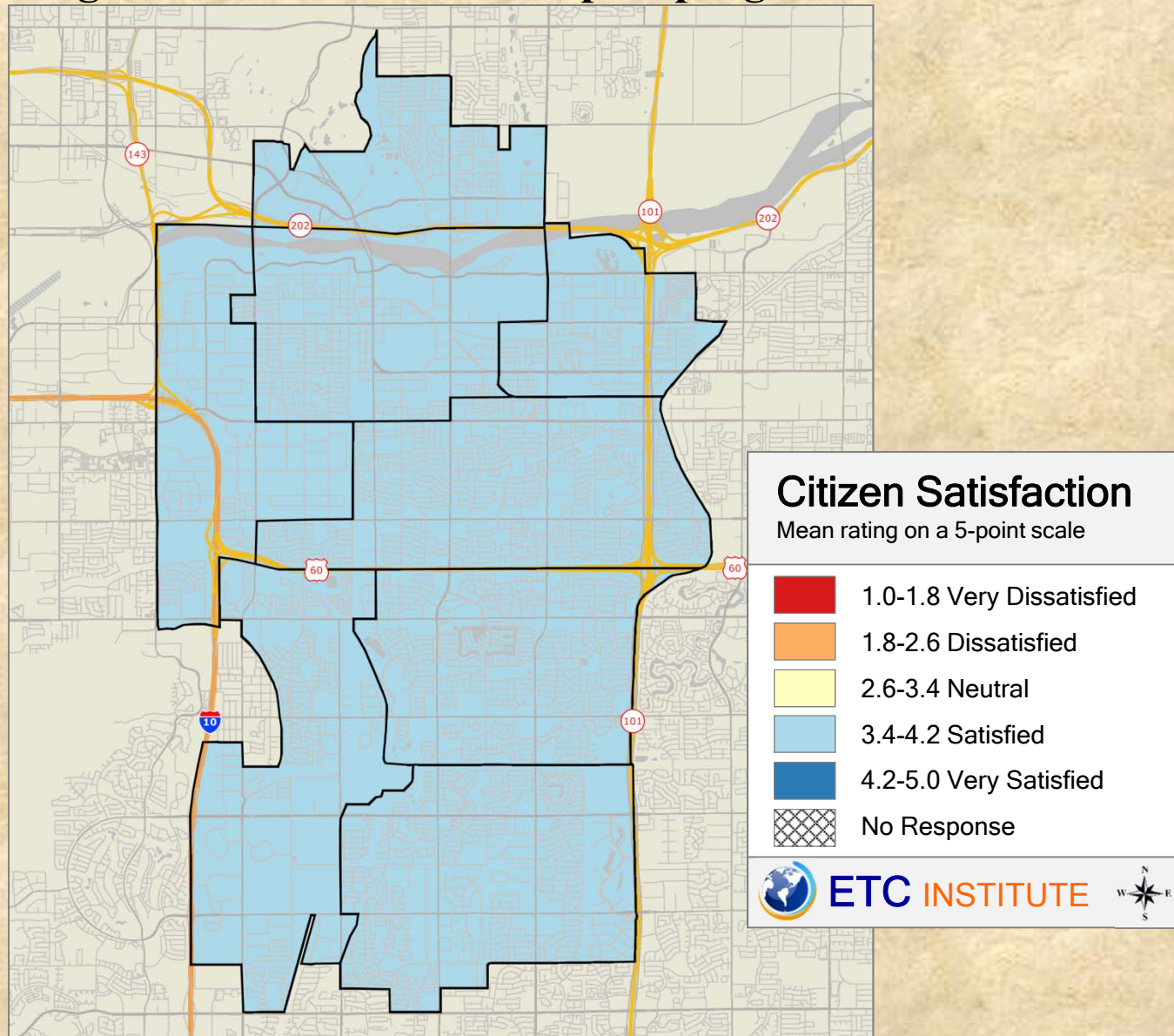
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey

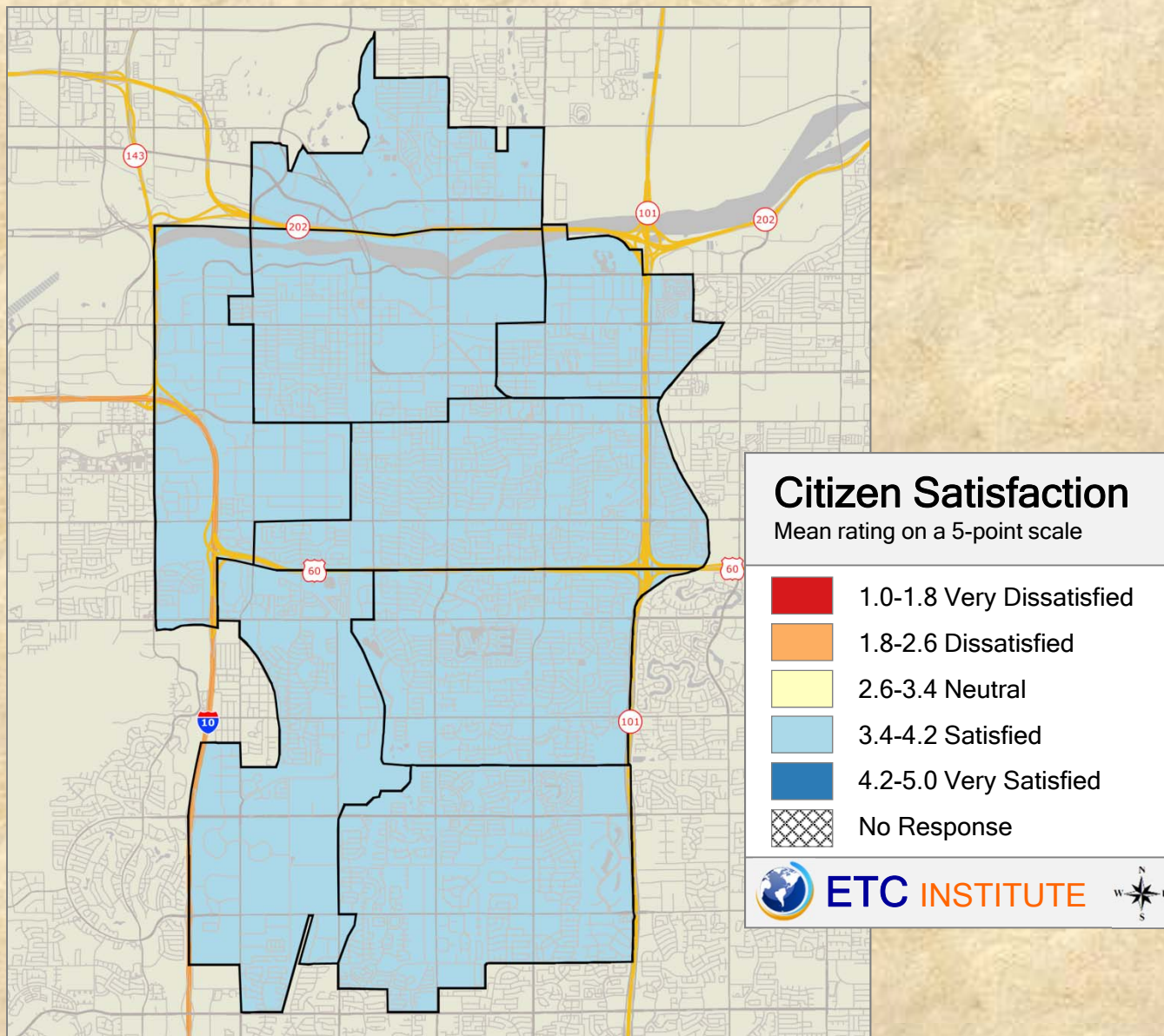Shading reflects the mean rating for all respondents by Character Area

Q15-11 Level of Satisfaction with: Overall quality of new commercial development in the City, including architecture and design

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE
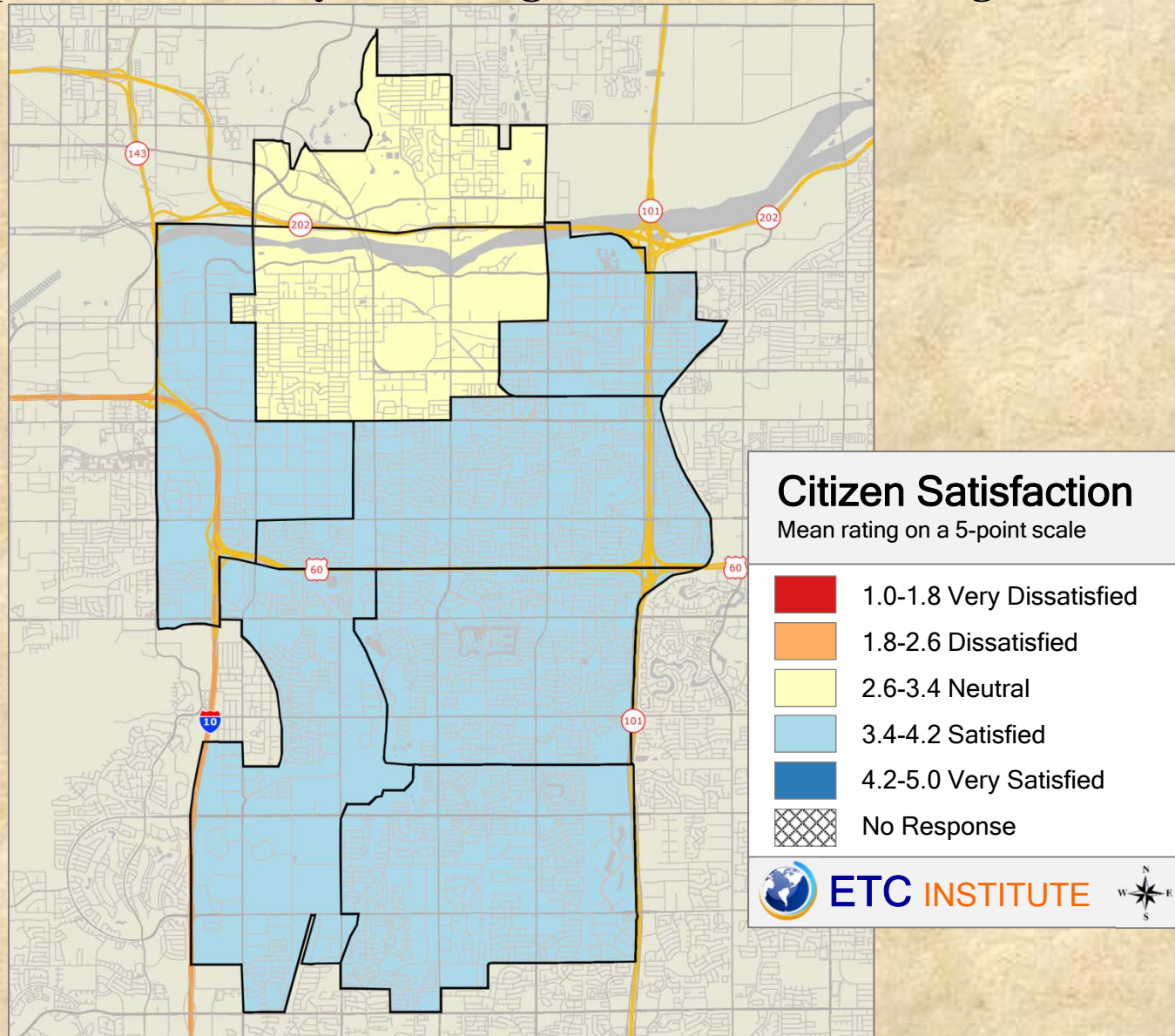
2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

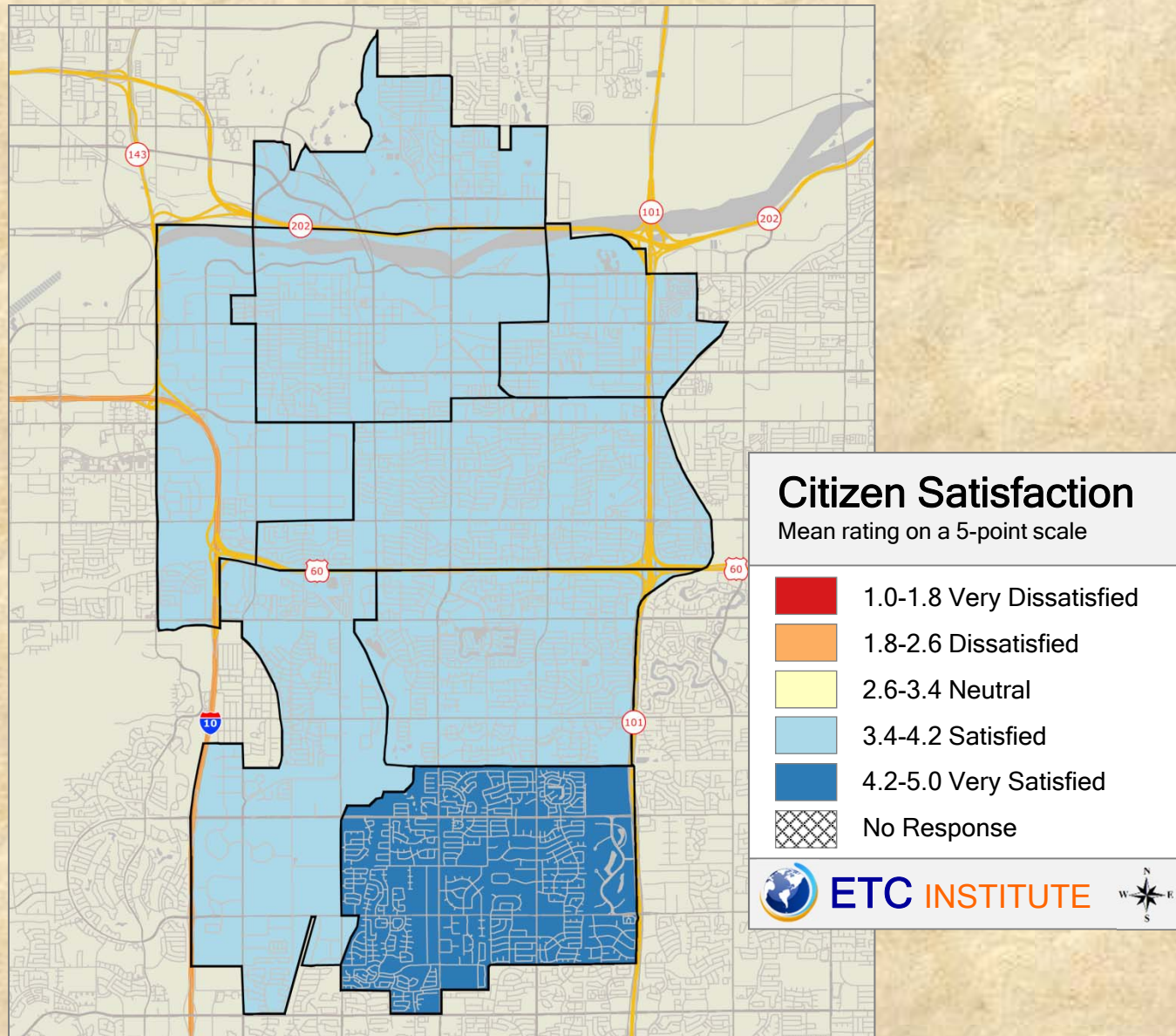# Q15-12 Level of Satisfaction with: Quality of your internet service provider

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q15-13 Level of Satisfaction with: Quality of water conservation programs

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q15-14 Level of Satisfaction with: Quality of energy conservation programs
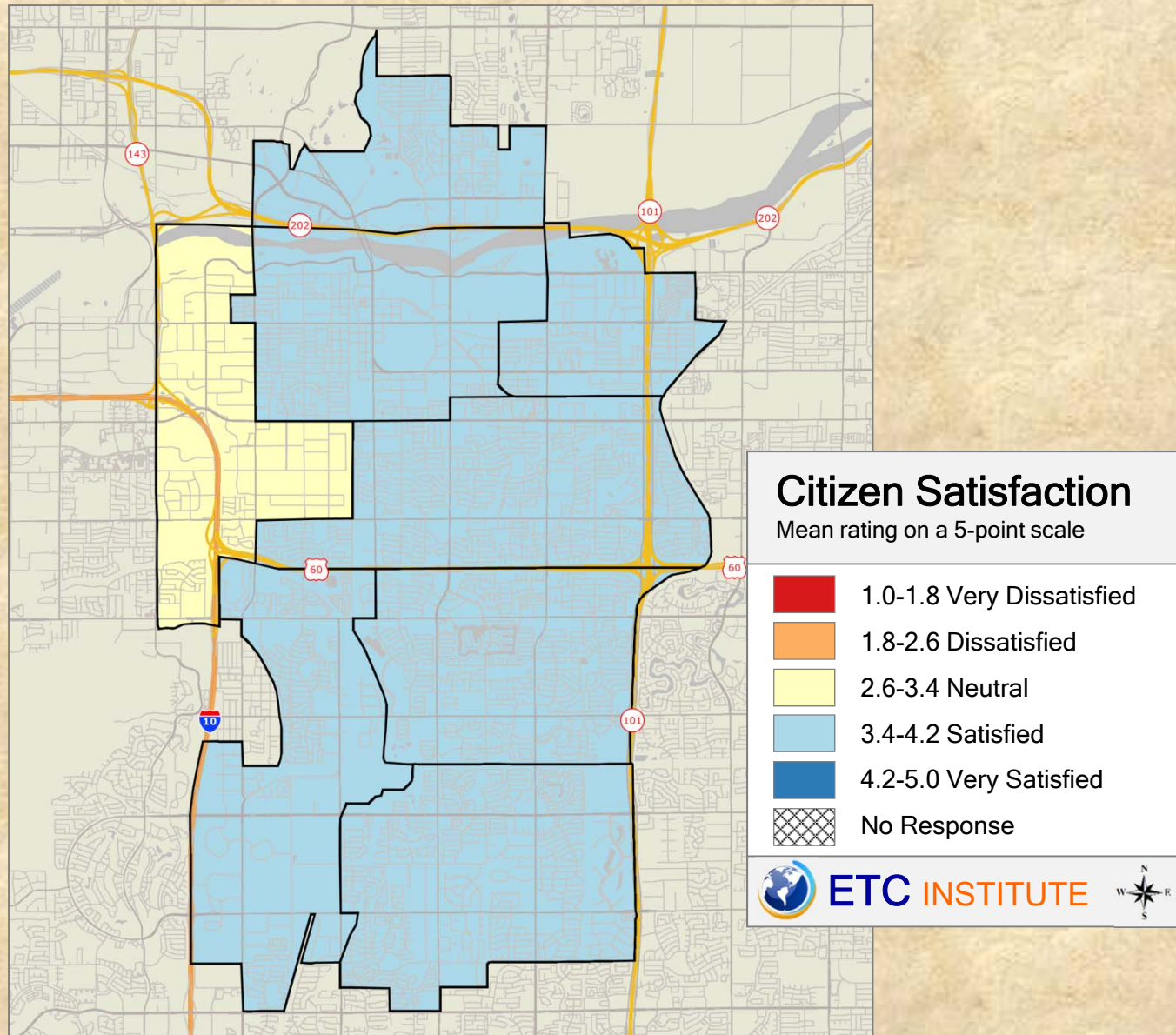
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q15-15 Level of Satisfaction with: Quality of land use and green space programs
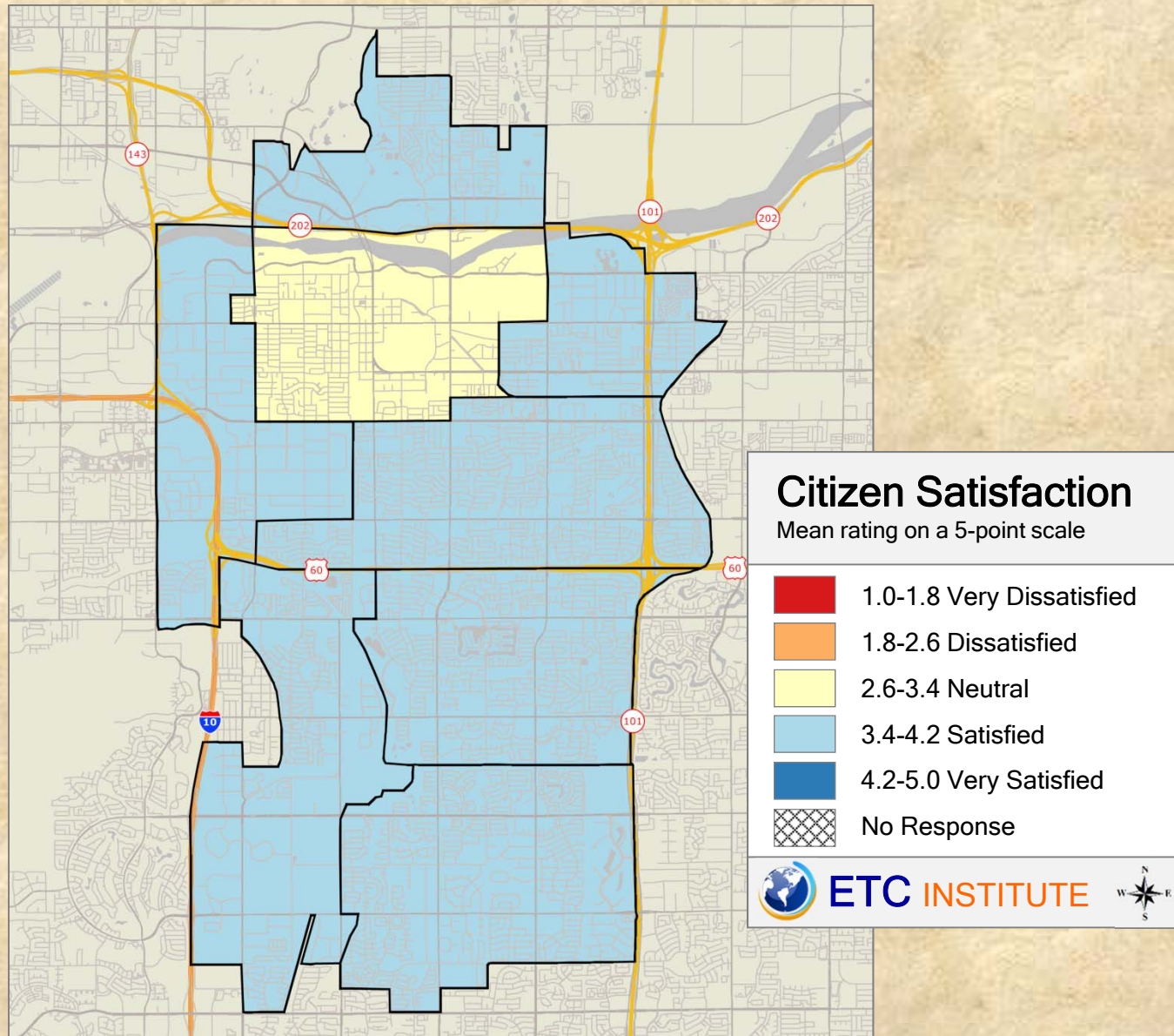
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

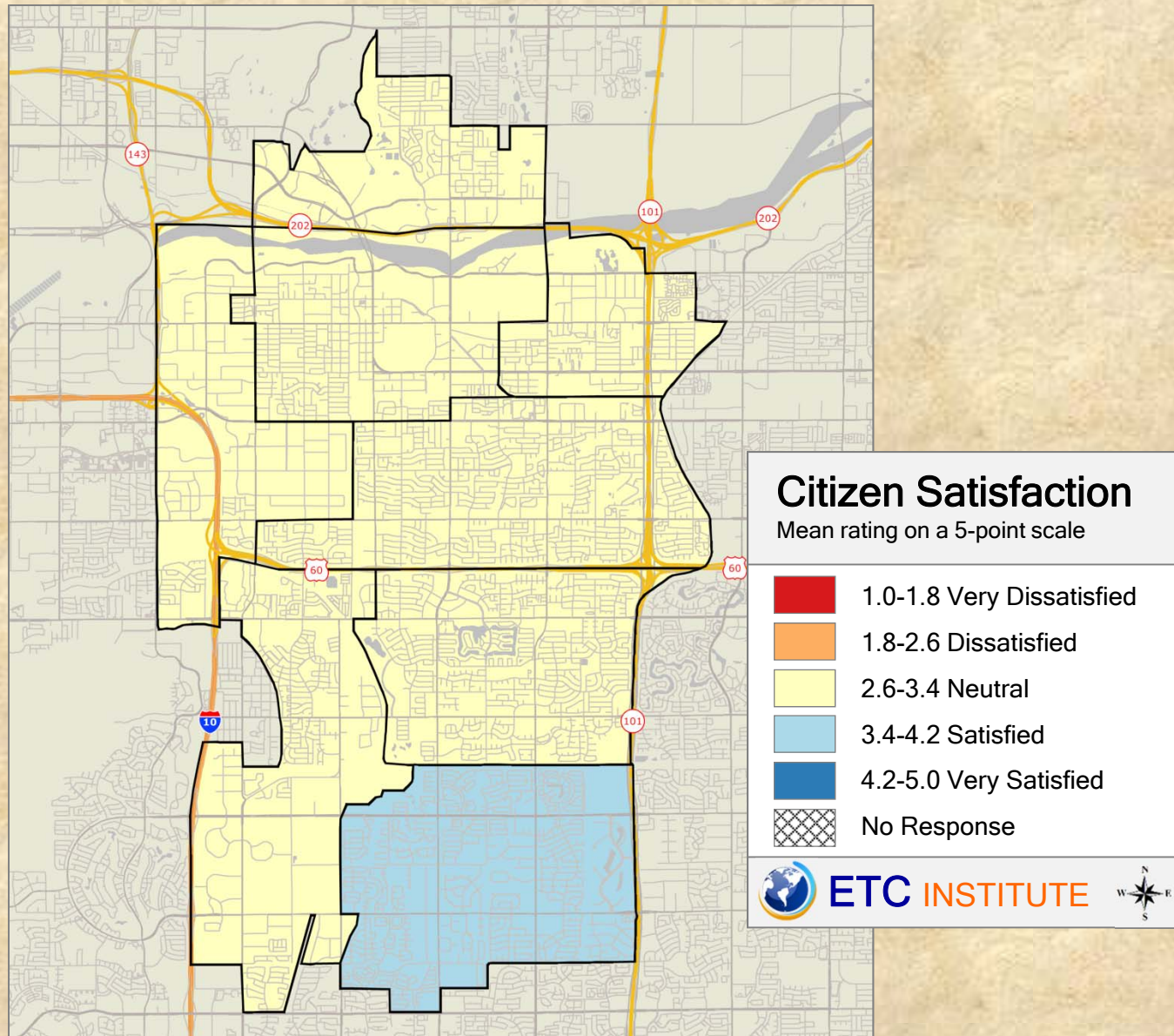# Q15-16 Level of Satisfaction with: Quality of climate change initiatives such as shaded bus stops and tree canopies

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE
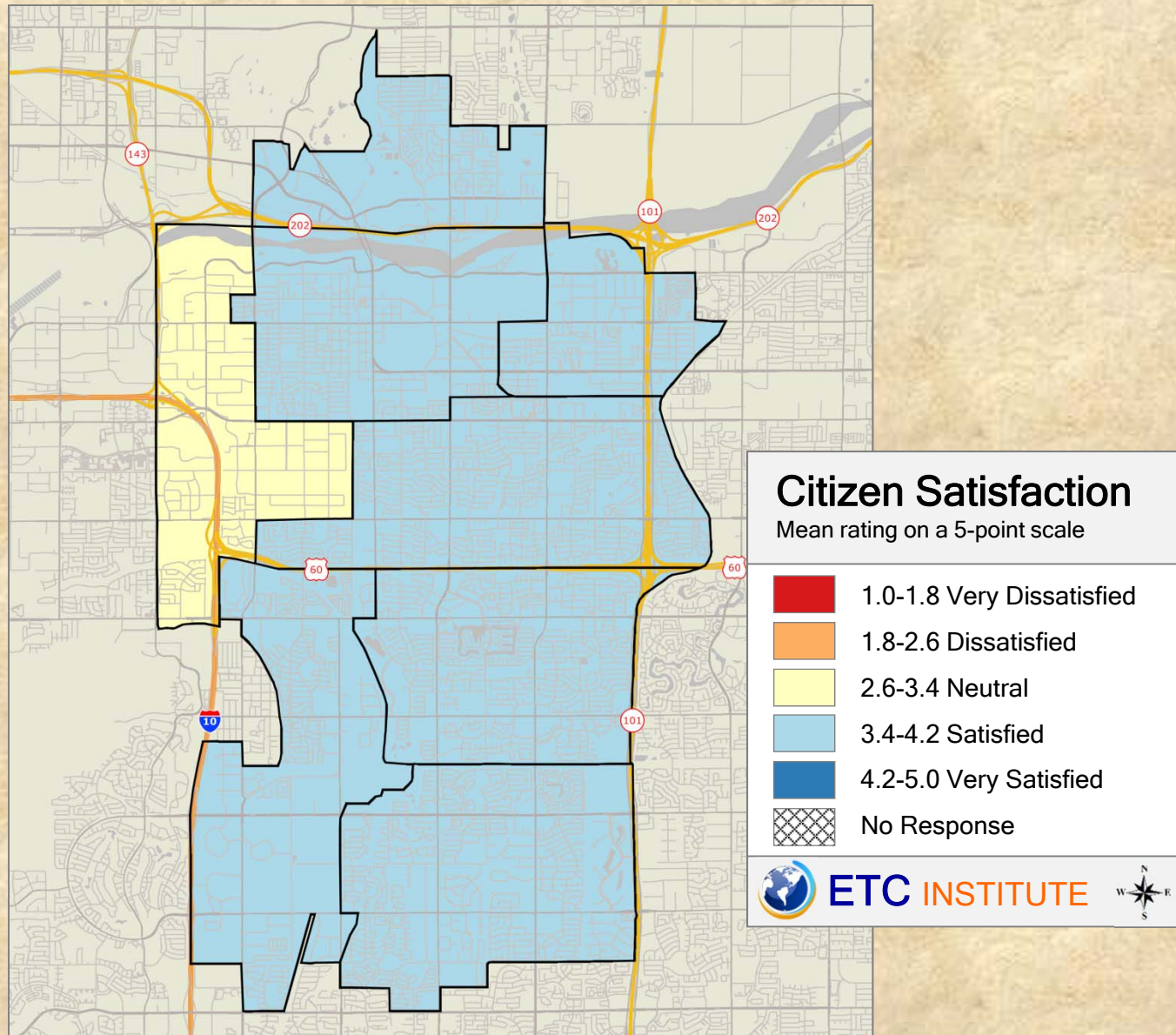
2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q16-01 Level of Satisfaction with: The direction the City is heading

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

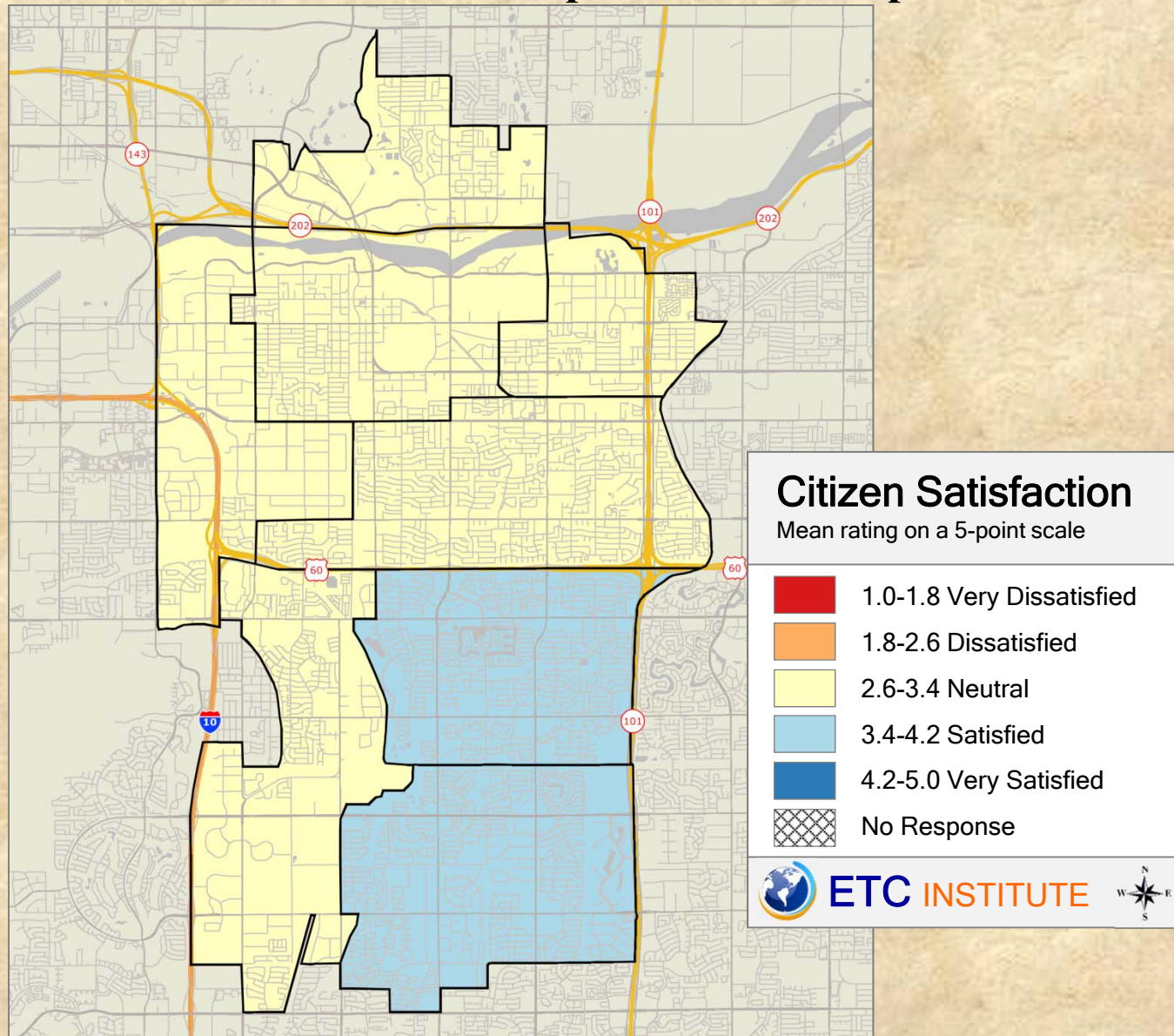# Q16-03 Level of Satisfaction with: The City's financial information is accessible and transparent

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q16-04 Level of Satisfaction with: The overall value that you receive for your City tax dollars and fees

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Tempe Community Survey
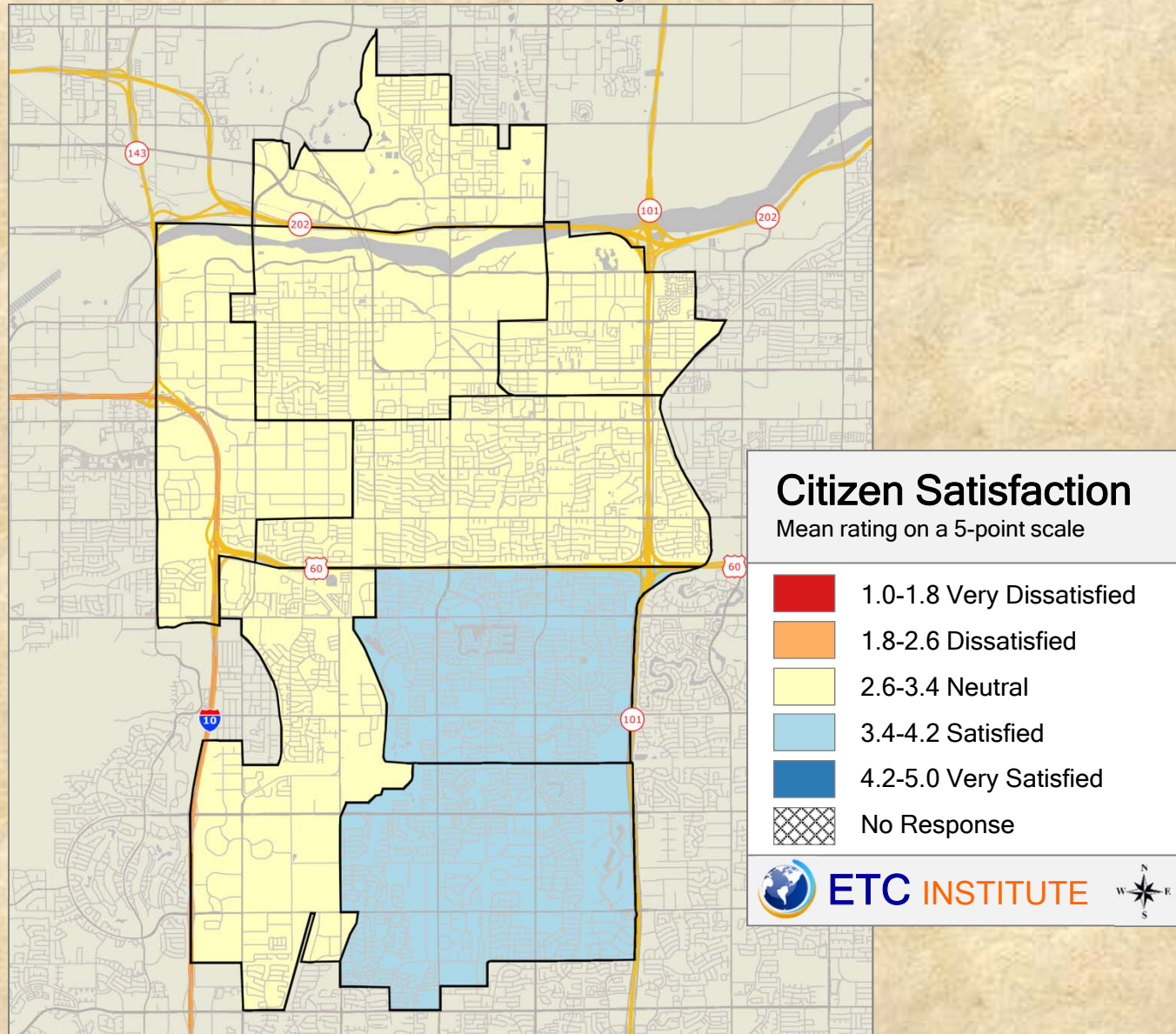Shading reflects the mean rating for all respondents by Character Area

City of Tempe
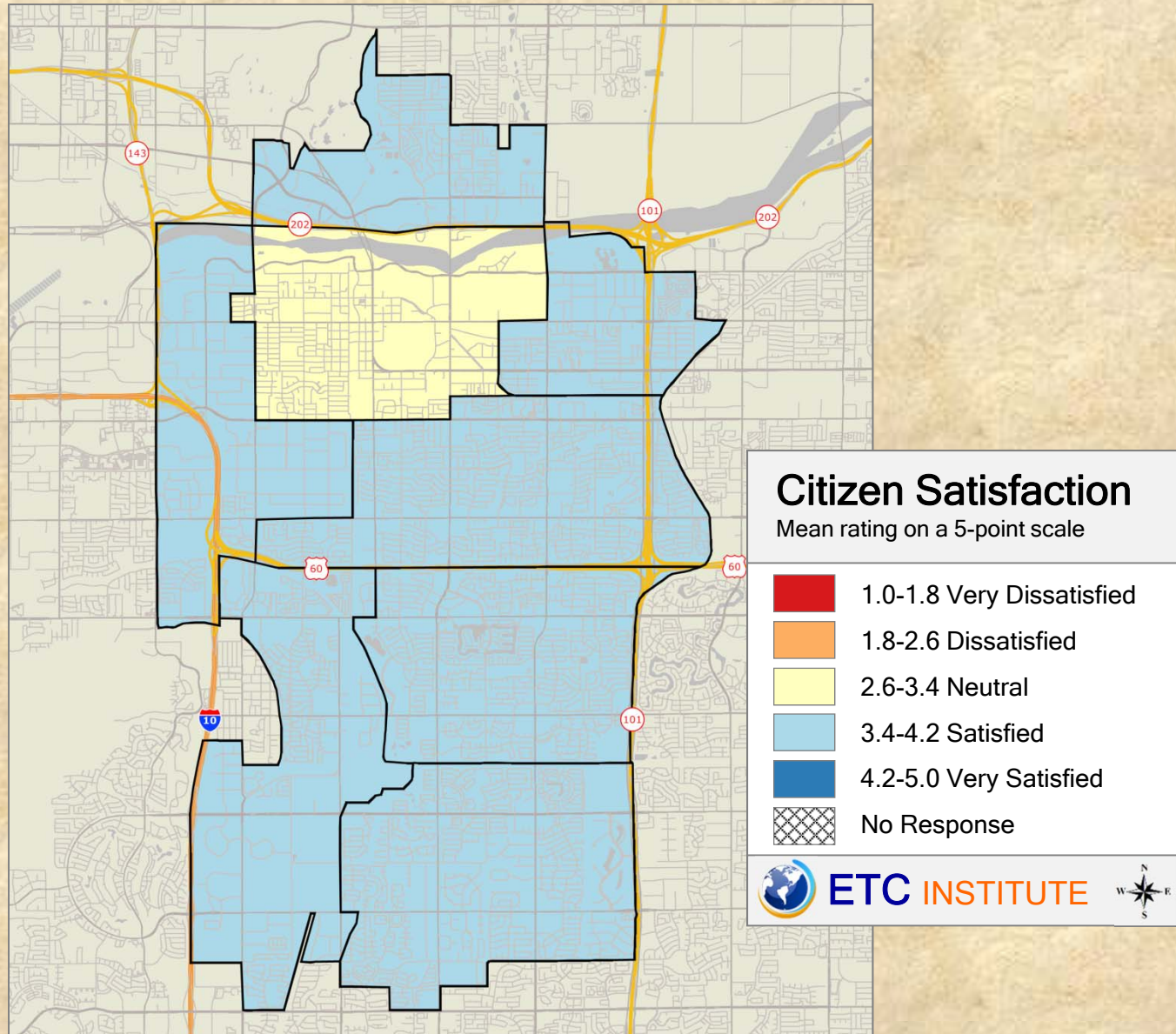# 2018 Community Survey
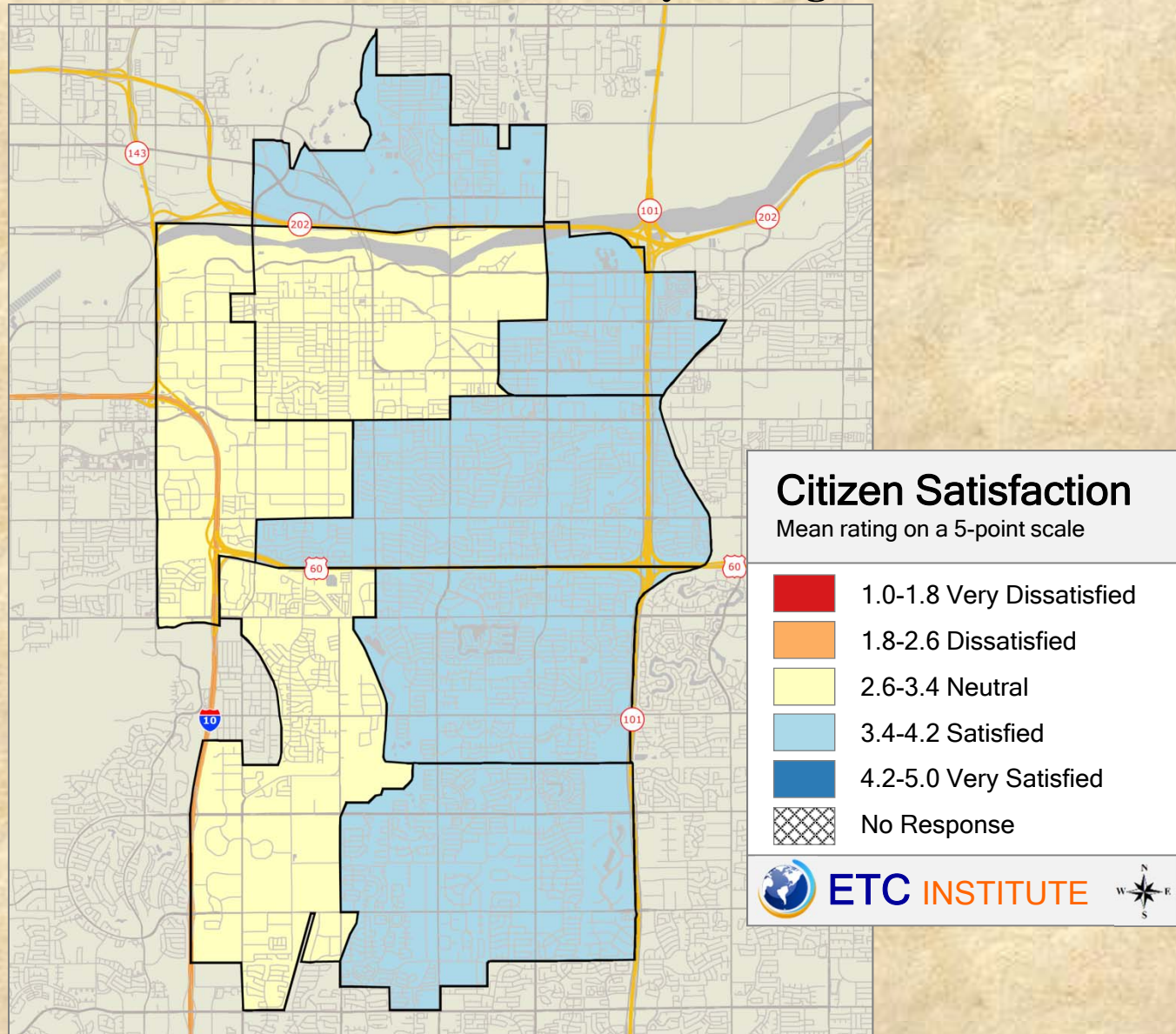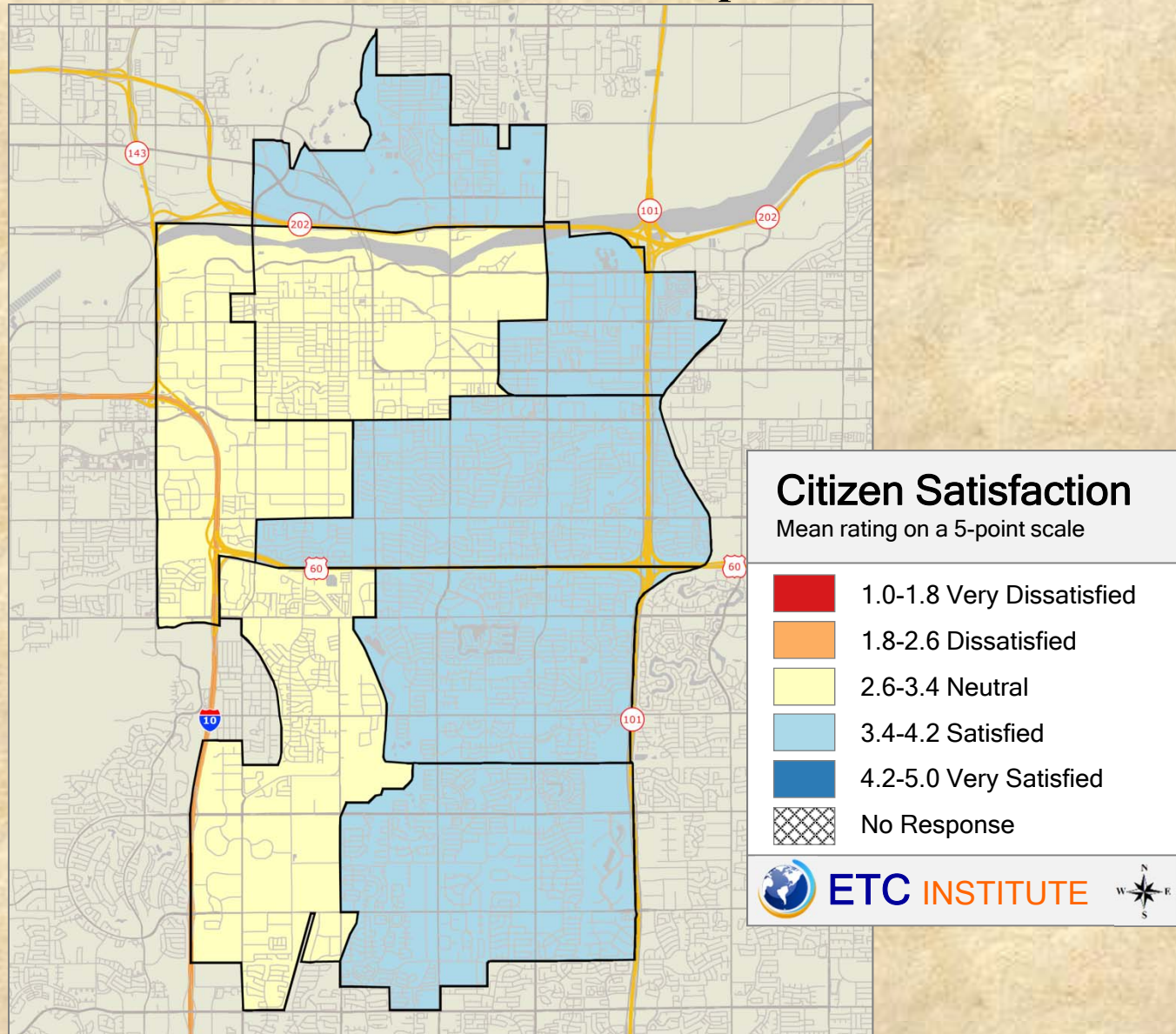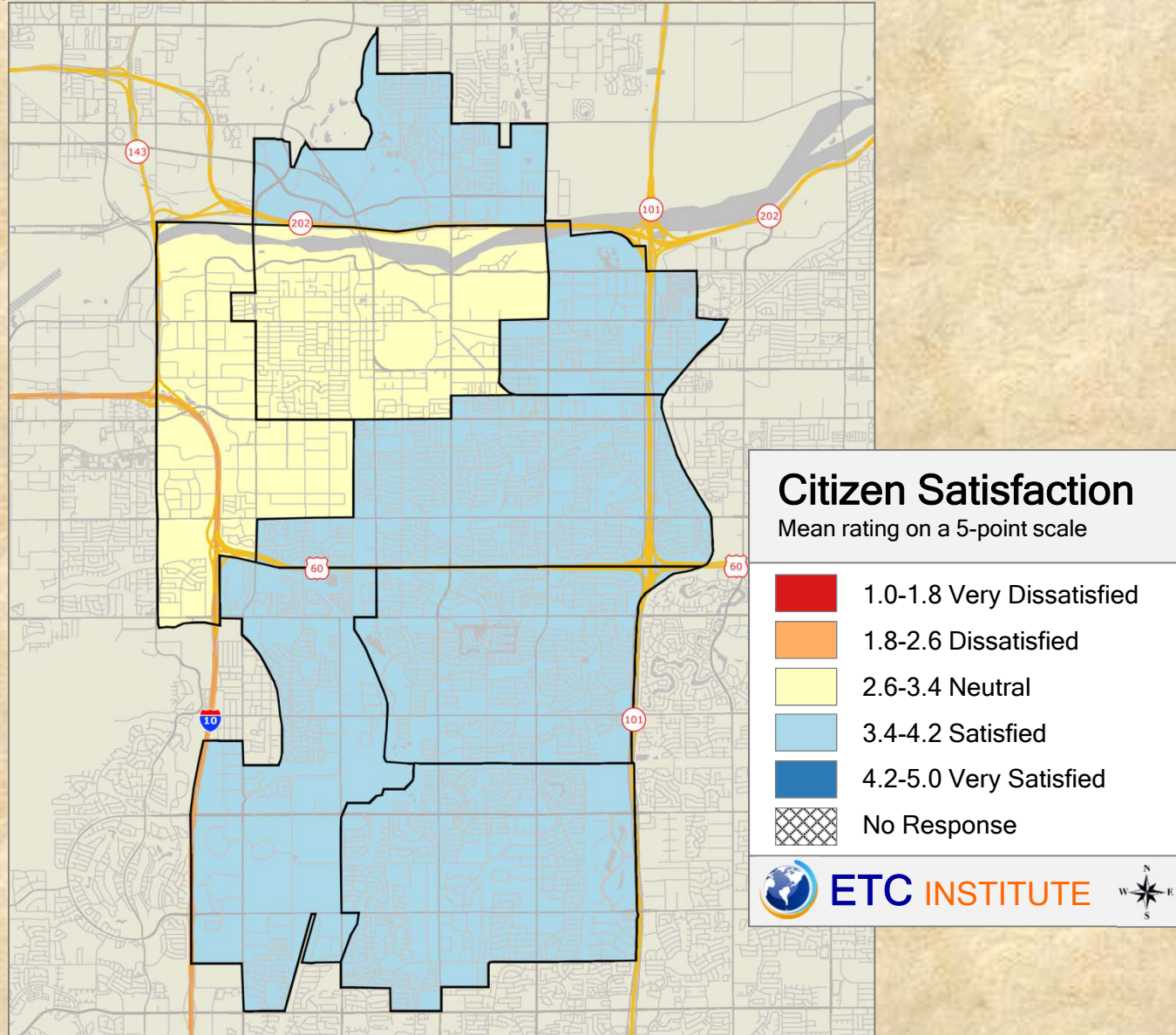## *Appendix B – Question 5 & Question 13 Comments*

...helping organizations make better decisions since 1982

Submitted to the City of Tempe, Arizona by:
ETC Institute
725 W. Frontier Lane
Olathe, Kansas
66061

October 2018

Overview

On survey Questions 5 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.

Q5. What do you feel is the most important public safety concern in your neighborhood?

- 1) Vagrancy 2) street lamps locations/size (could be modernized and included in alleys)
- a lot of drugs in area due to train they come from phx to tempe
- A LOT OF HOMELESS
- a lot of questionable people who don't live in my community who manage to get through the gates
- Ability to walk at night without being robbed or assaulted.
- Accidents on the roads
- Adequate street lighting
- adequate street lighting
- Aggressive drivers
- Aggressive drivers
- Aggressive police
- All is well in my neighborhood in South Tempe except may folks worried about cars left outside being burglarized.
- All of the bums roaming streets and alleys.
- All the homeless people on Hill Avenue, freeway exits in south Tempe (Wavner and I-10, Elliot & 101), and Scottsdale Road and Hancock.
- all the homeless people, in the park, scavenging in alleys, at circle Ks and CVS. They would benefit from some sort of outreach.
- ALL THE SMOKERS POLLUTING THE AIR AND THROWS THEIR BUTTS ON GRASS, APT COMPLEXES SHOULD ALL BE NON SMOKING ALSO THE WATER HERE IS HORRIBLE TOO HARD AND MATERIALIZED NOT HEALTHY
- Alley access/illegal dumping
- Alley access/safety
- Alley frequently has trucks cruising through the area.
- ALLEYS
- ALLEYS ARE A DUMPING GROUND BY RANDOMLANDSCAPERS. HOMELESS IN ALLEY DIGGING THROUGH TRASH. I DISLIKE SCAVENGERS LOOKING FOR METAL RIGHT BEFORE BULK TRASH PICKUP. RECOMMEND TEMP INSTALL ALLEY GATES MAINTAINED BY THE CITY--ONLY TRASH TRUCKS AND UTILITY TRUCKS CAN OPEN THESE GATES.
- ALLEYS AT NIGHT
- Allies with non residents seeking something

- Allowing texting while driving
- Always a bunch of creepy people walking around so I never walk around.
- AMOUNT OF TRAFFIC ON UNIVERSITY AND RIVER DRIVE. NEED A STOP LIGHT.
- angry teenagers with not enough to do
- Apartment break-ins in our complex
- as always, drugs, but that has improved quite a bit in the last few years as drug houses have been cleaned up. Mitchell park is sometimes scary when there are lots of people sleeping in the ramada, and it gets gross and sticky from people using it to live in.
- assaults, thefts, some streets to narrow for vehicles being parked on both sides of street, barely enough room for on vehicle
- ASU student parking, Noise of parties after 12 A.M.
- ASU students
- AT TRAFFIC TIMES, CROSSING SOUTHER/CLEMENTINE TO ENTER OUR NEIGHBORHOOD, CARS ARE BLOCKING THE ACCESS--NO ONE WANTS TO STOP AND THE INTERSECTION IS ALWAYS BLOCKED.
- ATREET LIGHTING ISN'T THE BEST
- Auto safety, Vandalism of cars
- Auto theft
- AUTO THEFT, TRANSIENT ELEMENT ON BUSELINE/HARDY, GUADALUPE/KYRENE
- Back alley - homeless people
- Beggars
- Being burglarized and vehicle stolen.
- Being robbed and physically assaulted
- Better Bicycle Infrastructure
- Better job at dealing with homeless issues
- Better lighting
- better lighting at night
- Better lighting in the alleys
- Better paved bike lanes.
- Bicycle theft
- Bicycles on the side walk going the wrong way.
- Bike theft! There should be a question about this in Section 3.
- Bike theft.
- Bike thieves. We got our wheels stolen a year ago. And the homeless on Mill Avenue and around the light rail stations.
- bike, safety, better bike options
- BLIGHTED PROPERTY
- BREAK IN THRU ALLEY.
- break in while I am asleep
- break ins
- break ins
- break ins

- Break ins and property theft, transients in the park.
- Break ins. Car and house.
- Break instead theft
- BREAK-INS AND TRANSIENTS
- BREAK-INS ON CARS AND HOMES
- BROKEN INTO TWICE
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary

- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- Burglary
- BURGLARY AND CARS BEING STOLEN
- BURGLARY DUE TO CLOSE PROXIMITY TO APARTMENT COMPLEXES AND ALLEYS.
- Burglary prevention
- BURGLARY, CAR BREAK-INS AND TRANSIENTS
- Burglary, car theft, door to door solicitors
- Burglary, crime
- burglary, kids safety
- bus stops, riding buses or transit
- Buses
- canal street crossings, bicycle lanes, lack of bicycle lanes have an mcclintock headed north between broadway and apache, sign says share the road
- Canals are not patrolled enough. Weekly break ins happen to homes on the canals.
- Car accidents
- Car and Home Burglaries.
- car break ins because cars are parked in driveway or on the street
- Car break-ins
- Car break-ins
- Car break-ins
- CAR RACING
- Car safety. I'm honestly not overly concerned.
- Car theft
- Car theft
- CAR THEFT/BROKE IN/VAGRANTS/TRASPASSERS/BURGLARS AT NIGHT
- Cars being stolen.
- cars driving around checking things out during the day
- CARS DRIVING HAZARDOUSLY & FAST ON KENWOOD SOUTH OF BASELINE
- Cars driving too fast down residential streets.
- Cars driving way too fast & running red lights.
- CARS PARKED AT COMMUNITY POOL LOT.
- Cars parked on the streets causing visibility issues
- CARS PARKED OUTSIDE GETTING BROKEN INTO DURING THE NIGHT
- Cars parking in my cul-de-sac. Emergency vehicles cannot get in to my street if cars are parked.
- CARS VANDALIZED
- Children

- Clark Park criminal activity such as drug dealing, prostitution, fights and theft and camping
- cleaning up the parks and homeless people
- Collateral damages caused by a militarized police force and threats that originate outside of the city of Tempe.
- CONCRETE/HEAT-NEED MORE TREES-SHADE SIDEWALKS
- CONDITION OF STREETS AND SIDEWALKS
- CONSTANT POLICE PRESENCE TO DETER CRIME SINCE THERE ARE 3 SCHOOL IN THE NEIGHBORHOOD
- control of panhandlers, facility at Broadway and cottonwood brings undesirables people in our area
- Cops not having enough diversity and sensitivity training
- Creating public spaces for neighbors to meet. Neighborhood parks are crucial and should be kept functioning.
- Crime at and around Clark Park   Have not been assaulted, but have had my life threatened
- crime prevention
- crime prevention
- Crime prevention (burglaries, auto theft/burglary, etc.)
- Dark alleys at night. Get rid of alleys.
- dark areas, some homeless people
- DARK ON OUR STREET
- DARK STREET, NOT ENOUGH STREET LAMPS
- Dark, isolated alleys behind our homes that we need to access to take out garbage.
- Deterring illegal behavior at Clark Park.
- dim street lighting, drunken youth driving causing physical altercations, stray animals gathering in large number due to neighbors feeding them
- DOG ATTACKS, BREAK INS, IDENTITY THEFT
- Dogs running loose and obnoxious owners of the dogs
- Door to door salesman or asking for donations. Are they legitimate?
- DRIVE BY ROBBERS WHEN GARAGE DOORS ARE LEFT OPEN-SEVERAL TIMES IN MY NEIGHBORHOOD
- drivers with poor driving skill, not necessarily speeding
- Drug activity
- Drug addicts
- Drug addicts
- Drug addicts and theft
- Drug addicts, mentally ill, urban campers, soliciting door to door, street corners, exit ramps, sleeping in parks and alleys, it is out of control!
- DRUG DEALING!
- DRUG DELIVERIES(BIKES/BACKPACKS GOING FAST)
- Drug exchanges close by
- drug houses and halfway/treatment houses/facilities IN NEIGHBORHOODS instead of business/industrial areas.

- Drug related transactions
- Drug use
- Drug use
- Drug use and dealing/ other criminal activities in Clark Park
- drug use in parks at night
- Drug use in the parks
- Drug use, trespassing on properties
- drug users in need of quick cash
- DRUG USERS/ STEP ON NEEDLES
- DRUG USERS/HOMELESS
- Drug violence.
- Drugs
- Drugs
- Drugs
- drugs and bikes stolen
- Drugs being done in my yard
- Drunken students in rentals causing harm or destruction.
- DUMPSTER DIVERS
- During the day when the schools let out and cars are whizzing through the neighborhood looking for a faster way out. Kids from Fees hide in the alley, not sure of what they are up to when the disappear .
- Electricity because I use a ventilator to breath and I have been sleeping in my wheelchair a complete night
- Empty lots attracting trespassers
- ENDLESS ROAD WORK
- Enough police presence to be proactive instead of reactive
- Ensuring that police do not abuse their power when they confront citizens
- Erratic behavior by citizens mostly at gas stations, impaired people riding bicycles
- Evelyn Hallman Park has many homeless people living there. Not safe to go in there at night.
- EX BIKE LANES-AND ROUTES
- FEAR
- FEELING SAFE AT HOME, STORES, PARK
- FEELING SAFE IN MY NEIGHBORHOOD AND NOT WORRYING
- Feeling safe while walking around the city, both during the day and at night.
- Feels like a safe neighborhood.
- Fire department service.
- for the most part all is satisfactory, however, safety concern should be about prevention
- Fourth of July and New Year's shootings
- Fraternities and transients. My neighborhood is very dark, which my mother hates but I don't mind.
- from what I have heard from neighbors burglaries, myself I do not feel unsafe with homeless many others do

- GANGS
- general safely walking when its dark also burglary concerns
- Get rid of all bums and beggars. Lock them up.
- Good lighting
- Gun crimes
- GUN VIOLENCE
- GUN VIOLENCE
- Handicap parking violators
- Having adequate street lights and lighting for canal path.
- Having police do more drive-by's.
- Having to deal with the increased population of the homeless
- Hearing shots fired around area
- Heavy traffic, roof rats
- Hector Heredia, Code Enforcement employee has been terrorizing me and my neighbors for four years! He needs to be fired!!!!!
- Helping homeless people
- Helping the homeless
- HIT AND RUNS
- Home and auto burglaries
- HOME AND COMMUNITY SAFETY
- HOME BREAK-INS
- HOME BREAK-INS
- Home break-ins - burglaries
- Home burglaries
- home burglarized
- HOME BURGLARIZED
- HOME BURGLARY
- HOME BURGLARY
- home invasion/burglary
- Home invasion/robbery
- Home less and addicted people.
- Home protection and trash in streets.
- HOME ROBBERY
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless

- Homeless
- Homeless and drug addicts
- HOMELESS AND LACK OF STREET LIGHTING
- Homeless and Motel 6 on Scottsdale bring people around that do not need to be in the neighborhood.
- HOMELESS AND OTHER INDIVIDUALS WHO WALK THE NEIGHBORHOOD ALL HOURS OF THE NIGHT--POLICE PATROL MORE FREQUENTLY WOULD DETER THESE INDIVIDUALS.
- Homeless and panhandling
- Homeless and people not from our community
- Homeless and SMI Population who need options for safe sleeping.
- HOMELESS AROUND
- HOMELESS AT PARK, RESTROOMS, TABLES, ALLEYS, USED NEEDLES IN ALLEY
- HOMELESS CAMPING IN ALLEYS, IN PARKS, UNDER TREES
- Homeless drug addicts at neighborhood parks (dog parks) and on Mill Ave.
- homeless in neighborhood at night, people drinking at park after hours
- Homeless in parks at night
- HOMELESS IN THE PARK, ALLEYS NOT SECURE
- Homeless individuals under the influence along the Grand Crosscut Canal. People shooting up as I walk my dogs there every morning.
- Homeless occupying empty houses; burglars willing to be violent operate in neighborhood;
- Homeless outreach. Not kicking them out of the park, actually helping to relocate and assist.
- Homeless panhandlers, mentally unstable, approaching public for handouts.
- Homeless panhandling home to home
- Homeless people
- Homeless people
- Homeless people
- Homeless people
- Homeless people
- Homeless people "camping" behind buildings overnight
- Homeless people and drug addicts have nowhere to go. They camp at the parks and wander through the neighborhoods. My car was broken into this summer at my apartment complex, along with three others.
- HOMELESS PEOPLE CAMPING INPARKS, WALKING AROUND ALLEYS AND HANGING AROUND BUS STOPS WHERE KIDS ARE WAITING
- homeless people frequently the loop 101 concerned they could get hurt with traffic activity
- HOMELESS PEOPLE HANGING AROUND AND SPEEDING TRAFFIC
- Homeless people in Kiwanis Park. Car break-ins within a mile or so from here.
- HOMELESS PEOPLE IN PAPAGO PARK, VALLEY METRO STOPS.
- Homeless people in parks and alleys
- Homeless people in streets, Mill, Broadway, Southern.
- Homeless people strolling back alleys

- Homeless people transported by the Orbit shuttles and dropped off in neighborhoods to look for opportunities to steal packages etc., from hard working residents homes.
- Homeless people who have nothing to lose and aren't necessarily mentally stable.
- Homeless people. Condos/apartments on Concorda and McClintock a lot of shady people living there.
- Homeless people. I know they are in the alley behind our house. Neighbor said drug activity happens back there.
- Homeless picking through community trash bins
- Homeless population
- Homeless population
- Homeless population
- Homeless population
- Homeless population
- Homeless population
- homeless population & break-ins
- Homeless population that I see - some have substance abuse or mental health issues and can be unpredictable.
- Homeless Population/Drug Users/Mentally Unstable People - populations overlap
- Homeless presence at night
- homeless Tempe seems to attract them by giving free range
- Homeless wandering around looking for something to take
- Homeless wandering neighborhoods on bikeshares, in parks in the middle of the night and early morning.
- Homeless, car break-ins.
- HOMELESS, DRUG ADDICTS
- HOMELESS, DRUG USE
- Homeless, home break-ins, alley trash
- Homeless/drug addicts
- homeless/drug addicts
- Homelessness
- Homelessness
- Homelessness
- Homeless or druggies hanging out at Cole Park. People still scavenging through alley trash items. People dumping in the alleys.
- Hood type people, illegal immigrants walking in the area
- House being burglarized/car stolen.
- house break in because the house directly across has been broken into twice and our car was stolen
- house break-ins
- house burglary
- HOUSE RENTALS TO COLLEGE KIKDS
- Household burglaries and auto break ins.

- Houses that are developer investment property and left sitting vacant and in disrepair for years. Attracts and houses vagrants and drug use and there is no regard for neighbors that have to look at and continually report issues. With all the planned or purchased as business portfolios development in Redevelopment areas it is totally NOT fair to others and makes efforts to improve your own property futile. Maybe that's the plan to get people to give up so the city can encourage more dentistry projects while keeping the values low because of the blight.
- Huge. We are noticing some activity in 85284 that we have not seen before. I.E home break-in's car break-in's
- I am an elderly lady who has lived in the same house 56 years. My concern is for safety in and around my house. Over the years I have been raped once and burglarized twice
- I do not feel my neighborhood is patrolled that regularly, I cannot remember the last time I saw a patrol officer in my neighborhood. Also, the lack of communication when the police have been in my neighborhood with helicopters and not knowing what was occurring, that is ridiculous, not even knowing if we were in danger. ,
- I don't really have concerns. Crime seems to be way down from where it was in the 90s
- I feel we have people frequently our community more than they should we have burglaries too often
- I live near Arredondo Elementary school, and I'm most concerned with vehicle break-ins and theft at night.
- I TEEL MY NEIGHBORHOOD IS VERY SAFE
- I want my daughter to be able to ride her bike in the neighborhood and me not worry that she will get mugged
- I would like to see additional funds go toward outreach to support those struggling with homelessness/addiction in this area to help keep Tempe the best city in the phx metro area. Additionally, I want to note that while I am very satisfied with first responders in Tempe, that in no way means things are "good enough." Please continue to take care of those putting their lives on the line day in and day out. No budget cuts and no pension roll backs.
- IDENTITY AND AUTO THEFT
- Identity theft
- illegal drugs
- Illegal immigrants.
- illegal people
- I'm in South Tempe. A few years ago someone tried breaking into my home. I held them at gun point. It took TPD 16min to respond. Another tine Someone who my husband, self a neighbor watched pull a gun out and pop rounds off in the alley. TPD showed up an hr. later. People coming through our backyard from Guadalupe to Tempe and taking things. We were told to turn a blind eye because of the possibility of gangs lashing back. Another time I had an OP on someone, he came over banging on the door. TPD showed up 25min later. Another time my neighbor beat her kids and husband, broken stuff all over the front yard. TPD showed up an hr. later. She tells them a small fight happened and they left. We told TPD they were all in the house. They refused to enter or check on the kids. I had to call CPS. Called because drug deals were happening in front of my house, TPD said call MCSO's drug line. When MCSO called me they said it was 100% on TPD. Called TPD and was told they wouldn't do anything. This has literally

been the experience for everyone in my neighborhood. We feel unsafe. Response time are completely unacceptable. We're sick of the amount of effort that goes into North Tempe because of ASU. Under age drinking seems to be the focus over the lives of everyone else. I have no problem speaking with someone if need be (480)510-5950

- I'm more afraid of police violence than I am from citizens. Racial disparities in policing in Tempe is a problem. We need more police accountability
- I'm more fearful of the police than I am of the criminal element
- IMPROVE WATERING RESULTING INPOOR ROOTS AND DOWNED TREES DURING WINDSTORM, ALONG COLLEGE AVE
- In the Optimist Park SE quadrant the most important safety concern is in the park near Fuller Elementary School. I appreciate that Tempe PD makes it a point to send night patrols there.
- In walking to public transport I occasionally come across "crazy people" - usually harmless but threatening on occasion. Solution? More mental health.
- Inadequate and ineffective Street Lighting, Mostly because of dark sky ordinances. Narrow Streets allowing parking, and two way together. Hazard and Dangerous for all
- Inadequate lighting at night
- INATTENTIVE DRIVING
- Intersection of Baseline and Calle Los Cerros. Unable to get out on Baseline due to heavy traffic blocking the intersection.
- intolerance and hate speech
- It is too dark on city streets.
- It's close proximity to city of Guadalupe where it seems crime is more likely to happen.
- I'VE PERSONALLY EXPERIENCED SEVERAL ATTACKS ON MY DOG BY STRAY ANIMALS-WISH THERE WAS A BETTER WAY TO REPORT ANIMAL BITES
- Jaywalking in my area and around ASU
- Junk in some peoples property
- Justin Stewart and the anarchists groups
- Keep children safe. They walk to school alone at times.
- Keeping ALL residents of Tempe safe! This includes all people of color when they come into contact with our police officials.
- keeping alleys safe
- keeping criminals/vagrants out of the area and looking for houses to rob or hid around
- keeping fire dept adequately supported
- keeping it safe and free from crime
- Keeping non-local residents out of our neighborhoods.
- Keeping our parks safe for our kids
- KEEPING PEOLE FROM BREAKING INTO CARS AND HOUSES AT NIGHT
- Keeping people from scoping the neighborhood via door to door solicitations
- Keeping police out of our neighborhood. They park and look for minor traffic offenses, escalate homeless defensive behavior, and their militarized appearance is terrifying.
- kid vandalism
- Kids vandalizing, then getting standoffish when contacted
- lack of community policing - instead we have mostly military style policing in Tempe

- lack of enforcement of laws, city codes and zoning
- LACK OF LIGHTING
- Lack of lighting and presence of the police.
- Lack of lighting in the evening
- lack of people on the streets
- Lack of police patrols
- lack of police presence, neighborhood has much more issues w/speeding, theft, public trash etc. in the last year
- Lack of police visibility, never see police patrolling neighborhoods or anywhere.
- Lack of sensible gun control. In addition, unleashed dogs.
- Lack of traffic officers and speeding in residential Ares, schools, and parks away from Central Tempe and ASU areas.
- Landlords that rent to bad tenants
- Large Homeless Population
- Lax oversight of rental property/tenants, e.g. the shooting/drug bust at a rental property on East Don Carlos Avenue a month ago
- Lighting
- LIGHTING AT CAMPBELL PARK, LAMP POST NEAREST BECK TURNS OFF WHEN YOU APPROACH IT
- lighting on orange rd
- lighting, finding needles on ground at the park, occasional aggressive homeless people (have called police in some instances), dogs off leash attacking (has happened to a family member and a neighbors dog was killed), cars frequently broken into (have had it happen once), my daughters home was broken into, the college parties are actually dangerous (people get rowdy, have fights, shoot guns, and wack people in the head and drive drunk), people sleeping in the park, teens at the park after park closure in playground areas
- Lighting, knowing neighbors (we DO know our neighbors so improve safety).
- lights
- Loitering by non-residents.
- loose dogs
- los foliz and citation intersection where I live is obstructed on corner by tall bushes have to pull out into intersection to see at stop sign
- low crime and clean neighborhood
- Maintaining property values.
- Maintaining street lights so no darkness for pedestrians whether walking or going to their car.
- Marijuana and other drug use
- Maybe speeders, but really, I don't see too many of those.
- Mental illness among the homeless population.
- Meth users stealing bikes
- MIDDAY SAFETY WHEN PEOPLE ARE AT WORK
- MONITOR VACANT PROPERTIES
- More lighting in public areas such as parks and bike trails would increase safety at night.

- more patrolling in north Tempe
- More personal contact
- More police presence in the community. It would be nice to see them patrolling neighborhoods more often. Maybe occasionally riding along the canal path during dawn/dusk.
- More street lights needed on 18th St
- More street lights, especially around the bus stops
- More support for police
- More surveillance is needed to feel safe around the neighborhood and when at home alone.
- most elderly don't wish to get involved therefore they stay alone
- Muggings, assaults, kidnappings and break-ins.
- MURDERS/CRIMES
- My neighborhood feels safe
- My neighborhood is pretty safe.
- my neighborhood usually feels safe no specific concerns
- Nearby multiple apartment buildings - quality of tenants has decreased
- NEED LIGHTS
- Need more lights and speeders
- Need more street lights, especially on cul-de-sacs.
- NEIGHBOR IS CRAZY
- Neighborhood block-watch, more lighting.
- neighborhood watch
- NEIGHBORHOOD WATCH PROGRAMS
- Neighborhood watch, frequently police visibility. People walking often, well mix of retirees and people who work.
- Nextdoor site reports car break in and suspicious people a lot, I had my house broken in to in 2016 while I was not home. Have a home security now.
- Night time theft
- No more apartment or condos. Make single family homes affordable and crime will go down.
- no opinion, I feel pretty safe, thank you
- No or rarely lit street lights, speeding
- No police presence. Never see police in my neighborhood.
- Not enough community policing or beat cops. Not enough transparency from the police department. Feeling that police/city make it difficult to find out information. Not all neighborhood parks are safe and there is not enough police to patrol.
- Not enough people walking around. Eyes on the street.
- Not enough police patrolling neighborhood
- NOT ENOUGH STREET LIGHTS
- not enough street lights, the ones we have are not bright enough
- Not having creepers or loiterers around!
- NOT SECURE AND KNOWLEDGABLE SECURITY IN OUR PARK THINGS ARE STOLEN IN DAYLIGHT HOURS
- Not seeing and stepping on a thorn bush.

- not sure how safe it is to be around the homeless in all the parks
- NUMBER OF HOMELESS PEOPLE
- Number of rental properties
- OCCASSIONAL DRUG ADDICTS WANDERING THROUGH-CAR WAS BURGLARIZED 20 MONTHS AGO--CRIMINAL EVENTUALLY CAUGHT
- One of our neighbors frequently has family living with her and she says she feels threatened by them. She uses medical marijuana and says they want it to sell and use.
- Opportunity crimes
- Opposing and decreasing inequality on the national level. Greater equality in access to resources and opportunities and less racism will result in greater public safety for all.
- ORBITZ BUS RECENTLY STARTED ROUTES THRU OUR NEIGHBORHOOD-CAN BRING IN PEOPLE THAT DON'T BELONG.
- OUR CHILDREN AND ELDERLY THROUGHOUT THE CITY
- Our community pool has been vandalized, our backflow preventers have had the copper stolen multiple times costing us thousands, cars and homes are being burglarized. Tempe is becoming far more transient with homeless obviously living on the streets and criminal activity making me feel less safe. And I have lived here for more than 30 years.
- Our homes and cars broken into
- Our neighborhood is invaded with not neighborhood residents.
- Our North Tempe neighborhood is mostly calm and sedate, with little record of crime. Speeding on the other hand, can be a problem.
- OUR PARKS IS FULL OF HOMLESS DRUG ADDITCTS SECTION 8 HOUSING WILL BRING DOWN MY PROPERTY VALUES
- OVER ALL I FEEL SAFE, MY FAMILY WAS TOLEN FROMBY ANOTHER FAMILY MEMBER THAT WAS ADDICTED TO OPIATES (OXI AND HERION)
- Overly aggressive and invasive police force.
- Overwhelming number of transient and homeless people.
- PANHANDLERS AND HOMELESS TYPES
- Papago Park and the Transient community that are not subject to any law enforcement efforts
- park safety mitchel, bike safety, traffic
- Parking In no parking zone and the thieves living next door neighbors
- Parking.
- Patrol and police presence. Speed control on Kyrene Rd
- Paying attention to neighbors habits
- Peddlers at gas stations.
- PEDEESTRIAN SAFETY CROSSING THE STREET AT UNSIGNALIZED INTERSECTION
- Pedestrian and bike safety from cars AND dogs
- people being more vigilant
- people driving at high rates of speed increasing homeless population drug use
- PEOPLE DRIVING DOWN THE STREET AND HANGING OUT AT THE CUL DE SAC BY OUR LAKE AND ITS A DEAD END
- PEOPLE DRIVING FAST IN NEIGHBORHOOD

- people driving the alleys
- people driving too fast
- PEOPLE DRIVING TOO FAST ON OUR NARROW STREET
- People driving too fast, speeding on street
- People driving up and down the alleyways digging through trash and looking into the backyard. They also leave the trash all over the alleys when they're done.
- PEOPLE GOING THRU TRASH AT NIGHT. MULTIPLE CAR RANSACKED
- People hanging out at the park ramada all day doing drugs and chopping up stolen bikes.
- PEOPLE MAKING UTURNS AT BASELINE AND PRIEST DR
- People not knowing their neighbors and no one can report suspicious activity
- PEOPLE NOT OBEYING STREET SPEED LIMITS
- PEOPLE RINGING MY DOORBELL ASKING TO BUYM Y CAR OUT OF MY DRIVEWAY, MAKES ME FEEL LIKE THEY ARE STALKING MY HOUSE
- PEOPLE SPEEDING
- people speeding on Calle los Cerros
- People trolling the neighborhoods stealing packages, breaking into cars.
- people very loud, drunk and stupid a lot when schools in
- PEOPLE WANDERING THROUGH THE NEIGHBORHOOD WHO DON'T LIVE HERE
- Personal safety
- Personal safety for myself and my neighbors at my neighborhood park (Clark Park) where the transient population hanging out has increased in numbers and has become more aggressive and unpredictable.
- Petty theft
- Petty theft and burglary
- Physical safety of the family
- police hurting someone
- Police know the address and drug addicts committing all these thefts but do nothing to police. (i.e.. Rockford, CrackHouse, etc.)
- Police monitoring on cars; homes vandalized
- police need to help people who fall off their scooters
- Police patrolling the neighborhoods to scare off riff-raff
- police patrols.
- police presence
- Police presence
- Police presence (where are they? We never see them!) also the willingness of the Police to take action when full details of suspicious individuals knock at our doors with bogus stories. Are the Police waiting for a property crime or assault to take place before they take action?
- Police presence is key during daytime break in hours.
- police presence just more patrolling would be nice if at all people visibility
- police presence, getting ride of transients and homeless people, getting rid of the green/yellow bikes
- Police presence. We have had a rash of car break ins and suspicious people at our doors.

- Police presence. Occasional drive through the neighborhood would be nice
- Police response to interaction with the special needs community
- Poor follow-up on police reports for theft
- PREVENTING BURGLARIES
- Preventing crime from spilling over from other neighborhoods
- PREVENTION AND PATROLS TO LOOK OUT FOR ISSUES
- Probably the homeless and mental illness
- PROCH BANDITS AND BURLARIES
- Property crime
- Protect the children
- PROXIMITY TO 101 AND BROADWAY
- RANDOM GUNSHOTS
- random pedestrian group to an from mill ave area
- Random people who walk around my apartment complex/neighborhood who don't live there, looking around for things while most people are at their day jobs. I sometimes work remote and am home alone, so this bothers me.
- RANDOM VEHICLES HANGING, DON'T BELONG IN NEIGHBORHOOD.
- Recently, we've experienced a larger than normal homeless population at the park, squatting at the same ramada and regularly performing nefarious activities (doing drugs, drug deals, stolen bikes/goods). This has also inevitably led to a higher rate of crime in the neighborhood, primarily vandalism and car break ins.
- Regaining trust in Law Enforcement
- Remove the crack house! Ridiculous that TPD is very aware of the house on Parkside and does nothing.
- response
- RESPONSE TIME
- right now... 6214 S Parkside. Maybe we could slow down the foot traffic from Guadalupe to all the home break-ins in Wood Park Village? Parks and art are nice but lets stop the effing crime in our city!
- Road maintenance
- road quality
- Robberies from parked cars, break ins
- Robbery
- Robbery
- Robbery, homelessness, drugs.
- Robbery/car theft
- SAFE PLACES FOR KIDS OF ALL AGEST O PLAY AND SPEND THEIR TIME, THERE ARE FEW PLACES FOR TEENS
- SAFE SIDEWALKS, BETTER REPAIR
- safe streets/sidewalks at night, too many drunk college kids and foreigners driving around after dark
- safe streets at night

- SAFE STREETS/PARKS
- Safety
- Safety
- safety around school campuses
- SAFETY FROM BEING ROBBED OR HURT
- SAFETY IN OUR SCHOOLS AND NEIGHBORHOOD
- Safety of elders in the park
- Safety on streets for elderly going shopping and/or going on errands.
- Sales persons placing literature on front door
- Santa Fe Apartments
- SCAM ARTISTS, ROBO CALLS
- SECURITY AND PUBLIC AWARENESS=KNOWLEDGE IS POWER
- SECURITY GATES BROKEN 1/2 THE TIME AT NIGHT WHEN NO WATCHGUARD IS ON DUTY(AFTER HOURS)
- SEMI-FREQUENT GUNSHOTS NEAR GUADALUPE/KYRENE
- Sexual assault
- Sidewalks bucked-woman walking fell-Pepperwood Townhomes on Kyrene Road between Baseline and Guadalupe Road
- slow police response
- Solicitors, especially after sundown
- some high school-aged kids were intimidating younger kids at neighborhood park
- Someone breaking into our homes. Many of us leave our lights on during the night time, and there is many homeless people in every corner lights surrounding our homes and neighborhood park.
- Speed control
- Speed humps and the drug dealing houses on Palmdale Dr...
- SPEED LIMIT ON MY STREET
- SPEED LIMITS
- speed of vehicles along fairmont dr by both private and commercial parties, speed bump would help
- Speed on Southern Avenue.
- Speed on the roads and people not stopping at stop signs
- Speed thru neighborhood
- Speeders and people breaking into our home/car.
- Speeders on our street, there are schools on each end. (Country Club Way)
- speeders/over 25 mph
- Speeding
- Speeding
- Speeding
- Speeding
- Speeding
- Speeding and littering in the neighborhood.

- Speeding and reckless driving in residential neighborhoods. Homeless people hanging out near neighborhoods. Mugging/carjacking near McClintock and Guadalupe.
- SPEEDING AND TRAFFIC VIOLATIONS
- Speeding cars
- Speeding cars
- Speeding cars thru neighborhood
- SPEEDING CARS, TRANSIENTS
- Speeding cars, truck traffic, alleys
- Speeding drivers through the neighborhoods
- Speeding in neighborhoods
- Speeding in neighborhoods
- Speeding in school zones
- SPEEDING IN SCHOOL ZONES & LACK OF SUPERVISION AT SCHOOL BUS STOPS
- SPEEDING ON STREETS
- Speeding traffic
- Speeding vehicles
- Speeding vehicles
- SPEEDING, BURGLARY
- Speeding cars through neighborhood.
- stealing bikes
- STEALING;UNIDENTIFIED AUTOS PARKING HERE; VANDALISM, MINIMAL INTERMITTENT, STRANGERS WALKING THROUGH OUR COMPLEX
- STOLEN BIKES
- strangers
- strangers
- Strangers in neighborhood
- Stray dogs
- Street lighting and speeders
- street lighting there is none
- Street lights
- Street lights
- Street lights need to be maintained more frequently to avoid dark spots in public areas.
- street parked vehicles getting broken into
- STREET PEOPLE
- STREET PEPLE PANHANDLING, CRAZY PEOPLE RANTING, SOMEONE SMEARED MY CAR WHEN I LEFT IT UNLOCKED IN MY DRIVEWAY
- Street safety/need more speed bumps near fuller
- street lights not enough in my neighborhood
- Strong community connections
- Studio 6, cut through traffic intersection at Baseline and Calle Los Cerros having blocked so we can't get out
- Substance abuse and lack of effective treatment

- Suspicious cars with someone in it. Car running like waiting for someone to jump in quick so they can leave quickly.
- Tempe Royal Palms, SE of Elliot and McClintock: 1. scorpions 2. daytime home burglaries
- TEMPE TOWN BEACH LIFE GUARD NEEDED
- Teenagers and young adults racing through the streets, smoking pot and using foul language around little kids
- texting/phone use while driving
- the limited number of street lights in the area
- The 4 way stop at Robbers and Beck. There seems to be a lot of cars that fly through that stop sign. The police were here once that I know of
- The abandoned buildings near Price and the101 Also, the same area could use more lighting
- The amount of "street people", younger ones that refuse to engage in society and always asking for money for drugs.
- The amount of transients coupled with not enough police officers to patrol.
- The antifa anarchist
- The city is growing too fast.
- The community complex of apartments with drug dealers
- The cops doing their job and not blowing the victims off.
- The drug house 3 doors away that Tempe lies about. Too many petty thefts and car break ins with no resolutions.
- the endless construction that has destroyed the streets, and the increased traffic violations. More homeless people than ever before.
- THE HOMELESS
- The homeless and/or transient population on Apache Boulevard. Tend to concentrate in park and around nearby businesses. Panhandling, etc.
- The homeless in the parks sleeping. The drug needles and other drug related items left in parks, and they openly perform sex acts. I have stopped walking in the parks for safety.
- The homeless situation is out of control. Our neighborhoods are being violated almost daily by car thefts and breaks ins and I don't see anything being done about it. I hear a lot of excuses coming from city council but very little action. I've lived in Tempe since 1996, and I don't feel safe any longer. Ever. I feel I am taking a risk every time I leave my house. I also had to come out if pocket for motion sensor cameras and lights because the city is doing nothing to help our citizens. The property values will decline as the crime continues to spiral out of control. There should be a permanent patrol by that Walmart on Rural and Southern that so many of us petitioned against. It's bringing in undesirable activity and the crime map shows that to be concentrated in that area. Apparently, the police never drive by to see all of the obviously shady activity. In addition, why aren't the homeless camps being taken down & monitored? Get those people into shelters, since that's what the council always refers back to. If they are breaking the law, cite them. I used to feel safe here and walk the neighborhood for exercise or to run my errands. Now, you would never catch me doing that. It's way too dangerous. By the way, with all of that said, I rarely ever see a police car in my area of Tempe unless there is a car accident. How can all of that be going on, yet not a single patrol car is in sight? I'm incredibly dissatisfied and disappointed in my council in the past few years. To say the least.

- The homeless!!!!
- The mass amount of homeless, especially when the library etc. have events for them. The uptick of Section 8 rentals and the explosion of ASU students!
- The neighborhood needs to be cleaned up especially since there is no HOA. The majority of homes/front yards are very neglected and the city doesn't do a great job with enforcement.
- The night time drag racers on Apache, University, Priest, West 10th Street dragsters, & south Mill between Broadway & Southern.
- the number of homeless in the papago park, mill ave area is
- The odors of poop and who knows from all the cats and dogs and neighbors that allow their animals to poop in my front yard and they don't clean up after them. In my back yard the cats are trying to take over by their howling and pooping and smells make me sick. it's very gross to even try and relax in my back yard. I've contacted city several times but they haven't help me. It's over whelming and I'm getting physically sick and its not fare to me.
- the parks have a lot of homeless camping in them, I wish there were more resources for them
- THE POLICE
- The police don't take complaints seriously in this area unless there is a crime committed.
- The relationship between the police and the people.
- The sexually harassing bro culture on Mill Avenue at night. The mix of businesses has cultivated this vibe. The entire city has been saying for years how alienated the residents feel and when I lived in South Tempe, gave all of my entertainment spending to Ahwatukee (Phoenix) when I'd rather give it to Tempe.
- the transient or homeless population always on our streets and alleys, need to assess the drug problem for the people in north Tempe
- The transient population. And dirty needles on the ground. Everywhere
- The vagrants encroaching upon our neighborhoods and parks
- The weather
- Theft
- Theft
- Theft
- Theft
- Theft
- Theft
- Theft
- Theft
- Theft
- Theft
- Theft
- Theft
- Theft
- Theft, dealers of hard drugs (meth and heroin), and safety of cyclists
- Theft, people looking through garbage cans
- Theft. Neighbors had tools stolen out of backyard. Several vehicles have been broken into.

- THEFT/BURGLARY/MAIL STOLEN
- There are drug addicts walking around mill and university at all hours, yelling at people, harassing local businesses and wandering the maple-ash neighborhood. My house was broken in to twice in one week and then we caught another person trying to steal our car. I have an infant and we are looking to move elsewhere even though we've called Tempe home for almost ten years.
- There's lots of drug addicts that hang out in this little park area on dorsey and on the block where 4 peaks brewery is at. I wouldn't walk by myself here at night
- They believed the lies from m tenant and didn't talk to me. I'm still dealing with it. And dispatch doesn't help the situation because they read the notes and then change their approach based on the misinformation.
- THEY SHOULD PATROL
- TO GET RID OF THE DRUGS AND SPEEDERS ON OUR STREETS
- To have presence of SECURITY PERSONNEL so that I can feel as I did in the 1960's and 70's in Tempe.....
- TOO DARK AT NIGHT
- too dark from lack of street lights
- TOO MANY APARTMENTS
- Too many car break-ins at night. More frequent patrol/drive through the neighborhood.
- too many construction project going at once
- TOO MANY HOMELESS
- Too many homeless in alley at night, and construction trash
- too many homeless in neighborhood park.
- Too many homeless people at university and hardy
- Too many houses for rent in my neighborhood. Rental property is typically not well cared for and looks like a rental.   When rented to students, have the added burden of frequent parties and excess cars parked on street.
- Too many people (renters) in one house
- too many people have guns, too many guns, no sensible gun laws
- TOO MANY TRANSIENTS, HOMELESS, DRUGS
- Traffic
- Traffic
- Traffic
- Traffic - slowing drivers down.
- Traffic (car, bike, foot)
- Traffic and excess street parking limiting flow and visibility.
- Traffic and transportation safety reliability, bike lanes, burglary.
- Traffic congestion in downtown Tempe.
- TRAFFIC CONTROL
- Traffic control between Hardy and Guadalupe, and between Guadalupe and Baseline on Hardy
- traffic control/safety for pedestrians and bikers
- Traffic cut through

- Traffic enforcement - speeding, accidents, etc.
- Traffic going to fast.
- Traffic issues - Traffic enforcement on Southern @ Potter is non-existent even during Spring training.
- Traffic law enforcement!
- traffic on baseline has increased dramatically due to new business, apts, movie theater, accidents have increased
- Traffic on Hardy Drive
- traffic on mclintock
- Traffic on Southern Avenue.
- Traffic safety
- Traffic safety
- Traffic speed and public transportation
- traffic speeding through school zone
- Traffic violations (no policing of north/south through traffic at University and Ash is the worst. Also, 10th and Ash needs to be converted to a 4 way stop. See way too many accidents there.
- Traffic, bike and pedestrian safety. We have a lot of all three and I worry about how they sometimes intersect
- Traffic. Distracted drivers.
- Traffic-speeding and running stop signs in neighborhood
- Transient crack heads occupying rental house in my neighborhood. Many questionable people showing up all hours of day and night Already reported to police.
- TRANSIENT HOMELESS POPULATION & CRIMES OF OPPORTUNITY
- Transient Homelessness in the Parks.
- TRANSIENT PEOPLE PASSING THROUGH ON FOOT, COLLEGE STUDENTS COMMITTING ILLEGAL ACTS
- Transients
- Transients
- Transients
- Transients
- Transients
- Transients roaming ALL of Tempe
- Transients, homeless, poverty, burglars, robberies
- Transients. Homeless drug addicts in the parks.
- Trash and garbage
- Trash and weeds on east side of Juniper Street north of Elliot
- Trash piles and homeless digging through my trash.
- TRESPASSING AT NIGHT
- UNAUTHORIZED PEOPLE-GATED COMMUNITY
- Unfortunately homelessness.
- Unidentified cars parking on our street, in front of our house.
- Unleashed dogs.

- Unregister sex offenders
- UNRELIABLE NEIGHBORHOOD WATCH-NEIGHBORS WERE ROBBED.
- UNWANTED VISITORS
- Use and sales of drugs, panhandling
- Using sidewalks on main streets, where there's a huge wall on one side and a busy street on the other, feels like an opportunity to get mugged or attacked.
- VAGABONDS
- vagrancy
- VAGRANCY ALONG SCOTTSDALE RD BETWEEN MCKELLIPS & CURRY. SOME OF THE LOCAL BUSINESSES ATTRACT THAT ELEMENT, INCLUDING MOTEL 6. THE STRIP CLUBS CONTRIBUTE TO YOUNG PEOPLE DRIVING AGGRESSIVELY AS THEY LEAVE THE PARKING LOTS.
- Vagrants
- vagrants / transients
- VAGRANTS NEAR LIGHT RAIL STOPS
- Vagrants on the street corners.
- VANDALISM
- VANDALISM
- VANDALISM
- VANDALISM AND HOME BURGLARY
- vandalism and theft
- Vandalism, Break ins, Loitering
- vandalism, burglaries, thefts
- vandalism/burglary
- Vehicle break-ins, house break-ins
- VEHICLE THEFT
- VEHICLE THEFT
- VEHICLES BEING BROKEN INTO/PARTS STOLEN
- Vehicles getting broken in to
- Vehicles not obeying speed limits in residential areas
- Very Suspicious people and Activities at all hours of the day and night.
- violent drunks and drug addicts, and theft
- Visible presence of police in the neighborhood. Control of traffic equal to changing traffic patterns and street traffic load.
- water quality
- we are starting to have a homeless problem/people wondering or living in cars
- We have had home invasions, car invasions and cars roaming the neighborhood. We have children out and walking to and from a neighborhood school. I fear for their safety. Our community has a FB page where we alert each other of things going on. It really helps.
- We need speed bumps on Los Feliz south of Eliot Road, without officers on patrol cars are going over 45 MPH in a 25MPH zone
- We need street lights!

- Women walking alone and drunk at night
- Working street lights.
- Would like to see more ongoing patrol.
- young people hanging out at recreation areas in the parks, drunks on Mill Ave
- young people in parks after hours
- Young people jumping fence and stealing property
- Young transient population

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?

- 1-economic/business development, keep ur thriving
- A plan to meet the Paris climate agreement goals
- Accessibility of services for disabled
- Accessible and affordable housing for everyone without using Section 8 or other federal and state funded programs
- Accessible facilities and reintegration programs for the homeless in the city.
- ADD A DISC GOLF COURSE AT KIWANIS!
- add a homeless shelter in N Tempe for all the people who need it
- Adding sufficient sidewalks on Rio Salado Pkwy. just east of Priest to make biking and walking to and from work easier
- Addressing panhandling/homelessness
- Addressing the transient population that is hanging out at public locations such as neighborhood parks.
- addressing the vagrancy/homeless population and the panhandling that takes place at street corners. providing serves to deal with those that are on the streets because of mental illness and drug abuse.
- Adjust all of the man hole valves and rims after the roads are redone. It feels like potholes on Priest and University when you drive over them.
- Affordable Housing
- Affordable Housing
- Affordable Housing
- Affordable Housing
- Affordable Housing
- Affordable Housing
- Affordable Housing
- Affordable Housing
- Affordable Housing
- Affordable Housing
- Affordable Housing
- Affordable Housing
- Affordable Housing
- Affordable Housing
- Affordable Housing
- Affordable single family homes, no more apartments or condos!
- after the downfall of the economy in 08m, all the downsizing in dept, why are the positions that were taken away not re-established to bring the work force back to where it needs to be to offer services that needs addressed have the staffing we need.
- Allow for competition for cable providers. Stop giving cox a monopoly.
- ALLOWING RESIDENTIAL AREAS TO BE BUSINESS ZONES
- alternative transportation to assist in easing street and highway traffic

- APPEARANCE
- APPEARANCE
- Appearance and cohesion of design
- appearance of city
- appearance of city
- Appearance of neighborhoods. If houses, properties are allowed to decline, then whole areas lose value.
- Appearance of the city. Some neighborhoods are not well maintained.
- appearance/safety of the city
- are Tempe schools safe
- Are you aware that the city of Tempe extends South of University?
- Assimilating neighborhoods and helping with neighborhood problems and concerns.
- Attack transient issues and hire more officers.
- ATTRACT MORE BUSINESSES THAT BRING JOBS TO TEMPE
- Attracting new investment and development, especially in older parts of the city
- AVAILABLE PORTABLE SHOWERS FOR THE HOMELESS/RESTROOMS FOR THE HOMELESS? FOOD AND WATER CLOTHING/MEDICAL
- Balancing new development with flourishing long-established communities (particularly near ASU campus).
- Balancing traffic needs with development and growth. You encouragement too much development without taking into account the horrific effect on traffic flow.
- Band texting while driving - too many distracted drivers. I don't feel safe riding my bike, even in the bike lanes. Also, bikers who don't adhere to the rules of the road is an issue.
- Basic city services; police, fire, trash pick up, water & sewer
- BE CONSIDERATE OF THE PEOPLE WHO LIVE HERE
- Be more engaged with the Kyrene School District & schools (not just TD3)
- Be sure there are enough firefighters available at all times to respond to fires if needed.
- BEAUTY OF CITY AND CLEAN WATER
- Beggars stopped or illegal immigrants removed.
- Better ability to cycle/bike on Tempe roads, improve or create safe bike lanes
- BETTER ADVANCE POSTING OF STREET MAINTENANCE
- Better bike lanes.
- Better bus service
- BETTER INFO ON RECYCLABLES/MAYBE BIG STICKER ON BLUE BINS
- better maintenance of alley ways
- Better monitoring of drug usage in the city
- better police services to stop criminal activity
- Better public transit options for West Tempe. An Orbit route between ASU and AZ Mills.
- BETTER SERVICES FOR HOMELESS
- better streets so bikes and cars can share and streets aren't blocked trashed for cyclists.
- Better traffic control, left hand turns after the green light, easier commute for residents.
- BETTER WATER

- BETTER WAY TO USE MONEY INSTEAD OF ART IN PUBLIC SPACES. WASTE.
- Bike safety (educating drivers)
- BIKE SAFETY-IMPROVE BIKE COMMUTERS MOBILITY
- black mode in library
- Blatant discrimination and lying about it.
- BRING DIFFERENT BUSINESS TO MILL AVE I.E, RETAIL NO MORE SANDWICH SHOPS
- BRING IN MORE BUSINESSES TO CREATE JOBS
- Build more multi use in northeast Tempe around Tempe Marketplace. Need more living areas to feel safer.
- BUILD SOMETHING FOR HOMELESS TO GO TO.
- BUILD SPEED BUMPS ON CARSON DR.
- Business development
- Business development
- Business development
- Business development
- Business development and welcoming new businesses more openly
- CAN WE GET TOTAL TRANSPARENCY FROM GOVERNMENT?
- Can we please take more action on the known criminal element of Tempe and not the residents?
- CHANGE CONSTRUCTION TIMES ON ROADS DURING NON BUSY HOURS
- Child and elder abuse prevention
- city beautification
- CITY CONDITIONS
- City enforcement of property maintenance codes and the appearance of residential properties
- city infrastructure
- City infrastructure
- City sidewalks and infrastructure
- City Streets
- city streets
- City streets/sidewalks
- CITY STREETS/SIDEWALKS
- City wide Orbit bus service.
- CITYWIDE WIFI
- Clean sidewalks in busy areas
- CLEAN UP HOMELESSNESS, DRUG ADDICTS
- Clean up Mill Ave near ASU
- clean up mill ave, the homeless are bringing down the area
- clean up millave no more homeless on mill sleeping begging harassing patrons
- Clean up neighborhoods-offer more rebate programs to do so.
- Clean up the alleys they are disgusting
- Clean up the homeless camps in parks and neighborhoods
- CLEAN UP THE NEIGHBORHOODS & PARKS

- CLEANER RESTROOMS AT PARKS
- Cleaning and renewing the area north of the 202.
- Cleaning up Mtn parks and landscape, and making them more secure in early mornings and evenings.
- Cleaning up the homeless/begging population at our street intersections and at our parks
- Cleaning up the neighborhoods
- Cleaning up the parks and adequately addressing the homeless issue and affordable housing
- Cleaning up the parks and homeless issues.
- CLOSE OFF THE ALLEYS
- Commercial/Residential development balance
- Community development
- complain, financing, transparency
- Composting. I currently pay a company to take away my food scraps. May not seem important, but Tempe does a great job on everything else important to me.
- CONDITION OF ROADS IN S TEMPE (RURAL & WARNER)
- Condition of roads, sidewalks and removal of old, vacant buildings
- Condition of streets.
- Connecting South Tempe to the rest of Tempe. It doesn't feel like we're really part of the city.
- CONSIDER CITY PROVIDED INTERNET SERVICE
- Consider the rest of Tempe instead of downtown and ASU. We also need more police, so they can really enforce the laws.
- Continue economic development
- Continue infrastructure projects to help reduce traffic caused by issues
- Continue to be available to citizens; be open and transparent in government business.
- Continued development of police presence in neighborhoods
- Control growth. I don't believe infrastructure can support. Start controlling ASU sprawl or find a way to tax.
- control of begging/homeless
- Controlling the homeless population
- Cost of housing
- COUNTYWIDE CRACKDOWN ON UNFENCED SWIMMING POOLS WHERE YOUNG CHILDREN RESIDE WITH PARENTS--REGARDLESS OF OWNERSHIP-POOL EQUALS FENCE.
- Crack down on people digging in our trash.
- Create a solution for homelessness
- Create better H2O solutions.
- Create long term plan for traffic management around ASU
- Crime
- Crime
- Crime
- Crime
- Crime prevention

- Crime prevention
- Crime Prevention
- Dark money - ban it forever.
- DEAL WITH THE HOMELESS POPULATION, THEY ARE AT EVERY FREEWAY, SUPERMARKET EXIT AND SLEEPING ON NEIGHBORHOOD AND PRIVATE PARKS
- Dealing the homeless population and the crime and filth they bring!
- Defend residents against the explosion of luxury residences which drive up rent and attract the unwanted bourgeoisie
- desert conservation and papago park preserve
- develop asu research park
- Develop Papago Park Preserve / Sonoran Desert Conservation & Maintenance Plan and Approve Desert Conservation Commission. Thank you.
- Developing an independent bike network
- Development of south Tempe
- development to bring more entertainment to downtown Tempe/town lake to better attract tourist and bring in residents from all around the valley
- Distracted drivers.
- Do more improvements south of the 60 Freeway.
- Do not spend money on ineffective transportation like streetcars.
- DOWNTOWN PANHANDLERS
- Driving through the city is a pain. I have to sit through three light cycles. I do not shop in Tempe for this reason.
- DRUG ABUSE
- drug activity
- Drug addicted, mentally ill, homeless panhandlers approaching me in grocery store parking lots, go away!
- DRUG CONTROL
- drug epidemic
- ECONOMIC
- Economic & Business Development
- Economic and business development
- Economic development
- Economic development
- Economic development - and how to create/maintain a prosperous city while also ensuring it's affordable to live in
- ECONOMIC/BUSINESS DEVELOPMENT
- ECONOMIC/BUSINESS DEVELOPMENT
- Education
- Education
- education of students k-12
- EDUCATION, MASS TRANSIT/LIGHT RAIL
- Either provide more parking or extend the light rail.

- Elimination of corrupt/unethical individuals from staff and council.
- Employee productivity and budgets (like the library and parks where end-of-fiscal-year budgets are spent (questionably) so they won't lose them next year.
- Encourage strip mall operators to update their building exteriors.
- Enforce and improve trespassing and pan handling laws. Disincentive urban campers, drug addicts that come from outside of Tempe. The homeless have driven friends and tenants from Tempe.
- enforce codes for properties
- ENFORCE DISTRACTED DRIVING LAWS
- ENFORCE NO U TURN LAWS
- Enforcing codes for property rentals!!
- Ensure businesses are happy, including police and fire. I am a business owner and would like the opportunity to appreciate the police and fire.
- Ensuring public schools receive support they need to retain capable teachers and provide quality education for our kids
- environmental friendliness
- environmental sustainable
- Equal opportunity for all residents - not just those living in 85284 - to be heard and to have their opinions valued. An increased equity agenda. Council listens only to the same loud voices that attend council meetings and does not try to reach out to neighborhoods in lower income areas.
- Equality for all no matter where you live or what your gender, sexual orientation or your nationality may be. The city is more concerned about the 100 per cent HRC Index score instead of delivering actions.
- Equity
- Ethics.
- Expand the parks.   We need bathrooms at Hanger Park
- Expansion of small business opportunities
- Extend Orbit further to west parts of city.
- Fill up the potholes on the streets; put in filtered water fountains at public parks.
- finish construction
- Fix issues south of Broadway Rd and east of McClintock. Stuff this art and culture junk. Many other things need attention over those non-essentials.
- Fix McClintock Road-back to pre-bike lane changes.
- Fix McClintock traffic due to bad decision on lane reduction!
- Fix McClintock!!! Traffic is terrible now because a lane was reduced for a bike lane. Poor idea!!! And I have yet to see ONE cyclist using it!
- Fix the alarm permit system
- Fix the railroad crossing, especially Baseline westbound at Kyrene. Replace road on Alameda.
- Fixing neighborhood streets (Hardy - south of Warner).
- FIXING OUR STREETS
- FLOOD RUN OFFS WHEN IT RAINS HEAVILY.
- FOCUS ON BUSINESSES BELOW THE 60.

- Force ASU students to park and drive properly.
- Force more/better individual recycling
- Fund homelessness services more, police less.
- Funding for libraries
- Gates on alleys to stop traffic and dumping of construction trash
- Gentrification
- Get a handle on the vagrants and determine what their needs are and address those that can be addressed in order to integrate back into being a productive citizen
- Get homeless off streets.
- Get more officers patrolling neighborhoods and issuing citations.
- get night-time lighting installed at Orbit stops - especially near the library
- Get rid of bums and beggars
- Get rid of the huge garbage pails in the alleys, and go to a pay by the size of trash generated to encourage recycling.
- Get someone to answer the phone calls from the TCAA department because I am in danger of losing my apartment and I still have not received a phone call from the director in which I've left a message for last week on Friday the 7th of September 2018.
- Get the homeless people out of Tempe!
- Get the infrastructure taken care of before adding more
- GETTIGN RID OF PIGEONS
- Getting raises for police and fire personnel
- Green recycling
- Grow the economy by drawing tech and manufactures to the city.
- Growing homeless population
- GROWING THE TECH SCENE
- GROWTH IS TOO FAST.
- Handling crime prevention and neighborhood safety
- have reps drive thru neighborhood subdivisions and five citations to unkept areas, neighbors reflect the blueprint of cities gone
- Having more help for seniors and kids
- Heat. Try out new technologies to reduce sun exposure and record high temperatures.
- Help cut down on crime in the places where residents live.
- Help for the veterans
- Help homeless.
- Help homeless.
- Help homeless.
- Help neighborhoods police their home area.
- HELP THE HOMELESS, PUT THEM TO WORK
- Help homeless.
- Help homeless.
- Helping low income families thrive in Tempe
- helping the ages and the poor thru communities like midller home comm

- Help homeless.
- Helping the homeless population
- Higher quality drinking water
- Historic preservation
- Home invasions and burglaries.
- Home renters who have no stake in the condition of the property they occupy.
- Homeless
- homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless and Ehrhardt Park. There is a sign there about a public meeting in 2017. Nobody cares about the park, so sad.
- HOMELESS AND SAFETY OF APACHE/101 AREA
- Homeless drug addicts in neighborhood parks.
- Homeless
- HOMELESS ISSUE AND NEIGHBORHOOD PROPERTY MAINTENANCE
- Homeless
- Homeless
- Homeless
- HOMELESS PEOPLE IN THE PARKS
- Homeless people makes our city look bad.
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless Population - fix the problem and many other problems go away or decrease as well
- homeless population and crime rate because of it
- Homeless population at the library and shopping areas
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless support instead of hanging all of Mill Avenue's business failures on the homeless.
- Homeless/drug addicts

- Homeless/transient population control.
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Household recycling. Considering difficulties faced by recycling plants, improve curbside use by education and enforcement (remove improperly used bins) before the smaller recycling plants close from business losses.
- HOW ARE YOU DEALING WITH THE MENTALLY ILL/HOMELESS?
- How can Tempe better help the homeless?
- How can the City better deal with car break-ins and the homeless?
- HOW CAN WE ADDRESS THIS ISSUE OF AFFORDABLE HOUSING
- How can we do more for homeless - affordable housing.
- How to address wealth inequality. Rising homelessness vs. expansion of luxury infrastructure.
- Human services
- Human services, housing programs, Orbit traveling to different destinations
- I can't pick one.
- I LIKE TEMPE THINK IT LOOKS GREAT, IS SAFE, LETS MAINTIN IT
- I think we need a city wide food composting system.
- I want police to focus on violent crime and less on things like partying college kids.
- I would ask you to curb the over development of historic areas like the Maple, Ash, Farmer, Wilson neighborhood and ask you to look into creating more social service outreach to help with our homeless population, bias and trauma training for our police force, and building our cities infrastructure.
- I would like more bus service. The trolley is a waste of money and disruption to businesses and traffic.
- I would love to see more done to make walking more enjoyable in Tempe.   The elements that, in my opinion, would encourage more people to walk might be: Mapped routes throughout neighborhoods with ground & street graphics that would draw people to them as they walk throughout the route.   One of my biggest pet peeves of walking or riding bikes in Tempe is the lack of drinking water & restroom facilities.   Understanding that it may not be the cities role to provide such features but perhaps there is a way to work with local business owners. If routes are marked & listed on the cities website & in pamphlets it might be a win/win for walkers/cyclists & business owners.   Those needing to use the business to refill their water bottles or use the restroom facilities may also then support the business in return. I certainly would.
- illegal
- ILLEGAL IMMIGRATION
- IMPROVE AIR QUALITY ALSO WATER QUALITY

- Improve appearance of North Tempe.
- improve city infrastructure
- Improve on helping the chronic homeless population looking for money off the freeway and housing for homeless youth.
- IMPROVE PEDESTRIAN SAFETY
- Improve social service options for the homeless population. Provide more facilities and beds for those not willing to participate in "drug free" city services.
- Improve sustainability of city in desert environment. (water usage, preservation, solar energy)
- improve the courtesy of police, decrease their harassment of the public
- Improved biking trails
- IMPROVEMENT/RECONSIDERATION OF INCENTIVES FOR DEVELOPERS NOT IN THE BEST INTEREST OF THE SURROUNDING COMMUNITY--IE: RECONSIDER MIXED USE PARKING INCENTIVES.
- Improving bike infrastructure. We need more secure bike lines and better lighting on the paths.
- Improving low income neighborhoods.
- increase police presence, particularly at city parks. Used to be able to take kids there, not wouldn't as too many homeless
- INCREASE POLICE PRESENCE-HIRE MORE POLICE OFFICERS
- Increase the quality of service the police dept provides: fair, professional and prompt.
- Increasing safety of bike lanes and alternative transportation to automobiles
- Increasing the use and efficacy of solar power
- Infrastructure
- Infrastructure
- Infrastructure
- Infrastructure
- INSTALL SOLAR PANELS ON CITY BUILDINGS
- insure neighborhood residences appearances are kept up per city ordinances
- Internet fiber competition
- Invest in areas outside the boundaries of ASU
- I've lived here less than a year, I wouldn't know.
- Jobs
- KEEP OUR NEIGHBORHOODS SAFE, INCLUDING SCHOOLS AND GROUNDS AROUND SCHOOLS.
- Keep rental property maintained.
- Keep the neighborhood lighting adequate-no dark streets! Be sure the existing lights work!
- KEEP THE RIO SALADA POUND OPEN!
- Keep working on the safety of the city
- Keeping City parks and recreational faculties safe.
- KEEPING NEIGHBORHOODS SAFE BY MAINTAINING SURVELLANCE AND BEST LIGHTING
- Keeping our alleys cleaner.
- Keeping our parks safe for our children

- keeping public safety high on list
- Keeping the city well maintained though code enforcement of businesses and residences
- Landlord abuse and mistreatment of tenants (i.e. unnecessary fee increases, evictions, and violations of tenants' rights)
- Less HOA like harassment and more focus on other issues
- Less luxury development
- Let's get a soup kitchen and sanctioned encampment for our homeless neighbors along with case management, mobile showers, mobile laundry until we figure this out.
- Lighting around the streets
- Light rail expansion
- listen to residents of north Tempe
- LOW INCOME HOUSING.
- Lower speed limits on thoroughfares from 45 to 40. People are driving over 50 and can't stop at yellow lights/intersections. Accidents.
- LOWERING WATER/SEWER RATES!
- Maintain the character of Tempe and don't let it be taken over by huge buildings that seem out of place.
- Maintain, improve, expand city services
- Maintaining a progressive trajectory without gentrification.
- Maintaining affordable rent with the rise of luxury apartments.
- Make it easier for senior citizens to find resources in times of need.
- Make it safe for bikers
- Make less homework for residence. I though I was finished with homework years ago!
- Make sure the city neighborhoods do not become a rental havens. Also, our elementary schools are not performing well - need new leadership at elementary district level - much less about nepotism/friendships and much more on true leadership and learning. Our schools are moving in the wrong direction - regardless of demographics.
- Make Tempe a STEM education hub.
- Make walking down Mill Ave enjoyable again. Between the extensive bar scene with drunk students and transients EVERYWHERE, there is no more place for families to enjoy.
- Making composting more accessible-pilot a collection program.
- Making sure that rent is affordable
- Making the city more accessible for people with disabilities
- MANAGE GROWTH BETTER
- MILL AVE HOMELESS POPULATION
- Mill Avenue safety.
- MOER ATTENTION TO SOUTH TEMPE, WE NEED ORBIT TO COME SOUTH AND MORE SERVICES
- MONITOR THE ALLEYS FOR IMPROPER DUMPING
- More affordable condominiums and housing (no apartments) near downtown. I want to buy a condo to start a family but I can't afford any.
- MORE AFFORDABLE HOUSING FOR STUDENTS AT ASU

- More and safer bike lanes
- more bike paths
- more bike to asu safer
- More CCTV at Mill Avenue
- More education about the services.
- more educational programs for children with special needs that includes emotional disability
- More Effective Traffic/Speed Controls in Residential Neighborhoods
- MORE LOCAL EVENTS FOR TEMPE RESIDENTS BIKE RIDES, WALKS, RUNS, GARDENING TOGETHER LETS KNOW OUR NEIGHBORS
- more neighborhood commercial/social centers that are walkable
- More police in neighborhoods to prevent crime. This will help the community they patrol. The community and police can work together dealing with neighbor issues.
- More police patrols around our neighborhood (rarely see any), and speeding in and around schools during school hours
- More police presence patrolling neighborhoods.
- More practical planning, less emotional planning
- MORE RECYCLING AND RECREATION
- more resources to help low income seniors with transportation and home repairs
- More shelters and rehabs for the homeless
- More trees and shade cover
- More widely-available recycling services
- Need police patrols from Baseline to Guadalupe. Only one officer in our area-his priority is Southern and Hardy.
- neighborhood appearance, get rid of the alleys. do some city improvements in southwest Tempe
- neighborhood parks
- Neighborhood safety
- Neighborhood safety
- Neighborhood security
- Neighborhoods
- Neighborhoods
- Neighborhoods
- Neighborhoods
- Neighborhoods
- Neighborhoods
- Neighborhoods
- NO MORE HIGH RISE BUILDINGS
- Noise and Air Pollution impacts from Phoenix Sky Harbor Airport
- Not business development. Lack of shade and heat islands present.
- offer jobs/ rehab/ mental health services to panhandlers
- Offer more mental health and help for homeless.
- Old, historic neighborhoods are being swallowed up by modernized condos and apartments. How can we help the older neighborhoods keep up without knocking them down?

- Orbit service south of Southern and west of Price
- Our neighborhoods are being ruined by developers and students; please put something in place to slow down growth, reduce building sizes/occupancy. Please focus on long term residential housing instead of rentals. We are getting way to much non-permanent residents, our city can't handle the infrastructure (for example, traffic), and it is a lot of ugliness. And some of the multi-use paths are not getting here fast enough (e.g., crossing over the railroad for the Country Club Way project). Please scale down the Urban Core plan so it doesn't destroy those neighborhoods
- Our roads.
- PANDHANDLERS AND HOMELESS ON THE STREETS AND IN THE PARKS
- PANHANDLING
- papago dog park renovations
- PARKS
- PARKS
- parks and recreation
- parks improvements
- Patrol the neighborhoods, there are too many thefts.
- PAVE OUR STREETS-ITS BEEN 15 YEARS OR MORE.
- PAVING OF STREETS
- PAY ATTENTION TO NEIGHBORHOODS AND NOT JUST DOWNTOWN
- Pedestrian safety
- People driving while on their cell phones
- Personal safety
- pet friendly opportunities and pet friendly places to get wet and cool off.
- PLANT TREES
- Please continue to conduct yourself honestly and with integrity.
- Please deal with the homeless issue, having public places become an open source area for pan-handling has left some of my favorite spots in Tempe unsafe.
- PLEASE DEVELOP APPROPRIATE CHARTERS & ORDINANCES PREVENTING THE UNAUTHORIZED PARKING SPACE OF OFO BIKES, BIRD SCOOTER THAT BLOCK PUBLIC AREAS SUCH AS BUS STOPS OBSTRUCT VIEW WHILE DRIVING
- Please fire Jeff Tamulevich and Hector Heredia, Code Enforcement employees. Both are corrupt, inept and are going to get Tempe in a lawsuit for harassing city residents.
- Please stop the building of mega complexes
- please stop the development
- Please stop the endless construction, fix the streets, the sprawl and traffic is ruining Tempe.
- POLICE
- POLICE
- Police assets
- Police issues
- Police patrol on our street between the schools for speeders.
- police response time
- Police Services

- police services
- police services, way understaffed
- Police support
- Police to really talk to the people they pick up
- POLICE TRAINING WITHIN THE MENTAL HEALTH/ETHNIC COMMUNITIES
- POLICE-ESPECIALLY IN THE AREA OF DRUG SEALING-METH IS A BIG PROBLEM
- PREPARE CITY FINANCES FOR NEXT RECESSION
- PRESERVING OUR NEIGHBORHOOD
- Preserving the character of the city and avoiding increasing housing density that only serves to strain the existing infrastructure.
- Preventing homelessness and serving the homeless
- PROGRAMS THAT ADDRESS ELDER ABUSE
- protecting our neighborhoods from slum lords and absent landlords
- protecting our school kids etc.
- PROVIDE MORE AND BETTER SERVICES TO HOMELESS FOLKS
- PROVIDE MORE/BETTER RESOURCES FOR THE HOMELESS
- PROVIDING MORE SUPPORT IN NEIGHBORHOODS-IE:PATROL
- providing safe neighborhoods/school enforce no texting and driving, red light runners stricter laws
- Providing services or addressing issues related to poverty.
- Public safety
- Public safety services, NOT ZERO ACCIDENT CRAP!
- Public transportation
- Public transportation
- Public transportation options south of Baseline. Reduce traffic congestion around ASU.
- public transportation to ad from the light rail system
- PUT 2 OFFICERS IN EACH PATROL CAR
- Quality of housing, revisit rent averages
- Quality of life in lower income areas
- quit filling cracks in the streets and repave
- RACIAL TENSION
- repave some streets
- Rebuild Peterson Park, it is too old. It is to boring, and to dark to walk dogs at.
- Recreation programs
- RECYCLING AT RESTAURANTS
- RECYCLING OPTIONS
- Recycling outreach, enforcing apartment complexes providing valet trash/recycling services to encourage tenants to not bag recycling. All Mark Taylor complexes require this and as I understand it these bags cannot be processed at recycling plants. This is a huge issue and should be addressed.
- recycling, composting
- Reduce homelessness

- reduce homeless
- Reduce motor vehicle use city-wide.
- Reduce the number of homeless and transient in neighborhoods and stop lights.
- Reducing crime
- Reducing crime policing streets ; solutions to homeless on street and in parks
- Reducing crime.
- REDUCING SALES TAX
- Reducing traffic (by combining public transportation and zoning policy). Traffic stinks here! We need more public mass transit with a growing population!
- REIN IN THE INCREASING NUMBER OF RENTALS THROUGH STRICTER REGULATIONS, GIVE HOME OWNERS MORE OF A VOICE IN THE DIECTION THE CITY IS TAKING
- relations with town of Guadalupe into Tempe activities. Infrastructure-wise, the metal fence built along the Highline Lateral Canal allows for ZERO safe entry ways for residents of Guadalupe. Poor design that needs to accommodate entry points for residents of both Tempe and Guadalupe.
- Remodel appearance of old neighborhoods
- Remove homeless downtown
- remove homeless from the parks, sidewalks. etc.
- Rental properties in established neighborhoods by ASU!
- Rental property; keeping it well maintained, number of unrelated people living together; parties; cars on streets
- Repair the streets instead of adding decorations, etc.
- Replacing water lines, North Tempe
- REQUIRE BUSINESS (RESTAURANTS) TO RECYCLE CARDBOARD , GLASS, METAL AND PRODIVE TAX INCENTIVES FOR THEIR COST
- Resources and aid for the homeless population
- RESURFACE RESIDENTIAL STREETS
- Retrain the police or fire them
- review utilization of bike lanes and handle them if not used
- Road maintenance
- Roads
- Roads
- ROADS/TIMING OF LIGHTS
- Roadway, bridges
- Safe neighborhoods
- SAFE STREETS
- Safe water
- SAFER BIKE LANES
- Safer biking conditions
- SAFETY
- SAFETY

- Safety and education for health of people (especially elderly) and promotion of higher education/good ethics for teens.
- safety and vibrancy of neighborhoods
- Safety during the night.
- safety in neighborhoods
- Safety in neighborhoods
- Safety of parks
- SAFETY OF RESIDENTS
- safety on a neighborhood level, monitor and act on removing people that don't belong and are doing harm
- Safety on streets. Remove bike lanes on McClintock.
- SAFETY-CRIME-POLICE PRESENCE
- SENIOR CITIZENS
- SENIORS AND BENEFITS
- Services for homeless and SMI population
- Services for the homeless
- Services for the mental wellness of all residents.
- SIDEWALK CARE
- Slow down drivers in neighborhoods
- Smaller recycle containers
- smart use of and development of unused land
- Social and human services
- Social Human Services
- SOCIAL SERVICES
- SOCIAL SERVICES
- Social services - homeless, working poor, access to health care.
- SOCIAL SERVICES FOR DISADVANTAGED
- SOCIAL SERVICES FOR HOMELESS AND LOW INCOME
- SOCIAL SERVICES, HOMELESS, ETC
- Social/human services
- SOCIAL/HUMAN SERVICES
- Social/human services
- Social/Human Services - with especial attention to adequate housing and care for the homeless and people inadequately housed and without services, i.e.. health.
- Social/human services for homeless population
- Social/Human services for the less fortunate
- Social/Human Services.
- SOLAR PROGRAM FOR ALL AND EDIBLE LANDSCAPING
- SPACE FOR TEENS TO SAFELY INTERACT W/O THEIR FAMILIES
- Special events compatibility w/our values & financial wellness
- Speed humps for Palmdale Drive and more street trash bins less alley trash
- Speeding

- Speeding on 1st Street.
- Spending less money
- Sprucing up street landscapes, like Scottsdale, even Mesa Fiesta district. When entering the city, out should have a nice sign, etc.
- start a composting program green bins, I hat just throwing away greens that could be composted
- Start looking into a UBI trial experiment. *Universal Basic Income
- stinky sewers
- Stop allowing crimes being committed at Clark Park. Increase security. Enforcement of code. Also way too many feral cats. Disgusting.
- Stop approving so many ridiculous developments, special variances to wealthy investors, and tax breaks for the super rich. Please focus on your residents who LIVE here. Your goal should be to serve these people, not to serve the potential people who don't live here yet.
- stop Attacking Kolby Grainville and get back to work
- Stop building TALL structures. Stop with overdevelopment and "improving" by building trendy skyscrapers.
- STOP CONSTRUCTION OF SO MANY APARTMENT BUILDINGS
- stop gentrification. More affordable housing options
- Stop letting developers build multi-family complexes on once single-family properties.
- STOP PURSHING GOLBAL WARMING ISSUE AND PREPARE CITY FOR EMERGENCY AND BLDG UP ELECTRICA LGRID, DRINKING WATER SAFETY EMERGENCY SEWAGE PROTECTION FAST AND EFFECTIVE EMERGENCY CITY EVACUATION
- Stop trying to cram so many people into a limited space!
- Stop wasting so much money on school administration.
- stop with the new luxury apts, renters can't afford to stay living here, Tempe's charm is going away
- street condition
- Street corners look like skid row and there are bums roaming residential streets and alleys. They need to be removed, not just told to "move on."
- STREET IMPROVMENTS
- street maintenance
- Street maintenance in neighborhoods
- streets
- STREETS ARE DIRTY, POOR LOOKING
- STREETS/SIDEWALKS
- Stricter laws around litter and garbage
- Support more cultural programs for citizens
- SWIMMING TEMPE PARK
- Tackling the crime and influx of transient population in our parks and neighborhoods
- Taking care of the elderly and homeless.
- The Alleys
- The enforcement of code relating to vagrancy and loitering.
- The growing number of homeless veterans.

- THE HOMELESS AT THE PARKS AT NGHT
- the kiwanis park improvements are so important to our community please make funds to clean and repair the lake area
- The odors and nuisance of ALL the cats that are ruining the air I breath and the yards I live at. yard cleanups. Oh and sell the broken down vehicles in front of yards that trash neighborhoods.
- The overall appearance of city.
- The police are awful and rude. They need sensitivity training.
- The Tempe Beach Park Bathrooms. I was at the park for a picnic with my family and a friend on Labor Day and the bathrooms were pretty nasty. Most of the stalls seemed to be locked with nobody inside and there was no soap. I'm about 8 months pregnant and chose to wait for the clean bathrooms at home. Plus lots of apparently homeless people were hanging around there and my friend and I were pretty uncomfortable, especially as some of the men made remarks when we walked by. It reminded me why I almost never go there without my husband.
- The Water and Police lack of knowledge about ADA, victims, and compassion. It's re-traumatizing to tell the story again. And then to not be believed makes it worse. I've been told they have to "be sure", "it's happened before with other customers". So they aren't dealing with the individual in front of them. I was given partial information so at the end of the day it wasn't going to happen anyway. This is ... Unacceptable, period.
- There are just too many homeless in the parks, mostly Tempe beach park.   One day riding my bike I stopped to use the restroom and ALL of them were so gross and there were about 25 plus homeless on the lawn, tables, concrete in the area of those restrooms. Tempe beach park used to be a great place to have a picnic, bring the kids, rent a boat, etc. not any longer. It is dirty, facilities unkept, grass is now brown or dirt. It is difficult to enjoy the downtown area when you have to deal with this.
- Ticket cars parked in no parking zone
- Time of council meeting
- Tired of finding drug needles at the park
- TO ADDRESS EMPLOYEES TO NOT TAKE SIDES IN NEIGHBORHOOD ISSUES.
- TO STOP GIVING HUGE TAX BREAKS AND ALLOWING NON-SUSTAINABLE HIGH RISE BUILDINGS TO BE APPROVED, THEN THEY SIT HALF-EMPTY UNTIL COLLEGE KIDS ARE RENTED TO. COUNCIL IS RUINING A GREAT CITY.
- to stop flooding the parks grass on lake shore dr around macos de niza its going to bring mosquitoes and better bus shelters
- TOO MUCH PANHANDLING
- Traffic
- Traffic
- Traffic
- Traffic and parking issues
- Traffic congestion due to increased large office complex
- Traffic congestion on city streets heading north and south
- traffic congestion/planning
- TRAFFIC ENFORCEMENT
- Traffic enforcement - speed and red light running.

- Traffic is getting progressively worse in several areas (city streets in addition to the freeways) work to reduce congestion (taking away car lanes to add bike lanes is exacerbating the issue)
- TRAFFIC ISSUES, INFRASTRUCTURE
- TRAFFIC LIGHT TIMING
- Traffic near McClintock and Baseline
- Traffic safety
- Traffic safety in heavy student use neighborhoods like Maple Ash
- Traffic speeds and violations
- Traffic
- TRAFFIC/PARKING
- TRANSIENT SITUATION IS GETTING WORSE--WE CAN'T IGNORE IT OR ACCEPT IT.
- Transients (homeless)-provide them services.
- Transients that are always everywhere in Tempe.
- transition from ~military to community based policing
- Transportation around downtown/ASU
- Transportation Services
- Transportation Services
- Transportation since I cant drive and I'm in a wheelchair I need to use secure public transportation thanks
- transportation to light rail stations
- TRANSPORTATION, BUS, TRAMS, CIRCULATOR
- Transportation, new bus routes
- Transportation, safer light rail, more bike friendly
- Trash
- Trash - pickup only once a week (Mondays).
- trash, composting and recycling
- Trash, composting and recycling
- TRASH, RECYCLING
- Turn Tempe into a greener area with more trees and landscaping on the avenue.
- Ugly streets
- Updating aging parks
- Up zone residential areas to increase housing density, reduce housing, and promote economic development.
- Urban blight
- Vagrancy
- Vagrancy
- Vagrancy /homeless neighbors
- VAGRANTS, DRUG USE
- volunteer diversified task force unit
- WATER LINES SEWER
- Water quality
- Water quality

- Water rates are too high
- WATER/SEWER
- WATER-THERE SHOULD BE LOW INCOME PROGRAMS
- what are you doing to reduce the city debt?
- What are you doing to support the arts?
- What can be done about the homeless? More drug programs.
- what can we do more about drugs?
- What's the strategic plan to eliminate the homeless population and provide services so that they can get off of the streets?
- WHEN IS COMPOSTING GOING TO BE AVAILABLE CITY WIDE
- Why are our taxes higher than anyone else in the state?
- Why are the cops always shooting /harming innocent people and why do you mess with the homeless people so much.
- WHY ARE THE STREETS IN SOUTH TEMPE NOT BEING RESURFACED? WE ARE TIRED OF BIKE LANES-FIX THE STREETS!
- Why aren't the Recycling programs available in Townhouses/ Apartments/Condos areas etc.? (E. Rural / Bell De Mar) and (Woodman St. / Rural)
- why aren't you helping the homeless get into homes
- WHY DID YOU STOP MONTHLY BULK PICKUP?
- Why does ASU have so much control of out city, how could you allow a tax break of over 90 million dollars for them that directly affects our schools.
- Why don't we develop Tempe Town lake to add lakeside restaurant/bars similar to San Antonio Riverwalk?
- Why wouldn't the police come to investigate three of my cars being broken into? Over $3,000 in damage.
- Wi-Fi for all
- WITHOUT REGARD TO HURTING SOMEONES 'FEELINGS', KEEP OUR CITY SAFE
- Work on initiatives that will help encourage families to return to Tempe. It should become the most desirable city in the valley to raise a family.
- WORK WITH SCHOOL DISTRICTS TO IMPROVE EDUCATION
- Zero waste

City of Tempe
2018 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

October 2018

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q1-1. Quality of local fire services									
Very satisfied	51.3%	74.7%	51.1%	63.0%	54.1%	42.9%	58.7%	64.4%	57.7%
Satisfied	38.5%	17.7%	33.7%	26.0%	27.0%	32.5%	19.2%	18.8%	26.3%
Neutral	6.4%	5.1%	13.0%	6.8%	4.1%	15.6%	6.7%	5.9%	8.0%
Dissatisfied	1.3%	0.0%	1.1%	0.0%	2.7%	6.5%	5.8%	4.0%	2.8%
Very dissatisfied	2.6%	2.5%	1.1%	4.1%	12.2%	2.6%	9.6%	6.9%	5.3%
Q1-2. Quality of medical rescue services									
Very satisfied	55.3%	77.5%	50.0%	62.0%	49.3%	39.5%	58.3%	63.9%	57.2%
Satisfied	34.2%	13.8%	32.6%	26.8%	29.0%	32.1%	17.7%	19.6%	25.3%
Neutral	6.6%	5.0%	12.8%	5.6%	10.1%	18.5%	9.4%	6.2%	9.3%
Dissatisfied	1.3%	2.5%	3.5%	1.4%	1.4%	4.9%	4.2%	4.1%	3.0%
Very dissatisfied	2.6%	1.3%	1.2%	4.2%	10.1%	4.9%	10.4%	6.2%	5.2%

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

N=1009

	Area								Total
	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	38.3%	53.8%	27.6%	46.6%	28.2%	27.9%	44.6%	46.3%	38.8%
Satisfied	39.4%	34.4%	35.8%	29.5%	33.3%	42.3%	27.7%	29.1%	33.6%
Neutral	13.8%	7.5%	12.2%	13.6%	15.4%	12.5%	13.1%	8.2%	12.0%
Dissatisfied	3.2%	3.2%	11.4%	5.7%	12.8%	12.5%	6.2%	9.7%	8.4%
Very dissatisfied	5.3%	1.1%	13.0%	4.5%	10.3%	4.8%	8.5%	6.7%	7.1%

Q1-4. Enforcement of local traffic laws

Very satisfied	18.7%	28.7%	18.9%	31.9%	13.0%	21.3%	28.5%	36.8%	25.0%
Satisfied	44.0%	38.6%	32.8%	29.8%	34.8%	41.7%	31.4%	29.3%	34.9%
Neutral	23.1%	19.8%	24.6%	22.3%	20.9%	10.2%	18.2%	14.3%	19.0%
Dissatisfied	9.9%	9.9%	14.8%	11.7%	20.9%	18.5%	19.0%	13.5%	15.1%
Very dissatisfied	4.4%	3.0%	9.0%	4.3%	10.4%	8.3%	2.9%	6.0%	6.1%

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

N=1009

	Area								Total
	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

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Very satisfied	16.1%	28.7%	14.6%	25.8%	17.2%	15.2%	22.3%	37.9%	22.4%
Satisfied	36.8%	36.6%	32.5%	30.3%	32.8%	38.4%	41.5%	33.1%	35.3%
Neutral	32.2%	24.8%	25.2%	27.0%	17.2%	22.2%	20.0%	13.7%	22.2%
Dissatisfied	10.3%	9.9%	17.1%	12.4%	25.0%	19.2%	13.1%	11.3%	15.0%
Very dissatisfied	4.6%	0.0%	10.6%	4.5%	7.8%	5.1%	3.1%	4.0%	5.1%

Q1-6. Overall feeling of safety in City

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Very satisfied	21.9%	34.3%	18.8%	27.6%	20.8%	23.1%	28.9%	36.2%	26.6%
Satisfied	49.5%	40.7%	34.6%	42.9%	38.4%	41.9%	47.4%	37.6%	41.4%
Neutral	15.2%	18.5%	21.8%	16.3%	16.8%	15.4%	8.6%	7.4%	14.6%
Dissatisfied	9.5%	6.5%	20.3%	9.2%	12.8%	12.8%	11.8%	14.1%	12.5%
Very dissatisfied	3.8%	0.0%	4.5%	4.1%	11.2%	6.8%	3.3%	4.7%	4.9%

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

N=1009

	Area								Total
	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	25.5%	37.0%	19.4%	25.3%	21.9%	25.0%	34.2%	45.0%	29.6%
Satisfied	38.7%	37.0%	35.8%	34.3%	41.4%	36.7%	43.4%	33.6%	37.8%
Neutral	18.9%	12.0%	14.2%	21.2%	11.7%	15.8%	5.9%	5.4%	12.4%
Dissatisfied	13.2%	13.9%	23.1%	10.1%	14.1%	15.8%	9.2%	9.4%	13.6%
Very dissatisfied	3.8%	0.0%	7.5%	9.1%	10.9%	6.7%	7.2%	6.7%	6.6%
Q2-1. Neighborhood parks									
Very satisfied	25.8%	30.8%	25.6%	19.8%	19.8%	30.2%	29.4%	38.7%	27.9%
Satisfied	43.3%	47.3%	33.1%	37.2%	44.6%	43.4%	45.5%	38.7%	41.5%
Neutral	15.5%	17.6%	18.0%	16.3%	9.9%	12.3%	9.8%	8.0%	13.0%
Dissatisfied	8.2%	2.2%	13.5%	19.8%	14.0%	7.5%	11.2%	8.8%	10.7%
Very dissatisfied	7.2%	2.2%	9.8%	7.0%	11.6%	6.6%	4.2%	5.8%	6.9%

Q2(1-7). 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=1009

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

Q2-2. City parks like Kiwanis & Tempe Beach

Very satisfied	29.4%	37.0%	36.2%	30.0%	24.3%	34.6%	32.9%	33.3%	32.3%
Satisfied	47.1%	45.7%	36.2%	43.8%	43.5%	38.5%	44.3%	39.7%	42.0%
Neutral	16.5%	13.0%	11.5%	16.3%	11.3%	13.5%	5.0%	8.7%	11.4%
Dissatisfied	3.5%	1.1%	8.5%	5.0%	9.6%	6.7%	13.6%	10.3%	7.9%
Very dissatisfied	3.5%	3.3%	7.7%	5.0%	11.3%	6.7%	4.3%	7.9%	6.4%

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

Very satisfied	16.1%	39.7%	28.7%	20.8%	22.8%	30.8%	19.3%	36.6%	26.4%
Satisfied	47.3%	33.8%	40.9%	48.1%	36.6%	37.2%	48.6%	27.7%	40.2%
Neutral	20.4%	20.6%	12.2%	24.7%	16.8%	20.5%	12.8%	20.8%	18.1%
Dissatisfied	8.6%	2.9%	13.0%	1.3%	17.8%	7.7%	14.7%	8.9%	10.1%
Very dissatisfied	7.5%	2.9%	5.2%	5.2%	5.9%	3.8%	4.6%	5.9%	5.3%

Q2(1-7). 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=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q2-4. City athletic & recreational facilities									
Very satisfied	24.6%	32.8%	28.7%	23.8%	25.3%	29.1%	32.0%	33.6%	29.1%
Satisfied	47.8%	39.3%	41.5%	39.7%	42.5%	43.0%	41.2%	39.3%	41.7%
Neutral	21.7%	23.0%	19.1%	27.0%	11.5%	17.7%	10.3%	12.1%	16.9%
Dissatisfied	4.3%	3.3%	7.4%	3.2%	10.3%	7.6%	10.3%	9.3%	7.5%
Very dissatisfied	1.4%	1.6%	3.2%	6.3%	10.3%	2.5%	6.2%	5.6%	4.9%
Q2-5. Tempe Public Library Complex									
Very satisfied	39.2%	50.0%	42.6%	40.7%	40.0%	35.6%	40.5%	40.0%	41.0%
Satisfied	39.2%	31.9%	37.7%	39.5%	30.9%	33.7%	35.9%	34.1%	35.2%
Neutral	17.7%	12.8%	13.9%	11.1%	5.5%	16.8%	8.4%	12.6%	12.1%
Dissatisfied	3.8%	3.2%	3.3%	4.9%	10.9%	8.9%	7.6%	5.9%	6.2%
Very dissatisfied	0.0%	2.1%	2.5%	3.7%	12.7%	5.0%	7.6%	7.4%	5.5%

Q2(1-7). 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=1009

	Area								Total
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	
Q2-6. City Hall									
Very satisfied	34.3%	41.3%	35.6%	35.9%	32.1%	27.3%	39.4%	40.4%	35.8%
Satisfied	44.8%	36.5%	36.6%	32.8%	41.7%	29.9%	27.7%	29.2%	34.6%
Neutral	17.9%	17.5%	18.8%	18.8%	7.1%	29.9%	16.0%	13.5%	17.2%
Dissatisfied	3.0%	3.2%	5.9%	6.3%	7.1%	9.1%	9.6%	10.1%	7.0%
Very dissatisfied	0.0%	1.6%	3.0%	6.3%	11.9%	3.9%	7.4%	6.7%	5.3%
Q2-7. Mill Avenue									
Very satisfied	23.3%	28.2%	22.7%	23.6%	14.3%	22.6%	19.6%	18.7%	21.2%
Satisfied	38.9%	37.6%	38.6%	46.1%	35.3%	35.8%	47.8%	40.3%	40.2%
Neutral	25.6%	18.8%	18.9%	16.9%	23.5%	19.8%	15.9%	21.6%	20.0%
Dissatisfied	7.8%	10.6%	13.6%	10.1%	15.1%	16.0%	10.9%	12.2%	12.2%
Very dissatisfied	4.4%	4.7%	6.1%	3.4%	11.8%	5.7%	5.8%	7.2%	6.3%

Q2(8-14). Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q2-8. Neighborhood parks									
Very satisfied	10.3%	16.2%	14.1%	9.2%	8.7%	12.3%	14.0%	18.8%	13.2%
Satisfied	27.6%	20.3%	22.7%	21.1%	34.6%	34.6%	33.9%	35.7%	29.2%
Neutral	29.9%	40.5%	24.2%	27.6%	25.0%	25.9%	28.9%	25.0%	27.8%
Dissatisfied	18.4%	20.3%	20.3%	25.0%	23.1%	19.8%	19.8%	18.8%	20.6%
Very dissatisfied	13.8%	2.7%	18.8%	17.1%	8.7%	7.4%	3.3%	1.8%	9.2%
Q2-9. City parks like Kiwanis & Tempe Beach									
Very satisfied	14.7%	19.4%	18.8%	15.3%	8.7%	12.0%	17.2%	17.5%	15.5%
Satisfied	33.3%	30.6%	32.5%	36.1%	34.6%	33.7%	34.5%	23.7%	32.3%
Neutral	32.0%	36.1%	24.8%	31.9%	31.7%	25.3%	24.1%	37.1%	29.9%
Dissatisfied	10.7%	13.9%	10.3%	9.7%	19.2%	20.5%	19.0%	18.6%	15.5%
Very dissatisfied	9.3%	0.0%	13.7%	6.9%	5.8%	8.4%	5.2%	3.1%	6.8%

Q2(8-14). Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")

N=1009

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

Q2-10. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Very satisfied	6.4%	18.5%	15.5%	11.4%	5.2%	9.8%	14.5%	16.0%	12.1%
Satisfied	24.4%	18.5%	29.1%	30.0%	24.7%	21.3%	19.3%	14.7%	23.1%
Neutral	33.3%	46.3%	28.2%	41.4%	37.7%	41.0%	41.0%	41.3%	37.9%
Dissatisfied	21.8%	13.0%	11.7%	11.4%	26.0%	18.0%	16.9%	18.7%	17.1%
Very dissatisfied	14.1%	3.7%	15.5%	5.7%	6.5%	9.8%	8.4%	9.3%	9.7%

Q2-11. City athletic & recreational facilities

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Very satisfied	15.8%	19.6%	18.6%	20.7%	12.5%	19.7%	19.5%	18.6%	18.1%
Satisfied	36.8%	29.4%	27.9%	25.9%	40.3%	29.5%	41.5%	36.0%	33.8%
Neutral	31.6%	47.1%	34.9%	37.9%	26.4%	36.1%	24.4%	33.7%	33.3%
Dissatisfied	10.5%	3.9%	9.3%	10.3%	13.9%	13.1%	9.8%	9.3%	10.1%
Very dissatisfied	5.3%	0.0%	9.3%	5.2%	6.9%	1.6%	4.9%	2.3%	4.7%

Q2(8-14). Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q2-12. Tempe Public Library Complex									
Very satisfied	23.1%	32.8%	33.3%	20.0%	18.0%	19.2%	20.0%	26.0%	24.0%
Satisfied	44.6%	23.4%	27.1%	38.5%	34.8%	38.5%	42.9%	29.0%	34.7%
Neutral	20.0%	37.5%	28.1%	29.2%	23.6%	29.5%	17.1%	26.0%	25.8%
Dissatisfied	7.7%	4.7%	8.3%	4.6%	11.2%	10.3%	11.4%	10.0%	8.9%
Very dissatisfied	4.6%	1.6%	3.1%	7.7%	12.4%	2.6%	8.6%	9.0%	6.5%
Q2-13. City Hall									
Very satisfied	25.9%	23.5%	24.5%	20.7%	10.1%	15.1%	23.1%	24.3%	21.1%
Satisfied	34.5%	25.5%	26.6%	31.0%	43.5%	26.4%	38.5%	27.1%	31.8%
Neutral	25.9%	43.1%	34.0%	31.0%	29.0%	45.3%	24.4%	34.3%	32.8%
Dissatisfied	6.9%	5.9%	6.4%	6.9%	7.2%	9.4%	9.0%	7.1%	7.3%
Very dissatisfied	6.9%	2.0%	8.5%	10.3%	10.1%	3.8%	5.1%	7.1%	7.0%

Q2(8-14). Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
					Area				
Q2-14. Mill Avenue									
Very satisfied	16.1%	15.6%	17.8%	19.5%	11.1%	13.9%	14.4%	7.4%	14.2%
Satisfied	33.3%	36.4%	34.1%	30.5%	31.5%	36.6%	36.8%	40.2%	35.1%
Neutral	26.4%	32.5%	21.7%	28.0%	25.0%	23.8%	24.0%	29.5%	26.0%
Dissatisfied	16.1%	7.8%	17.8%	17.1%	19.4%	19.8%	20.0%	15.6%	17.1%
Very dissatisfied	8.0%	7.8%	8.5%	4.9%	13.0%	5.9%	4.8%	7.4%	7.6%

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

N=1009

	Area								Total
	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	4.9%	10.8%	11.6%	9.3%	13.5%	12.8%	8.0%	5.2%	9.4%
Occasionally	33.0%	26.1%	41.9%	35.1%	34.1%	31.6%	30.0%	29.4%	32.6%
Rarely	45.6%	37.8%	29.5%	37.1%	37.3%	40.2%	40.7%	44.4%	39.1%
Never	15.5%	24.3%	17.1%	17.5%	14.3%	15.4%	21.3%	20.9%	18.5%
N/A	1.0%	0.9%	0.0%	1.0%	0.8%	0.0%	0.0%	0.0%	0.4%
Q3-2. Having your home burglarized when you are not there									
Frequently	22.1%	18.0%	31.8%	23.5%	27.0%	18.6%	15.9%	11.8%	20.7%
Occasionally	33.7%	33.3%	35.7%	34.7%	32.5%	36.4%	34.4%	43.1%	35.8%
Rarely	32.7%	26.1%	22.5%	23.5%	27.0%	37.3%	41.1%	32.0%	30.7%
Never	10.6%	21.6%	9.3%	16.3%	12.7%	7.6%	8.6%	13.1%	12.2%
N/A	1.0%	0.9%	0.8%	2.0%	0.8%	0.0%	0.0%	0.0%	0.6%

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

N=1009

	Area								Total
	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	3.9%	10.8%	17.7%	11.5%	16.0%	7.8%	8.0%	5.9%	10.2%
Occasionally	32.4%	25.2%	29.2%	32.3%	32.8%	31.9%	26.7%	26.1%	29.3%
Rarely	46.1%	35.1%	29.2%	39.6%	32.0%	44.0%	46.0%	41.2%	39.2%
Never	16.7%	27.9%	23.8%	15.6%	18.4%	16.4%	18.7%	26.8%	20.9%
N/A	1.0%	0.9%	0.0%	1.0%	0.8%	0.0%	0.7%	0.0%	0.5%
Q3-4. Having your car stolen or broken into									
Frequently	18.6%	21.6%	27.6%	23.7%	23.0%	18.6%	14.6%	12.4%	19.6%
Occasionally	47.1%	36.9%	30.7%	41.2%	32.0%	36.4%	35.1%	38.6%	36.9%
Rarely	24.5%	24.3%	27.6%	21.6%	31.1%	34.7%	39.1%	37.3%	30.9%
Never	9.8%	16.2%	12.6%	9.3%	11.5%	9.3%	9.3%	11.8%	11.2%
N/A	0.0%	0.9%	1.6%	4.1%	2.5%	0.8%	2.0%	0.0%	1.4%

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

N=1009

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

Q3-5. Being a victim of identity theft

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Frequently	28.8%	27.1%	29.5%	27.6%	31.2%	20.2%	21.5%	25.8%	26.3%
Occasionally	34.6%	33.6%	27.1%	34.7%	32.0%	32.5%	37.6%	31.8%	33.0%
Rarely	20.2%	23.4%	25.6%	24.5%	24.8%	29.8%	29.5%	27.8%	26.0%
Never	14.4%	14.0%	17.1%	11.2%	11.2%	16.7%	11.4%	14.6%	13.8%
N/A	1.9%	1.9%	0.8%	2.0%	0.8%	0.9%	0.0%	0.0%	0.9%

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

N=1009

	Area								Total
	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 been robbed, physically assaulted, or sexually assaulted in past 6 months

Yes	10.4%	5.4%	10.5%	9.1%	10.1%	6.6%	5.2%	5.9%	7.8%
No	89.6%	94.6%	89.5%	90.9%	89.9%	93.4%	94.8%	94.1%	92.2%

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

N=78

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

Q4-1a. Were the police informed that you were robbed, physically assaulted, or sexually assaulted, or did they find out about this incident in any way

Yes	81.8%	50.0%	71.4%	62.5%	92.3%	85.7%	75.0%	88.9%	77.6%
No	18.2%	50.0%	28.6%	37.5%	7.7%	14.3%	25.0%	11.1%	22.4%

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

N=1009

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

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

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Yes	21.9%	11.6%	21.8%	19.4%	24.0%	18.2%	19.0%	11.8%	18.3%
No	78.1%	88.4%	78.2%	80.6%	76.0%	81.8%	81.0%	88.2%	81.7%

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

N=184

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

Q4-2a. Were the police informed that your household had been burglarized, or did they find out about this incident in any way

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Yes	68.2%	76.9%	72.4%	52.6%	87.1%	63.6%	82.8%	70.6%	73.1%
No	31.8%	23.1%	27.6%	47.4%	12.9%	36.4%	17.2%	29.4%	26.9%

Q4a. What was the reason it was not reported to police? (without "not provided")

N=60				Area					Total
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	
Q4a. What was the reason it was not reported to the police									
Too busy	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	2.2%
Police won't do anything	0.0%	0.0%	12.5%	12.5%	0.0%	37.5%	25.0%	0.0%	13.0%
Not important	14.3%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	6.5%
Nothing could be done/ person wouldn't be found	57.1%	0.0%	50.0%	50.0%	25.0%	50.0%	50.0%	50.0%	45.7%
Other	28.6%	100.0%	37.5%	25.0%	25.0%	12.5%	25.0%	50.0%	32.6%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q6-1. Overall quality of services offered by City of Tempe									
Very satisfied	23.5%	30.0%	23.8%	30.9%	28.8%	25.2%	31.7%	33.8%	28.7%
Satisfied	58.8%	49.0%	50.0%	50.0%	53.4%	55.7%	58.6%	57.4%	54.4%
Neutral	15.7%	19.0%	19.7%	14.9%	15.3%	14.8%	8.3%	6.8%	13.8%
Dissatisfied	2.0%	2.0%	4.9%	3.2%	1.7%	4.3%	1.4%	1.4%	2.5%
Very dissatisfied	0.0%	0.0%	1.6%	1.1%	0.8%	0.0%	0.0%	0.7%	0.5%
Q6-2. Leadership of City's elected officials									
Very satisfied	15.4%	16.2%	17.2%	11.9%	21.6%	10.1%	21.4%	24.6%	17.9%
Satisfied	48.4%	46.5%	26.7%	53.6%	38.8%	48.5%	55.0%	47.7%	45.4%
Neutral	29.7%	30.3%	29.3%	28.6%	28.4%	30.3%	15.3%	19.2%	25.8%
Dissatisfied	6.6%	6.1%	15.5%	2.4%	8.6%	10.1%	4.6%	6.9%	7.7%
Very dissatisfied	0.0%	1.0%	11.2%	3.6%	2.6%	1.0%	3.8%	1.5%	3.2%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q6-3. How ethical City employees are in the way they conduct City business									
Very satisfied	15.3%	14.0%	17.9%	12.3%	21.3%	15.3%	20.7%	23.0%	18.0%
Satisfied	41.7%	46.5%	30.2%	39.7%	37.2%	40.0%	50.5%	50.4%	42.3%
Neutral	37.5%	29.1%	24.5%	34.2%	29.8%	35.3%	18.0%	21.2%	27.7%
Dissatisfied	5.6%	9.3%	16.0%	8.2%	7.4%	9.4%	8.1%	5.3%	8.8%
Very dissatisfied	0.0%	1.2%	11.3%	5.5%	4.3%	0.0%	2.7%	0.0%	3.2%
Q6-4. Availability of information about City programs, events, services, & issues									
Very satisfied	23.8%	26.3%	29.0%	24.2%	33.3%	27.6%	35.0%	34.9%	29.9%
Satisfied	54.5%	44.4%	41.1%	42.9%	45.5%	53.4%	46.9%	54.8%	48.1%
Neutral	15.8%	21.2%	16.9%	18.7%	14.6%	12.9%	13.3%	8.2%	14.7%
Dissatisfied	5.0%	7.1%	8.1%	13.2%	6.5%	5.2%	4.2%	1.4%	5.9%
Very dissatisfied	1.0%	1.0%	4.8%	1.1%	0.0%	0.9%	0.7%	0.7%	1.3%

Area

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

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

Q6-5. Availability of information on water, sewer, & solid waste rates

Very satisfied	20.0%	21.5%	25.8%	19.3%	27.1%	25.9%	33.1%	34.5%	26.9%
Satisfied	54.7%	45.2%	41.7%	45.8%	50.0%	48.2%	46.0%	51.4%	47.9%
Neutral	23.2%	23.7%	24.2%	24.1%	19.5%	20.5%	13.7%	11.5%	19.3%
Dissatisfied	1.1%	7.5%	5.8%	8.4%	2.5%	3.6%	6.5%	2.0%	4.5%
Very dissatisfied	1.1%	2.2%	2.5%	2.4%	0.8%	1.8%	0.7%	0.7%	1.4%

Q6-6. Availability of information on recycling, composting, & water conservation program offerings

Very satisfied	22.0%	17.0%	22.6%	23.9%	33.6%	26.5%	37.1%	43.2%	29.4%
Satisfied	51.0%	47.0%	40.3%	39.8%	41.0%	49.6%	42.0%	47.3%	44.7%
Neutral	19.0%	22.0%	21.0%	23.9%	16.4%	12.4%	11.9%	8.1%	16.1%
Dissatisfied	6.0%	9.0%	12.1%	10.2%	8.2%	7.1%	7.0%	1.4%	7.4%
Very dissatisfied	2.0%	5.0%	4.0%	2.3%	0.8%	4.4%	2.1%	0.0%	2.5%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

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

Q6-7. How easy City's 3-1-1 One Call to City Hall is to use

Very satisfied	20.9%	21.1%	21.3%	34.7%	28.1%	15.5%	31.9%	28.8%	25.4%
Satisfied	37.2%	38.6%	42.7%	24.5%	35.1%	32.8%	31.9%	45.5%	36.5%
Neutral	39.5%	33.3%	28.0%	32.7%	28.1%	48.3%	30.6%	22.7%	32.3%
Dissatisfied	2.3%	7.0%	4.0%	6.1%	5.3%	3.4%	2.8%	0.0%	3.8%
Very dissatisfied	0.0%	0.0%	4.0%	2.0%	3.5%	0.0%	2.8%	3.0%	2.1%

Q6-8. Usefulness of City's website

Very satisfied	16.0%	16.9%	16.8%	23.1%	14.9%	15.5%	19.8%	23.3%	18.5%
Satisfied	44.0%	37.7%	41.6%	32.1%	43.6%	44.3%	49.6%	48.1%	43.4%
Neutral	32.0%	41.6%	23.9%	34.6%	30.7%	27.8%	21.5%	21.7%	28.1%
Dissatisfied	5.3%	2.6%	11.5%	7.7%	5.9%	9.3%	6.6%	4.7%	6.8%
Very dissatisfied	2.7%	1.3%	6.2%	2.6%	5.0%	3.1%	2.5%	2.3%	3.3%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

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

Q6-9. Tempe's online services (registration, payment, etc.)

Very satisfied	11.6%	21.0%	24.8%	31.9%	17.4%	19.8%	26.5%	30.4%	23.5%
Satisfied	62.3%	41.9%	42.6%	31.9%	56.5%	45.3%	49.6%	43.8%	46.8%
Neutral	21.7%	32.3%	25.7%	26.4%	20.7%	25.6%	16.2%	20.5%	22.9%
Dissatisfied	0.0%	4.8%	5.0%	8.3%	3.3%	7.0%	6.0%	1.8%	4.5%
Very dissatisfied	4.3%	0.0%	2.0%	1.4%	2.2%	2.3%	1.7%	3.6%	2.3%

Q6-10. Your ability to participate in City decision-making processes

Very satisfied	15.3%	8.1%	9.3%	16.4%	12.9%	14.3%	21.4%	15.8%	14.4%
Satisfied	34.7%	29.7%	33.6%	28.4%	31.2%	32.1%	33.0%	38.6%	33.0%
Neutral	38.9%	55.4%	33.6%	40.3%	34.4%	34.5%	30.4%	37.6%	37.3%
Dissatisfied	9.7%	6.8%	10.3%	4.5%	11.8%	13.1%	10.7%	3.0%	8.9%
Very dissatisfied	1.4%	0.0%	13.1%	10.4%	9.7%	6.0%	4.5%	5.0%	6.5%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

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

Q6-11. Accessibility & transparency of information provided by City Council (e.g. agendas, minutes, meeting schedules, Tempe 11 videos)

Very satisfied	16.7%	8.5%	14.7%	20.0%	15.9%	8.8%	20.6%	18.8%	15.7%
Satisfied	40.0%	32.4%	26.5%	29.2%	36.4%	36.3%	40.2%	39.6%	35.1%
Neutral	38.3%	50.7%	40.2%	36.9%	34.1%	46.3%	24.5%	35.6%	37.7%
Dissatisfied	3.3%	8.5%	9.8%	6.2%	12.5%	5.0%	10.8%	5.9%	8.1%
Very dissatisfied	1.7%	0.0%	8.8%	7.7%	1.1%	3.8%	3.9%	0.0%	3.4%

Q6-12. How well City treats residents regardless of age, disability, gender, or other characteristics

Very satisfied	24.7%	21.4%	25.5%	20.5%	24.3%	20.7%	25.2%	31.4%	24.6%
Satisfied	41.6%	35.7%	28.2%	35.9%	45.8%	47.8%	47.3%	46.6%	41.5%
Neutral	32.5%	34.5%	22.7%	26.9%	17.8%	25.0%	19.1%	18.6%	23.7%
Dissatisfied	1.3%	8.3%	13.6%	9.0%	8.4%	3.3%	6.9%	2.5%	6.8%
Very dissatisfied	0.0%	0.0%	10.0%	7.7%	3.7%	3.3%	1.5%	0.8%	3.4%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q6-13. Overall quality of customer service									
Very satisfied	14.0%	18.2%	23.3%	20.3%	24.8%	17.0%	26.5%	25.7%	21.8%
Satisfied	57.0%	44.3%	37.1%	41.8%	48.6%	48.1%	49.3%	58.1%	48.4%
Neutral	25.6%	31.8%	25.0%	29.1%	19.3%	28.3%	19.1%	14.7%	23.2%
Dissatisfied	2.3%	4.5%	7.8%	5.1%	6.4%	5.7%	4.4%	0.0%	4.4%
Very dissatisfied	1.2%	1.1%	6.9%	3.8%	0.9%	0.9%	0.7%	1.5%	2.1%

Q7. Please rate your satisfaction with the ease of access to each of the following… (without "don't know")

N=1009

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

Q7-1. City Council meetings (schedules, agendas, minutes, videos)

Very satisfied	19.3%	10.4%	17.4%	25.0%	15.5%	11.4%	20.0%	21.8%	17.8%
Satisfied	49.1%	29.2%	34.8%	17.9%	45.1%	28.6%	43.8%	48.7%	37.9%
Neutral	31.6%	54.2%	31.5%	42.9%	29.6%	45.7%	27.5%	26.9%	35.0%
Dissatisfied	0.0%	6.3%	12.0%	7.1%	7.0%	8.6%	8.8%	1.3%	6.7%
Very dissatisfied	0.0%	0.0%	4.3%	7.1%	2.8%	5.7%	0.0%	1.3%	2.7%

Q7-2. Boards & Commission meetings (schedules, agendas, minutes)

Very satisfied	22.0%	4.7%	17.8%	21.1%	10.8%	9.1%	18.1%	20.3%	15.9%
Satisfied	42.0%	23.3%	31.1%	21.1%	44.6%	30.3%	41.7%	45.9%	35.6%
Neutral	30.0%	65.1%	35.6%	43.9%	29.2%	43.9%	27.8%	29.7%	36.8%
Dissatisfied	6.0%	7.0%	12.2%	7.0%	15.4%	10.6%	11.1%	1.4%	9.1%
Very dissatisfied	0.0%	0.0%	3.3%	7.0%	0.0%	6.1%	1.4%	2.7%	2.7%

Q7. Please rate your satisfaction with the ease of access to each of the following… (without "don't know")

N=1009

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

Q7-3. City elections (election information & results, voter outreach)

Very satisfied	22.2%	18.2%	21.3%	18.2%	20.6%	17.6%	32.5%	29.7%	23.2%
Satisfied	50.0%	40.3%	43.5%	40.3%	50.5%	45.1%	42.7%	52.3%	45.7%
Neutral	25.0%	35.1%	23.1%	31.2%	22.7%	29.7%	18.8%	14.4%	24.1%
Dissatisfied	1.4%	5.2%	7.4%	7.8%	4.1%	6.6%	4.3%	2.7%	4.9%
Very dissatisfied	1.4%	1.3%	4.6%	2.6%	2.1%	1.1%	1.7%	0.9%	2.0%

Q7-4. Campaign finance & lobbyist disclosures

Very satisfied	12.0%	7.5%	8.5%	10.9%	14.1%	7.5%	15.4%	11.5%	11.0%
Satisfied	32.0%	22.6%	23.4%	21.8%	26.8%	28.4%	30.8%	21.8%	25.8%
Neutral	40.0%	45.3%	28.7%	41.8%	25.4%	47.8%	28.2%	50.0%	37.5%
Dissatisfied	14.0%	17.0%	20.2%	14.5%	21.1%	9.0%	16.7%	15.4%	16.3%
Very dissatisfied	2.0%	7.5%	19.1%	10.9%	12.7%	7.5%	9.0%	1.3%	9.3%

Q7. Please rate your satisfaction with the ease of access to each of the following… (without "don't know")

N=1009

	Area								Total
	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	
Q7-5. Open books (financial information)									
Very satisfied	13.6%	7.0%	13.4%	17.3%	10.9%	9.0%	12.5%	12.7%	12.1%
Satisfied	38.6%	18.6%	17.1%	21.2%	29.7%	31.3%	34.4%	33.8%	27.9%
Neutral	38.6%	58.1%	46.3%	46.2%	39.1%	49.3%	40.6%	46.5%	45.4%
Dissatisfied	6.8%	14.0%	13.4%	9.6%	14.1%	9.0%	6.3%	7.0%	10.1%
Very dissatisfied	2.3%	2.3%	9.8%	5.8%	6.3%	1.5%	6.3%	0.0%	4.5%
Q7-6. Open data									
Very satisfied	11.4%	7.1%	12.2%	15.7%	11.3%	7.6%	10.6%	12.5%	11.1%
Satisfied	40.9%	19.0%	19.5%	21.6%	30.6%	28.8%	33.3%	35.9%	28.5%
Neutral	40.9%	59.5%	45.1%	47.1%	43.5%	48.5%	43.9%	46.9%	46.5%
Dissatisfied	6.8%	11.9%	13.4%	9.8%	9.7%	10.6%	7.6%	4.7%	9.4%
Very dissatisfied	0.0%	2.4%	9.8%	5.9%	4.8%	4.5%	4.5%	0.0%	4.4%

Q7. Please rate your satisfaction with the ease of access to each of the following… (without "don't know")

N=1009

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

Q7-7. City's performance on Strategic Plan

Very satisfied	8.9%	8.3%	9.7%	14.8%	11.1%	8.7%	12.0%	14.9%	11.1%
Satisfied	44.6%	22.9%	23.7%	27.8%	33.3%	30.4%	48.0%	37.8%	33.6%
Neutral	32.1%	56.3%	37.6%	42.6%	36.1%	49.3%	24.0%	41.9%	39.2%
Dissatisfied	14.3%	10.4%	14.0%	11.1%	9.7%	10.1%	10.7%	4.1%	10.5%
Very dissatisfied	0.0%	2.1%	15.1%	3.7%	9.7%	1.4%	5.3%	1.4%	5.5%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q8-1. How courteous & respectful the call taker was									
Very satisfied	47.8%	38.5%	37.5%	36.0%	28.9%	31.4%	39.4%	52.6%	38.7%
Satisfied	30.4%	46.2%	39.3%	44.0%	47.4%	34.3%	42.4%	34.2%	39.8%
Neutral	21.7%	15.4%	14.3%	20.0%	21.1%	28.6%	12.1%	7.9%	17.2%
Dissatisfied	0.0%	0.0%	3.6%	0.0%	2.6%	5.7%	3.0%	5.3%	2.9%
Very dissatisfied	0.0%	0.0%	5.4%	0.0%	0.0%	0.0%	3.0%	0.0%	1.5%
Q8-2. Hours of service (7am-5pm) that 3-1-1 is available									
Very satisfied	31.8%	32.0%	23.8%	32.1%	20.0%	20.0%	25.0%	38.1%	27.1%
Satisfied	22.7%	44.0%	38.1%	32.1%	50.0%	37.1%	47.2%	52.4%	41.6%
Neutral	40.9%	24.0%	27.0%	25.0%	17.5%	28.6%	11.1%	9.5%	22.0%
Dissatisfied	4.5%	0.0%	4.8%	10.7%	10.0%	14.3%	13.9%	0.0%	7.2%
Very dissatisfied	0.0%	0.0%	6.3%	0.0%	2.5%	0.0%	2.8%	0.0%	2.1%

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

N=1009

	Area								Total
	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	30.4%	28.0%	35.7%	33.3%	28.9%	32.4%	37.5%	43.2%	34.2%
Satisfied	13.0%	48.0%	30.4%	29.2%	39.5%	32.4%	28.1%	40.5%	33.1%
Neutral	47.8%	20.0%	26.8%	25.0%	18.4%	23.5%	25.0%	16.2%	24.5%
Dissatisfied	8.7%	4.0%	1.8%	12.5%	13.2%	11.8%	6.3%	0.0%	6.7%
Very dissatisfied	0.0%	0.0%	5.4%	0.0%	0.0%	0.0%	3.1%	0.0%	1.5%

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

Very satisfied	30.0%	26.9%	33.3%	36.0%	29.7%	30.3%	40.6%	47.2%	34.6%
Satisfied	20.0%	34.6%	29.6%	32.0%	40.5%	27.3%	21.9%	33.3%	30.4%
Neutral	40.0%	26.9%	24.1%	28.0%	18.9%	33.3%	28.1%	13.9%	25.5%
Dissatisfied	10.0%	11.5%	5.6%	0.0%	10.8%	9.1%	6.3%	5.6%	7.2%
Very dissatisfied	0.0%	0.0%	7.4%	4.0%	0.0%	0.0%	3.1%	0.0%	2.3%

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

N=1009

	Area								Total
	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	50.0%	32.1%	56.0%	36.6%	53.5%	42.1%	50.3%	43.1%	46.0%
No	50.0%	67.9%	44.0%	63.4%	46.5%	57.9%	49.7%	56.9%	54.0%

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

N=464

	Area								Total
	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	88.5%	91.2%	88.1%	86.1%	88.9%	93.9%	91.8%	98.5%	91.1%
No	11.5%	8.8%	11.9%	13.9%	11.1%	6.1%	8.2%	1.5%	8.9%

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

Yes	88.2%	100.0%	85.7%	83.3%	83.1%	92.0%	91.4%	96.9%	89.9%
No	11.8%	0.0%	14.3%	16.7%	16.9%	8.0%	8.6%	3.1%	10.1%

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

Yes	78.7%	96.0%	81.4%	76.5%	79.3%	81.8%	79.3%	96.5%	83.2%
No	21.3%	4.0%	18.6%	23.5%	20.7%	18.2%	20.7%	3.5%	16.8%

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

N=464

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q9b-4. Was the employee honest									
Yes	95.7%	96.6%	85.5%	81.8%	93.0%	95.6%	93.7%	100.0%	92.9%
No	4.3%	3.4%	14.5%	18.2%	7.0%	4.4%	6.3%	0.0%	7.1%
Q9b-5. Was the information you were given accurate									
Yes	83.7%	90.0%	82.5%	77.1%	75.8%	90.9%	86.6%	96.8%	85.5%
No	16.3%	10.0%	17.5%	22.9%	24.2%	9.1%	13.4%	3.2%	14.5%
Q9b-6. Did staff respond to your request quickly									
Yes	75.5%	79.4%	76.5%	74.3%	78.8%	77.6%	82.1%	93.8%	80.3%
No	24.5%	20.6%	23.5%	25.7%	21.2%	22.4%	17.9%	6.3%	19.7%

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

N=1009

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

Q10. What City services & facilities you have used in past 12 months

Fire services	8.5%	10.7%	10.4%	9.9%	7.0%	5.8%	7.8%	8.5%	8.5%
Tempe Public Library	44.3%	58.9%	67.9%	53.5%	70.5%	57.0%	65.4%	56.9%	60.0%
Parks	84.9%	57.1%	88.8%	70.3%	81.4%	66.9%	85.0%	71.9%	76.3%
Walking/biking trails	70.8%	34.8%	68.7%	50.5%	57.4%	47.9%	69.3%	66.0%	59.1%
City athletic fields	14.2%	9.8%	13.4%	20.8%	18.6%	14.9%	23.5%	19.0%	17.0%
Kid Zone	3.8%	2.7%	7.5%	5.9%	6.2%	6.6%	9.8%	6.5%	6.3%
Police services	29.2%	17.9%	32.8%	40.6%	37.2%	22.3%	20.3%	22.9%	27.5%
Tempe History Museum	22.6%	17.9%	20.1%	15.8%	27.1%	14.0%	18.3%	11.8%	18.3%
City golf courses	15.1%	2.7%	6.0%	6.9%	10.9%	11.6%	11.1%	22.9%	11.3%
City swimming pools	10.4%	6.3%	7.5%	11.9%	15.5%	10.7%	11.1%	5.9%	9.8%
Kiwanis Recreation Center	8.5%	15.2%	17.9%	15.8%	25.6%	26.4%	25.5%	18.3%	19.6%
Tempe 311	9.4%	11.6%	31.3%	12.9%	20.2%	9.1%	15.7%	16.3%	16.3%
Bus, Orbit, or light rail services	52.8%	25.9%	66.4%	70.3%	58.1%	31.4%	41.8%	22.9%	45.3%

Q10. Usage of City Services and Facilities. Please CHECK ALL of the following services and facilities provided by the City that you or members of your household have used in the past 12 months (cont.)

N=1009

Q10. What City services & facilities you have used in past 12 months (cont.)	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Tempe Center for the Arts	26.4%	17.0%	39.6%	25.7%	36.4%	21.5%	28.1%	20.3%	27.1%
Arts & recreation programs/ services	17.0%	8.9%	21.6%	14.9%	26.4%	14.9%	19.6%	17.6%	17.9%
Household Products Collection Center	40.6%	17.0%	29.1%	17.8%	36.4%	27.3%	28.8%	37.3%	29.7%
Multigenerational/community centers	22.6%	6.3%	10.4%	16.8%	8.5%	5.8%	5.9%	5.9%	9.7%
Human services	2.8%	1.8%	5.2%	9.9%	5.4%	3.3%	5.2%	0.7%	4.2%
Trash, composting, & recycling services	78.3%	66.1%	75.4%	56.4%	79.8%	69.4%	81.7%	82.4%	74.6%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q11. What do you use to get information about City of Tempe									
Tempe 11 (cable TV)	6.6%	4.5%	10.4%	9.9%	9.3%	6.6%	5.2%	5.2%	7.1%
Recreation opportunities brochure	20.8%	17.0%	20.1%	19.8%	27.9%	19.8%	27.5%	23.5%	22.4%
City website	53.8%	40.2%	66.4%	46.5%	57.4%	52.9%	60.8%	68.0%	56.8%
Water bill newsletter (Tempe Today)	59.4%	37.5%	46.3%	33.7%	63.6%	58.7%	66.0%	73.9%	56.3%
Social media (Twitter, Facebook, YouTube, Nextdoor)	18.9%	27.7%	37.3%	43.6%	38.0%	28.9%	36.6%	19.6%	31.2%
Online City videos	4.7%	2.7%	5.2%	4.0%	0.8%	4.1%	1.3%	0.7%	2.8%
Television news	39.6%	40.2%	17.9%	26.7%	25.6%	32.2%	24.2%	20.3%	27.6%
City meetings	5.7%	0.9%	14.9%	6.9%	7.0%	1.7%	5.2%	4.6%	5.9%
Email subscriptions	8.5%	5.4%	17.2%	10.9%	8.5%	11.6%	11.1%	9.2%	10.4%
Tempe 311	9.4%	8.0%	15.7%	5.9%	13.2%	5.8%	12.4%	6.5%	9.8%
Radio	16.0%	16.1%	16.4%	13.9%	8.5%	11.6%	7.8%	12.4%	12.6%
Newspapers	29.2%	26.8%	20.9%	17.8%	17.1%	22.3%	19.0%	28.8%	22.7%
Alternate accessible media (Sun Sounds)	0.0%	1.8%	3.7%	1.0%	2.3%	0.0%	1.3%	0.0%	1.3%

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

N=1009

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

Q12. What should be City's top priorities over next year

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Economic/business development	12.3%	16.1%	13.4%	12.9%	12.4%	15.7%	19.0%	22.9%	16.0%
Appearance of City	10.4%	13.4%	13.4%	11.9%	7.8%	8.3%	13.7%	12.4%	11.5%
Maintenance of City buildings	0.9%	2.7%	2.2%	1.0%	1.6%	0.0%	1.3%	0.0%	1.2%
Police services	28.3%	21.4%	19.4%	16.8%	22.5%	28.1%	20.9%	29.4%	23.5%
Art, recreation programs, & library services	8.5%	8.9%	9.7%	7.9%	12.4%	6.6%	8.5%	8.5%	8.9%
Customer service	0.9%	3.6%	0.7%	3.0%	2.3%	2.5%	2.0%	0.7%	1.9%
Transportation services	11.3%	6.3%	6.7%	13.9%	13.2%	12.4%	8.5%	7.2%	9.7%
Social/Human services	17.0%	8.0%	24.6%	19.8%	27.9%	22.3%	15.0%	12.4%	18.3%
Fire services	6.6%	6.3%	2.2%	5.0%	2.3%	3.3%	5.9%	4.6%	4.5%
Water/sewer	3.8%	7.1%	6.0%	8.9%	3.9%	5.0%	7.2%	5.9%	5.9%
Neighborhoods	23.6%	24.1%	27.6%	28.7%	25.6%	20.7%	20.9%	21.6%	23.9%
Parks	17.9%	10.7%	14.9%	6.9%	7.0%	5.8%	13.1%	9.2%	10.7%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q12. What should be City's top priorities over next year (cont.)									
Trash, composting, & recycling	9.4%	8.0%	12.7%	11.9%	11.6%	8.3%	12.4%	4.6%	9.8%
Historical preservation	3.8%	4.5%	11.2%	7.9%	3.9%	0.8%	2.6%	2.0%	4.5%
Condition of City streets/ sidewalks	15.1%	21.4%	14.2%	19.8%	17.8%	28.1%	17.0%	23.5%	19.6%
City infrastructure (e.g. bridges, waterlines)	17.9%	26.8%	11.9%	12.9%	20.9%	14.0%	20.3%	22.2%	18.5%

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

N=1009

	Area								Total
	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	21.6%	18.5%	23.7%	19.8%	25.0%	23.9%	27.2%	27.2%	23.8%
Satisfied	55.9%	53.7%	48.1%	50.0%	54.8%	57.3%	55.6%	55.8%	54.0%
Neutral	12.7%	17.6%	13.0%	18.8%	8.9%	9.4%	11.3%	11.6%	12.6%
Dissatisfied	8.8%	8.3%	11.5%	10.4%	9.7%	6.8%	4.6%	3.4%	7.7%
Very dissatisfied	1.0%	1.9%	3.8%	1.0%	1.6%	2.6%	1.3%	2.0%	1.9%
Q14-2. Image of City									
Very satisfied	22.5%	22.4%	25.6%	26.3%	26.8%	28.4%	35.6%	36.6%	28.7%
Satisfied	56.9%	49.5%	40.3%	48.4%	53.7%	49.1%	52.3%	48.3%	49.7%
Neutral	14.7%	24.3%	17.8%	16.8%	9.8%	14.7%	7.4%	12.4%	14.3%
Dissatisfied	4.9%	2.8%	11.6%	7.4%	6.5%	6.0%	4.0%	2.8%	5.7%
Very dissatisfied	1.0%	0.9%	4.7%	1.1%	3.3%	1.7%	0.7%	0.0%	1.7%

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

N=1009

	Area								Total
	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	21.2%	21.3%	26.7%	23.4%	24.8%	20.9%	42.6%	46.2%	29.6%
Satisfied	61.5%	45.4%	38.2%	48.9%	58.4%	60.0%	45.9%	46.9%	50.2%
Neutral	13.5%	27.8%	20.6%	20.2%	10.4%	11.3%	8.1%	6.9%	14.2%
Dissatisfied	3.8%	5.6%	12.2%	5.3%	4.8%	7.0%	2.7%	0.0%	5.1%
Very dissatisfied	0.0%	0.0%	2.3%	2.1%	1.6%	0.9%	0.7%	0.0%	0.9%
Q14-4. City's overall efforts to promote access, diversity, & inclusiveness in community									
Very satisfied	27.0%	20.4%	22.2%	22.9%	21.6%	25.2%	40.3%	40.3%	28.3%
Satisfied	44.9%	40.9%	28.7%	41.0%	49.1%	48.5%	35.7%	38.7%	40.7%
Neutral	28.1%	35.5%	30.6%	24.1%	19.0%	18.4%	20.2%	18.5%	23.8%
Dissatisfied	0.0%	3.2%	13.0%	7.2%	6.0%	5.8%	3.1%	1.6%	5.0%
Very dissatisfied	0.0%	0.0%	5.6%	4.8%	4.3%	1.9%	0.8%	0.8%	2.2%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q14-5. Quality of access to City facilities for persons with disabilities									
Very satisfied	17.2%	26.0%	25.9%	28.8%	30.9%	29.3%	29.3%	33.8%	28.0%
Satisfied	56.9%	39.7%	30.9%	39.4%	44.4%	42.7%	47.6%	44.2%	42.8%
Neutral	20.7%	27.4%	34.6%	27.3%	17.3%	20.0%	17.1%	22.1%	23.3%
Dissatisfied	3.4%	5.5%	2.5%	3.0%	6.2%	6.7%	3.7%	0.0%	3.9%
Very dissatisfied	1.7%	1.4%	6.2%	1.5%	1.2%	1.3%	2.4%	0.0%	2.0%
Q14-6. Quality of services for persons with disabilities									
Very satisfied	14.0%	22.2%	24.0%	26.8%	24.7%	28.6%	27.4%	33.3%	25.5%
Satisfied	56.0%	40.3%	33.3%	37.5%	45.5%	40.0%	49.3%	42.0%	42.6%
Neutral	28.0%	30.6%	32.0%	26.8%	16.9%	21.4%	16.4%	21.7%	24.0%
Dissatisfied	0.0%	5.6%	1.3%	7.1%	9.1%	7.1%	2.7%	2.9%	4.6%
Very dissatisfied	2.0%	1.4%	9.3%	1.8%	3.9%	2.9%	4.1%	0.0%	3.3%

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

N=1009

	Area								Total
	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

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Very satisfied	15.0%	23.6%	26.3%	24.5%	24.0%	29.4%	29.6%	29.9%	25.5%
Satisfied	46.7%	40.3%	31.6%	42.9%	44.0%	38.2%	47.9%	46.8%	42.2%
Neutral	31.7%	27.8%	31.6%	24.5%	20.0%	23.5%	19.7%	22.1%	25.0%
Dissatisfied	6.7%	8.3%	6.6%	6.1%	9.3%	8.8%	0.0%	1.3%	5.8%
Very dissatisfied	0.0%	0.0%	3.9%	2.0%	2.7%	0.0%	2.8%	0.0%	1.5%

Q14-8. Quality of neighborhood parks

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Very satisfied	14.1%	21.4%	17.1%	14.3%	20.5%	27.0%	27.9%	25.0%	21.5%
Satisfied	53.5%	49.0%	41.1%	50.0%	57.3%	46.8%	50.3%	55.6%	50.5%
Neutral	17.2%	22.4%	22.5%	14.3%	12.0%	18.9%	17.0%	15.3%	17.4%
Dissatisfied	10.1%	7.1%	10.1%	16.7%	6.8%	5.4%	4.1%	4.2%	7.5%
Very dissatisfied	5.1%	0.0%	9.3%	4.8%	3.4%	1.8%	0.7%	0.0%	3.0%

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

N=1009

	Area								Total
	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	14.0%	19.8%	19.5%	20.2%	20.3%	24.8%	26.5%	26.4%	21.9%
Satisfied	49.0%	47.9%	44.5%	46.4%	52.5%	49.5%	52.4%	56.9%	50.3%
Neutral	23.0%	21.9%	18.8%	21.4%	16.1%	17.4%	14.3%	10.4%	17.3%
Dissatisfied	11.0%	8.3%	7.0%	8.3%	8.5%	5.5%	5.4%	6.3%	7.3%
Very dissatisfied	3.0%	2.1%	10.2%	3.6%	2.5%	2.8%	1.4%	0.0%	3.1%

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

Very satisfied	19.1%	22.4%	26.0%	26.2%	27.1%	28.7%	33.3%	30.7%	27.2%
Satisfied	53.2%	57.1%	43.9%	48.8%	54.2%	52.8%	54.3%	55.1%	52.5%
Neutral	12.8%	16.3%	17.9%	19.0%	16.9%	15.7%	6.5%	10.2%	14.0%
Dissatisfied	9.6%	4.1%	7.3%	4.8%	1.7%	1.9%	4.3%	3.9%	4.6%
Very dissatisfied	5.3%	0.0%	4.9%	1.2%	0.0%	0.9%	1.4%	0.0%	1.7%

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

N=1009

	Area								Total
	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	22.4%	21.1%	20.6%	25.4%	23.3%	20.9%	29.5%	30.8%	24.6%
Satisfied	52.2%	52.1%	41.2%	46.5%	60.0%	54.9%	54.5%	50.0%	51.5%
Neutral	25.4%	23.9%	29.9%	19.7%	14.4%	20.9%	13.4%	16.3%	20.1%
Dissatisfied	0.0%	2.8%	3.1%	8.5%	2.2%	2.2%	1.8%	2.9%	2.8%
Very dissatisfied	0.0%	0.0%	5.2%	0.0%	0.0%	1.1%	0.9%	0.0%	1.0%

Q14-12. Maintenance & appearance of City community centers

Very satisfied	24.3%	20.0%	21.4%	27.3%	23.3%	21.3%	27.8%	26.9%	24.2%
Satisfied	47.1%	48.6%	40.8%	42.4%	57.8%	57.5%	55.6%	54.8%	51.0%
Neutral	28.6%	28.6%	31.6%	16.7%	15.6%	17.5%	15.7%	15.4%	20.8%
Dissatisfied	0.0%	2.9%	3.1%	12.1%	3.3%	3.8%	0.9%	2.9%	3.4%
Very dissatisfied	0.0%	0.0%	3.1%	1.5%	0.0%	0.0%	0.0%	0.0%	0.6%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q14-13. Quality of City swimming pools									
Very satisfied	22.5%	16.7%	12.7%	19.6%	21.3%	26.0%	24.6%	30.5%	21.8%
Satisfied	40.0%	38.1%	30.2%	28.3%	44.3%	40.0%	41.0%	35.6%	37.2%
Neutral	27.5%	42.9%	46.0%	39.1%	31.1%	30.0%	29.5%	30.5%	34.6%
Dissatisfied	10.0%	2.4%	6.3%	8.7%	3.3%	4.0%	3.3%	3.4%	5.0%
Very dissatisfied	0.0%	0.0%	4.8%	4.3%	0.0%	0.0%	1.6%	0.0%	1.4%
Q14-14. Quality of City outdoor athletic fields									
Very satisfied	11.3%	19.1%	22.2%	17.0%	21.1%	25.4%	31.0%	35.4%	24.1%
Satisfied	60.4%	48.9%	34.7%	41.5%	47.9%	55.6%	50.6%	53.7%	49.1%
Neutral	28.3%	27.7%	38.9%	32.1%	26.8%	17.5%	16.1%	9.8%	23.7%
Dissatisfied	0.0%	2.1%	1.4%	7.5%	4.2%	1.6%	1.1%	0.0%	2.1%
Very dissatisfied	0.0%	2.1%	2.8%	1.9%	0.0%	0.0%	1.1%	1.2%	1.1%

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

N=1009

	Area								Total
	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	17.1%	20.5%	19.2%	23.7%	21.3%	29.6%	27.3%	25.0%	23.4%
Satisfied	46.3%	43.2%	21.2%	36.8%	46.8%	40.7%	47.0%	47.2%	41.5%
Neutral	34.1%	36.4%	53.8%	34.2%	31.9%	29.6%	15.2%	22.2%	30.9%
Dissatisfied	2.4%	0.0%	1.9%	5.3%	0.0%	0.0%	10.6%	2.8%	3.1%
Very dissatisfied	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	2.8%	1.0%
Q14-16. Quality of City recreation programs & services									
Very satisfied	17.9%	15.5%	19.5%	25.5%	23.5%	25.7%	31.0%	35.1%	25.2%
Satisfied	44.6%	48.3%	41.5%	41.8%	55.3%	51.4%	53.0%	49.5%	48.8%
Neutral	37.5%	31.0%	34.1%	29.1%	20.0%	21.6%	13.0%	12.4%	23.2%
Dissatisfied	0.0%	3.4%	1.2%	3.6%	1.2%	1.4%	2.0%	3.1%	2.0%
Very dissatisfied	0.0%	1.7%	3.7%	0.0%	0.0%	0.0%	1.0%	0.0%	0.8%

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

N=1009

	Area								Total
	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	26.5%	37.3%	32.1%	36.9%	30.7%	24.4%	50.0%	39.3%	35.4%
Satisfied	50.0%	41.3%	45.0%	40.0%	58.4%	59.3%	39.8%	50.0%	48.1%
Neutral	22.1%	17.3%	19.3%	21.5%	7.9%	14.0%	6.8%	8.0%	13.6%
Dissatisfied	1.5%	4.0%	0.9%	1.5%	2.0%	2.3%	1.7%	2.7%	2.0%
Very dissatisfied	0.0%	0.0%	2.8%	0.0%	1.0%	0.0%	1.7%	0.0%	0.8%

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

Very satisfied	26.9%	30.5%	24.7%	32.8%	29.0%	26.8%	37.6%	34.0%	30.4%
Satisfied	46.2%	42.4%	39.8%	37.9%	52.7%	43.7%	44.7%	38.3%	43.3%
Neutral	26.9%	27.1%	29.0%	25.9%	15.1%	19.7%	12.9%	18.1%	21.2%
Dissatisfied	0.0%	0.0%	4.3%	1.7%	3.2%	5.6%	2.4%	4.3%	3.0%
Very dissatisfied	0.0%	0.0%	2.2%	1.7%	0.0%	4.2%	2.4%	5.3%	2.1%

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

N=1009

	Area								Total
	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 Before & After School (Kid Zone) programs

Very satisfied	27.3%	20.5%	11.6%	20.0%	17.0%	24.4%	32.7%	36.4%	24.4%
Satisfied	42.4%	35.9%	39.5%	25.7%	55.3%	35.6%	36.4%	43.6%	39.8%
Neutral	30.3%	41.0%	34.9%	45.7%	25.5%	33.3%	23.6%	18.2%	30.4%
Dissatisfied	0.0%	2.6%	9.3%	8.6%	2.1%	4.4%	5.5%	1.8%	4.3%
Very dissatisfied	0.0%	0.0%	4.7%	0.0%	0.0%	2.2%	1.8%	0.0%	1.1%

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

Very satisfied	20.0%	19.1%	23.5%	30.6%	22.9%	20.0%	30.3%	32.4%	25.4%
Satisfied	51.1%	44.7%	42.6%	30.6%	50.0%	46.0%	43.9%	41.9%	43.9%
Neutral	28.9%	31.9%	25.0%	32.7%	22.9%	24.0%	21.2%	23.0%	25.6%
Dissatisfied	0.0%	2.1%	4.4%	4.1%	2.9%	6.0%	3.0%	1.4%	3.0%
Very dissatisfied	0.0%	2.1%	4.4%	2.0%	1.4%	4.0%	1.5%	1.4%	2.1%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q14-21. Quality of Tempe Center for the Arts									
Very satisfied	28.3%	28.6%	25.0%	37.7%	29.5%	28.8%	37.8%	39.6%	32.1%
Satisfied	50.0%	46.4%	44.6%	32.8%	47.4%	41.1%	47.8%	42.7%	44.3%
Neutral	21.7%	23.2%	23.9%	24.6%	18.9%	23.3%	10.0%	12.5%	19.1%
Dissatisfied	0.0%	0.0%	3.3%	3.3%	4.2%	4.1%	3.3%	3.1%	2.9%
Very dissatisfied	0.0%	1.8%	3.3%	1.6%	0.0%	2.7%	1.1%	2.1%	1.6%
Q14-22. Quality of Tempe History Museum									
Very satisfied	29.2%	24.6%	30.5%	37.3%	32.9%	29.0%	35.6%	35.5%	31.9%
Satisfied	52.3%	52.5%	43.9%	35.3%	50.6%	47.8%	43.7%	47.4%	46.9%
Neutral	18.5%	21.3%	23.2%	21.6%	14.1%	20.3%	18.4%	17.1%	19.1%
Dissatisfied	0.0%	1.6%	0.0%	3.9%	2.4%	1.4%	2.3%	0.0%	1.4%
Very dissatisfied	0.0%	0.0%	2.4%	2.0%	0.0%	1.4%	0.0%	0.0%	0.7%

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

N=1009

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

Q14-23. Quality of Tempe Public Library

Very satisfied	31.2%	38.8%	34.5%	44.3%	35.1%	26.7%	41.4%	47.2%	37.6%
Satisfied	51.9%	40.0%	46.4%	32.9%	50.5%	57.4%	45.3%	41.5%	46.1%
Neutral	13.0%	16.5%	17.3%	18.6%	9.0%	15.8%	10.9%	6.5%	12.9%
Dissatisfied	3.9%	3.5%	0.0%	4.3%	5.4%	0.0%	2.3%	4.1%	2.9%
Very dissatisfied	0.0%	1.2%	1.8%	0.0%	0.0%	0.0%	0.0%	0.8%	0.5%

Q14-24. Adequacy of street lighting

Very satisfied	14.6%	10.5%	19.4%	16.9%	21.6%	19.0%	24.1%	23.9%	19.3%
Satisfied	44.7%	43.8%	34.1%	38.2%	39.2%	44.0%	41.4%	53.5%	42.6%
Neutral	19.4%	22.9%	21.7%	25.8%	16.0%	16.4%	14.5%	14.1%	18.3%
Dissatisfied	12.6%	17.1%	17.1%	15.7%	15.2%	17.2%	16.6%	6.3%	14.6%
Very dissatisfied	8.7%	5.7%	7.8%	3.4%	8.0%	3.4%	3.4%	2.1%	5.2%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q14-25. Condition of City streets									
Very satisfied	6.7%	8.5%	15.5%	12.2%	12.9%	15.4%	18.6%	11.0%	12.9%
Satisfied	47.1%	38.7%	32.6%	31.1%	47.6%	45.3%	41.4%	44.1%	41.3%
Neutral	25.0%	26.4%	26.4%	27.8%	16.9%	19.7%	21.4%	26.2%	23.5%
Dissatisfied	15.4%	21.7%	17.8%	21.1%	14.5%	12.8%	11.7%	11.0%	15.3%
Very dissatisfied	5.8%	4.7%	7.8%	7.8%	8.1%	6.8%	6.9%	7.6%	7.0%
Q14-26. Quality of landscape maintenance along streets/sidewalks									
Very satisfied	8.0%	13.9%	16.3%	13.3%	17.1%	14.8%	23.8%	16.0%	15.9%
Satisfied	52.0%	38.0%	42.6%	31.1%	49.6%	46.1%	44.2%	54.9%	45.4%
Neutral	27.0%	25.9%	25.6%	33.3%	16.3%	25.2%	19.0%	18.1%	23.1%
Dissatisfied	10.0%	17.6%	11.6%	15.6%	13.8%	10.4%	10.9%	6.9%	11.8%
Very dissatisfied	3.0%	4.6%	3.9%	6.7%	3.3%	3.5%	2.0%	4.2%	3.8%

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

N=1009

	Area								Total
	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	11.7%	11.1%	9.3%	6.5%	18.5%	19.8%	19.3%	28.1%	16.3%
Satisfied	46.6%	34.3%	41.1%	40.9%	45.2%	48.3%	51.7%	52.7%	45.6%
Neutral	28.2%	29.6%	22.5%	26.9%	19.4%	19.0%	17.9%	15.1%	21.7%
Dissatisfied	10.7%	18.5%	20.2%	17.2%	8.1%	8.6%	8.3%	2.7%	11.3%
Very dissatisfied	2.9%	6.5%	7.0%	8.6%	8.9%	4.3%	2.8%	1.4%	5.1%
Q14-28. Appearance of residential property in City									
Very satisfied	10.0%	8.4%	12.7%	8.9%	11.5%	11.5%	16.6%	12.8%	11.9%
Satisfied	48.0%	38.3%	41.3%	35.6%	44.3%	45.1%	43.4%	56.7%	44.6%
Neutral	31.0%	33.6%	24.6%	35.6%	30.3%	29.2%	29.7%	18.4%	28.5%
Dissatisfied	10.0%	16.8%	11.1%	15.6%	9.0%	11.5%	9.0%	11.3%	11.5%
Very dissatisfied	1.0%	2.8%	10.3%	4.4%	4.9%	2.7%	1.4%	0.7%	3.5%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q14-29. Maintenance of private property									
Very satisfied	8.8%	4.2%	14.8%	8.0%	10.1%	11.4%	14.2%	12.3%	10.9%
Satisfied	44.1%	32.3%	35.2%	39.1%	40.3%	40.0%	40.4%	54.6%	41.1%
Neutral	33.3%	34.4%	25.4%	32.2%	34.5%	37.1%	29.8%	20.0%	30.4%
Dissatisfied	11.8%	24.0%	14.8%	12.6%	9.2%	10.5%	14.2%	12.3%	13.5%
Very dissatisfied	2.0%	5.2%	9.8%	8.0%	5.9%	1.0%	1.4%	0.8%	4.1%
Q14-30. Condition of alley near your home (if applicable)									
Very satisfied	8.3%	8.8%	10.6%	6.6%	8.8%	8.5%	11.1%	7.1%	9.1%
Satisfied	36.9%	24.6%	29.2%	26.2%	28.9%	28.8%	41.0%	40.5%	32.3%
Neutral	23.8%	26.3%	29.2%	29.5%	19.3%	32.2%	23.9%	28.6%	25.8%
Dissatisfied	20.2%	26.3%	19.5%	24.6%	28.1%	15.3%	19.7%	14.3%	21.5%
Very dissatisfied	10.7%	14.0%	11.5%	13.1%	14.9%	15.3%	4.3%	9.5%	11.3%

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

N=1009

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

Q14-31. City enforcement of alley maintenance codes

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Very satisfied	3.8%	8.9%	16.7%	5.6%	13.2%	12.9%	13.0%	12.8%	11.4%
Satisfied	36.7%	21.4%	24.5%	31.5%	29.2%	25.8%	39.8%	34.0%	30.8%
Neutral	29.1%	28.6%	27.5%	31.5%	17.9%	29.0%	28.7%	34.0%	27.4%
Dissatisfied	19.0%	23.2%	16.7%	18.5%	24.5%	17.7%	13.0%	6.4%	17.8%
Very dissatisfied	11.4%	17.9%	14.7%	13.0%	15.1%	14.5%	5.6%	12.8%	12.7%

Q14-32. Overall enforcement of City property maintenance codes

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Very satisfied	3.8%	9.3%	15.0%	8.3%	12.1%	11.4%	14.9%	14.6%	11.7%
Satisfied	38.5%	29.3%	26.0%	33.3%	36.4%	38.0%	38.8%	39.8%	35.2%
Neutral	37.2%	25.3%	32.0%	33.3%	28.3%	21.5%	29.8%	32.0%	29.9%
Dissatisfied	12.8%	24.0%	12.0%	15.0%	13.1%	19.0%	11.6%	9.7%	14.1%
Very dissatisfied	7.7%	12.0%	15.0%	10.0%	10.1%	10.1%	5.0%	3.9%	9.0%

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

N=1009

	Area								Total
	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	7.8%	6.7%	20.7%	9.5%	11.1%	16.0%	18.2%	17.3%	14.1%
Satisfied	39.0%	28.0%	34.8%	34.9%	42.4%	42.0%	47.9%	46.4%	40.4%
Neutral	37.7%	37.3%	23.9%	34.9%	25.3%	23.5%	26.4%	29.1%	29.1%
Dissatisfied	11.7%	22.7%	8.7%	12.7%	14.1%	17.3%	6.6%	4.5%	11.6%
Very dissatisfied	3.9%	5.3%	12.0%	7.9%	7.1%	1.2%	0.8%	2.7%	4.9%

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

Very satisfied	6.2%	7.4%	17.2%	9.9%	9.5%	12.0%	14.8%	13.5%	11.7%
Satisfied	40.7%	27.2%	30.3%	29.6%	38.1%	32.6%	36.7%	43.2%	35.3%
Neutral	33.3%	32.1%	26.3%	33.8%	23.8%	31.5%	32.0%	27.0%	29.7%
Dissatisfied	14.8%	25.9%	11.1%	15.5%	19.0%	20.7%	10.2%	12.6%	15.8%
Very dissatisfied	4.9%	7.4%	15.2%	11.3%	9.5%	3.3%	6.3%	3.6%	7.6%

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

N=1009

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

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

Very satisfied	6.8%	6.0%	17.3%	10.5%	11.7%	12.2%	18.3%	15.0%	12.8%
Satisfied	45.5%	29.8%	28.2%	30.3%	31.5%	35.6%	34.1%	46.0%	35.2%
Neutral	27.3%	28.6%	23.6%	28.9%	25.2%	25.6%	26.2%	17.7%	25.1%
Dissatisfied	14.8%	26.2%	16.4%	18.4%	18.9%	20.0%	16.7%	15.9%	18.2%
Very dissatisfied	5.7%	9.5%	14.5%	11.8%	12.6%	6.7%	4.8%	5.3%	8.8%

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

Very satisfied	7.0%	4.7%	18.5%	11.5%	12.6%	10.5%	15.6%	14.4%	12.4%
Satisfied	47.7%	27.1%	29.6%	35.9%	29.7%	36.0%	35.2%	41.4%	35.2%
Neutral	25.6%	32.9%	30.6%	29.5%	31.5%	27.9%	28.1%	20.7%	28.2%
Dissatisfied	12.8%	27.1%	9.3%	14.1%	15.3%	20.9%	16.4%	18.0%	16.5%
Very dissatisfied	7.0%	8.2%	12.0%	9.0%	10.8%	4.7%	4.7%	5.4%	7.7%

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

N=1009

	Area								Total
	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	8.3%	7.5%	16.0%	13.5%	11.9%	8.6%	15.3%	15.9%	12.5%
Satisfied	38.1%	25.0%	25.5%	27.0%	28.4%	29.6%	36.4%	37.4%	31.2%
Neutral	29.8%	33.8%	34.9%	29.7%	37.6%	30.9%	28.0%	21.5%	30.7%
Dissatisfied	15.5%	20.0%	10.4%	17.6%	13.8%	23.5%	13.6%	21.5%	16.6%
Very dissatisfied	8.3%	13.8%	13.2%	12.2%	8.3%	7.4%	6.8%	3.7%	9.0%

Q14-38. Value & benefits received by City from Special Events

Very satisfied	12.5%	8.9%	21.3%	19.3%	18.5%	18.2%	27.8%	21.0%	19.3%
Satisfied	51.8%	28.6%	27.0%	43.9%	47.8%	28.8%	40.0%	40.7%	38.5%
Neutral	25.0%	46.4%	41.6%	33.3%	26.1%	40.9%	28.9%	28.4%	33.4%
Dissatisfied	8.9%	14.3%	4.5%	1.8%	5.4%	9.1%	2.2%	7.4%	6.3%
Very dissatisfied	1.8%	1.8%	5.6%	1.8%	2.2%	3.0%	1.1%	2.5%	2.6%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q14-39. Access to Human Services/Social Services									
Very satisfied	10.6%	11.8%	13.3%	22.8%	19.7%	14.5%	24.1%	18.9%	17.4%
Satisfied	51.1%	43.1%	24.1%	22.8%	39.4%	40.0%	44.6%	52.8%	38.8%
Neutral	31.9%	39.2%	41.0%	38.6%	28.8%	34.5%	27.7%	26.4%	33.5%
Dissatisfied	4.3%	3.9%	14.5%	14.0%	9.1%	9.1%	3.6%	0.0%	7.7%
Very dissatisfied	2.1%	2.0%	7.2%	1.8%	3.0%	1.8%	0.0%	1.9%	2.6%
Q14-40. Residential trash collection services									
Very satisfied	32.7%	26.0%	32.2%	29.8%	27.9%	34.2%	36.4%	47.6%	34.1%
Satisfied	55.4%	45.8%	43.0%	41.7%	54.1%	51.4%	53.1%	46.2%	49.1%
Neutral	5.0%	24.0%	16.5%	16.7%	7.4%	9.9%	6.3%	4.1%	10.5%
Dissatisfied	4.0%	4.2%	5.0%	8.3%	9.0%	2.7%	2.8%	2.1%	4.6%
Very dissatisfied	3.0%	0.0%	3.3%	3.6%	1.6%	1.8%	1.4%	0.0%	1.7%

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

N=1009

	Area								Total
	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	35.1%	25.8%	30.8%	29.6%	33.1%	35.4%	35.8%	50.0%	35.2%
Satisfied	51.5%	46.4%	40.0%	42.0%	52.1%	47.8%	51.8%	44.4%	47.1%
Neutral	9.3%	18.6%	16.7%	14.8%	6.6%	6.2%	5.1%	4.2%	9.6%
Dissatisfied	3.1%	5.2%	5.0%	9.9%	5.8%	3.5%	2.9%	1.4%	4.3%
Very dissatisfied	1.0%	4.1%	7.5%	3.7%	2.5%	7.1%	4.4%	0.0%	3.7%

Q14-42. Bulk trash pickup/removal services

Very satisfied	28.9%	26.5%	30.7%	29.3%	27.8%	36.6%	30.9%	50.7%	33.6%
Satisfied	42.2%	43.4%	27.2%	30.7%	42.6%	40.6%	47.8%	38.0%	39.4%
Neutral	12.2%	19.3%	18.4%	20.0%	11.3%	10.9%	9.6%	5.6%	12.6%
Dissatisfied	14.4%	10.8%	15.8%	14.7%	15.7%	9.9%	8.8%	4.9%	11.4%
Very dissatisfied	2.2%	0.0%	7.9%	5.3%	2.6%	2.0%	2.9%	0.7%	2.9%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q15-1. How well City is planning for growth									
Very satisfied	9.6%	13.4%	14.0%	15.4%	16.0%	8.4%	14.1%	12.7%	13.1%
Satisfied	38.4%	44.8%	33.6%	30.8%	40.0%	44.6%	43.4%	52.9%	41.4%
Neutral	31.5%	31.3%	17.8%	29.2%	19.0%	25.3%	20.2%	28.4%	24.6%
Dissatisfied	16.4%	10.4%	19.6%	16.9%	17.0%	14.5%	14.1%	4.9%	14.2%
Very dissatisfied	4.1%	0.0%	15.0%	7.7%	8.0%	7.2%	8.1%	1.0%	6.8%
Q15-2. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation									
Very satisfied	8.2%	12.0%	16.8%	23.7%	17.3%	12.1%	16.2%	17.4%	15.5%
Satisfied	42.5%	37.3%	31.7%	33.9%	43.3%	48.4%	45.9%	56.0%	43.2%
Neutral	39.7%	33.3%	33.7%	30.5%	25.0%	27.5%	24.3%	19.3%	28.4%
Dissatisfied	9.6%	16.0%	11.9%	8.5%	13.5%	6.6%	12.6%	4.6%	10.4%
Very dissatisfied	0.0%	1.3%	5.9%	3.4%	1.0%	5.5%	0.9%	2.8%	2.6%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q15-3. Condition of streets in your neighborhood									
Very satisfied	13.7%	11.3%	16.4%	8.9%	16.7%	18.5%	17.3%	19.5%	15.8%
Satisfied	41.2%	40.6%	39.1%	34.4%	51.6%	46.2%	48.0%	55.7%	45.5%
Neutral	21.6%	19.8%	19.5%	31.1%	15.1%	15.1%	17.3%	11.4%	18.1%
Dissatisfied	19.6%	22.6%	16.4%	15.6%	11.1%	14.3%	11.3%	10.7%	14.7%
Very dissatisfied	3.9%	5.7%	8.6%	10.0%	5.6%	5.9%	6.0%	2.7%	5.9%
Q15-4. Condition of major City streets & sidewalks									
Very satisfied	8.9%	13.3%	16.1%	14.0%	18.4%	17.1%	18.5%	13.5%	15.2%
Satisfied	51.5%	45.7%	52.4%	43.0%	46.4%	47.9%	50.7%	60.1%	50.3%
Neutral	25.7%	20.0%	12.9%	20.9%	20.0%	20.5%	19.2%	14.2%	18.8%
Dissatisfied	11.9%	18.1%	12.9%	16.3%	12.8%	10.3%	10.3%	8.8%	12.3%
Very dissatisfied	2.0%	2.9%	5.6%	5.8%	2.4%	4.3%	1.4%	3.4%	3.4%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q15-5. Condition & clarity of street signs									
Very satisfied	14.9%	12.5%	21.3%	25.9%	27.0%	23.1%	24.2%	23.5%	21.8%
Satisfied	55.4%	47.1%	51.2%	45.9%	53.2%	48.7%	53.7%	62.4%	52.8%
Neutral	20.8%	25.0%	18.1%	23.5%	13.5%	12.0%	15.4%	10.7%	16.7%
Dissatisfied	7.9%	13.5%	7.1%	3.5%	5.6%	14.5%	6.7%	3.4%	7.6%
Very dissatisfied	1.0%	1.9%	2.4%	1.2%	0.8%	1.7%	0.0%	0.0%	1.0%
Q15-6. Management of traffic flow on City streets									
Very satisfied	5.0%	8.7%	12.6%	16.9%	11.2%	10.3%	18.5%	12.9%	12.3%
Satisfied	40.6%	35.6%	36.2%	28.1%	40.0%	41.4%	39.0%	49.7%	39.5%
Neutral	27.7%	28.8%	18.1%	29.2%	23.2%	21.6%	18.5%	23.1%	23.2%
Dissatisfied	17.8%	20.2%	18.9%	20.2%	18.4%	17.2%	15.8%	9.5%	16.9%
Very dissatisfied	8.9%	6.7%	14.2%	5.6%	7.2%	9.5%	8.2%	4.8%	8.2%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q15-7. Quality of local transit service (bus, rail, Orbit)									
Very satisfied	29.9%	14.1%	23.1%	26.2%	29.9%	14.3%	20.7%	22.0%	22.8%
Satisfied	42.5%	38.5%	51.3%	39.3%	47.7%	42.9%	56.9%	49.5%	46.9%
Neutral	20.7%	41.0%	17.1%	21.4%	10.3%	29.8%	14.7%	22.0%	21.1%
Dissatisfied	5.7%	5.1%	4.3%	10.7%	10.3%	13.1%	5.2%	6.6%	7.5%
Very dissatisfied	1.1%	1.3%	4.3%	2.4%	1.9%	0.0%	2.6%	0.0%	1.8%
Q15-8. Quality of walking & biking paths									
Very satisfied	23.1%	11.8%	24.0%	23.4%	21.8%	19.6%	22.1%	21.8%	21.2%
Satisfied	53.8%	51.8%	45.6%	45.5%	54.5%	52.0%	56.4%	63.9%	53.5%
Neutral	15.4%	30.6%	18.4%	20.8%	11.8%	15.7%	15.0%	10.5%	16.6%
Dissatisfied	5.5%	4.7%	4.8%	6.5%	7.3%	8.8%	4.3%	2.3%	5.3%
Very dissatisfied	2.2%	1.2%	7.2%	3.9%	4.5%	3.9%	2.1%	1.5%	3.4%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q15-9. Quality of recycling services									
Very satisfied	36.5%	20.6%	29.2%	30.4%	34.7%	30.7%	32.2%	40.6%	32.3%
Satisfied	46.9%	44.3%	45.0%	38.0%	50.8%	50.0%	53.8%	49.7%	48.0%
Neutral	13.5%	23.7%	14.2%	19.0%	7.6%	10.5%	7.0%	8.4%	12.2%
Dissatisfied	2.1%	8.2%	6.7%	7.6%	5.1%	3.5%	4.2%	1.4%	4.6%
Very dissatisfied	1.0%	3.1%	5.0%	5.1%	1.7%	5.3%	2.8%	0.0%	2.9%
Q15-10. Quality of green organics collection & compost program									
Very satisfied	26.5%	15.2%	27.8%	25.9%	22.1%	25.9%	27.3%	36.0%	26.6%
Satisfied	36.8%	33.3%	38.1%	29.6%	51.2%	43.2%	44.5%	44.1%	41.2%
Neutral	29.4%	31.8%	16.5%	37.0%	14.0%	17.3%	15.5%	12.6%	19.9%
Dissatisfied	5.9%	15.2%	11.3%	3.7%	7.0%	6.2%	6.4%	6.3%	7.7%
Very dissatisfied	1.5%	4.5%	6.2%	3.7%	5.8%	7.4%	6.4%	0.9%	4.6%

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

N=1009

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

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

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Very satisfied	11.4%	8.9%	14.8%	15.7%	21.9%	18.4%	15.6%	18.5%	16.0%
Satisfied	35.2%	36.7%	28.7%	38.6%	33.3%	34.7%	53.1%	52.4%	39.9%
Neutral	34.1%	45.6%	22.6%	30.0%	24.8%	35.7%	21.1%	21.8%	28.3%
Dissatisfied	13.6%	6.3%	17.4%	8.6%	10.5%	8.2%	7.0%	5.6%	9.7%
Very dissatisfied	5.7%	2.5%	16.5%	7.1%	9.5%	3.1%	3.1%	1.6%	6.2%

Q15-12. Quality of your internet service provider

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Very satisfied	12.8%	9.5%	13.0%	12.5%	16.7%	9.7%	14.1%	11.0%	12.5%
Satisfied	33.0%	25.3%	25.2%	28.8%	23.3%	34.5%	30.3%	49.0%	31.8%
Neutral	33.0%	30.5%	22.8%	25.0%	22.5%	27.4%	21.1%	20.7%	24.8%
Dissatisfied	14.9%	17.9%	22.0%	21.3%	24.2%	18.6%	19.7%	13.1%	18.9%
Very dissatisfied	6.4%	16.8%	17.1%	12.5%	13.3%	9.7%	14.8%	6.2%	12.1%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q15-13. Quality of water conservation programs									
Very satisfied	10.5%	11.4%	18.8%	17.5%	14.4%	14.3%	17.0%	18.3%	15.5%
Satisfied	43.4%	34.3%	30.2%	36.8%	46.4%	45.1%	44.3%	47.7%	41.6%
Neutral	35.5%	40.0%	32.3%	43.9%	26.8%	27.5%	27.4%	27.5%	31.5%
Dissatisfied	10.5%	10.0%	11.5%	1.8%	8.2%	7.7%	9.4%	1.8%	7.7%
Very dissatisfied	0.0%	4.3%	7.3%	0.0%	4.1%	5.5%	1.9%	4.6%	3.7%
Q15-14. Quality of energy conservation programs									
Very satisfied	9.7%	8.6%	16.8%	19.0%	11.6%	12.5%	17.8%	19.4%	14.7%
Satisfied	40.3%	32.9%	32.6%	39.7%	42.1%	47.7%	42.1%	47.2%	41.0%
Neutral	40.3%	44.3%	33.7%	41.4%	30.5%	27.3%	29.9%	28.7%	33.5%
Dissatisfied	6.9%	10.0%	9.5%	0.0%	11.6%	10.2%	6.5%	2.8%	7.4%
Very dissatisfied	2.8%	4.3%	7.4%	0.0%	4.2%	2.3%	3.7%	1.9%	3.5%

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

N=1009

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Q15-15. Quality of land use & green space programs									
Very satisfied	11.1%	11.4%	16.1%	12.7%	14.6%	12.1%	18.8%	17.9%	14.8%
Satisfied	38.9%	30.0%	32.3%	34.9%	40.6%	42.9%	40.2%	50.0%	39.4%
Neutral	37.5%	47.1%	33.3%	38.1%	29.2%	35.2%	25.9%	26.4%	33.0%
Dissatisfied	9.7%	10.0%	10.8%	11.1%	12.5%	5.5%	11.6%	4.7%	9.4%
Very dissatisfied	2.8%	1.4%	7.5%	3.2%	3.1%	4.4%	3.6%	0.9%	3.4%
Q15-16. Quality of climate change initiatives such as shaded bus stops & tree canopies									
Very satisfied	8.5%	11.9%	17.3%	18.8%	14.5%	11.0%	16.8%	18.5%	14.9%
Satisfied	39.0%	32.1%	29.1%	30.4%	36.4%	45.0%	46.6%	40.3%	38.0%
Neutral	28.0%	33.3%	27.3%	29.0%	29.1%	24.0%	18.3%	27.4%	26.5%
Dissatisfied	19.5%	15.5%	18.2%	14.5%	13.6%	12.0%	12.2%	9.7%	14.1%
Very dissatisfied	4.9%	7.1%	8.2%	7.2%	6.4%	8.0%	6.1%	4.0%	6.4%

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

N=1009

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

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

	Papago/ North Tempe	Diablo/ Double Butte	Rio Salado/ DT/ASU/ NW	Apache	Alameda	Mills/ Emerald	Kiwanis/ The Lakes	Corona/ South Tempe	Total
Very satisfied	6.6%	7.5%	16.5%	7.8%	12.6%	13.2%	19.0%	11.6%	12.6%
Satisfied	31.1%	17.9%	24.2%	20.3%	24.2%	28.9%	31.4%	39.5%	27.6%
Neutral	41.0%	47.8%	25.3%	40.6%	31.6%	34.2%	27.6%	40.7%	35.0%
Dissatisfied	16.4%	14.9%	18.7%	18.8%	23.2%	19.7%	16.2%	7.0%	16.9%
Very dissatisfied	4.9%	11.9%	15.4%	12.5%	8.4%	3.9%	5.7%	1.2%	7.9%

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

N=1009

	Area								Total
	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	16.9%	9.3%	16.2%	18.7%	16.4%	15.6%	21.5%	18.9%	17.0%
Satisfied	43.8%	45.3%	32.5%	38.7%	49.1%	47.7%	47.7%	54.5%	45.4%
Neutral	32.6%	37.2%	23.9%	26.7%	19.8%	25.7%	20.8%	18.9%	24.8%
Dissatisfied	5.6%	7.0%	13.7%	12.0%	10.3%	7.3%	7.7%	4.5%	8.4%
Very dissatisfied	1.1%	1.2%	13.7%	4.0%	4.3%	3.7%	2.3%	3.0%	4.3%

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

Very satisfied	10.1%	9.0%	12.5%	19.4%	16.7%	12.2%	17.5%	11.1%	13.6%
Satisfied	37.7%	25.6%	28.8%	25.8%	35.4%	38.9%	43.0%	44.4%	35.9%
Neutral	43.5%	50.0%	27.9%	40.3%	28.1%	31.1%	24.6%	38.5%	34.4%
Dissatisfied	5.8%	11.5%	22.1%	11.3%	14.6%	11.1%	11.4%	5.1%	11.8%
Very dissatisfied	2.9%	3.8%	8.7%	3.2%	5.2%	6.7%	3.5%	0.9%	4.4%

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

N=1009

	Area								Total
	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	15.5%	10.0%	13.7%	18.5%	17.9%	11.3%	20.0%	13.8%	15.1%
Satisfied	34.5%	28.6%	29.5%	29.6%	31.0%	38.8%	35.8%	41.5%	34.0%
Neutral	43.1%	42.9%	32.6%	37.0%	40.5%	35.0%	33.7%	38.3%	37.5%
Dissatisfied	5.2%	14.3%	14.7%	9.3%	6.0%	8.8%	5.3%	5.3%	8.6%
Very dissatisfied	1.7%	4.3%	9.5%	5.6%	4.8%	6.3%	5.3%	1.1%	4.9%

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

Very satisfied	14.9%	9.1%	13.0%	16.2%	15.5%	12.3%	21.4%	15.2%	14.9%
Satisfied	46.0%	34.1%	35.7%	32.4%	48.2%	44.3%	39.7%	52.3%	42.3%
Neutral	29.9%	44.3%	25.2%	39.7%	25.5%	26.4%	30.5%	26.5%	30.1%
Dissatisfied	8.0%	10.2%	15.7%	5.9%	7.3%	12.3%	3.8%	6.1%	8.6%
Very dissatisfied	1.1%	2.3%	10.4%	5.9%	3.6%	4.7%	4.6%	0.0%	4.1%

City of Tempe
2018 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

October 2018

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

N=1009

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q1-1. Quality of local fire services									
Very satisfied	50.4%	51.6%	61.8%	59.0%	57.1%	72.1%	56.3%	58.9%	57.7%
Satisfied	28.2%	29.0%	23.7%	25.9%	31.9%	16.4%	28.9%	24.2%	26.3%
Neutral	11.1%	11.3%	6.1%	5.0%	5.5%	6.6%	7.5%	8.2%	8.0%
Dissatisfied	3.4%	1.6%	3.8%	3.6%	2.2%	1.6%	3.5%	2.1%	2.8%
Very dissatisfied	6.8%	6.5%	4.6%	6.5%	3.3%	3.3%	3.8%	6.6%	5.3%
Q1-2. Quality of medical rescue services									
Very satisfied	48.7%	47.9%	59.5%	60.3%	62.4%	71.0%	56.9%	57.7%	57.2%
Satisfied	25.7%	31.9%	23.8%	24.3%	27.1%	16.1%	26.4%	24.5%	25.3%
Neutral	14.2%	10.9%	7.9%	6.6%	5.9%	8.1%	9.6%	8.5%	9.3%
Dissatisfied	6.2%	3.4%	4.0%	1.5%	1.2%	1.6%	4.2%	2.2%	3.0%
Very dissatisfied	5.3%	5.9%	4.8%	7.4%	3.5%	3.2%	2.9%	7.2%	5.2%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q1-3. Quality of local police services									
Very satisfied	34.7%	31.9%	39.8%	44.2%	43.4%	49.2%	36.6%	42.4%	38.8%
Satisfied	29.5%	36.8%	31.3%	35.0%	35.8%	35.4%	36.3%	30.5%	33.6%
Neutral	13.9%	13.7%	13.6%	8.6%	8.5%	9.2%	9.9%	13.5%	12.0%
Dissatisfied	11.0%	9.9%	8.0%	5.5%	7.5%	4.6%	11.6%	5.4%	8.4%
Very dissatisfied	11.0%	7.7%	7.4%	6.7%	4.7%	1.5%	5.7%	8.2%	7.1%
Q1-4. Enforcement of local traffic laws									
Very satisfied	24.1%	19.5%	26.9%	27.2%	23.1%	33.9%	23.6%	26.9%	25.0%
Satisfied	28.3%	35.1%	36.6%	37.9%	39.4%	35.5%	34.5%	36.2%	34.9%
Neutral	18.7%	21.1%	17.7%	17.2%	21.2%	16.1%	18.2%	18.9%	19.0%
Dissatisfied	21.4%	14.1%	15.4%	12.4%	12.5%	11.3%	17.3%	12.4%	15.1%
Very dissatisfied	7.5%	10.3%	3.4%	5.3%	3.8%	3.2%	6.4%	5.6%	6.1%

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

N=1009

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q1-5. Efforts by City to prevent crime									
Very satisfied	17.1%	16.4%	25.1%	25.6%	24.2%	35.5%	21.9%	23.7%	22.4%
Satisfied	27.6%	38.0%	32.2%	41.7%	41.4%	38.7%	34.7%	36.0%	35.3%
Neutral	27.6%	27.5%	19.3%	16.1%	18.2%	17.7%	22.6%	21.8%	22.2%
Dissatisfied	21.5%	9.4%	19.3%	13.1%	13.1%	6.5%	16.0%	13.2%	15.0%
Very dissatisfied	6.1%	8.8%	4.1%	3.6%	3.0%	1.6%	4.7%	5.3%	5.1%
Q1-6. Overall feeling of safety in City									
Very satisfied	21.0%	22.1%	26.2%	30.4%	35.1%	35.7%	26.5%	27.7%	26.6%
Satisfied	35.0%	48.7%	42.2%	44.6%	36.8%	42.9%	42.4%	41.0%	41.4%
Neutral	16.8%	12.6%	15.0%	11.4%	14.9%	17.1%	15.3%	12.9%	14.6%
Dissatisfied	21.0%	11.6%	11.8%	9.2%	7.0%	2.9%	11.9%	13.1%	12.5%
Very dissatisfied	6.1%	5.0%	4.8%	4.3%	6.1%	1.4%	4.0%	5.4%	4.9%

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

N=1009

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q1-7. Feeling of safety in your neighborhood									
Very satisfied	22.4%	26.5%	30.0%	31.4%	39.5%	39.7%	29.5%	30.7%	29.6%
Satisfied	36.4%	41.0%	38.4%	41.1%	32.5%	37.0%	39.5%	35.7%	37.8%
Neutral	13.1%	11.0%	12.6%	10.3%	11.4%	17.8%	12.0%	12.3%	12.4%
Dissatisfied	19.6%	14.0%	13.7%	9.7%	11.4%	2.7%	12.0%	15.6%	13.6%
Very dissatisfied	8.4%	7.5%	5.3%	7.6%	5.3%	2.7%	7.0%	5.7%	6.6%

Q2(1-7). Please rate how satisfied you are with the feeling of safety you have in the following places during the day. (without "don't know")

Q2-1. Neighborhood parks

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	29.2%	26.7%	28.3%	30.2%	25.7%	25.5%	29.2%	27.3%	27.9%
Satisfied	31.7%	43.5%	43.9%	46.5%	42.6%	51.0%	41.4%	41.8%	41.5%
Neutral	11.9%	13.1%	11.7%	11.0%	14.9%	15.7%	13.3%	12.1%	13.0%
Dissatisfied	15.8%	10.5%	9.4%	8.1%	10.9%	3.9%	10.6%	10.7%	10.7%
Very dissatisfied	11.4%	6.3%	6.7%	4.1%	5.9%	3.9%	5.5%	8.1%	6.9%

Q2(1-7). 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=1009

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q2-2. City parks like Kiwanis & Tempe Beach									
Very satisfied	33.5%	31.8%	31.0%	35.6%	31.5%	32.6%	32.8%	31.9%	32.3%
Satisfied	33.0%	46.9%	46.4%	42.5%	41.6%	44.2%	41.7%	43.1%	42.0%
Neutral	9.4%	10.9%	10.7%	10.6%	14.6%	18.6%	11.3%	11.2%	11.4%
Dissatisfied	11.8%	6.8%	7.1%	5.6%	7.9%	2.3%	8.7%	7.0%	7.9%
Very dissatisfied	12.3%	3.6%	4.8%	5.6%	4.5%	2.3%	5.5%	6.8%	6.4%
Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)									
Very satisfied	31.1%	27.3%	24.6%	27.2%	19.4%	18.9%	27.0%	25.6%	26.4%
Satisfied	34.4%	45.5%	43.0%	36.0%	36.1%	56.8%	43.5%	37.9%	40.2%
Neutral	11.7%	14.5%	20.4%	22.8%	29.2%	16.2%	15.2%	20.2%	18.1%
Dissatisfied	11.1%	8.5%	8.5%	11.8%	13.9%	5.4%	9.9%	10.8%	10.1%
Very dissatisfied	11.7%	4.2%	3.5%	2.2%	1.4%	2.7%	4.4%	5.4%	5.3%

Q2(1-7). 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=1009

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q2-4. City athletic & recreational facilities									
Very satisfied	27.9%	33.6%	31.4%	30.3%	18.3%	28.6%	26.5%	31.9%	29.1%
Satisfied	33.6%	46.4%	43.1%	37.7%	45.1%	57.1%	47.0%	37.1%	41.7%
Neutral	17.9%	12.1%	13.9%	20.5%	28.2%	8.6%	16.2%	16.5%	16.9%
Dissatisfied	10.0%	5.0%	8.0%	8.2%	5.6%	2.9%	7.2%	8.4%	7.5%
Very dissatisfied	10.7%	2.9%	3.6%	3.3%	2.8%	2.9%	3.1%	6.1%	4.9%
Q2-5. Tempe Public Library Complex									
Very satisfied	40.0%	34.1%	40.5%	44.8%	44.9%	56.4%	39.6%	42.7%	41.0%
Satisfied	34.5%	39.7%	34.5%	30.3%	34.6%	34.5%	36.9%	33.8%	35.2%
Neutral	9.7%	12.8%	13.7%	15.2%	9.3%	5.5%	12.4%	11.0%	12.1%
Dissatisfied	8.5%	9.5%	7.7%	3.6%	2.8%	0.0%	6.3%	6.3%	6.2%
Very dissatisfied	7.3%	3.9%	3.6%	6.1%	8.4%	3.6%	4.8%	6.1%	5.5%

Q2(1-7). 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=1009

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q2-6. City Hall									
Very satisfied	34.7%	40.8%	34.6%	36.6%	29.7%	35.0%	33.6%	38.4%	35.8%
Satisfied	31.4%	31.5%	32.3%	31.3%	44.6%	55.0%	38.6%	30.6%	34.6%
Neutral	15.7%	17.7%	24.1%	18.3%	14.9%	0.0%	15.9%	17.7%	17.2%
Dissatisfied	10.7%	6.2%	3.8%	8.4%	5.4%	7.5%	7.5%	7.1%	7.0%
Very dissatisfied	7.4%	3.8%	5.3%	5.3%	5.4%	2.5%	4.4%	6.1%	5.3%
Q2-7. Mill Avenue									
Very satisfied	23.6%	18.0%	19.4%	27.5%	16.8%	14.6%	20.8%	21.8%	21.2%
Satisfied	33.7%	47.4%	40.0%	37.7%	41.1%	51.2%	41.8%	38.9%	40.2%
Neutral	18.3%	21.6%	22.9%	15.0%	23.2%	19.5%	19.4%	20.1%	20.0%
Dissatisfied	16.3%	7.7%	10.9%	14.4%	13.7%	9.8%	11.4%	13.1%	12.2%
Very dissatisfied	8.2%	5.2%	6.9%	5.4%	5.3%	4.9%	6.6%	6.1%	6.3%

Q2(8-14). Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")

N=1009

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q2-8. Neighborhood parks									
Very satisfied	9.7%	11.6%	17.1%	17.1%	8.3%	17.5%	13.9%	12.8%	13.2%
Satisfied	26.9%	31.2%	24.7%	31.4%	41.7%	27.5%	33.8%	24.6%	29.2%
Neutral	24.7%	30.6%	27.8%	26.4%	25.0%	32.5%	24.7%	31.1%	27.8%
Dissatisfied	24.7%	19.1%	20.9%	17.1%	20.8%	17.5%	20.1%	21.0%	20.6%
Very dissatisfied	14.0%	7.5%	9.5%	7.9%	4.2%	5.0%	7.5%	10.4%	9.2%
Q2-9. City parks like Kiwanis & Tempe Beach									
Very satisfied	16.1%	12.2%	19.2%	18.6%	9.2%	14.7%	16.1%	15.6%	15.5%
Satisfied	30.6%	40.2%	23.3%	31.8%	36.9%	41.2%	36.8%	28.2%	32.3%
Neutral	24.7%	28.7%	35.6%	29.5%	33.8%	29.4%	24.4%	34.3%	29.9%
Dissatisfied	16.1%	14.0%	15.8%	15.5%	16.9%	14.7%	16.3%	15.0%	15.5%
Very dissatisfied	12.4%	4.9%	6.2%	4.7%	3.1%	0.0%	6.4%	6.9%	6.8%

Q2(8-14). Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")

N=1009

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

Q2-10. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)

Very satisfied	13.1%	9.2%	14.2%	14.7%	5.3%	13.3%	12.9%	11.4%	12.1%
Satisfied	22.9%	30.0%	17.7%	21.1%	22.8%	26.7%	27.4%	19.0%	23.1%
Neutral	32.0%	36.9%	42.5%	36.7%	47.4%	40.0%	36.0%	39.9%	37.9%
Dissatisfied	17.6%	16.2%	18.6%	17.4%	19.3%	13.3%	13.9%	20.9%	17.1%
Very dissatisfied	14.4%	7.7%	7.1%	10.1%	5.3%	6.7%	9.9%	8.8%	9.7%

Q2-11. City athletic & recreational facilities

Very satisfied	19.8%	14.8%	19.5%	20.8%	9.4%	24.1%	18.1%	19.0%	18.1%
Satisfied	27.6%	44.3%	33.1%	28.3%	34.0%	44.8%	36.2%	31.4%	33.8%
Neutral	30.2%	31.1%	37.3%	31.1%	39.6%	31.0%	30.6%	35.3%	33.3%
Dissatisfied	12.1%	8.2%	7.6%	14.2%	13.2%	0.0%	11.1%	9.7%	10.1%
Very dissatisfied	10.3%	1.6%	2.5%	5.7%	3.8%	0.0%	4.1%	4.7%	4.7%

Q2(8-14). Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")

N=1009

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q2-12. Tempe Public Library Complex									
Very satisfied	24.4%	15.2%	22.3%	28.5%	25.7%	41.0%	26.5%	22.8%	24.0%
Satisfied	27.5%	42.0%	33.8%	31.5%	37.8%	41.0%	35.8%	34.1%	34.7%
Neutral	26.0%	29.0%	28.8%	25.4%	21.6%	15.4%	21.1%	28.8%	25.8%
Dissatisfied	12.2%	9.4%	10.1%	6.9%	8.1%	0.0%	9.9%	8.4%	8.9%
Very dissatisfied	9.9%	4.3%	5.0%	7.7%	6.8%	2.6%	6.7%	5.9%	6.5%
Q2-13. City Hall									
Very satisfied	20.4%	18.8%	22.2%	25.2%	14.8%	25.0%	22.6%	19.2%	21.1%
Satisfied	25.0%	36.6%	29.6%	24.3%	44.4%	46.9%	36.3%	28.0%	31.8%
Neutral	32.4%	33.0%	37.0%	37.4%	24.1%	21.9%	25.9%	38.9%	32.8%
Dissatisfied	11.1%	8.0%	6.5%	4.7%	9.3%	3.1%	7.0%	8.4%	7.3%
Very dissatisfied	11.1%	3.6%	4.6%	8.4%	7.4%	3.1%	8.1%	5.4%	7.0%

Q2(8-14). Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")

N=1009

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q2-14. Mill Avenue									
Very satisfied	15.9%	10.5%	15.6%	17.4%	10.5%	12.1%	14.6%	13.9%	14.2%
Satisfied	29.0%	41.4%	31.7%	35.6%	39.5%	45.5%	35.6%	35.1%	35.1%
Neutral	21.7%	28.7%	28.1%	24.2%	27.6%	30.3%	25.9%	25.5%	26.0%
Dissatisfied	21.7%	15.5%	15.0%	17.4%	17.1%	9.1%	15.4%	18.6%	17.1%
Very dissatisfied	11.6%	3.9%	9.6%	5.4%	5.3%	3.0%	8.5%	7.0%	7.6%

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

N=1009

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

Q3-1. Getting mugged

Frequently	13.3%	10.7%	9.6%	8.0%	6.1%	2.8%	9.2%	9.7%	9.4%
Occasionally	34.8%	29.6%	29.9%	32.6%	32.2%	37.5%	29.6%	34.8%	32.6%
Rarely	35.2%	36.2%	41.2%	40.1%	46.1%	41.7%	39.2%	39.3%	39.1%
Never	16.7%	22.4%	18.7%	19.3%	15.7%	16.7%	21.7%	15.5%	18.5%
N/A	0.0%	1.0%	0.5%	0.0%	0.0%	1.4%	0.2%	0.6%	0.4%

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

Frequently	27.5%	24.2%	21.4%	14.6%	13.8%	16.4%	19.6%	21.2%	20.7%
Occasionally	29.9%	33.3%	41.2%	40.0%	31.0%	37.0%	37.7%	34.0%	35.8%
Rarely	30.8%	31.3%	28.3%	30.8%	37.9%	28.8%	29.4%	32.4%	30.7%
Never	11.4%	10.1%	8.6%	14.1%	17.2%	16.4%	12.8%	11.8%	12.2%
N/A	0.5%	1.0%	0.5%	0.5%	0.0%	1.4%	0.6%	0.6%	0.6%

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

N=1009

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

Q3-3. Being attacked or threatened with a weapon

Frequently	13.8%	8.2%	10.2%	10.3%	9.6%	6.9%	10.0%	11.1%	10.2%
Occasionally	29.0%	27.6%	27.8%	32.1%	29.8%	23.6%	29.5%	28.7%	29.3%
Rarely	36.2%	41.3%	40.1%	37.5%	35.1%	52.8%	36.3%	41.8%	39.2%
Never	21.0%	21.9%	20.9%	20.1%	25.4%	15.3%	24.0%	17.8%	20.9%
N/A	0.0%	1.0%	1.1%	0.0%	0.0%	1.4%	0.2%	0.6%	0.5%

Q3-4. Having your car stolen or broken into

Frequently	25.2%	21.5%	22.9%	15.8%	11.6%	11.1%	18.9%	19.5%	19.6%
Occasionally	31.4%	35.9%	41.0%	35.9%	37.5%	47.2%	38.5%	35.1%	36.9%
Rarely	29.0%	30.8%	26.6%	35.3%	37.5%	27.8%	30.3%	32.0%	30.9%
Never	13.3%	10.3%	7.4%	12.5%	11.6%	12.5%	11.2%	11.6%	11.2%
N/A	1.0%	1.5%	2.1%	0.5%	1.8%	1.4%	1.1%	1.7%	1.4%

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

N=1009

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

Q3-5. Being a victim of identity theft

Frequently	19.0%	27.5%	28.9%	25.3%	32.4%	28.8%	25.6%	26.4%	26.3%
Occasionally	25.1%	35.2%	37.4%	35.7%	30.6%	34.2%	34.2%	31.9%	33.0%
Rarely	34.6%	26.9%	21.9%	24.7%	20.7%	20.5%	25.4%	27.3%	26.0%
Never	20.4%	9.3%	11.2%	13.7%	15.3%	13.7%	14.0%	13.4%	13.8%
N/A	0.9%	1.0%	0.5%	0.5%	0.9%	2.7%	0.9%	1.0%	0.9%

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

N=1009

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

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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Yes	8.9%	6.4%	8.9%	7.4%	8.6%	2.7%	8.1%	6.5%	7.8%
No	91.1%	93.6%	91.1%	92.6%	91.4%	97.3%	91.9%	93.5%	92.2%

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

N=78

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

Q4-1a. Were the police informed that you were robbed, physically assaulted, or sexually assaulted, or did they find out about this incident in any way

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Yes	78.9%	69.2%	76.5%	69.2%	90.0%	100.0%	75.7%	78.1%	77.6%
No	21.1%	30.8%	23.5%	30.8%	10.0%	0.0%	24.3%	21.9%	22.4%

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

N=1009

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

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

Yes	16.9%	15.8%	25.5%	19.7%	18.1%	11.0%	19.2%	17.3%	18.3%
No	83.1%	84.2%	74.5%	80.3%	81.9%	89.0%	80.8%	82.7%	81.7%

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

N=184

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

Q4-2a. Were the police informed that your household had been burglarized, or did they find out about this incident in any way

Yes	65.7%	68.8%	77.1%	78.4%	76.2%	62.5%	76.1%	71.1%	73.1%
No	34.3%	31.3%	22.9%	21.6%	23.8%	37.5%	23.9%	28.9%	26.9%

Q4a. What was the reason it was not reported to police? (without "not provided")

N=60

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

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

Too busy	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	2.2%
Police won't do anything	25.0%	0.0%	0.0%	14.3%	40.0%	0.0%	13.6%	14.3%	13.0%
Not important	8.3%	11.1%	10.0%	0.0%	0.0%	0.0%	4.5%	9.5%	6.5%
Nothing could be done/ person wouldn't be found	33.3%	55.6%	60.0%	42.9%	40.0%	33.3%	45.5%	47.6%	45.7%
Other	25.0%	33.3%	30.0%	42.9%	20.0%	66.7%	36.4%	23.8%	32.6%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

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

Q6-1. Overall quality of services offered by City of Tempe

Very satisfied	27.7%	26.0%	32.4%	30.7%	25.5%	29.9%	26.0%	31.6%	28.7%
Satisfied	51.3%	60.2%	53.3%	50.8%	58.2%	58.2%	56.8%	52.4%	54.4%
Neutral	17.3%	10.7%	9.3%	17.9%	12.7%	10.4%	13.6%	13.6%	13.8%
Dissatisfied	3.7%	2.0%	4.4%	0.6%	2.7%	1.5%	2.7%	2.4%	2.5%
Very dissatisfied	0.0%	1.0%	0.5%	0.0%	0.9%	0.0%	0.9%	0.0%	0.5%

Q6-2. Leadership of City's elected officials

Very satisfied	19.8%	15.6%	16.5%	17.1%	18.9%	23.4%	16.1%	20.0%	17.9%
Satisfied	40.7%	48.6%	46.0%	48.8%	40.6%	46.9%	44.3%	46.9%	45.4%
Neutral	25.9%	23.1%	25.0%	25.9%	31.1%	25.0%	26.0%	25.0%	25.8%
Dissatisfied	11.1%	10.4%	6.3%	5.9%	6.6%	4.7%	9.7%	5.4%	7.7%
Very dissatisfied	2.5%	2.3%	6.3%	2.4%	2.8%	0.0%	3.9%	2.6%	3.2%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

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

Q6-3. How ethical City employees are in the way they conduct City business

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	23.2%	15.3%	18.7%	14.8%	16.7%	22.6%	17.5%	18.9%	18.0%
Satisfied	34.5%	47.9%	37.3%	46.3%	43.3%	49.1%	42.6%	42.4%	42.3%
Neutral	26.1%	23.6%	28.7%	30.9%	32.2%	22.6%	27.3%	28.2%	27.7%
Dissatisfied	12.7%	9.7%	8.7%	6.7%	6.7%	5.7%	8.6%	7.6%	8.8%
Very dissatisfied	3.5%	3.5%	6.7%	1.3%	1.1%	0.0%	3.9%	2.8%	3.2%

Q6-4. Availability of information about City programs, events, services, & issues

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	29.4%	29.3%	35.1%	27.0%	26.6%	35.8%	27.1%	32.0%	29.9%
Satisfied	46.4%	52.9%	41.6%	50.0%	48.6%	52.2%	49.3%	47.5%	48.1%
Neutral	12.4%	12.0%	17.3%	16.9%	17.4%	10.4%	15.5%	14.0%	14.7%
Dissatisfied	8.8%	4.7%	5.4%	6.2%	5.5%	1.5%	6.3%	5.6%	5.9%
Very dissatisfied	3.1%	1.0%	0.5%	0.0%	1.8%	0.0%	1.8%	0.9%	1.3%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

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

Q6-5. Availability of information on water, sewer, & solid waste rates

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	26.7%	27.1%	26.6%	25.4%	29.2%	28.4%	23.3%	29.4%	26.9%
Satisfied	39.0%	51.0%	46.7%	50.3%	53.8%	50.7%	50.3%	47.1%	47.9%
Neutral	21.5%	18.8%	22.8%	18.9%	13.2%	16.4%	19.9%	18.6%	19.3%
Dissatisfied	8.7%	2.1%	3.3%	5.3%	3.8%	3.0%	4.6%	4.1%	4.5%
Very dissatisfied	4.1%	1.0%	0.5%	0.0%	0.0%	1.5%	1.8%	0.9%	1.4%

Q6-6. Availability of information on recycling, composting, & water conservation program offerings

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	26.6%	27.0%	36.3%	27.6%	29.7%	32.4%	26.4%	31.1%	29.4%
Satisfied	37.2%	50.5%	41.8%	43.7%	46.8%	55.9%	46.5%	44.7%	44.7%
Neutral	14.4%	16.8%	15.9%	18.4%	18.0%	7.4%	18.3%	13.8%	16.1%
Dissatisfied	14.4%	3.6%	5.5%	9.8%	4.5%	2.9%	5.6%	8.6%	7.4%
Very dissatisfied	7.4%	2.0%	0.5%	0.6%	0.9%	1.5%	3.2%	1.7%	2.5%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

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

Q6-7. How easy City's 3-1-1 One Call to City Hall is to use

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	32.6%	26.9%	25.5%	17.3%	23.0%	27.3%	23.2%	29.1%	25.4%
Satisfied	27.9%	30.1%	38.8%	40.8%	44.3%	42.4%	32.0%	40.4%	36.5%
Neutral	31.4%	39.8%	27.6%	37.8%	29.5%	24.2%	38.6%	25.4%	32.3%
Dissatisfied	1.2%	2.2%	7.1%	4.1%	3.3%	6.1%	4.1%	3.3%	3.8%
Very dissatisfied	7.0%	1.1%	1.0%	0.0%	0.0%	0.0%	2.1%	1.9%	2.1%

Q6-8. Usefulness of City's website

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	22.6%	15.9%	21.3%	15.1%	15.5%	19.5%	15.8%	21.2%	18.5%
Satisfied	42.7%	45.6%	39.6%	47.5%	44.0%	41.5%	41.8%	45.3%	43.4%
Neutral	21.3%	25.8%	31.1%	30.2%	33.3%	34.1%	31.6%	24.6%	28.1%
Dissatisfied	7.9%	8.8%	6.1%	5.8%	3.6%	4.9%	7.0%	6.2%	6.8%
Very dissatisfied	5.5%	3.8%	1.8%	1.4%	3.6%	0.0%	3.8%	2.6%	3.3%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q6-9. Tempe's online services (registration, payment, etc.)

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	29.8%	19.3%	23.9%	25.5%	18.6%	19.5%	17.7%	29.1%	23.5%
Satisfied	39.7%	50.3%	45.7%	46.7%	57.1%	46.3%	45.3%	48.4%	46.8%
Neutral	19.9%	23.6%	23.2%	24.1%	20.0%	29.3%	29.7%	16.5%	22.9%
Dissatisfied	5.3%	4.3%	5.1%	3.6%	4.3%	4.9%	4.8%	4.0%	4.5%
Very dissatisfied	5.3%	2.5%	2.2%	0.0%	0.0%	0.0%	2.4%	2.0%	2.3%

Q6-10. Your ability to participate in City decision-making processes

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	21.2%	10.7%	14.0%	12.6%	9.1%	20.9%	11.0%	18.3%	14.4%
Satisfied	36.3%	34.0%	28.7%	34.8%	32.5%	32.6%	32.0%	34.7%	33.0%
Neutral	28.1%	39.3%	38.5%	37.8%	42.9%	39.5%	38.6%	35.6%	37.3%
Dissatisfied	8.9%	9.3%	10.5%	8.1%	7.8%	7.0%	9.5%	8.1%	8.9%
Very dissatisfied	5.5%	6.7%	8.4%	6.7%	7.8%	0.0%	8.9%	3.3%	6.5%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q6-11. Accessibility & transparency of information provided by City Council (e.g. agendas, minutes, meeting schedules, Tempe 11 videos)

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	22.5%	16.5%	12.8%	13.1%	11.4%	16.3%	14.0%	17.4%	15.7%
Satisfied	32.6%	35.3%	35.5%	38.5%	36.7%	37.2%	30.7%	40.6%	35.1%
Neutral	31.8%	38.8%	38.3%	35.2%	41.8%	46.5%	40.4%	34.2%	37.7%
Dissatisfied	9.3%	5.0%	9.2%	10.7%	6.3%	0.0%	10.3%	5.5%	8.1%
Very dissatisfied	3.9%	4.3%	4.3%	2.5%	3.8%	0.0%	4.6%	2.3%	3.4%

Q6-12. How well City treats residents regardless of age, disability, gender, or other characteristics

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	30.3%	23.3%	22.7%	22.5%	23.2%	26.7%	22.7%	26.6%	24.6%
Satisfied	35.5%	45.4%	45.5%	39.7%	41.1%	45.0%	42.2%	41.6%	41.5%
Neutral	20.0%	19.6%	21.4%	29.1%	27.4%	26.7%	24.0%	22.7%	23.7%
Dissatisfied	7.1%	8.0%	6.5%	8.6%	4.2%	1.7%	6.9%	6.7%	6.8%
Very dissatisfied	7.1%	3.7%	3.9%	0.0%	4.2%	0.0%	4.2%	2.3%	3.4%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q6-13. Overall quality of customer service									
Very satisfied	22.2%	23.7%	21.5%	18.0%	24.0%	23.4%	19.4%	24.9%	21.8%
Satisfied	47.5%	47.3%	47.1%	52.2%	46.0%	54.7%	48.3%	48.3%	48.4%
Neutral	20.9%	22.0%	24.4%	26.1%	23.0%	20.3%	24.0%	22.5%	23.2%
Dissatisfied	7.0%	4.8%	2.9%	3.1%	6.0%	1.6%	5.3%	3.4%	4.4%
Very dissatisfied	2.5%	2.2%	4.1%	0.6%	1.0%	0.0%	2.9%	1.0%	2.1%

Q7. Please rate your satisfaction with the ease of access to each of the following… (without "don't know")

N=1009

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

Q7-1. City Council meetings (schedules, agendas, minutes, videos)

Very satisfied	23.8%	17.6%	16.5%	16.8%	14.7%	18.9%	16.1%	20.5%	17.8%
Satisfied	32.7%	39.5%	42.1%	34.7%	35.3%	43.2%	33.7%	41.3%	37.9%
Neutral	26.7%	34.5%	33.1%	43.2%	41.2%	35.1%	38.6%	31.3%	35.0%
Dissatisfied	12.9%	4.2%	6.6%	4.2%	7.4%	2.7%	7.1%	5.8%	6.7%
Very dissatisfied	4.0%	4.2%	1.7%	1.1%	1.5%	0.0%	4.5%	1.2%	2.7%

Q7-2. Boards & Commission meetings (schedules, agendas, minutes)

Very satisfied	20.2%	14.2%	14.9%	15.4%	13.8%	23.5%	13.4%	19.2%	15.9%
Satisfied	35.1%	36.3%	36.8%	34.1%	34.5%	32.4%	33.6%	36.7%	35.6%
Neutral	25.5%	37.2%	38.6%	42.9%	39.7%	41.2%	39.1%	34.6%	36.8%
Dissatisfied	14.9%	7.1%	7.9%	6.6%	12.1%	2.9%	10.3%	7.5%	9.1%
Very dissatisfied	4.3%	5.3%	1.8%	1.1%	0.0%	0.0%	3.6%	2.1%	2.7%

Q7. Please rate your satisfaction with the ease of access to each of the following… (without "don't know")

N=1009

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

Q7-3. City elections (election information & results, voter outreach)

Very satisfied	22.9%	23.9%	22.1%	27.2%	25.0%	17.3%	20.7%	26.0%	23.2%
Satisfied	46.5%	48.4%	45.5%	41.2%	42.4%	55.8%	45.7%	47.2%	45.7%
Neutral	21.5%	21.3%	24.7%	26.5%	26.1%	23.1%	25.5%	21.8%	24.1%
Dissatisfied	6.3%	5.2%	5.2%	3.7%	5.4%	3.8%	5.9%	3.3%	4.9%
Very dissatisfied	2.8%	1.3%	2.6%	1.5%	1.1%	0.0%	2.2%	1.7%	2.0%

Q7-4. Campaign finance & lobbyist disclosures

Very satisfied	15.2%	11.5%	11.6%	8.6%	7.9%	8.6%	8.5%	13.6%	11.0%
Satisfied	23.8%	27.4%	25.0%	27.6%	23.8%	31.4%	20.6%	32.4%	25.8%
Neutral	24.8%	38.1%	35.7%	39.0%	47.6%	45.7%	37.5%	36.8%	37.5%
Dissatisfied	21.9%	11.5%	17.9%	19.0%	14.3%	11.4%	21.0%	11.6%	16.3%
Very dissatisfied	14.3%	11.5%	9.8%	5.7%	6.3%	2.9%	12.5%	5.6%	9.3%

Q7. Please rate your satisfaction with the ease of access to each of the following… (without "don't know")

N=1009			Q18. Your age				Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q7-5. Open books (financial information)									
Very satisfied	17.5%	10.9%	12.7%	8.0%	9.1%	15.2%	9.4%	15.2%	12.1%
Satisfied	26.8%	24.8%	28.4%	30.7%	25.5%	36.4%	26.2%	29.4%	27.9%
Neutral	30.9%	50.5%	44.1%	52.3%	54.5%	39.4%	47.3%	43.6%	45.4%
Dissatisfied	19.6%	9.9%	9.8%	6.8%	3.6%	6.1%	11.3%	9.0%	10.1%
Very dissatisfied	5.2%	4.0%	4.9%	2.3%	7.3%	3.0%	5.9%	2.8%	4.5%
Q7-6. Open data									
Very satisfied	17.3%	11.1%	11.0%	5.9%	5.6%	16.1%	8.3%	14.1%	11.1%
Satisfied	29.6%	25.3%	27.0%	29.4%	31.5%	35.5%	25.0%	32.7%	28.5%
Neutral	30.6%	48.5%	47.0%	56.5%	55.6%	41.9%	50.4%	42.4%	46.5%
Dissatisfied	16.3%	10.1%	10.0%	5.9%	3.7%	6.5%	11.5%	6.8%	9.4%
Very dissatisfied	6.1%	5.1%	5.0%	2.4%	3.7%	0.0%	4.8%	3.9%	4.4%

Q7. Please rate your satisfaction with the ease of access to each of the following… (without "don't know")

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q7-7. City's performance on Strategic Plan

Very satisfied	20.2%	7.8%	11.4%	7.0%	7.8%	13.2%	9.2%	13.2%	11.1%
Satisfied	27.3%	36.2%	33.3%	33.0%	42.2%	36.8%	33.0%	35.8%	33.6%
Neutral	31.3%	38.8%	40.4%	46.0%	37.5%	34.2%	38.8%	37.9%	39.2%
Dissatisfied	13.1%	11.2%	7.9%	12.0%	7.8%	13.2%	12.1%	9.1%	10.5%
Very dissatisfied	8.1%	6.0%	7.0%	2.0%	4.7%	2.6%	7.0%	4.1%	5.5%

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

N=1009

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

Q8-1. How courteous & respectful the call taker was

Very satisfied	29.3%	37.7%	42.2%	38.6%	35.9%	53.3%	28.6%	49.6%	38.7%
Satisfied	53.7%	37.7%	35.9%	33.3%	51.3%	33.3%	44.4%	35.7%	39.8%
Neutral	14.6%	18.9%	15.6%	24.6%	10.3%	13.3%	21.8%	10.9%	17.2%
Dissatisfied	0.0%	3.8%	3.1%	3.5%	2.6%	0.0%	2.3%	3.9%	2.9%
Very dissatisfied	2.4%	1.9%	3.1%	0.0%	0.0%	0.0%	3.0%	0.0%	1.5%

Q8-2. Hours of service (7am-5pm) that 3-1-1 is available

Very satisfied	24.0%	23.6%	30.8%	26.2%	25.6%	33.3%	22.5%	33.3%	27.1%
Satisfied	42.0%	45.5%	41.5%	39.3%	48.7%	33.3%	43.7%	37.0%	41.6%
Neutral	20.0%	20.0%	20.0%	26.2%	23.1%	13.3%	25.4%	19.3%	22.0%
Dissatisfied	10.0%	7.3%	6.2%	6.6%	2.6%	20.0%	5.6%	8.9%	7.2%
Very dissatisfied	4.0%	3.6%	1.5%	1.6%	0.0%	0.0%	2.8%	1.5%	2.1%

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

N=1009

	Q18. Your age						Q19. Your gender		Total
	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	29.3%	35.8%	35.5%	34.5%	31.6%	33.3%	26.2%	42.5%	34.2%
Satisfied	41.5%	35.8%	32.3%	27.3%	28.9%	46.7%	37.7%	29.1%	33.1%
Neutral	22.0%	22.6%	19.4%	32.7%	28.9%	13.3%	26.2%	22.0%	24.5%
Dissatisfied	2.4%	5.7%	9.7%	5.5%	10.5%	6.7%	7.7%	5.5%	6.7%
Very dissatisfied	4.9%	0.0%	3.2%	0.0%	0.0%	0.0%	2.3%	0.8%	1.5%

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

Very satisfied	26.8%	37.3%	38.3%	32.1%	31.6%	40.0%	26.2%	44.0%	34.6%
Satisfied	43.9%	29.4%	31.7%	26.4%	26.3%	26.7%	33.3%	27.2%	30.4%
Neutral	22.0%	27.5%	16.7%	35.8%	28.9%	13.3%	30.2%	20.0%	25.5%
Dissatisfied	2.4%	5.9%	8.3%	5.7%	10.5%	20.0%	6.3%	8.0%	7.2%
Very dissatisfied	4.9%	0.0%	5.0%	0.0%	2.6%	0.0%	4.0%	0.8%	2.3%

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

N=1009

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

Q9. Have you contacted City of Tempe during past year

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Yes	34.4%	55.7%	53.4%	45.2%	48.3%	36.5%	43.5%	47.9%	46.0%
No	65.6%	44.3%	46.6%	54.8%	51.7%	63.5%	56.5%	52.1%	54.0%

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

N=464

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q9b-1. Were you treated fairly									
Yes	90.1%	93.6%	89.7%	95.0%	86.0%	88.0%	87.6%	94.2%	91.1%
No	9.9%	6.4%	10.3%	5.0%	14.0%	12.0%	12.4%	5.8%	8.9%
Q9b-2. Did employee(s) listen to you carefully									
Yes	85.7%	92.6%	89.5%	90.1%	88.0%	92.0%	90.2%	89.7%	89.9%
No	14.3%	7.4%	10.5%	9.9%	12.0%	8.0%	9.8%	10.3%	10.1%
Q9b-3. Did employee care about your well-being									
Yes	81.3%	86.7%	79.0%	91.2%	78.3%	68.4%	83.4%	83.8%	83.2%
No	18.8%	13.3%	21.0%	8.8%	21.7%	31.6%	16.6%	16.2%	16.8%

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

N=464

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q9b-4. Was the employee honest									
Yes	97.0%	94.1%	91.7%	91.8%	88.4%	90.9%	92.0%	94.1%	92.9%
No	3.0%	5.9%	8.3%	8.2%	11.6%	9.1%	8.0%	5.9%	7.1%
Q9b-5. Was the information you were given accurate									
Yes	89.6%	86.8%	83.7%	86.8%	76.0%	86.4%	86.0%	85.6%	85.5%
No	10.4%	13.2%	16.3%	13.2%	24.0%	13.6%	14.0%	14.4%	14.5%
Q9b-6. Did staff respond to your request quickly									
Yes	81.4%	78.0%	80.2%	83.8%	83.7%	65.4%	80.1%	80.5%	80.3%
No	18.6%	22.0%	19.8%	16.3%	16.3%	34.6%	19.9%	19.5%	19.7%

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

N=1009

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q10. What City services & facilities you have used in past 12 months									
Fire services	7.9%	4.9%	8.3%	9.0%	9.5%	18.9%	8.9%	8.1%	8.5%
Tempe Public Library	54.4%	66.5%	63.7%	60.6%	62.1%	45.9%	55.3%	64.5%	60.0%
Parks	89.8%	87.2%	78.2%	69.1%	69.8%	37.8%	77.5%	75.3%	76.3%
Walking/biking trails	76.7%	70.9%	60.6%	53.2%	42.2%	20.3%	62.2%	56.0%	59.1%
City athletic fields	24.7%	22.2%	15.5%	14.4%	9.5%	6.8%	18.3%	15.2%	17.0%
Kid Zone	7.9%	8.4%	5.2%	5.3%	4.3%	2.7%	6.9%	6.1%	6.3%
Police services	31.2%	30.0%	27.5%	25.0%	29.3%	13.5%	27.9%	26.6%	27.5%
Tempe History Museum	16.3%	19.2%	19.2%	20.2%	24.1%	9.5%	15.2%	20.9%	18.3%
City golf courses	12.6%	14.3%	12.4%	11.7%	6.9%	2.7%	14.3%	8.1%	11.3%
City swimming pools	9.3%	12.3%	11.9%	9.6%	8.6%	2.7%	7.5%	11.8%	9.8%
Kiwanis Recreation Center	26.0%	23.6%	19.7%	19.7%	11.2%	5.4%	17.7%	21.5%	19.6%
Tempe 311	14.0%	14.3%	23.8%	13.3%	22.4%	9.5%	14.1%	16.8%	16.3%
Bus, Orbit, or light rail services	62.3%	47.8%	40.4%	42.0%	43.1%	21.6%	44.1%	46.2%	45.3%
Tempe Center for the Arts	29.8%	31.5%	23.8%	26.1%	31.9%	14.9%	24.5%	29.4%	27.1%

Q10. Usage of City Services and Facilities. Please CHECK ALL of the following services and facilities provided by the City that you or members of your household have used in the past 12 months (cont.)

N=1009

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

Q10. What City services & facilities you have used in past 12 months (cont.)

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Arts & recreation programs/ services	16.7%	23.6%	16.6%	17.0%	19.0%	13.5%	15.0%	20.7%	17.9%
Household Products Collection Center	17.2%	29.6%	37.3%	36.7%	34.5%	28.4%	27.2%	31.2%	29.7%
Multigenerational/community centers	6.0%	8.9%	9.8%	12.2%	14.7%	9.5%	7.3%	12.2%	9.7%
Human services	2.3%	6.4%	2.6%	5.3%	4.3%	4.1%	3.3%	5.3%	4.2%
Trash, composting, & recycling services	80.9%	80.3%	74.6%	68.6%	75.9%	63.5%	73.6%	75.5%	74.6%

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

N=1009

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

Q11. What do you use to get information about City of Tempe

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Tempe 11 (cable TV)	4.7%	4.9%	7.3%	8.5%	9.5%	13.5%	6.9%	6.9%	7.1%
Recreation opportunities brochure	16.3%	26.6%	23.8%	23.9%	24.1%	21.6%	16.8%	27.6%	22.4%
City website	63.7%	76.4%	61.1%	41.0%	50.9%	25.7%	56.8%	57.2%	56.8%
Water bill newsletter (Tempe Today)	37.2%	60.6%	67.9%	55.9%	65.5%	62.2%	54.9%	57.6%	56.3%
Social media (Twitter, Facebook, YouTube, Nextdoor)	53.0%	36.5%	25.4%	24.5%	14.7%	13.5%	31.0%	31.4%	31.2%
Online City videos	5.1%	2.0%	2.6%	3.2%	1.7%	0.0%	3.1%	2.4%	2.8%
Television news	17.2%	14.8%	23.8%	36.7%	46.6%	50.0%	31.0%	24.7%	27.6%
City meetings	6.0%	7.4%	5.2%	6.4%	5.2%	5.4%	5.6%	6.1%	5.9%
Email subscriptions	8.8%	13.3%	10.9%	11.7%	9.5%	6.8%	7.9%	12.8%	10.4%
Tempe 311	8.8%	7.9%	12.4%	8.5%	16.4%	5.4%	8.7%	10.1%	9.8%
Radio	13.0%	8.9%	11.9%	15.4%	18.1%	10.8%	13.9%	11.2%	12.6%
Newspapers	13.0%	10.8%	23.8%	34.0%	33.6%	35.1%	22.5%	23.1%	22.7%
Alternate accessible media (Sun Sounds)	1.9%	2.5%	0.0%	0.5%	0.9%	2.7%	1.2%	1.4%	1.3%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q12. What should be City's top priorities over next year

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Economic/business development	19.1%	19.2%	16.1%	12.2%	12.9%	10.8%	21.0%	11.4%	16.0%
Appearance of City	14.0%	11.3%	11.9%	9.0%	12.1%	6.8%	12.7%	10.5%	11.5%
Maintenance of City buildings	0.5%	1.0%	1.6%	2.1%	0.0%	1.4%	1.2%	1.2%	1.2%
Police services	14.0%	21.2%	24.4%	28.2%	31.9%	29.7%	23.5%	23.5%	23.5%
Art, recreation programs, & library services	12.1%	14.3%	5.7%	5.9%	7.8%	5.4%	7.9%	9.9%	8.9%
Customer service	0.9%	0.5%	1.6%	4.3%	2.6%	2.7%	2.1%	1.2%	1.9%
Transportation services	15.3%	7.9%	6.7%	6.9%	12.9%	8.1%	9.8%	9.9%	9.7%
Social/Human services	24.2%	23.6%	14.5%	11.7%	19.0%	13.5%	13.5%	22.9%	18.3%
Fire services	1.9%	3.0%	4.1%	5.9%	8.6%	6.8%	4.4%	4.7%	4.5%
Water/sewer	6.0%	3.0%	7.8%	8.0%	6.0%	4.1%	4.8%	6.7%	5.9%
Neighborhoods	23.3%	24.1%	29.0%	23.4%	19.0%	24.3%	21.0%	26.6%	23.9%
Parks	15.8%	12.3%	11.9%	8.5%	4.3%	6.8%	10.6%	10.3%	10.7%
Trash, composting, & recycling	16.3%	7.9%	4.7%	10.1%	8.6%	12.2%	9.4%	11.0%	9.8%

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

N=1009

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

Q12. What should be City's top priorities over next year (cont.)

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Historical preservation	3.3%	7.9%	4.7%	4.3%	1.7%	4.1%	2.9%	6.1%	4.5%
Condition of City streets/ sidewalks	13.0%	16.7%	24.4%	21.8%	22.4%	24.3%	21.8%	18.1%	19.6%
City infrastructure (e.g. bridges, waterlines)	14.9%	14.3%	25.4%	26.1%	12.9%	16.2%	20.0%	16.4%	18.5%

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

N=1009

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

Q14-1. Appearance of City

Very satisfied	24.1%	26.2%	26.2%	21.9%	21.8%	20.6%	21.3%	26.3%	23.8%
Satisfied	52.8%	55.0%	47.6%	56.3%	59.1%	58.8%	55.0%	53.5%	54.0%
Neutral	10.8%	10.9%	13.9%	16.4%	7.3%	14.7%	14.2%	10.6%	12.6%
Dissatisfied	9.9%	6.4%	9.1%	4.9%	10.9%	1.5%	7.1%	8.1%	7.7%
Very dissatisfied	2.4%	1.5%	3.2%	0.5%	0.9%	4.4%	2.4%	1.5%	1.9%

Q14-2. Image of City

Very satisfied	28.9%	35.0%	29.4%	28.3%	19.4%	25.4%	25.6%	31.4%	28.7%
Satisfied	48.8%	46.5%	46.5%	49.4%	59.3%	56.7%	51.4%	48.7%	49.7%
Neutral	12.8%	11.0%	14.4%	17.8%	13.9%	14.9%	14.8%	13.3%	14.3%
Dissatisfied	6.6%	6.0%	7.5%	3.9%	6.5%	1.5%	6.3%	5.3%	5.7%
Very dissatisfied	2.8%	1.5%	2.1%	0.6%	0.9%	1.5%	2.0%	1.3%	1.7%

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

N=1009

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q14-3. Quality of life in City									
Very satisfied	30.6%	28.0%	35.4%	29.5%	25.0%	23.9%	26.4%	32.6%	29.6%
Satisfied	46.4%	53.5%	43.9%	52.5%	54.6%	56.7%	50.9%	49.8%	50.2%
Neutral	15.8%	12.0%	14.3%	13.1%	13.0%	17.9%	14.7%	13.9%	14.2%
Dissatisfied	5.7%	5.0%	5.3%	4.9%	6.5%	1.5%	6.5%	3.4%	5.1%
Very dissatisfied	1.4%	1.5%	1.1%	0.0%	0.9%	0.0%	1.5%	0.4%	0.9%
Q14-4. City's overall efforts to promote access, diversity, & inclusiveness in community									
Very satisfied	28.7%	30.5%	30.7%	25.3%	27.7%	27.1%	25.9%	30.2%	28.3%
Satisfied	36.5%	39.5%	38.0%	44.9%	42.6%	45.8%	40.1%	41.9%	40.7%
Neutral	24.7%	22.0%	24.1%	22.8%	24.5%	27.1%	24.9%	22.9%	23.8%
Dissatisfied	6.7%	5.6%	4.8%	4.4%	4.3%	0.0%	5.8%	3.8%	5.0%
Very dissatisfied	3.4%	2.3%	2.4%	2.5%	1.1%	0.0%	3.3%	1.2%	2.2%

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

N=1009

	Q18. Your age						Q19. Your gender		Total
	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	30.6%	33.3%	35.5%	18.1%	23.8%	22.9%	26.3%	29.4%	28.0%
Satisfied	34.3%	39.8%	36.4%	53.4%	45.0%	54.2%	43.3%	43.7%	42.8%
Neutral	22.2%	22.2%	24.8%	25.0%	23.8%	18.8%	25.3%	20.4%	23.3%
Dissatisfied	8.3%	3.7%	0.8%	3.4%	3.8%	4.2%	3.4%	4.3%	3.9%
Very dissatisfied	4.6%	0.9%	2.5%	0.0%	3.8%	0.0%	1.7%	2.2%	2.0%
Q14-6. Quality of services for persons with disabilities									
Very satisfied	30.9%	31.7%	30.9%	13.6%	19.7%	23.8%	24.8%	26.0%	25.5%
Satisfied	36.1%	40.6%	36.4%	50.0%	46.5%	52.4%	43.3%	42.5%	42.6%
Neutral	20.6%	23.8%	24.5%	26.4%	26.8%	21.4%	25.2%	22.4%	24.0%
Dissatisfied	5.2%	2.0%	5.5%	6.4%	4.2%	2.4%	4.1%	5.5%	4.6%
Very dissatisfied	7.2%	2.0%	2.7%	3.6%	2.8%	0.0%	2.6%	3.5%	3.3%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	28.7%	27.6%	34.5%	17.9%	21.1%	15.8%	24.6%	26.4%	25.5%
Satisfied	39.6%	38.1%	36.4%	48.2%	43.7%	55.3%	44.6%	40.4%	42.2%
Neutral	22.8%	26.7%	21.8%	26.8%	29.6%	23.7%	24.6%	24.4%	25.0%
Dissatisfied	5.9%	7.6%	5.5%	6.3%	2.8%	5.3%	4.3%	8.0%	5.8%
Very dissatisfied	3.0%	0.0%	1.8%	0.9%	2.8%	0.0%	1.8%	0.8%	1.5%

Q14-8. Quality of neighborhood parks

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	21.0%	19.2%	27.9%	21.0%	19.4%	18.2%	20.6%	22.6%	21.5%
Satisfied	48.5%	53.0%	41.5%	52.3%	56.3%	60.0%	53.4%	48.8%	50.5%
Neutral	17.0%	15.2%	15.3%	21.0%	18.4%	20.0%	15.8%	18.2%	17.4%
Dissatisfied	8.5%	8.6%	11.5%	4.5%	4.9%	1.8%	6.8%	7.7%	7.5%
Very dissatisfied	5.0%	4.0%	3.8%	1.1%	1.0%	0.0%	3.4%	2.6%	3.0%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q14-9. Maintenance of City parks

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	22.4%	18.2%	24.2%	23.0%	24.8%	19.6%	20.6%	23.4%	21.9%
Satisfied	44.8%	58.1%	46.2%	49.4%	50.5%	57.1%	51.2%	50.3%	50.3%
Neutral	16.9%	11.6%	17.6%	20.1%	20.8%	21.4%	16.6%	17.6%	17.3%
Dissatisfied	11.4%	7.6%	8.2%	5.2%	4.0%	1.8%	8.1%	6.2%	7.3%
Very dissatisfied	4.5%	4.5%	3.8%	2.3%	0.0%	0.0%	3.6%	2.4%	3.1%

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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	29.9%	29.2%	30.1%	22.6%	25.0%	22.0%	24.8%	29.6%	27.2%
Satisfied	47.3%	58.3%	47.2%	54.9%	54.3%	56.0%	53.8%	52.4%	52.5%
Neutral	10.0%	8.3%	16.5%	17.7%	19.6%	20.0%	14.3%	13.0%	14.0%
Dissatisfied	9.5%	2.6%	4.0%	4.3%	1.1%	2.0%	5.5%	3.4%	4.6%
Very dissatisfied	3.5%	1.6%	2.3%	0.6%	0.0%	0.0%	1.7%	1.6%	1.7%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q14-11. Quality of City recreation & community centers

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	25.9%	26.5%	27.7%	17.7%	24.7%	28.9%	23.9%	25.4%	24.6%
Satisfied	43.9%	55.8%	49.6%	57.4%	49.4%	51.1%	48.5%	54.9%	51.5%
Neutral	23.7%	12.9%	17.7%	23.4%	23.4%	20.0%	23.0%	16.6%	20.1%
Dissatisfied	4.3%	4.1%	3.5%	1.4%	1.3%	0.0%	3.0%	2.9%	2.8%
Very dissatisfied	2.2%	0.7%	1.4%	0.0%	1.3%	0.0%	1.5%	0.3%	1.0%

Q14-12. Maintenance & appearance of City community centers

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	28.2%	24.5%	27.7%	16.8%	23.8%	25.5%	22.7%	26.0%	24.2%
Satisfied	43.5%	54.5%	48.2%	57.7%	50.0%	51.1%	48.2%	53.9%	51.0%
Neutral	20.6%	14.0%	20.4%	24.8%	25.0%	23.4%	23.3%	17.7%	20.8%
Dissatisfied	5.3%	7.0%	2.9%	0.7%	1.3%	0.0%	5.2%	1.8%	3.4%
Very dissatisfied	2.3%	0.0%	0.7%	0.0%	0.0%	0.0%	0.6%	0.6%	0.6%

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

N=1009			Q18. Your age				Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q14-13. Quality of City swimming pools

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	20.8%	22.8%	29.7%	14.8%	19.6%	18.5%	22.3%	21.9%	21.8%
Satisfied	33.8%	43.5%	35.2%	40.7%	26.1%	40.7%	36.0%	37.2%	37.2%
Neutral	35.1%	26.1%	29.7%	39.5%	50.0%	37.0%	36.5%	33.2%	34.6%
Dissatisfied	6.5%	6.5%	3.3%	4.9%	4.3%	3.7%	4.7%	5.1%	5.0%
Very dissatisfied	3.9%	1.1%	2.2%	0.0%	0.0%	0.0%	0.5%	2.6%	1.4%

Q14-14. Quality of City outdoor athletic fields

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	24.3%	29.4%	28.0%	14.0%	22.2%	23.3%	21.5%	28.1%	24.1%
Satisfied	48.7%	47.9%	48.6%	53.8%	46.3%	50.0%	50.5%	46.3%	49.1%
Neutral	21.7%	21.8%	19.6%	28.0%	27.8%	26.7%	24.7%	23.4%	23.7%
Dissatisfied	1.7%	0.8%	1.9%	4.3%	3.7%	0.0%	2.5%	1.3%	2.1%
Very dissatisfied	3.5%	0.0%	1.9%	0.0%	0.0%	0.0%	0.7%	0.9%	1.1%

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

N=1009			Q18. Your age				Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q14-15. Quality of City golf courses

Very satisfied	25.0%	26.1%	30.6%	15.3%	16.7%	25.0%	21.2%	26.8%	23.4%
Satisfied	38.8%	43.2%	40.0%	49.4%	33.3%	37.5%	42.4%	42.1%	41.5%
Neutral	32.5%	26.1%	23.5%	31.8%	45.2%	37.5%	33.1%	26.8%	30.9%
Dissatisfied	1.3%	3.4%	4.7%	3.5%	4.8%	0.0%	2.1%	3.7%	3.1%
Very dissatisfied	2.5%	1.1%	1.2%	0.0%	0.0%	0.0%	1.3%	0.6%	1.0%

Q14-16. Quality of City recreation programs & services

Very satisfied	29.1%	28.2%	26.0%	16.4%	25.0%	31.6%	23.4%	27.1%	25.2%
Satisfied	42.7%	53.4%	51.2%	51.6%	42.2%	50.0%	46.8%	51.7%	48.8%
Neutral	26.5%	16.0%	20.3%	27.0%	28.1%	18.4%	27.1%	18.5%	23.2%
Dissatisfied	0.0%	2.3%	0.8%	4.9%	3.1%	0.0%	1.7%	2.1%	2.0%
Very dissatisfied	1.7%	0.0%	1.6%	0.0%	1.6%	0.0%	1.0%	0.7%	0.8%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q14-17. Quality of City library programs & services

Very satisfied	42.4%	34.4%	32.9%	30.6%	38.1%	37.0%	33.5%	37.4%	35.4%
Satisfied	40.3%	52.8%	51.4%	52.1%	42.9%	45.7%	46.9%	49.5%	48.1%
Neutral	14.4%	11.0%	12.3%	14.6%	15.5%	15.2%	16.0%	11.0%	13.6%
Dissatisfied	1.4%	1.8%	2.7%	1.4%	2.4%	2.2%	3.0%	1.3%	2.0%
Very dissatisfied	1.4%	0.0%	0.7%	1.4%	1.2%	0.0%	0.6%	0.8%	0.8%

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

Very satisfied	35.0%	29.8%	33.6%	24.0%	34.3%	22.0%	25.4%	35.0%	30.4%
Satisfied	36.8%	51.2%	40.8%	42.1%	44.3%	48.8%	45.6%	41.9%	43.3%
Neutral	20.5%	16.5%	18.4%	27.3%	20.0%	29.3%	23.0%	18.8%	21.2%
Dissatisfied	4.3%	0.8%	3.2%	5.8%	1.4%	0.0%	3.5%	2.6%	3.0%
Very dissatisfied	3.4%	1.7%	4.0%	0.8%	0.0%	0.0%	2.5%	1.7%	2.1%

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

N=1009

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

Q14-19. Quality of Before & After School (Kid Zone) programs

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	30.0%	28.0%	28.8%	19.2%	15.2%	24.0%	18.9%	30.1%	24.4%
Satisfied	33.3%	48.0%	36.4%	38.4%	34.8%	48.0%	38.9%	41.6%	39.8%
Neutral	30.0%	14.7%	34.8%	34.2%	45.7%	28.0%	36.6%	22.9%	30.4%
Dissatisfied	1.7%	9.3%	0.0%	8.2%	2.2%	0.0%	4.6%	4.2%	4.3%
Very dissatisfied	5.0%	0.0%	0.0%	0.0%	2.2%	0.0%	1.1%	1.2%	1.1%

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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	35.2%	28.3%	29.7%	14.4%	20.4%	17.2%	22.1%	28.5%	25.4%
Satisfied	34.1%	47.5%	39.6%	51.1%	44.4%	48.3%	43.4%	45.6%	43.9%
Neutral	21.6%	19.2%	25.7%	28.9%	33.3%	34.5%	31.0%	19.3%	25.6%
Dissatisfied	4.5%	3.0%	2.0%	4.4%	1.9%	0.0%	1.8%	4.4%	3.0%
Very dissatisfied	4.5%	2.0%	3.0%	1.1%	0.0%	0.0%	1.8%	2.2%	2.1%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q14-21. Quality of Tempe Center for the Arts

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	38.0%	31.8%	33.3%	25.6%	37.8%	18.9%	27.9%	36.2%	32.1%
Satisfied	38.8%	54.3%	38.0%	44.4%	40.5%	56.8%	45.3%	44.0%	44.3%
Neutral	17.1%	13.2%	22.5%	22.2%	20.3%	24.3%	22.8%	15.3%	19.1%
Dissatisfied	3.9%	0.0%	3.9%	6.8%	0.0%	0.0%	2.0%	3.6%	2.9%
Very dissatisfied	2.3%	0.8%	2.3%	0.9%	1.4%	0.0%	2.0%	1.0%	1.6%

Q14-22. Quality of Tempe History Museum

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	43.7%	31.9%	32.8%	24.4%	33.3%	22.0%	27.7%	36.7%	31.9%
Satisfied	35.9%	50.4%	47.9%	47.9%	45.8%	56.1%	43.9%	50.0%	46.9%
Neutral	15.5%	15.9%	17.6%	26.9%	18.1%	22.0%	26.3%	11.5%	19.1%
Dissatisfied	2.9%	0.9%	1.7%	0.0%	2.8%	0.0%	1.4%	1.1%	1.4%
Very dissatisfied	1.9%	0.9%	0.0%	0.8%	0.0%	0.0%	0.7%	0.7%	0.7%

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

N=1009

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

Q14-23. Quality of Tempe Public Library

Very satisfied	42.4%	35.8%	35.0%	36.1%	42.7%	34.5%	33.7%	41.6%	37.6%
Satisfied	38.4%	50.0%	50.0%	45.8%	43.8%	49.1%	46.3%	46.1%	46.1%
Neutral	15.2%	11.9%	11.3%	15.5%	9.4%	12.7%	16.0%	9.4%	12.9%
Dissatisfied	2.6%	2.3%	3.1%	2.6%	4.2%	1.8%	3.5%	2.5%	2.9%
Very dissatisfied	1.3%	0.0%	0.6%	0.0%	0.0%	1.8%	0.5%	0.5%	0.5%

Q14-24. Adequacy of street lighting

Very satisfied	22.8%	23.4%	18.8%	18.1%	11.8%	13.6%	19.2%	19.7%	19.3%
Satisfied	35.4%	37.5%	50.0%	39.6%	52.7%	48.5%	45.7%	39.7%	42.6%
Neutral	15.5%	19.8%	15.6%	22.0%	16.4%	24.2%	17.2%	19.1%	18.3%
Dissatisfied	20.4%	14.6%	9.1%	15.9%	13.6%	9.1%	11.9%	16.8%	14.6%
Very dissatisfied	5.8%	4.7%	6.5%	4.4%	5.5%	4.5%	6.0%	4.7%	5.2%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q14-25. Condition of City streets

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	19.1%	13.3%	10.8%	10.4%	11.1%	9.2%	13.2%	13.1%	12.9%
Satisfied	37.3%	46.2%	43.0%	39.3%	36.1%	46.2%	39.5%	42.9%	41.3%
Neutral	21.5%	23.6%	21.0%	24.0%	27.8%	29.2%	24.8%	22.4%	23.5%
Dissatisfied	14.8%	12.3%	14.0%	19.7%	18.5%	10.8%	13.6%	16.5%	15.3%
Very dissatisfied	7.2%	4.6%	11.3%	6.6%	6.5%	4.6%	9.0%	5.1%	7.0%

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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	20.3%	16.5%	16.1%	13.0%	14.2%	12.7%	14.1%	17.4%	15.9%
Satisfied	41.1%	46.4%	45.2%	45.9%	50.0%	49.2%	48.1%	43.4%	45.4%
Neutral	18.4%	23.7%	23.1%	25.4%	23.6%	25.4%	22.6%	23.2%	23.1%
Dissatisfied	14.5%	8.8%	11.8%	12.4%	10.4%	12.7%	10.3%	13.2%	11.8%
Very dissatisfied	5.8%	4.6%	3.8%	3.2%	1.9%	0.0%	4.8%	2.8%	3.8%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q14-27. Overall condition of your neighborhood

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	16.3%	18.9%	17.2%	12.4%	16.5%	18.5%	16.3%	16.5%	16.3%
Satisfied	43.8%	42.9%	46.2%	48.6%	49.5%	46.2%	46.2%	45.6%	45.6%
Neutral	22.1%	20.4%	22.0%	24.3%	18.3%	18.5%	20.9%	22.6%	21.7%
Dissatisfied	13.0%	13.8%	5.9%	9.7%	11.0%	15.4%	11.4%	10.5%	11.3%
Very dissatisfied	4.8%	4.1%	8.6%	4.9%	4.6%	1.5%	5.3%	4.8%	5.1%

Q14-28. Appearance of residential property in City

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	14.9%	13.0%	12.4%	7.8%	10.2%	12.5%	11.4%	12.7%	11.9%
Satisfied	40.3%	45.8%	44.3%	45.8%	49.1%	48.4%	47.8%	42.8%	44.6%
Neutral	28.4%	27.6%	28.1%	33.0%	24.1%	21.9%	24.6%	31.2%	28.5%
Dissatisfied	12.4%	11.5%	11.4%	10.1%	10.2%	15.6%	12.1%	11.0%	11.5%
Very dissatisfied	4.0%	2.1%	3.8%	3.4%	6.5%	1.6%	4.2%	2.4%	3.5%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q14-29. Maintenance of private property

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	15.3%	12.9%	11.1%	5.7%	9.2%	9.8%	10.7%	11.3%	10.9%
Satisfied	41.1%	47.3%	40.6%	39.4%	35.7%	39.3%	42.7%	40.2%	41.1%
Neutral	29.5%	24.7%	30.0%	33.7%	34.7%	32.8%	28.1%	32.5%	30.4%
Dissatisfied	8.9%	12.4%	13.9%	17.1%	14.3%	16.4%	13.2%	13.1%	13.5%
Very dissatisfied	5.3%	2.7%	4.4%	4.0%	6.1%	1.6%	5.3%	2.9%	4.1%

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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	9.8%	11.4%	7.6%	5.8%	11.7%	10.0%	9.5%	9.0%	9.1%
Satisfied	21.0%	36.4%	34.5%	32.2%	33.8%	45.0%	32.9%	32.1%	32.3%
Neutral	31.5%	22.1%	27.7%	25.6%	24.7%	15.0%	26.2%	25.4%	25.8%
Dissatisfied	26.6%	17.9%	19.3%	23.1%	18.2%	25.0%	20.3%	22.4%	21.5%
Very dissatisfied	11.2%	12.1%	10.9%	13.2%	11.7%	5.0%	11.1%	11.0%	11.3%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q14-31. City enforcement of alley maintenance codes

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	15.3%	11.3%	13.9%	5.9%	11.0%	11.4%	11.5%	11.5%	11.4%
Satisfied	24.2%	34.6%	27.8%	32.2%	30.1%	38.6%	32.5%	30.6%	30.8%
Neutral	28.2%	23.3%	27.8%	29.7%	28.8%	25.0%	26.9%	26.4%	27.4%
Dissatisfied	15.3%	18.0%	17.4%	20.3%	19.2%	18.2%	16.7%	18.8%	17.8%
Very dissatisfied	16.9%	12.8%	13.0%	11.9%	11.0%	6.8%	12.5%	12.8%	12.7%

Q14-32. Overall enforcement of City property maintenance codes

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	13.7%	12.8%	14.4%	8.3%	10.7%	8.9%	10.9%	12.5%	11.7%
Satisfied	39.7%	35.3%	32.9%	34.0%	29.8%	44.4%	36.1%	35.2%	35.2%
Neutral	26.7%	26.9%	32.2%	31.9%	32.1%	28.9%	28.7%	30.8%	29.9%
Dissatisfied	9.2%	14.7%	13.0%	18.1%	14.3%	15.6%	13.8%	14.5%	14.1%
Very dissatisfied	10.7%	10.3%	7.5%	7.6%	13.1%	2.2%	10.6%	7.0%	9.0%

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

N=1009		Q18. Your age					Q19. Your gender		Total
	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	20.1%	16.8%	14.7%	8.5%	13.4%	6.3%	13.4%	15.0%	14.1%
Satisfied	41.7%	45.6%	38.5%	38.0%	36.6%	39.6%	42.2%	39.7%	40.4%
Neutral	22.2%	24.8%	30.8%	35.2%	28.0%	39.6%	27.9%	29.4%	29.1%
Dissatisfied	10.4%	7.4%	9.1%	16.2%	14.6%	14.6%	10.8%	12.1%	11.6%
Very dissatisfied	5.6%	5.4%	7.0%	2.1%	7.3%	0.0%	5.7%	3.8%	4.9%

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

Very satisfied	16.6%	10.5%	14.5%	8.1%	12.4%	5.6%	11.3%	12.3%	11.7%
Satisfied	34.4%	40.7%	31.6%	38.9%	29.2%	31.5%	37.4%	34.3%	35.3%
Neutral	29.1%	25.3%	32.2%	30.2%	27.0%	38.9%	28.5%	30.0%	29.7%
Dissatisfied	12.6%	16.0%	15.8%	15.4%	16.9%	22.2%	13.4%	17.7%	15.8%
Very dissatisfied	7.3%	7.4%	5.9%	7.4%	14.6%	1.9%	9.4%	5.7%	7.6%

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

N=1009		Q18. Your age						Q19. Your gender		Total
	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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	17.3%	14.0%	15.9%	5.5%	14.3%	6.8%	13.3%	12.4%	12.8%
Satisfied	29.8%	41.3%	31.8%	41.8%	28.6%	37.3%	36.1%	35.3%	35.2%
Neutral	25.0%	20.3%	25.8%	28.1%	22.0%	33.9%	24.0%	25.8%	25.1%
Dissatisfied	17.3%	16.9%	18.5%	15.8%	23.1%	20.3%	17.4%	18.2%	18.2%
Very dissatisfied	10.7%	7.6%	7.9%	8.9%	12.1%	1.7%	9.2%	8.4%	8.8%

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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	19.8%	10.5%	14.0%	8.6%	10.9%	5.5%	12.2%	12.6%	12.4%
Satisfied	29.3%	42.4%	32.5%	36.7%	30.4%	41.8%	35.3%	35.3%	35.2%
Neutral	29.9%	22.1%	30.6%	30.9%	27.2%	29.1%	28.6%	28.2%	28.2%
Dissatisfied	12.0%	18.0%	15.3%	18.0%	20.7%	20.0%	14.5%	17.6%	16.5%
Very dissatisfied	9.0%	7.0%	7.6%	5.8%	10.9%	3.6%	9.4%	6.3%	7.7%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	20.9%	10.2%	15.2%	6.6%	11.4%	6.3%	12.5%	12.6%	12.5%
Satisfied	23.3%	37.7%	34.5%	35.8%	23.9%	27.1%	30.9%	32.8%	31.2%
Neutral	33.1%	25.1%	25.5%	32.1%	34.1%	45.8%	31.7%	29.4%	30.7%
Dissatisfied	12.9%	19.2%	17.2%	16.8%	17.0%	16.7%	14.4%	17.6%	16.6%
Very dissatisfied	9.8%	7.8%	7.6%	8.8%	13.6%	4.2%	10.4%	7.6%	9.0%

Q14-38. Value & benefits received by City from Special Events

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	31.6%	17.7%	18.2%	15.3%	18.2%	5.4%	15.4%	23.7%	19.3%
Satisfied	28.9%	45.2%	34.7%	44.1%	34.8%	43.2%	38.6%	38.5%	38.5%
Neutral	28.9%	29.8%	36.4%	32.2%	36.4%	48.6%	35.2%	31.3%	33.4%
Dissatisfied	4.4%	4.8%	9.1%	7.6%	7.6%	2.7%	7.8%	4.3%	6.3%
Very dissatisfied	6.1%	2.4%	1.7%	0.8%	3.0%	0.0%	3.1%	2.2%	2.6%

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

N=1009

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q14-39. Access to Human Services/Social Services									
Very satisfied	27.7%	15.6%	17.4%	12.7%	13.6%	12.5%	15.6%	19.2%	17.4%
Satisfied	26.7%	43.8%	37.0%	43.1%	44.1%	40.0%	38.4%	39.2%	38.8%
Neutral	26.7%	27.1%	40.2%	35.3%	35.6%	45.0%	38.4%	29.6%	33.5%
Dissatisfied	14.9%	10.4%	2.2%	7.8%	3.4%	2.5%	5.5%	9.2%	7.7%
Very dissatisfied	4.0%	3.1%	3.3%	1.0%	3.4%	0.0%	2.1%	2.9%	2.6%
Q14-40. Residential trash collection services									
Very satisfied	38.9%	37.2%	34.1%	31.1%	32.4%	25.0%	32.5%	35.4%	34.1%
Satisfied	41.1%	47.1%	49.2%	53.7%	50.9%	58.3%	49.1%	48.8%	49.1%
Neutral	11.1%	8.4%	11.4%	10.7%	11.1%	13.3%	11.6%	9.7%	10.5%
Dissatisfied	6.3%	5.2%	3.8%	3.4%	3.7%	3.3%	5.2%	4.2%	4.6%
Very dissatisfied	2.6%	2.1%	1.6%	1.1%	1.9%	0.0%	1.6%	2.0%	1.7%

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

N=1009

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q14-41. Residential recycling services									
Very satisfied	36.5%	39.8%	36.3%	31.5%	35.6%	27.1%	32.7%	37.1%	35.2%
Satisfied	38.0%	45.0%	47.8%	51.2%	51.0%	61.0%	47.2%	47.4%	47.1%
Neutral	8.9%	6.8%	9.3%	13.1%	7.7%	11.9%	10.8%	8.5%	9.6%
Dissatisfied	5.7%	5.8%	3.8%	3.6%	3.8%	0.0%	5.3%	3.4%	4.3%
Very dissatisfied	10.9%	2.6%	2.7%	0.6%	1.9%	0.0%	3.9%	3.6%	3.7%
Q14-42. Bulk trash pickup/removal services									
Very satisfied	35.7%	36.5%	38.4%	29.7%	31.3%	23.2%	31.4%	34.8%	33.6%
Satisfied	34.5%	37.1%	35.0%	44.2%	41.4%	55.4%	38.8%	40.7%	39.4%
Neutral	11.7%	11.2%	11.9%	13.3%	15.2%	14.3%	15.2%	10.0%	12.6%
Dissatisfied	14.6%	10.7%	10.7%	11.5%	10.1%	7.1%	12.0%	11.0%	11.4%
Very dissatisfied	3.5%	4.5%	4.0%	1.2%	2.0%	0.0%	2.5%	3.6%	2.9%

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

N=1009			Q18. Your age				Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q15-1. How well City is planning for growth

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	17.1%	13.9%	9.3%	11.8%	12.0%	14.6%	11.4%	14.8%	13.1%
Satisfied	41.8%	40.1%	45.7%	44.1%	30.1%	46.3%	43.4%	40.5%	41.4%
Neutral	17.1%	21.9%	22.9%	27.6%	36.1%	29.3%	24.3%	25.7%	24.6%
Dissatisfied	14.6%	16.8%	16.4%	9.4%	16.9%	9.8%	14.1%	13.6%	14.2%
Very dissatisfied	9.5%	7.3%	5.7%	7.1%	4.8%	0.0%	6.7%	5.4%	6.8%

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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	17.6%	11.8%	16.2%	16.3%	16.5%	15.6%	14.9%	16.6%	15.5%
Satisfied	36.6%	52.6%	40.8%	43.0%	40.0%	48.9%	44.0%	42.3%	43.2%
Neutral	23.5%	23.7%	31.0%	29.6%	32.9%	33.3%	28.0%	28.7%	28.4%
Dissatisfied	16.3%	7.9%	10.6%	10.4%	9.4%	2.2%	11.7%	9.3%	10.4%
Very dissatisfied	5.9%	3.9%	1.4%	0.7%	1.2%	0.0%	1.5%	3.1%	2.6%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q15-3. Condition of streets in your neighborhood

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	22.6%	15.9%	12.8%	14.2%	15.2%	9.9%	15.0%	16.5%	15.8%
Satisfied	40.4%	50.8%	47.6%	41.0%	46.4%	52.1%	44.0%	47.8%	45.5%
Neutral	18.8%	19.0%	16.6%	18.6%	14.3%	21.1%	18.3%	17.3%	18.1%
Dissatisfied	12.5%	10.3%	14.4%	21.9%	16.1%	12.7%	15.3%	14.2%	14.7%
Very dissatisfied	5.8%	4.1%	8.6%	4.4%	8.0%	4.2%	7.4%	4.2%	5.9%

Q15-4. Condition of major City streets & sidewalks

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	19.4%	15.0%	14.2%	15.0%	14.8%	8.7%	14.4%	16.1%	15.2%
Satisfied	45.6%	59.6%	48.6%	47.2%	43.5%	59.4%	50.4%	51.1%	50.3%
Neutral	17.0%	16.1%	21.9%	19.4%	20.4%	20.3%	17.6%	19.3%	18.8%
Dissatisfied	14.1%	5.7%	9.3%	16.7%	18.5%	11.6%	13.1%	11.2%	12.3%
Very dissatisfied	3.9%	3.6%	6.0%	1.7%	2.8%	0.0%	4.4%	2.3%	3.4%

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

N=1009

	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q15-5. Condition & clarity of street signs									
Very satisfied	28.0%	21.8%	22.4%	19.9%	17.3%	15.7%	22.8%	21.5%	21.8%
Satisfied	51.7%	57.0%	51.9%	51.4%	54.5%	47.1%	54.4%	52.0%	52.8%
Neutral	14.0%	13.0%	16.9%	18.2%	18.2%	28.6%	14.4%	18.3%	16.7%
Dissatisfied	5.3%	6.2%	8.2%	9.9%	9.1%	7.1%	6.6%	7.8%	7.6%
Very dissatisfied	1.0%	2.1%	0.5%	0.6%	0.9%	1.4%	1.8%	0.4%	1.0%
Q15-6. Management of traffic flow on City streets									
Very satisfied	12.1%	10.3%	12.4%	15.6%	10.8%	11.9%	11.6%	13.4%	12.3%
Satisfied	35.4%	38.7%	36.8%	40.8%	44.1%	49.3%	37.1%	42.6%	39.5%
Neutral	20.4%	22.2%	24.3%	22.9%	25.2%	28.4%	24.4%	21.5%	23.2%
Dissatisfied	19.9%	20.1%	17.8%	15.1%	15.3%	6.0%	16.7%	16.6%	16.9%
Very dissatisfied	12.1%	8.8%	8.6%	5.6%	4.5%	4.5%	10.1%	5.8%	8.2%

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

N=1009			Q18. Your age				Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	18.9%	22.4%	23.8%	23.4%	29.7%	22.9%	20.1%	25.8%	22.8%
Satisfied	46.2%	45.4%	46.3%	54.5%	35.2%	54.2%	47.9%	46.0%	46.9%
Neutral	21.3%	22.4%	21.8%	16.6%	24.2%	18.8%	23.1%	18.8%	21.1%
Dissatisfied	11.2%	8.6%	5.4%	4.1%	8.8%	4.2%	7.4%	7.3%	7.5%
Very dissatisfied	2.4%	1.3%	2.7%	1.4%	2.2%	0.0%	1.4%	2.2%	1.8%

Q15-8. Quality of walking & biking paths

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	21.8%	21.0%	22.4%	20.7%	21.9%	18.8%	19.2%	23.2%	21.2%
Satisfied	47.7%	57.5%	51.2%	57.3%	54.2%	52.1%	55.6%	51.2%	53.5%
Neutral	16.1%	14.9%	17.1%	15.2%	18.8%	25.0%	15.0%	18.2%	16.6%
Dissatisfied	8.3%	3.9%	7.1%	4.3%	2.1%	4.2%	6.8%	4.0%	5.3%
Very dissatisfied	6.2%	2.8%	2.4%	2.4%	3.1%	0.0%	3.4%	3.3%	3.4%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q15-9. Quality of recycling services									
Very satisfied	30.1%	36.2%	37.5%	30.0%	32.4%	22.7%	29.0%	34.6%	32.3%
Satisfied	40.9%	48.9%	46.0%	50.6%	48.6%	62.1%	50.0%	46.8%	48.0%
Neutral	11.9%	7.4%	11.4%	15.3%	14.3%	15.2%	12.7%	11.6%	12.2%
Dissatisfied	10.4%	4.8%	3.4%	2.4%	2.9%	0.0%	5.7%	3.9%	4.6%
Very dissatisfied	6.7%	2.7%	1.7%	1.8%	1.9%	0.0%	2.6%	3.1%	2.9%
Q15-10. Quality of green organics collection & compost program									
Very satisfied	27.2%	28.7%	29.9%	21.5%	28.0%	20.0%	24.8%	26.5%	26.6%
Satisfied	34.6%	44.9%	38.0%	44.4%	40.2%	55.0%	42.9%	41.2%	41.2%
Neutral	16.9%	16.2%	23.4%	20.7%	22.0%	22.5%	21.2%	18.8%	19.9%
Dissatisfied	11.0%	8.1%	5.1%	8.9%	7.3%	2.5%	7.4%	8.0%	7.7%
Very dissatisfied	10.3%	2.2%	3.6%	4.4%	2.4%	0.0%	3.7%	5.5%	4.6%

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

N=1009

	Q18. Your age						Q19. Your gender		Total
	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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	21.9%	14.5%	19.9%	11.2%	9.3%	17.0%	14.0%	18.7%	16.0%
Satisfied	37.1%	40.4%	35.3%	49.3%	36.1%	42.6%	43.2%	37.1%	39.9%
Neutral	24.2%	27.1%	30.1%	26.3%	36.1%	27.7%	27.6%	28.1%	28.3%
Dissatisfied	8.4%	12.7%	9.0%	8.6%	9.3%	10.6%	9.3%	10.2%	9.7%
Very dissatisfied	8.4%	5.4%	5.8%	4.6%	9.3%	2.1%	5.9%	5.9%	6.2%

Q15-12. Quality of your internet service provider

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	15.7%	7.0%	13.0%	16.0%	10.8%	11.7%	10.9%	14.0%	12.5%
Satisfied	26.0%	33.7%	28.2%	34.3%	37.3%	43.3%	34.0%	30.6%	31.8%
Neutral	21.1%	26.2%	23.2%	24.3%	30.4%	26.7%	25.6%	24.6%	24.8%
Dissatisfied	21.6%	18.2%	24.3%	18.3%	12.7%	10.0%	17.9%	18.6%	18.9%
Very dissatisfied	15.7%	15.0%	11.3%	7.1%	8.8%	8.3%	11.6%	12.2%	12.1%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	
Q15-13. Quality of water conservation programs									
Very satisfied	19.0%	15.1%	16.1%	15.9%	12.0%	10.6%	12.9%	18.6%	15.5%
Satisfied	31.0%	43.2%	37.2%	48.3%	42.2%	57.4%	45.3%	38.4%	41.6%
Neutral	30.3%	31.7%	34.3%	29.0%	33.7%	29.8%	31.8%	30.8%	31.5%
Dissatisfied	13.4%	6.5%	6.6%	5.5%	9.6%	2.1%	7.2%	7.6%	7.7%
Very dissatisfied	6.3%	3.6%	5.8%	1.4%	2.4%	0.0%	2.9%	4.6%	3.7%
Q15-14. Quality of energy conservation programs									
Very satisfied	19.3%	16.5%	16.2%	10.8%	10.6%	10.9%	13.3%	16.5%	14.7%
Satisfied	34.3%	42.4%	36.0%	46.0%	43.5%	47.8%	43.8%	38.8%	41.0%
Neutral	27.1%	27.3%	40.4%	35.3%	37.6%	39.1%	32.6%	33.9%	33.5%
Dissatisfied	12.9%	10.1%	4.4%	5.0%	5.9%	2.2%	7.2%	7.1%	7.4%
Very dissatisfied	6.4%	3.6%	2.9%	2.9%	2.4%	0.0%	3.2%	3.7%	3.5%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	17.6%	14.3%	16.8%	11.3%	13.1%	16.3%	12.9%	16.8%	14.8%
Satisfied	35.2%	44.3%	33.6%	46.5%	38.1%	38.8%	43.0%	36.7%	39.4%
Neutral	30.3%	26.4%	38.0%	31.7%	34.5%	42.9%	33.5%	32.7%	33.0%
Dissatisfied	12.0%	12.9%	7.3%	7.7%	9.5%	2.0%	8.0%	9.5%	9.4%
Very dissatisfied	4.9%	2.1%	4.4%	2.8%	4.8%	0.0%	2.6%	4.3%	3.4%

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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	17.9%	13.0%	16.9%	14.6%	13.0%	11.5%	14.8%	15.4%	14.9%
Satisfied	32.9%	42.0%	34.4%	41.8%	36.0%	50.0%	37.6%	39.6%	38.0%
Neutral	23.7%	23.5%	27.3%	27.2%	27.0%	34.6%	27.5%	24.5%	26.5%
Dissatisfied	16.8%	16.0%	15.6%	10.8%	16.0%	1.9%	13.5%	14.4%	14.1%
Very dissatisfied	8.7%	5.6%	5.8%	5.7%	8.0%	1.9%	6.7%	6.1%	6.4%

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

N=1009

	Q18. Your age						Q19. Your gender		Total
	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 (the area I live)

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	18.4%	8.4%	15.9%	11.6%	5.3%	13.2%	10.7%	14.5%	12.6%
Satisfied	27.2%	29.8%	22.2%	29.5%	28.0%	34.2%	28.8%	26.7%	27.6%
Neutral	28.7%	32.8%	37.3%	34.1%	44.0%	39.5%	38.5%	32.8%	35.0%
Dissatisfied	18.4%	17.6%	15.9%	17.8%	14.7%	13.2%	14.9%	17.7%	16.9%
Very dissatisfied	7.4%	11.5%	8.7%	7.0%	8.0%	0.0%	7.1%	8.4%	7.9%

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

N=1009			Q18. Your age				Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

Q16-1. Direction City is heading

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	23.9%	14.4%	14.8%	14.3%	15.8%	20.0%	19.6%	15.0%	17.0%
Satisfied	42.9%	52.3%	42.0%	49.1%	34.7%	50.0%	44.6%	46.9%	45.4%
Neutral	19.0%	23.0%	25.4%	26.1%	34.7%	26.7%	24.8%	24.6%	24.8%
Dissatisfied	9.2%	6.3%	10.7%	7.5%	10.5%	3.3%	6.7%	9.3%	8.4%
Very dissatisfied	4.9%	4.0%	7.1%	3.1%	4.2%	0.0%	4.3%	4.2%	4.3%

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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	16.2%	14.3%	11.0%	12.0%	15.6%	13.2%	13.9%	13.2%	13.6%
Satisfied	23.6%	32.9%	37.7%	44.4%	38.9%	45.3%	34.2%	38.5%	35.9%
Neutral	31.8%	39.3%	36.3%	28.2%	36.7%	35.8%	34.4%	34.4%	34.4%
Dissatisfied	20.3%	11.4%	10.3%	9.9%	6.7%	5.7%	12.3%	10.6%	11.8%
Very dissatisfied	8.1%	2.1%	4.8%	5.6%	2.2%	0.0%	5.2%	3.2%	4.4%

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

N=1009	Q18. Your age						Q19. Your gender		Total
	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	

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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	18.9%	15.6%	12.3%	12.5%	14.1%	19.6%	14.6%	15.5%	15.1%
Satisfied	24.2%	34.4%	37.7%	38.3%	35.9%	37.0%	32.6%	36.8%	34.0%
Neutral	35.6%	37.7%	34.4%	39.2%	41.0%	39.1%	39.2%	35.7%	37.5%
Dissatisfied	12.9%	9.0%	9.0%	4.2%	7.7%	4.3%	8.2%	8.6%	8.6%
Very dissatisfied	8.3%	3.3%	6.6%	5.8%	1.3%	0.0%	5.4%	3.4%	4.9%

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

	18-34	35-44	45-54	55-64	65-74	75+	Male	Female	Total
Very satisfied	14.9%	13.1%	11.9%	18.5%	16.0%	17.7%	13.8%	16.1%	14.9%
Satisfied	40.2%	47.5%	43.5%	41.4%	37.0%	46.8%	42.0%	43.6%	42.3%
Neutral	28.2%	28.1%	30.4%	27.2%	36.0%	32.3%	30.1%	29.8%	30.1%
Dissatisfied	8.0%	8.8%	10.7%	8.6%	9.0%	3.2%	8.6%	7.9%	8.6%
Very dissatisfied	8.6%	2.5%	3.6%	4.3%	2.0%	0.0%	5.5%	2.6%	4.1%

City of Tempe
2018 Community Survey
Appendix E – Cross-Tabular Data by Years Lived in City 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

October 2018

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

N=1009

| | Q17. How many years have you lived in Tempe? | | | | | Q23. Do you own or rent your current residence? | | Total |
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q1-1. Quality of local fire services								
Very satisfied	75.0%	47.2%	55.1%	57.5%	62.0%	62.9%	46.2%	57.7%
Satisfied	25.0%	38.6%	25.8%	19.8%	24.0%	21.2%	37.1%	26.3%
Neutral	0.0%	10.2%	9.0%	15.1%	4.7%	6.7%	10.7%	8.0%
Dissatisfied	0.0%	1.6%	5.6%	0.9%	2.9%	3.0%	2.5%	2.8%
Very dissatisfied	0.0%	2.4%	4.5%	6.6%	6.4%	6.2%	3.6%	5.3%
Q1-2. Quality of medical rescue services								
Very satisfied	66.7%	47.6%	52.3%	57.0%	61.9%	61.3%	49.0%	57.2%
Satisfied	33.3%	34.9%	24.4%	21.0%	23.3%	21.5%	32.5%	25.3%
Neutral	0.0%	14.3%	10.5%	14.0%	5.7%	8.1%	11.9%	9.3%
Dissatisfied	0.0%	2.4%	7.0%	3.0%	2.1%	2.9%	3.6%	3.0%
Very dissatisfied	0.0%	0.8%	5.8%	5.0%	6.9%	6.3%	3.1%	5.2%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q1-3. Quality of local police services								
Very satisfied	33.3%	35.4%	34.7%	35.9%	43.1%	40.9%	34.5%	38.8%
Satisfied	50.0%	43.6%	28.9%	30.7%	31.4%	31.0%	39.9%	33.6%
Neutral	0.0%	8.3%	15.7%	17.0%	10.9%	11.7%	12.8%	12.0%
Dissatisfied	16.7%	7.7%	12.4%	7.8%	7.1%	8.7%	6.6%	8.4%
Very dissatisfied	0.0%	5.0%	8.3%	8.5%	7.5%	7.7%	6.2%	7.1%
Q1-4. Enforcement of local traffic laws								
Very satisfied	28.6%	24.9%	18.9%	22.9%	27.5%	26.3%	22.1%	25.0%
Satisfied	28.6%	37.1%	29.5%	36.9%	35.4%	33.6%	38.6%	34.9%
Neutral	14.3%	18.3%	27.9%	14.6%	17.7%	20.1%	15.7%	19.0%
Dissatisfied	28.6%	13.7%	17.2%	19.7%	13.3%	14.6%	16.1%	15.1%
Very dissatisfied	0.0%	6.1%	6.6%	5.7%	6.1%	5.4%	7.5%	6.1%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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	16.7%	18.1%	15.6%	22.8%	26.6%	24.6%	17.7%	22.4%
Satisfied	66.7%	38.8%	31.1%	34.9%	35.3%	35.2%	37.4%	35.3%
Neutral	0.0%	25.0%	31.1%	20.8%	18.5%	20.0%	25.7%	22.2%
Dissatisfied	16.7%	16.0%	14.8%	14.8%	14.5%	15.0%	14.7%	15.0%
Very dissatisfied	0.0%	2.1%	7.4%	6.7%	5.1%	5.3%	4.5%	5.1%
Q1-6. Overall feeling of safety in City								
Very satisfied	36.4%	25.0%	15.6%	26.7%	31.1%	28.2%	23.6%	26.6%
Satisfied	36.4%	42.7%	44.4%	42.9%	40.2%	41.3%	43.2%	41.4%
Neutral	9.1%	17.2%	18.5%	13.0%	12.3%	13.8%	14.9%	14.6%
Dissatisfied	18.2%	11.6%	14.8%	13.0%	11.0%	11.6%	13.5%	12.5%
Very dissatisfied	0.0%	3.4%	6.7%	4.3%	5.5%	5.1%	4.7%	4.9%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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	54.5%	29.0%	16.8%	32.5%	32.5%	32.4%	24.2%	29.6%
Satisfied	18.2%	39.8%	43.1%	37.4%	36.3%	37.2%	40.3%	37.8%
Neutral	9.1%	13.0%	14.6%	9.8%	12.2%	10.9%	15.1%	12.4%
Dissatisfied	18.2%	12.6%	16.1%	14.7%	12.2%	13.4%	12.8%	13.6%
Very dissatisfied	0.0%	5.6%	9.5%	5.5%	6.8%	6.2%	7.7%	6.6%

Q2(1-7). 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=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q2-1. Neighborhood parks								
Very satisfied	33.3%	30.0%	24.6%	28.1%	27.8%	26.9%	30.1%	27.9%
Satisfied	33.3%	43.8%	37.3%	44.4%	41.5%	42.0%	40.8%	41.5%
Neutral	16.7%	11.3%	12.7%	10.5%	14.1%	12.8%	13.2%	13.0%
Dissatisfied	16.7%	10.3%	12.7%	11.1%	9.8%	11.2%	9.2%	10.7%
Very dissatisfied	0.0%	4.4%	12.7%	5.9%	6.8%	7.1%	6.6%	6.9%
Q2-2. City parks like Kiwanis & Tempe Beach								
Very satisfied	20.0%	33.0%	27.2%	31.8%	34.6%	31.1%	34.4%	32.3%
Satisfied	50.0%	44.7%	40.8%	45.0%	39.8%	42.7%	41.5%	42.0%
Neutral	10.0%	9.6%	12.0%	9.3%	12.9%	11.3%	11.1%	11.4%
Dissatisfied	10.0%	9.6%	8.8%	7.3%	6.6%	8.5%	6.3%	7.9%
Very dissatisfied	10.0%	3.0%	11.2%	6.6%	6.1%	6.3%	6.7%	6.4%

Q2(1-7). 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=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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	25.0%	32.0%	24.3%	27.8%	23.7%	25.5%	28.0%	26.4%
Satisfied	25.0%	44.2%	35.9%	44.4%	38.5%	40.2%	40.9%	40.2%
Neutral	37.5%	12.8%	17.5%	13.5%	22.2%	17.8%	18.1%	18.1%
Dissatisfied	0.0%	7.0%	12.6%	10.3%	11.1%	11.3%	7.3%	10.1%
Very dissatisfied	12.5%	4.1%	9.7%	4.0%	4.6%	5.3%	5.6%	5.3%

Q2-4. City athletic & recreational facilities

Very satisfied	14.3%	29.8%	23.7%	29.5%	30.7%	28.7%	29.2%	29.1%
Satisfied	57.1%	44.3%	39.8%	43.8%	40.2%	41.6%	42.1%	41.7%
Neutral	14.3%	18.3%	16.1%	15.2%	17.6%	17.6%	15.4%	16.9%
Dissatisfied	14.3%	5.3%	14.0%	5.4%	6.5%	7.6%	7.2%	7.5%
Very dissatisfied	0.0%	2.3%	6.5%	6.3%	4.9%	4.5%	6.2%	4.9%

Q2(1-7). 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=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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	14.3%	41.2%	31.9%	42.1%	43.8%	40.2%	42.5%	41.0%
Satisfied	42.9%	37.9%	40.7%	34.5%	32.7%	33.6%	40.1%	35.2%
Neutral	28.6%	14.1%	9.7%	13.1%	11.1%	12.4%	10.5%	12.1%
Dissatisfied	14.3%	5.1%	12.4%	2.8%	5.9%	7.5%	3.2%	6.2%
Very dissatisfied	0.0%	1.7%	5.3%	7.6%	6.4%	6.4%	3.6%	5.5%
Q2-6. City Hall								
Very satisfied	0.0%	38.3%	29.8%	38.6%	35.8%	35.5%	37.2%	35.8%
Satisfied	50.0%	35.0%	31.0%	31.6%	36.8%	35.2%	33.0%	34.6%
Neutral	25.0%	18.3%	21.4%	21.1%	14.5%	16.5%	18.6%	17.2%
Dissatisfied	25.0%	5.0%	13.1%	4.4%	6.5%	6.9%	6.9%	7.0%
Very dissatisfied	0.0%	3.3%	4.8%	4.4%	6.5%	5.9%	4.3%	5.3%

Q2(1-7). 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=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q2-7. Mill Avenue								
Very satisfied	16.7%	25.9%	18.5%	21.2%	19.5%	20.0%	23.1%	21.2%
Satisfied	41.7%	41.0%	36.9%	38.4%	41.6%	40.4%	40.2%	40.2%
Neutral	33.3%	19.0%	19.2%	23.8%	19.0%	20.6%	18.9%	20.0%
Dissatisfied	8.3%	10.7%	16.9%	10.6%	12.6%	12.8%	11.0%	12.2%
Very dissatisfied	0.0%	3.4%	8.5%	6.0%	7.2%	6.2%	6.8%	6.3%
Q2-8. Neighborhood parks								
Very satisfied	12.5%	9.7%	10.4%	14.0%	15.9%	14.3%	10.7%	13.2%
Satisfied	37.5%	29.5%	27.0%	25.6%	31.7%	29.4%	29.2%	29.2%
Neutral	25.0%	27.8%	25.2%	37.2%	25.1%	28.8%	26.3%	27.8%
Dissatisfied	25.0%	23.9%	23.5%	16.3%	19.0%	19.3%	23.0%	20.6%
Very dissatisfied	0.0%	9.1%	13.9%	7.0%	8.4%	8.2%	10.7%	9.2%

Q2(8-14). Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	

Q2-9. City parks like Kiwanis & Tempe Beach

Very satisfied	16.7%	12.5%	11.9%	16.5%	18.2%	16.3%	14.2%	15.5%
Satisfied	33.3%	30.4%	33.0%	32.2%	33.5%	32.8%	31.0%	32.3%
Neutral	33.3%	31.5%	29.4%	33.1%	28.0%	31.2%	27.6%	29.9%
Dissatisfied	0.0%	19.6%	14.7%	13.2%	14.5%	14.5%	17.7%	15.5%
Very dissatisfied	16.7%	6.0%	11.0%	5.0%	5.8%	5.3%	9.5%	6.8%

Q2-10. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)

Very satisfied	0.0%	10.4%	11.6%	13.1%	13.0%	13.2%	9.7%	12.1%
Satisfied	60.0%	25.9%	20.9%	18.2%	23.3%	21.6%	25.5%	23.1%
Neutral	20.0%	39.3%	29.1%	54.5%	34.8%	38.6%	37.2%	37.9%
Dissatisfied	20.0%	17.0%	25.6%	8.1%	18.1%	17.5%	17.3%	17.1%
Very dissatisfied	0.0%	7.4%	12.8%	6.1%	10.7%	9.1%	10.2%	9.7%

Q2(8-14). Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q2-11. City athletic & recreational facilities								
Very satisfied	25.0%	16.2%	15.1%	18.9%	19.3%	17.7%	18.1%	18.1%
Satisfied	50.0%	36.9%	27.4%	26.7%	36.8%	34.1%	33.1%	33.8%
Neutral	25.0%	30.6%	37.0%	44.4%	29.7%	35.4%	28.8%	33.3%
Dissatisfied	0.0%	12.6%	15.1%	4.4%	9.7%	8.9%	13.1%	10.1%
Very dissatisfied	0.0%	3.6%	5.5%	5.6%	4.5%	3.9%	6.9%	4.7%
Q2-12. Tempe Public Library Complex								
Very satisfied	0.0%	24.0%	13.8%	28.4%	25.5%	23.0%	25.0%	24.0%
Satisfied	75.0%	32.6%	35.6%	32.1%	35.9%	33.7%	38.0%	34.7%
Neutral	25.0%	26.4%	31.0%	25.7%	24.5%	27.1%	22.9%	25.8%
Dissatisfied	0.0%	12.4%	12.6%	6.4%	7.4%	9.2%	8.3%	8.9%
Very dissatisfied	0.0%	4.7%	6.9%	7.3%	6.7%	7.0%	5.7%	6.5%

Q2(8-14). Please rate how satisfied you are with the feeling of safety you have in the following places at night. (without "don't know")

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q2-13. City Hall								
Very satisfied	0.0%	19.0%	16.4%	20.9%	23.6%	20.4%	22.3%	21.1%
Satisfied	50.0%	31.4%	28.8%	26.4%	34.6%	33.6%	28.0%	31.8%
Neutral	50.0%	33.3%	38.4%	46.2%	26.4%	33.3%	31.2%	32.8%
Dissatisfied	0.0%	9.5%	11.0%	1.1%	7.9%	6.1%	10.8%	7.3%
Very dissatisfied	0.0%	6.7%	5.5%	5.5%	7.5%	6.6%	7.6%	7.0%
Q2-14. Mill Avenue								
Very satisfied	0.0%	18.2%	14.6%	17.6%	11.4%	13.3%	16.2%	14.2%
Satisfied	50.0%	33.7%	32.3%	33.8%	36.6%	35.8%	33.8%	35.1%
Neutral	30.0%	21.4%	22.3%	31.0%	27.8%	28.0%	21.1%	26.0%
Dissatisfied	10.0%	20.3%	21.5%	12.7%	15.9%	16.5%	18.8%	17.1%
Very dissatisfied	10.0%	6.4%	9.2%	4.9%	8.2%	6.4%	10.2%	7.6%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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%	12.7%	16.0%	8.5%	6.2%	8.9%	10.5%	9.4%
Occasionally	42.9%	28.8%	29.8%	31.7%	34.6%	32.5%	32.7%	32.6%
Rarely	28.6%	36.7%	38.2%	39.6%	41.6%	39.1%	39.5%	39.1%
Never	28.6%	21.0%	16.0%	19.5%	17.4%	19.2%	17.0%	18.5%
N/A	0.0%	0.9%	0.0%	0.6%	0.2%	0.3%	0.3%	0.4%
Q3-2. Having your home burglarized when you are not there								
Frequently	15.4%	20.8%	24.8%	21.6%	18.9%	19.7%	22.3%	20.7%
Occasionally	30.8%	26.0%	36.8%	35.8%	40.5%	39.1%	28.4%	35.8%
Rarely	30.8%	35.9%	28.6%	28.4%	30.0%	29.6%	34.1%	30.7%
Never	23.1%	16.0%	9.8%	13.6%	10.2%	11.3%	14.2%	12.2%
N/A	0.0%	1.3%	0.0%	0.6%	0.5%	0.3%	1.0%	0.6%

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

N=1009

| | Q17. How many years have you lived in Tempe? | | | | | Q23. Do you own or rent your current residence? | | Total |
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q3-3. Being attacked or threatened with a weapon								
Frequently	0.0%	10.9%	13.7%	10.6%	8.9%	9.7%	11.6%	10.2%
Occasionally	50.0%	23.6%	30.5%	26.7%	31.1%	28.2%	29.9%	29.3%
Rarely	14.3%	40.6%	38.2%	39.1%	40.0%	40.3%	37.8%	39.2%
Never	35.7%	24.0%	17.6%	23.0%	19.5%	21.3%	20.4%	20.9%
N/A	0.0%	0.9%	0.0%	0.6%	0.5%	0.4%	0.3%	0.5%
Q3-4. Having your car stolen or broken into								
Frequently	14.3%	19.9%	22.0%	20.3%	18.2%	18.4%	22.1%	19.6%
Occasionally	50.0%	32.0%	35.6%	32.3%	41.1%	37.6%	35.0%	36.9%
Rarely	28.6%	31.6%	28.8%	32.3%	31.0%	32.5%	28.2%	30.9%
Never	7.1%	14.7%	11.4%	12.7%	9.0%	10.7%	11.9%	11.2%
N/A	0.0%	1.7%	2.3%	2.5%	0.7%	0.7%	2.7%	1.4%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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	35.7%	18.9%	25.8%	28.0%	28.9%	28.1%	22.6%	26.3%
Occasionally	28.6%	28.6%	29.5%	33.8%	36.2%	33.9%	30.6%	33.0%
Rarely	21.4%	32.2%	27.3%	24.2%	23.4%	26.0%	26.4%	26.0%
Never	14.3%	18.5%	16.7%	12.1%	11.2%	11.6%	18.8%	13.8%
N/A	0.0%	1.8%	0.8%	1.9%	0.2%	0.4%	1.7%	0.9%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	

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

Yes	7.1%	7.8%	8.8%	8.5%	6.9%	6.5%	10.7%	7.8%
No	92.9%	92.2%	91.2%	91.5%	93.1%	93.5%	89.3%	92.2%

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

N=78

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	

Q4-1a. Were the police informed that you were robbed, physically assaulted, or sexually assaulted, or did they find out about this incident in any way

Yes	100.0%	82.4%	66.7%	78.6%	76.7%	82.2%	73.3%	77.6%
No	0.0%	17.6%	33.3%	21.4%	23.3%	17.8%	26.7%	22.4%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	

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

Yes	7.1%	11.3%	16.8%	25.0%	20.5%	18.9%	17.4%	18.3%
No	92.9%	88.7%	83.2%	75.0%	79.5%	81.1%	82.6%	81.7%

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

N=184

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	

Q4-2a. Were the police informed that your household had been burglarized, or did they find out about this incident in any way

Yes	0.0%	60.0%	78.3%	68.3%	78.0%	74.4%	72.5%	73.1%
No	100.0%	40.0%	21.7%	31.7%	22.0%	25.6%	27.5%	26.9%

Q4a. What was the reason it was not reported to police? (without "not provided")

N=60

Q4a. What was the reason it was not reported to the police	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Too busy	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	7.7%	2.2%
Police won't do anything	100.0%	22.2%	20.0%	7.7%	5.6%	6.5%	23.1%	13.0%
Not important	0.0%	11.1%	20.0%	0.0%	5.6%	6.5%	7.7%	6.5%
Nothing could be done/ person wouldn't be found	0.0%	22.2%	40.0%	53.8%	55.6%	51.6%	30.8%	45.7%
Other	0.0%	33.3%	20.0%	38.5%	33.3%	35.5%	30.8%	32.6%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q6-1. Overall quality of services offered by City of Tempe								
Very satisfied	27.3%	28.7%	21.2%	29.5%	30.9%	29.9%	26.5%	28.7%
Satisfied	72.7%	52.5%	59.8%	55.1%	53.6%	55.4%	52.9%	54.4%
Neutral	0.0%	15.8%	14.4%	12.8%	12.7%	12.3%	15.8%	13.8%
Dissatisfied	0.0%	2.5%	4.5%	2.6%	2.1%	1.8%	4.4%	2.5%
Very dissatisfied	0.0%	0.5%	0.0%	0.0%	0.7%	0.6%	0.4%	0.5%
Q6-2. Leadership of City's elected officials								
Very satisfied	12.5%	16.2%	14.4%	20.6%	18.8%	18.9%	15.5%	17.9%
Satisfied	50.0%	50.3%	41.6%	40.4%	46.6%	45.9%	45.3%	45.4%
Neutral	37.5%	25.7%	29.6%	29.1%	23.3%	26.0%	25.7%	25.8%
Dissatisfied	0.0%	6.0%	9.6%	8.5%	7.9%	5.8%	11.8%	7.7%
Very dissatisfied	0.0%	1.8%	4.8%	1.4%	3.4%	3.5%	1.6%	3.2%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	

Q6-3. How ethical City employees are in the way they conduct City business

Very satisfied	0.0%	18.9%	13.9%	19.8%	18.4%	18.2%	17.4%	18.0%
Satisfied	75.0%	41.9%	45.5%	39.7%	42.5%	45.3%	36.2%	42.3%
Neutral	25.0%	30.4%	24.8%	27.8%	27.5%	26.7%	30.0%	27.7%
Dissatisfied	0.0%	6.8%	12.9%	8.7%	8.5%	6.7%	12.7%	8.8%
Very dissatisfied	0.0%	2.0%	3.0%	4.0%	3.1%	3.1%	3.8%	3.2%

Q6-4. Availability of information about City programs, events, services, & issues

Very satisfied	8.3%	27.1%	24.8%	29.7%	34.0%	31.4%	25.9%	29.9%
Satisfied	66.7%	46.8%	52.6%	48.4%	46.9%	49.1%	47.1%	48.1%
Neutral	16.7%	17.2%	13.5%	15.5%	13.8%	14.4%	14.6%	14.7%
Dissatisfied	8.3%	5.9%	6.8%	5.8%	5.1%	4.0%	10.6%	5.9%
Very dissatisfied	0.0%	3.0%	2.3%	0.6%	0.2%	1.1%	1.8%	1.3%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	

Q6-5. Availability of information on water, sewer, & solid waste rates

Very satisfied	0.0%	26.5%	21.8%	24.2%	30.2%	29.1%	21.7%	26.9%
Satisfied	77.8%	38.6%	53.8%	53.6%	48.2%	49.9%	42.6%	47.9%
Neutral	22.2%	25.9%	16.8%	17.0%	17.8%	17.0%	25.3%	19.3%
Dissatisfied	0.0%	5.3%	5.9%	5.2%	3.3%	3.4%	7.2%	4.5%
Very dissatisfied	0.0%	3.7%	1.7%	0.0%	0.5%	0.6%	3.2%	1.4%

Q6-6. Availability of information on recycling, composting, & water conservation program offerings

Very satisfied	10.0%	25.1%	24.0%	27.9%	34.3%	31.5%	25.5%	29.4%
Satisfied	60.0%	38.9%	45.7%	51.3%	44.8%	47.9%	35.7%	44.7%
Neutral	20.0%	18.2%	17.8%	13.0%	15.3%	14.6%	19.8%	16.1%
Dissatisfied	10.0%	10.8%	10.1%	5.2%	5.3%	5.0%	12.9%	7.4%
Very dissatisfied	0.0%	6.9%	2.3%	2.6%	0.2%	0.9%	6.1%	2.5%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	

Q6-7. How easy City's 3-1-1 One Call to City Hall is to use

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	Total
Very satisfied	0.0%	26.7%	28.8%	21.6%	25.1%	28.0%	19.3%	25.4%
Satisfied	0.0%	28.7%	36.4%	35.1%	40.5%	38.6%	31.9%	36.5%
Neutral	100.0%	40.6%	28.8%	33.8%	30.0%	28.9%	41.5%	32.3%
Dissatisfied	0.0%	1.0%	4.5%	6.8%	3.5%	3.3%	3.7%	3.8%
Very dissatisfied	0.0%	3.0%	1.5%	2.7%	0.9%	1.2%	3.7%	2.1%

Q6-8. Usefulness of City's website

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	Total
Very satisfied	28.6%	18.9%	18.3%	16.1%	19.0%	18.6%	18.4%	18.5%
Satisfied	71.4%	42.6%	46.1%	43.8%	42.3%	44.8%	40.4%	43.4%
Neutral	0.0%	28.4%	24.3%	27.0%	30.4%	28.3%	26.5%	28.1%
Dissatisfied	0.0%	7.1%	6.1%	10.2%	5.7%	5.8%	9.9%	6.8%
Very dissatisfied	0.0%	3.0%	5.2%	2.9%	2.6%	2.5%	4.9%	3.3%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	

Q6-9. Tempe's online services (registration, payment, etc.)

Very satisfied	40.0%	23.5%	20.8%	22.4%	25.0%	23.5%	22.7%	23.5%
Satisfied	60.0%	49.7%	48.1%	46.4%	44.9%	49.0%	41.4%	46.8%
Neutral	0.0%	18.3%	21.7%	23.2%	25.6%	22.7%	23.7%	22.9%
Dissatisfied	0.0%	5.2%	7.5%	6.4%	2.6%	3.0%	8.6%	4.5%
Very dissatisfied	0.0%	3.3%	1.9%	1.6%	1.9%	1.8%	3.5%	2.3%

Q6-10. Your ability to participate in City decision-making processes

Very satisfied	0.0%	17.5%	12.5%	15.1%	13.6%	14.7%	13.5%	14.4%
Satisfied	75.0%	36.5%	33.7%	29.4%	32.0%	33.3%	33.0%	33.0%
Neutral	25.0%	34.3%	33.7%	44.5%	37.7%	38.2%	35.5%	37.3%
Dissatisfied	0.0%	7.3%	13.5%	6.7%	8.9%	7.7%	10.0%	8.9%
Very dissatisfied	0.0%	4.4%	6.7%	4.2%	7.7%	6.1%	8.0%	6.5%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	

Q6-11. Accessibility & transparency of information provided by City Council (e.g. agendas, minutes, meeting schedules, Tempe 11 videos)

Very satisfied	0.0%	16.7%	16.5%	14.9%	15.4%	15.8%	15.5%	15.7%
Satisfied	50.0%	34.9%	31.9%	35.1%	36.4%	36.9%	32.0%	35.1%
Neutral	50.0%	37.3%	37.4%	39.5%	37.3%	38.2%	35.4%	37.7%
Dissatisfied	0.0%	7.1%	7.7%	9.6%	7.7%	6.8%	10.5%	8.1%
Very dissatisfied	0.0%	4.0%	6.6%	0.9%	3.1%	2.3%	6.6%	3.4%

Q6-12. How well City treats residents regardless of age, disability, gender, or other characteristics

Very satisfied	0.0%	30.0%	18.7%	20.5%	26.0%	25.1%	22.5%	24.6%
Satisfied	50.0%	40.6%	43.0%	39.4%	42.4%	43.2%	39.2%	41.5%
Neutral	25.0%	22.5%	25.2%	26.5%	22.7%	23.7%	23.8%	23.7%
Dissatisfied	0.0%	2.5%	9.3%	9.1%	6.5%	5.8%	7.9%	6.8%
Very dissatisfied	25.0%	4.4%	3.7%	4.5%	2.3%	2.2%	6.6%	3.4%

Q6. Please rate your level of satisfaction with each of the following. (without "don't know")

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q6-13. Overall quality of customer service								
Very satisfied	16.7%	22.8%	16.8%	19.7%	24.0%	22.0%	21.5%	21.8%
Satisfied	66.7%	50.9%	46.9%	48.3%	47.7%	49.9%	46.4%	48.4%
Neutral	16.7%	19.9%	26.5%	25.9%	23.0%	22.5%	23.2%	23.2%
Dissatisfied	0.0%	4.1%	8.0%	4.1%	3.4%	3.6%	6.4%	4.4%
Very dissatisfied	0.0%	2.3%	1.8%	2.0%	2.0%	2.0%	2.6%	2.1%

Q7. Please rate your satisfaction with the ease of access to each of the following… (without "don't know")

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q7-1. City Council meetings (schedules, agendas, minutes, videos)								
Very satisfied	0.0%	18.9%	15.2%	18.6%	18.3%	18.2%	17.3%	17.8%
Satisfied	100.0%	23.2%	40.5%	34.0%	43.2%	42.3%	27.6%	37.9%
Neutral	0.0%	45.3%	31.6%	38.1%	31.5%	32.2%	41.0%	35.0%
Dissatisfied	0.0%	9.5%	6.3%	6.2%	5.9%	5.5%	9.0%	6.7%
Very dissatisfied	0.0%	3.2%	6.3%	3.1%	1.1%	1.8%	5.1%	2.7%
Q7-2. Boards & Commission meetings (schedules, agendas, minutes)								
Very satisfied	0.0%	17.2%	11.1%	16.1%	17.1%	15.4%	17.4%	15.9%
Satisfied	0.0%	25.8%	36.1%	31.2%	40.6%	39.3%	28.2%	35.6%
Neutral	0.0%	44.1%	36.1%	41.9%	32.7%	35.1%	38.9%	36.8%
Dissatisfied	0.0%	9.7%	9.7%	8.6%	8.4%	7.9%	11.4%	9.1%
Very dissatisfied	0.0%	3.2%	6.9%	2.2%	1.2%	2.2%	4.0%	2.7%

Q7. Please rate your satisfaction with the ease of access to each of the following… (without "don't know")

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q7-3. City elections (election information & results, voter outreach)								
Very satisfied	0.0%	21.5%	15.1%	25.4%	25.9%	24.0%	21.8%	23.2%
Satisfied	50.0%	40.3%	58.5%	42.3%	46.0%	47.5%	41.7%	45.7%
Neutral	50.0%	30.6%	19.8%	24.6%	22.3%	22.5%	27.2%	24.1%
Dissatisfied	0.0%	6.9%	2.8%	6.9%	4.2%	4.7%	5.8%	4.9%
Very dissatisfied	0.0%	0.7%	3.8%	0.8%	1.7%	1.3%	3.4%	2.0%
Q7-4. Campaign finance & lobbyist disclosures								
Very satisfied	0.0%	11.0%	9.2%	15.1%	10.1%	10.4%	12.6%	11.0%
Satisfied	0.0%	22.0%	34.2%	17.2%	28.4%	27.5%	22.6%	25.8%
Neutral	0.0%	42.0%	30.3%	38.7%	37.3%	37.9%	37.1%	37.5%
Dissatisfied	100.0%	14.0%	13.2%	23.7%	15.7%	16.8%	15.1%	16.3%
Very dissatisfied	0.0%	11.0%	13.2%	5.4%	8.6%	7.5%	12.6%	9.3%

Q7. Please rate your satisfaction with the ease of access to each of the following… (without "don't know")

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q7-5. Open books (financial information)								
Very satisfied	0.0%	13.0%	7.1%	14.9%	12.2%	11.7%	12.8%	12.1%
Satisfied	0.0%	22.8%	37.1%	18.4%	30.9%	30.4%	24.2%	27.9%
Neutral	100.0%	47.8%	38.6%	51.7%	44.3%	46.0%	43.6%	45.4%
Dissatisfied	0.0%	14.1%	11.4%	12.6%	7.4%	9.2%	12.1%	10.1%
Very dissatisfied	0.0%	2.2%	5.7%	2.3%	5.2%	2.8%	7.4%	4.5%
Q7-6. Open data								
Very satisfied	0.0%	14.0%	7.5%	14.5%	9.7%	10.3%	12.3%	11.1%
Satisfied	0.0%	22.6%	32.8%	21.7%	32.7%	30.9%	24.7%	28.5%
Neutral	100.0%	52.7%	38.8%	47.0%	46.0%	46.9%	45.2%	46.5%
Dissatisfied	0.0%	8.6%	13.4%	13.3%	7.5%	9.1%	10.3%	9.4%
Very dissatisfied	0.0%	2.2%	7.5%	3.6%	4.0%	2.8%	7.5%	4.4%

Q7. Please rate your satisfaction with the ease of access to each of the following… (without "don't know")

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	

Q7-7. City's performance on Strategic Plan

Very satisfied	0.0%	12.4%	11.8%	14.7%	9.0%	10.2%	12.7%	11.1%
Satisfied	0.0%	27.8%	40.8%	27.4%	36.5%	37.1%	27.4%	33.6%
Neutral	0.0%	52.6%	25.0%	40.0%	38.0%	39.0%	40.1%	39.2%
Dissatisfied	0.0%	5.2%	13.2%	13.7%	10.9%	9.9%	11.5%	10.5%
Very dissatisfied	0.0%	2.1%	9.2%	4.2%	5.6%	3.8%	8.3%	5.5%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q8-1. How courteous & respectful the call taker was								
Very satisfied	0.0%	39.6%	36.4%	37.8%	39.2%	41.7%	31.4%	38.7%
Satisfied	0.0%	37.5%	45.5%	42.2%	39.9%	40.2%	38.6%	39.8%
Neutral	0.0%	20.8%	15.2%	17.8%	15.4%	15.1%	22.9%	17.2%
Dissatisfied	0.0%	2.1%	0.0%	0.0%	4.2%	2.5%	2.9%	2.9%
Very dissatisfied	0.0%	0.0%	3.0%	2.2%	1.4%	0.5%	4.3%	1.5%
Q8-2. Hours of service (7am-5pm) that 3-1-1 is available								
Very satisfied	0.0%	25.0%	23.7%	25.0%	29.3%	28.9%	23.0%	27.1%
Satisfied	0.0%	44.2%	47.4%	43.8%	40.1%	44.1%	35.1%	41.6%
Neutral	0.0%	23.1%	21.1%	20.8%	21.1%	18.0%	32.4%	22.0%
Dissatisfied	0.0%	7.7%	5.3%	6.3%	7.5%	8.1%	4.1%	7.2%
Very dissatisfied	0.0%	0.0%	2.6%	4.2%	2.0%	0.9%	5.4%	2.1%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q8-3. Ability of call taker to answer your question								
Very satisfied	0.0%	36.2%	30.3%	33.3%	34.5%	36.2%	27.9%	34.2%
Satisfied	0.0%	36.2%	39.4%	33.3%	31.7%	34.2%	32.4%	33.1%
Neutral	0.0%	21.3%	27.3%	23.8%	23.9%	21.9%	30.9%	24.5%
Dissatisfied	0.0%	6.4%	0.0%	7.1%	8.5%	7.1%	4.4%	6.7%
Very dissatisfied	0.0%	0.0%	3.0%	2.4%	1.4%	0.5%	4.4%	1.5%
Q8-4. Call taker helped you resolve an issue to your satisfaction								
Very satisfied	0.0%	38.3%	28.1%	35.7%	34.3%	37.7%	26.9%	34.6%
Satisfied	0.0%	29.8%	43.8%	31.0%	28.5%	32.5%	26.9%	30.4%
Neutral	0.0%	21.3%	25.0%	21.4%	27.0%	20.9%	34.3%	25.5%
Dissatisfied	0.0%	8.5%	0.0%	9.5%	8.0%	7.3%	7.5%	7.2%
Very dissatisfied	0.0%	2.1%	3.1%	2.4%	2.2%	1.6%	4.5%	2.3%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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	35.7%	39.1%	38.0%	47.0%	51.8%	51.7%	33.2%	46.0%
No	64.3%	60.9%	62.0%	53.0%	48.2%	48.3%	66.8%	54.0%

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

N=464

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q9b-1. Were you treated fairly								
Yes	100.0%	93.2%	94.0%	93.2%	88.9%	91.7%	90.6%	91.1%
No	0.0%	6.8%	6.0%	6.8%	11.1%	8.3%	9.4%	8.9%
Q9b-2. Did employee(s) listen to you carefully								
Yes	100.0%	93.1%	92.0%	87.7%	88.3%	90.4%	88.5%	89.9%
No	0.0%	6.9%	8.0%	12.3%	11.7%	9.6%	11.5%	10.1%
Q9b-3. Did employee care about your well-being								
Yes	100.0%	86.3%	83.0%	79.7%	82.4%	83.4%	82.6%	83.2%
No	0.0%	13.8%	17.0%	20.3%	17.6%	16.6%	17.4%	16.8%

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

N=464

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q9b-4. Was the employee honest								
Yes	100.0%	96.4%	97.7%	92.6%	90.1%	93.3%	92.3%	92.9%
No	0.0%	3.6%	2.3%	7.4%	9.9%	6.7%	7.7%	7.1%
Q9b-5. Was the information you were given accurate								
Yes	100.0%	91.9%	83.3%	84.1%	83.0%	85.7%	83.9%	85.5%
No	0.0%	8.1%	16.7%	15.9%	17.0%	14.3%	16.1%	14.5%
Q9b-6. Did staff respond to your request quickly								
Yes	100.0%	80.2%	72.0%	82.4%	80.6%	82.0%	77.1%	80.3%
No	0.0%	19.8%	28.0%	17.6%	19.4%	18.0%	22.9%	19.7%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q10. What City services & facilities you have used in past 12 months								
Fire services	0.0%	6.9%	8.8%	7.3%	10.2%	8.3%	9.6%	8.5%
Tempe Public Library	21.4%	51.5%	59.9%	67.1%	63.1%	60.7%	58.8%	60.0%
Parks	42.9%	77.3%	87.6%	77.4%	73.6%	75.3%	80.1%	76.3%
Walking/biking trails	64.3%	65.2%	70.1%	67.7%	49.8%	57.5%	63.1%	59.1%
City athletic fields	0.0%	16.7%	16.8%	22.6%	16.0%	17.0%	17.6%	17.0%
Kid Zone	0.0%	4.3%	8.0%	8.5%	5.6%	6.8%	5.0%	6.3%
Police services	7.1%	30.0%	29.2%	25.0%	26.7%	26.6%	29.2%	27.5%
Tempe History Museum	7.1%	13.7%	18.2%	17.1%	21.8%	18.4%	18.3%	18.3%
City golf courses	7.1%	8.6%	10.9%	12.8%	12.7%	11.9%	10.0%	11.3%
City swimming pools	7.1%	6.0%	12.4%	12.8%	10.0%	8.9%	11.6%	9.8%
Kiwanis Recreation Center	14.3%	21.0%	19.0%	23.8%	18.0%	18.4%	21.9%	19.6%
Tempe 311	0.0%	11.2%	13.9%	15.2%	20.7%	18.1%	11.3%	16.3%
Bus, Orbit, or light rail services	21.4%	47.6%	57.7%	46.3%	41.6%	39.5%	58.1%	45.3%

Q10. Usage of City Services and Facilities. Please CHECK ALL of the following services and facilities provided by the City that you or members of your household have used in the past 12 months (cont.)

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q10. What City services & facilities you have used in past 12 months (cont.)								
Tempe Center for the Arts	7.1%	21.0%	27.0%	40.2%	26.2%	27.1%	27.2%	27.1%
Arts & recreation programs/ services	7.1%	13.7%	20.4%	27.4%	16.7%	18.9%	16.6%	17.9%
Household Products Collection Center	0.0%	12.4%	22.6%	34.8%	40.7%	35.6%	17.9%	29.7%
Multigenerational/community centers	0.0%	3.4%	8.0%	11.0%	13.3%	8.7%	11.6%	9.7%
Human services	0.0%	1.7%	5.8%	6.7%	4.0%	2.6%	7.6%	4.2%
Trash, composting, & recycling services	57.1%	69.1%	75.9%	76.2%	78.0%	79.5%	64.8%	74.6%

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

N=1009

Q11. What do you use to get information about City of Tempe	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Tempe 11 (cable TV)	0.0%	3.4%	5.8%	4.9%	10.4%	7.5%	6.6%	7.1%
Recreation opportunities brochure	14.3%	16.7%	16.1%	27.4%	26.2%	23.7%	19.9%	22.4%
City website	50.0%	53.6%	64.2%	70.1%	51.8%	59.2%	51.8%	56.8%
Water bill newsletter (Tempe Today)	28.6%	31.8%	47.4%	57.3%	73.1%	68.4%	31.2%	56.3%
Social media (Twitter, Facebook, YouTube, Nextdoor)	21.4%	36.1%	37.2%	42.1%	23.6%	26.0%	42.9%	31.2%
Online City videos	0.0%	3.0%	3.6%	4.9%	1.8%	1.7%	5.0%	2.8%
Television news	28.6%	22.7%	21.9%	28.7%	32.0%	26.3%	30.2%	27.6%
City meetings	0.0%	2.1%	5.1%	6.7%	8.2%	6.7%	4.7%	5.9%
Email subscriptions	7.1%	7.3%	10.9%	13.4%	11.1%	10.4%	10.6%	10.4%
Tempe 311	0.0%	6.9%	8.0%	11.0%	11.8%	10.6%	8.0%	9.8%
Radio	28.6%	11.2%	9.5%	12.8%	14.0%	11.2%	16.3%	12.6%
Newspapers	14.3%	18.9%	14.6%	14.0%	30.9%	24.7%	18.9%	22.7%
Alternate accessible media (Sun Sounds)	0.0%	1.3%	1.5%	1.8%	1.1%	1.3%	1.3%	1.3%

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

N=1009

Q12. What should be City's top priorities over next year	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Economic/business development	21.4%	14.6%	23.4%	20.7%	12.2%	16.5%	14.0%	16.0%
Appearance of City	7.1%	10.7%	13.1%	12.2%	11.3%	12.5%	9.3%	11.5%
Maintenance of City buildings	0.0%	1.7%	1.5%	1.8%	0.4%	1.0%	1.0%	1.2%
Police services	35.7%	15.5%	17.5%	23.2%	29.6%	26.3%	17.9%	23.5%
Art, recreation programs, & library services	0.0%	12.0%	8.8%	13.4%	6.2%	7.7%	12.0%	8.9%
Customer service	7.1%	1.7%	1.5%	3.0%	1.6%	2.0%	1.7%	1.9%
Transportation services	14.3%	13.3%	7.3%	15.2%	6.7%	8.4%	13.0%	9.7%
Social/Human services	28.6%	17.6%	24.1%	19.5%	16.4%	16.3%	22.9%	18.3%
Fire services	0.0%	3.9%	2.9%	3.7%	5.6%	4.2%	5.3%	4.5%
Water/sewer	0.0%	6.9%	5.8%	3.7%	6.2%	5.4%	6.6%	5.9%
Neighborhoods	14.3%	23.6%	22.6%	22.6%	25.6%	23.8%	23.9%	23.9%
Parks	14.3%	16.7%	11.7%	10.4%	7.6%	10.2%	12.6%	10.7%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q12. What should be City's top priorities over next year (cont.)								
Trash, composting, & recycling	28.6%	12.9%	10.9%	7.3%	8.4%	9.3%	11.6%	9.8%
Historical preservation	7.1%	1.7%	8.0%	3.7%	4.9%	4.4%	4.3%	4.5%
Condition of City streets/ sidewalks	7.1%	19.3%	15.3%	16.5%	22.9%	20.6%	17.3%	19.6%
City infrastructure (e.g. bridges, waterlines)	14.3%	16.3%	17.5%	14.0%	22.2%	20.3%	15.0%	18.5%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q14-1. Appearance of City								
Very satisfied	30.8%	23.9%	17.8%	27.2%	24.4%	23.8%	24.1%	23.8%
Satisfied	53.8%	52.6%	57.0%	53.2%	53.7%	55.3%	52.1%	54.0%
Neutral	15.4%	11.7%	14.1%	13.3%	12.2%	12.0%	13.1%	12.6%
Dissatisfied	0.0%	10.0%	9.6%	5.7%	6.9%	7.3%	8.3%	7.7%
Very dissatisfied	0.0%	1.7%	1.5%	0.6%	2.8%	1.6%	2.4%	1.9%
Q14-2. Image of City								
Very satisfied	38.5%	27.0%	25.9%	30.8%	29.5%	29.8%	26.4%	28.7%
Satisfied	53.8%	49.1%	48.9%	48.7%	50.7%	50.0%	49.7%	49.7%
Neutral	7.7%	16.8%	15.6%	13.5%	12.8%	13.7%	14.9%	14.3%
Dissatisfied	0.0%	5.8%	8.1%	5.8%	4.9%	5.0%	6.9%	5.7%
Very dissatisfied	0.0%	1.3%	1.5%	1.3%	2.1%	1.5%	2.1%	1.7%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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	30.8%	27.3%	24.4%	32.5%	31.5%	30.8%	26.9%	29.6%
Satisfied	61.5%	48.5%	53.3%	48.8%	50.3%	50.8%	50.0%	50.2%
Neutral	7.7%	19.4%	14.1%	15.0%	11.2%	13.1%	16.2%	14.2%
Dissatisfied	0.0%	4.0%	7.4%	3.1%	5.8%	4.7%	5.2%	5.1%
Very dissatisfied	0.0%	0.9%	0.7%	0.6%	1.2%	0.6%	1.7%	0.9%
Q14-4. City's overall efforts to promote access, diversity, & inclusiveness in community								
Very satisfied	11.1%	24.1%	26.5%	31.7%	30.5%	29.2%	27.0%	28.3%
Satisfied	44.4%	41.2%	40.2%	36.6%	41.7%	41.0%	39.7%	40.7%
Neutral	44.4%	27.3%	26.5%	22.5%	21.4%	24.7%	21.8%	23.8%
Dissatisfied	0.0%	5.3%	5.1%	5.6%	4.4%	3.5%	7.5%	5.0%
Very dissatisfied	0.0%	2.1%	1.7%	3.5%	2.1%	1.6%	4.0%	2.2%

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

N=1009

| | Q17. How many years have you lived in Tempe? | | | | | Q23. Do you own or rent your current residence? | | Total |
	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	16.7%	23.5%	30.1%	33.3%	27.6%	28.1%	27.5%	28.0%
Satisfied	50.0%	46.2%	31.5%	38.1%	45.5%	43.1%	42.9%	42.8%
Neutral	33.3%	22.7%	27.4%	24.8%	22.0%	23.8%	21.4%	23.3%
Dissatisfied	0.0%	5.9%	5.5%	2.9%	3.1%	3.5%	4.9%	3.9%
Very dissatisfied	0.0%	1.7%	5.5%	1.0%	1.7%	1.5%	3.3%	2.0%
Q14-6. Quality of services for persons with disabilities								
Very satisfied	20.0%	24.3%	26.9%	29.6%	24.1%	24.5%	26.9%	25.5%
Satisfied	40.0%	46.8%	26.9%	40.8%	45.1%	44.2%	39.5%	42.6%
Neutral	40.0%	22.5%	28.4%	25.5%	23.0%	24.5%	22.8%	24.0%
Dissatisfied	0.0%	2.7%	11.9%	3.1%	4.3%	3.8%	6.6%	4.6%
Very dissatisfied	0.0%	3.6%	6.0%	1.0%	3.5%	3.0%	4.2%	3.3%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q14-7. Quality of access to City parks for persons with disabilities								
Very satisfied	0.0%	25.9%	22.5%	30.4%	25.1%	24.3%	26.6%	25.5%
Satisfied	66.7%	44.0%	38.0%	37.0%	43.2%	44.7%	39.0%	42.2%
Neutral	33.3%	23.3%	28.2%	25.0%	25.1%	24.9%	24.9%	25.0%
Dissatisfied	0.0%	6.0%	7.0%	6.5%	5.4%	5.3%	6.8%	5.8%
Very dissatisfied	0.0%	0.9%	4.2%	1.1%	1.2%	0.8%	2.8%	1.5%
Q14-8. Quality of neighborhood parks								
Very satisfied	0.0%	22.4%	16.8%	20.8%	23.7%	21.5%	21.3%	21.5%
Satisfied	66.7%	51.4%	52.7%	49.0%	49.1%	50.5%	50.7%	50.5%
Neutral	33.3%	18.1%	16.0%	17.4%	17.1%	18.4%	15.4%	17.4%
Dissatisfied	0.0%	4.8%	9.9%	10.1%	7.6%	6.9%	8.5%	7.5%
Very dissatisfied	0.0%	3.3%	4.6%	2.7%	2.6%	2.7%	4.0%	3.0%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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	8.3%	24.1%	16.0%	17.1%	25.1%	21.9%	21.7%	21.9%
Satisfied	50.0%	50.0%	52.7%	55.3%	47.6%	51.6%	48.2%	50.3%
Neutral	25.0%	15.6%	14.5%	17.1%	18.8%	17.8%	15.6%	17.3%
Dissatisfied	16.7%	7.1%	11.5%	7.2%	6.0%	6.0%	10.1%	7.3%
Very dissatisfied	0.0%	3.3%	5.3%	3.3%	2.4%	2.7%	4.3%	3.1%
Q14-10. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)								
Very satisfied	0.0%	31.2%	21.9%	24.3%	29.0%	26.9%	28.3%	27.2%
Satisfied	60.0%	49.8%	55.5%	57.2%	50.5%	53.2%	51.5%	52.5%
Neutral	30.0%	11.7%	13.3%	13.2%	15.4%	15.4%	10.3%	14.0%
Dissatisfied	10.0%	6.3%	3.9%	4.6%	3.8%	2.8%	8.1%	4.6%
Very dissatisfied	0.0%	1.0%	5.5%	0.7%	1.3%	1.7%	1.8%	1.7%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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	0.0%	22.1%	19.6%	21.5%	28.7%	24.4%	24.6%	24.6%
Satisfied	80.0%	47.1%	57.6%	55.4%	49.3%	52.2%	50.3%	51.5%
Neutral	20.0%	27.9%	14.1%	20.7%	18.6%	20.7%	18.6%	20.1%
Dissatisfied	0.0%	2.9%	6.5%	1.7%	2.3%	2.0%	4.5%	2.8%
Very dissatisfied	0.0%	0.0%	2.2%	0.8%	1.2%	0.6%	2.0%	1.0%

Q14-12. Maintenance & appearance of City community centers

Very satisfied	0.0%	24.4%	20.0%	18.9%	27.7%	23.5%	25.5%	24.2%
Satisfied	80.0%	44.1%	52.2%	58.2%	49.9%	52.2%	49.0%	51.0%
Neutral	20.0%	26.8%	18.9%	20.5%	19.5%	21.4%	19.3%	20.8%
Dissatisfied	0.0%	3.9%	7.8%	1.6%	2.7%	2.7%	4.7%	3.4%
Very dissatisfied	0.0%	0.8%	1.1%	0.8%	0.3%	0.2%	1.6%	0.6%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q14-13. Quality of City swimming pools								
Very satisfied	0.0%	20.5%	23.2%	18.1%	24.2%	21.3%	22.8%	21.8%
Satisfied	66.7%	41.1%	26.8%	40.3%	36.0%	39.2%	33.3%	37.2%
Neutral	33.3%	37.0%	33.9%	31.9%	35.1%	34.4%	34.1%	34.6%
Dissatisfied	0.0%	0.0%	14.3%	6.9%	3.8%	4.5%	6.5%	5.0%
Very dissatisfied	0.0%	1.4%	1.8%	2.8%	0.9%	0.7%	3.3%	1.4%
Q14-14. Quality of City outdoor athletic fields								
Very satisfied	0.0%	24.1%	30.9%	18.4%	25.1%	23.9%	24.7%	24.1%
Satisfied	66.7%	50.9%	44.1%	52.0%	47.7%	52.2%	42.0%	49.1%
Neutral	33.3%	22.3%	19.1%	27.6%	23.9%	20.7%	30.0%	23.7%
Dissatisfied	0.0%	0.9%	4.4%	1.0%	2.5%	2.4%	1.3%	2.1%
Very dissatisfied	0.0%	1.8%	1.5%	1.0%	0.8%	0.8%	2.0%	1.1%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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%	17.6%	28.0%	21.7%	26.2%	22.3%	24.8%	23.4%
Satisfied	66.7%	43.5%	40.0%	43.5%	39.6%	44.7%	36.4%	41.5%
Neutral	33.3%	36.5%	24.0%	33.3%	29.7%	28.7%	34.7%	30.9%
Dissatisfied	0.0%	2.4%	4.0%	0.0%	4.0%	3.5%	2.5%	3.1%
Very dissatisfied	0.0%	0.0%	4.0%	1.4%	0.5%	0.7%	1.7%	1.0%
Q14-16. Quality of City recreation programs & services								
Very satisfied	0.0%	24.3%	21.7%	25.5%	27.2%	26.7%	21.9%	25.2%
Satisfied	60.0%	40.5%	51.8%	47.2%	51.0%	51.2%	43.2%	48.8%
Neutral	40.0%	34.2%	20.5%	22.6%	19.8%	20.0%	30.8%	23.2%
Dissatisfied	0.0%	0.9%	3.6%	3.8%	1.3%	1.7%	2.4%	2.0%
Very dissatisfied	0.0%	0.0%	2.4%	0.9%	0.7%	0.5%	1.8%	0.8%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	

Q14-17. Quality of City library programs & services

Very satisfied	16.7%	32.1%	32.3%	36.3%	37.7%	36.3%	33.5%	35.4%
Satisfied	66.7%	49.3%	49.5%	47.4%	47.1%	48.3%	48.1%	48.1%
Neutral	16.7%	16.4%	16.2%	13.3%	12.0%	12.3%	16.0%	13.6%
Dissatisfied	0.0%	2.1%	1.0%	2.2%	2.3%	2.3%	1.5%	2.0%
Very dissatisfied	0.0%	0.0%	1.0%	0.7%	0.9%	0.8%	1.0%	0.8%

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

Very satisfied	25.0%	30.7%	30.6%	28.8%	31.3%	30.3%	30.4%	30.4%
Satisfied	50.0%	40.4%	38.8%	44.1%	44.8%	43.3%	42.7%	43.3%
Neutral	25.0%	24.6%	23.5%	19.8%	19.8%	21.7%	20.5%	21.2%
Dissatisfied	0.0%	3.5%	4.7%	3.6%	2.1%	2.8%	3.5%	3.0%
Very dissatisfied	0.0%	0.9%	2.4%	3.6%	2.1%	1.9%	2.9%	2.1%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q14-19. Quality of Before & After School (Kid Zone) programs								
Very satisfied	0.0%	22.4%	25.0%	19.4%	27.7%	27.5%	18.7%	24.4%
Satisfied	66.7%	37.3%	40.0%	35.5%	40.7%	40.8%	37.4%	39.8%
Neutral	33.3%	38.8%	22.5%	32.3%	28.8%	28.3%	35.5%	30.4%
Dissatisfied	0.0%	1.5%	7.5%	11.3%	2.3%	2.9%	5.6%	4.3%
Very dissatisfied	0.0%	0.0%	5.0%	1.6%	0.6%	0.4%	2.8%	1.1%
Q14-20. Quality of City art & art education programs								
Very satisfied	0.0%	21.8%	31.7%	28.9%	24.3%	25.5%	24.6%	25.4%
Satisfied	66.7%	47.1%	28.3%	41.1%	46.9%	46.3%	39.1%	43.9%
Neutral	33.3%	26.4%	30.0%	24.4%	24.8%	24.8%	26.8%	25.6%
Dissatisfied	0.0%	3.4%	5.0%	4.4%	1.8%	2.2%	5.1%	3.0%
Very dissatisfied	0.0%	1.1%	5.0%	1.1%	2.2%	1.2%	4.3%	2.1%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q14-21. Quality of Tempe Center for the Arts								
Very satisfied	25.0%	32.8%	33.0%	33.9%	31.4%	32.0%	32.2%	32.1%
Satisfied	50.0%	43.1%	38.6%	44.6%	45.9%	45.5%	41.1%	44.3%
Neutral	25.0%	21.6%	21.6%	17.4%	18.3%	18.6%	20.6%	19.1%
Dissatisfied	0.0%	1.7%	3.4%	2.5%	3.1%	2.6%	3.9%	2.9%
Very dissatisfied	0.0%	0.9%	3.4%	1.7%	1.4%	1.4%	2.2%	1.6%
Q14-22. Quality of Tempe History Museum								
Very satisfied	0.0%	33.0%	33.3%	33.7%	31.6%	30.7%	34.7%	31.9%
Satisfied	75.0%	46.8%	44.9%	41.8%	47.8%	48.6%	42.5%	46.9%
Neutral	25.0%	17.4%	18.8%	22.4%	18.9%	19.1%	19.2%	19.1%
Dissatisfied	0.0%	2.8%	0.0%	1.0%	1.4%	1.3%	1.8%	1.4%
Very dissatisfied	0.0%	0.0%	2.9%	1.0%	0.3%	0.3%	1.8%	0.7%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	

Q14-23. Quality of Tempe Public Library

Very satisfied	16.7%	32.9%	34.9%	41.3%	39.5%	38.9%	35.4%	37.6%
Satisfied	66.7%	47.5%	46.8%	45.5%	45.2%	45.1%	48.9%	46.1%
Neutral	16.7%	16.5%	14.7%	10.5%	11.7%	12.2%	13.9%	12.9%
Dissatisfied	0.0%	1.9%	2.8%	2.8%	3.4%	3.7%	0.9%	2.9%
Very dissatisfied	0.0%	1.3%	0.9%	0.0%	0.3%	0.2%	0.9%	0.5%

Q14-24. Adequacy of street lighting

Very satisfied	14.3%	21.1%	15.2%	18.9%	20.2%	19.5%	19.5%	19.3%
Satisfied	64.3%	43.6%	40.2%	39.0%	43.2%	43.3%	41.5%	42.6%
Neutral	14.3%	13.8%	22.7%	20.8%	18.5%	18.4%	16.7%	18.3%
Dissatisfied	7.1%	16.1%	19.7%	16.4%	11.7%	13.9%	16.7%	14.6%
Very dissatisfied	0.0%	5.5%	2.3%	5.0%	6.3%	4.9%	5.7%	5.2%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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	7.1%	17.0%	12.8%	8.8%	12.7%	11.4%	16.4%	12.9%
Satisfied	64.3%	39.5%	40.6%	46.5%	39.3%	41.0%	42.0%	41.3%
Neutral	21.4%	22.0%	23.3%	23.9%	24.5%	25.7%	18.9%	23.5%
Dissatisfied	7.1%	17.0%	17.3%	13.2%	15.1%	14.0%	17.8%	15.3%
Very dissatisfied	0.0%	4.5%	6.0%	7.5%	8.5%	7.9%	4.9%	7.0%
Q14-26. Quality of landscape maintenance along streets/sidewalks								
Very satisfied	7.1%	19.1%	14.4%	14.6%	15.6%	16.1%	16.0%	15.9%
Satisfied	50.0%	39.1%	49.2%	45.6%	47.2%	44.6%	47.7%	45.4%
Neutral	28.6%	24.9%	21.2%	24.7%	22.0%	24.2%	19.9%	23.1%
Dissatisfied	7.1%	12.4%	11.4%	13.3%	11.1%	11.0%	12.9%	11.8%
Very dissatisfied	7.1%	4.4%	3.8%	1.9%	4.0%	4.0%	3.5%	3.8%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q14-27. Overall condition of your neighborhood								
Very satisfied	7.1%	18.1%	15.0%	15.2%	16.7%	16.2%	16.7%	16.3%
Satisfied	42.9%	41.9%	45.9%	46.8%	47.4%	46.9%	43.8%	45.6%
Neutral	42.9%	23.3%	21.1%	24.7%	18.8%	19.9%	25.7%	21.7%
Dissatisfied	7.1%	12.8%	13.5%	8.9%	10.8%	11.5%	9.7%	11.3%
Very dissatisfied	0.0%	4.0%	4.5%	4.4%	6.3%	5.5%	4.2%	5.1%
Q14-28. Appearance of residential property in City								
Very satisfied	7.1%	14.3%	10.7%	8.3%	12.6%	10.9%	14.6%	11.9%
Satisfied	35.7%	41.0%	41.2%	52.6%	45.2%	45.1%	44.2%	44.6%
Neutral	57.1%	27.6%	32.8%	28.2%	26.0%	28.1%	28.5%	28.5%
Dissatisfied	0.0%	14.3%	13.7%	8.3%	11.2%	12.5%	8.8%	11.5%
Very dissatisfied	0.0%	2.8%	1.5%	2.6%	5.0%	3.4%	4.0%	3.5%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q14-29. Maintenance of private property								
Very satisfied	0.0%	14.1%	10.9%	7.9%	10.8%	9.1%	15.3%	10.9%
Satisfied	58.3%	41.7%	44.2%	48.0%	37.0%	40.8%	42.4%	41.1%
Neutral	41.7%	29.1%	28.7%	28.3%	31.2%	30.7%	29.8%	30.4%
Dissatisfied	0.0%	12.6%	13.2%	10.5%	15.9%	15.4%	8.4%	13.5%
Very dissatisfied	0.0%	2.4%	3.1%	5.3%	5.0%	4.0%	4.2%	4.1%
Q14-30. Condition of alley near your home (if applicable)								
Very satisfied	0.0%	9.5%	9.3%	4.8%	10.8%	7.2%	14.2%	9.1%
Satisfied	37.5%	23.6%	24.4%	31.7%	38.7%	35.2%	26.3%	32.3%
Neutral	37.5%	25.7%	29.1%	28.8%	23.6%	24.4%	28.4%	25.8%
Dissatisfied	0.0%	29.1%	29.1%	20.2%	16.5%	21.2%	21.1%	21.5%
Very dissatisfied	25.0%	12.2%	8.1%	14.4%	10.4%	12.0%	10.0%	11.3%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	

Q14-31. City enforcement of alley maintenance codes

Very satisfied	0.0%	13.1%	7.7%	8.7%	13.1%	9.3%	17.2%	11.4%
Satisfied	42.9%	22.1%	30.8%	33.7%	32.9%	34.0%	23.7%	30.8%
Neutral	42.9%	23.8%	30.8%	29.8%	26.2%	26.9%	27.2%	27.4%
Dissatisfied	0.0%	23.8%	17.9%	14.4%	17.1%	17.4%	18.9%	17.8%
Very dissatisfied	14.3%	17.2%	12.8%	13.5%	10.7%	12.5%	13.0%	12.7%

Q14-32. Overall enforcement of City property maintenance codes

Very satisfied	0.0%	14.4%	9.5%	9.4%	12.5%	9.6%	17.9%	11.7%
Satisfied	37.5%	30.9%	34.7%	42.7%	34.8%	36.4%	33.7%	35.2%
Neutral	62.5%	30.2%	34.7%	28.2%	27.6%	29.3%	29.9%	29.9%
Dissatisfied	0.0%	16.5%	11.6%	11.1%	15.4%	15.6%	10.3%	14.1%
Very dissatisfied	0.0%	7.9%	9.5%	8.5%	9.7%	9.1%	8.2%	9.0%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	Total
Very satisfied	10.0%	16.9%	12.1%	10.7%	14.9%	12.4%	18.4%	14.1%
Satisfied	30.0%	41.2%	41.8%	48.4%	37.1%	41.3%	38.3%	40.4%
Neutral	50.0%	23.0%	27.5%	27.9%	31.9%	27.9%	31.1%	29.1%
Dissatisfied	10.0%	14.9%	14.3%	8.2%	10.5%	13.2%	8.2%	11.6%
Very dissatisfied	0.0%	4.1%	4.4%	4.9%	5.6%	5.3%	4.1%	4.9%

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

	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	Total
Very satisfied	11.1%	14.3%	7.9%	9.5%	12.6%	9.3%	18.1%	11.7%
Satisfied	44.4%	31.8%	37.6%	42.9%	33.2%	35.8%	35.3%	35.3%
Neutral	44.4%	28.6%	30.7%	30.2%	29.0%	29.0%	30.4%	29.7%
Dissatisfied	0.0%	20.8%	15.8%	7.9%	16.9%	17.8%	10.3%	15.8%
Very dissatisfied	0.0%	4.5%	7.9%	9.5%	8.3%	8.2%	5.9%	7.6%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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%	15.5%	9.3%	10.6%	13.7%	11.4%	17.0%	12.8%
Satisfied	28.6%	32.2%	42.1%	34.8%	35.1%	35.7%	34.5%	35.2%
Neutral	71.4%	25.3%	16.8%	31.8%	23.9%	24.1%	26.2%	25.1%
Dissatisfied	0.0%	18.4%	24.3%	13.6%	18.0%	20.0%	13.5%	18.2%
Very dissatisfied	0.0%	8.6%	7.5%	9.1%	9.4%	8.8%	8.7%	8.8%

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

Very satisfied	0.0%	16.9%	7.2%	11.7%	12.5%	9.9%	18.3%	12.4%
Satisfied	33.3%	31.4%	41.4%	39.1%	33.7%	36.0%	34.8%	35.2%
Neutral	55.6%	32.6%	21.6%	30.5%	26.4%	27.2%	29.5%	28.2%
Dissatisfied	11.1%	15.1%	22.5%	9.4%	18.2%	18.2%	12.1%	16.5%
Very dissatisfied	0.0%	4.1%	7.2%	9.4%	9.2%	8.6%	5.4%	7.7%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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%	16.8%	9.3%	11.7%	12.2%	10.0%	19.2%	12.5%
Satisfied	28.6%	28.7%	28.0%	35.8%	32.0%	31.8%	31.5%	31.2%
Neutral	42.9%	29.9%	33.6%	30.0%	29.7%	29.7%	31.5%	30.7%
Dissatisfied	28.6%	16.2%	20.6%	12.5%	16.7%	19.2%	9.9%	16.6%
Very dissatisfied	0.0%	8.4%	8.4%	10.0%	9.3%	9.4%	8.0%	9.0%

Q14-38. Value & benefits received by City from Special Events

Very satisfied	16.7%	19.8%	22.0%	18.8%	18.7%	16.2%	25.7%	19.3%
Satisfied	66.7%	41.3%	40.2%	40.6%	34.8%	40.5%	34.5%	38.5%
Neutral	16.7%	30.6%	29.3%	34.7%	35.9%	34.9%	29.2%	33.4%
Dissatisfied	0.0%	6.6%	3.7%	4.0%	8.1%	6.6%	5.8%	6.3%
Very dissatisfied	0.0%	1.7%	4.9%	2.0%	2.6%	1.7%	4.7%	2.6%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q14-39. Access to Human Services/Social Services								
Very satisfied	0.0%	18.9%	20.0%	14.6%	17.4%	16.3%	20.0%	17.4%
Satisfied	60.0%	41.5%	23.1%	43.9%	39.1%	41.7%	33.9%	38.8%
Neutral	40.0%	25.5%	38.5%	30.5%	37.0%	34.2%	32.1%	33.5%
Dissatisfied	0.0%	11.3%	12.3%	9.8%	4.3%	5.6%	10.3%	7.7%
Very dissatisfied	0.0%	2.8%	6.2%	1.2%	2.1%	2.2%	3.6%	2.6%
Q14-40. Residential trash collection services								
Very satisfied	18.2%	34.2%	34.6%	29.7%	36.4%	34.6%	34.1%	34.1%
Satisfied	54.5%	47.0%	44.6%	54.2%	48.8%	49.5%	47.3%	49.1%
Neutral	27.3%	12.9%	10.8%	8.4%	9.8%	9.7%	11.6%	10.5%
Dissatisfied	0.0%	5.0%	7.7%	5.2%	3.3%	4.6%	4.7%	4.6%
Very dissatisfied	0.0%	1.0%	2.3%	2.6%	1.7%	1.5%	2.3%	1.7%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q14-41. Residential recycling services								
Very satisfied	22.2%	32.8%	37.7%	29.6%	38.5%	36.7%	32.3%	35.2%
Satisfied	66.7%	40.0%	42.3%	55.3%	48.3%	48.9%	42.1%	47.1%
Neutral	11.1%	10.8%	7.7%	8.6%	9.6%	8.9%	11.4%	9.6%
Dissatisfied	0.0%	8.2%	5.4%	2.6%	2.9%	3.1%	6.7%	4.3%
Very dissatisfied	0.0%	8.2%	6.9%	3.9%	0.7%	2.4%	7.5%	3.7%
Q14-42. Bulk trash pickup/removal services								
Very satisfied	20.0%	36.8%	31.3%	25.5%	36.7%	34.6%	32.0%	33.6%
Satisfied	50.0%	36.8%	40.9%	43.0%	38.2%	40.1%	37.4%	39.4%
Neutral	20.0%	13.5%	8.7%	13.4%	12.8%	11.5%	15.3%	12.6%
Dissatisfied	10.0%	9.9%	16.5%	12.8%	10.1%	11.0%	12.2%	11.4%
Very dissatisfied	0.0%	2.9%	2.6%	5.4%	2.2%	2.9%	3.2%	2.9%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q15-1. How well City is planning for growth								
Very satisfied	0.0%	13.7%	14.0%	17.7%	11.0%	12.7%	14.8%	13.1%
Satisfied	100.0%	45.9%	45.2%	32.3%	41.5%	42.7%	39.4%	41.4%
Neutral	0.0%	24.7%	17.2%	27.4%	25.6%	26.0%	20.7%	24.6%
Dissatisfied	0.0%	11.0%	15.1%	14.5%	15.5%	13.8%	15.3%	14.2%
Very dissatisfied	0.0%	4.8%	8.6%	8.1%	6.4%	4.8%	9.9%	6.8%
Q15-2. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation								
Very satisfied	0.0%	16.3%	13.0%	17.2%	15.6%	15.3%	16.7%	15.5%
Satisfied	25.0%	39.5%	43.0%	44.5%	44.7%	46.8%	36.3%	43.2%
Neutral	75.0%	30.6%	25.0%	27.3%	27.9%	26.8%	30.4%	28.4%
Dissatisfied	0.0%	11.6%	14.0%	8.6%	9.4%	9.3%	12.3%	10.4%
Very dissatisfied	0.0%	2.0%	5.0%	2.3%	2.4%	1.8%	4.4%	2.6%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q15-3. Condition of streets in your neighborhood								
Very satisfied	8.3%	18.6%	17.2%	12.9%	15.4%	15.0%	17.5%	15.8%
Satisfied	50.0%	47.3%	44.8%	46.0%	44.7%	47.7%	42.3%	45.5%
Neutral	41.7%	17.7%	20.9%	21.5%	15.1%	15.7%	22.7%	18.1%
Dissatisfied	0.0%	11.8%	13.4%	14.7%	17.0%	15.1%	12.9%	14.7%
Very dissatisfied	0.0%	4.5%	3.7%	4.9%	7.8%	6.4%	4.5%	5.9%
Q15-4. Condition of major City streets & sidewalks								
Very satisfied	7.7%	16.3%	14.3%	11.2%	16.9%	14.5%	16.7%	15.2%
Satisfied	69.2%	51.6%	49.6%	53.4%	48.0%	51.3%	48.9%	50.3%
Neutral	15.4%	17.2%	21.8%	22.4%	17.4%	19.1%	18.1%	18.8%
Dissatisfied	7.7%	12.6%	10.5%	9.3%	13.9%	11.5%	13.5%	12.3%
Very dissatisfied	0.0%	2.3%	3.8%	3.7%	3.8%	3.5%	2.8%	3.4%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q15-5. Condition & clarity of street signs								
Very satisfied	7.7%	24.2%	16.8%	18.8%	24.0%	20.8%	24.7%	21.8%
Satisfied	61.5%	52.1%	62.6%	50.0%	50.7%	54.8%	48.8%	52.8%
Neutral	30.8%	15.5%	14.5%	18.8%	17.0%	16.5%	17.0%	16.7%
Dissatisfied	0.0%	8.2%	5.3%	10.0%	7.2%	7.1%	8.1%	7.6%
Very dissatisfied	0.0%	0.0%	0.8%	2.5%	1.2%	0.8%	1.4%	1.0%
Q15-6. Management of traffic flow on City streets								
Very satisfied	15.4%	11.1%	9.2%	11.3%	14.2%	12.5%	11.7%	12.3%
Satisfied	30.8%	35.6%	39.7%	36.9%	42.6%	42.6%	33.1%	39.5%
Neutral	46.2%	25.0%	22.9%	23.8%	21.4%	22.6%	24.2%	23.2%
Dissatisfied	7.7%	19.0%	19.8%	18.8%	14.4%	15.3%	20.3%	16.9%
Very dissatisfied	0.0%	9.3%	8.4%	9.4%	7.4%	7.0%	10.7%	8.2%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months- 5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q15-7. Quality of local transit service (bus, rail, Orbit)								
Very satisfied	12.5%	19.9%	25.0%	22.5%	24.2%	23.1%	21.8%	22.8%
Satisfied	75.0%	42.1%	48.0%	44.2%	49.3%	48.4%	44.4%	46.9%
Neutral	12.5%	27.5%	17.0%	20.3%	19.2%	21.2%	20.9%	21.1%
Dissatisfied	0.0%	9.9%	8.0%	9.4%	5.5%	6.3%	9.2%	7.5%
Very dissatisfied	0.0%	0.6%	2.0%	3.6%	1.7%	1.0%	3.8%	1.8%
Q15-8. Quality of walking & biking paths								
Very satisfied	0.0%	20.8%	19.0%	21.1%	22.9%	20.1%	24.1%	21.2%
Satisfied	77.8%	50.0%	52.1%	52.4%	55.3%	54.9%	51.0%	53.5%
Neutral	22.2%	20.3%	18.2%	15.0%	14.7%	17.2%	14.2%	16.6%
Dissatisfied	0.0%	5.9%	5.8%	5.4%	5.0%	4.9%	6.1%	5.3%
Very dissatisfied	0.0%	3.0%	5.0%	6.1%	2.1%	2.9%	4.6%	3.4%

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

N=1009

| | Q17. How many years have you lived in Tempe? | | | | | Q23. Do you own or rent your current residence? | | Total |
	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	9.1%	29.4%	29.0%	32.9%	35.4%	34.4%	27.8%	32.3%
Satisfied	63.6%	38.7%	44.4%	53.9%	50.7%	49.5%	43.9%	48.0%
Neutral	27.3%	17.0%	14.5%	5.9%	10.8%	11.3%	14.5%	12.2%
Dissatisfied	0.0%	8.8%	8.1%	3.3%	2.4%	3.1%	7.8%	4.6%
Very dissatisfied	0.0%	6.2%	4.0%	3.9%	0.7%	1.7%	5.9%	2.9%
Q15-10. Quality of green organics collection & compost program								
Very satisfied	0.0%	24.2%	24.2%	28.3%	28.1%	28.7%	21.2%	26.6%
Satisfied	50.0%	30.5%	43.2%	42.5%	44.1%	43.3%	34.7%	41.2%
Neutral	50.0%	26.6%	14.7%	15.8%	20.1%	18.2%	25.3%	19.9%
Dissatisfied	0.0%	8.6%	12.6%	7.5%	6.2%	6.3%	11.2%	7.7%
Very dissatisfied	0.0%	10.2%	5.3%	5.8%	1.5%	3.4%	7.6%	4.6%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	

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

Very satisfied	22.2%	18.1%	15.1%	13.1%	16.4%	16.2%	15.5%	16.0%
Satisfied	44.4%	41.8%	37.7%	40.0%	39.5%	41.1%	38.7%	39.9%
Neutral	33.3%	26.0%	30.2%	29.7%	27.9%	27.3%	29.4%	28.3%
Dissatisfied	0.0%	8.5%	9.4%	10.3%	10.4%	10.1%	8.8%	9.7%
Very dissatisfied	0.0%	5.6%	7.5%	6.9%	5.8%	5.4%	7.6%	6.2%

Q15-12. Quality of your internet service provider

Very satisfied	7.1%	14.6%	7.8%	6.5%	15.6%	12.6%	12.6%	12.5%
Satisfied	50.0%	30.2%	31.8%	34.8%	31.0%	32.6%	29.7%	31.8%
Neutral	14.3%	25.5%	20.2%	24.5%	26.2%	25.1%	24.2%	24.8%
Dissatisfied	21.4%	18.4%	21.7%	20.0%	17.9%	19.2%	18.2%	18.9%
Very dissatisfied	7.1%	11.3%	18.6%	14.2%	9.3%	10.5%	15.2%	12.1%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q15-13. Quality of water conservation programs								
Very satisfied	0.0%	15.4%	16.1%	17.6%	15.0%	15.8%	14.9%	15.5%
Satisfied	75.0%	38.3%	34.4%	43.7%	43.8%	43.5%	38.1%	41.6%
Neutral	25.0%	32.2%	31.2%	26.1%	33.0%	31.0%	32.7%	31.5%
Dissatisfied	0.0%	11.4%	9.7%	6.7%	6.0%	6.6%	8.9%	7.7%
Very dissatisfied	0.0%	2.7%	8.6%	5.9%	2.1%	3.1%	5.4%	3.7%
Q15-14. Quality of energy conservation programs								
Very satisfied	0.0%	17.1%	13.2%	14.0%	14.6%	15.2%	13.3%	14.7%
Satisfied	50.0%	38.4%	39.6%	39.7%	42.7%	42.2%	39.0%	41.0%
Neutral	25.0%	34.9%	24.2%	31.4%	36.3%	32.7%	34.9%	33.5%
Dissatisfied	25.0%	8.2%	14.3%	7.4%	4.9%	7.0%	7.7%	7.4%
Very dissatisfied	0.0%	1.4%	8.8%	7.4%	1.5%	2.9%	5.1%	3.5%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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%	16.8%	14.9%	13.2%	14.9%	15.4%	13.6%	14.8%
Satisfied	50.0%	37.6%	41.4%	38.0%	40.2%	41.2%	36.7%	39.4%
Neutral	33.3%	35.6%	23.0%	33.9%	33.9%	31.8%	34.2%	33.0%
Dissatisfied	16.7%	8.7%	13.8%	11.6%	7.7%	8.3%	11.6%	9.4%
Very dissatisfied	0.0%	1.3%	6.9%	3.3%	3.3%	3.2%	4.0%	3.4%
Q15-16. Quality of climate change initiatives such as shaded bus stops & tree canopies								
Very satisfied	0.0%	17.1%	12.3%	15.8%	14.8%	15.8%	13.0%	14.9%
Satisfied	42.9%	33.1%	41.5%	39.8%	38.8%	40.0%	33.6%	38.0%
Neutral	57.1%	23.2%	18.9%	24.8%	30.1%	26.3%	27.3%	26.5%
Dissatisfied	0.0%	20.4%	18.9%	12.0%	10.8%	12.2%	18.1%	14.1%
Very dissatisfied	0.0%	6.1%	8.5%	7.5%	5.5%	5.7%	8.0%	6.4%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	

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

Very satisfied	0.0%	14.5%	13.6%	10.6%	12.5%	12.6%	12.6%	12.6%
Satisfied	33.3%	29.0%	23.5%	33.7%	26.0%	27.1%	29.5%	27.6%
Neutral	50.0%	32.6%	24.7%	30.8%	40.1%	34.8%	36.1%	35.0%
Dissatisfied	16.7%	15.9%	28.4%	15.4%	14.7%	17.7%	13.7%	16.9%
Very dissatisfied	0.0%	8.0%	9.9%	9.6%	6.7%	7.8%	8.2%	7.9%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	Less than 6 months	6 months-5 years	6-10 years	11-20 years	20+ years	Own	Rent	
Q16-1. Direction City is heading								
Very satisfied	10.0%	21.1%	17.4%	16.0%	15.7%	16.5%	18.2%	17.0%
Satisfied	70.0%	45.6%	44.6%	42.4%	45.9%	47.9%	40.3%	45.4%
Neutral	20.0%	25.0%	22.3%	26.4%	25.1%	23.5%	28.1%	24.8%
Dissatisfied	0.0%	6.7%	8.3%	11.1%	8.6%	8.5%	7.9%	8.4%
Very dissatisfied	0.0%	1.7%	7.4%	4.2%	4.6%	3.6%	5.5%	4.3%
Q16-2. City efforts to keep residents informed about City's budget								
Very satisfied	0.0%	17.0%	12.6%	16.5%	11.5%	12.5%	16.5%	13.6%
Satisfied	100.0%	31.3%	28.2%	28.3%	42.2%	38.1%	31.1%	35.9%
Neutral	0.0%	34.0%	35.0%	37.8%	33.6%	35.4%	32.0%	34.4%
Dissatisfied	0.0%	13.6%	16.5%	14.2%	8.9%	10.7%	13.1%	11.8%
Very dissatisfied	0.0%	4.1%	7.8%	3.1%	3.7%	3.3%	7.3%	4.4%

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

N=1009

	Q17. How many years have you lived in Tempe?					Q23. Do you own or rent your current residence?		Total
	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%	17.3%	13.8%	21.7%	12.4%	15.0%	15.6%	15.1%
Satisfied	100.0%	30.7%	27.7%	26.4%	39.3%	34.9%	32.4%	34.0%
Neutral	0.0%	37.8%	40.4%	34.9%	37.9%	39.2%	32.4%	37.5%
Dissatisfied	0.0%	10.2%	9.6%	12.3%	6.4%	7.3%	11.2%	8.6%
Very dissatisfied	0.0%	3.9%	8.5%	4.7%	4.0%	3.6%	8.4%	4.9%
Q16-4. Overall value that you receive for your City tax & fees								
Very satisfied	0.0%	13.5%	12.9%	17.8%	15.6%	15.5%	14.0%	14.9%
Satisfied	42.9%	41.8%	40.5%	38.5%	44.4%	43.2%	41.3%	42.3%
Neutral	28.6%	31.8%	28.4%	34.8%	28.1%	30.6%	28.5%	30.1%
Dissatisfied	0.0%	8.8%	9.5%	6.7%	9.1%	8.0%	8.9%	8.6%
Very dissatisfied	28.6%	4.1%	8.6%	2.2%	2.7%	2.7%	7.2%	4.1%