

City of Tempe Business Survey

Findings Report

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2019

Submitted to the City of Tempe

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2019 City of Tempe Business Survey

Executive Summary

Purpose and Methodology

ETC Institute administered a survey to businesses in the City of Tempe during the fall of 2019. The purpose of the survey was to help the City of Tempe determine the community's priorities and where funds are best allocated when they work on updating Tempe's Strategic Plan. The survey results will influence many of the decisions City leaders make about Tempe's projects, programs, and services that could impact businesses in the City.

The seven-page survey, cover letter and postage paid return envelope were mailed to businesses in the City of Tempe. The cover letter explained the purpose of the survey and encouraged businesses to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the businesses that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for businesses to complete the survey.

The goal was to obtain completed surveys from at least 400 businesses. A total of 400 businesses completed the survey. The overall results of 403 businesses have a precision of at least +/-4.8% at the 95% level of confidence.

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- importance-satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- trend charts showing how the results compare to the 2017 survey results,
- tables that show the results of each question on the survey, and
- a copy of the survey instrument.

Don't Know Responses. Since the number of "don't know" responses often reflects the utilization and awareness of services, the percentage of "don't know" responses has been included with the tabular data in Section 4 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."

Major Findings

Overall Satisfaction with the City of Tempe

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among businesses who had an opinion, were: fire services (94%), emergency medical services (92%), and police services (88%). Overall satisfaction has remained very high among businesses in the City of Tempe. The lowest rated City service, traffic on City streets, still had over 40% of the respondents indicate they were either “very satisfied” or “satisfied”. Overall, City leaders are still doing an excellent job ensuring businesses are satisfied with the services they provide. Respondents were also asked to indicate which three City services they believe are most important to their business. Based on the sum of respondents’ top three choices police services (62%), fire services (40%), and street maintenance (30%) are the most important. Sixty-two percent (62%) of respondents rated the physical appearance of the area where their business is located as “excellent” (20%) or “good” (41%), only 8% of respondents gave “below average” (6%) or “poor” (2%) responses.

Seventy-six percent (76%) of respondents who had an opinion, indicated they would be “very likely” (40%) or “likely” (36%) to recommend Tempe as a business location to friends, family, co-workers, colleagues, and other businesses. Thirty-five percent (35%) of respondents indicated that the business atmosphere in Tempe is better than it was two years ago and 56% of respondents indicated that there has been no change over the past two years, but it is still good. Only 7% of respondents indicated that the overall business atmosphere in Tempe is worse than it was two years ago.

When asked to indicate which three items they think should be the City’s top priorities over the next year economic/business development (38%), the maintenance of streets (34%), and police services (30%) topped the list. Transit service frequency (3%) and historical preservation (3%) were the two items that are the lowest priorities according to businesses.

Overall Perceptions of the City of Tempe

Eighty-three percent (83%) of respondents who had an opinion, indicated they are either “very satisfied” or “satisfied” with the overall quality of life in the City. Eighty-two percent (82%) are satisfied with the overall image of the City, 77% are satisfied with the overall quality of services provided and 70% are satisfied with the overall feeling of safety in the City.

Feelings of Safety

Respondents were asked to indicate how safe they think their employees and customers feel when visiting their business location during the day and at night. Eighty-five percent (85%) of respondents who had an opinion, indicated they think their employees and customers feel “very safe” (50%) or “safe” (35%) during the day. The numbers of respondents that gave “very safe” and “safe” responses dropped significantly when asked to indicate how safe their customers and employees feel at night. Only 46% of respondents indicated they think their customers and

employees feel “very safe” (15%) or “safe” (31%) visiting their location at night. No businesses believe their employees and customers feel “very unsafe” during the day compared to nearly 5% at night.

Reasons to Locate Businesses in Tempe

Respondents were given a list of 20 items and were asked to indicate how important each item was to their decision to locate their business in Tempe. Based upon the combined percentage of “extremely important” and “very important” responses among businesses who had an opinion, the most important factors include: availability of telecommunications, utilities, and other infrastructure (79%), low crime rate (75%), access to highways (74%), the attitude of local government towards business (73%), and the overall image of the City (65%). The availability of housing for all income levels (37%) and the availability of parks and open space (38%) received the lowest number of “extremely important” and “very important” responses. Respondents were asked a follow-up question asking them to indicate which of the 20 reasons they rated will have the most impact on their decision to stay in the City of Tempe over the next 10 years. Based on the sum of respondents’ top three choices the three reasons that will have the most impact on them staying in Tempe over the next 10 years are: the low crime rate (41%), access to highways (28%), and the overall image of the City (26%). Seventeen percent (17%) of businesses surveyed indicated they are considering expanding their business in Tempe during the next 12 months and 15% indicated they are considering renovating their business in Tempe.

Tempe’s Workforce

Respondents were asked to rate the workforce in the City of Tempe in four areas: the availability of workers, the quality of workers, the stability of the workforce, and the education/technical skills of workers. More than half of all respondents who had an opinion, rated the workforce in these four areas as “excellent” or “good”, between 33% and 42% of all respondents rated all four items as “average”, and roughly 10% of all respondents rated the four items as either “below average” or “poor”. All four items received nearly identical responses.

City Codes and Regulations

The highest levels of satisfaction with City codes and regulations, based upon the combined percentages of “very satisfied” and “satisfied” responses among businesses who had an opinion, were: trash disposal regulations (65%), the requirement for proper business appearance/maintenance (61%), and commercial trash/recycling collection (57%). Respondents were least satisfied with business parking regulations (48%).

Financial Stability and Vitality

The Tempe City Council voted to create an initiative to ensure pay equity based on gender, including devising a process to designate qualified businesses as partners committed to equal pay. Thirty-four (34%) of businesses surveyed who had an opinion, indicated they are aware of The

City's "Equal Pay for Equal Work" initiative. Sixty-four percent (64%) of businesses surveyed who had an opinion, indicated they were aware of the City of Tempe's Anti-Discrimination Ordinance.

Eighty-eight percent (88%) of respondents who had an opinion, indicated they think the City of Tempe is "Business Friendly", and 56% think the tax structure for businesses in the City is fair compared to other Arizona cities. Twenty-three percent (23%) of respondents indicated that the level of taxation in the City of Tempe will be one of the top three items that will have an impact on their decision to stay in the City for the next 10 years, 20% indicated that the attitude of local government towards business will have an impact on their decision.

Businesses Interacting with the City of Tempe

Fifty percent (50%) of respondents who had an opinion, indicated the City of Tempe is doing a "very good" (15%) or "good" (35%) job of communicating with business owners and managers. The City's website (51%), TV news (33%), and the water bill newsletter (Tempe Today) (30%) are the three most used information sources for getting information about the City of Tempe.

The departments that businesses have had the most contact with during the past year include: police, fire, trash and recycling, and utility billing services. Respondents were asked to rate the City's performance with each department they have had contact with during the past year. Based on the sum of "excellent" and "good" responses among businesses who had an opinion, the departments that businesses are most satisfied with include: fire (97%), emergency medical services (95%), and police (91%).

Respondents were also asked to indicate how satisfied their business is with six different aspects of the City of Tempe. The highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses from businesses who had an opinion, were with the following interactions: the overall quality of customer service provided by City employees (74%), how ethical City employees are in the way they conduct City business (72%), the availability of information about City programs, events, services, and issues (69%), and the usefulness of the City's website (69%). The City's website is the most used source of information about the City by respondents. Respondents were least satisfied with how well the City treats residents regardless of age, disability, gender, or other characteristics (65%).

Forty-seven percent (47%) of respondents who had an opinion, indicated they have everything they need to implement effective recycling/waste diversion and water conservation programs at their business. Thirty-one percent (31%) of businesses indicated they have some of the information/resources they need but could use more, 16% indicated they don't have any information/resources and need more, and only 6% indicated they are not interested in implementing effective recycling/waste diversion and water conservation programs at their business.

Business Profile

- Sixty-nine percent (69%) of businesses do not belong to the Tempe Chamber of Commerce; 11% indicated they do belong, and 20% gave a “don’t know” response.
- Seventy-one percent (71%) of businesses are not members of Local First Arizona; 9% are members, and 20% gave a “don’t know” response.
- Thirty-three percent (33%) of businesses promote carpooling, transit, and walking to work; 15% indicated they do not promote carpooling, transit, and walking to work but are interested in promoting these alternatives, and 52% are not promoting these alternatives and are not interested in promoting them.
- Thirty-nine percent (39%) of respondents who had an opinion indicated their business owns the facility where they are located.
- Most businesses have 10 or fewer employees.
- Most businesses (69%) have been in Tempe over 10 years.
- Most customers are either from the City of Tempe or from the Phoenix Metro but outside of the City (61%).
- Fourteen percent (14%) of the businesses surveyed indicated they are in retail trade.
- Only 9% of respondents who had an opinion indicated their business is a Veteran-Owned Business.
- Most (53%) of businesses indicated they were not a Minority Business Enterprise, Women Business Enterprise, Disabled Owned Business, or Small Business Enterprise.

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance businesses placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 2 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City’s overall satisfaction rating are listed below:

- Traffic on City streets (IS Rating=0.1502)
- Street maintenance, including sidewalks, medians, and curbs (IS Rating=0.1131)

The table below shows the importance-satisfaction rating for all 17 major categories of City services that were rated.

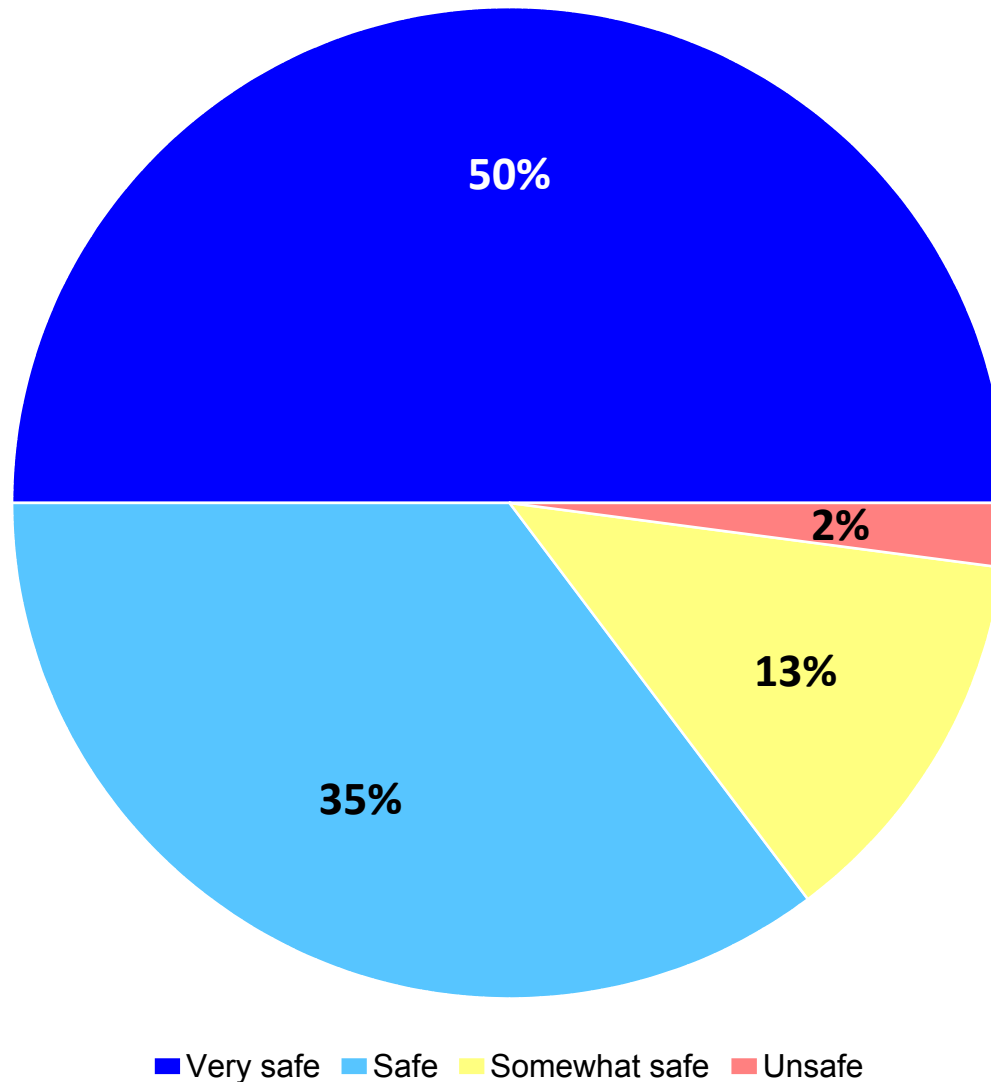
2019 Importance-Satisfaction Rating Tempe, Arizona Business Survey						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Traffic on City streets	26%	5	42%	17	0.1502	1
Street maintenance, including sidewalks, medians, & curbs	30%	3	62%	12	0.1131	2
Medium Priority (IS <.10)						
Police services	62%	1	88%	3	0.0717	3
Planning	10%	8	58%	15	0.0417	4
Water & sewer services	17%	6	82%	4	0.0313	5
Street lighting	12%	7	74%	7	0.0313	6
Enforcement of codes & ordinances	8%	10	62%	13	0.0310	7
Construction codes	6%	12	58%	14	0.0249	8
Fire services	40%	2	94%	1	0.0245	9
Emergency medical services	27%	4	92%	2	0.0226	10
Street sweeping/cleanliness of public areas	9%	9	76%	5	0.0207	11
Public transportation services	6%	11	75%	6	0.0153	12
Parks	4%	13	72%	10	0.0108	13
Stormwater drainage/flood management	4%	14	73%	9	0.0104	14
Business Resource & Innovation Center (BRIC)	2%	16	56%	16	0.0101	15
Public landscaping	4%	15	73%	8	0.0095	16
Recreation services	2%	17	71%	11	0.0046	17

Section 1

Charts and Graphs

Q1. How safe do you think your employees and customers feel when they visit your location during the day?

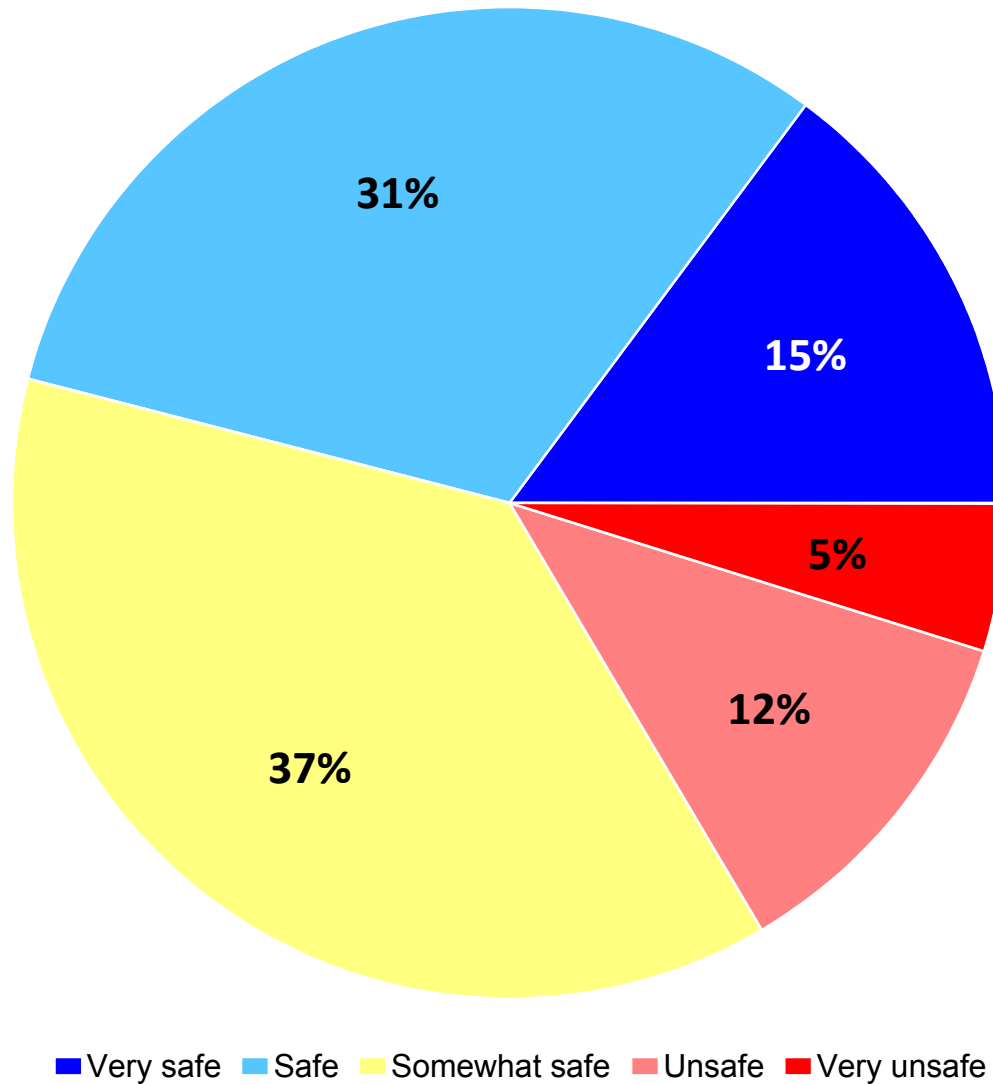
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q2. How safe do you think your employees and customers feel when they visit your location at night?

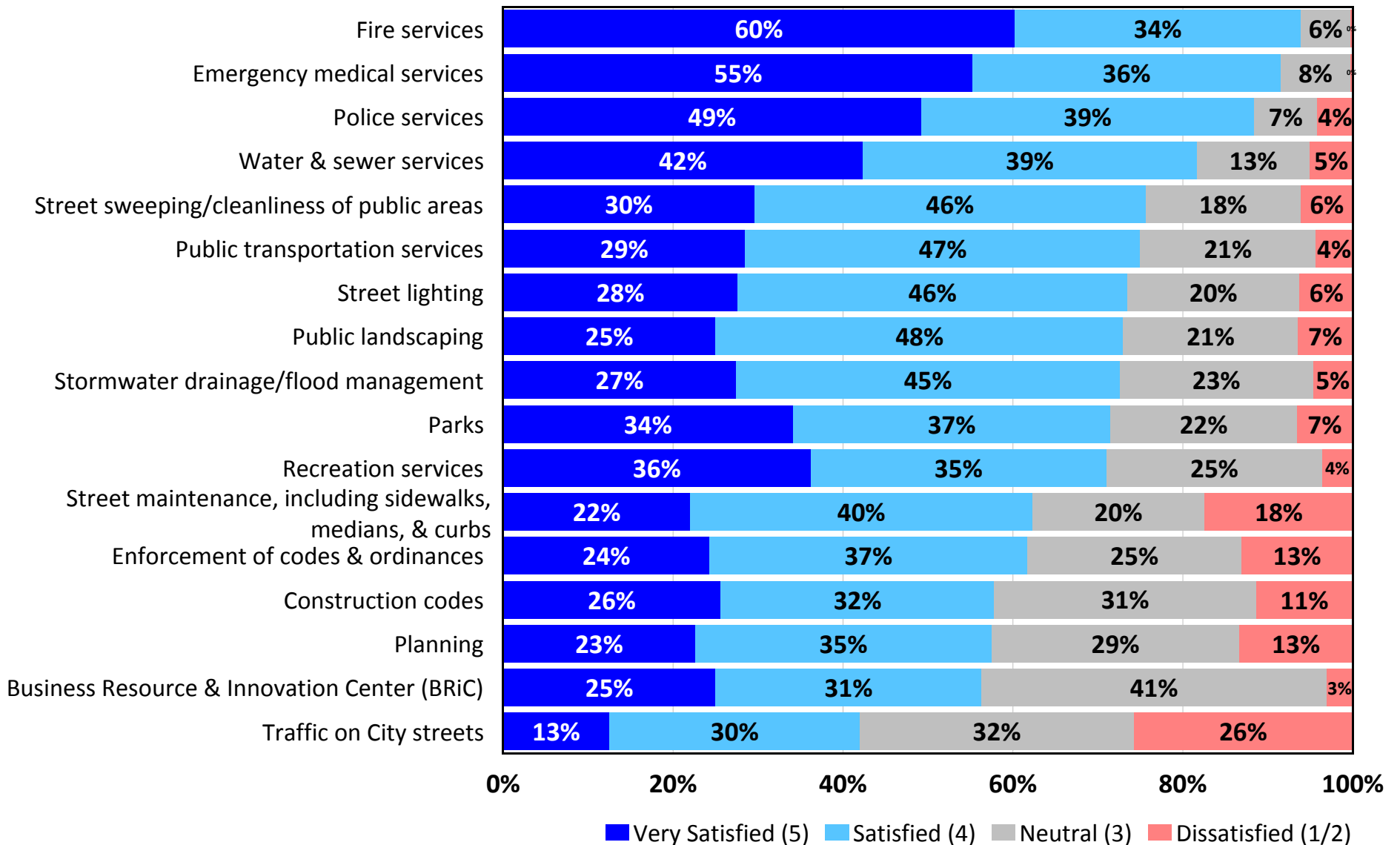
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q3. Overall Satisfaction with Items with Regard to How they Affect Your Business' Ability to Operate

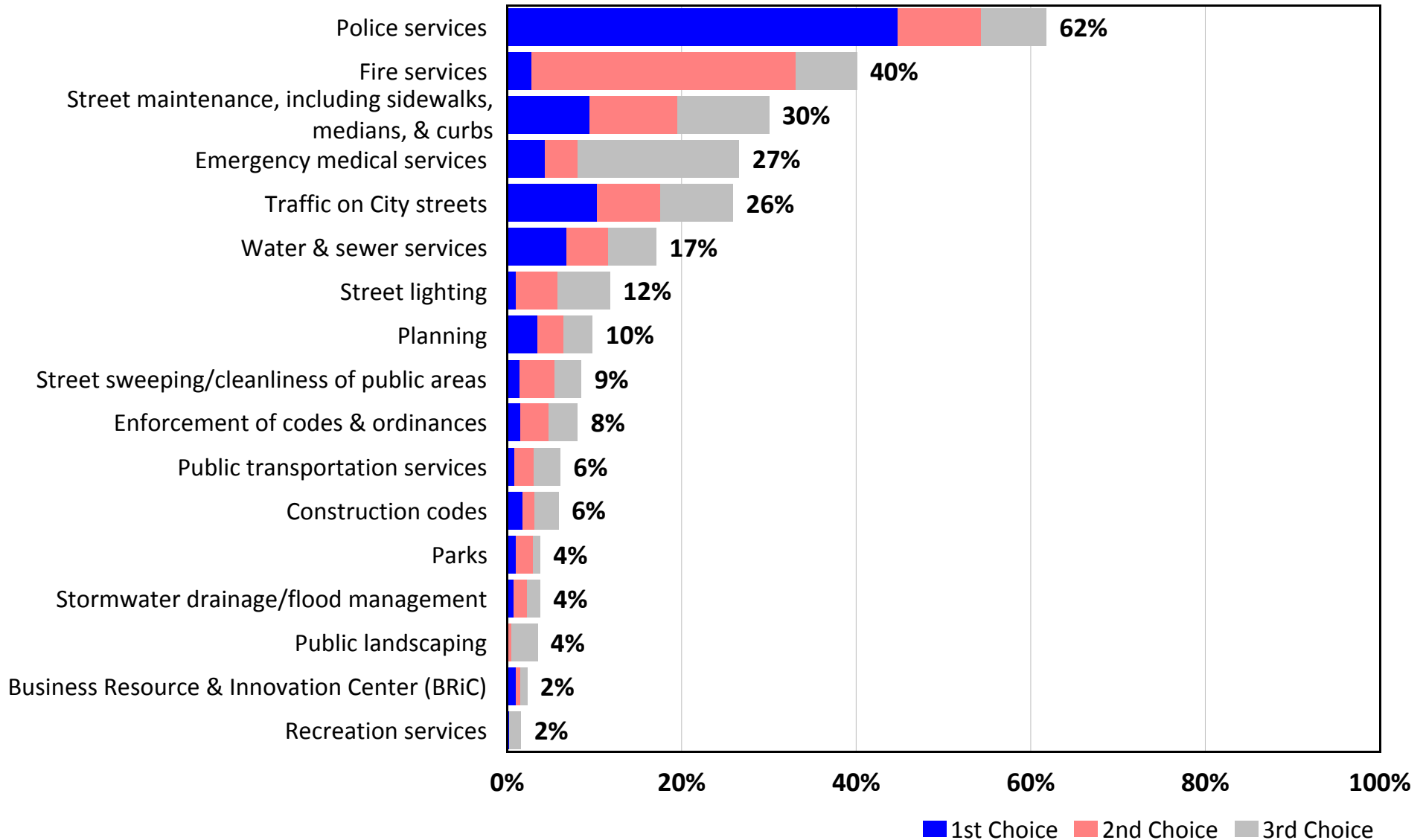
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q4. Which THREE City Services are Most Important to Your Business

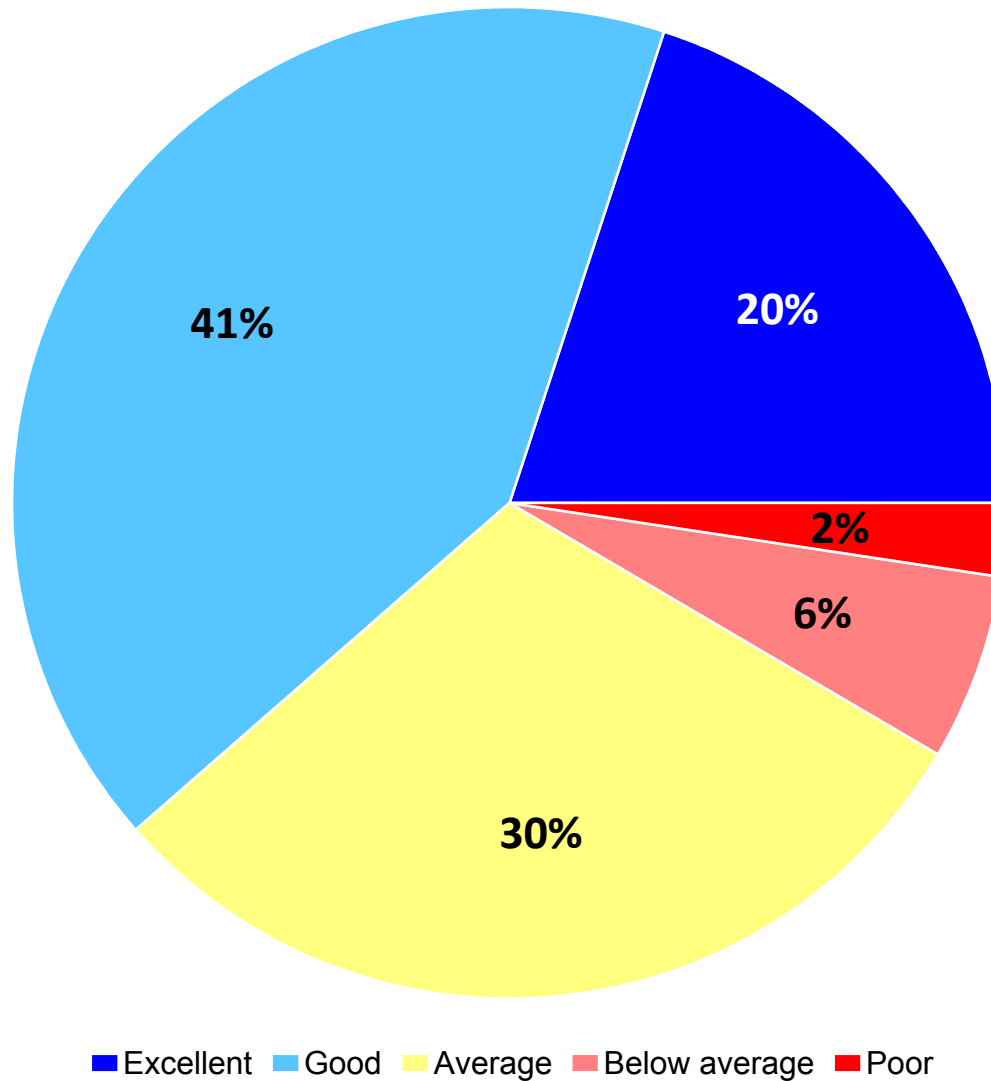
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

Q5. How would you rate the physical appearance of the area where your business is located?

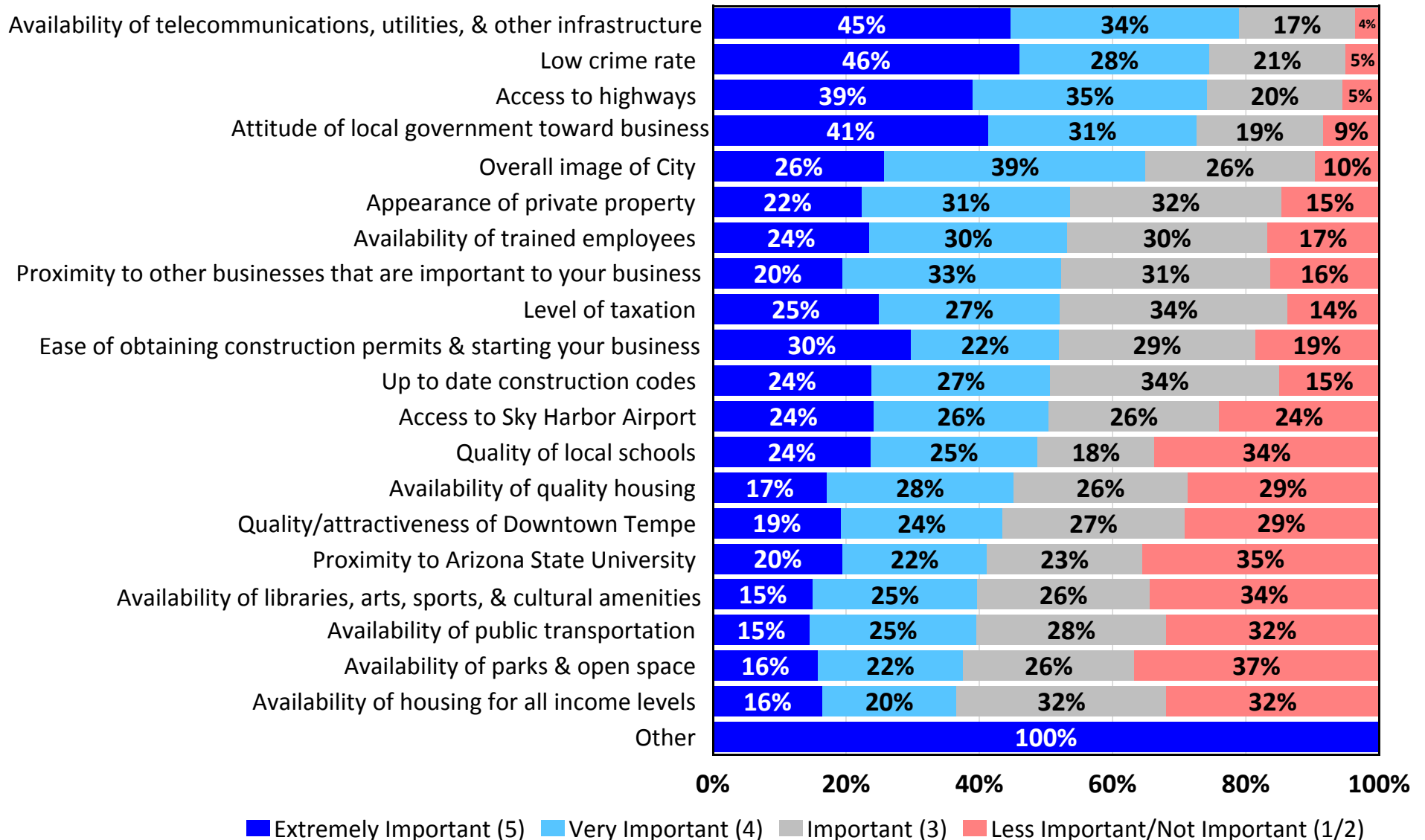
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q6. How Important the Following Items Were When Deciding to Locate Your Business in Tempe

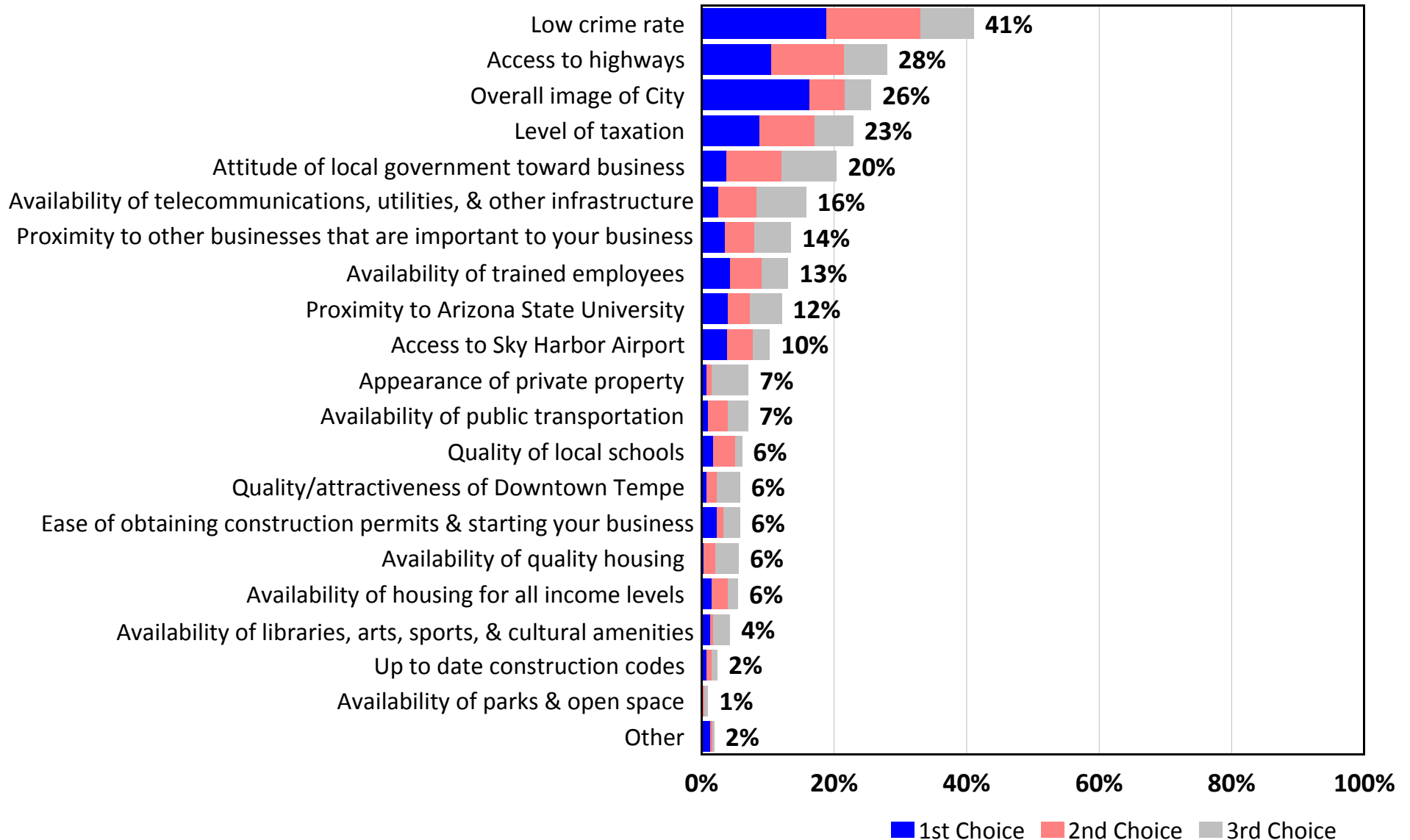
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q7. Which THREE Reasons Have the Most Impact on Your Decision to Stay in Tempe for the Next 10 Years?

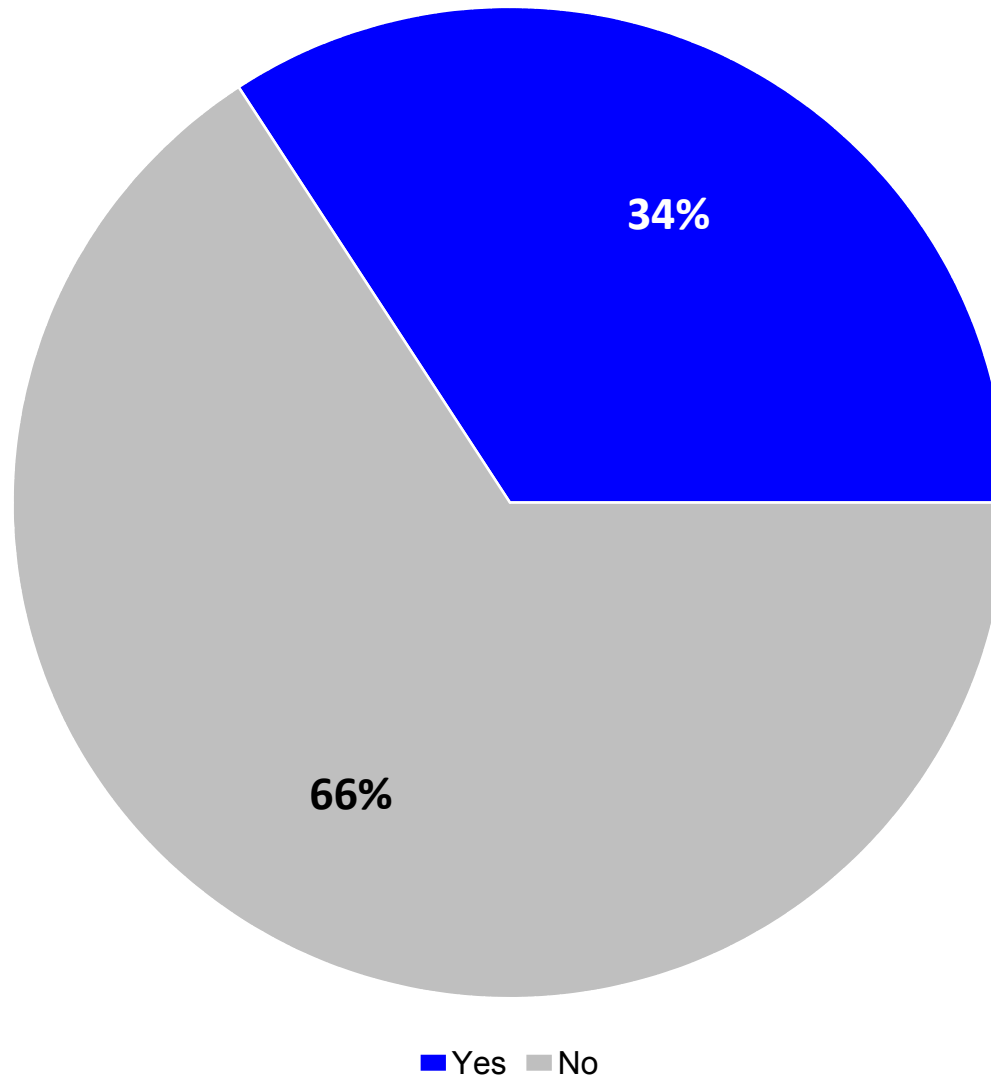
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

Q8. Are you aware of the City's “Equal Pay for Equal Work Initiative”?

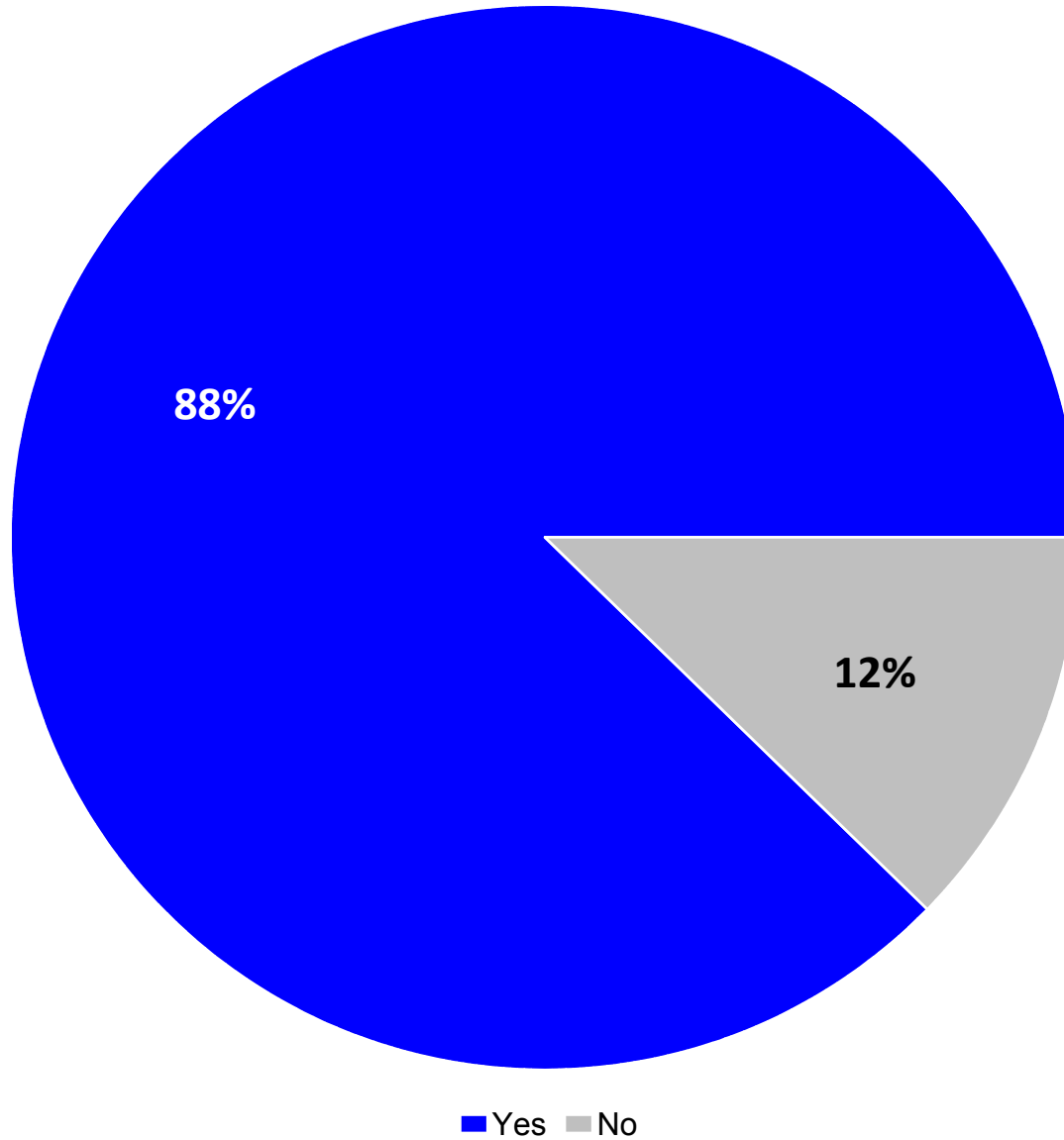
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q9. Do you think that the City of Tempe is "Business Friendly"?

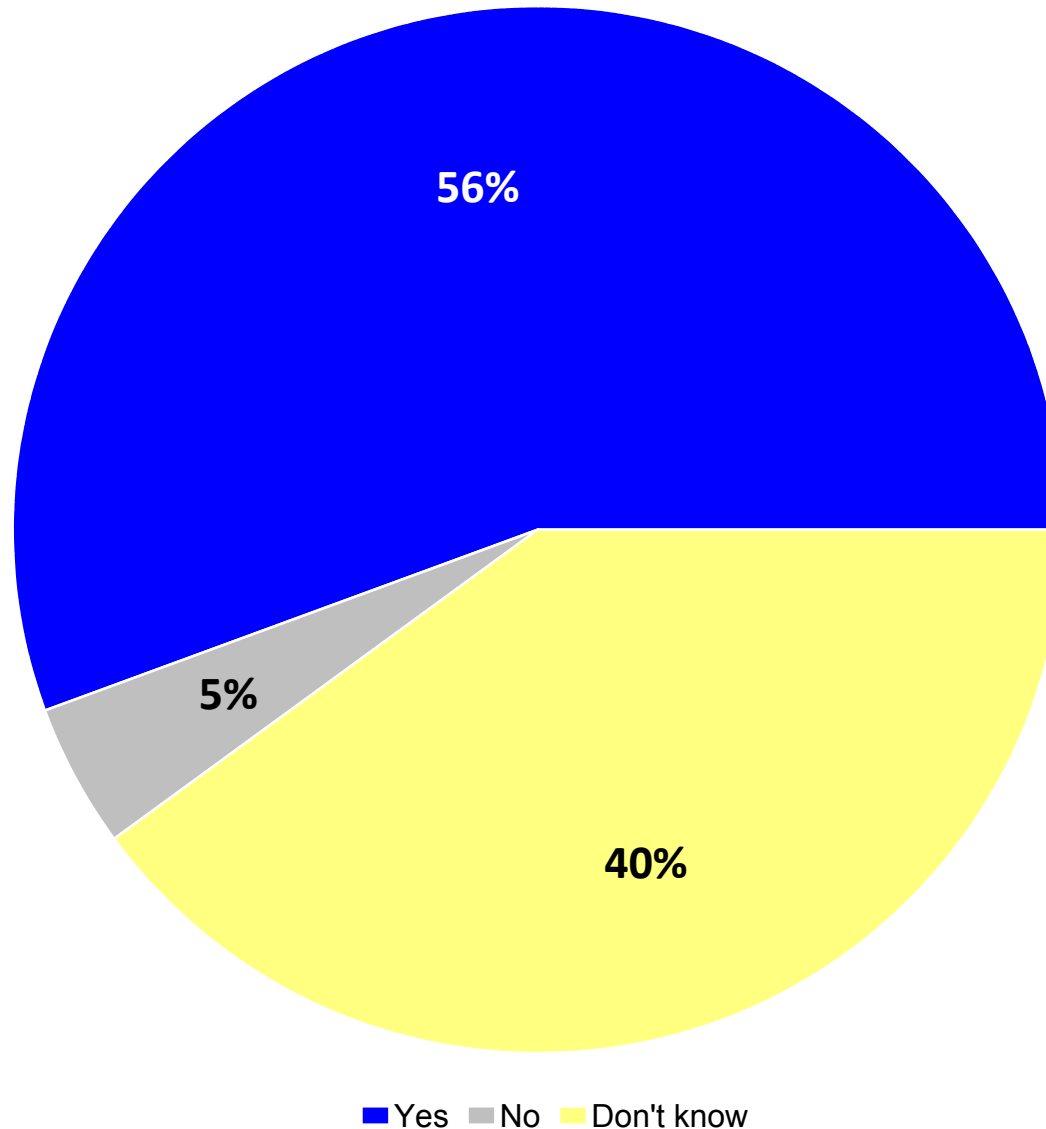
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q10. Do you think the tax structure for businesses in the City of Tempe is fair compared to other Arizona cities?

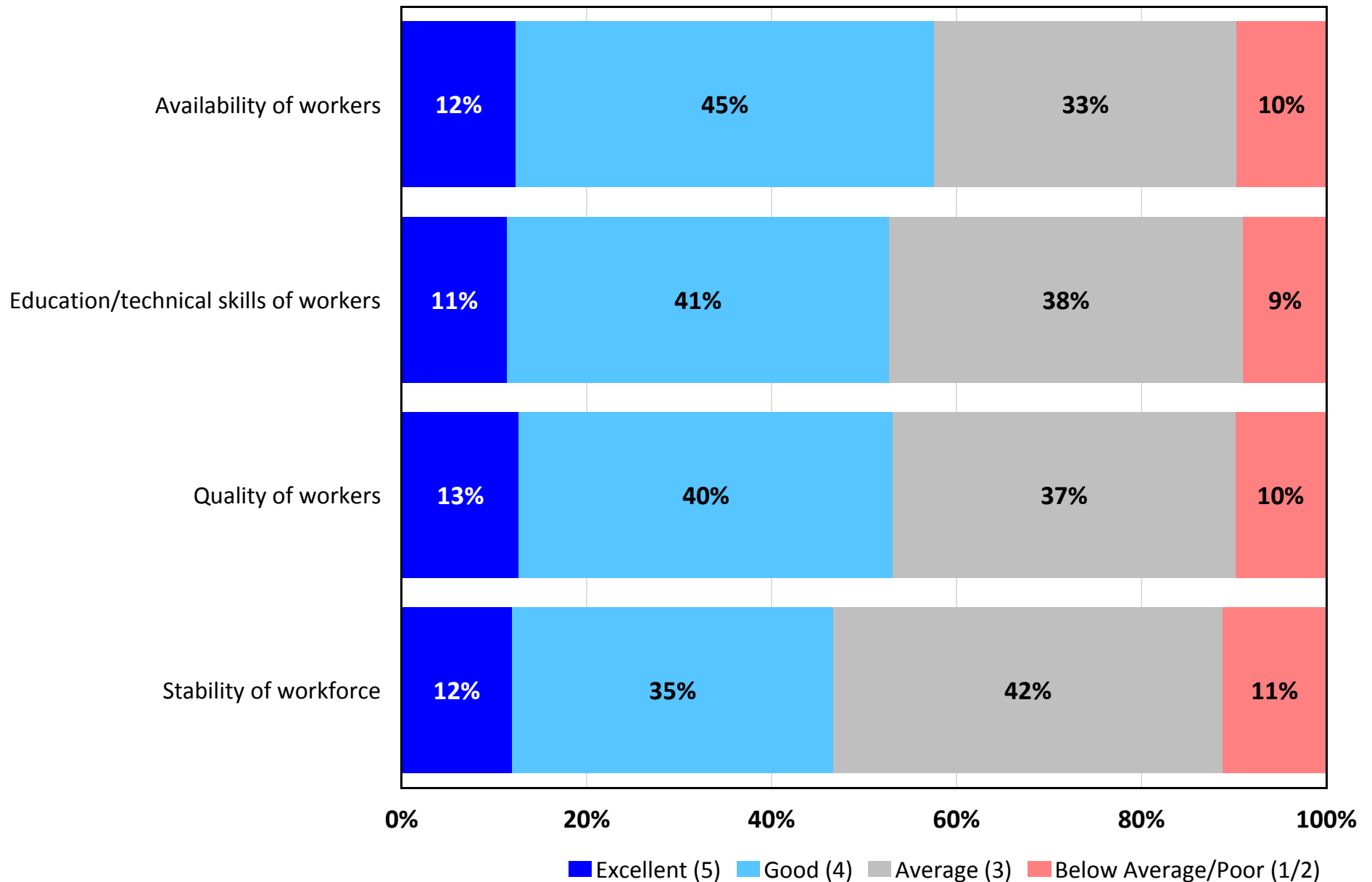
by percentage of respondents



Source: ETC Institute (2019)

Q11. Overall Ratings of the Workforce in the City of Tempe

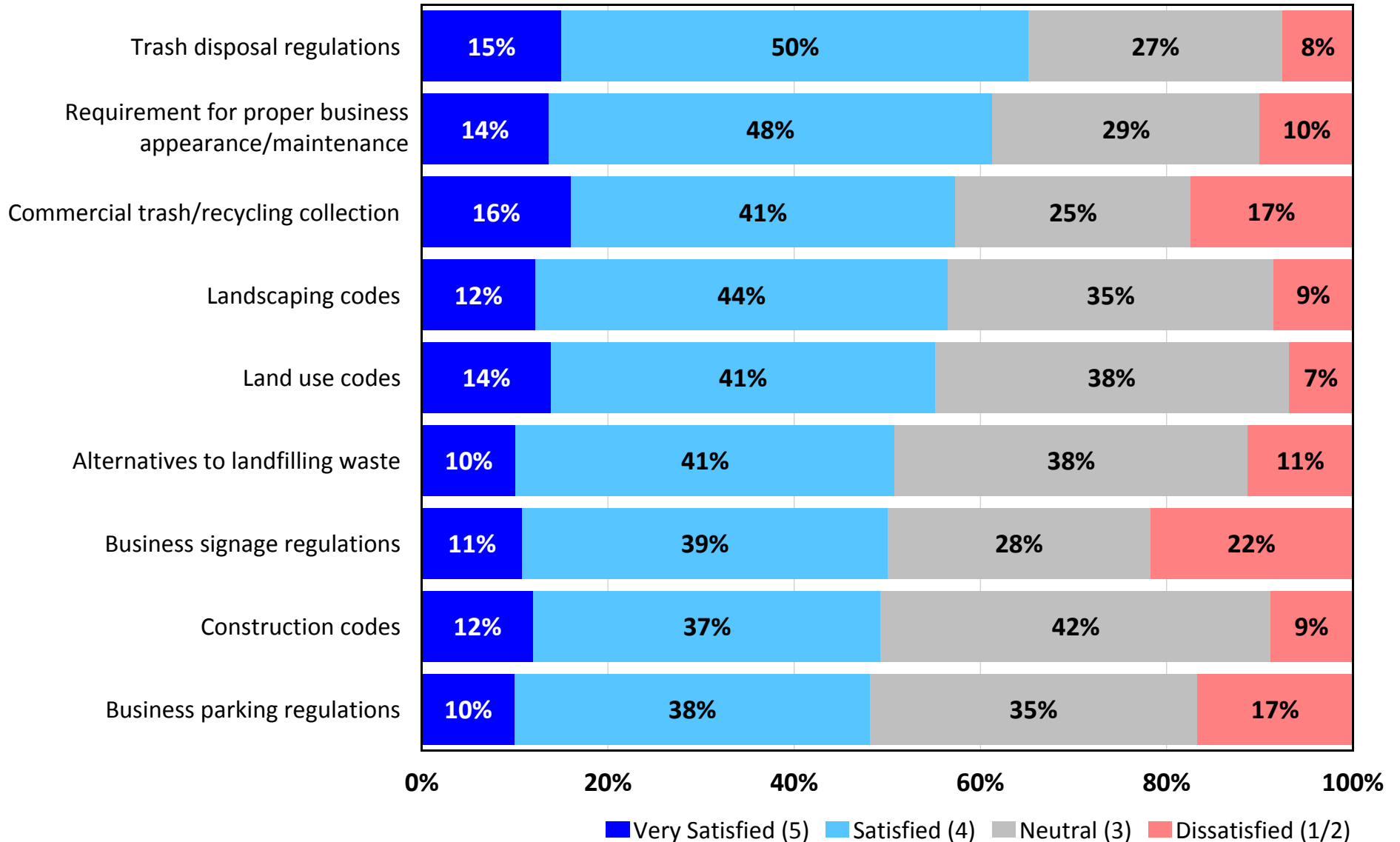
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q12. Overall Satisfaction with the Following City Codes and Regulations

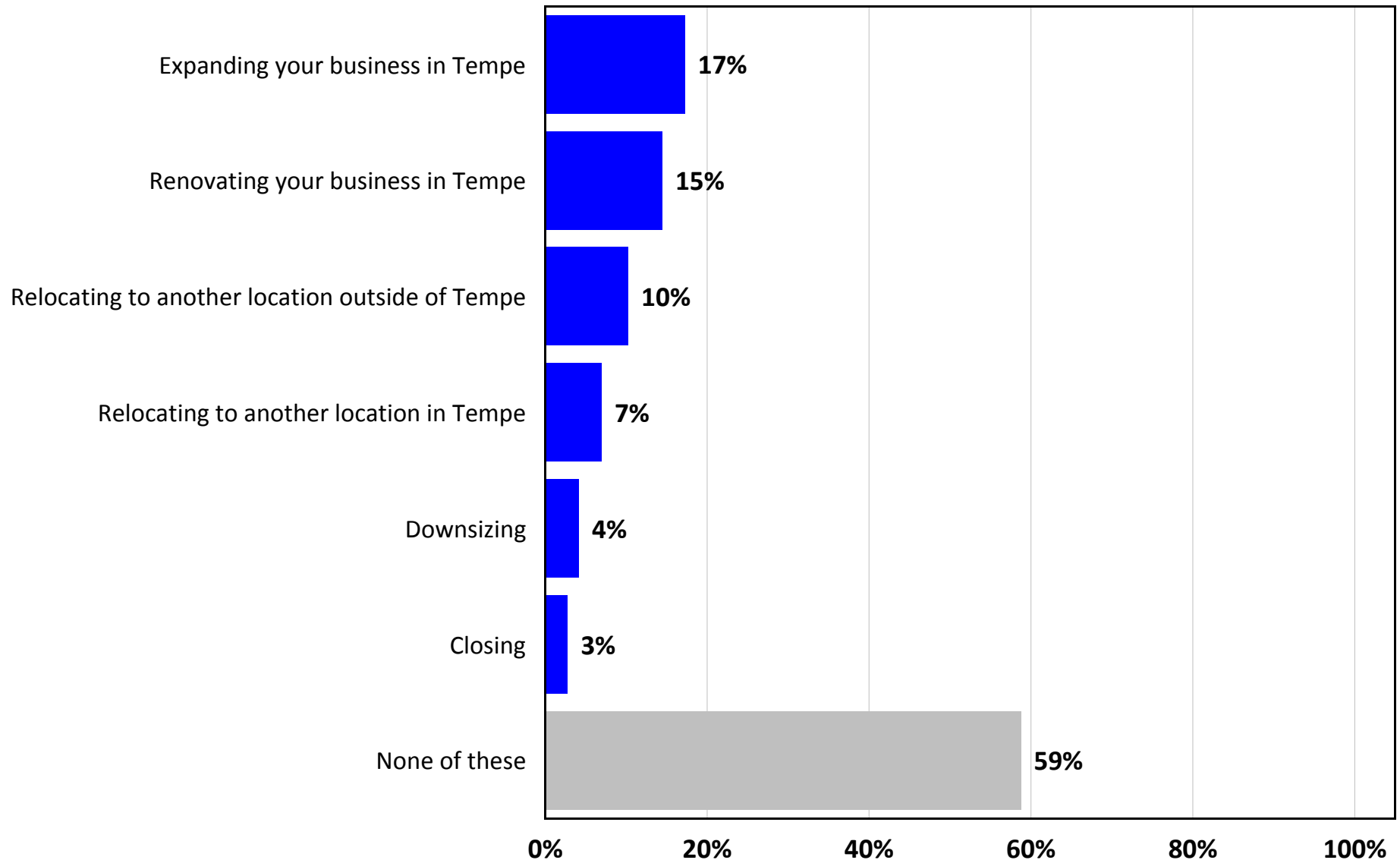
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q13. In the next 12 months, is your business considering any of the following?

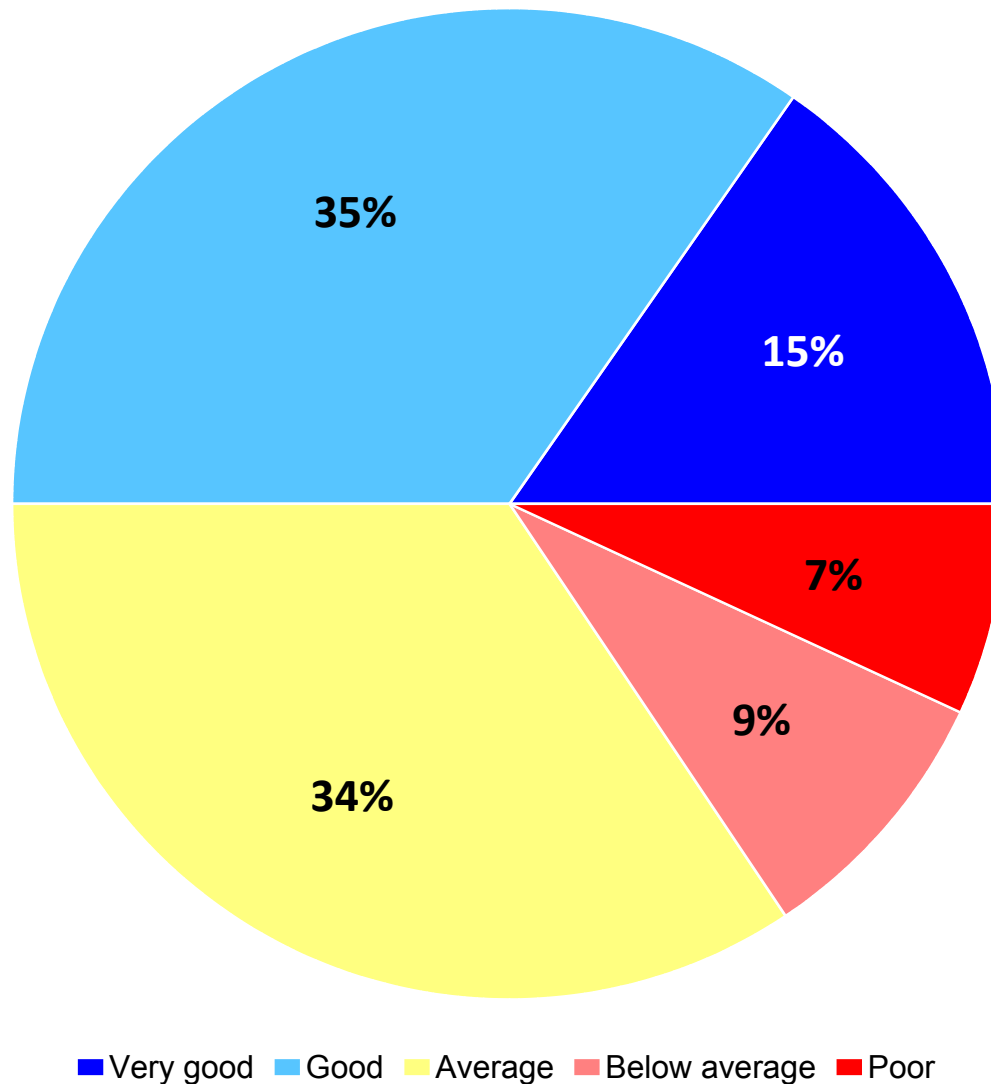
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q14. Overall, how would you rate the job the City of Tempe does in communicating with business owners and managers?

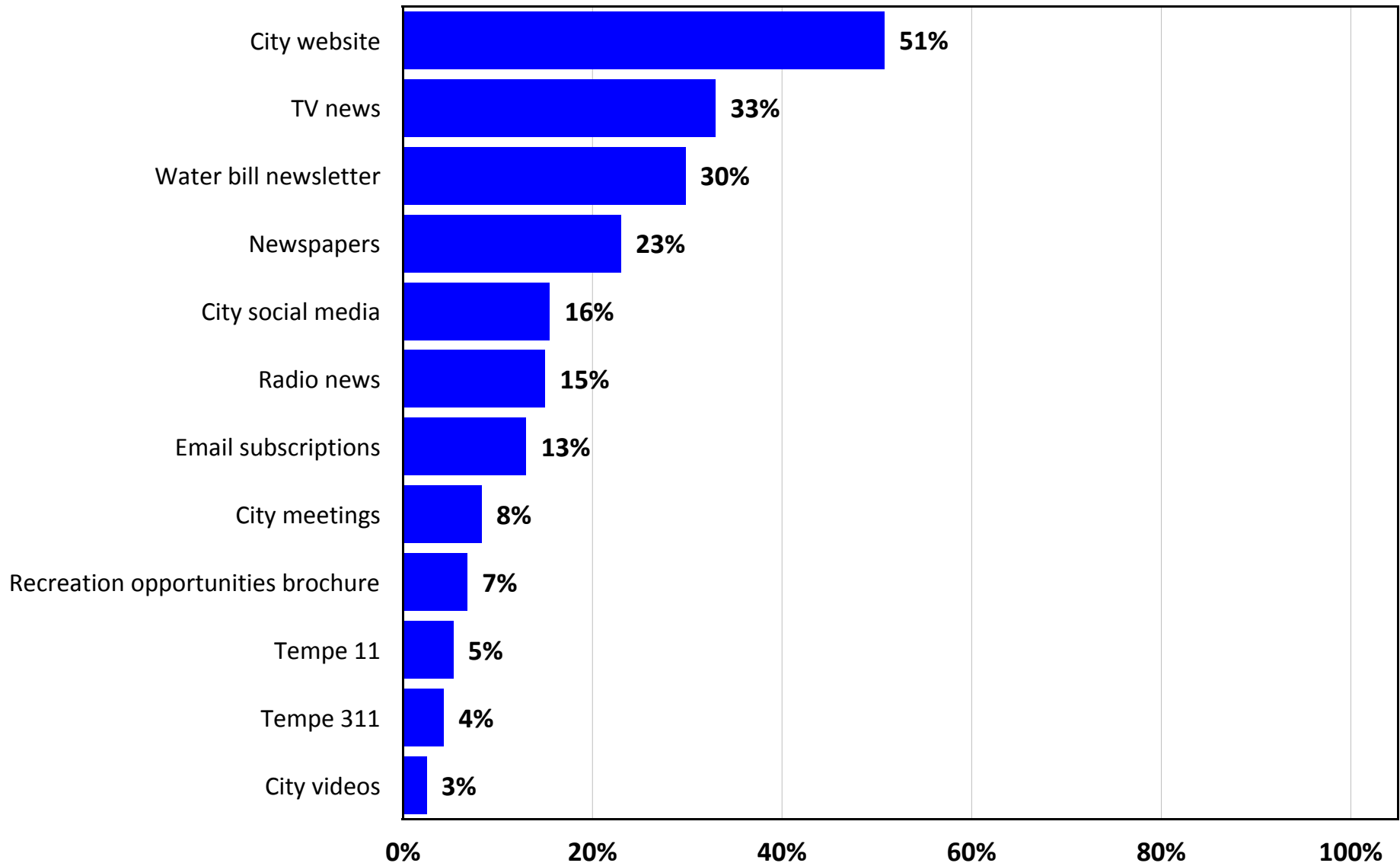
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q15. Which of the following do you use to get information about the City of Tempe?

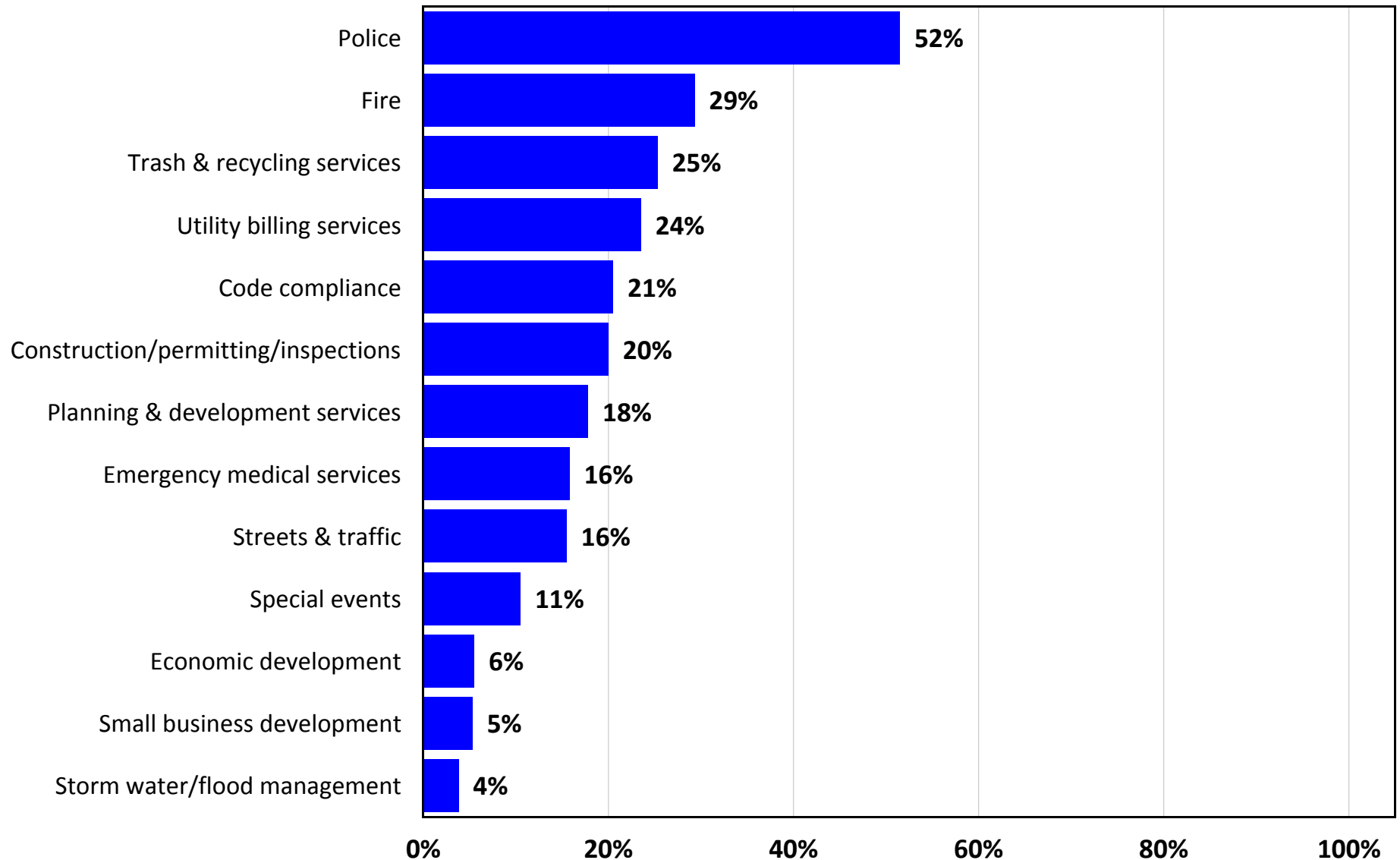
by percentage of respondents



Source: ETC Institute (2019)

Q16-1. City Departments Businesses have Interacted with During the Past Year

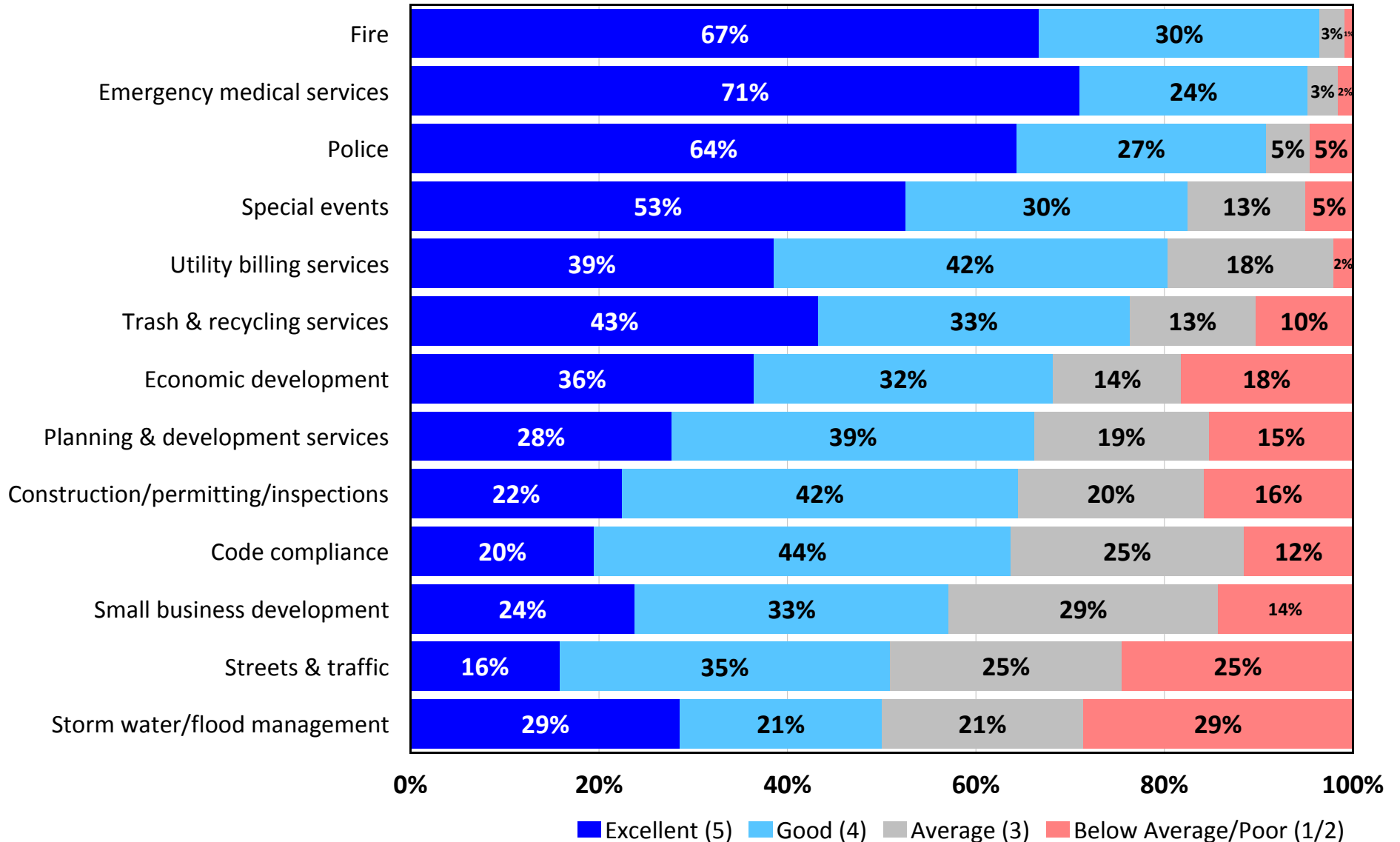
by percentage of respondents



Source: ETC Institute (2019)

Q16-2. Overall Rating of the City's Performance in Each of the Following Areas

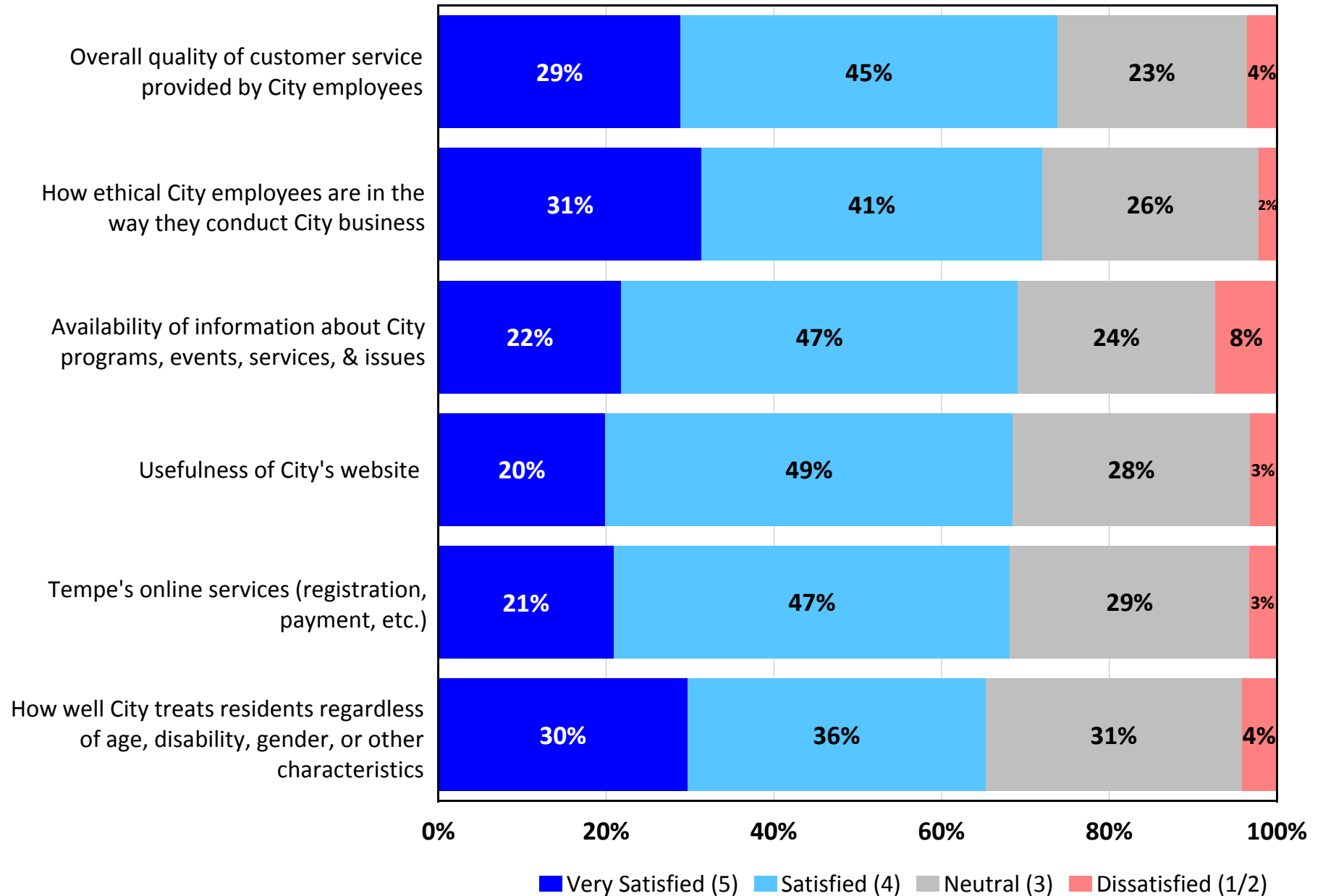
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q17. Overall Satisfaction with the Following

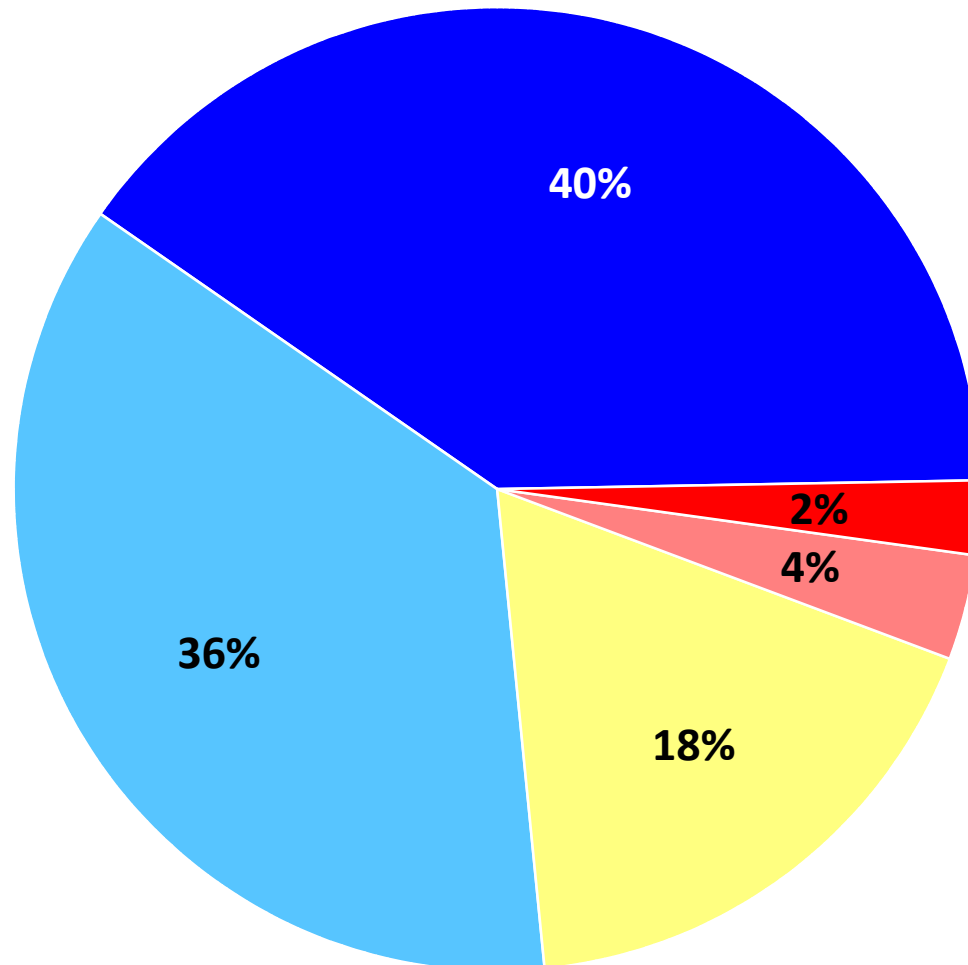
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q18. Thinking generally about the City of Tempe, how likely would you be to recommend Tempe as a business location to friends, family, co-workers, colleagues, and other businesses?

by percentage of respondents (excluding "Don't Know" responses)

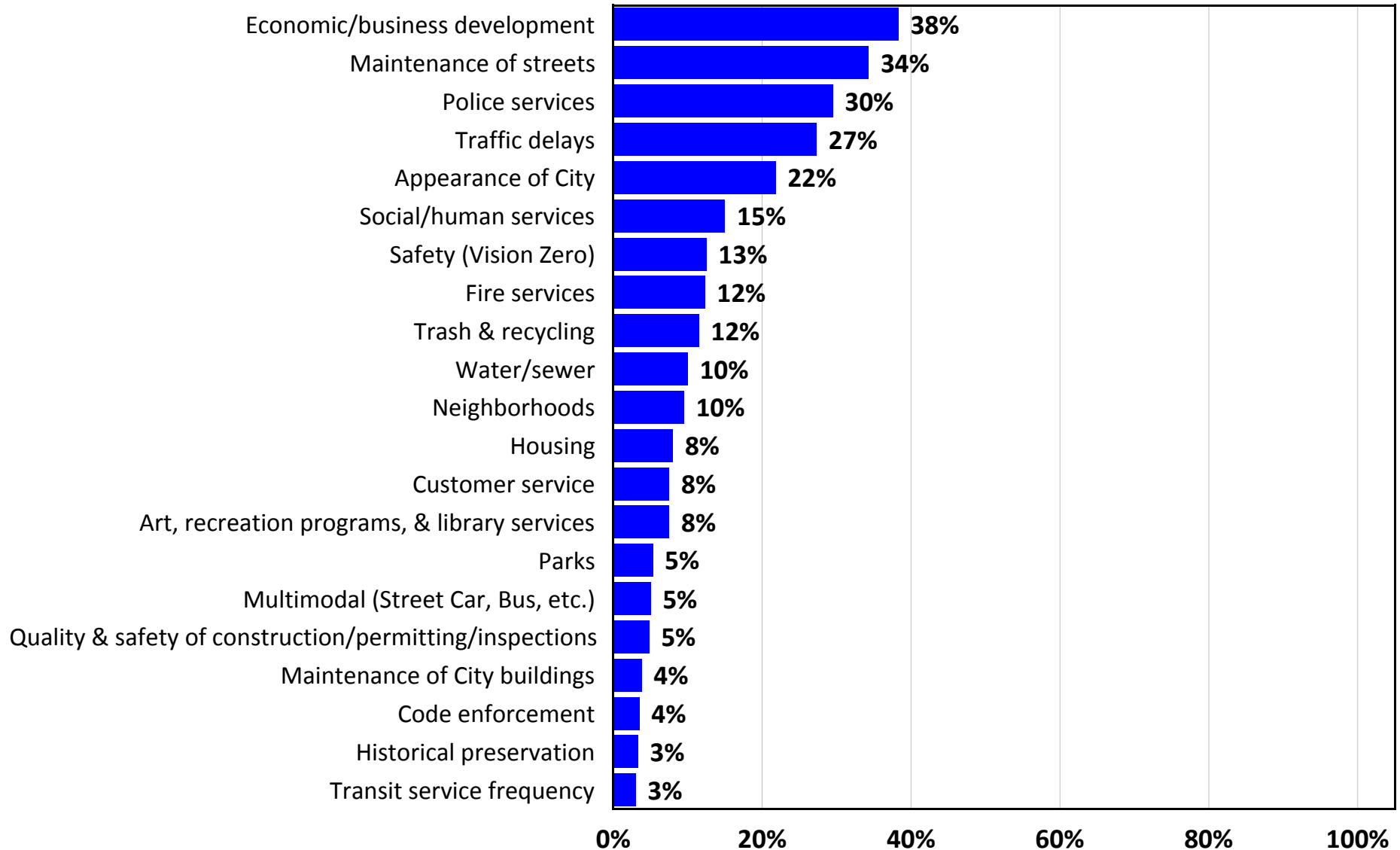


■ Very likely ■ Likely ■ Somewhat likely ■ Not likely ■ Not likely at all

Source: ETC Institute (2019)

Q19. Which THREE of the following do you think should be the City's Top Priorities over the next year?

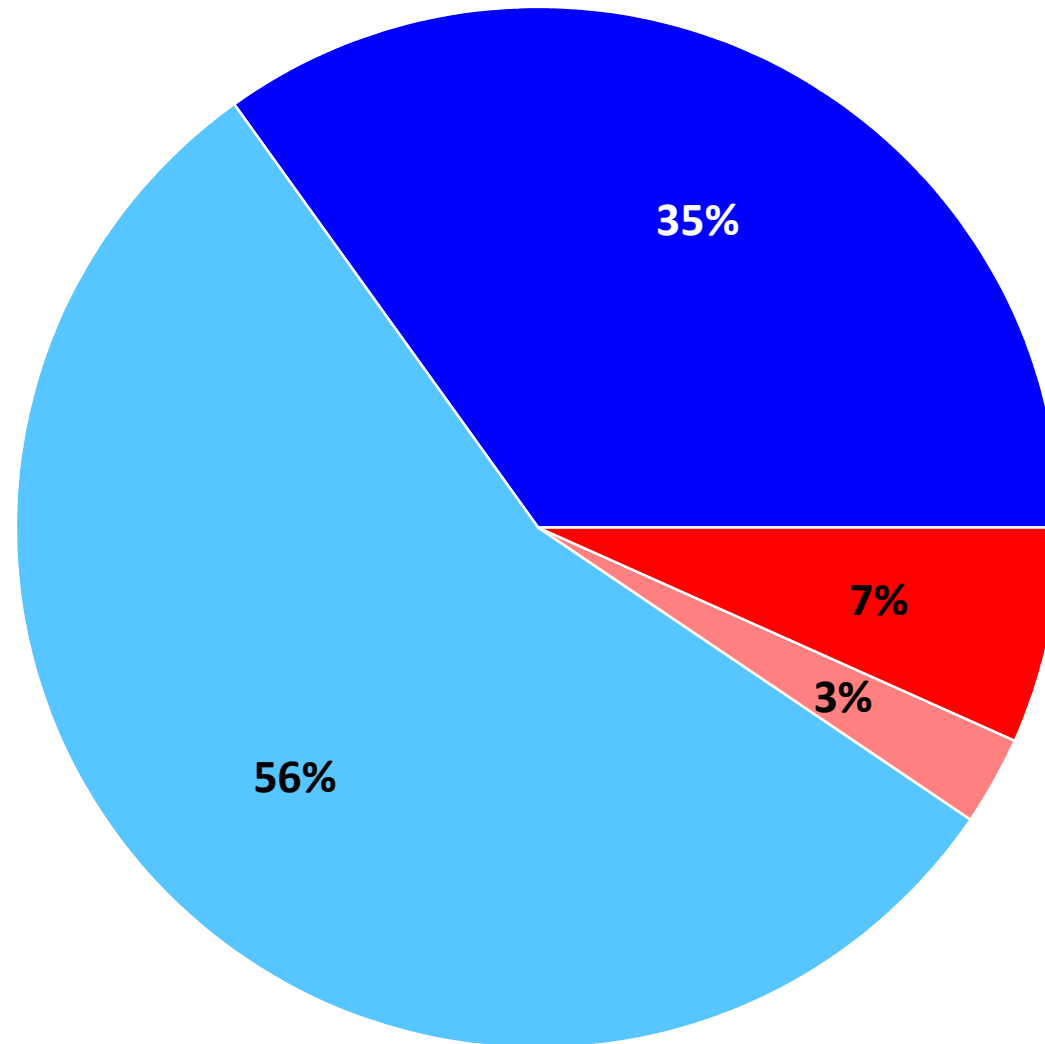
by percentage of respondents who selected the item as one of their three choices



Source: ETC Institute (2019)

Q20. Which of the following best describes the overall business atmosphere in Tempe today, compared to two years ago?

by percentage of respondents (excluding "Don't Know/Unsure" responses)

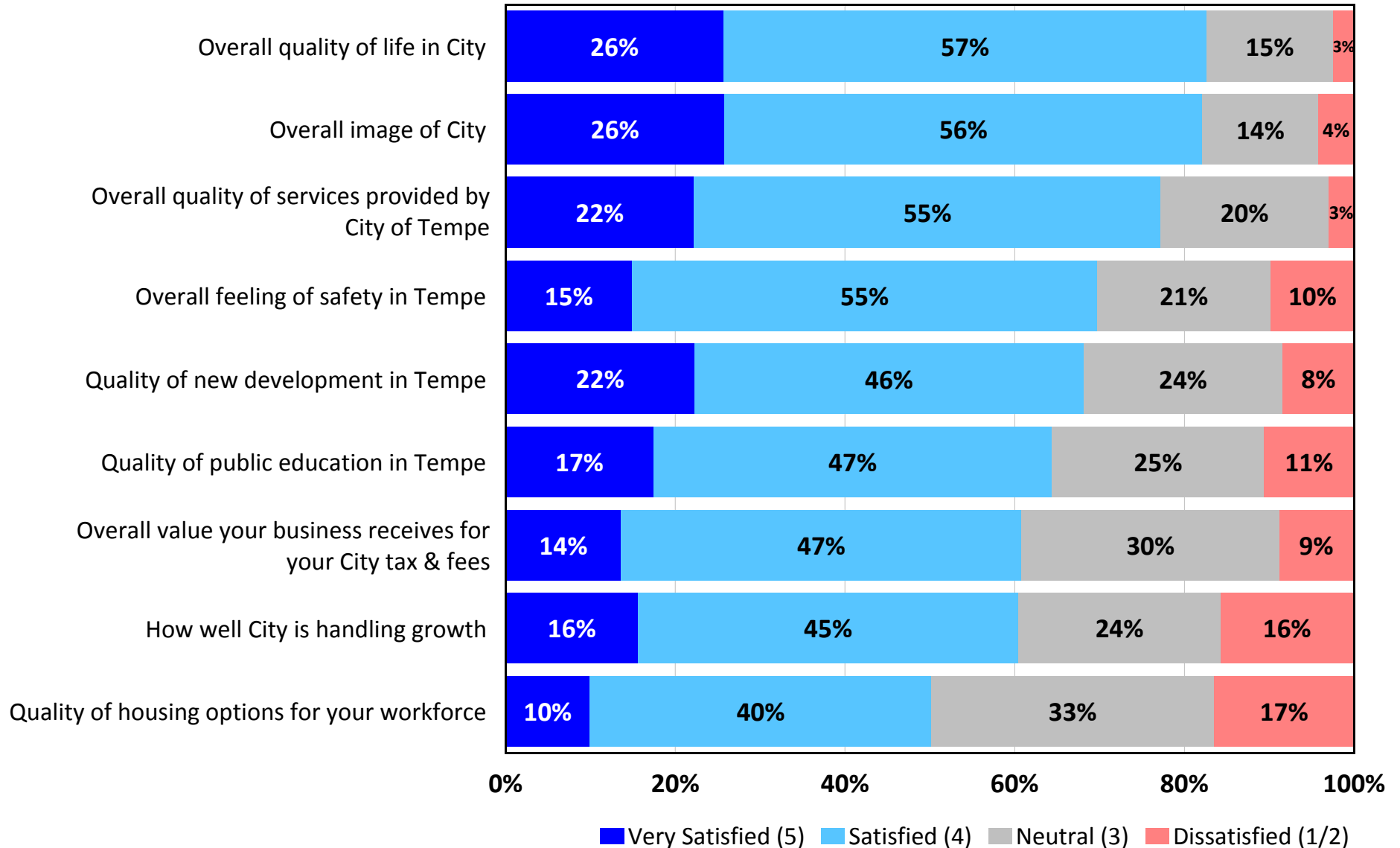


■ Better ■ No change, but good ■ No change, but poor ■ Worse

Source: ETC Institute (2019)

Q21. Overall Satisfaction with Items that May Influence Your Perception of the City of Tempe

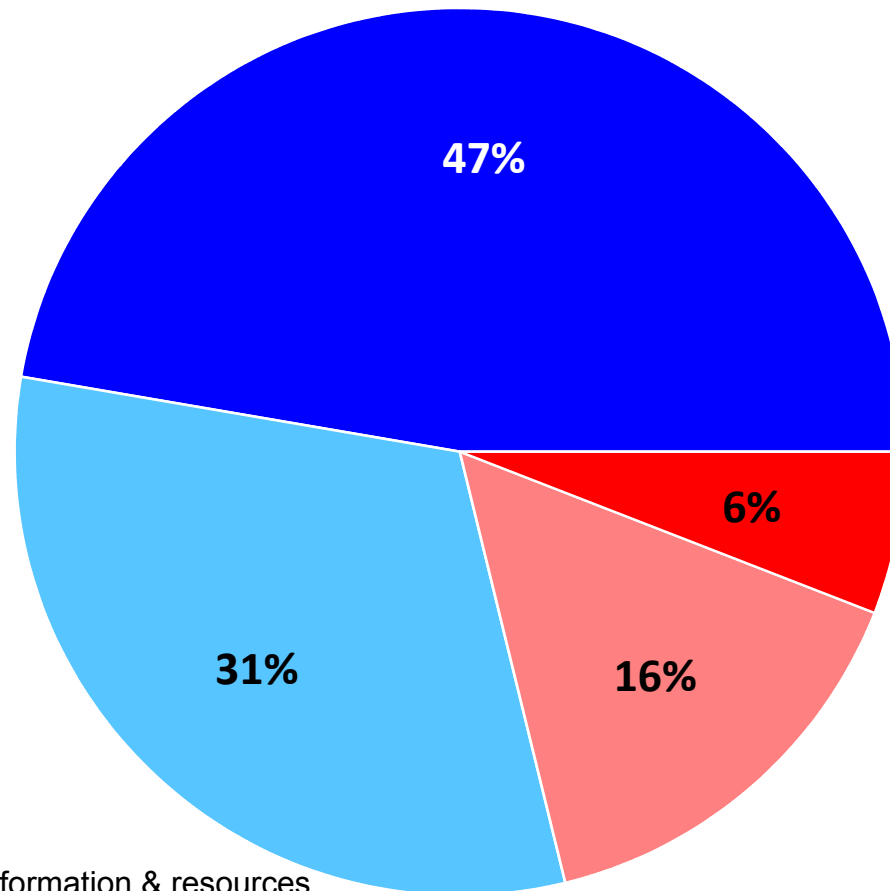
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q22. Which of the following best describes the amount of information and resources that you have available to implement effective recycling/waste diversion and water conservation programs at your business?

by percentage of respondents (excluding "Don't Know/Unsure" responses)

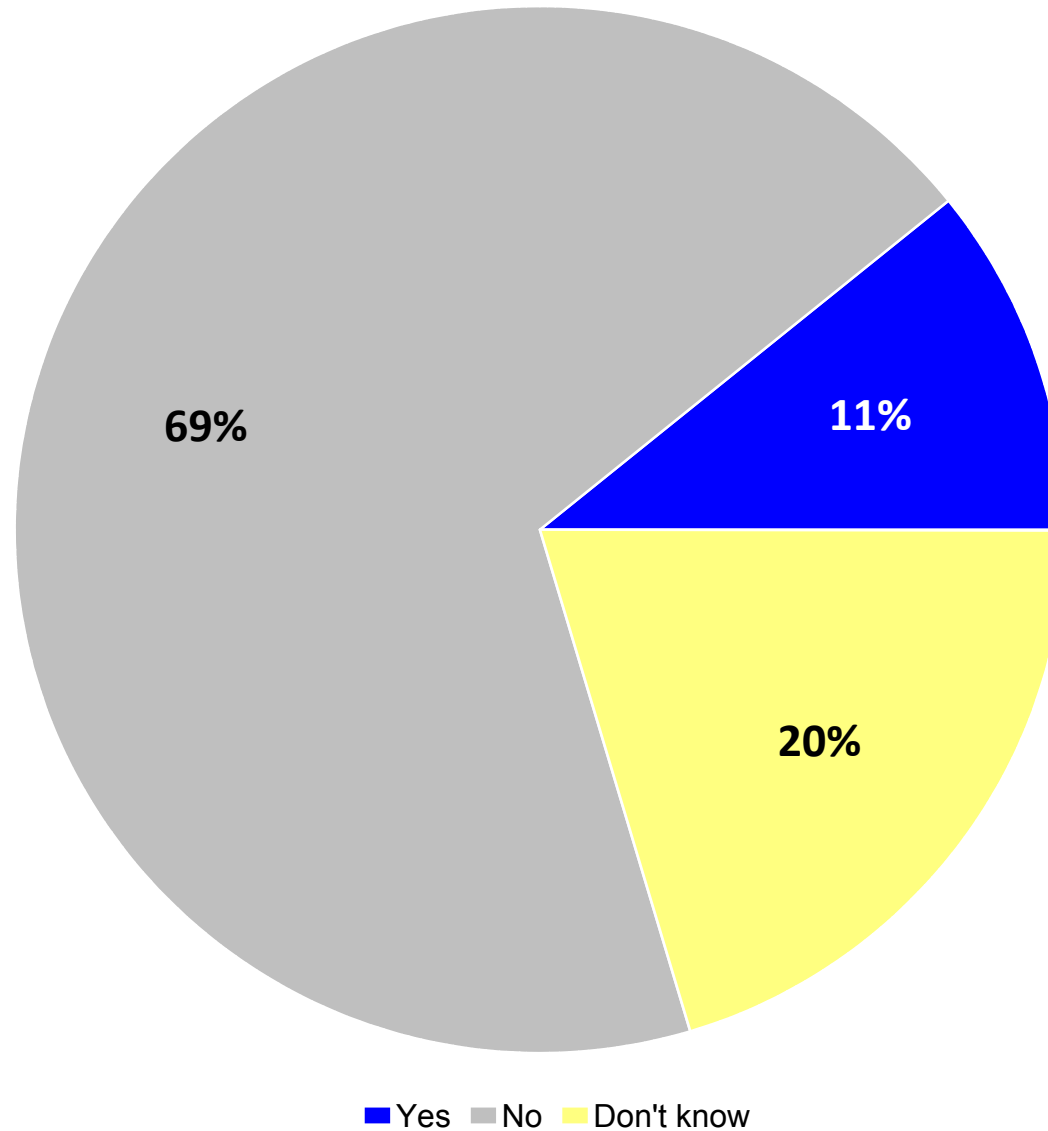


- We have everything we need
- We have some but could use more
- We don't have anything & need more information & resources
- We are not interested

Source: ETC Institute (2019)

Q23. Is your business a member of the Tempe Chamber of Commerce?

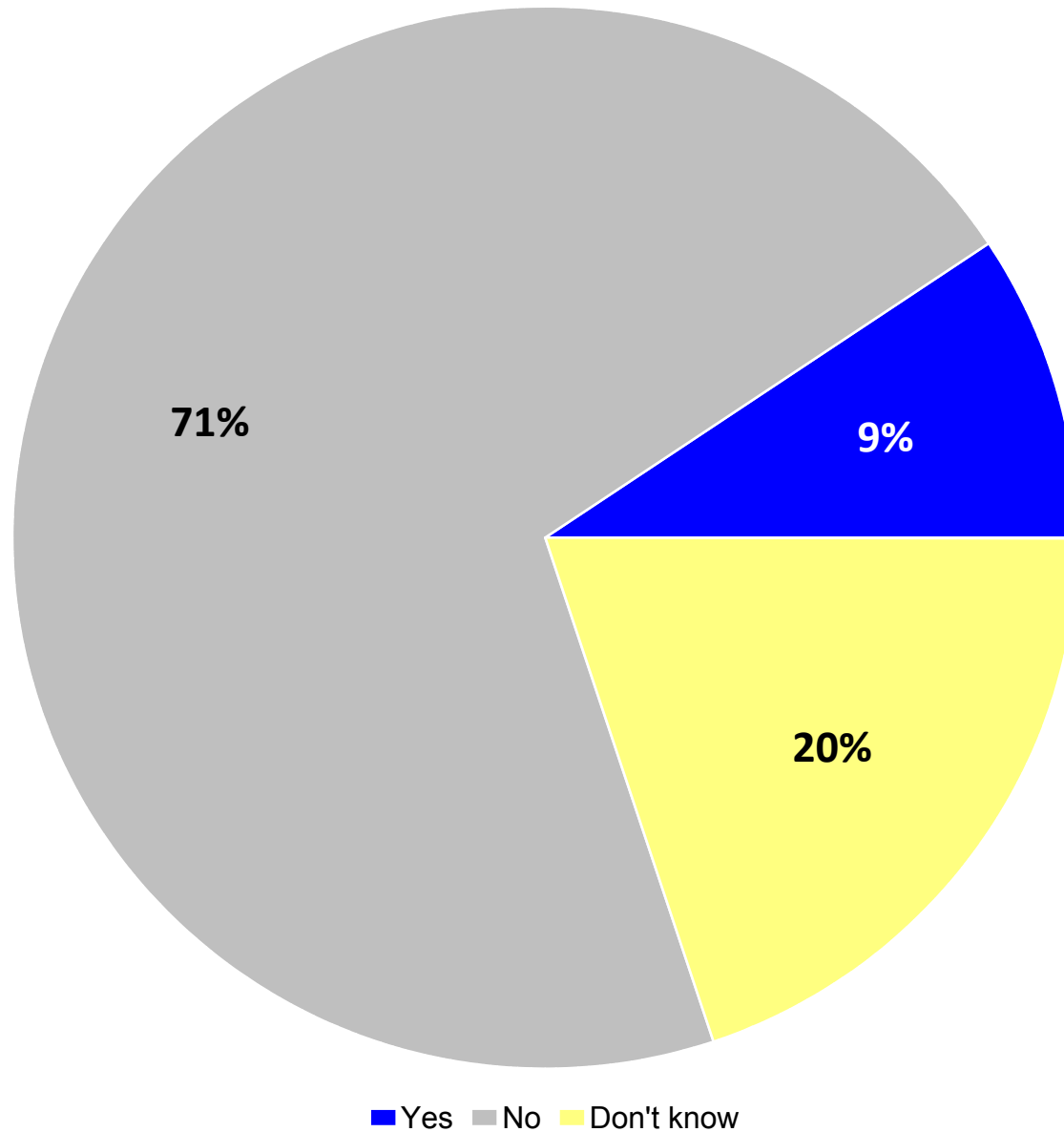
by percentage of respondents



Source: ETC Institute (2019)

Q24. Is your business a member of Local First Arizona?

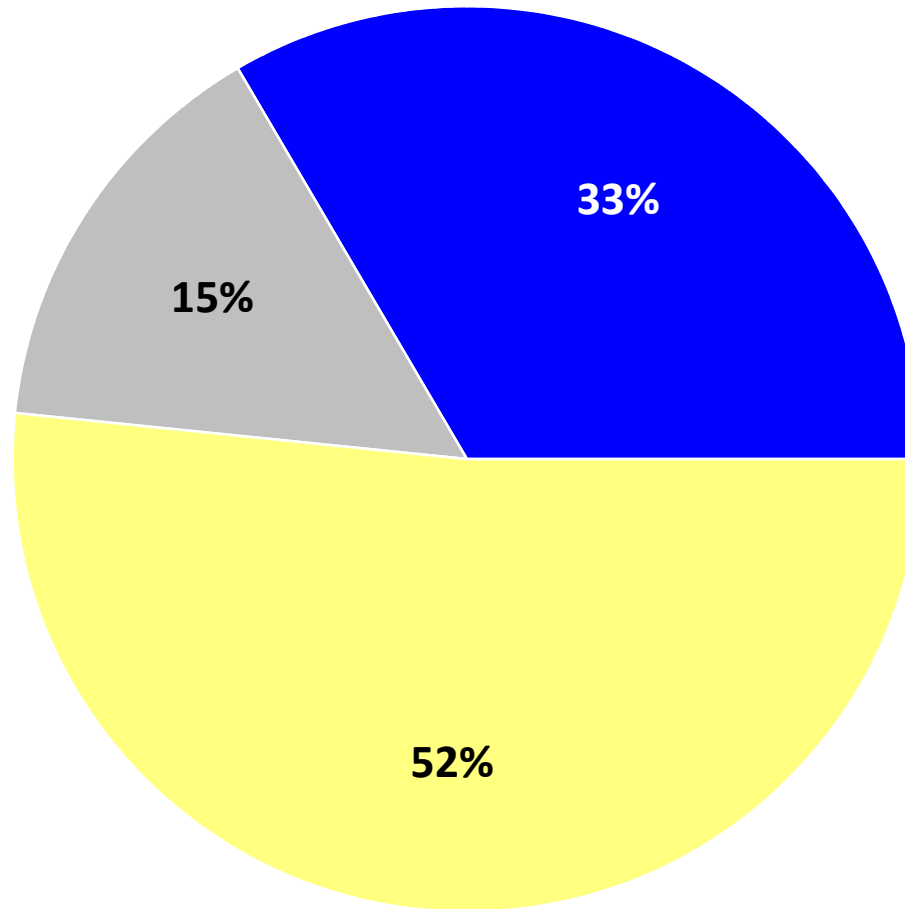
by percentage of respondents



Source: ETC Institute (2019)

Q26. Does your business promote carpooling, transit, and walking to work with your employees?

by percentage of respondents (excluding "Not Provided" responses)

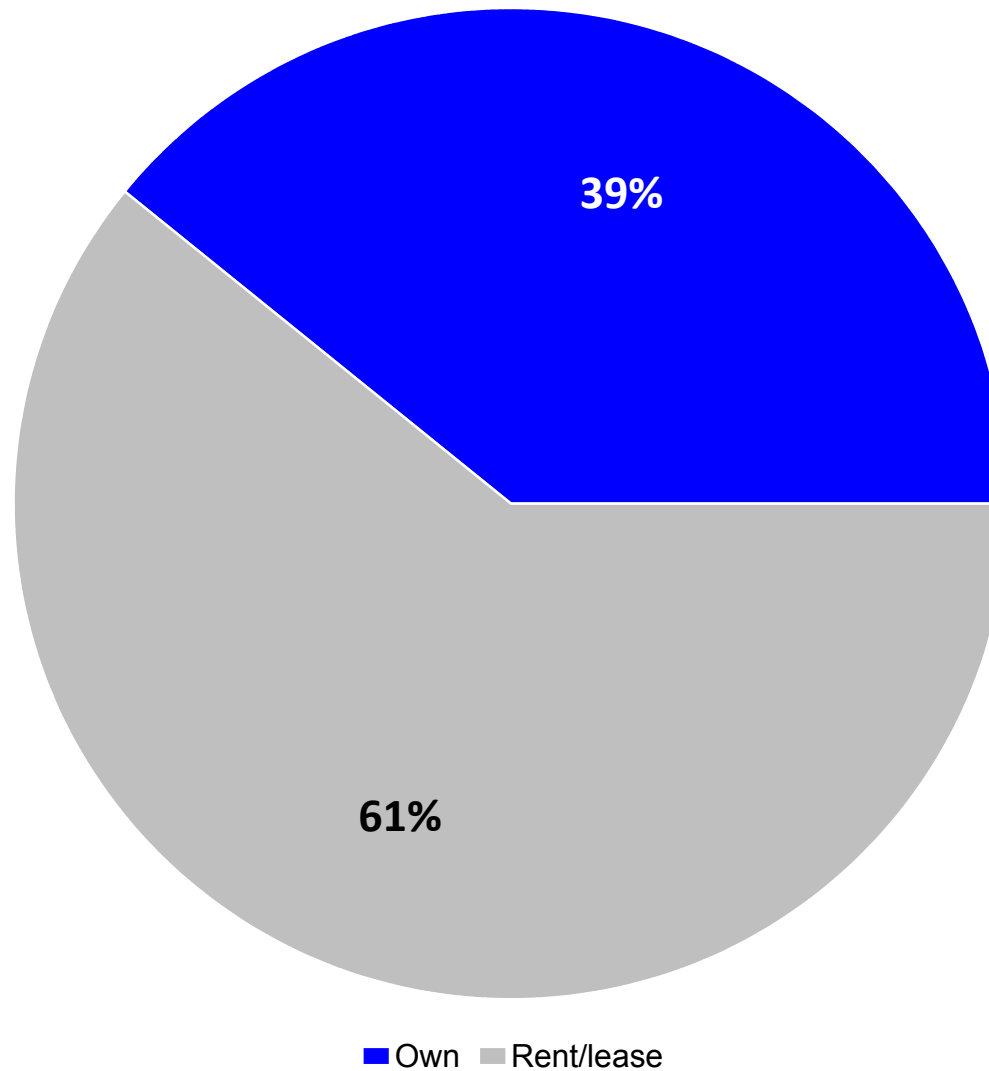


- Yes
- No, but we are interested in promoting alternative transportation options
- No, we are not interested in promoting alternative transportation options

Source: ETC Institute (2019)

Q27. Does your business own or rent/lease the facility where your business is located?

by percentage of respondents (excluding "Don't Know" responses)

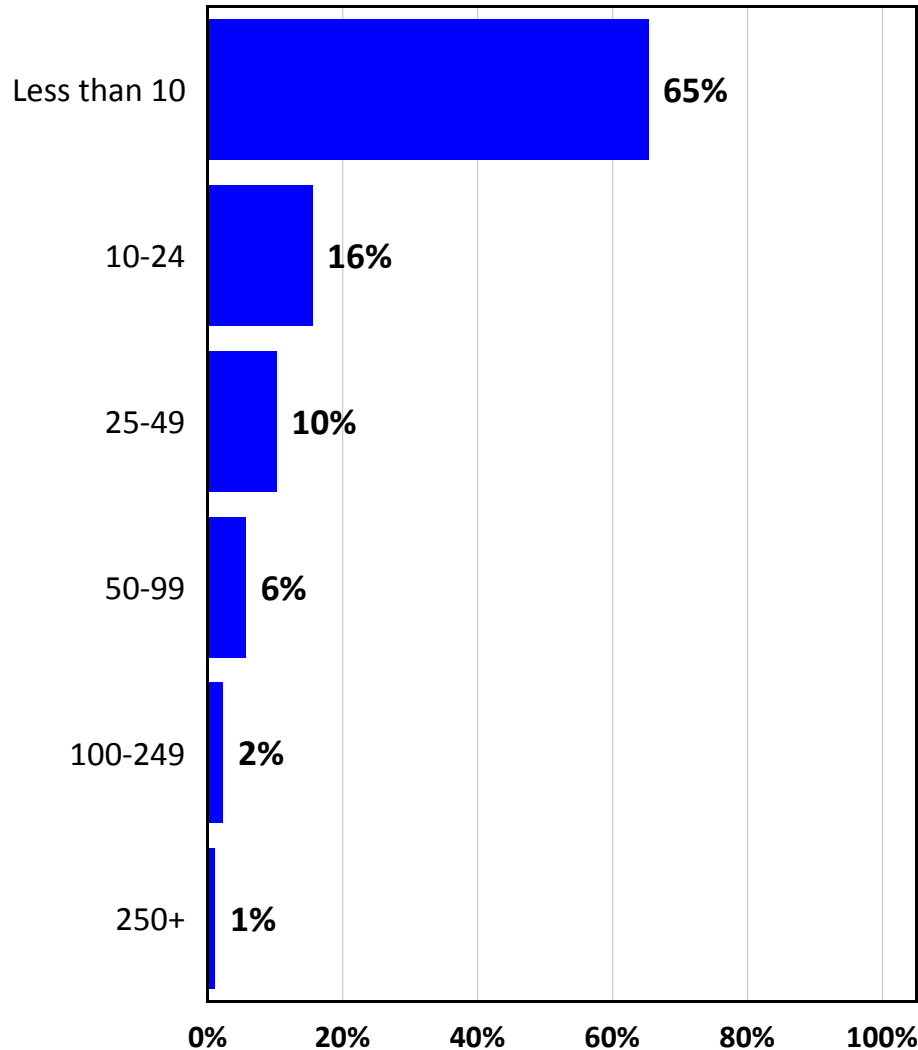


Source: ETC Institute (2019)

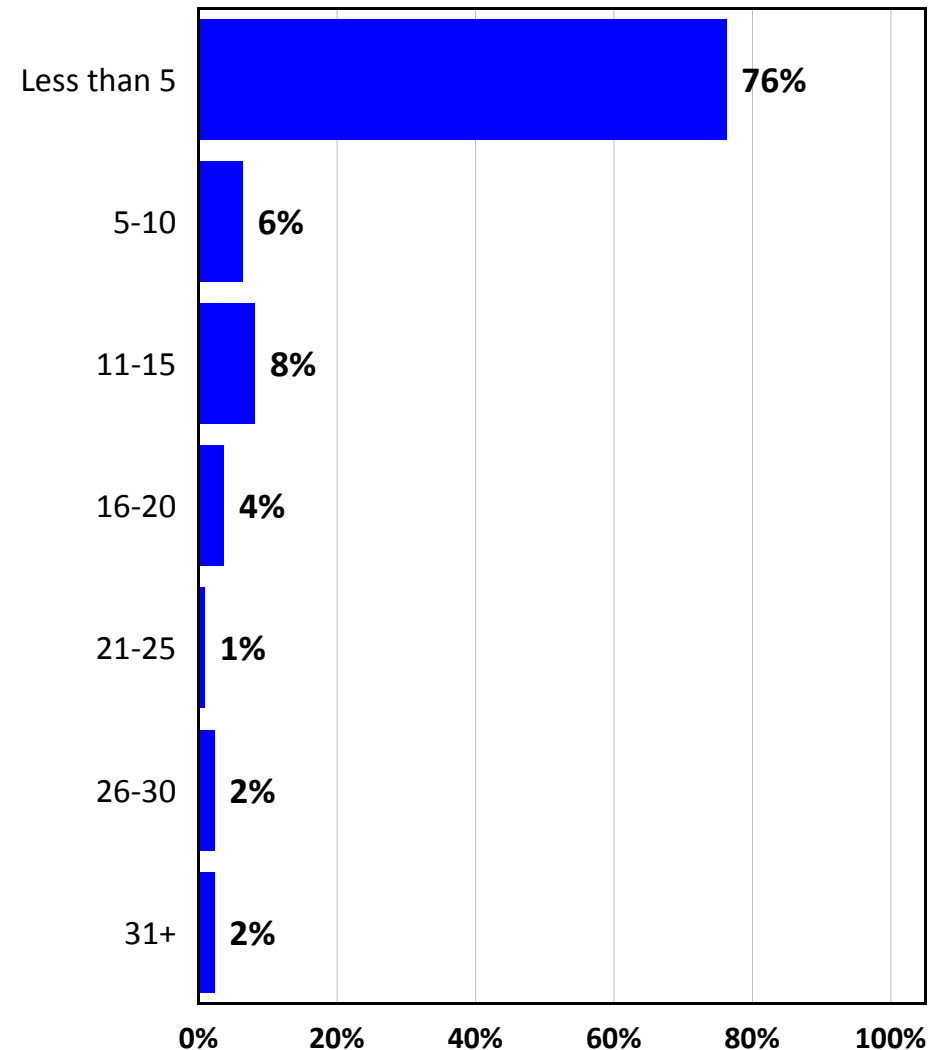
Q28. How many people does your business currently employ?

by percentage of respondents (excluding "Not Provided" responses)

Full Time Employees



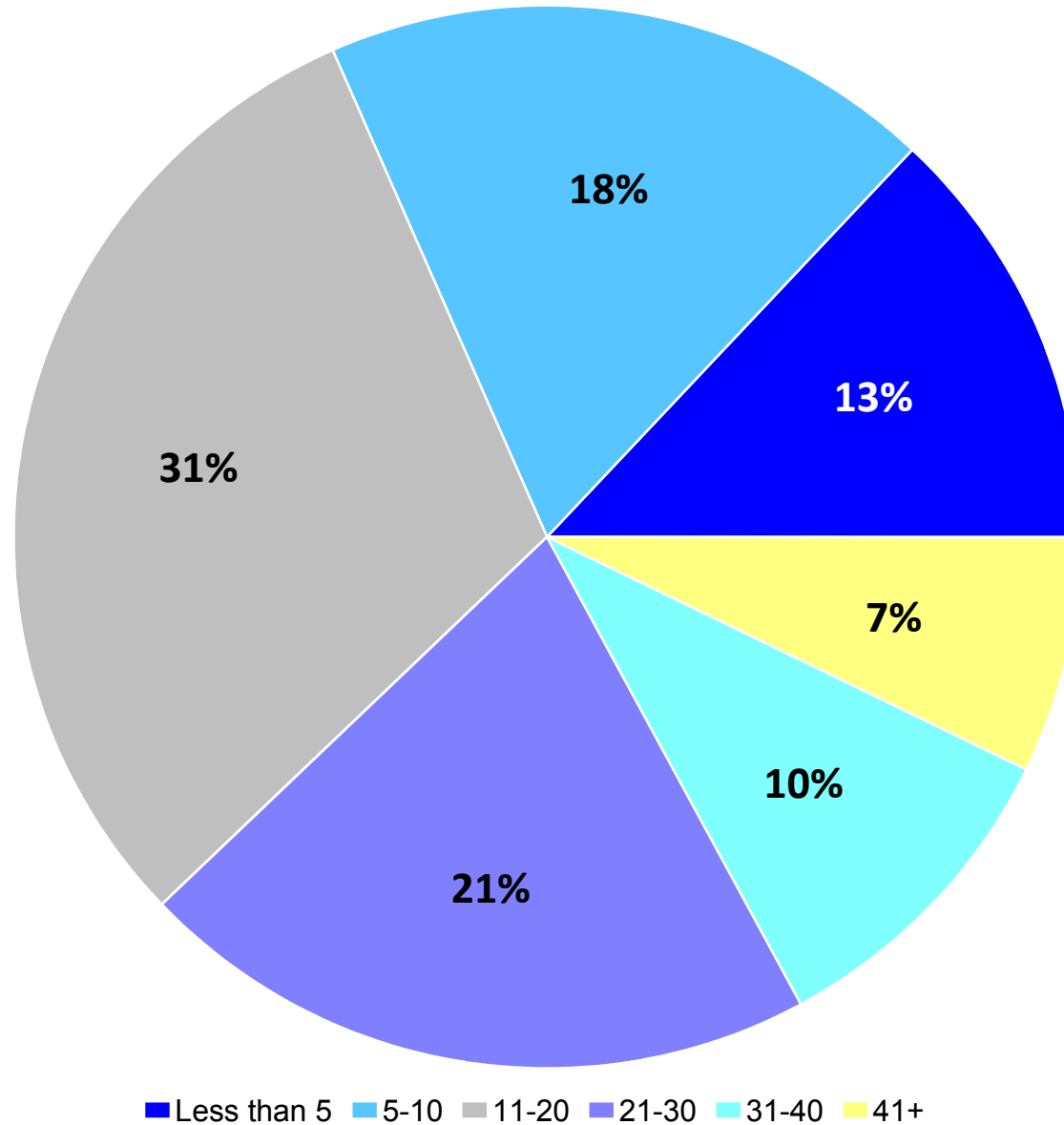
Part Time Employees



Source: ETC Institute (2019)

Q29. How many years has your business been in Tempe?

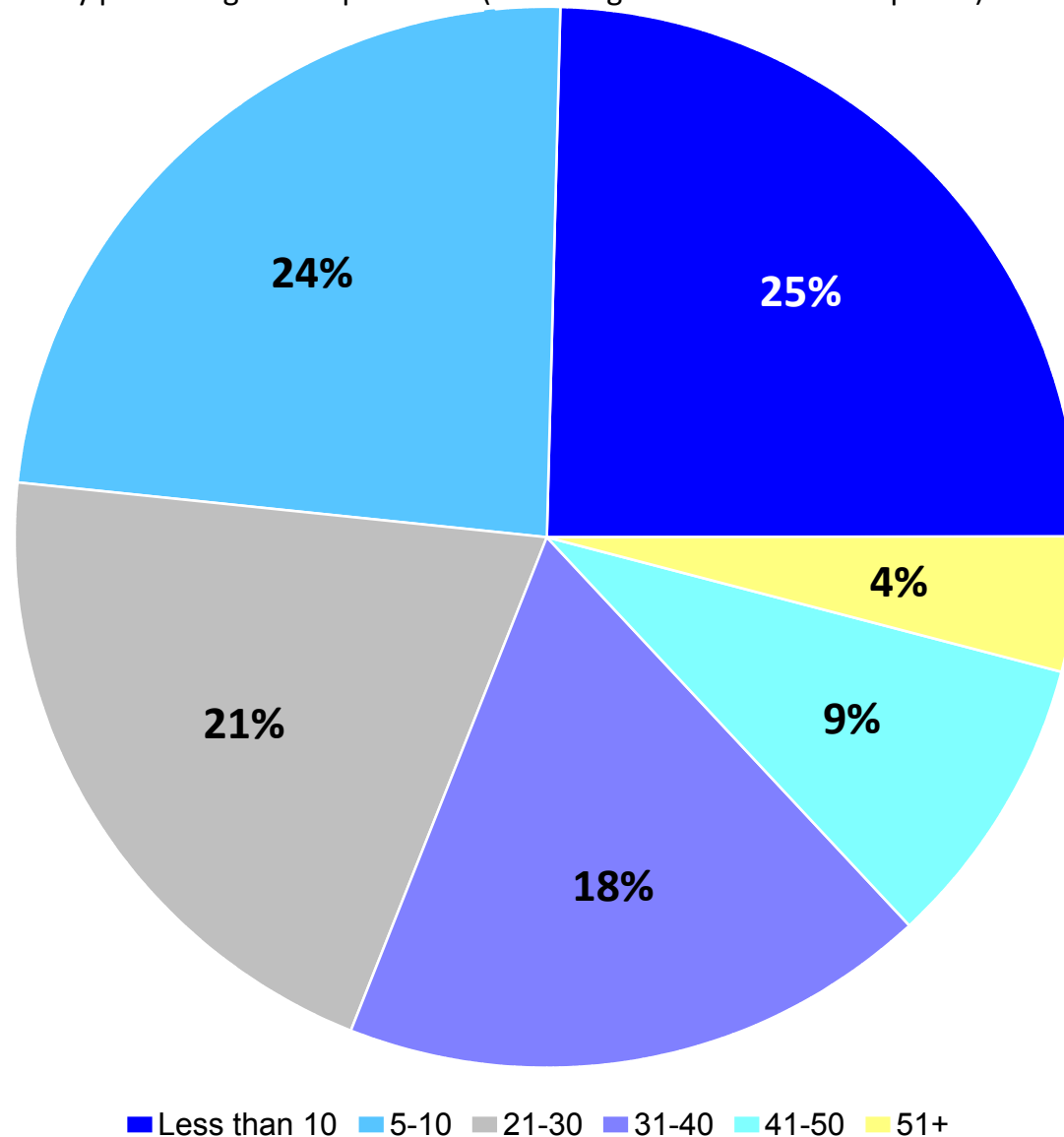
by percentage of respondents (excluding "Not Provided" responses)



Source: ETC Institute (2019)

Q30. Approximately how many years ago did you personally come to Tempe?

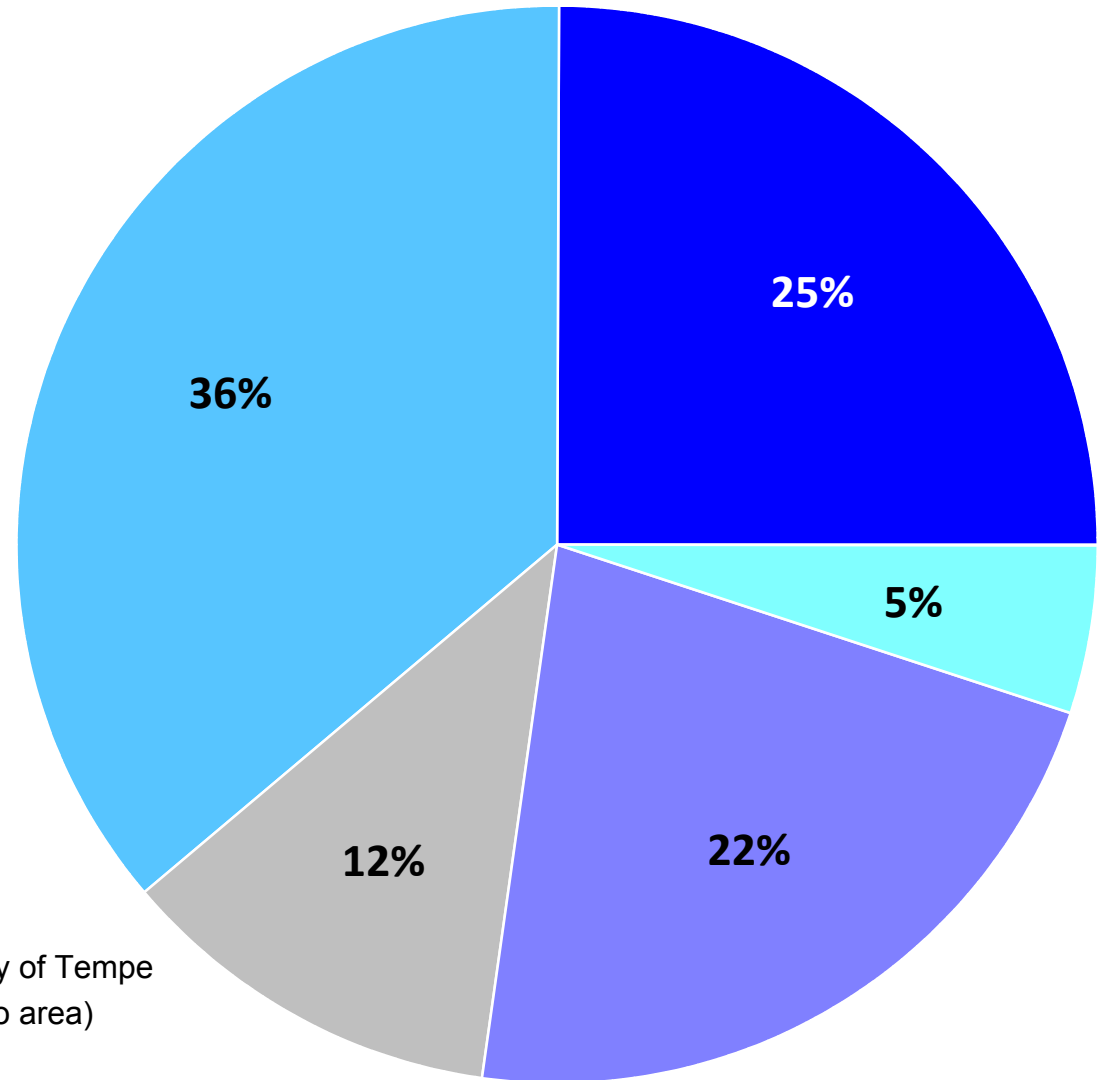
by percentage of respondents (excluding "Not Provided" responses)



Source: ETC Institute (2019)

Q31. Approximately what percentage of your customer base is represented by the following groups?

by percentage of respondents (excluding "Not Provided" responses)

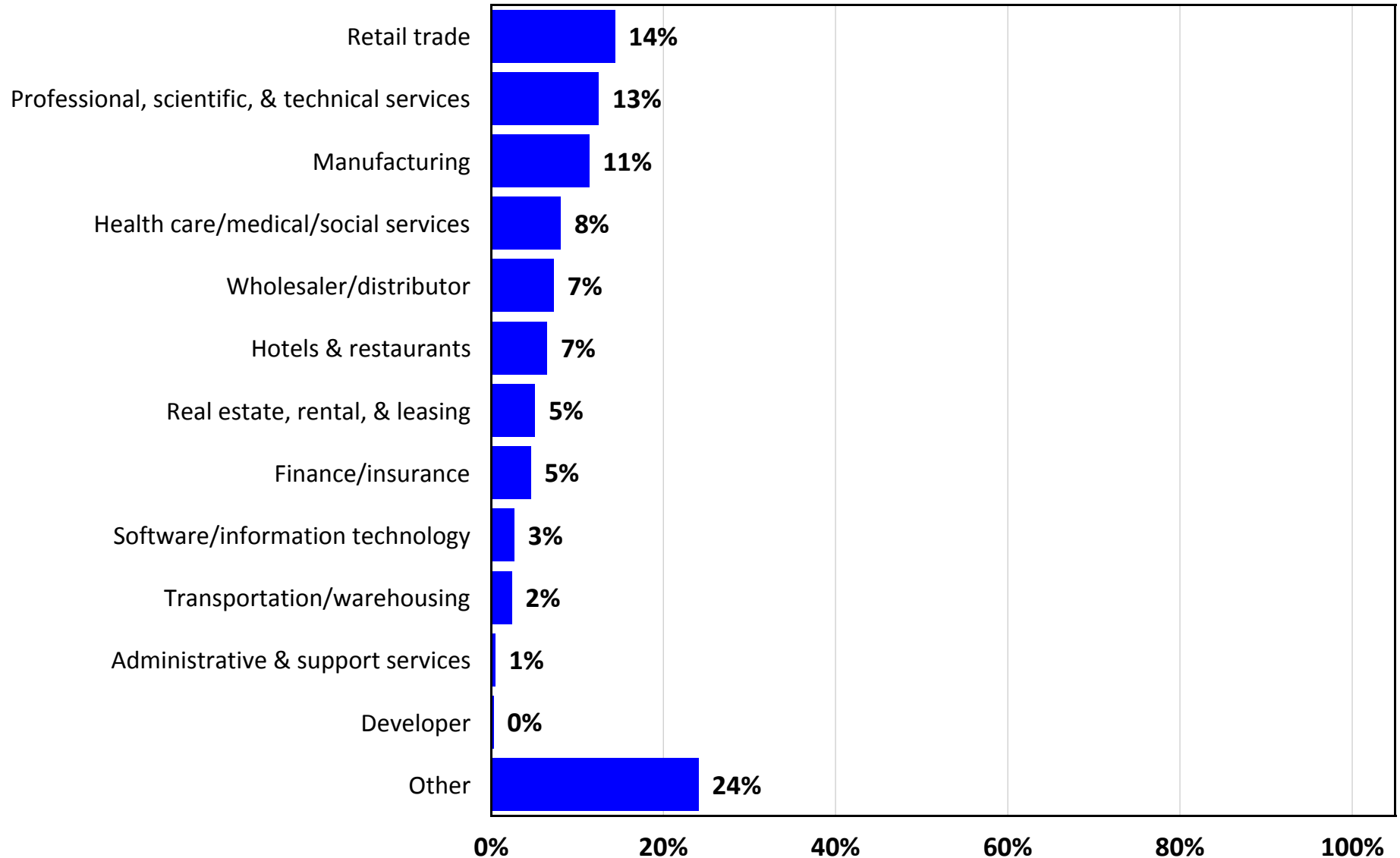


- Customers from City of Tempe
- Customers from Phoenix metro area outside City of Tempe
- Other Arizona customers (outside Phoenix metro area)
- Customers in U.S. but outside Arizona
- International/overseas customers

Source: ETC Institute (2019)

Q32. Which one of the following best describes your business?

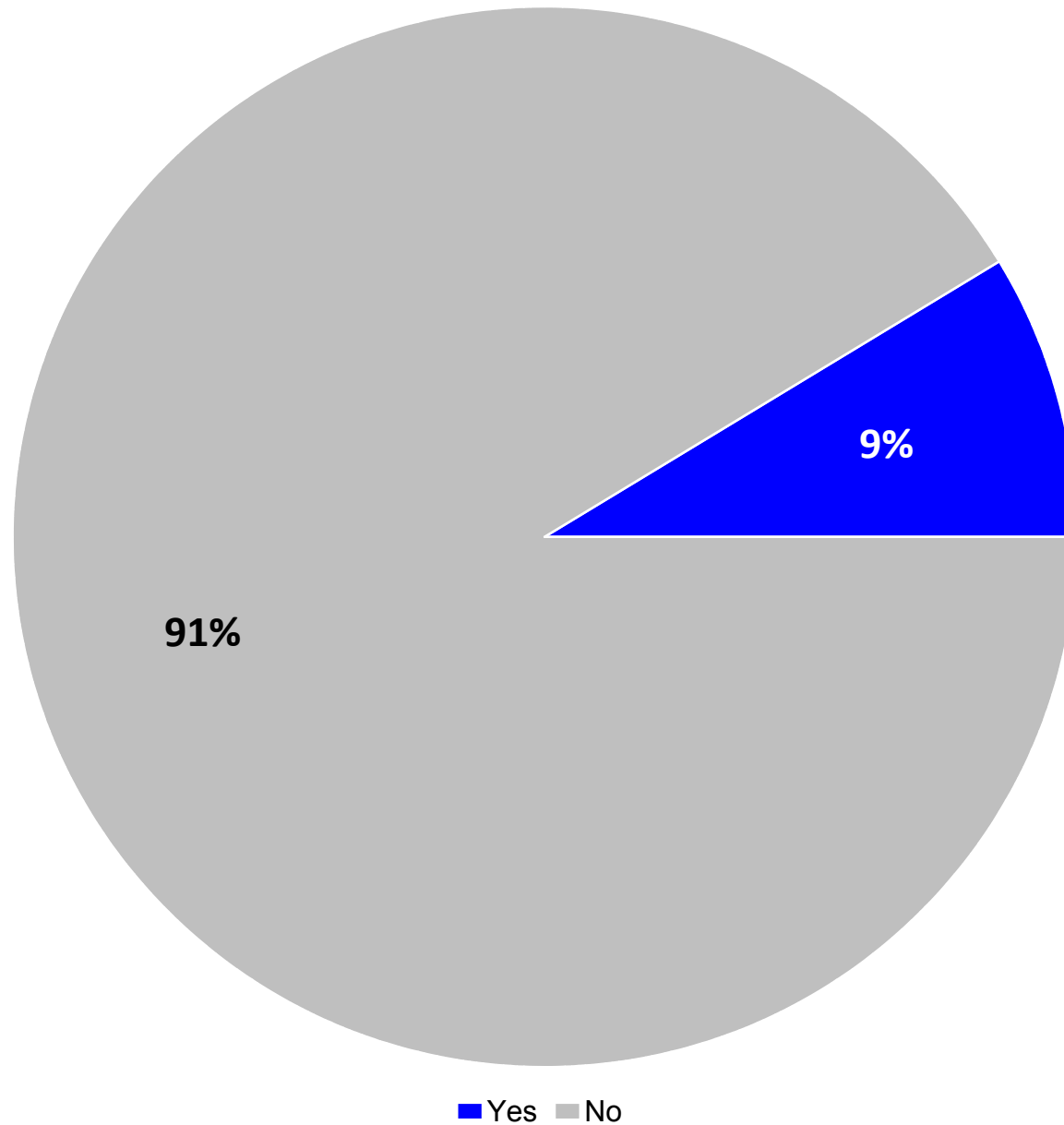
by percentage of respondents (excluding "Not Provided" responses)



Source: ETC Institute (2019)

Q33. Are you a Veteran Owned Business?

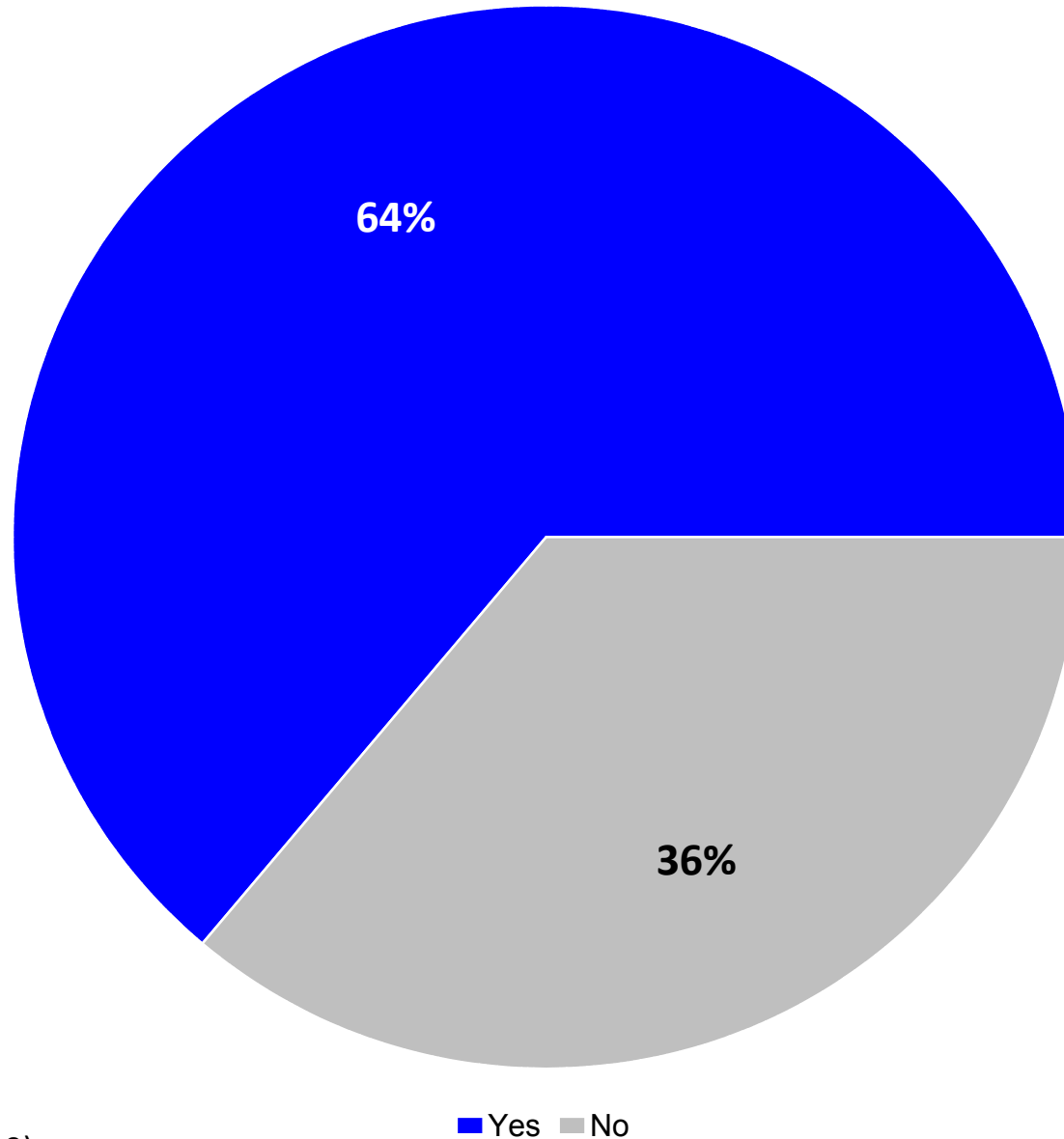
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q34. Are you aware of the City of Tempe Anti-Discrimination Ordinance?

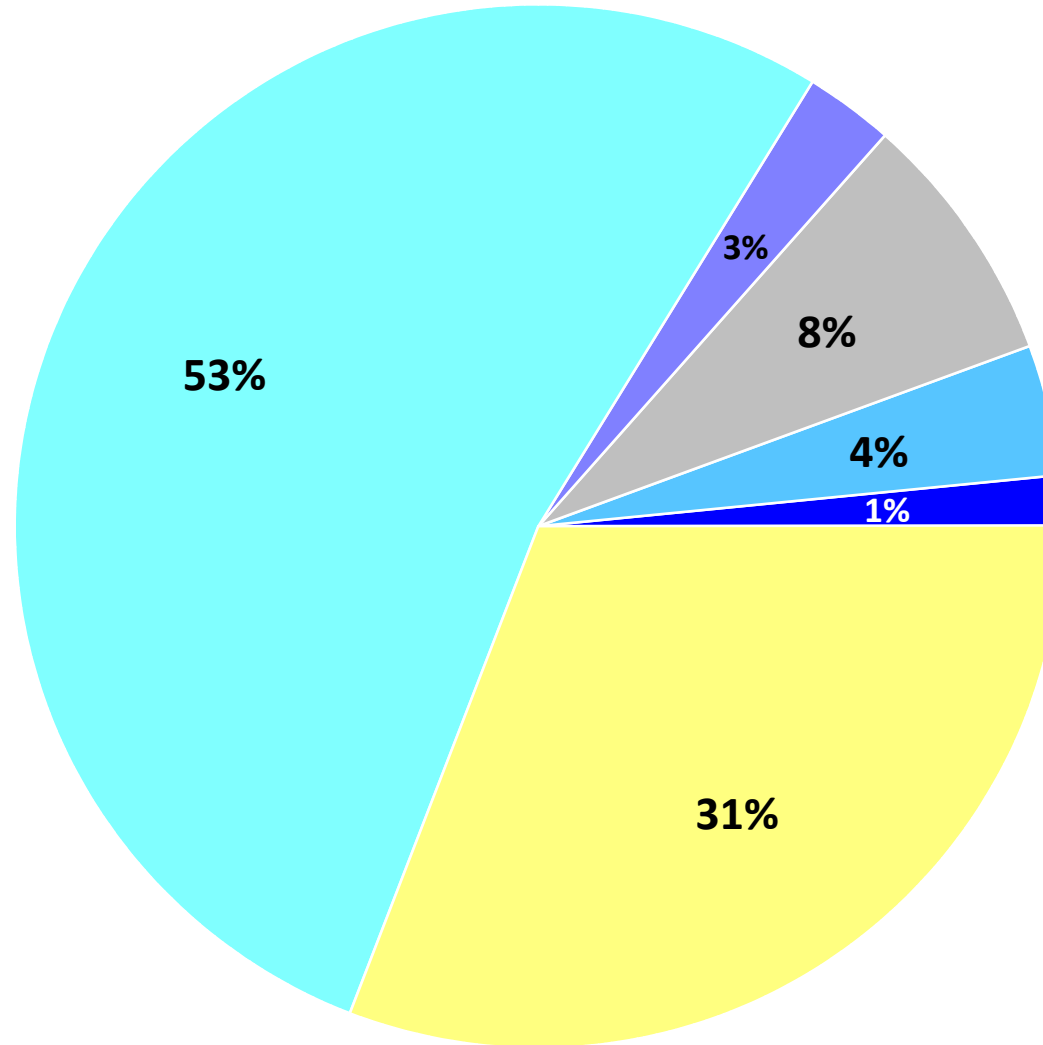
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q35. Is Your Business Currently Classified by the Government as Any of the Following?

by percentage of respondents

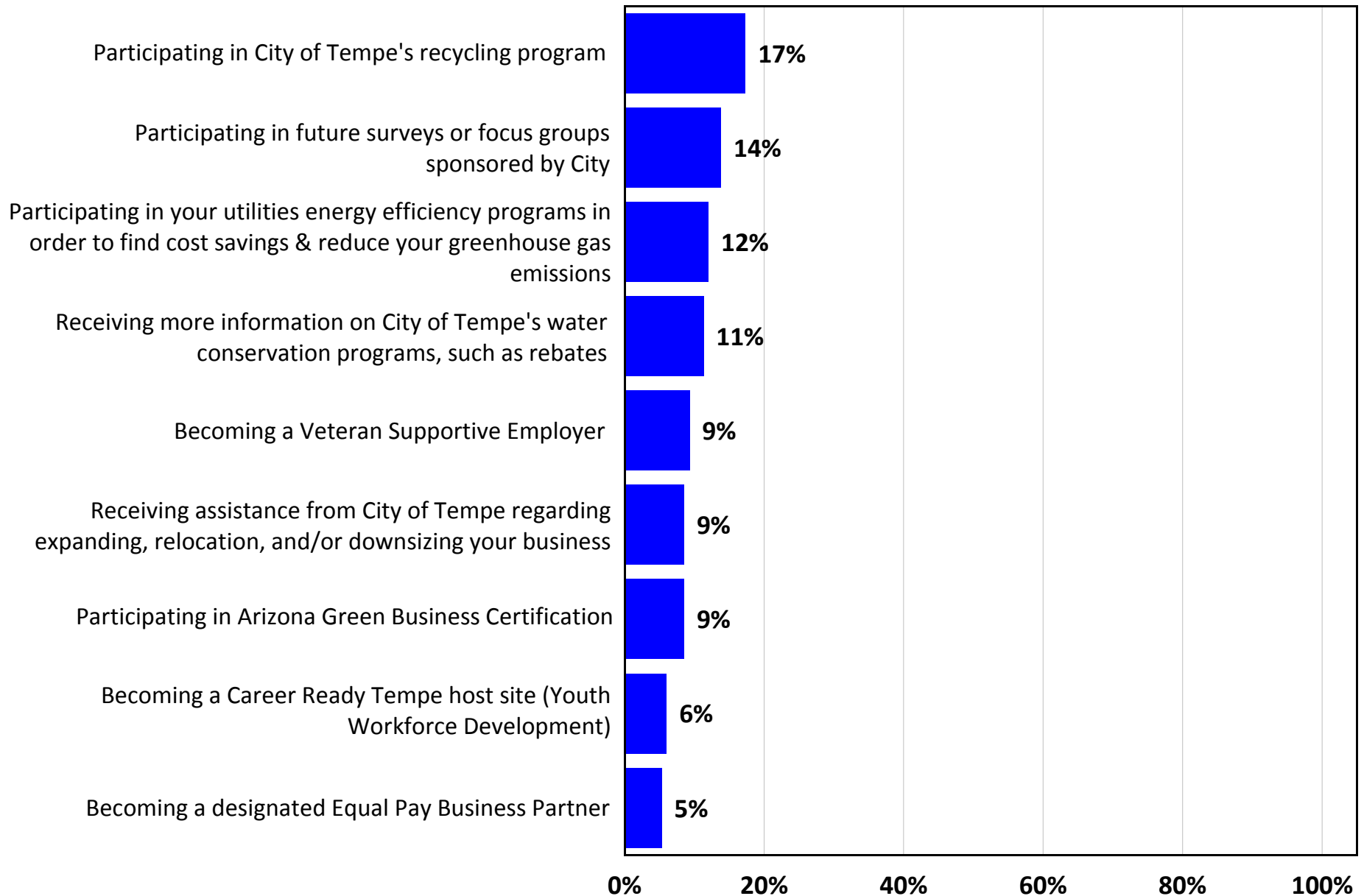


■ Yes, MBE ■ Yes, WBE ■ Yes, SBE
■ Combination ■ None of these ■ Don't know/unsure

Source: ETC Institute (2019)

Q36. Would you be interested in any of the following?

by percentage of respondents



Source: ETC Institute (2019)

Section 2

Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

City of Tempe, Arizona

Overview

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

The Importance-Satisfaction (IS) 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 public agencies will maximize overall 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.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services to businesses. The sum is then multiplied by 1 minus the percentage of respondents who 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 the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of city services they think are most important to their business. Sixty-one-point-eight percent (61.8%) of respondents selected *police services*, as one of the most important services for the City to provide.

With regard to satisfaction, 88.4% of respondents surveyed rated the City's overall performance in the providing *police services*, as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *police services*, was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 61.8% was multiplied by 11.6% (1-0.884). This calculation yielded an I-S rating of 0.0717 which ranked third out of 17 major service categories.

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 and 0% indicate they are positively satisfied with the delivery of the service.



The lowest rating is 0.00 and could be achieved under either 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 provide.

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 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

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

The results for the City of Tempe are provided on the following pages.

2019 Importance-Satisfaction Rating

Tempe, Arizona

Business Survey

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Traffic on City streets	26%	5	42%	17	0.1502	1
Street maintenance, including sidewalks, medians, & curbs	30%	3	62%	12	0.1131	2
Medium Priority (IS <.10)						
Police services	62%	1	88%	3	0.0717	3
Planning	10%	8	58%	15	0.0417	4
Water & sewer services	17%	6	82%	4	0.0313	5
Street lighting	12%	7	74%	7	0.0313	6
Enforcement of codes & ordinances	8%	10	62%	13	0.0310	7
Construction codes	6%	12	58%	14	0.0249	8
Fire services	40%	2	94%	1	0.0245	9
Emergency medical services	27%	4	92%	2	0.0226	10
Street sweeping/cleanliness of public areas	9%	9	76%	5	0.0207	11
Public transportation services	6%	11	75%	6	0.0153	12
Parks	4%	13	72%	10	0.0108	13
Stormwater drainage/flood management	4%	14	73%	9	0.0104	14
Business Resource & Innovation Center (BRiC)	2%	16	56%	16	0.0101	15
Public landscaping	4%	15	73%	8	0.0095	16
Recreation services	2%	17	71%	11	0.0046	17

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items are most important to their business.

Satisfaction %:

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

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Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall 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.

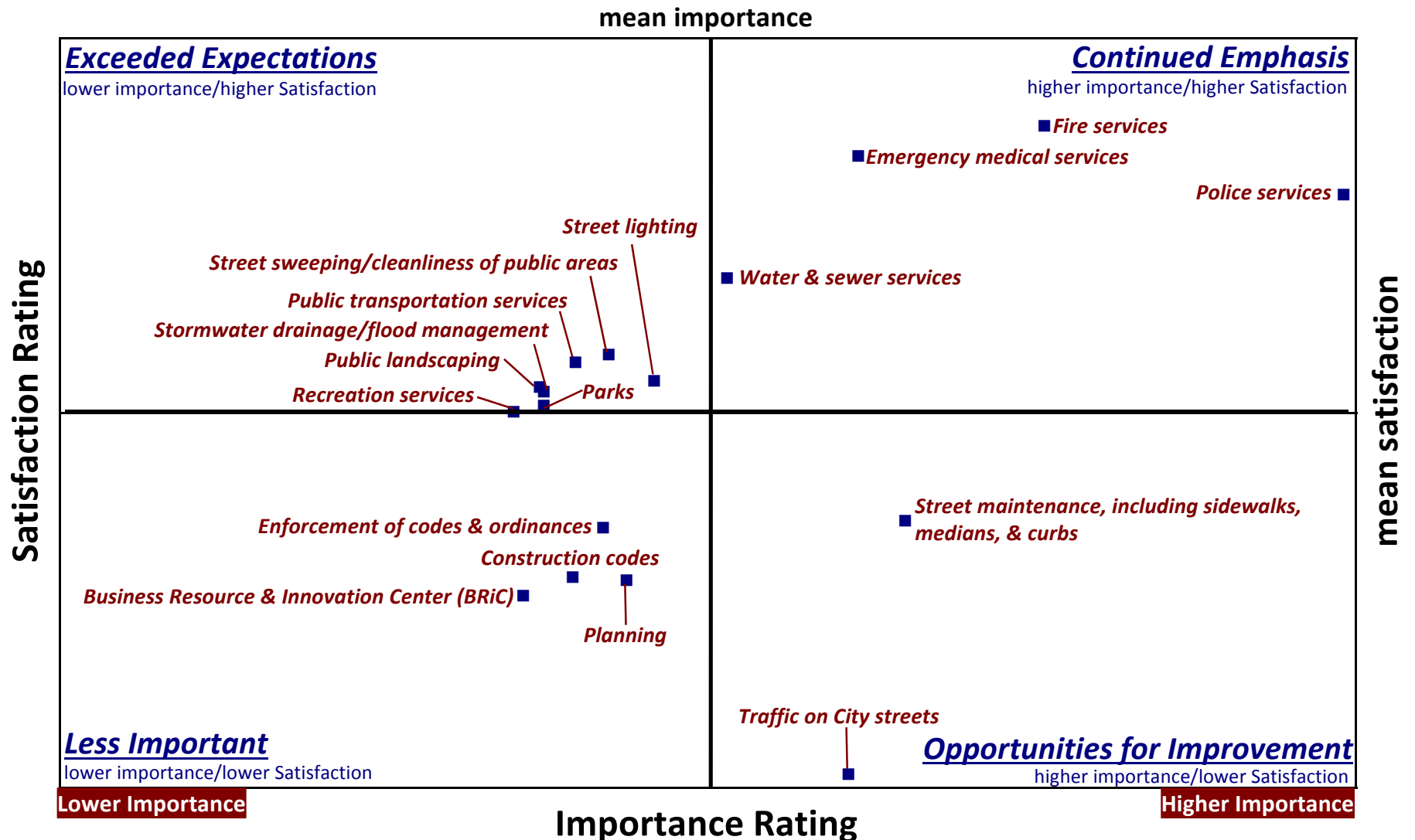
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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.

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

City of Tempe Business Survey Importance-Satisfaction Assessment Matrix

-OVERALL-

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



Source: ETC Institute (2019)

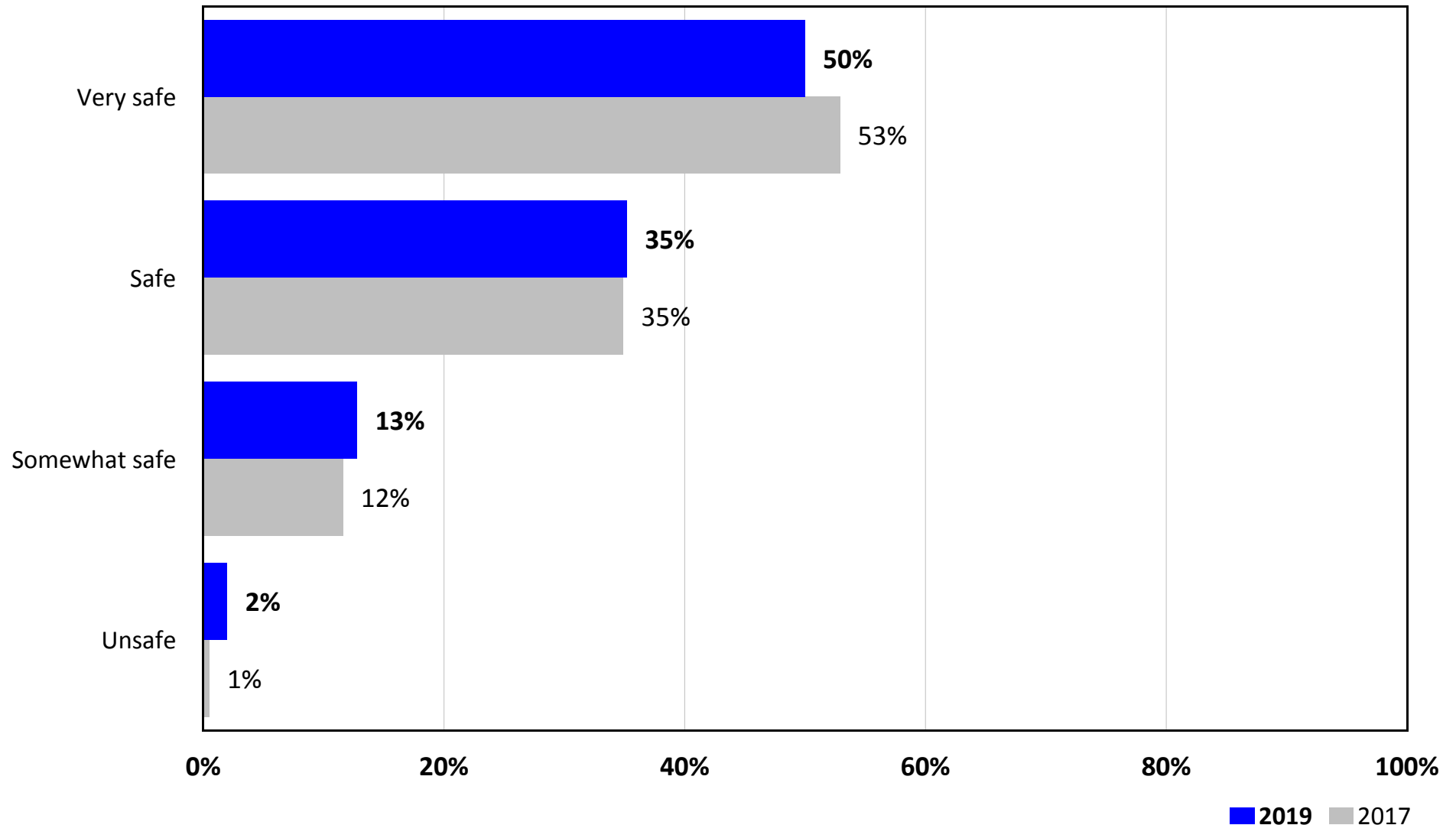
Section 3

Trend Charts

Q1. How safe do you think your employees and customers feel when they visit your location during the day?

2019 - 2017

by percentage of respondents (excluding "Don't Know" responses)

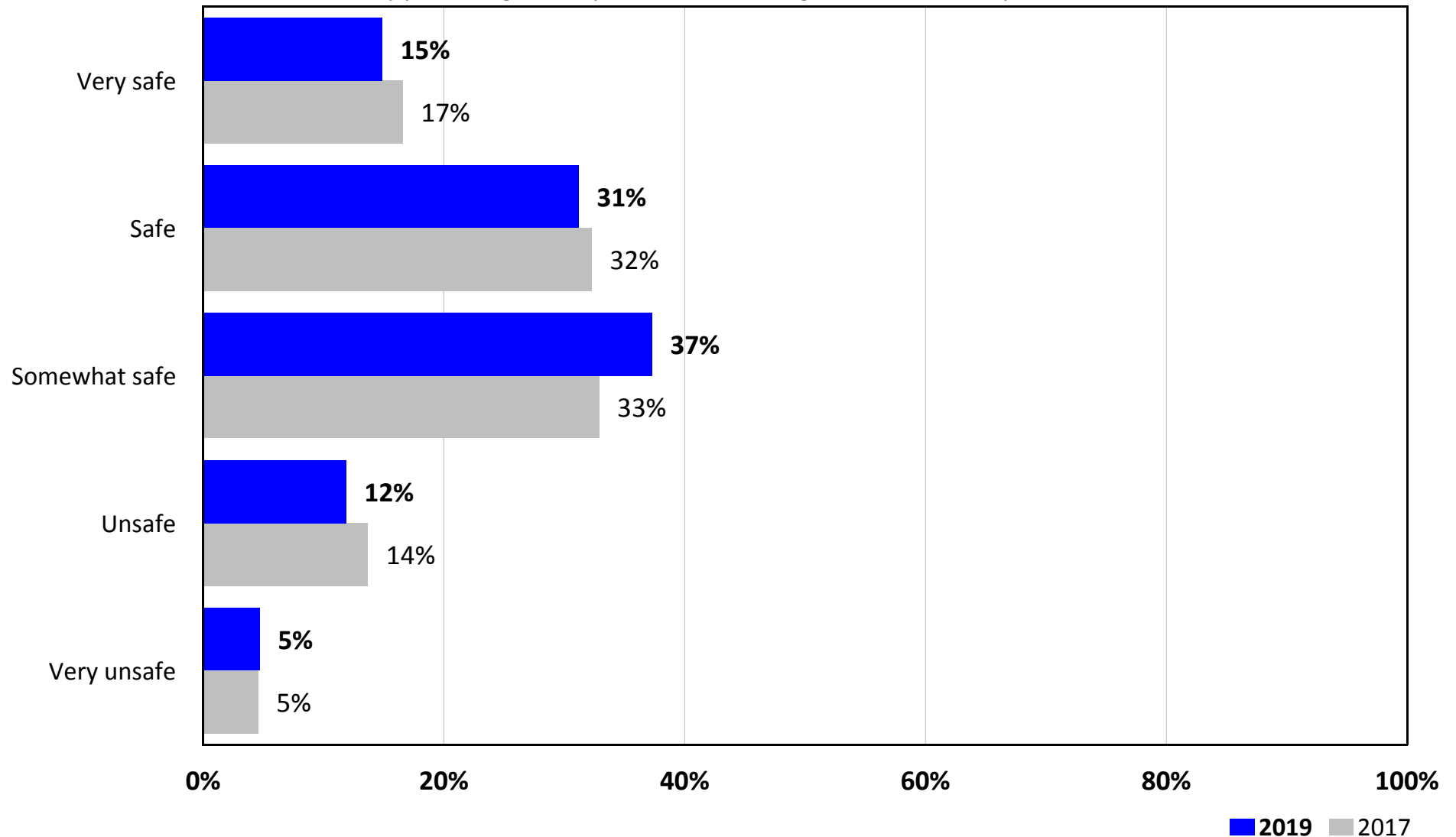


Source: ETC Institute (2019)

Q2. How safe do you think your employees and customers feel when they visit your location at night?

2019 - 2017

by percentage of respondents (excluding "Don't Know" responses)

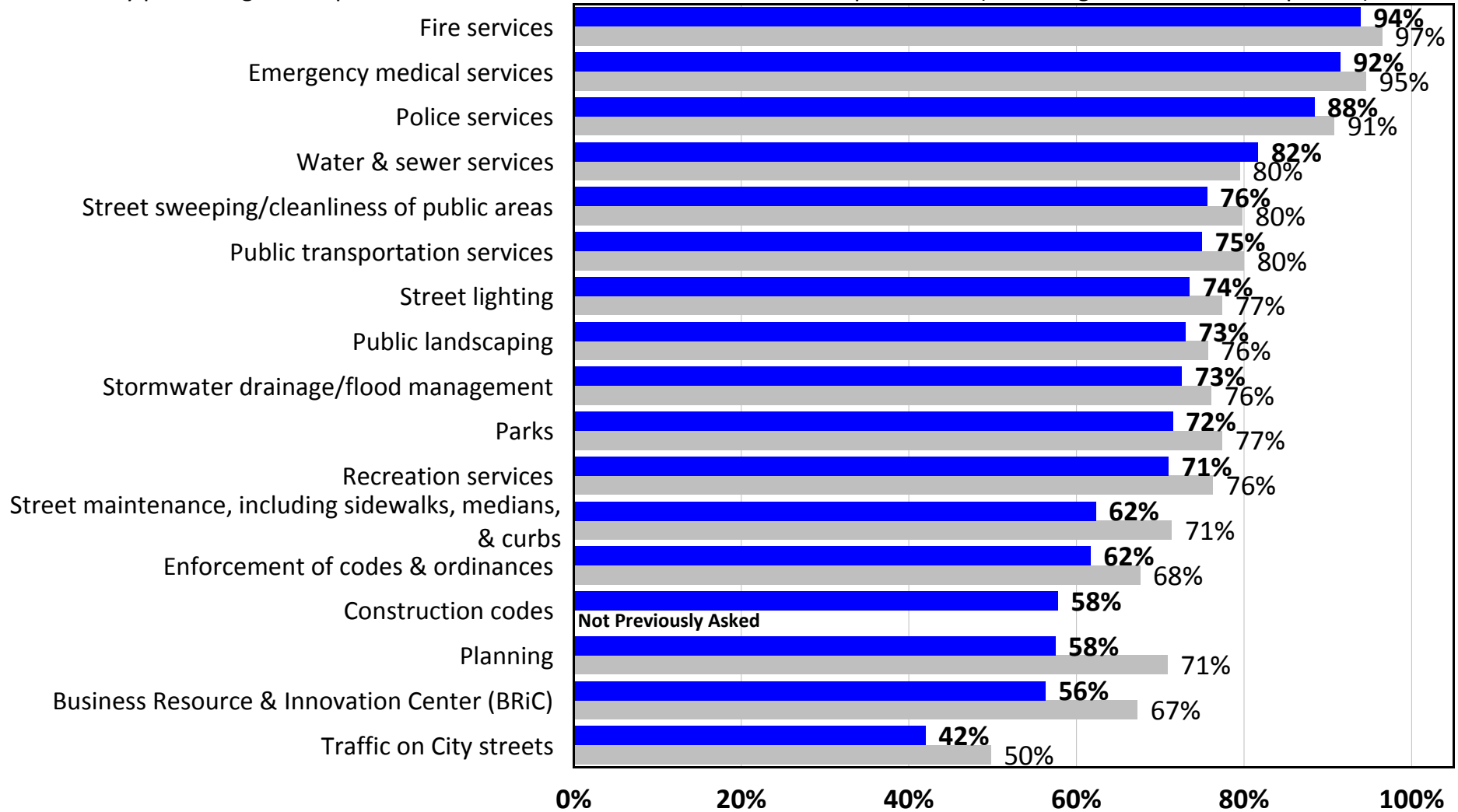


Source: ETC Institute (2019)

Q3. Overall Satisfaction with Items with Regard to How they Affect Your Business' Ability to Operate

2019 - 2017

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" responses)



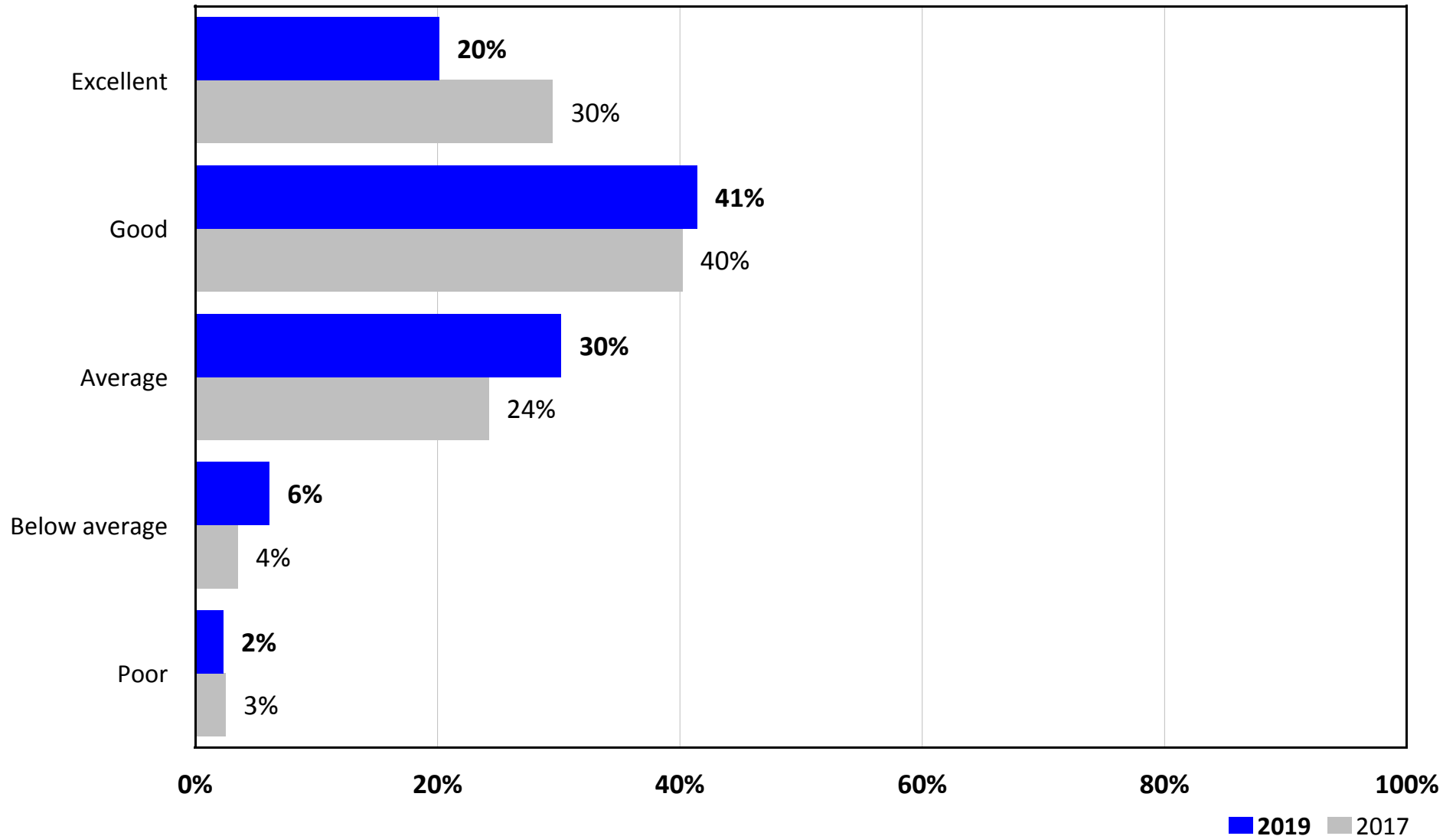
Source: ETC Institute (2019)

■ 2019 ■ 2017

Q5. How would you rate the physical appearance of the area where your business is located?

2019 - 2017

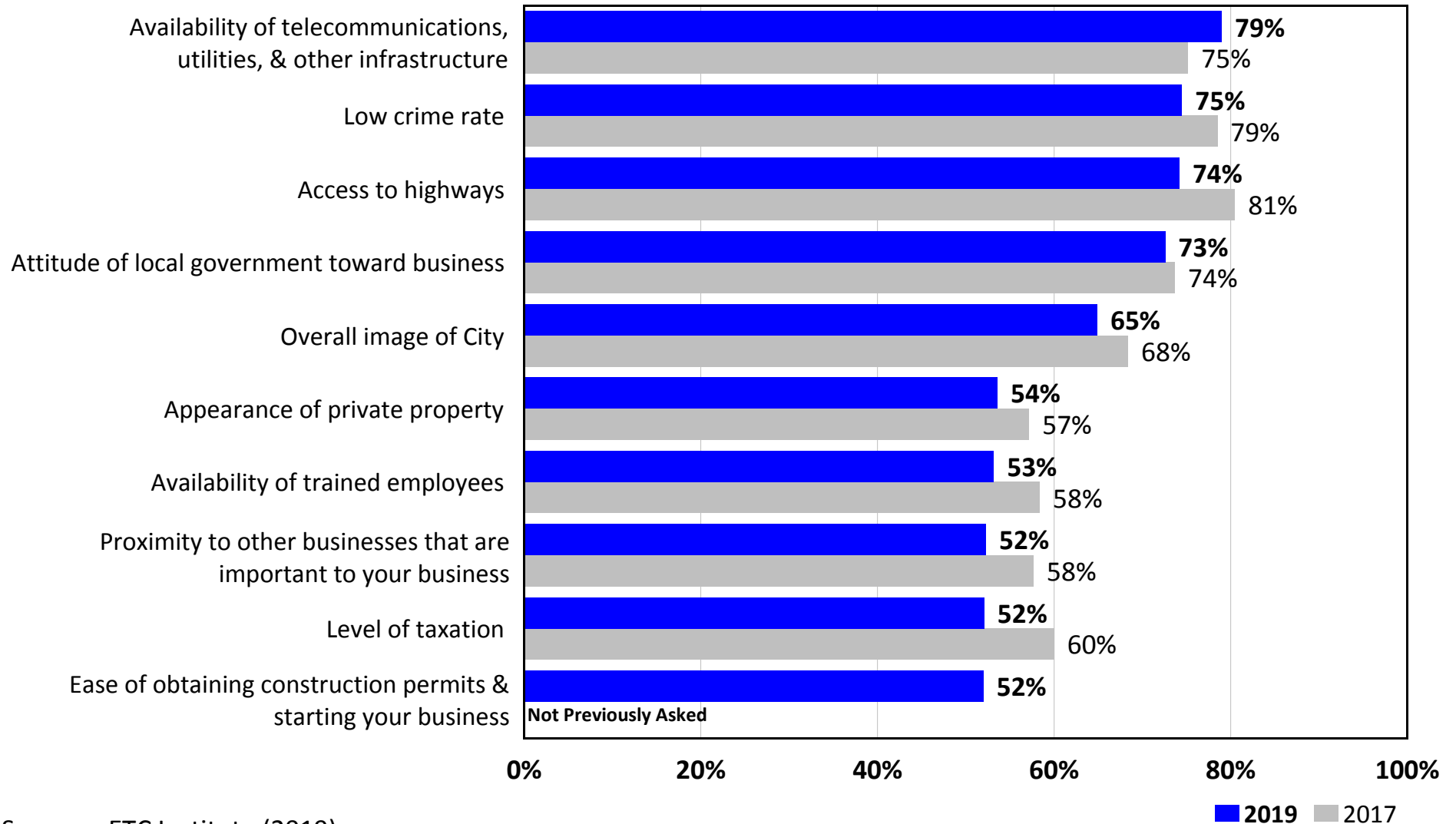
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q6. How Important the Following Items Were When Deciding to Locate Your Business in Tempe 2019 - 2017

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” responses)

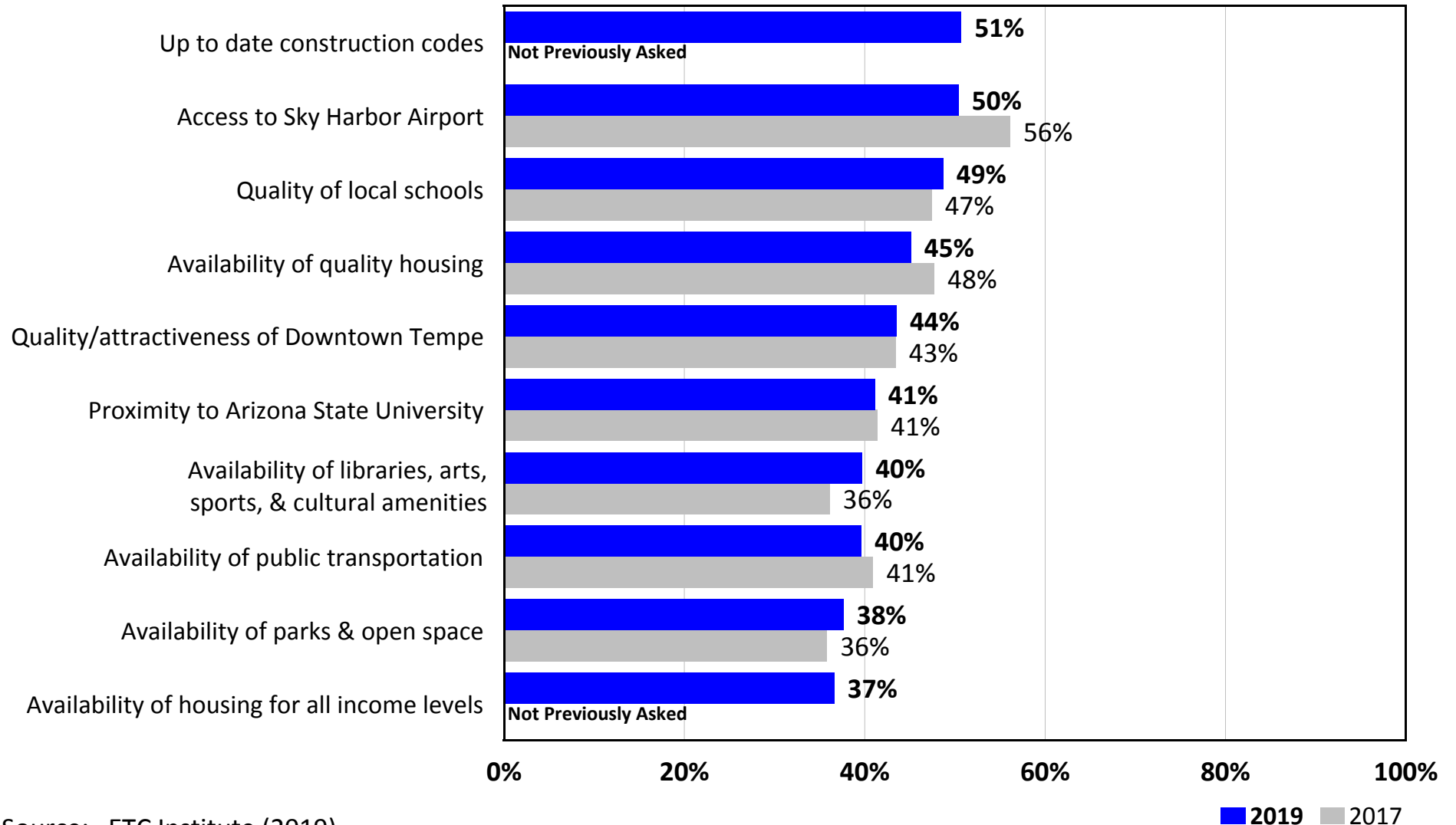


Source: ETC Institute (2019)

Q6. How Important the Following Items Were When Deciding to Locate Your Business in Tempe (Continued)

2019 - 2017

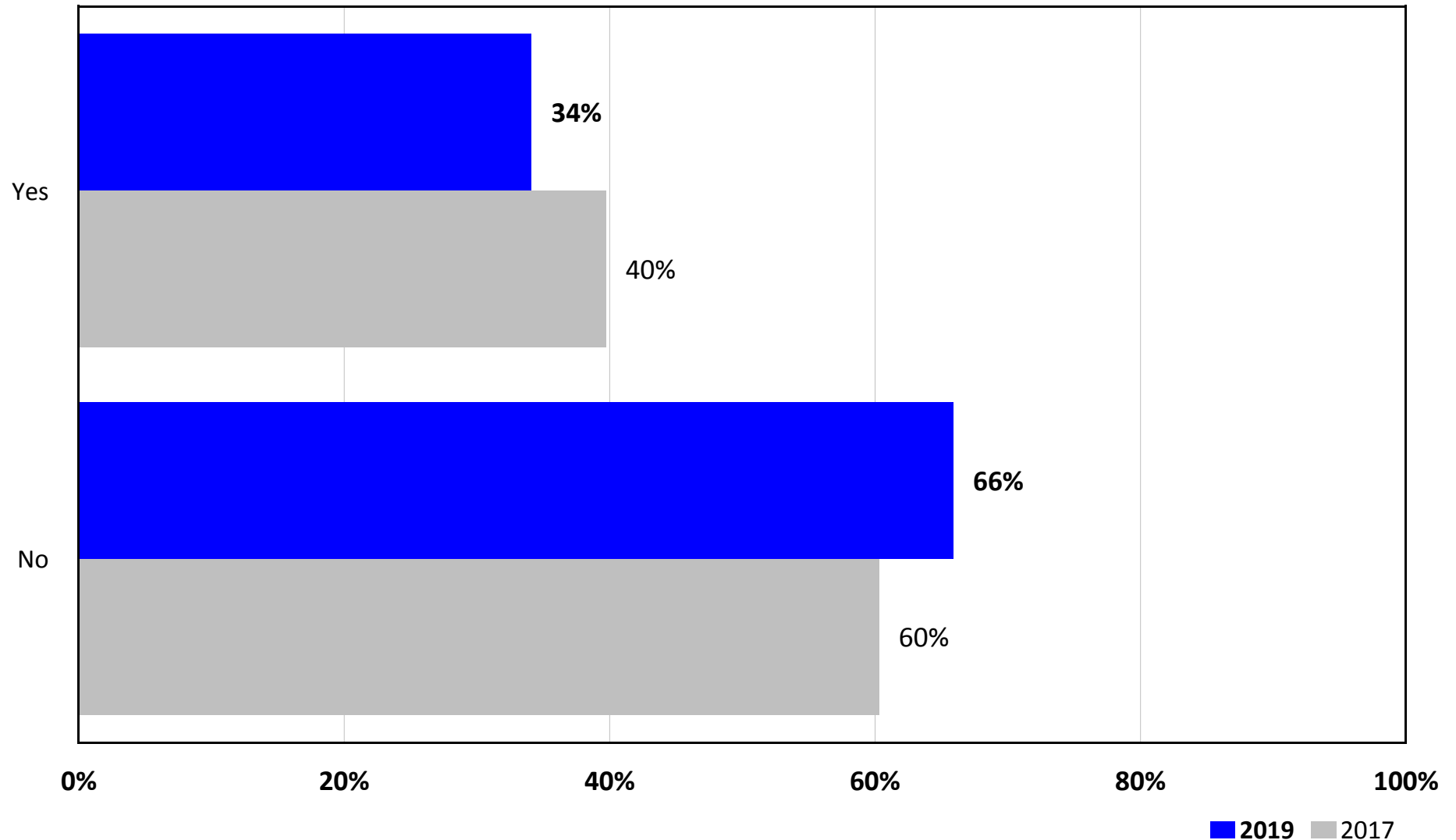
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” responses)



Source: ETC Institute (2019)

Q8. Are you aware of the City's “Equal Pay for Equal Work Initiative”? 2019 - 2017

by percentage of respondents (excluding “Don’t Know” responses)

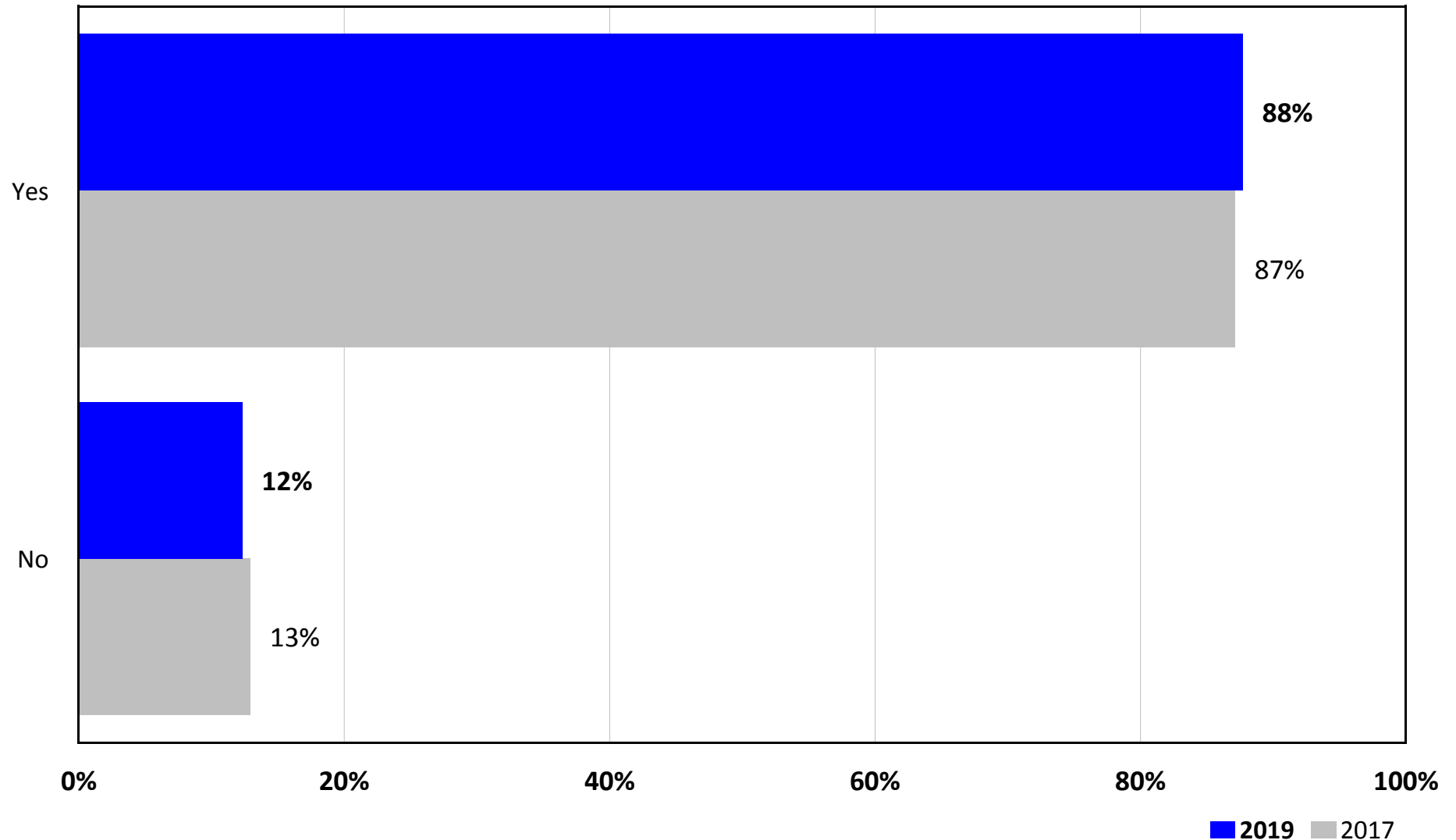


Source: ETC Institute (2019)

Q9. Do you think that the City of Tempe is "Business Friendly"?

2019 - 2017

by percentage of respondents (excluding "Don't Know" responses)

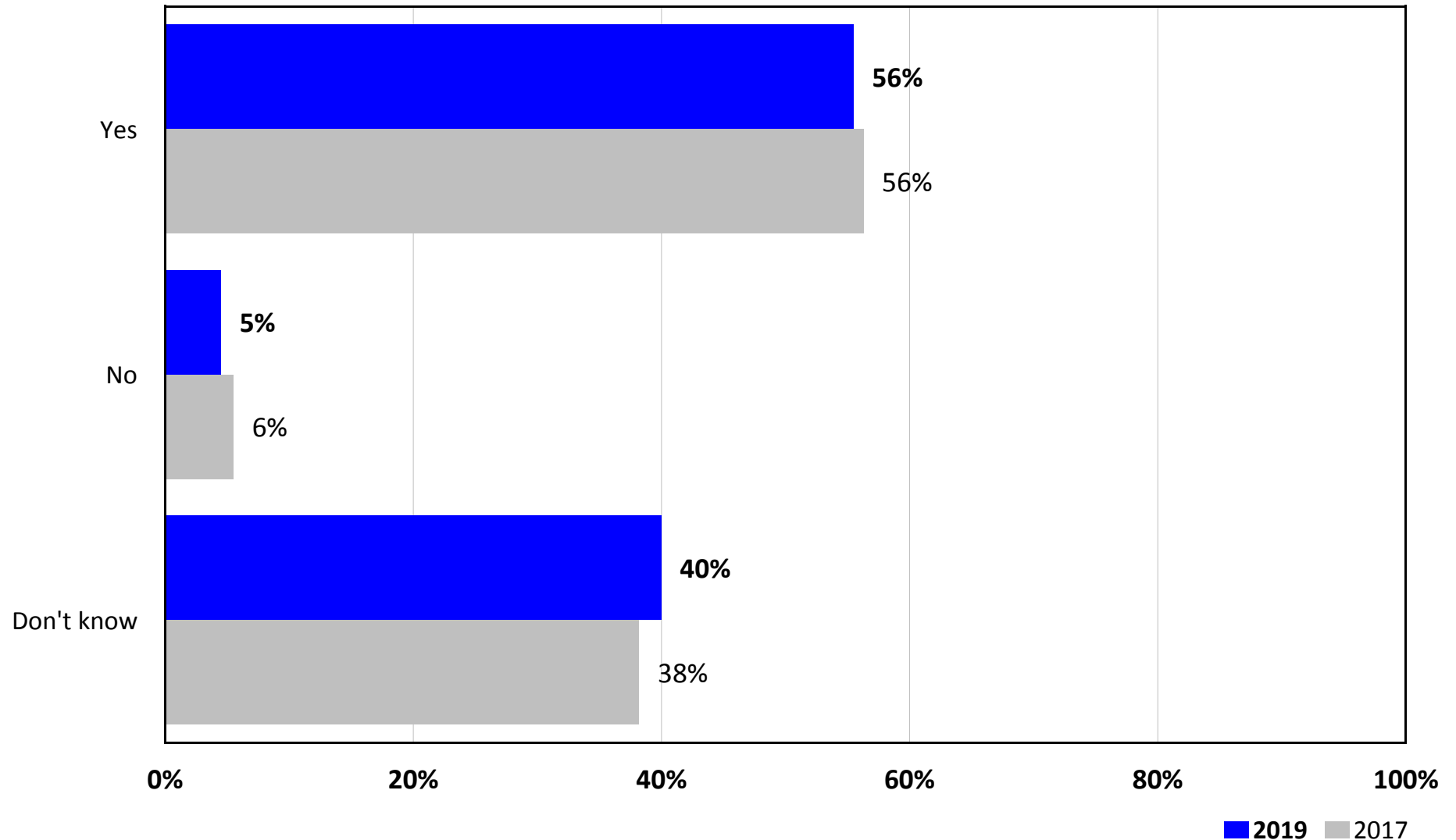


Source: ETC Institute (2019)

Q10. Do you think the tax structure for businesses in the City of Tempe is fair compared to other Arizona cities?

2019 - 2017

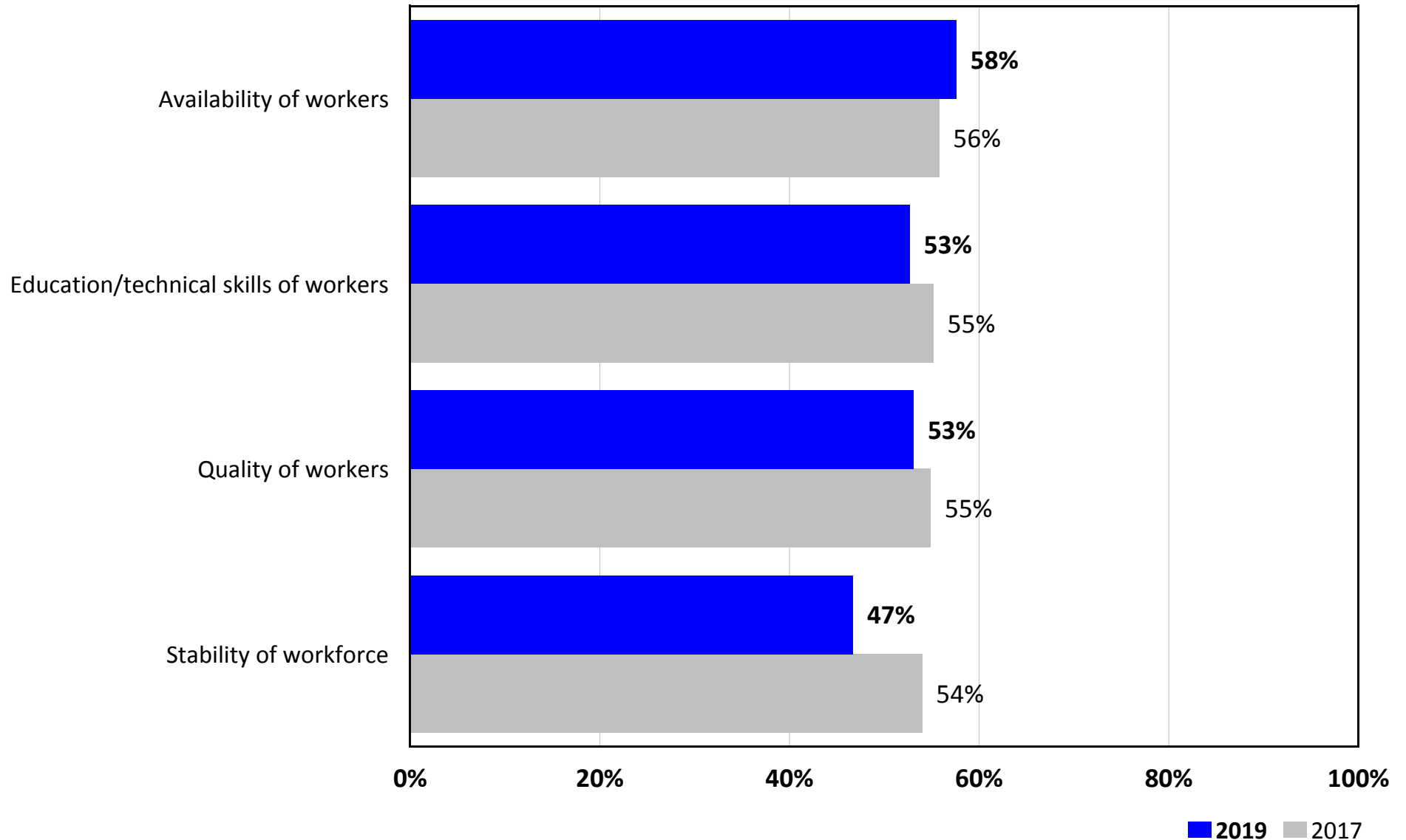
by percentage of respondents



Source: ETC Institute (2019)

Q11. Overall Ratings of the Workforce in the City of Tempe 2019 - 2017

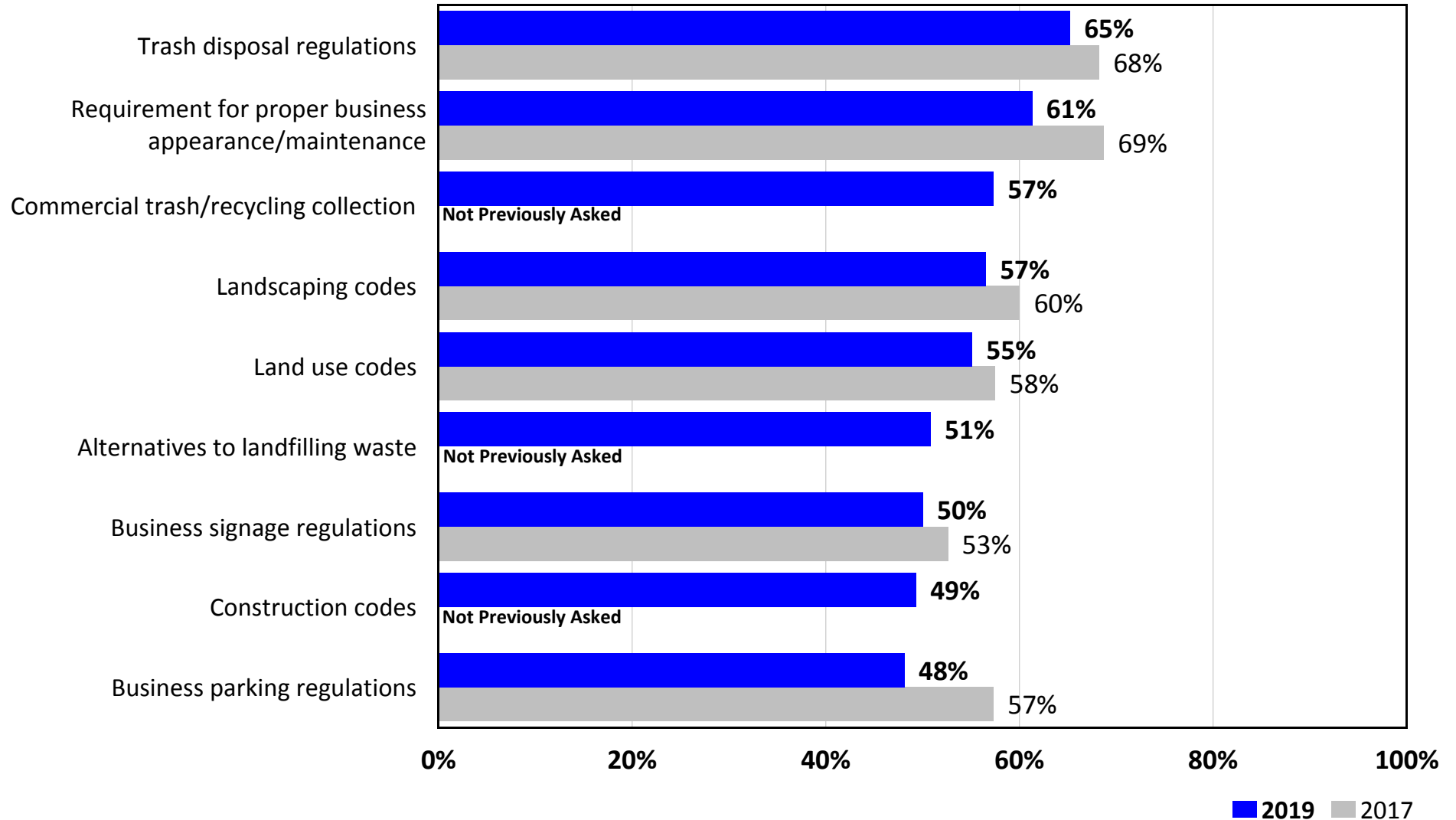
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” responses)



Source: ETC Institute (2019)

Q12. Overall Satisfaction with the Following City Codes and Regulations 2019 - 2017

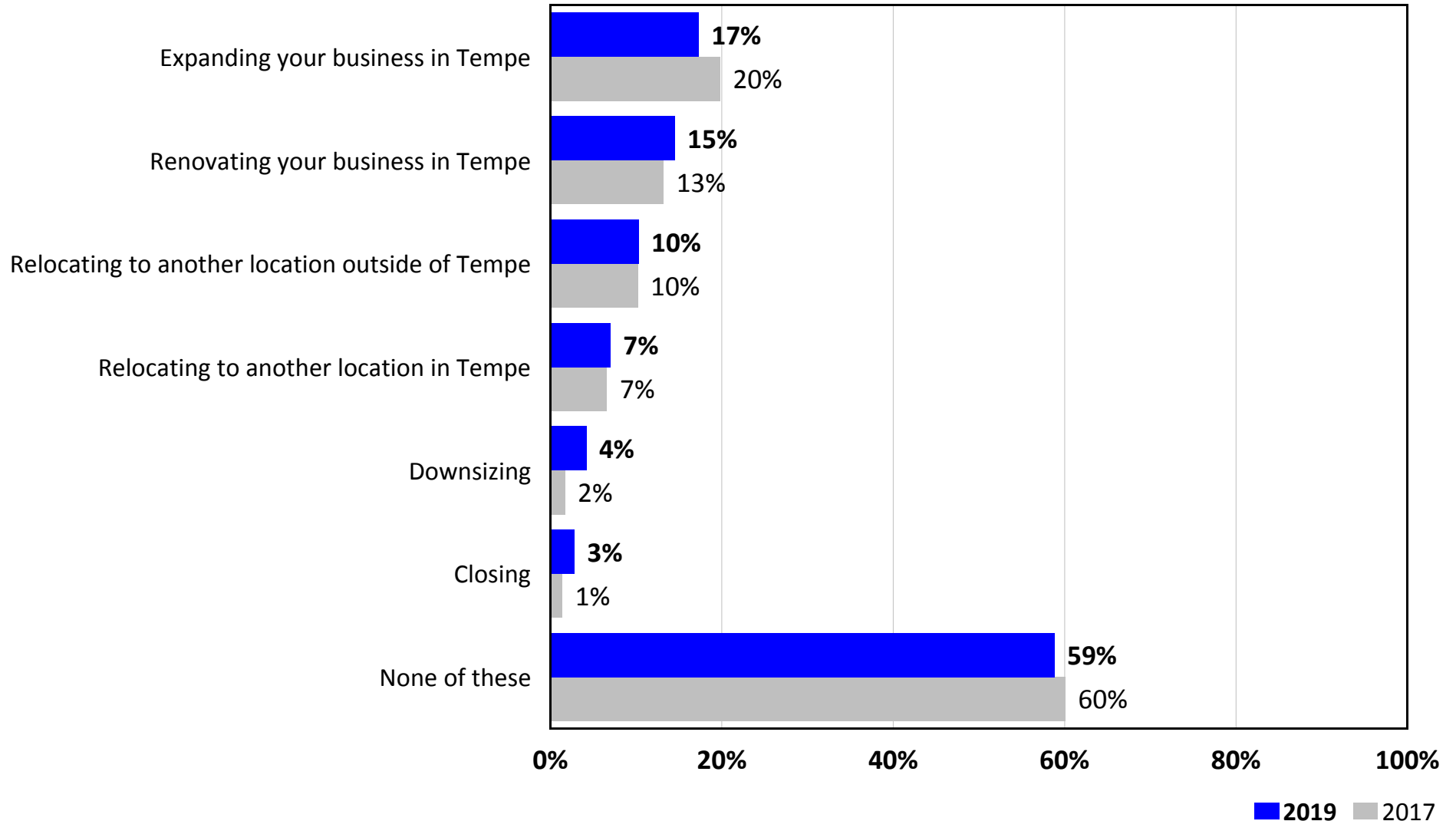
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” responses)



Source: ETC Institute (2019)

Q13. In the next 12 months, is your business considering any of the following? 2019 - 2017

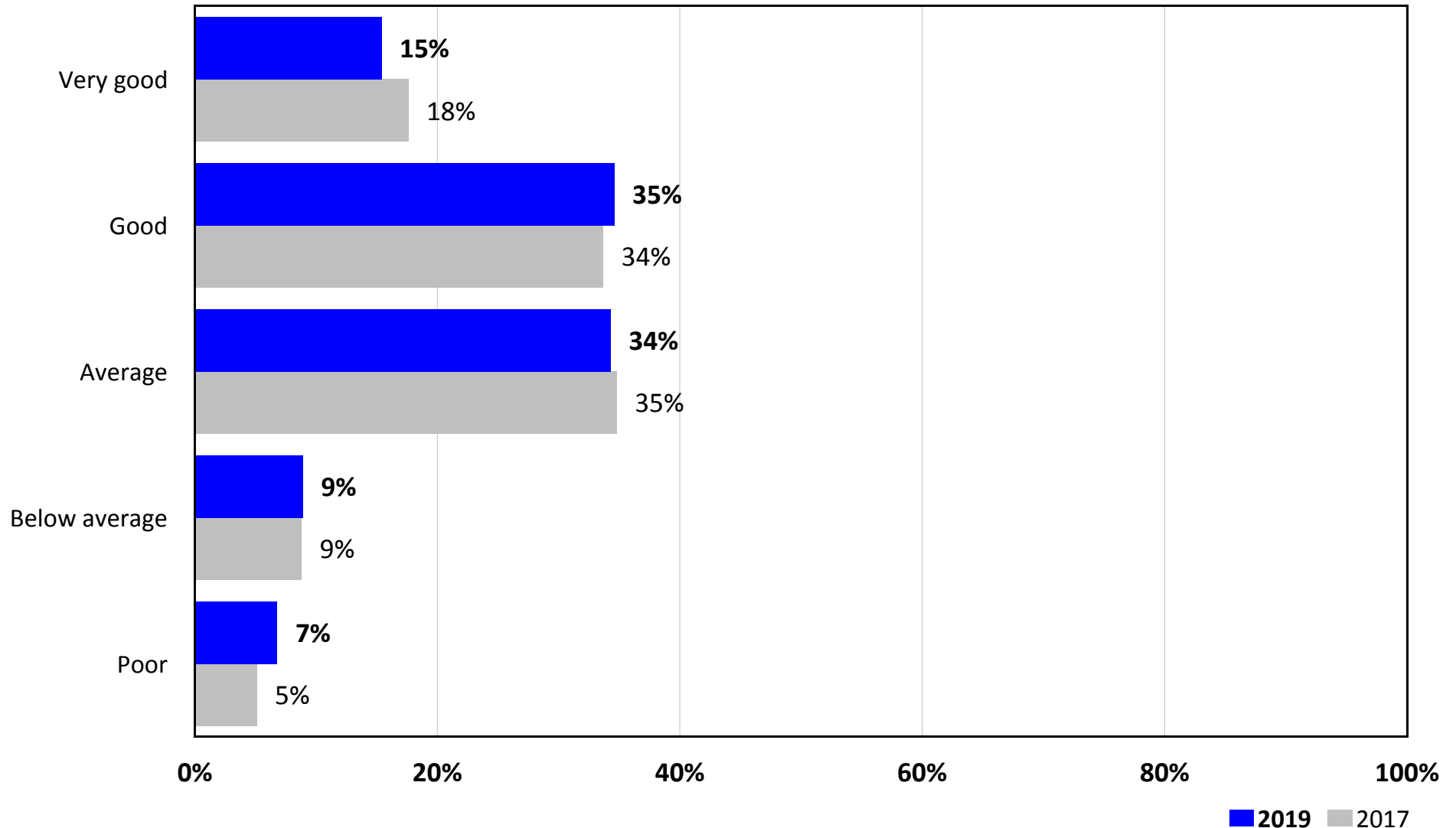
by percentage of respondents (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q14. Overall, how would you rate the job the City of Tempe does in communicating with business owners and managers? 2019 - 2017

by percentage of respondents (excluding "Don't Know" responses)

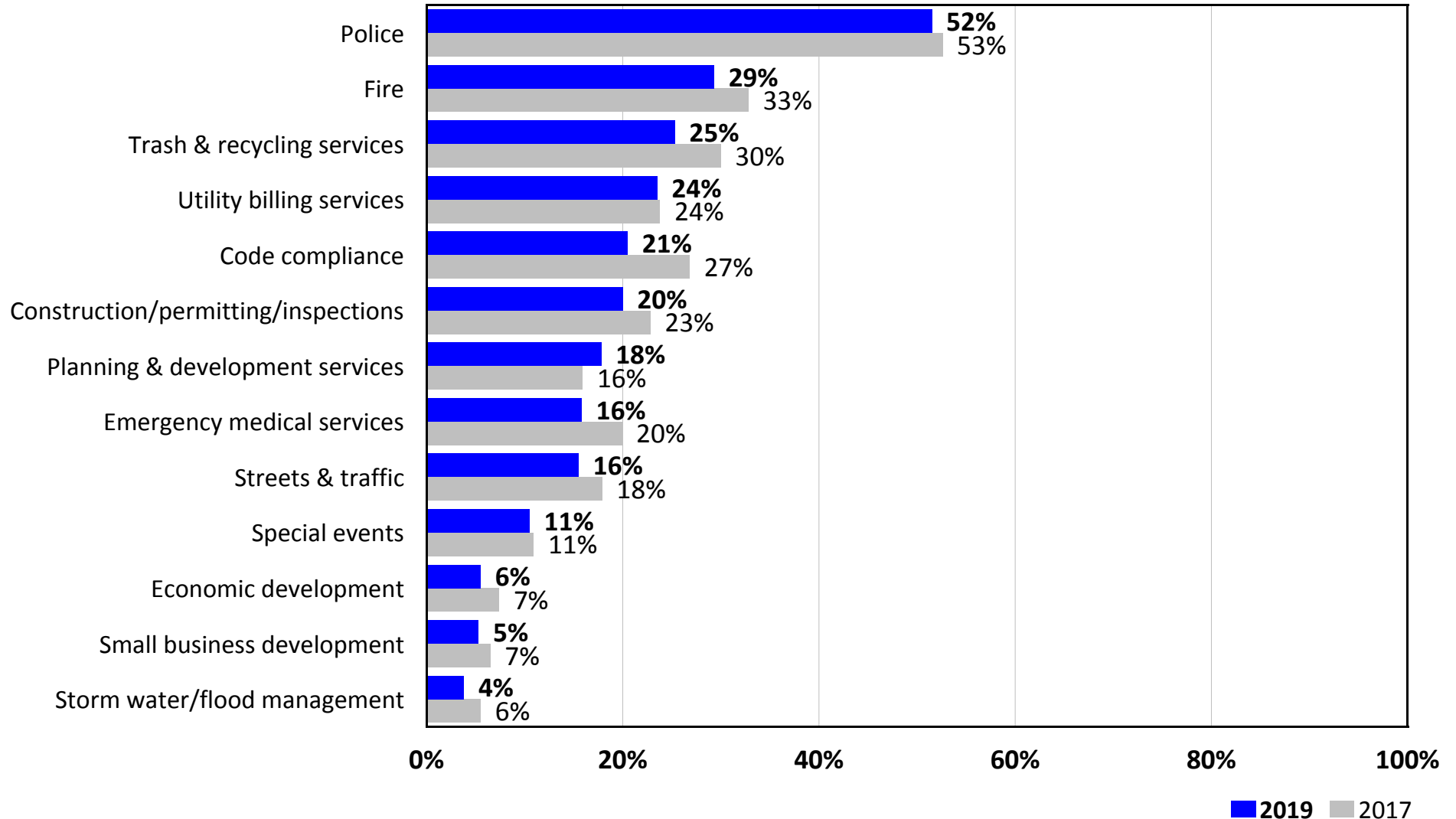


Source: ETC Institute (2019)

Q16-1. City Departments Businesses Have Interacted with During the Past Year

2019 - 2017

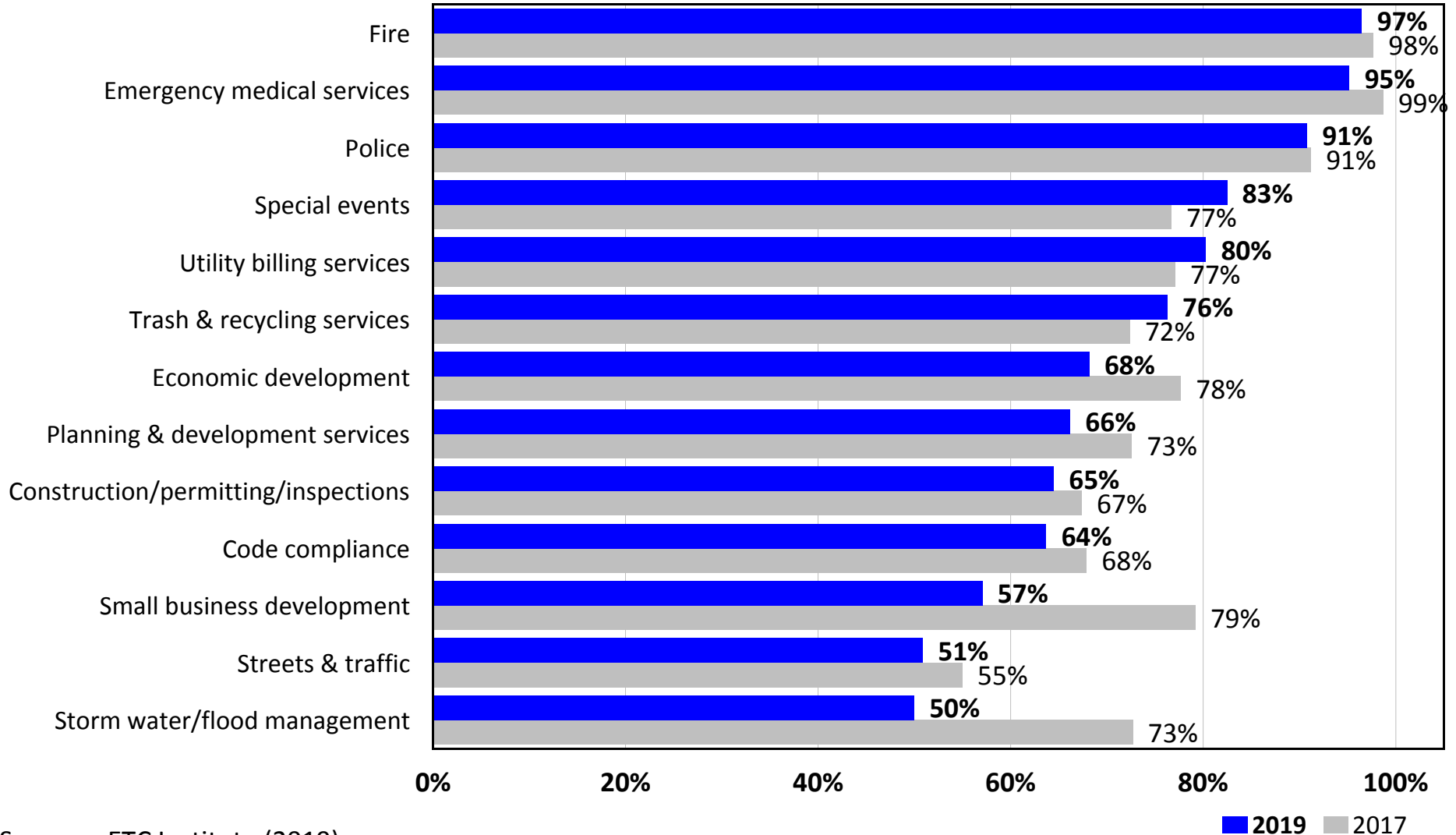
by percentage of respondents



Source: ETC Institute (2019)

Q16-2. Overall Rating of the City's Performance in Each of the Following Areas 2019 - 2017

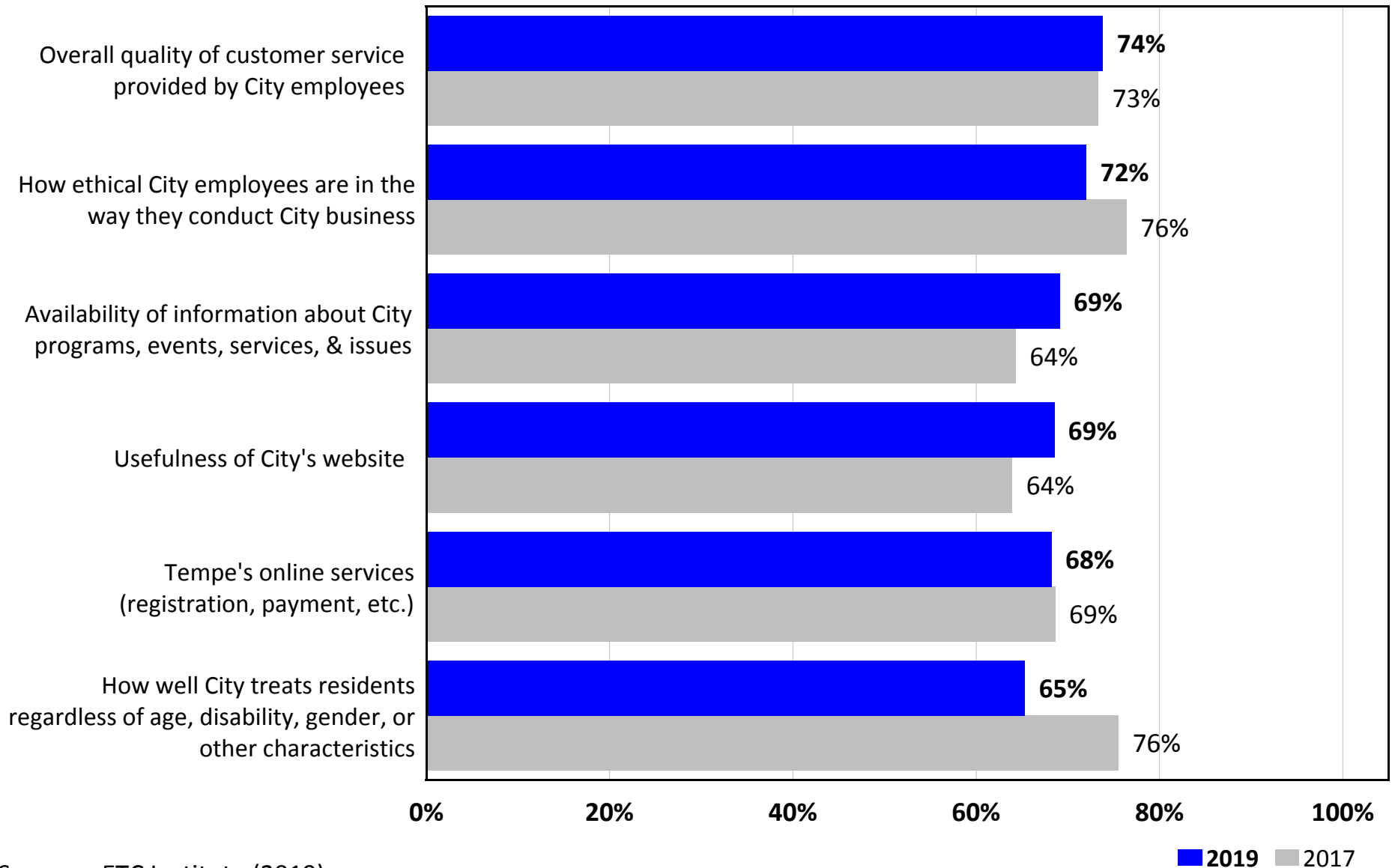
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q17. Overall Satisfaction with the Following 2019 - 2017

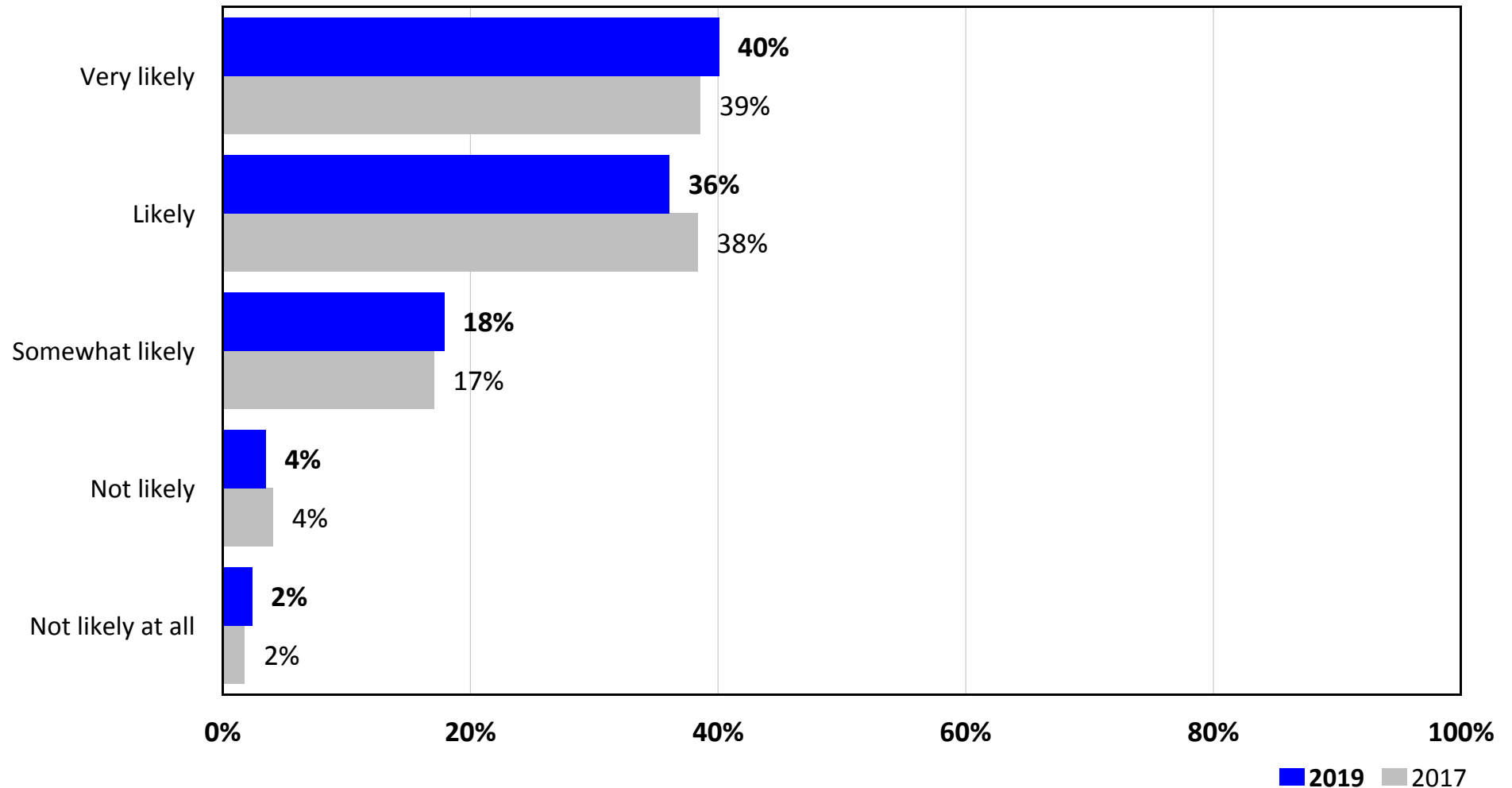
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" responses)



Source: ETC Institute (2019)

Q18. Thinking generally about the City of Tempe, how likely would you be to recommend Tempe as a business location to friends, family, co-workers, colleagues, and other businesses? 2019 - 2017

by percentage of respondents (excluding "Don't Know" responses)

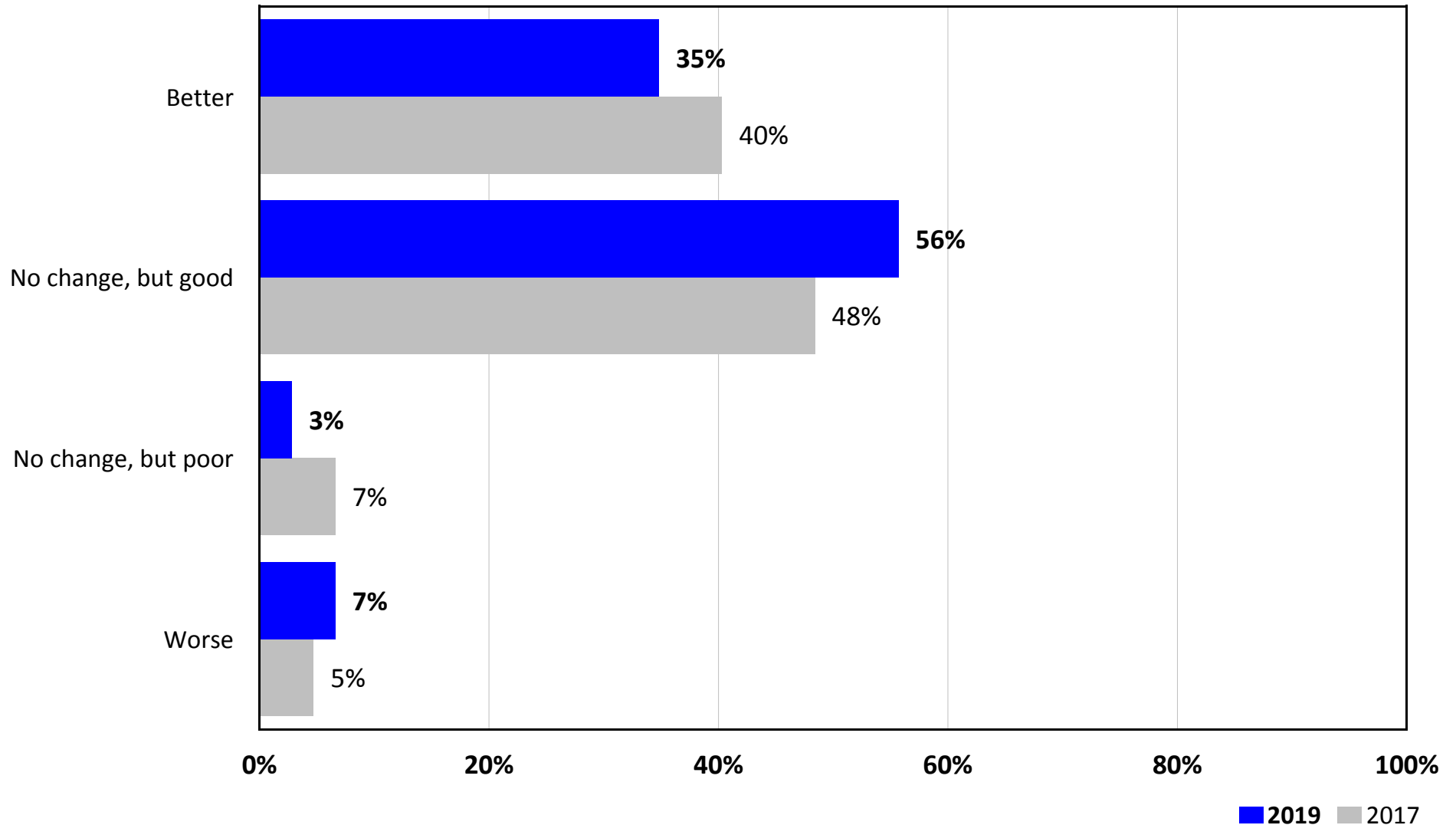


Source: ETC Institute (2019)

Q20. Which of the following best describes the overall business atmosphere in Tempe today, compared to two years ago?

2019 - 2017

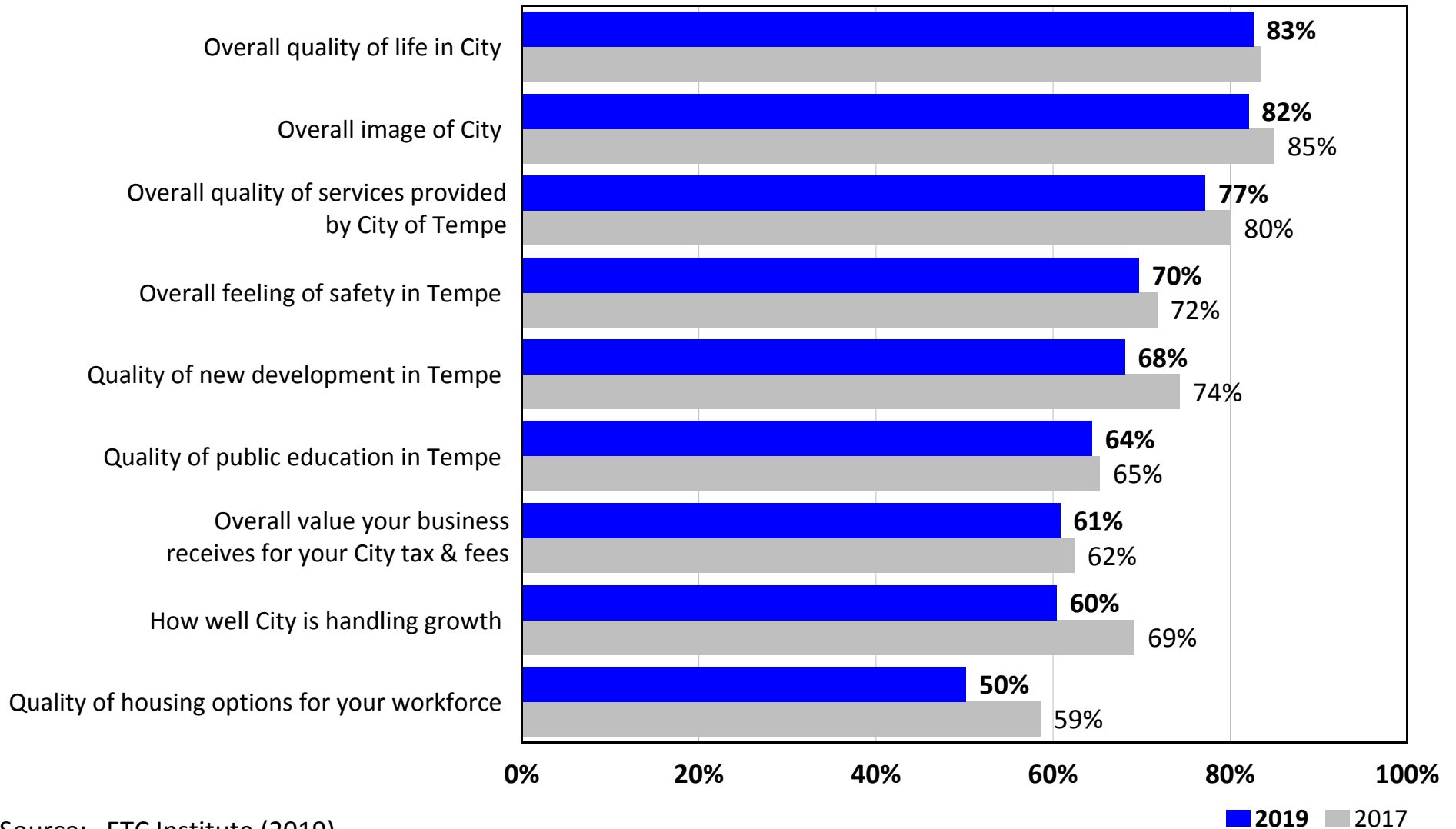
by percentage of respondents (excluding "Don't Know/Unsure" responses)



Source: ETC Institute (2019)

Q21. Overall Satisfaction with Items that May Influence Your Perception of the City of Tempe 2019 - 2017

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” responses)

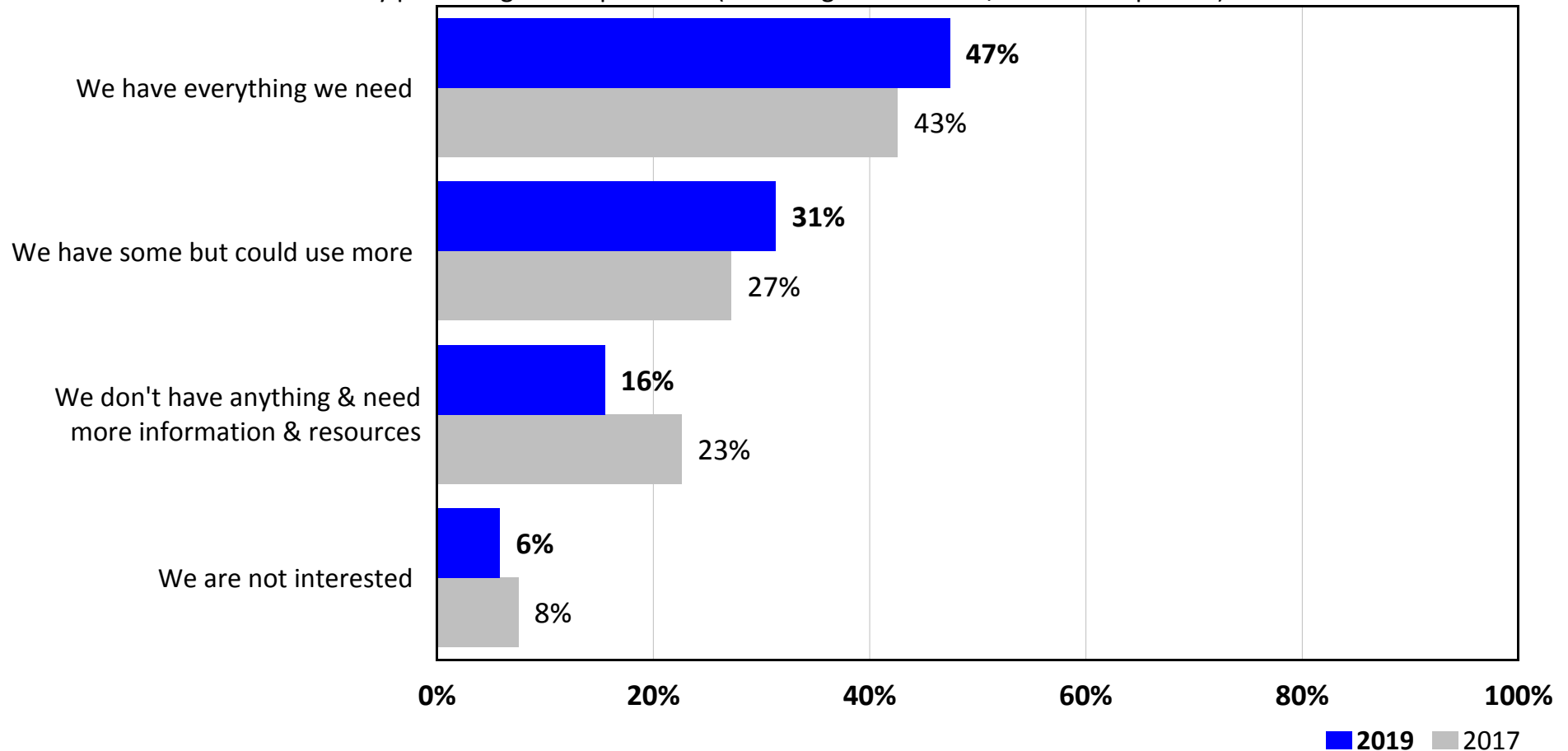


Source: ETC Institute (2019)

Q22. Which of the following best describes the amount of information and resources that you have available to implement effective recycling/waste diversion and water conservation programs at your business?

2019 - 2017

by percentage of respondents (excluding "Don't Know/Unsure" responses)



Source: ETC Institute (2019)

Section 4

Tabular Data

Q1. How safe do you think your employees and customers feel when they visit your location during the DAY?

Q1. How safe do your employees & customers feel when they visit your location during the day	Number	Percent
Very safe	199	49.8 %
Safe	140	35.0 %
Somewhat safe	51	12.8 %
Unsafe	8	2.0 %
Don't know	2	0.5 %
Total	400	100.0 %

WITHOUT "DON'T KNOW"

Q1. How safe do you think your employees and customers feel when they visit your location during the DAY? (without "don't know")

Q1. How safe do your employees & customers feel when they visit your location during the day	Number	Percent
Very safe	199	50.0 %
Safe	140	35.2 %
Somewhat safe	51	12.8 %
Unsafe	8	2.0 %
Total	398	100.0 %

Q2. How safe do you think your employees and customers feel when they visit your location at NIGHT?

Q2. How safe do your employees & customers feel when they visit your location at night	Number	Percent
Very safe	54	13.5 %
Safe	113	28.3 %
Somewhat safe	135	33.8 %
Unsafe	43	10.8 %
Very unsafe	17	4.3 %
Don't know	38	9.5 %
Total	400	100.0 %

WITHOUT "DON'T KNOW"**Q2. How safe do you think your employees and customers feel when they visit your location at NIGHT?
(without "don't know")**

Q2. How safe do your employees & customers feel when they visit your location at night	Number	Percent
Very safe	54	14.9 %
Safe	113	31.2 %
Somewhat safe	135	37.3 %
Unsafe	43	11.9 %
Very unsafe	17	4.7 %
Total	362	100.0 %

Q3. Please rate your satisfaction with the following City services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with regard to how they affect your business' ability to operate.

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Police services	46.8%	37.3%	7.0%	2.8%	1.3%	5.0%
Q3-2. Fire services	51.8%	29.0%	5.0%	0.0%	0.3%	14.0%
Q3-3. Emergency medical services	42.0%	27.5%	6.3%	0.3%	0.0%	24.0%
Q3-4. Water & sewer services	39.3%	36.5%	12.3%	3.8%	1.0%	7.3%
Q3-5. Parks	25.8%	28.3%	16.5%	4.0%	1.0%	24.5%
Q3-6. Recreation services	25.3%	24.3%	17.8%	2.5%	0.0%	30.3%
Q3-7. Street maintenance, including sidewalks, medians, & curbs	21.0%	38.5%	19.3%	10.0%	6.8%	4.5%
Q3-8. Street lighting	26.0%	43.3%	19.0%	4.5%	1.5%	5.8%
Q3-9. Street sweeping/cleanliness of public areas	28.0%	43.5%	17.3%	4.3%	1.5%	5.5%
Q3-10. Stormwater drainage/flood management	24.8%	40.8%	20.5%	2.8%	1.5%	9.8%
Q3-11. Public transportation services	22.5%	36.8%	16.3%	1.8%	1.8%	21.0%
Q3-12. Planning	16.5%	25.5%	21.3%	5.8%	4.0%	27.0%
Q3-13. Enforcement of codes & ordinances	19.0%	29.3%	19.8%	6.5%	3.8%	21.8%
Q3-14. Construction codes	17.5%	22.0%	21.0%	6.0%	1.8%	31.8%

Q3. Please rate your satisfaction with the following City services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with regard to how they affect your business' ability to operate.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-15. Business Resource & Innovation Center (BRiC)	12.0%	15.0%	19.5%	0.3%	1.3%	52.0%
Q3-16. Public landscaping	22.0%	42.3%	18.0%	4.3%	1.5%	12.0%
Q3-17. Traffic on City streets	11.8%	27.8%	30.3%	14.0%	10.3%	6.0%

WITHOUT "DON'T KNOW"

Q3. Please rate your satisfaction with the following City services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with regard to how they affect your business' ability to operate. (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Police services	49.2%	39.2%	7.4%	2.9%	1.3%
Q3-2. Fire services	60.2%	33.7%	5.8%	0.0%	0.3%
Q3-3. Emergency medical services	55.3%	36.2%	8.2%	0.3%	0.0%
Q3-4. Water & sewer services	42.3%	39.4%	13.2%	4.0%	1.1%
Q3-5. Parks	34.1%	37.4%	21.9%	5.3%	1.3%
Q3-6. Recreation services	36.2%	34.8%	25.4%	3.6%	0.0%
Q3-7. Street maintenance, including sidewalks, medians, & curbs	22.0%	40.3%	20.2%	10.5%	7.1%
Q3-8. Street lighting	27.6%	45.9%	20.2%	4.8%	1.6%
Q3-9. Street sweeping/cleanliness of public areas	29.6%	46.0%	18.3%	4.5%	1.6%
Q3-10. Stormwater drainage/flood management	27.4%	45.2%	22.7%	3.0%	1.7%
Q3-11. Public transportation services	28.5%	46.5%	20.6%	2.2%	2.2%
Q3-12. Planning	22.6%	34.9%	29.1%	7.9%	5.5%
Q3-13. Enforcement of codes & ordinances	24.3%	37.4%	25.2%	8.3%	4.8%
Q3-14. Construction codes	25.6%	32.2%	30.8%	8.8%	2.6%
Q3-15. Business Resource & Innovation Center (BRiC)	25.0%	31.3%	40.6%	0.5%	2.6%
Q3-16. Public landscaping	25.0%	48.0%	20.5%	4.8%	1.7%
Q3-17. Traffic on City streets	12.5%	29.5%	32.2%	14.9%	10.9%

Q4. Which THREE of the City services listed in Question 3 are MOST IMPORTANT to your business?

<u>Q4. Top choice</u>	<u>Number</u>	<u>Percent</u>
Police services	179	44.8 %
Fire services	11	2.8 %
Emergency medical services	17	4.3 %
Water & sewer services	27	6.8 %
Parks	4	1.0 %
Recreation services	1	0.3 %
Street maintenance, including sidewalks, medians, & curbs	38	9.5 %
Street lighting	4	1.0 %
Street sweeping/cleanliness of public areas	6	1.5 %
Stormwater drainage/flood management	3	0.8 %
Public transportation services	3	0.8 %
Planning	14	3.5 %
Enforcement of codes & ordinances	6	1.5 %
Construction codes	7	1.8 %
Business Resource & Innovation Center (BRiC)	4	1.0 %
Traffic on City streets	41	10.3 %
<u>None chosen</u>	<u>35</u>	<u>8.8 %</u>
Total	400	100.0 %

Q4. Which THREE of the City services listed in Question 3 are MOST IMPORTANT to your business?

<u>Q4. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Police services	38	9.5 %
Fire services	121	30.3 %
Emergency medical services	15	3.8 %
Water & sewer services	19	4.8 %
Parks	8	2.0 %
Street maintenance, including sidewalks, medians, & curbs	40	10.0 %
Street lighting	19	4.8 %
Street sweeping/cleanliness of public areas	16	4.0 %
Stormwater drainage/flood management	6	1.5 %
Public transportation services	9	2.3 %
Planning	12	3.0 %
Enforcement of codes & ordinances	13	3.3 %
Construction codes	5	1.3 %
Business Resource & Innovation Center (BRiC)	2	0.5 %
Public landscaping	2	0.5 %
Traffic on City streets	29	7.3 %
<u>None chosen</u>	<u>46</u>	<u>11.5 %</u>
Total	400	100.0 %

Q4. Which THREE of the City services listed in Question 3 are MOST IMPORTANT to your business?

Q4. 3rd choice	Number	Percent
Police services	30	7.5 %
Fire services	28	7.0 %
Emergency medical services	74	18.5 %
Water & sewer services	22	5.5 %
Parks	3	0.8 %
Recreation services	5	1.3 %
Street maintenance, including sidewalks, medians, & curbs	42	10.5 %
Street lighting	24	6.0 %
Street sweeping/cleanliness of public areas	12	3.0 %
Stormwater drainage/flood management	6	1.5 %
Public transportation services	12	3.0 %
Planning	13	3.3 %
Enforcement of codes & ordinances	13	3.3 %
Construction codes	11	2.8 %
Business Resource & Innovation Center (BRiC)	3	0.8 %
Public landscaping	12	3.0 %
Traffic on City streets	33	8.3 %
None chosen	57	14.3 %
Total	400	100.0 %

Q4. Which THREE of the City services listed in Question 3 are MOST IMPORTANT to your business? (top 3)

Q4. Sum of top 3 choices	Number	Percent
Police services	247	61.8 %
Fire services	160	40.0 %
Emergency medical services	106	26.5 %
Water & sewer services	68	17.0 %
Parks	15	3.8 %
Recreation services	6	1.5 %
Street maintenance, including sidewalks, medians, & curbs	120	30.0 %
Street lighting	47	11.8 %
Street sweeping/cleanliness of public areas	34	8.5 %
Stormwater drainage/flood management	15	3.8 %
Public transportation services	24	6.0 %
Planning	39	9.8 %
Enforcement of codes & ordinances	32	8.0 %
Construction codes	23	5.8 %
Business Resource & Innovation Center (BRiC)	9	2.3 %
Public landscaping	14	3.5 %
Traffic on City streets	103	25.8 %
None chosen	35	8.8 %
Total	1097	

Q5. How would you rate the physical appearance of the area where your business is located?

Q5. How would you rate physical appearance of the area where your business is located	Number	Percent
Excellent	79	19.8 %
Good	163	40.8 %
Average	119	29.8 %
Below average	24	6.0 %
Poor	9	2.3 %
Don't know	6	1.5 %
Total	400	100.0 %

WITHOUT "DON'T KNOW"**Q5. How would you rate the physical appearance of the area where your business is located? (without "don't know")**

Q5. How would you rate physical appearance of the area where your business is located	Number	Percent
Excellent	79	20.1 %
Good	163	41.4 %
Average	119	30.2 %
Below average	24	6.1 %
Poor	9	2.3 %
Total	394	100.0 %

Q6. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please rate how important each of the following reasons were in your decision to locate your business in Tempe.

(N=400)

	Extremely important	Very important	Important	Less important	Not important	Don't know
Q6-1. Overall image of City	23.3%	35.3%	23.0%	4.3%	4.5%	9.8%
Q6-2. Quality of local schools	18.5%	19.5%	13.8%	11.0%	15.3%	22.0%
Q6-3. Low crime rate	41.0%	25.3%	18.3%	1.5%	3.0%	11.0%
Q6-4. Availability of trained employees	19.3%	24.3%	24.5%	6.3%	7.5%	18.3%
Q6-5. Level of taxation	21.3%	23.3%	29.3%	6.0%	5.8%	14.5%
Q6-6. Access to highways	36.0%	32.5%	18.8%	2.8%	2.3%	7.8%
Q6-7. Access to Sky Harbor Airport	21.0%	22.8%	22.3%	11.3%	9.5%	13.3%
Q6-8. Availability of quality housing	13.8%	22.5%	21.0%	9.8%	13.3%	19.8%
Q6-9. Availability of housing for all income levels	13.0%	16.0%	25.0%	11.0%	14.3%	20.8%
Q6-10. Proximity to other businesses that are important to your business	16.5%	27.8%	26.5%	9.0%	4.8%	15.5%
Q6-11. Availability of public transportation	12.0%	20.8%	23.5%	13.5%	13.0%	17.3%
Q6-12. Availability of libraries, arts, sports, & cultural amenities (quality of life)	12.0%	19.8%	20.8%	15.0%	12.5%	20.0%

Q6. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please rate how important each of the following reasons were in your decision to locate your business in Tempe.

	Extremely important	Very important	Important	Less important	Not important	Don't know
Q6-13. Attitude of local government toward business	36.5%	27.5%	16.8%	3.5%	4.0%	11.8%
Q6-14. Availability of telecommunications, utilities, & other infrastructure	39.8%	30.5%	15.5%	1.8%	1.5%	11.0%
Q6-15. Proximity to Arizona State University	16.3%	18.0%	19.5%	15.3%	14.3%	16.8%
Q6-16. Quality/ attractiveness of Downtown Tempe	16.0%	20.3%	22.8%	14.0%	10.3%	16.8%
Q6-17. Availability of parks & open space	12.5%	17.5%	20.5%	15.5%	13.8%	20.3%
Q6-18. Appearance of private property	19.3%	26.8%	27.3%	7.5%	5.0%	14.3%
Q6-19. Up to date construction codes	19.3%	21.8%	27.8%	5.8%	6.5%	19.0%
Q6-20. Ease of obtaining construction permits & starting your business	22.0%	16.5%	21.8%	6.0%	7.8%	26.0%
Q6-21. Other	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%

WITHOUT "DON'T KNOW"

Q6. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please rate how important each of the following reasons were in your decision to locate your business in Tempe. (without "don't know")

(N=400)

	Extremely important	Very important	Important	Less important	Not important
Q6-1. Overall image of City	25.8%	39.1%	25.5%	4.7%	5.0%
Q6-2. Quality of local schools	23.7%	25.0%	17.6%	14.1%	19.6%
Q6-3. Low crime rate	46.1%	28.4%	20.5%	1.7%	3.4%
Q6-4. Availability of trained employees	23.5%	29.7%	30.0%	7.6%	9.2%
Q6-5. Level of taxation	24.9%	27.2%	34.2%	7.0%	6.7%
Q6-6. Access to highways	39.0%	35.2%	20.3%	3.0%	2.4%
Q6-7. Access to Sky Harbor Airport	24.2%	26.2%	25.6%	13.0%	11.0%
Q6-8. Availability of quality housing	17.1%	28.0%	26.2%	12.1%	16.5%
Q6-9. Availability of housing for all income levels	16.4%	20.2%	31.5%	13.9%	18.0%
Q6-10. Proximity to other businesses that are important to your business	19.5%	32.8%	31.4%	10.7%	5.6%
Q6-11. Availability of public transportation	14.5%	25.1%	28.4%	16.3%	15.7%

WITHOUT "DON'T KNOW"

Q6. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please rate how important each of the following reasons were in your decision to locate your business in Tempe. (without "don't know")

	Extremely important	Very important	Important	Less important	Not important
Q6-12. Availability of libraries, arts, sports, & cultural amenities (quality of life)	15.0%	24.7%	25.9%	18.8%	15.6%
Q6-13. Attitude of local government toward business	41.4%	31.2%	19.0%	4.0%	4.5%
Q6-14. Availability of telecommunications, utilities, & other infrastructure	44.7%	34.3%	17.4%	2.0%	1.7%
Q6-15. Proximity to Arizona State University	19.5%	21.6%	23.4%	18.3%	17.1%
Q6-16. Quality/attractiveness of Downtown Tempe	19.2%	24.3%	27.3%	16.8%	12.3%
Q6-17. Availability of parks & open space	15.7%	21.9%	25.7%	19.4%	17.2%
Q6-18. Appearance of private property	22.4%	31.2%	31.8%	8.7%	5.8%
Q6-19. Up to date construction codes	23.8%	26.9%	34.3%	7.1%	8.0%
Q6-20. Ease of obtaining construction permits & starting your business	29.7%	22.3%	29.4%	8.1%	10.5%
Q6-21. Other	100.0%	0.0%	0.0%	0.0%	0.0%

Q7. Which THREE of the reasons listed in Question 6 will have the MOST IMPACT on your decision to stay in the City of Tempe for the next 10 years?

Q7. Top choice	Number	Percent
Overall image of City	65	16.3 %
Quality of local schools	7	1.8 %
Low crime rate	75	18.8 %
Availability of trained employees	17	4.3 %
Level of taxation	35	8.8 %
Access to highways	42	10.5 %
Access to Sky Harbor Airport	15	3.8 %
Availability of quality housing	1	0.3 %
Availability of housing for all income levels	6	1.5 %
Proximity to other businesses that are important to your business	14	3.5 %
Availability of public transportation	4	1.0 %
Availability of libraries, arts, sports, & cultural amenities (quality of life)	5	1.3 %
Attitude of local government toward business	15	3.8 %
Availability of telecommunications, utilities, & other infrastructure	10	2.5 %
Proximity to Arizona State University	16	4.0 %
Quality/attractiveness of Downtown Tempe	3	0.8 %
Appearance of private property	3	0.8 %
Up to date construction codes	3	0.8 %
Ease of obtaining construction permits & starting your business	9	2.3 %
Other	5	1.3 %
None chosen	50	12.5 %
Total	400	100.0 %

Q7. Which THREE of the reasons listed in Question 6 will have the MOST IMPACT on your decision to stay in the City of Tempe for the next 10 years?

Q7. 2nd choice	Number	Percent
Overall image of City	21	5.3 %
Quality of local schools	13	3.3 %
Low crime rate	57	14.3 %
Availability of trained employees	19	4.8 %
Level of taxation	33	8.3 %
Access to highways	44	11.0 %
Access to Sky Harbor Airport	16	4.0 %
Availability of quality housing	7	1.8 %
Availability of housing for all income levels	10	2.5 %
Proximity to other businesses that are important to your business	18	4.5 %
Availability of public transportation	12	3.0 %
Availability of libraries, arts, sports, & cultural amenities (quality of life)	2	0.5 %
Attitude of local government toward business	33	8.3 %
Availability of telecommunications, utilities, & other infrastructure	23	5.8 %
Proximity to Arizona State University	13	3.3 %
Quality/attractiveness of Downtown Tempe	6	1.5 %
Availability of parks & open space	2	0.5 %
Appearance of private property	3	0.8 %
Up to date construction codes	3	0.8 %
Ease of obtaining construction permits & starting your business	4	1.0 %
Other	1	0.3 %
None chosen	60	15.0 %
Total	400	100.0 %

Q7. Which THREE of the reasons listed in Question 6 will have the MOST IMPACT on your decision to stay in the City of Tempe for the next 10 years?

Q7. 3rd choice	Number	Percent
Overall image of City	16	4.0 %
Quality of local schools	4	1.0 %
Low crime rate	32	8.0 %
Availability of trained employees	16	4.0 %
Level of taxation	23	5.8 %
Access to highways	26	6.5 %
Access to Sky Harbor Airport	10	2.5 %
Availability of quality housing	14	3.5 %
Availability of housing for all income levels	6	1.5 %
Proximity to other businesses that are important to your business	22	5.5 %
Availability of public transportation	12	3.0 %
Availability of libraries, arts, sports, & cultural amenities (quality of life)	10	2.5 %
Attitude of local government toward business	33	8.3 %
Availability of telecommunications, utilities, & other infrastructure	30	7.5 %
Proximity to Arizona State University	19	4.8 %
Quality/attractiveness of Downtown Tempe	14	3.5 %
Availability of parks & open space	2	0.5 %
Appearance of private property	22	5.5 %
Up to date construction codes	3	0.8 %
Ease of obtaining construction permits & starting your business	10	2.5 %
Other	1	0.3 %
<u>None chosen</u>	<u>75</u>	<u>18.8 %</u>
Total	400	100.0 %

Q7. Which THREE of the reasons listed in Question 6 will have the MOST IMPACT on your decision to stay in the City of Tempe for the next 10 years? (top 3)

Q7. Sum of top 3 choices	Number	Percent
Overall image of City	102	25.5 %
Quality of local schools	24	6.0 %
Low crime rate	164	41.0 %
Availability of trained employees	52	13.0 %
Level of taxation	91	22.8 %
Access to highways	112	28.0 %
Access to Sky Harbor Airport	41	10.3 %
Availability of quality housing	22	5.5 %
Availability of housing for all income levels	22	5.5 %
Proximity to other businesses that are important to your business	54	13.5 %
Availability of public transportation	28	7.0 %
Availability of libraries, arts, sports, & cultural amenities (quality of life)	17	4.3 %
Attitude of local government toward business	81	20.3 %
Availability of telecommunications, utilities, & other infrastructure	63	15.8 %
Proximity to Arizona State University	48	12.0 %
Quality/attractiveness of Downtown Tempe	23	5.8 %
Availability of parks & open space	4	1.0 %
Appearance of private property	28	7.0 %
Up to date construction codes	9	2.3 %
Ease of obtaining construction permits & starting your business	23	5.8 %
Other	7	1.8 %
None chosen	50	12.5 %
Total	1065	

Q8. Are you aware of the City's "Equal Pay for Equal Work" initiative?

Q8. Are you aware of City's "Equal Pay for Equal Work" initiative	Number	Percent
Yes	130	32.5 %
No	251	62.8 %
Not provided	19	4.8 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q8. Are you aware of the City's "Equal Pay for Equal Work" initiative? (without "not provided")**

Q8. Are you aware of City's "Equal Pay for Equal Work" initiative	Number	Percent
Yes	130	34.1 %
No	251	65.9 %
Total	381	100.0 %

Q9. Do you think that the City of Tempe is "Business Friendly"?

Q9. Do you think that City of Tempe is "Business Friendly"	Number	Percent
Yes	284	71.0 %
No	40	10.0 %
Don't know	76	19.0 %
Total	400	100.0 %

WITHOUT "DON'T KNOW"**Q9. Do you think that the City of Tempe is "Business Friendly"? (without "don't know")**

Q9. Do you think that City of Tempe is "Business Friendly"	Number	Percent
Yes	284	87.7 %
No	40	12.3 %
Total	324	100.0 %

Q10. Do you think the tax structure for businesses in the City of Tempe is fair compared to other Arizona cities?

Q10. Is tax structure for businesses in City of Tempe fair compared to other Arizona cities		
	Number	Percent
Yes	222	55.5 %
No	18	4.5 %
Don't know	160	40.0 %
Total	400	100.0 %

WITHOUT "DON'T KNOW"

Q10. Do you think the tax structure for businesses in the City of Tempe is fair compared to other Arizona cities? (without "don't know")

Q10. Is tax structure for businesses in City of Tempe fair compared to other Arizona cities		
	Number	Percent
Yes	222	92.5 %
No	18	7.5 %
Total	240	100.0 %

Q11. Please rate the workforce in the City of Tempe in the following areas.

(N=400)

	Excellent	Good	Average	Below average	Poor	Don't know
Q11-1. Availability of workers	9.5%	35.0%	25.3%	4.8%	2.8%	22.8%
Q11-2. Quality of workers	9.8%	31.0%	28.5%	5.3%	2.3%	23.3%
Q11-3. Stability of workforce	9.0%	26.3%	31.8%	6.5%	2.0%	24.5%
Q114. Education/technical skills of workers	8.5%	30.8%	28.5%	4.3%	2.5%	25.5%

WITHOUT "DON'T KNOW"**Q11. Please rate the workforce in the City of Tempe in the following areas. (without "don't know")**

(N=400)

	Excellent	Good	Average	Below average	Poor
Q11-1. Availability of workers	12.3%	45.3%	32.7%	6.1%	3.6%
Q11-2. Quality of workers	12.7%	40.4%	37.1%	6.8%	2.9%
Q11-3. Stability of workforce	11.9%	34.8%	42.1%	8.6%	2.6%
Q114. Education/technical skills of workers	11.4%	41.3%	38.3%	5.7%	3.4%

Q12. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following City codes and regulations.

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Land use codes	7.5%	22.3%	20.5%	2.5%	1.3%	46.0%
Q12-2. Landscaping codes	7.5%	27.3%	21.5%	3.8%	1.5%	38.5%
Q12-3. Requirement for proper business appearance/maintenance	9.5%	33.3%	20.0%	5.0%	2.0%	30.3%
Q12-4. Business signage regulations	7.8%	28.0%	20.3%	8.3%	7.3%	28.5%
Q12-5. Business parking regulations	6.8%	25.8%	23.8%	6.0%	5.3%	32.5%
Q12-6. Trash disposal regulations	10.8%	36.0%	19.5%	4.0%	1.5%	28.3%
Q12-7. Alternatives to landfilling waste	6.3%	25.3%	23.5%	4.8%	2.3%	38.0%
Q12-8. Construction codes	7.3%	22.5%	25.3%	3.8%	1.5%	39.8%
Q12-9. Commercial trash/recycling collection	12.0%	31.0%	19.0%	9.8%	3.3%	25.0%

WITHOUT "DON'T KNOW"

Q12. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following City codes and regulations. (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Land use codes	13.9%	41.2%	38.0%	4.6%	2.3%
Q12-2. Landscaping codes	12.2%	44.3%	35.0%	6.1%	2.4%
Q12-3. Requirement for proper business appearance/maintenance	13.6%	47.7%	28.7%	7.2%	2.9%
Q12-4. Business signage regulations	10.8%	39.2%	28.3%	11.5%	10.1%
Q12-5. Business parking regulations	10.0%	38.1%	35.2%	8.9%	7.8%
Q12-6. Trash disposal regulations	15.0%	50.2%	27.2%	5.6%	2.1%
Q12-7. Alternatives to landfilling waste	10.1%	40.7%	37.9%	7.7%	3.6%
Q12-8. Construction codes	12.0%	37.3%	41.9%	6.2%	2.5%
Q12-9. Commercial trash/recycling collection	16.0%	41.3%	25.3%	13.0%	4.3%

Q13. In the next 12 months, is your business considering any of the following?

Q13. What is your business considering in next 12 months	Number	Percent
Expanding your business in Tempe	62	15.5 %
Renovating your business in Tempe	52	13.0 %
Relocating to another location in Tempe	25	6.3 %
Relocating to another location outside of Tempe	37	9.3 %
Downsizing	15	3.8 %
Closing	10	2.5 %
None of these	211	52.8 %
Don't know	41	10.3 %
Total	453	

WITHOUT "DON'T KNOW"**Q13. In the next 12 months, is your business considering any of the following? (without "don't know")**

Q13. What is your business considering in next 12 months	Number	Percent
Expanding your business in Tempe	62	17.3 %
Renovating your business in Tempe	52	14.5 %
Relocating to another location in Tempe	25	7.0 %
Relocating to another location outside of Tempe	37	10.3 %
Downsizing	15	4.2 %
Closing	10	2.8 %
None of these	211	58.8 %
Total	412	

Q14. Overall, how would you rate the job the City of Tempe does in communicating with business owners and managers?

Q14. How would you rate the job City of Tempe does in communicating with business owners & managers

	Number	Percent
Very good	52	13.0 %
Good	117	29.3 %
Average	116	29.0 %
Below average	30	7.5 %
Poor	23	5.8 %
Don't know	62	15.5 %
Total	400	100.0 %

WITHOUT "DON'T KNOW"

Q14. Overall, how would you rate the job the City of Tempe does in communicating with business owners and managers? (without "don't know")

Q14. How would you rate the job City of Tempe does in communicating with business owners & managers

	Number	Percent
Very good	52	15.4 %
Good	117	34.6 %
Average	116	34.3 %
Below average	30	8.9 %
Poor	23	6.8 %
Total	338	100.0 %

Q15. Which of the following do you use to get information about the City of Tempe?

Q15. What do you use to get information about

<u>City of Tempe</u>	<u>Number</u>	<u>Percent</u>
Tempe 11 (Cable TV)	21	5.3 %
Recreation opportunities brochure	27	6.8 %
City website	203	50.8 %
Water bill newsletter (Tempe Today)	119	29.8 %
City social media (Twitter, Facebook, Instagram, Nextdoor)	62	15.5 %
City videos (on YouTube, City website, social media)	10	2.5 %
TV news	132	33.0 %
City meetings (in person)	33	8.3 %
Email subscriptions	52	13.0 %
Tempe 311 (by phone, website, mobile app)	17	4.3 %
Radio news	60	15.0 %
Newspapers	92	23.0 %
Total	828	

Q16. Please indicate whether your business has interacted with staff from the City of Tempe during the past year related to the following services.

(N=400)

	Yes	No
Q16-1. Code compliance	20.5%	79.5%
Q16-2. Construction/permitting/ inspections	20.0%	80.0%
Q16-3. Planning & development services	17.8%	82.3%
Q16-4. Special events	10.5%	89.5%
Q16-5. Police	51.5%	48.5%
Q16-6. Fire	29.3%	70.8%
Q16-7. Emergency medical services	15.8%	84.3%
Q16-8. Streets & traffic	15.5%	84.5%
Q16-9. Storm water/flood management	3.8%	96.3%
Q16-10. Utility billing services	23.5%	76.5%
Q16-11. Small business development	5.3%	94.8%
Q16-12. Economic development	5.5%	94.5%
Q16-13. Trash & recycling services	25.3%	74.8%

Q16. If "Yes," please rate the City's performance in that area.

(N=306)

	Excellent	Good	Average	Below average	Poor	Don't know	N/A
Q16-1. Code compliance	19.2%	43.6%	24.4%	5.1%	6.4%	1.3%	0.0%
Q16-2. Construction/ permitting/inspections	21.8%	41.0%	19.2%	7.7%	7.7%	1.3%	1.3%
Q16-3. Planning & development services	26.1%	36.2%	17.4%	2.9%	11.6%	4.3%	1.4%
Q16-4. Special events	51.2%	29.3%	12.2%	4.9%	0.0%	2.4%	0.0%
Q16-5. Police	64.3%	26.5%	4.6%	2.6%	2.0%	0.0%	0.0%
Q16-6. Fire	66.7%	29.8%	2.6%	0.9%	0.0%	0.0%	0.0%
Q16-7. Emergency medical services	71.0%	24.2%	3.2%	1.6%	0.0%	0.0%	0.0%
Q16-8. Streets & traffic	15.5%	34.5%	24.1%	8.6%	15.5%	1.7%	0.0%
Q16-9. Storm water/ flood management	28.6%	21.4%	21.4%	14.3%	14.3%	0.0%	0.0%
Q16-10. Utility billing services	38.5%	41.8%	17.6%	1.1%	1.1%	0.0%	0.0%
Q16-11. Small business development	23.8%	33.3%	28.6%	9.5%	4.8%	0.0%	0.0%
Q16-12. Economic development	36.4%	31.8%	13.6%	13.6%	4.5%	0.0%	0.0%
Q16-13. Trash & recycling services	43.3%	33.0%	13.4%	6.2%	4.1%	0.0%	0.0%

WITHOUT "DON'T KNOW" OR "N/A"**Q16. If "Yes," please rate the City's performance in that area. (without "don't know" or "N/A")**

(N=306)

	Excellent	Good	Average	Below average	Poor
Q16-1. Code compliance	19.5%	44.2%	24.7%	5.2%	6.5%
Q16-2. Construction/permitting/inspections	22.4%	42.1%	19.7%	7.9%	7.9%
Q16-3. Planning & development services	27.7%	38.5%	18.5%	3.1%	12.3%
Q16-4. Special events	52.5%	30.0%	12.5%	5.0%	0.0%
Q16-5. Police	64.3%	26.5%	4.6%	2.6%	2.0%
Q16-6. Fire	66.7%	29.8%	2.6%	0.9%	0.0%
Q16-7. Emergency medical services	71.0%	24.2%	3.2%	1.6%	0.0%
Q16-8. Streets & traffic	15.8%	35.1%	24.6%	8.8%	15.8%
Q16-9. Storm water/flood management	28.6%	21.4%	21.4%	14.3%	14.3%
Q16-10. Utility billing services	38.5%	41.8%	17.6%	1.1%	1.1%
Q16-11. Small business development	23.8%	33.3%	28.6%	9.5%	4.8%
Q16-12. Economic development	36.4%	31.8%	13.6%	13.6%	4.5%
Q16-13. Trash & recycling services	43.3%	33.0%	13.4%	6.2%	4.1%

Q17. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following.

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. How ethical City employees are in the way they conduct City business	21.3%	27.5%	17.5%	0.8%	0.8%	32.3%
Q17-2. Availability of information about City programs, events, services, & issues	16.0%	34.8%	17.3%	4.5%	1.0%	26.5%
Q17-3. Usefulness of City's website	14.3%	34.8%	20.3%	1.8%	0.5%	28.5%
Q17-4. Tempe's online services (registration, payment, etc.)	14.5%	32.8%	19.8%	1.3%	1.0%	30.8%
Q17-5. How well City treats residents regardless of age, disability, gender, or other characteristics	17.8%	21.3%	18.3%	1.8%	0.8%	40.3%
Q17-6. Overall quality of customer service provided by City employees	21.8%	33.8%	17.0%	2.3%	0.5%	24.8%

WITHOUT "DON'T KNOW"

Q17. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following. (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. How ethical City employees are in the way they conduct City business	31.4%	40.6%	25.8%	1.1%	1.1%
Q17-2. Availability of information about City programs, events, services, & issues	21.8%	47.3%	23.5%	6.1%	1.4%
Q17-3. Usefulness of City's website	19.9%	48.6%	28.3%	2.4%	0.7%
Q17-4. Tempe's online services (registration, payment, etc.)	20.9%	47.3%	28.5%	1.8%	1.4%
Q17-5. How well City treats residents regardless of age, disability, gender, or other characteristics	29.7%	35.6%	30.5%	2.9%	1.3%
Q17-6. Overall quality of customer service provided by City employees	28.9%	44.9%	22.6%	3.0%	0.7%

Q18. Thinking generally about the City of Tempe, how likely would you be to recommend Tempe as a business location to friends, family, co-workers, colleagues, and other businesses?

Q18. How likely would you be to recommend Tempe as a business location to friends, family, co-workers, colleagues, & other businesses

	Number	Percent
Very likely	150	37.5 %
Likely	135	33.8 %
Somewhat likely	67	16.8 %
Not likely	13	3.3 %
Not likely at all	9	2.3 %
Don't know	26	6.5 %
Total	400	100.0 %

WITHOUT "DON'T KNOW"

Q18. Thinking generally about the City of Tempe, how likely would you be to recommend Tempe as a business location to friends, family, co-workers, colleagues, and other businesses? (without "don't know")

Q18. How likely would you be to recommend Tempe as a business location to friends, family, co-workers, colleagues, & other businesses

	Number	Percent
Very likely	150	40.1 %
Likely	135	36.1 %
Somewhat likely	67	17.9 %
Not likely	13	3.5 %
Not likely at all	9	2.4 %
Total	374	100.0 %

Q19. CITY PRIORITIES. Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year?

Q19. What should be City's top priorities over next year	Number	Percent
Economic/business development	153	38.3 %
Maintenance of streets	137	34.3 %
Police services	118	29.5 %
Traffic delays	109	27.3 %
Appearance of City	87	21.8 %
Social/human services	60	15.0 %
Safety (Vision Zero)	50	12.5 %
Fire services	49	12.3 %
Trash & recycling	46	11.5 %
Water/sewer	40	10.0 %
Neighborhoods	38	9.5 %
Housing	32	8.0 %
Customer service	30	7.5 %
Art, recreation programs, & library services	30	7.5 %
Parks	21	5.3 %
Multimodal (Street Car, Bus, etc.)	20	5.0 %
Quality & safety of construction/permitting/inspections	19	4.8 %
Maintenance of City buildings	15	3.8 %
Code enforcement	14	3.5 %
Historical preservation	13	3.3 %
Transit service frequency	12	3.0 %
Total	1093	

Q20. Which of the following best describes the overall business atmosphere in Tempe today, compared to two years ago?

Q20. What best describes overall business atmosphere in Tempe today, compared to two years ago

	Number	Percent
Better	110	27.5 %
No change, but good	176	44.0 %
No change, but poor	9	2.3 %
Worse	21	5.3 %
Don't know/unsure	84	21.0 %
Total	400	100.0 %

WITHOUT "DON'T KNOW/UNSURE"

Q20. Which of the following best describes the overall business atmosphere in Tempe today, compared to two years ago? (without "don't know/unsure")

Q20. What best describes overall business atmosphere in Tempe today, compared to two years ago

	Number	Percent
Better	110	34.8 %
No change, but good	176	55.7 %
No change, but poor	9	2.8 %
Worse	21	6.6 %
Total	316	100.0 %

Q21. Items that may influence your perception of the City of Tempe are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Overall quality of life in City	22.0%	48.8%	12.8%	2.3%	0.0%	14.3%
Q21-2. Overall image of City	23.0%	50.3%	12.3%	2.8%	1.0%	10.8%
Q21-3. How well City is handling growth	13.3%	38.0%	20.3%	9.0%	4.3%	15.3%
Q21-4. Overall quality of services provided by City of Tempe	18.8%	46.5%	16.8%	2.0%	0.5%	15.5%
Q21-5. Quality of new development in Tempe	17.8%	36.5%	18.8%	4.0%	2.8%	20.3%
Q21-6. Quality of public education in Tempe	11.5%	31.0%	16.5%	4.8%	2.3%	34.0%
Q21-7. Overall feeling of safety in Tempe	13.3%	48.8%	18.3%	6.3%	2.5%	11.0%
Q21-8. Overall value your business receives for your City tax & fees	10.5%	36.5%	23.5%	3.5%	3.3%	22.8%
Q21-9. Quality of housing options for your workforce	6.8%	27.5%	22.8%	8.8%	2.5%	31.8%

WITHOUT "DON'T KNOW"

Q21. Items that may influence your perception of the City of Tempe are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Overall quality of life in City	25.7%	56.9%	14.9%	2.6%	0.0%
Q21-2. Overall image of City	25.8%	56.3%	13.7%	3.1%	1.1%
Q21-3. How well City is handling growth	15.6%	44.8%	23.9%	10.6%	5.0%
Q21-4. Overall quality of services provided by City of Tempe	22.2%	55.0%	19.8%	2.4%	0.6%
Q21-5. Quality of new development in Tempe	22.3%	45.8%	23.5%	5.0%	3.4%
Q21-6. Quality of public education in Tempe	17.4%	47.0%	25.0%	7.2%	3.4%
Q21-7. Overall feeling of safety in Tempe	14.9%	54.8%	20.5%	7.0%	2.8%
Q21-8. Overall value your business receives for your City tax & fees	13.6%	47.2%	30.4%	4.5%	4.2%
Q21-9. Quality of housing options for your workforce	9.9%	40.3%	33.3%	12.8%	3.7%

Q22. Which of the following BEST describes the amount of information and resources that you have available to implement effective recycling/waste diversion and water conservation programs at your business?

Q22. What best describes amount of information & resources you have available to implement effective recycling/waste diversion & water conservation programs at your business

	Number	Percent
We have everything we need	156	39.0 %
We have some but could use more	103	25.8 %
We don't have anything & need more information & resources	51	12.8 %
We are not interested	19	4.8 %
Don't know	71	17.8 %
Total	400	100.0 %

WITHOUT "DON'T KNOW"

Q22. Which of the following BEST describes the amount of information and resources that you have available to implement effective recycling/waste diversion and water conservation programs at your business? (without "don't know")

Q22. What best describes amount of information & resources you have available to implement effective recycling/waste diversion & water conservation programs at your business

	Number	Percent
We have everything we need	156	47.4 %
We have some but could use more	103	31.3 %
We don't have anything & need more information & resources	51	15.5 %
We are not interested	19	5.8 %
Total	329	100.0 %

Q23. Is your business a member of the Tempe Chamber of Commerce?

Q23. Is your business a member of Tempe Chamber of Commerce	Number	Percent
Yes	43	10.8 %
No	275	68.8 %
Don't know	82	20.5 %
Total	400	100.0 %

WITHOUT "DON'T KNOW"**Q23. Is your business a member of the Tempe Chamber of Commerce? (without "don't know")**

Q23. Is your business a member of Tempe Chamber of Commerce	Number	Percent
Yes	43	13.5 %
No	275	86.5 %
Total	318	100.0 %

Q24. Is your business a member of Local First Arizona?

Q24. Is your business a member of Local First Arizona		
<u>Arizona</u>	<u>Number</u>	<u>Percent</u>
Yes	37	9.3 %
No	283	70.8 %
Don't know	80	20.0 %
Total	400	100.0 %

WITHOUT "DON'T KNOW"**Q24. Is your business a member of Local First Arizona? (without "don't know")**

Q24. Is your business a member of Local First Arizona		
<u>Arizona</u>	<u>Number</u>	<u>Percent</u>
Yes	37	11.6 %
No	283	88.4 %
Total	320	100.0 %

Q25. What is the nearest major intersection where your business is located in Tempe?

Q25[01] [Street 1:]	Q25[02] [Street 2:]
Rio Salado Parkway	Price Road
SCOTTSDALE RD	Curry
University	Hardy
Dorsey	University
48th Street	Southern Ave
Elliot Road	I-10
Kyrene	Baseline Road
Rural Rd	Broadmor
Priest	Broadway
Apache Blvd	Rural
SCOTTSDALE RD	McKellips
Mill Ave	6th Street
I-10	ELLIOT RD
Elliot Road	McClintock
Broadway	Broadway
South Roosevelt Street	19th Street
SCOTTSDALE RD	Curry
Rural Rd	US 60
smith	Rio Salado Parkway
Kyrene	Guadalupe
Priest	University
McClintock	McKellips
52nd Street	14th Street
Rural Rd	Baseline Road
Southern	McClintock
Mil Avenue	Baseline Road
Priest	Broadway
McClintock	Rio Salado Parkway
Mill Ave	Apache
Southern	S 48th St
Baseline	Mill Ave
Rio Salado Parkway	Perry Lane

Q25. What is the nearest major intersection where your business is located in Tempe?

Q25[01] [Street 1:]	Q25[02] [Street 2:]
S McClintock	ELLIOT RD
University	Priest
Rural Rd	Curry
University	52ND ST
Gilbert Drive	Mary Street
Kyrene	Baseline Road
48th Street	Alameda Drive
Broadway	Roosevelt
Rural Rd	Southern Ave
W. Guadalupe rd.	S. Kyrene rd.
Priest	Broadway
Rural Rd	Southern Ave
Rio Salado Parkway	McClintock
Roosevelt Street	Broadway
Priest	University
Ash Ave	University
Guadalupe	Kyrene
Harl Ave	ELLIOT RD
Rural Rd	Southern Ave
Baseline	Kyrene
Broadway	McClintock
Southern	Mill Ave
McClintock	University
University	McClintock
Broadway	Hardy
McClintock	Baseline Road
Elliot Road	McClintock
Broadway	Priest
Elliot Road	Mill Ave
Baseline	Rural
McClintock	Broadway
Apache Blvd	Price Road

Q25. What is the nearest major intersection where your business is located in Tempe?

Q25[01] [Street 1:]	Q25[02] [Street 2:]
Rural Rd	Broadway
University	Price Road
McClintock	University
Southern	Mill Ave
Broadway	Hardy
Rio Salado Parkway	Smith Road
McClintock	McKellips
McClintock	Southern Ave
W University Dr	S Park Ln
Hardy	Broadway
Southern	Mill Ave
Mill Ave	Baseline Road
S. Price Rd	E Broadway Rd
Rio Salado Parkway	McClintock
South Price Rd	Rio Salado Parkway
McClintock	Curry
101	Broadway
Broadway	Price Road
Baseline	Lakeshore
University	101 Freeway
Broadway	Hardy
Mill Ave	Baseline Road
Warner	Price Road
US60	McClintock
University	McClintock
Rural Rd	Baseline Road
Hardy	ELLIOT RD
Elliot Road	McClintock
Elliot Road	10TH
Priest	University
Apache Blvd	McClintock
University	McClintock

Q25. What is the nearest major intersection where your business is located in Tempe?

Q25[01] [Street 1:]	Q25[02] [Street 2:]
Baseline	Lakeshore
Rural Rd	Baseline Road
University	48TH ST
Rural Rd	Southern Ave
LAKESHORE	Rural
McClintock	Curry
48th Street	Southern Ave
Broadway	Priest
Mill Ave	Southern Ave
Ray	Priest
Guadalupe	Kyrene
Broadway	McClintock
Broadway	101 Freeway
Baseline	McClintock
Broadway	Hardy
Mill Ave	Rio Salado Parkway
University	Priest
Southern	McClintock
University	Hardy
Baseline	Mill Ave
First	University
Rural Rd	Baseline Road
Frontage	Apache
Rural Rd	Warner
Rural Rd	University
Apache Blvd	Dorsey
Apache Blvd	McClintock
Elliot Road	McClintock
Baseline	Kyrene
McClintock	Warner
Rural Rd	US 60
Rural Rd	Southern Ave

Q25. What is the nearest major intersection where your business is located in Tempe?

Q25[01] [Street 1:]	Q25[02] [Street 2:]
Elliot Road	McClintock
Mill Ave	Baseline Road
Curry Rd	Scottsdale
Baseline	McClintock
48th Street	Roeser
University	Park Lane
Broadway	Rural
Broadway	Rural
Priest	Broadway
Broadway	Rural
Guadalupe	McClintock
Priest	Broadway
Priest	Broadway
Broadway	Priest
Hardy	24th st
Mill Ave	University
Guadalupe	McClintock
Rural Rd	Alameda Drive
Broadway	Hardy
Rural Rd	Broadway
Apache Blvd	River
Priest	Warner
Southern	Priest
Broadway	Priest
Southern	Loop 101
Hardy	Broadway
Southern	Rural
McClintock	Warner
HAYDEN	Curry
Mill Ave	3RD STREET
Apache Blvd	McClintock
Southern	Priest

Q25. What is the nearest major intersection where your business is located in Tempe?

Q25[01] [Street 1:]	Q25[02] [Street 2:]
Mill Ave	Southern Ave
Mill Ave	Southern Ave
Rural Rd	Broadway
Mill Ave	Broadway
University	STAR ROUTE 143
Apache Blvd	McClintock
McClintock	Rio Salado Parkway
University	McClintock
Rural Rd	Baseline Road
McClintock	Baseline Road
Hardy	University
University	PERRY LANE
University	S PARK LANE
McClintock	Scottsdale
Rural Rd	Guadalupe
Southern	Roosevelt
PRICE RD	DOBSON
Broadway	Roosevelt
PRICE RD	Southern Ave
Guadalupe	Rural
Priest	WASHINGTON
University	FOREST
Apache Blvd	MARTIN
Rural Rd	Guadalupe
University	SOUTH PARK LANE
Priest	Warner
48th Street	Broadway
Southern	Price Road
S 52ND	University
Mill Ave	4TH ST
Kyrene	Warner
Baseline	Price Road

Q25. What is the nearest major intersection where your business is located in Tempe?

Q25[01] [Street 1:]	Q25[02] [Street 2:]
SCOTTSDALE RD	Curry
McClintock	Broadway
52nd Street	University
Broadway	Rural
6TH ST	Mill Ave
Southern	Mill Ave
52nd Street	Broadway
Apache Blvd	Price Road
Rio Salado Parkway	Mill Ave
Rural Rd	Southern Ave
McClintock	Warner
Baseline	Hardy
University	Priest
Priest	ELLIOT RD
Mill Ave	Broadway
Rural Rd	Curry
Broadway	48TH ST
University	McClintock
University	ROCKFORD
Broadway	Apache
Priest	Broadway
Kyrene	Warner
Priest	University
McClintock	Guadalupe
Continental	College
Broadway	Mill Ave
Elliot Road	101 Freeway
McClintock	University
5th street	river
Baseline	McClintock
Broadway	101 Freeway
Elliot Road	McClintock

Q25. What is the nearest major intersection where your business is located in Tempe?

<u>Q25[01] [Street 1:]</u>	<u>Q25[02] [Street 2:]</u>
McClintock	Warner
Guadalupe	Kyrene
SCOTTSDALE RD	Curry
Apache Blvd	LEBANON LANE
McClintock	Curry
Rural Rd	Apache
Guadalupe	MAPLE AVE
ALAMEADE DR	48TH ST
Rockford Drive	Rio Salado Parkway
E Southern	Price Road
Mill Ave	University
Mill Ave	Broadway
Kyrene	ELLIOT RD
Mill Ave	4TH ST
Priest	University
University	52ND ST
Priest	University
Kyrene	ELLIOT RD
Southern	Priest
University	MCKEMY
Southern	FAIRFIELD DRIVE
Mill Ave	Baseline Road
Baseline	48TH ST
University	Priest
McClintock	Southern Ave
University	College
Kyrene	Warner
5th street	Mill Ave
Mill Ave	5th Ave
Kyrene	Baseline Road
Kyrene	Guadalupe
Apache Blvd	Price Road

Q25. What is the nearest major intersection where your business is located in Tempe?

Q25[01] [Street 1:]	Q25[02] [Street 2:]
Hardy	1st street
Mill Ave	Southern Ave
McClintock	Southern Ave
Warner	101 Freeway
Kyrene	Warner
Rio Salado Parkway	McClintock
Southern	Rural
Seventh Street	Myrtle
SCOTTSDALE RD	hancock
Priest	Warner
Rural Rd	Guadalupe
4th st	Mill Ave
Rio Salado Parkway	101 Freeway
Kyrene	Guadalupe
Mill Ave	5th Ave
Rural Rd	Baseline Road
Hardy	Priest
Broadway	Rural
PRICE RD	University
Apache Blvd	McClintock
Mill Ave	6th Street
Guadalupe	Rural
Southern	McClintock
Broadway	University
Rural Rd	Baseline Road
Priest	Broadway
Broadway	McClintock
McClintock	Southern Ave
Rio Salado Parkway	Smith Road
Baseline	College
1804 E SOUTHERN AVENUE, SUITE 9	McClintock
University	McClintock

Q25. What is the nearest major intersection where your business is located in Tempe?

Q25[01] [Street 1:]	Q25[02] [Street 2:]
SCOTTSDALE RD	Curry
Rural Rd	McClintock
McClintock	University
University	Priest
Dorsey	McClintock
Ray	Rural
University	Priest
Priest	University
Elliot Road	Harl
Priest	Broadway
SMITH RD	Rio Salado Parkway
Rural Rd	Southern Ave
McClintock	University
McClintock	Southern Ave
Rio Salado Parkway	McClintock
University	Smith Road
Priest	Roosevelt
Baseline	McClintock
Broadway	McClintock
Priest	Rio Salado Parkway
Priest	ELLIOT RD
McClintock	Rio Salado Parkway
Broadway	Hardy
University	52ND ST
Mill Ave	Rio Salado Parkway
McClintock	Baseline Road
Guadalupe	Rural
Mill Ave	Baseline Road
SOUTH ASH AVE	Guadalupe
washington	Priest
University	University
23rd st	Priest

Q25. What is the nearest major intersection where your business is located in Tempe?

<u>Q25[01] [Street 1:]</u>	<u>Q25[02] [Street 2:]</u>
Priest	Broadway
Priest	Rio Salado Parkway
Rural Rd	University
Mill Ave	Southern Ave
Broadway	Priest
Baseline	Mill Ave
5th street	Mill Ave
Rural Rd	Apache
Warner	Priest
Smith Road	Rio Salado Parkway
Ray	Rural
Southern	Rural
E UNIVERSITY DR	S RURAL RD
E UNIVERSITY DR	S SMITH RD
Warner	Rural
S PRICE RD	University
S PRIEST DR	University
Rural Rd	University
University	Mill Ave
Priest	WASHINGTON
S RURAL RD	E APACHE BLVD
Southern	Priest
Rural Rd	Baseline Road
E. Broadway Rd	Rural
Southern	Rural
Broadway	Hardy
loop 101	loop 202
Warner	101 Freeway
48th Street	Alameda Drive
48th Street	Southern Ave
Broadway	McClintock
Southern	Price Road

Q25. What is the nearest major intersection where your business is located in Tempe?

<u>Q25[01] [Street 1:]</u>	<u>Q25[02] [Street 2:]</u>
SCOTTSDALE RD	Weber
Mill Ave	Broadway
48th Street	Southern Ave
Baseline	McClintock
Broadway	Rural
McClintock	Broadway
Warner	McClintock

Q26. Does your business promote carpooling, transit, and walking to work with your employees?

<u>Q26. Does your business promote carpooling, transit, & walking to work with your employees</u>	<u>Number</u>	<u>Percent</u>
Yes	108	27.0 %
No, but we are interested in promoting alternative transportation options	49	12.3 %
No, we are not interested in promoting alternative transportation options	167	41.8 %
<u>Not provided</u>	<u>76</u>	<u>19.0 %</u>
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q26. Does your business promote carpooling, transit, and walking to work with your employees?
(without "not provided")**

<u>Q26. Does your business promote carpooling, transit, & walking to work with your employees</u>	<u>Number</u>	<u>Percent</u>
Yes	108	33.3 %
No, but we are interested in promoting alternative transportation options	49	15.1 %
No, we are not interested in promoting alternative transportation options	167	51.5 %
Total	324	100.0 %

Q27. Does your business own or rent/lease the facility where your business is located?

Q27. Does your business own or rent/lease the facility where your business is located	Number	Percent
Own	143	35.8 %
Rent/lease	222	55.5 %
Don't know	35	8.8 %
Total	400	100.0 %

WITHOUT "DON'T KNOW"**Q27. Does your business own or rent/lease the facility where your business is located? (without "don't know")**

Q27. Does your business own or rent/lease the facility where your business is located	Number	Percent
Own	143	39.2 %
Rent/lease	222	60.8 %
Total	365	100.0 %

Q28. How many full time employees does your business currently employ?

<u>Q28. Total number of full time employees</u>	<u>Number</u>	<u>Percent</u>
Less than 10	231	57.8 %
10-24	55	13.8 %
25-49	36	9.0 %
50-99	20	5.0 %
100-249	8	2.0 %
250+	4	1.0 %
Not provided	46	11.5 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q28. How many full time employees does your business currently employ? (without "not provided")**

<u>Q28. Total number of full time employees</u>	<u>Number</u>	<u>Percent</u>
Less than 10	231	65.3 %
10-24	55	15.5 %
25-49	36	10.2 %
50-99	20	5.6 %
100-249	8	2.3 %
250+	4	1.1 %
Total	354	100.0 %

Q28. How many part time employees does your business currently employ?

<u>Q28. Total number of part time employees</u>	<u>Number</u>	<u>Percent</u>
Less than 5	167	41.8 %
5-10	14	3.5 %
11-15	18	4.5 %
16-20	8	2.0 %
21-25	2	0.5 %
26-30	5	1.3 %
31+	5	1.3 %
Not provided	181	45.3 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q28. How many part time employees does your business currently employ? (without "not provided")**

<u>Q28. Total number of part time employees</u>	<u>Number</u>	<u>Percent</u>
Less than 5	167	76.3 %
5-10	14	6.4 %
11-15	18	8.2 %
16-20	8	3.7 %
21-25	2	0.9 %
26-30	5	2.3 %
31+	5	2.3 %
Total	219	100.0 %

Q29. How many years has your business been in Tempe?

Q29. How many years has your business been in Tempe

	Number	Percent
Less than 5	48	12.0 %
5-10	68	17.0 %
11-20	113	28.3 %
21-30	76	19.0 %
31-40	37	9.3 %
41+	26	6.5 %
Not provided	32	8.0 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q29. How many years has your business been in Tempe? (without "not provided")**

Q29. How many years has your business been in Tempe

	Number	Percent
Less than 5	48	13.0 %
5-10	68	18.5 %
11-20	113	30.7 %
21-30	76	20.7 %
31-40	37	10.1 %
41+	26	7.1 %
Total	368	100.0 %

Q30. Approximately how many years ago did you personally come to Tempe?

Q30. Approximately how many years ago did you personally come to Tempe	Number	Percent
Less than 10	87	21.8 %
10-20	84	21.0 %
21-30	73	18.3 %
31-40	63	15.8 %
41-50	32	8.0 %
51+	14	3.5 %
Not provided	47	11.8 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q30. Approximately how many years ago did you personally come to Tempe? (without "not provided")**

Q30. Approximately how many years ago did you personally come to Tempe	Number	Percent
Less than 10	87	24.6 %
10-20	84	23.8 %
21-30	73	20.7 %
31-40	63	17.8 %
41-50	32	9.1 %
51+	14	4.0 %
Total	353	100.0 %

Q31. Approximately what percentage of your customer base is represented by the following groups?

	<u>Mean</u>
Customers from City of Tempe	24.95 %
Customers from Phoenix metro area outside City of Tempe	36.20 %
Other Arizona customers (outside Phoenix metro area)	11.73 %
Customers in U.S. but outside Arizona	22.19 %
International/overseas customers	4.93 %

Q32. Which ONE of the following BEST describes your business?

Q32. What best describes your business	Number	Percent
Manufacturing	42	10.5 %
Finance/insurance	17	4.3 %
Administrative & support services	2	0.5 %
Wholesaler/distributor	27	6.8 %
Retail trade	53	13.3 %
Hotels & restaurants	24	6.0 %
Health care/medical/social services	30	7.5 %
Transportation/warehousing	9	2.3 %
Professional, scientific, & technical services	46	11.5 %
Real estate, rental, & leasing	19	4.8 %
Developer	1	0.3 %
Software/information technology	10	2.5 %
Other	89	22.3 %
Not provided	31	7.8 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q32. Which ONE of the following BEST describes your business? (without "not provided")**

Q32. What best describes your business	Number	Percent
Manufacturing	42	11.4 %
Finance/insurance	17	4.6 %
Administrative & support services	2	0.5 %
Wholesaler/distributor	27	7.3 %
Retail trade	53	14.4 %
Hotels & restaurants	24	6.5 %
Health care/medical/social services	30	8.1 %
Transportation/warehousing	9	2.4 %
Professional, scientific, & technical services	46	12.5 %
Real estate, rental, & leasing	19	5.1 %
Developer	1	0.3 %
Software/information technology	10	2.7 %
Other	89	24.1 %
Total	369	100.0 %

Q33. Are you a Veteran Owned Business?

<u>Q33. Are you a Veteran Owned Business</u>	<u>Number</u>	<u>Percent</u>
Yes	32	8.0 %
No	338	84.5 %
Not provided	30	7.5 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q33. Are you a Veteran Owned Business? (without "not provided")**

<u>Q33. Are you a Veteran Owned Business</u>	<u>Number</u>	<u>Percent</u>
Yes	32	8.6 %
No	338	91.4 %
Total	370	100.0 %

Q34. Are you aware of the City of Tempe Anti-Discrimination ordinance?

Q34. Are you aware of City of Tempe Anti-Discrimination ordinance	Number	Percent
Yes	225	56.3 %
No	127	31.8 %
Not provided	48	12.0 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Are you aware of the City of Tempe Anti-Discrimination ordinance? (without "not provided")**

Q34. Are you aware of City of Tempe Anti-Discrimination ordinance	Number	Percent
Yes	225	63.9 %
No	127	36.1 %
Total	352	100.0 %

Q35. Is your business currently classified by the government as an MBE (Minority Business Enterprise), WBE (Women Business Enterprise), Disabled Owned Business, or SBE (Small Business Enterprise)?

Q35. Is your business currently classified by government as an MBE, WBE, Disabled Owned Business, or SBE

	Number	Percent
Yes, MBE	6	1.5 %
Yes, WBE	16	4.0 %
Yes, SBE	32	8.0 %
Combination	11	2.8 %
None of these	212	53.0 %
Don't know/unsure	123	30.8 %
Total	400	100.0 %

WITHOUT "DON'T KNOW/UNSURE"

Q35. Is your business currently classified by the government as an MBE (Minority Business Enterprise), WBE (Women Business Enterprise), Disabled Owned Business, or SBE (Small Business Enterprise)? (without "don't know/unsure")

Q35. Is your business currently classified by government as an MBE, WBE, Disabled Owned Business, or SBE

	Number	Percent
Yes, MBE	6	2.2 %
Yes, WBE	16	5.8 %
Yes, SBE	32	11.6 %
Combination	11	4.0 %
None of these	212	76.5 %
Total	277	100.0 %

Q36. Would you be interested in any of the following?

<u>Q36. Would you be interested in any following</u>	<u>Number</u>	<u>Percent</u>
Becoming a Veteran Supportive Employer	37	9.3 %
Becoming a designated Equal Pay Business Partner	21	5.3 %
Receiving assistance from City of Tempe regarding expanding, relocation, and/or downsizing your business	34	8.5 %
Participating in future surveys or focus groups sponsored by City	55	13.8 %
Participating in your utilities energy efficiency programs in order to find cost savings & reduce your greenhouse gas emissions	48	12.0 %
Participating in City of Tempe's recycling program	69	17.3 %
Receiving more information on City of Tempe's water conservation programs, such as rebates	45	11.3 %
Becoming a Career Ready Tempe host site (Youth Workforce Development) www.tempe.gov/government/ human-services/education-families-youth-development/ youth-workforce/arizona-work-youth-workforce	24	6.0 %
Participating in Arizona Green Business Certification https://az.greenbiztracker.org/site/about	34	8.5 %
Total	367	

Section 5

Survey Instrument



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

Dear Fellow Business Leader,

Re: 2019 City of Tempe Survey

On behalf of the Tempe City Council, thank you for your ongoing 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. These results will help us determine our community's priorities and where funds are best allocated when we work on updating Tempe's Strategic Plan. To make sure that the City's priorities are aligned with the needs of our businesses and that we are doing the job that you expect, we need to know what you think.

Mark W. Mitchell
Mayor

Lauren Kuby
Vice-Mayor

Robin Arredondo-Savage
Councilmember

Randy Keating
Councilmember

Joel Navarro
Councilmember

Jennifer Adams
Councilmember

Arlene Chin
Councilmember

We realize the survey takes time to complete, but every question is important and we value your input. The time you invest in the survey will influence many of the decisions City leaders make about Tempe's projects, programs and services that could impact your business. Your responses will also 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.tempe.gov/businesssurvey.

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
Mayor

2019 City of Tempe Business Survey

Please take a few minutes to complete this survey in the next 10 days. Your input is an important part of the City's effort to involve the business community in City decision-making. You may return this survey in the enclosed postage paid envelope. You may also complete the survey on-line at www.tempe.gov/BusinessSurvey.



Safe and Secure

1. **How safe do you think your employees and customers feel when they visit your location during the DAY?**
 ___(5) Very safe ___(3) Somewhat safe ___(1) Very unsafe
 ___(4) Safe ___(2) Unsafe ___(9) Don't know

2. **How safe do you think your employees and customers feel when they visit your location at NIGHT?**
 ___(5) Very safe ___(3) Somewhat safe ___(1) Very unsafe
 ___(4) Safe ___(2) Unsafe ___(9) Don't know

3. **Please rate your satisfaction with the following City services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with regard to how they affect your business' ability to operate.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1. Police services	5	4	3	2	1	9	0
2. Fire services	5	4	3	2	1	9	0
3. Emergency medical services	5	4	3	2	1	9	0
4. Water and sewer services	5	4	3	2	1	9	0
5. Parks	5	4	3	2	1	9	0
6. Recreation services	5	4	3	2	1	9	0
7. Street maintenance, including sidewalks, medians, and curbs	5	4	3	2	1	9	0
8. Street lighting	5	4	3	2	1	9	0
9. Street sweeping/cleanliness of public areas	5	4	3	2	1	9	0
10. Stormwater drainage/flood management	5	4	3	2	1	9	0
11. Public transportation services	5	4	3	2	1	9	0
12. Planning	5	4	3	2	1	9	0
13. Enforcement of codes and ordinances	5	4	3	2	1	9	0
14. Construction codes	5	4	3	2	1	9	0
15. Business Resource and Innovation Center (BRiC)	5	4	3	2	1	9	0
16. Public landscaping	5	4	3	2	1	9	0
17. Traffic on City streets	5	4	3	2	1	9	0

3a. If you were dissatisfied with any item in Question 3, please explain why.

4. Which THREE of the City services listed in Question 3 are MOST IMPORTANT to your business?
[Write-in your answers below using the numbers from the list in Question 3.]

1st: ___ 2nd: ___ 3rd: ___

5. How would you rate the physical appearance of the area where your business is located?

___(5) Excellent ___(3) Average ___(1) Poor
 ___(4) Good ___(2) Below Average ___(9) Don't Know

6. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please rate how important each of the following reasons were in your decision to locate your business in Tempe.

	Extremely Important	Very Important	Important	Less Important	Not Important	N/A
1. Overall image of the City	5	4	3	2	1	0
2. Quality of local schools	5	4	3	2	1	0
3. Low crime rate	5	4	3	2	1	0
4. Availability of trained employees	5	4	3	2	1	0
5. Level of taxation	5	4	3	2	1	0
6. Access to highways	5	4	3	2	1	0
7. Access to Sky Harbor Airport	5	4	3	2	1	0
8. Availability of quality housing	5	4	3	2	1	0
9. Availability of housing for all income levels	5	4	3	2	1	0
10. Proximity to other businesses that are important to your business	5	4	3	2	1	0
11. Availability of public transportation	5	4	3	2	1	0
12. Availability of libraries, arts, sports, and cultural amenities (quality of life)	5	4	3	2	1	0
13. Attitude of local government toward business	5	4	3	2	1	0
14. Availability of telecommunications, utilities, and other infrastructure	5	4	3	2	1	0
15. Proximity to Arizona State University	5	4	3	2	1	0
16. Quality/attractiveness of Downtown Tempe	5	4	3	2	1	0
17. Availability of parks and open space	5	4	3	2	1	0
18. Appearance of private property	5	4	3	2	1	0
19. Up to date construction codes	5	4	3	2	1	0
20. Ease of obtaining construction permits and starting your business	5	4	3	2	1	0
21. Other: _____	5	4	3	2	1	0

7. Which THREE of the reasons listed in Question 6 will have the MOST IMPACT on your decision to stay in the City of Tempe for the next 10 years? [Write-in your answers below using the numbers from the list in Question 6.]

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



Maintaining Financial Stability and Vitality

8. Are you aware of the City's "Equal Pay for Equal Work" initiative? ____ (1) Yes ____ (2) No

9. Do you think that the City of Tempe is "Business Friendly"?

____ (1) Yes ____ (2) No ____ (9) Don't Know

9a. If "No," why not?

10. Do you think the tax structure for businesses in the City of Tempe is fair compared to other Arizona cities?

____ (1) Yes ____ (2) No ____ (9) Don't Know

10a. If "No," why not?



Sustainable Growth and Development

11. Please rate the workforce in the City of Tempe in the following areas.

	Excellent	Good	Average	Below Average	Poor	Don't Know	N/A
1. The availability of workers	5	4	3	2	1	9	0
2. The quality of workers	5	4	3	2	1	9	0
3. The stability of the workforce	5	4	3	2	1	9	0
4. The education/technical skills of workers	5	4	3	2	1	9	0

12. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following City codes and regulations.

How satisfied is your business with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1. Land use codes	5	4	3	2	1	9	0
2. Landscaping codes	5	4	3	2	1	9	0
3. Requirement for proper business appearance/maintenance	5	4	3	2	1	9	0
4. Business signage regulations	5	4	3	2	1	9	0
5. Business parking regulations	5	4	3	2	1	9	0
6. Trash disposal regulations	5	4	3	2	1	9	0
7. Alternatives to landfilling waste	5	4	3	2	1	9	0
8. Construction codes	5	4	3	2	1	9	0
9. Commercial trash/Recycling collection	5	4	3	2	1	9	0

13. In the next 12 months, is your business considering any of the following? [Check all that apply.]

- (1) Expanding your business in Tempe
- (2) Renovating your business in Tempe
- (3) Relocating to another location in Tempe
- (4) Relocating to another location outside of Tempe
- (5) Downsizing
- (6) Closing
- (7) None of these
- (9) Don't Know



Strong Community Connections

14. Overall, how would you rate the job the City of Tempe does in communicating with business owners and managers?

- (5) Very Good
- (4) Good
- (3) Average
- (2) Below Average
- (1) Poor
- (9) Don't Know

14a. If "Below Average" or "Poor" to Question 14, why do you feel that way?

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

- (1) Tempe 11 (Cable TV)
- (2) Recreation Opportunities Brochure
- (3) City Websites
- (4) Water bill newsletter (Tempe Today)
- (5) City Social Media (Twitter, Facebook, Instagram, Nextdoor)
- (6) City videos (on YouTube, City Website, Social Media)
- (7) TV News
- (8) City meetings (In person)
- (9) E-mail subscriptions
- (10) Tempe 311 (by Phone, Website, Mobile App)
- (11) Radio news
- (12) Newspapers

15a. Which single communication tool do you use most often to get City information?

16. Please indicate whether your business has interacted with Staff from the City of Tempe during the past year related to the following services. If "Yes," please rate the City's performance in that area.

Type of Staff/Department	Have you had contact with City staff in this department?		If "Yes," please rate the City's performance							
	Yes	No	Excellent	Good	Average	Below Average	Poor	Don't Know	N/A	
1. Code compliance	Yes	No	5	4	3	2	1	9	0	
2. Construction/permitting/inspections	Yes	No	5	4	3	2	1	9	0	
3. Planning and Development Services	Yes	No	5	4	3	2	1	9	0	
4. Special events	Yes	No	5	4	3	2	1	9	0	
5. Police	Yes	No	5	4	3	2	1	9	0	
6. Fire	Yes	No	5	4	3	2	1	9	0	
7. Emergency medical services	Yes	No	5	4	3	2	1	9	0	
8. Streets and Traffic	Yes	No	5	4	3	2	1	9	0	
9. Storm water/flood management	Yes	No	5	4	3	2	1	9	0	
10. Utility billing services	Yes	No	5	4	3	2	1	9	0	
11. Small Business Development	Yes	No	5	4	3	2	1	9	0	
12. Economic Development	Yes	No	5	4	3	2	1	9	0	
13. Trash and recycling services	Yes	No	5	4	3	2	1	9	0	

17. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following.

How satisfied is your business with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1. How ethical City employees are in the way they conduct City business	5	4	3	2	1	9	0
2. Availability of information about City programs, events, services, and issues	5	4	3	2	1	9	0
3. Usefulness of the City's website	5	4	3	2	1	9	0
4. Tempe's online services (registration, payment, etc.)	5	4	3	2	1	9	0
5. How well the City treats residents regardless of age, disability, gender, or other characteristics	5	4	3	2	1	9	0
6. Overall quality of customer service provided by City employees	5	4	3	2	1	9	0



Quality of Life

18. Thinking generally about the City of Tempe, how likely would you be to recommend Tempe as a business location to friends, family, co-workers, colleagues, and other businesses?

- (5) Very Likely (3) Somewhat Likely (1) Not Likely at All
 (4) Likely (2) Not Likely (9) Don't Know

19. CITY PRIORITIES. Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year? [Check only three.]

- | | |
|--|--|
| <input type="checkbox"/> (1) Economic/business development | <input type="checkbox"/> (14) Neighborhoods |
| <input type="checkbox"/> (2) Water/sewer | <input type="checkbox"/> (15) Parks |
| <input type="checkbox"/> (3) Quality and safety of construction/permitting/inspections | <input type="checkbox"/> (16) Police services |
| <input type="checkbox"/> (4) Maintenance of city buildings | <input type="checkbox"/> (17) Code enforcement |
| <input type="checkbox"/> (5) Art, recreation programs, and library services | <input type="checkbox"/> (18) Traffic delays |
| <input type="checkbox"/> (6) Fire services | <input type="checkbox"/> (19) Multimodal (Street Car, Bus, etc.) |
| <input type="checkbox"/> (7) Customer service | <input type="checkbox"/> (20) Safety (Vision Zero) |
| <input type="checkbox"/> (8) Appearance of the City | <input type="checkbox"/> (21) Transit service frequency |
| <input type="checkbox"/> (9) Maintenance of streets | |
| <input type="checkbox"/> (10) Social/Human services | |
| <input type="checkbox"/> (11) Historical preservation | |
| <input type="checkbox"/> (12) Trash and recycling | |
| <input type="checkbox"/> (13) Housing | |

20. Which of the following best describes the overall business atmosphere in Tempe today, compared to two years ago?

- (4) Better (2) No change, but poor (9) Don't Know/Unsure
 (3) No change, but good (1) Worse

21. Items that may influence your perception of the City of Tempe are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1. Overall quality of life in the City	5	4	3	2	1	9	0
2. Overall image of the City	5	4	3	2	1	9	0
3. How well the City is handling growth	5	4	3	2	1	9	0
4. Overall quality of services provided by the City of Tempe	5	4	3	2	1	9	0
5. Quality of new development in Tempe	5	4	3	2	1	9	0
6. Quality of public education in Tempe	5	4	3	2	1	9	0
7. Overall feeling of safety in Tempe	5	4	3	2	1	9	0
8. Overall value your business receives for your City tax dollars and fees	5	4	3	2	1	9	0
9. Quality of housing options for your workforce	5	4	3	2	1	9	0

22. Which of the following BEST describes the amount of information and resources that you have available to implement effective recycling/waste diversion and water conservation programs at your business?

- (4) We have everything we need (1) We are not interested
 (3) We have some but could use more (9) Don't Know
 (2) We don't have anything and need more information and resources

Demographics

23. Is your business a member of the Tempe Chamber of Commerce?

___(1) Yes ___(2) No ___(9) Don't Know

24. Is your business a member of Local First Arizona? ___(1) Yes ___(2) No ___(9) Don't Know

25. What is the nearest major intersection where your business is located in Tempe?

Street 1: _____ and Street 2: _____

26. Does your business promote carpooling, transit, and walking to work with your employees?

___(1) Yes
 ___(2) No, but we are interested in promoting alternative transportation options
 ___(3) No, we are not interested in promoting alternative transportation options

27. Does your business own or rent/lease the facility where your business is located?

___(1) Own ___(2) Rent/Lease ___(9) Don't Know

28. How many people does your business currently employ?

Total # Full Time: _____ Total # Part Time: _____

29. How many years has your business been in Tempe? _____ years

30. Approximately how many years ago did you personally come to Tempe? _____ years

31. Approximately what percentage of your customer base is represented by the following groups?

[Total should add to 100%.]

_____% Customers from the City of Tempe
 _____% Customers from the Phoenix metro area outside the City of Tempe
 _____% Other Arizona customers (Outside the Phoenix metro area)
 _____% Customers in the U.S. but outside Arizona
 _____% International/overseas customers

100% total

32. Which ONE of the following BEST describes your business? [Check the most appropriate category; if you don't see a description that matches, write a description in "Other."]

___(1) Manufacturing	___(8) Transportation/warehousing
___(2) Finance/insurance	___(9) Professional, scientific, and technical services
___(3) Administrative and support services	___(10) Real estate, rental, and leasing
___(4) Wholesaler/distributor	___(11) Developer
___(5) Retail trade	___(12) Software/information technology
___(6) Hotels and restaurants	___(13) Other: _____
___(7) Health care/medical/social services	

33. Are you a Veteran Owned Business? ___(1) Yes ___(2) No

34. Are you aware of the City of Tempe Anti-Discrimination ordinance? ___(1) Yes ___(2) No

35. Is your business currently classified by the government as an MBE (Minority Business Enterprise), WBE (Women Business Enterprise), Disabled Owned Business, or SBE (Small Business Enterprise)?

___(1) Yes, MBE ___(4) Yes, Disabled Owned ___(9) Don't Know/Unsure
 ___(2) Yes, WBE ___(5) Combination
 ___(3) Yes, SBE ___(6) None of these

Optional Items

36. Would you be interested in any of the following? [Check all that apply.]

- (1) Becoming a Veteran Supportive Employer
- (2) Becoming a designated Equal Pay Business Partner
- (3) Receiving assistance from the City of Tempe regarding expanding, relocation, and/or downsizing your business
- (4) Participating in future surveys or focus groups sponsored by the City
- (5) Participating in your utilities energy efficiency programs in order to find cost savings and reduce your greenhouse gas emissions
- (6) Participating in the City of Tempe's recycling program
- (7) Receiving more information on the City of Tempe's water conservation programs, such as rebates
- (8) Becoming a Career Ready Tempe host site (Youth Workforce Development) www.tempe.gov/government/human-services/education-families-youth-development/youth-workforce/arizona-work-youth-workforce
- (9) Participating in the Arizona Green Business Certification <https://az.greenbiztracker.org/site/about>

37. If you have any suggestions for improving the way the City of Tempe serves businesses in the community, please write them in the space provided below.

To receive future communication from the City, please provide your contact information below.

Name: _____ Phone: _____

Business Name: _____ Email: _____

This concludes the survey. Thank you for your time!
 Please return your completed survey in the enclosed return-reply envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The address information printed to the right will ONLY be used to help identify areas with specific needs. Thank you.

City of Tempe Business Survey

Open Ended Comments

...helping organizations make better decisions since 1982

2019

Submitted to the City of Tempe

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

October 2019



2019 City of Tempe Business Survey

Open Ended Comments

Q3a. If you were dissatisfied with any item in Question 3, please explain why.

- As a business owner, I dread having to go to the city for any planning and development issues. The codes seem to be applied unevenly and become onerous and expensive. It took me several months to get approval for changing the colors of our building and adding and changing a sign. Were told certain colors weren't allowed and when we asked for a palette to choose from, they had none. We were told choose colors and bring them back and we'll see if they are ok. Each time this is done, it adds a week onto the process, if you are lucky. If they are busy, it could be two weeks. Then driving around town, you see the color the city rejected, on another building. Or, even worse, you see horrific color combinations on apartment buildings, schools and especially Kiwanis Rec Center. When we were building out our shop, we were forced to build a wall to obscure AC units that could not be seen on the roof of our shop. Because of the initial construction of our building extra reinforcements had to be built. All of this was sprung on us halfway through construction when we couldn't afford to back out. It cost us, a small business owner and additional \$80,000!!! Then right before opening the fire dept hit us with new fire codes. Another \$12,000!!! Sign code enforcement is horrible and uneven. Drive down any street and you will see multiple signs on buildings, whereas we were forced to redesign one sign that was a few inches too big and a sign monument that was 1 1/2'" to tall. Again, tack on and other \$5000. Tempe has a horrible reputation for these kinds of things. I've lived here since 1990 and I love this town, but it is not small biz friendly. I want the town to look good, I don't want ugly signs and colors on buildings, but there is no consistency. Look at the horrific Tempe Marketplace signage that can be seen for miles and adds light pollution. Meanwhile my 64'" sign is not acceptable. These issues should be addressed to attract small businesses and help them to beat the negative odds inherent in starting a business.
- Bad drainage by my business at Perry and 6th/5th street
- Better patrolling on Mill Avenue and quicker response time.
- Bike lanes are oftentimes neglected during road improvement efforts to include repairs and sweeping debris. This causes cyclists mechanical challenges that could be avoided.
- Bike lanes are rutted up.
- Bottlenecks created by construction and slow traffic flow- particularly on Rio Salada.
- Called Tempe police about someone throwing rocks at windows and they never showed up.
- The City keeps growing up and roads are the same. Traffic keeps getting worse, and it just seems to be about collecting money for the city. Always stating that there would be no impact to the traffic. Parking in Tempe is nonexistent unless paid. Which hurts the business compared to other cities like Chandler and Gilbert.

- Codes are enforced by arbitrary people, permitting and inspecting have conflicts.
- Codes are not enforced; unorganized construction and maintenance is abhorrent.
- Communication about City programs/resources is poor.
- Construction and ASU cause horrible traffic north of our business.
- Construction in Tempe is a mess, makes it hard for my customers and employees. We also have a big issue with trespassing and loitering.
- Construction is always scheduled during the day, why not at night or at low traffic times?
- Construction planning and how long it takes!!
- Current construction on 23rd st is causing the employees/customer difficulties pulling into our business.
- Do not know enough about how planning is done.
- Do not like the way the City charges for water. It is based on the last 3 months of the previous year of usage for the whole of the next year. I feel we should be charged based on monthly usage.
- Do not need more art and beautification.
- During monsoon season the roads get flooded making commutes take so much time. Public transportation tends to be late or no-show making employees late for work.
- Error with traffic light, causes massive back up in the morning, especially on Rockford and Rio Salado Pkwy.
- Nice efforts to improve landscaping at 48th/University but there has been limited follow up to keep the area looking good.
- False alarm fines are out of hand.
- For the 900th time we need to clean up the homeless and the druggies. Pass some real laws that forbid panhandling and loitering and maybe Mill Ave wouldn't be losing business at an alarming rate. The parks need to be monitored for drug deals, drug parties and harassment so people feel safe. It's downright embarrassing at the park and to even walk Mill Ave anymore. The city seems to either not care or is hiding anything they are doing to stop it.
- Growth is difficult but Mill and Rio Salada are always under repair. Better planning is needed.
- Hallman park maintenance is terrible. Mill Ave lighting is too low. Planning UCMP is bad for the city. Online plan review is terrible.
- High Traffic
- Homeless going through alley dumpsters.
- Homeless issue needs resolved.
- Horrible traffic/congestion.
- I feel like connectivity to south Tempe is lacking. Must keep submitting 311 requests to keep city property weed free, city should keep an eye on their own property particularly when it is roadside on a major road.
- I feel that they could do a better job at these things that I have listed as Dissatisfied with.
- I have been hit by oncoming traffic running the red light at the intersection just south of Rural /US Go.

- I have not had use emergency medical resources.
- I have not needed emergency services other than routine Tempe PD services.
- I'm not dissatisfied, but few years back we had a beautiful public swimming pool in Clark Park and now we have a garden in its place that look awful, also the block fence parking spaces look terrible, some missing blocks, it will be better if the City builds a new fence or simply remove what is left, that way will it will have a better look. Also, there are many homeless in Clark Park. Regarding the street sweeping, the sweeping truck comes occasionally, we never know what day and time the truck comes, because of that, cars are parked on the street. I may suggest the city implements something like Los Angeles city sweeping street in which signs are posted, one day of the week for 2 hours cars cannot park, and street is cleaned that day and time, the following day the same is done on the opposite side of the street.
- Industrial area needs more lighting.
- It is almost impossible to pull out of our parking lot at the end of the day. Traffic at Rural and the 60 is so backed up that we have nowhere to go in the very short time that we have a green light.
- It seems that we never get response from the police on time. I was told that we have police on bikes on Mill and I don't ever see that. The roads are all messed up mainly due to construction and the traffic is just horrible.
- It seems the City starts roadwork without an understanding of all the closures that are going on, there does not seem to be a plan to handle downtown growth.
- It takes me 40 minutes from my home to my business when it should take 25.
- Last storm I saw a lot of places flooded; parking lots (ours for one) and streets. We are on Baseline and Mill. Traffic gets heavy on Baseline when approaching freeway on ramps. I'm not sure what is going on with the garbage pickup. It seems the business at the Mill Towne Center just throw whatever into the dumpsters. Last week there was old desks and chairs. It makes the place look like homeless people are hanging out there. Also, the boxes are never broken down and the containers are overflowing. Not sure if this is the complex management or enforcement of city codes and ordinances.
- Lots of roaches in Tempe and sometimes the water stinks.
- Mill avenue is a nightmare.
- More traffic lanes on streets like McClintock. Nothing against the few bikes we see but the interaction between bikes and cars is extremely dangerous. Also, the electric scooters (which appear to be mostly gone now, maybe because it's so hot) is a disaster. Additionally, some of our customers and clients tell us that they don't like to come to Tempe anymore because it's too "Ghetto".
- My business floods regularly and the city will not let the property owner fix the problem.
- My business is on McClintock near University and most of my services are offered mornings, evenings, and weekends. I get regular complaints from my customers regarding how hard it is to get to my business because of the traffic. Plus, McClintock is often closed when there is a marathon or triathlon. I often must close on those days and lose revenue because of it.

- My facility drains are a problem and smells.
- Need alley lighting and paving. Please streamline planning process to get projects to move faster.
- Negative interaction with police, permits issued for property without my permission, potholes in Orion, too much traffic and not enough lanes.
- No happy that I am not able to have a monument sign in our front due to set backs from power easements. The neighboring property have them and it is not an issue, but we were told we could not, and they really could not explain why. I was told by many that all I must do is get an attorney and then I would win and get it. Seems like I should not have to go through this expensive process to get something that is reasonable and all others on my street have. Not to mention that where I would put the sign would not be in the way of a boom lift truck to work on the lines if needed.
- There is no rapid transit system.
- Not enough daytime recreation activities for adults. Roads need a lot of repairs. Several apartment communities have been built throughout the city increasing traffic. Not a lot of transportation options South of the freeway. City codes, like trees not blocking right of way, not enforced.
- Not sure about all the construction around Mill Ave, seems like it has lost the uniqueness it had, now all large multi-story buildings
- Not sure if this is Scottsdale or Tempe, but there has been a pipeline project on McClintock/Hayden, just north of McKellips for a while now, and the temporary traffic diversion makes it very hard to access our business on McClintock. Left turns are not easy the way their traffic control is set up.
- Our nonprofit uses Tempe Sports Complex. It is very expensive, and condition of the grass fields is marginal due to inadequate watering.
- Our parking lot floods everyone we get a significant amount of rain and it blocks nearly half the parking spots and makes it dangerous for patrons.
- Our Third street area is a city stepchild treated poorly in roads, drainage and sign enforcement
- Parks are over run by homeless. Planning needed the city is growing too bug and causing too my traffic. Road work all the time on University, also the lighting is poor.
- Parks, bus stops and library access feel unsafe due to presence of homeless occupying public areas. Parks littered with needles; unsafe for kids and families. Public bus stops and park benches used as "homes" for homeless and transients. Downtown Tempe feels unsafe due to same. Public transport often the same.
- Paved roads are terrible. Too much time spent on plants along roads.
- Perry lane between University and Rio Salado is neglected.

- Perry Ln between 5th Street and Rio Salado is a dangerous disaster. There are no sidewalks, the lighting is extremely poor. That's the road that all the college students walk through (living on University, going to the only grocery store Target) anytime it rains the can only walk in the very dead center of the road! It is extremely dangerous, and the City seems to not care. If there was a danger situation in anyone's company the City would shut them down (Waving the safety banner) But, this very dangerous situation the City just gives excuses for not doing anything about it. In the Smith innovation hub area, at least half the streetlights are always out. There's no consistency in the sidewalks, the lighting is extremely poor in this huge industrial area. There are only three entrances into the mall two of which are Smith and Perry therefor traffic and pedestrians to go through here.
- Planning and codes...it's a joke when you are trying to open a small business.
- Police response is poor. Follow up on burglaries is almost nonexistent. I moved from one Tempe location to another and was broken into twice within a month's period. I witnessed the last burglary on my ring camera and called the police. The homeless issue and the acceptance of camps, loitering and just trespassing them without arresting is causing it to get worse. If Tempe cracks down, they will go to Phoenix or Mesa.
- Police response time is slow. Improvement is needed.
- Poor response time, they do not enforce no bike skateboard and scooter on the sidewalk law.
- Population and work density increase at Rural & Rio Salado with no roadway infrastructure expansion.
- pot holes, cracks in street. broken water lines under the streets
- potentially damaging potholes not filled in. The traffic around As
- Potholes rough pavement everywhere, roads are in the worse shape they have been in 40 years!
- Properties near me need maintenance.
- RE questions 5: Rockford Drive is now too narrow for all the traffic. With the new complex to the North of Rio Salado on Rockford Dr, the influx of vehicles is HIGH. We have persons parking on both sides of the street during business hours plus four lanes of incoming traffic from the new business complex North of Rio Salado at Rockford Drive.
- Rio Salada is a mess and traffic is terrible.
- Roads seem to be getting torn up and takes quite a while for them to be addressed.
- Rural Road congestion near Rio Salado is crazy heavy and more building in the area continues. The 202 backs up to exit at Rural in the morning which is dangerous. Development without the proper road infrastructure needs to be addressed.
- Small parking lots, traffic jams and flooding are a problem. I am still waiting for approval to run cable to our business it has been 5 months!
- Stormwater drainage - our street has no gutters and floods quickly in monsoon storms. Traffic on City Streets - the construction has made traffic around ASU unbearable.
- Street around the city need major repair.
- Street lighting - it appears that there are many street lights and City parking lot lights that are not functioning. I know at times this is due to the wiring being ""taken"" - but that

doesn't mean they should not be attended to. Traffic - while I realize all efforts and consideration are taken for the extra traffic with ASU in session - the offramps around that campus get more dangerous during those times.

- Street maintenance/sidewalk maintenance: We have had construction ongoing in front of our building for almost a year. We are construction weary! Now the sidewalk in front of our building has also been torn up and then covered over with a metal plate and black asphalt. This is a big mess and very unsightly. Street lighting: Actually, the lighting that is insufficient is the alley lighting behind our property. This alley tends to attract homeless and other folks who walk through rather than travel on the sidewalk at night. The alley is VERY dark around our property. Consequently, we often find human feces next to our wall in the morning where persons have defecated in a dark area. Also, we have discovered people engaged in other questionable activity in those dark spaces. Traffic: The traffic down Mill Ave. is already quite busy, but at certain times it is just so crazy. I am hoping that the new traffic lights that are being installed at 9th and 11th streets will slow down those that speed up between University and 13th streets. I am also hoping that the light at 11th street will have a crosswalk to accommodate the jay-walker's need to get to Chipotle's!
- Streets get shut down and destroy businesses. Why is the construction not completed when ASU comes back?
- Terrible sign where you are not allowed to turn right on red.
- The amount of homeless on the streets is horrible, I get off the 101 at university and I pass numerous tents and carts. I get a notice that there are tires on the side of my building from code enforcement but there are homeless all over the streets?
- The City refuses to take responsibility for driveway heading into the main streets coming out of the business. They continue to put the ownership of a public sidewalk on the owners. This should be a city-maintained thing and not fall on the owner.
- The construction related to the new trolley is extremely disruptive. The trolley routes, when complete, will have a very negative impact on access for our business and we do not anticipate our employees or visitors will use the trolley for transportation.
- The end of University Drive is often forgotten and undervalued when it comes to maintain and cleanliness.
- The homeless people are camping in and around the parks. They ride the free buses discouraging other riders. The traffic is terrible. Every street in Tempe is under construction. Once the streets are done, they tear them up again for some other reason. All the construction could be consolidated. New construction takes months to get it approved. Someone should track this to combine the projects. There is so many high-density offices and apartments the traffic is terrible. The trolley will not help. It will just make it worse. The light rail should have been elevated. It is way too slow. The new street lighting is way too bright. It is blinding drivers and pedestrians at night. Didn't anyone test these lights before they spent the money to install them? The city inspectors complain about minor issues with landscaping on one house while completely ignoring big issues on other houses.
- The lake area is becoming overcrowded and there are too many skyscrapers.
- The parking lot in our complex needs more lights. It feels unsafe walking in the complex at night due to poor lighting and history of complex break-ins.

- The reduction of lanes on McClintock south of Hwy 60 created significant traffic congestion northbound. There are sections where there is no need for a center turn lane, and an additional traffic lane could be added just by restriping the road.
- The street car construction has disrupted traffic getting downtown to our location for useless endeavor traffic planning is horrible.
- The streets always seem to have trash and broken glass.
- The traffic and construction are too much, there appears to be no concern about the infrastructure, roads etc., with all the growth the charm is gone.
- The traffic around our business and ASU is generally difficult to negotiate, especially with the construction on Apache, which makes driving on Broadway more congested. Time will tell if this improves once construction is complete.
- The traffic has gotten so bad with the construction on Rio Salado, it blows my mind that someone thought a trolley running down the middle of the road and years of construction is going to benefit anyone. Since the State Farm building went up, Rio Salado has been a mess and Tempe's solutions are cheap and half baked. I am in Tempe every day and I am not a fan of absolutes, but I have never heard a single person say anything positive about the decision maker's capabilities in this department.
- The traffic lights are not set to run with most of the traffic and where they/we/it are going.
- The traffic on Rio Salado Parkway, where they've recently installed additional traffic signals, gets very bad in the mornings & afternoons when people are going to & leaving work. Having been in this location for 20 years I can honestly say that this area now has some of the worse traffic outside of the ASU campus.
- The water tasted terrible and smells at time.
- The water/sewer billing system is very antiquated. The online portal should be brought into the 21st century. The city desperately needs a LANDLORD accounting system whereby water/sewer/trash services revert to a landlord account when tenants vacate a property (APS, SRP, SW Gas all do this automatically). Right now, I must call City of Tempe to reestablish service and they make me pay a fee every time, plus they assign a new account number which screws up accounting software.
- There are no public gardens in downtown Tempe. This is repulsive. We need urban horticulture separately from ASU's campus. We need a place to unite and GROW FOOD in a clean and safe environment as COMMUNITY. There is SO much focus on alcohol and bars, its completely toxic and disgusting. We need recreation spaces, tea lounges, wellness centers, spas, HEALTH-oriented businesses to engage with our downtown community. Also, the sewage is beyond horrible. Sewage gases come into my shop in the summer and the back of our ally where we take out our trash is the WORST place, literally atrocious. We need an ally re-vamp and sewage upgrade especially considering how many college students are down there nightly getting wasted on Mill Avenue. the toilets are flushing constantly. Herzal Nahom and the whole block near 609 S. Mill need to PROVIDE LARGE RECYCLING BINS in their ally as well as by the BRICK YARD.
- There have been a few incidents at my location and the officers never do anything to help.

- There is a horrendous sewer smell all over the city every summer that hasn't been resolved. Our guests complain about this constantly and it hurts local business.
- There is a lot of Construction that goes on right around the time students return to ASU. Our business is located right behind Tempe Marketplace and there is sometimes so much congested traffic at Perry and Rio Salado Parkway that it makes access to our business difficult. University has a lot of accidents as well, but the police are always quick to be on site and take care of it.
- There is always standing water at the end of our street.
- There is nothing the city can do about the traffic. It has just become unbearable. I moved out of Tempe 24 years ago partially because of the traffic increasing in the past 40 years that I have been in AZ. That's progress.
- There is still a lot of smoking in public spaces such as walkways with associated cigarette butts. Also, large numbers of homeless at street corners, shopping plazas.
- There is very little streetscaping making the city look dull.
- There seems to be very few areas in Tempe where people can be outside but still escape the heat, especially for our homeless population.
- They block our entrance to the building, several times a year. It is very annoying when we come in at 530 or 6 am in the morning. I am not sure if it is road maintenance or who it is... then they get mad when you need to get into the parking lot to park. Just happened last week.
- They ruined McClintock with the bike lane restrictions.
- Too many cars on narrow roads.
- Too many codes and ordinances, too difficult to do anything. I think the street car is unwise for an already bogged down downtown Mill ave with plenty of bussing and mass transit options.
- Too many hobos panhandling, selective sign code enforcement, too much traffic
- Too many vagrants in parks and public property. The traffic is terrible.
- Too much street lights. Hope to see Tempe become a dark sky city.
- Too many torn up roads, too many rocks on road. College avenue traffic is terrible and needs police enforcement.
- Traffic and construction on Broadway Road seem to be an ongoing issue. Specifically, Broadway and Hardy.
- Traffic in and around the downtown area is getting worse daily. This is especially bad around construction sites. I feel like the construction companies are taking over the streets at the detriment to customers and residents. Better control over where and when they can park their vehicles would be great. I notice lots of dead landscaping in various places throughout the city. Some TLC would really make a huge difference, especially placement of dead trees. Not sure about codes deadlocking with homeless but every morning we need to ask sleeping people to leave our property the sleeping is not so bad, but the defecation is a huge problem. We should not have to clean up human feces from our property. Why on earth do we not have public rest rooms downtown?
- Traffic is always bad in Tempe.

- Traffic is getting worse in the area of concentrated development. The growth in Tempe land locked.
- Traffic is now horrible since adding more offices past Tempe market place and construction everywhere cannot get around.
- Traffic is bad in Tempe.
- Traffic light timing is terrible.
- Traffic lights are not timed properly. Streets are always dusty and dirty and never clean.
- Traffic on Broadway. The eastbound change from 3 to 2 lanes at Mill Ave is dangerous.
- Traffic on McClintock is very heavy certain times of day
- Traffic on Rio Salado near Tempe Marketplace not improving, and more multifamily housing and office condos are being built. Also, traffic on 202 McClintock WB on ramp backed up for the same reason.
- Traffic on University and McClintock is bad.
- Traffic seemed to increase drastically in 2019 especially with the several high-rise apartments being put up on almost every street corner. It would be helpful if Mill Ave was expanded to three lanes in both the North and South directions.
- Unmaintained/ ugly center median on South Ash and Guadalupe. Difficult to turn left into business parking from Ash Avenue.
- Very poor traffic planning for all the growth around Rio Salada.
- Water is undrinkable.
- water pools in street, S Kenwood Ln
- Water work is never ending. Maintenance does not clean up after themselves.
- We are close to ASU campus, when school is in its hard to cross over rural road
- WE are close to University and during school time there is a lot of traffic and I think you need to work on the traffic lights where students are crossing.
- We are located on ASU campus so there is often very heavy traffic.
- We have a planter on Jentilly Lane. Requested some attention and new plants several times. No response. We have a neighbor under construction. We have been looking at a very large dumpster for months and the City said it was ok. Construction at neighboring lots has bothered us for several years now with very assistance from the City.
- We have storage/construction containers that we have looked at for a year and heard it will be there for another year. We moved locations closer to Phoenix because the traffic was so terrible in Tempe. A combination of bike lanes, apartment complexes, and large office buildings near Tempe Town lake has caused massive traffic issues which creates issues for customers and employees.
- Weber to Stadium to Curry (outside of our business) has a partially blind curve and poor lighting. There are often cyclists or pedestrians walking in the street due to an absence of sidewalks. This section gets filled with parked cars when there is an event at Big Surf.
- When sewer pipe I did not get any help. The water quality is bad and reads 1565MS currently.
- When trying to exit Ash Street to Guadalupe at end of day 4:00 to 5:00 PM traffic is difficult, a traffic light would be helpful.

- Workers are constantly tearing up streets around our location.
- Would love more communication from the City.
- Code enforcement needs to be equal and consistent among businesses.

Q6. Other:

- Accident free access
- Amount of rent/lease fee.
- Better flow of traffic.
- Commitment of Tempe to make the city green, sustainable and livable instead of an ugly over paved urban Waterland. I believe the beauty and quality of the environment (policing, safety, diversity of income, landscaping, cleanliness) lowers significantly the crime rates and raises the respect of the residents for the state of their city and its environment.
- Common sense planning
- Dark sky
- Diversity
- I was already living in Tempe
- Quality of public education.
- Safety from transients that collect at Price and 101; they rummage thru our trash big and make a MESS.
- Tempe needs to get rid of the housing rule that says only 3 unrelated people may reside in a house (not 4 or more). Faced with a major affordable housing shortage, why would the city want the fourth bedroom of a perfectly good house to go vacant as a rental?
- The availability of affordable office space.
- Tourists

Q9a. If “No,” why not?

- Big business friendly, the cost of sign permit for small biz is ridiculous
- Certain aspects of building and/or renovating within the City of Tempe are un-necessary in my opinion. Although I have been in the City of Tempe since 1996 with my businesses, I was forced to spend an additional \$100k on my 6500 SF building simply due to the City's Planning & Zoning architect, combined with SEPTED requirements. No other Cities would have forced me to have to do that.
- City council is not pro-business.
- City government is operations are outdated and need innovation and investment.
- Enforcement is focused on business,
- Every customer I talk to says the permit process is the worst in the state.
- higher taxes and no parking for customers
- I sent an email asking how many of the small businesses in Tempe that the city of Tempe uses, and it was ignored.
- Most city council members are not business friendly.

- Most city staff (elected and not) don't recognize how important the free market is to raising people out of poverty by providing jobs and entrepreneurial opportunities.
- Other downtown areas do not tolerate transients, Tempe needs to enforce this!! I would not encourage any business owner to open up a business in downtown.
- Permitting process is terrible, competence and availability of staff is poor.
- Permitting process seems unnecessarily cumbersome for minor business changes. We are working on enclosing a patio with a waist high fence and every time I talk to someone in planning, I get a different answer on what and how much paperwork I need to submit.
- Pushing for \$15 an hour wages hurts us all and not a great idea
- Sign codes
- slow to get new business licenses and permit approved.
- Small business s cannot afford Tempe. They almost put us out of business before we completed fit out!!!
- Sometimes it feels like the Independent business is less preferred over Corporate.
- Taxes are high in Tempe. Crime is high in our industrial area. Permits take 4 to 5 times longer to obtain than most other cities.
- The City's "Equal Pay for Equal Work" initiative is not "Business Friendly".
- The rent or to own your building in Tempe is very high.
- The sign police are hard to deal with, the hoops that we must jump through to change a sign or even update it is not smooth.
- The Smith Innovation hub area is a nice industrial area right next to the city's most prosperous economic engine yet the maintenance, the lights, the sidewalks all areas of direct influence from the city are totally ignored. That area could be a jewel of the city if the city would invest in the streets, sidewalks, lighting attracting more investment, and possibly some small retail with urban living above type situation may be an interesting fit.
- There are several counterproductive regulations that create an un-level playing field for small businesses.
- This is the first time anyone has acknowledged that we have a business let alone was friendly.
- Too busy building to care about current businesses.
- Too difficult to get started
- Too liberal, too much money spent on things the majority does not use. Bent toward N Tempe and South Tempe is ignored.
- Too many codes and difficult to do business with City of Tempe.
- Too many regulations and codes. City too intrusive.
- Too many restrictions for tobacco shops.
- too much regulation
- too much spending on projects that really mess up traffic during work days
- Unable to receive information when requested. Unfriendly when calling different departments. City does not notify property owners when there is a proposed project that could affect their property.

- Unless you are a part of ASU or the new line of development along the Tempe Town Lake/Salt River, the City of Tempe is the worst to work with!
- Very difficult to engage the building code department.
- Very hard for small business. Lots of red tape and fees.
- Will not allow business to hang banners on their own buildings to promote business.

Q10a. If “No,” why not?

- Could be less
- Expect businesses to carry the load.
- higher sales taxes than other cities for worse services
- Higher than others.
- Not the lowest sales tax
- Please remove the privilege (sales) tax and food tax.
- Property taxes are higher than surrounding cities
- Rental/lease tax
- Sales tax is higher than most other Arizona cities we do business in.
- Some areas are unnecessarily burdensome compared to other Arizona cities.
- Tempe has often had a higher tax rate than the rest of the surrounding cities currently although it's not the case I feel little increase will probably be implemented again in the future, bringing off the balance
- Too high
- Too high compared to adjacent cities.
- Transaction privilege tax rules for remodel contractors are unfair to bedroom communities in the state.

Q14a. If “Below Average” or “Poor” to Question 14, why do you feel that way?

- Because of the difficulty of our fit out...and expense
- City council is focused on regulations that are not business friendly and are not in tune with business needs.
- Communication seems to have improved, but mostly for residents. There's not much that encourages businesses to get involved with communities. If more businesses understood the harm they're doing to their workers, it might encourage better business practices. No one is advocating for corporate social responsibility that I've seen.
- Don't see hardly any communication from the City.
- Employees will not return phone calls or emails. Once you reach them by phone, they are sometimes rude and short with you. You get the impression they are annoyed because you are bothering them.
- Find out after the fact when things occur. Groups that could help determine a direction or have an expertise in an area are not part of the conversation, decision made and could have unintended impact.
- first time heard from the city

- Had an extremely difficult experience with the construction process. This process was continued for exactly the 90 days for my TI that was very minor and should have been able to have been approved in just a few weeks. Also, the inspectors were very difficult in the engagement process. This has always been my experience with the CoT. The only reason I established another business in the city was because it was already in operation when I purchased it.
- have never been contacted
- I do not feel like I have communication from the city other than my monthly water bill.
- I do not receive any communication that I am aware of.
- I have not had any communication from the city in the 9 years I have had a business.
- I have not had any communication from the city in 23 years at this location.
- I have never heard from the City on any business-related subjects.
- I must go find information (I.E Street car) none is provided by the City.
- I live in Chandler and work in Tempe I see very little information that's pushed out to us.
- I never hear from the city of Tempe, I have not had a need to contact them.
- I would like to be up to date on what's going on near our office. What's new on rural road
- in 17 years in Tempe I never got a phone call or an email regarding anything from the city of Tempe
- It is a popularity contest.
- It seems like there is one person working in each department, things take too long to get going.
- never ending construction with water
- Never heard from anyone from the city in years unless I am doing something wrong
- Never received any information regarding any development that may impact the business.
- No one from the city communicates with me.
- No positive direct communication from the city. Only communication has been warnings, citations, collection changes.
- Nobody has ever called me for any reason, not that I have anything to discuss.
- Non-Existent
- Not enough information provided to business to prepare in advance regarding construction
- poor communication
- Rarely have the city reach out. When we reach out to the city with questions, answers vary person to person.
- takes forever to get call back
- the one and only time I've heard from the city of Tempe was about this survey.
- There needs to be a business email update from City on a regular basis.
- This is the first time an attempt to communicate has been made.
- This is the first time we heard from the city.
- This is the only communication I have received other than my tax bill.

- Internet
- Internet
- Internet
- Internet
- Internet
- Internet
- Internet
- Internet
- Internet
- Internet
- Internet
- Internet
- Local News
- Mail
- Mail
- Mobile app
- News
- News/Newspapers
- Newsletter from water bill
- Newsletters
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Next-door app
- One-on-one with people in the know
- online
- online newspaper
- Newspaper
- Phone
- Phone
- Phone
- Phone or website
- Property management
- Radio
- Radio
- Radio
- Radio
-

- Social media
- Social media
- Social media
- Social media
- Social media
- Social media
- Social media
- Social media
- Temp chamber of commerce
- Tempe 11 cable
- Tempe 311
- Tempe 311APP
- Tempe Chamber
- Tempe Opportunities
- Tempe today
- Tempe Today
- Tempe tourism office
- tempe.gov
- tempe.gov
- The pamphlet that comes with the water bill, although I don't receive it every month. You should send out the same pamphlet in digital form via email subscription.
- The web
- There is no Tempe Daily News anymore so what little information we get is from the Arizona Republic. It's not too easy to get local news that might affect our business by going to various social media outlets, watching local news waiting for some Tempe coverage, or attending various meetings, etc. We use a satellite provider and we don't have local cable. If funds could be found by shifting money from another department (not an additional budget item, please---we are Tempe residents too) could a monthly or even quarterly mailing (you don't even need to use glossy paper) to business owners and managers about items of interest to local businesses be a solution? A regular email would be an even cheaper solution.
- Tribune
- TV
- TV
- TV
- TV
- TV news
- TV news
- TV news
- TV news
- TV news

- Websites and news
- word of mouth

Q32. Other:

- American Legion Post
- Auto Body Repair
- Automotive
- Automotive Dealership
- Automotive Repair
- Aviation
- Bar
- Bartending School
- Beauty Industry
- Bike education and repair
- Biomedical services
- Book publishing
- Call Center - Vacation Sales
- Childcare
- Church
- Church
- Church
- Church/Religious Organization
- City of Tempe's employee discount program!
- City recreation center
- Construction
- Construction
- Construction
- Construction
- Construction
- Construction Company
- Consulting
- contracting
- contracting
- Contracting
- Education
- Education
- Electrical Contracting
- Electrical Contracting
- Electrical Contractor
- Engineering
- Entertainment

- Environmental Lab
- Fitness
- General Contractor
- General Contractor
- Glass subcontractor
- Hair Salon
- insurance
- Landscape services
- Landscape services
- Law firm
- Lutheran Church of the Evangelical Lutheran Church in America
- Machine service and sales
- Manufacturers' Representative for Commercial Lighting Products
- Media production
- Motorcycle repair
- Motorcycle repair
- Nonprofit
- Nonprofit, DIY bicycle repair shop.
- Performing arts education and performance opportunities for young people
- Primarily print media
- Printing
- Printing
- Printing
- Promotional Sales
- Recreational
- Recreational
- Religious
- Religious
- Religious Institution
- Religious organization
- Research, drug development
- Retail desserts and wine
- Sales representative
- School
- Security Guard Services
- Services
- Services
- Services
- Specialty Contractor
- Staffing
- Sub-Contractor

- System Integrator for USPS Design Build Install Material Handling Systems includes Engineering, Manufacturing, Installation and Software Development
- Tax and Accounting
- Education
- Telecommunications supplier - not wholesale.
- Veterans Service
- Veterinarian Services
- WE are a Mobile upholstery business for restaurants. Allot of these questions do not apply since we work out of our house. We are a family owned business.
- Wholesale/Retail Food manufacturer and distributor. Delivery throughout AZ. No business out of state.

Q37. If you have any suggestions for improving the way the City of Tempe serves businesses in the community, please write them in the space provided below.

- Allow at least on banner (4x8) to hang on top of operation business building to promote small business.
- Better online services for accounting and bill payment.
- Betting to/from work for our employees has become a burden. We lose them because of access, forcing us to look to other areas in the valley to house some or all employees. I am very sad about this.
- Commercial recycling would be great at the complex I am in.
- Consider the impact the rapid growth is having on the traffic and lifestyle of this community.
- Did not know there were services available for business. I have cancer and we are closing our business.
- Do something about traffic and use of cellphones by drivers.
- Do what the City can do to fund k-10 public education.
- Fix the sales tax categories so that publishing qualifies for sales for resale. Now I must list my company as retail to use the deduction. Something changed in the tax code about four years ago.
- Help get rid of the transients, it is not fair to business owners. These people steal, harass my customers and employees and deal drugs. Help clean up the streets please!
- Help the homeless and less ASU big business.
- High tech, high paying jobs move to sophisticated places. If we are just about growth, we are going to look second rate. Let's get serious about honoring our heritage and establish a historical and cultural resource plan while we still have a chance.
- How about business recycling? We used to take our recyclables to the library containers but now we take them home every night since we live in Tempe.
- I am an Architect working from my home studio. At times, I host project meetings at my kitchen table. It would be nice if there was conference space (for meetings) & social space (for client appreciation events) available for my Tempe Business in North Tempe.

- I am curious as to why there are no questions regarding the homeless. I pick up used needles and human waste in the alley behind my store.
- I believe municipal fiber internet would be a huge benefit to city on several fronts.
- I have tried on several occasions to get involved in recycling and no one has helped me.
- I would like a much more aggressive approach to solving the homeless issue around my business.
- If Tempe advertises that it is a bike friendly city, how come there are no air stations on Mill Ave or the Rio Salado Pathway?
- Invest in infrastructure. Improve streets, keep city clean and well maintained and landscaped. Establish a reputation of excellence.
- It would be great if local Tempe businesses would be selected in the bidding process for procurement. I've seen multiple (a lot) go to national companies. It angers me because the leaders in Tempe say they support local business, but they don't offer grants, subsidies, or do business with local Tempe customers. Frankly it shows my employee and me that the city spends our tax dollars on other cities and doesn't support local businesses.
- Less regulation for tobacco shops, only Tempe asks the community permission to start a business.
- Make planning and development easier for small business. Sometimes there is no common sense, Business will avoid permits because of the difficulty.
- Make streets less rough.
- Mostly just making it a bit easier to make changes with permits and ordinances. More free parking days or areas.
- Tempe needs recycling options/requirements for commercial businesses, not just residential
- New online building permitting process is very difficult to navigate. City does not have street system for high density. Tempe needs to support historic preservation more, especially on mill.
- No right turns on red signs, more recycling bins and lower taxes.
- Offer recycling, even if only specific like cardboard.
- Provide Recycling service at no cost as you do for residential.
- Recycling-currently we only have a trash bin.
- Stop building skyscrapers, maintain all streets, have shelters and options for the homeless, generate a recycling program for business trash like residential.
- Streamline bill pay phone service.
- Stronger police presence on mill ave, especially at night.
- Tempe gives the appearance of being anti-vehicle. Parking is horrid around the Mill Ave area. Rio Salado was not planned effectively to handle the traffic. Start doing construction during the low traffic times.
- Tempe is more apt to give permits to apartment developers than to residential home developers. More insistence that businesses participate in recycling programs.

- Tempe seems focused on remaking the city to service an imagined alternative transportation luxury set of residents are causing major hardships to long term residents and locally owned businesses in the process. City leadership and staff seem completely uninterested in listening to or learning from longtime resident and community criticism and feedback.
- The city has been issuing construction permits to tenants of the property without approval of the landlord.
- The sales tax rate is quite high in Tempe compared to other locations. We tend to purchase materials outside city limits to save a couple percent. The traffic has become horrendous, bike lanes should be removed to make room for more vehicles. Regular police patrols in industrial areas.
- Too many homeless people walking along Rural Rd between Southern Ave and Broadway.
- Too many vagrants, bums, panhandlers, beggars, etc. This drives away business and my customers!
- Traffic is a major concern. The city needs to center themselves around asu. Tempe needs to be the leader in stopping wrong way driving. We need spikes that pop up after 12am.
- I am very satisfied.
- We have a big problem with homeless just setting up camp and laying on our lawn. They harass customers for money. People do not feel safe.
- We would be interested in receiving information about the city of Tempe programs. It is hard to pick from the list in 36 when we do not know about them.
- When major high-density buildings are completed, make the contractors repair the street they destroy.
- Work on drinking water, air pollution management, better solar use and sustainability.
- Work on the homeless problem.