



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

Dear Fellow Tempe Resident,

Re: 2019 City of Tempe Survey

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

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. My council colleagues and I use the information gathered by the survey to inform our decisions that affect a wide range of City services, including public safety, parks, recreation, economic development, code enforcement, and others.

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

If you prefer, you may complete the survey on-line at www.tempe.gov/communitysurvey.

The results of this survey, along with the results from previous years, can be found on our website:

<https://www.tempe.gov/government/strategic-management-and-diversity/strategic-management/surveys>

Please call the Director of Strategic Management & Diversity, Rosa Inchausti, at (480) 350-8999 with any questions. City staff will be pleased to answer them. Thank you again for taking the time to help make Tempe an even more amazing city.

Sincerely,

A handwritten signature in black ink that reads 'Mark W. Mitchell'.

Mark W. Mitchell
Mayor

2019 City of Tempe Community Survey

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



Safe and Secure Communities

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1. Quality of local fire services	5	4	3	2	1	9	0
2. Quality of medical rescue services	5	4	3	2	1	9	0
3. Quality of local police services	5	4	3	2	1	9	0
4. Enforcement of local traffic laws	5	4	3	2	1	9	0
5. Efforts by the City to prevent crime	5	4	3	2	1	9	0
6. Overall feeling of safety in the City	5	4	3	2	1	9	0
7. Feeling of safety in your neighborhood	5	4	3	2	1	9	0
8. Quality and safety of structures in your neighborhood	5	4	3	2	1	9	0

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

During the Day:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1. Neighborhood parks	5	4	3	2	1	9	0
2. City parks like Kiwanis and Tempe Beach	5	4	3	2	1	9	0
3. Desert parks like Papago, Evelyn Hallman, and Hayden Butte (A Mountain)	5	4	3	2	1	9	0
4. City athletic and recreational facilities	5	4	3	2	1	9	0
5. Tempe Public Library Complex	5	4	3	2	1	9	0
6. City Hall	5	4	3	2	1	9	0
7. Mill Avenue	5	4	3	2	1	9	0
8. Businesses (theaters, restaurants, retail shopping, workplace)	5	4	3	2	1	9	0
9. Within your home or neighborhood	5	4	3	2	1	9	0
At Night:							
10. Neighborhood parks	5	4	3	2	1	9	0
11. City parks like Kiwanis and Tempe Beach	5	4	3	2	1	9	0
12. Desert parks like Papago, Evelyn Hallman, and Hayden Butte (A Mountain)	5	4	3	2	1	9	0
13. City athletic and recreational facilities	5	4	3	2	1	9	0
14. Tempe Public Library Complex	5	4	3	2	1	9	0
15. City Hall	5	4	3	2	1	9	0
16. Mill Avenue	5	4	3	2	1	9	0
17. Businesses (theaters, restaurants, retail shopping, workplace)	5	4	3	2	1	9	0
18. Within your home or neighborhood	5	4	3	2	1	9	0

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1. City Council Meetings (schedules, agendas, minutes, videos)	5	4	3	2	1	9	0
2. Boards and Commission Meetings (schedules, agendas, minutes)	5	4	3	2	1	9	0
3. City Elections (election information and results, voter outreach)	5	4	3	2	1	9	0
4. Campaign Finance and Lobbyist Disclosures	5	4	3	2	1	9	0
5. Open Books (financial information)	5	4	3	2	1	9	0
6. Open Data	5	4	3	2	1	9	0
7. City's Performance on Strategic Plan	5	4	3	2	1	9	0

8. Please rate your satisfaction with the following based on YOUR EXPERIENCE with Tempe 311. [If you have never used Tempe 311, please skip to Question 9.]

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1. How courteous and respectful the call taker was	5	4	3	2	1	9	0
2. The hours of service (7:00 a.m.-5:00 p.m.) that 311 is available	5	4	3	2	1	9	0
3. The ability of the call taker to answer your question	5	4	3	2	1	9	0
4. The call taker helped you resolve an issue to your satisfaction	5	4	3	2	1	9	0

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

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

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

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

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

- | | | |
|------------------------------|---|---|
| ___(1) Fire services | ___(9) City golf courses | ___(16) Household Products Collection Center |
| ___(2) Tempe Public Library | ___(10) City swimming pools | ___(17) Multigenerational/Community Centers |
| ___(3) Parks | ___(11) Kiwanis Recreation Center | ___(18) Human Services |
| ___(4) Walking/biking trails | ___(12) Tempe 311 | ___(19) Trash, Composting, Recycling Services |
| ___(5) City athletic fields | ___(13) Bus, Orbit, or light rail service | ___(20) Residential/permitting |
| ___(6) Kid Zone | ___(14) Tempe Center for the Arts | |
| ___(7) Police services | ___(15) Arts and recreation programs/services | |
| ___(8) Tempe History Museum | | |

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

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

11a. Which single communication tool do you use most often to get City information?

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

- | | |
|---|--|
| <input type="checkbox"/> (1) Economic/business development | <input type="checkbox"/> (12) Parks |
| <input type="checkbox"/> (2) Appearance of the City | <input type="checkbox"/> (13) Trash, composting, and recycling |
| <input type="checkbox"/> (3) Maintenance of City buildings | <input type="checkbox"/> (14) Historical preservation |
| <input type="checkbox"/> (4) Police services | <input type="checkbox"/> (15) Condition of City streets/sidewalks |
| <input type="checkbox"/> (5) Art, recreation programs, and library services | <input type="checkbox"/> (16) City infrastructure (e.g. bridges, waterlines) |
| <input type="checkbox"/> (6) Customer service | <input type="checkbox"/> (17) Quality and safety of businesses and homes |
| <input type="checkbox"/> (7) Senior services | <input type="checkbox"/> (18) Traffic delays |
| <input type="checkbox"/> (8) Social/Human services | <input type="checkbox"/> (19) Multimodal (street car, bus, etc.) |
| <input type="checkbox"/> (9) Fire services | <input type="checkbox"/> (20) Safety (Vision Zero) |
| <input type="checkbox"/> (10) Water/sewer | <input type="checkbox"/> (21) Transit service frequency |
| <input type="checkbox"/> (11) Neighborhoods | |

13. If you could ask the Mayor and Council to work on only ONE issue in Tempe during the next year, what would that issue be?



Quality of Life

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1.	Appearance of the City	5	4	3	2	1	9	0
2.	Image of the City	5	4	3	2	1	9	0
3.	Quality of life in the City	5	4	3	2	1	9	0
4.	The City's overall efforts to promote access, diversity, and inclusiveness in the community	5	4	3	2	1	9	0
5.	Quality of access to City facilities for persons with disabilities	5	4	3	2	1	9	0
6.	Quality of services for persons with disabilities	5	4	3	2	1	9	0
7.	Quality of access to City parks for persons with disabilities	5	4	3	2	1	9	0
8.	Quality of neighborhood parks	5	4	3	2	1	9	0
9.	Maintenance of City parks	5	4	3	2	1	9	0
10.	Quality of larger City parks (e.g. Kiwanis, Tempe Beach, Town Lake, Papago)	5	4	3	2	1	9	0
11.	Quality of City recreation and community centers	5	4	3	2	1	9	0
12.	Maintenance and appearance of City recreation and community centers	5	4	3	2	1	9	0
13.	Quality of City swimming pools	5	4	3	2	1	9	0
14.	Quality of City outdoor athletic fields	5	4	3	2	1	9	0
15.	Quality of City golf courses	5	4	3	2	1	9	0
16.	Quality of City recreation programs and services	5	4	3	2	1	9	0
17.	Quality of City library programs and services	5	4	3	2	1	9	0
18.	Quality of Tempe Center for the Arts programs	5	4	3	2	1	9	0
19.	Quality of Before and After School (Kid Zone) programs	5	4	3	2	1	9	0
20.	Quality of youth/adult art classes	5	4	3	2	1	9	0
21.	Quality of Tempe Center for the Arts facility	5	4	3	2	1	9	0
22.	Quality of Tempe History Museum programs	5	4	3	2	1	9	0

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
23.	Quality of Tempe Public Library	5	4	3	2	1	9	0
24.	Quality of Tempe History Museum facility	5	4	3	2	1	9	0
25.	Quality of community arts programs (e.g. Arts in the Parks)	5	4	3	2	1	9	0
26.	Adequacy of street lighting	5	4	3	2	1	9	0
27.	Condition of City streets	5	4	3	2	1	9	0
28.	Quality of landscape maintenance along streets/sidewalks	5	4	3	2	1	9	0
29.	Overall condition of your neighborhood	5	4	3	2	1	9	0
30.	Appearance of residential property	5	4	3	2	1	9	0
31.	Maintenance of private property	5	4	3	2	1	9	0
32.	Condition of alley near your home (if applicable)	5	4	3	2	1	9	0
33.	City enforcement of alley maintenance codes	5	4	3	2	1	9	0
34.	Overall enforcement of City property maintenance codes	5	4	3	2	1	9	0
35.	City enforcement of property maintenance codes and the appearance of commercial properties	5	4	3	2	1	9	0
36.	City enforcement of property maintenance codes and the appearance of residential properties	5	4	3	2	1	9	0
37.	City enforcement of allowable construction work hours (Summer 6am-7pm, Winter 7am-7pm)	5	4	3	2	1	9	0
38.	City efforts to enforce the clean-up of junk, debris, and trash on residential private property	5	4	3	2	1	9	0
39.	City efforts to enforce the mowing and cutting of weeds/grass on residential private property	5	4	3	2	1	9	0
40.	City efforts to enforce deteriorated landscape maintenance on residential private property	5	4	3	2	1	9	0
41.	The value and benefits received by the City from Special Events	5	4	3	2	1	9	0
42.	Access to Human services/Social services	5	4	3	2	1	9	0
43.	Services for those living with Dementia, their care partners, and their families	5	4	3	2	1	9	0
44.	Residential trash collection services	5	4	3	2	1	9	0
45.	Residential recycling services	5	4	3	2	1	9	0
46.	Bulk trash pickup/removal services	5	4	3	2	1	9	0



Maintaining Financial Stability and Vitality

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1.	The direction the City is heading	5	4	3	2	1	9	0
2.	City efforts to keep residents informed about the City's budget	5	4	3	2	1	9	0
3.	The City's financial information is accessible and transparent	5	4	3	2	1	9	0
4.	The overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9	0
5.	The opportunities to provide input and feedback in the budget process through public forums, on-line budget forums, and public budget meetings	5	4	3	2	1	9	0
6.	The financial stability of the City	5	4	3	2	1	9	0



Sustainable Growth and Development

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
01.	How well the City is planning for growth	5	4	3	2	1	9	0
02.	The City's sustainability programs, which are designed to promote water, energy, and natural resource conservation	5	4	3	2	1	9	0
03.	Condition of streets in your neighborhood	5	4	3	2	1	9	0
04.	Condition of major City streets and sidewalks	5	4	3	2	1	9	0
05.	Condition and clarity of street signs	5	4	3	2	1	9	0
06.	Management of traffic flow on City streets	5	4	3	2	1	9	0
07.	Quality of local transit service (bus, rail, Orbit)	5	4	3	2	1	9	0
08.	Quality of walking and biking paths	5	4	3	2	1	9	0
09.	Quality of recycling services	5	4	3	2	1	9	0
10.	Quality of green organics collection and compost program	5	4	3	2	1	9	0
11.	Overall quality of new commercial development in the City, including architecture and design	5	4	3	2	1	9	0
12.	Quality of your internet service provider	5	4	3	2	1	9	0
13.	Quality of water conservation programs	5	4	3	2	1	9	0
14.	Quality of energy conservation programs	5	4	3	2	1	9	0
15.	Quality of land use and green space programs	5	4	3	2	1	9	0
16.	Quality of climate change initiatives such as shaded bus stops and tree canopies	5	4	3	2	1	9	0
17.	City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live)	5	4	3	2	1	9	0
18.	City enforcement of construction codes for business properties	5	4	3	2	1	9	0
19.	City enforcement of construction codes for residential properties	5	4	3	2	1	9	0
20.	City efforts to enforce the required building permits for business properties	5	4	3	2	1	9	0
21.	City efforts to enforce the required building permits for residential properties	5	4	3	2	1	9	0

17. What else would you like us to know? _____

Demographics

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

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

19. What is your age?

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

20. What gender do you identify with?

- (1) Male
 (2) Female
 (3) Non-Conforming
 (4) Prefer not to answer

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

Ages 0-5: ____ Ages 6-13: ____ Ages 14-17: ____ NONE

21a. If you have children living in Tempe, how many attend each of the following types of K-12 schools?

Public School: ____ Home School: ____ Charter School: ____ Private School: ____

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

____(1) Asian/Pacific Islander ____ (3) American Indian/Eskimo ____ (5) Hispanic/Latino/Spanish
____(2) White ____ (4) Black/African American ____ (6) Other: _____

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

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

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

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

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

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

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

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

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

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

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

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

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

This concludes the survey. Thank you for your time!

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

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

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