



# 2021 City of Tempe Community Survey Findings Report

Presented to the City of Tempe,  
Arizona

October 2021



**ETC**  
INSTITUTE



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# Executive Summary



# 2021 City of Tempe Community Survey

## Executive Summary



### Purpose and Methodology

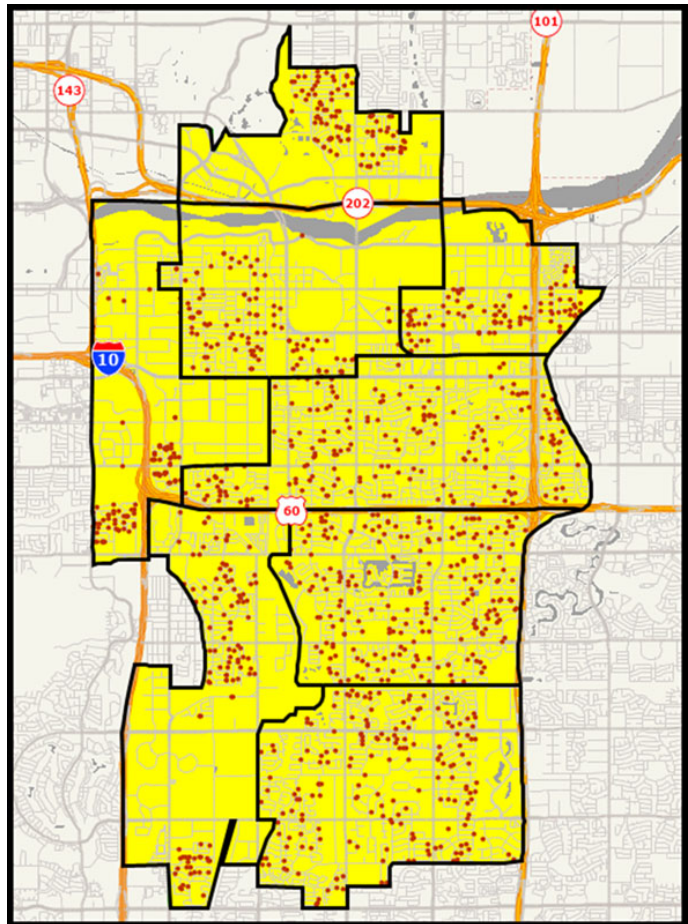
ETC Institute conducted the fourteenth annual community survey for the City of Tempe during the summer of 2021 to help determine priorities for the community as part of the City's on-going strategic planning process. The survey was mailed to a random sample of households in the City of Tempe. Once the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the online survey ([www.tempe.gov/communitysurvey](http://www.tempe.gov/communitysurvey)) to make it easy for residents to complete the survey.

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

A total of 1,105 households completed the survey. The results for the sample of 1,105 households have a 95% level of confidence with a precision of at least  $\pm 2.9\%$ . There were no statistically significant differences in the results of the survey based on the method of administration.

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

**Don't Know Responses.** Since the number of "don't know" responses often reflects the utilization and awareness of City services, the percentage of "don't know" responses has been included with the tabular data in Section 5 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."





# 2021 City of Tempe Community Survey

## Executive Summary



This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey (Section 1)
- trend charts comparing the 2021 results to the 2020 and 2007 results where available (Section 2)
- benchmarking data that show how the results for the City of Tempe compare to other communities (Section 3)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 4)
- tabular data showing the overall results for all questions on the survey along with a copy of the survey instrument (Section 5)

### Perceptions of the Community

Based on the combined percentages of the residents surveyed who had an opinion, (78%) were either “very satisfied” or “satisfied” with the *overall quality of services offered by the City of Tempe*.

### Public Safety

- Ninety percent (90%) of the residents surveyed who had an opinion were “very satisfied” or “satisfied” with the quality of local fire services; (10%) were “neutral.” Other public safety services with high levels of satisfaction include: quality of medical rescue services (86%), quality and safety of structures in neighborhoods (76%), and the feeling of safety in neighborhoods (72%).
- Eighty percent (80%) of residents who had an opinion were “satisfied” with their feeling of safety within their home or neighborhood during the day; (12%) were “neutral.” Other areas in which residents felt safe during the day include: Tempe Public Library Complex (80%), businesses (theaters, restaurants, retail shopping, workplace) (78%), City athletic and recreational facilities (75%), and neighborhood parks (75%).
- Seventy-two percent (72%) of residents who had an opinion were satisfied with their feeling of safety within their home or neighborhood at night; (16%) were “neutral.” Other areas in which residents felt safe at night include: businesses (theaters, restaurants, retail shopping, workplace) (71%), and in the Tempe Public Library Complex (66%).
- Sixty-four percent (64%) of residents who had an opinion indicated they were “occasionally” or “frequently” worried about having their car stolen or broken into; (60%) were “occasionally” or “frequently” worried about being a victim of identity theft, and (54%) were “occasionally” or “frequently” worried about having their home burglarized when they are not there.

# 2021 City of Tempe Community Survey

## Executive Summary



### Quality of Life and City Services

- The highest levels of satisfaction with quality of life and City services in Tempe, among those who had an opinion, included: quality of Tempe Public Library (83%), residential trash collection services (82%), residential recycling services (80%), quality of City library programs and services (77%), quality of the Tempe Center for the Arts facility (74%), bulk trash pickup/removal services (74%), and quality of Tempe History Museum facility (74%).

### Financial Stability and Vitality

- The highest levels of satisfaction with various aspects of financial stability and vitality in Tempe, among those who had an opinion, included: the direction the City is heading (62%), the financial stability of City (61%), the opportunities to provide input and feedback in the budget process (56%), and the overall value received for City tax dollars and fees (56%).

### Sustainable Growth and Development

- The highest levels of satisfaction with various aspects of sustainable growth and development in Tempe, among those who had an opinion, included: quality of recycling services (78%), quality of green organics collection and compost program (73%), the condition and clarity of street signs (72%), quality of walking and biking paths (72%), and quality of local transit service (bus, rail, Orbit) (68%).

### Communication

- The three information sources that residents use most to get information about the City of Tempe include: the water bill newsletter (Tempe Today) (64%), City websites (63%), and TV news (34%).
- The highest levels of satisfaction with various aspects of communication in Tempe, among those who had an opinion, included: the availability of information on recycling, composting, and water conservation program offerings (76%), the availability of information about City programs, events, services, and issues (75%), the availability of information on water/wastewater (sewer) and solid waste rates (74%), and Tempe's online services (registration, payment, etc.) (68%). Residents were least satisfied with their ability to participate in the City's decision-making process (45%).



# 2021 City of Tempe Community Survey

## Executive Summary

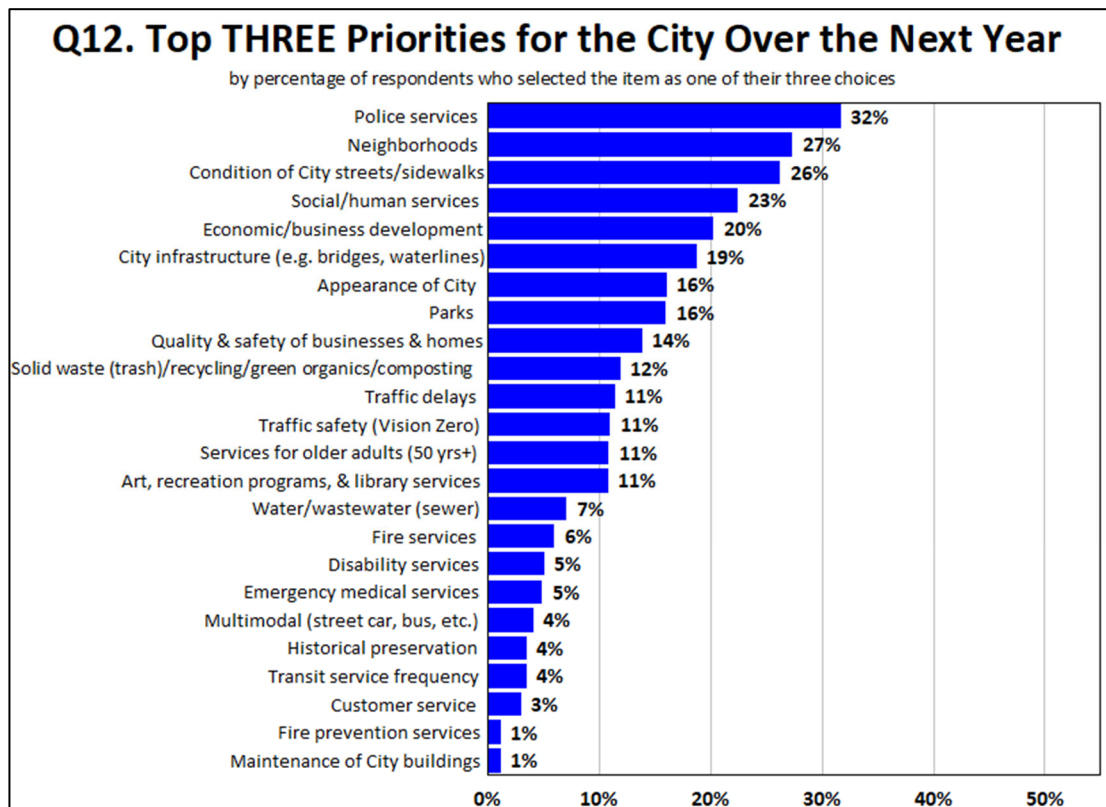


### Customer Service

- Overall, (71%) of residents who had an opinion were satisfied with the quality of customer service provided by the City of Tempe.
- Forty percent (40%) of residents surveyed indicated they had contacted the City of Tempe during the past year.
- The highest levels of satisfaction with customer service, based upon the “yes” responses among those who had an opinion and had contacted the City over the past year, were: the ability of the employee to listen carefully (91%), the way they were treated fairly (90%), and the honesty of the employee (89%).

### Top Priorities for the City

- Residents think police services, neighborhoods, and the condition of City streets and sidewalks should be the City’s top priorities for 2022. The chart below shows the percentage of respondents who selected various City service categories as one of their top three priorities for the coming year. Maintenance of City buildings, fire prevention services, and customer service were the least selected priorities.



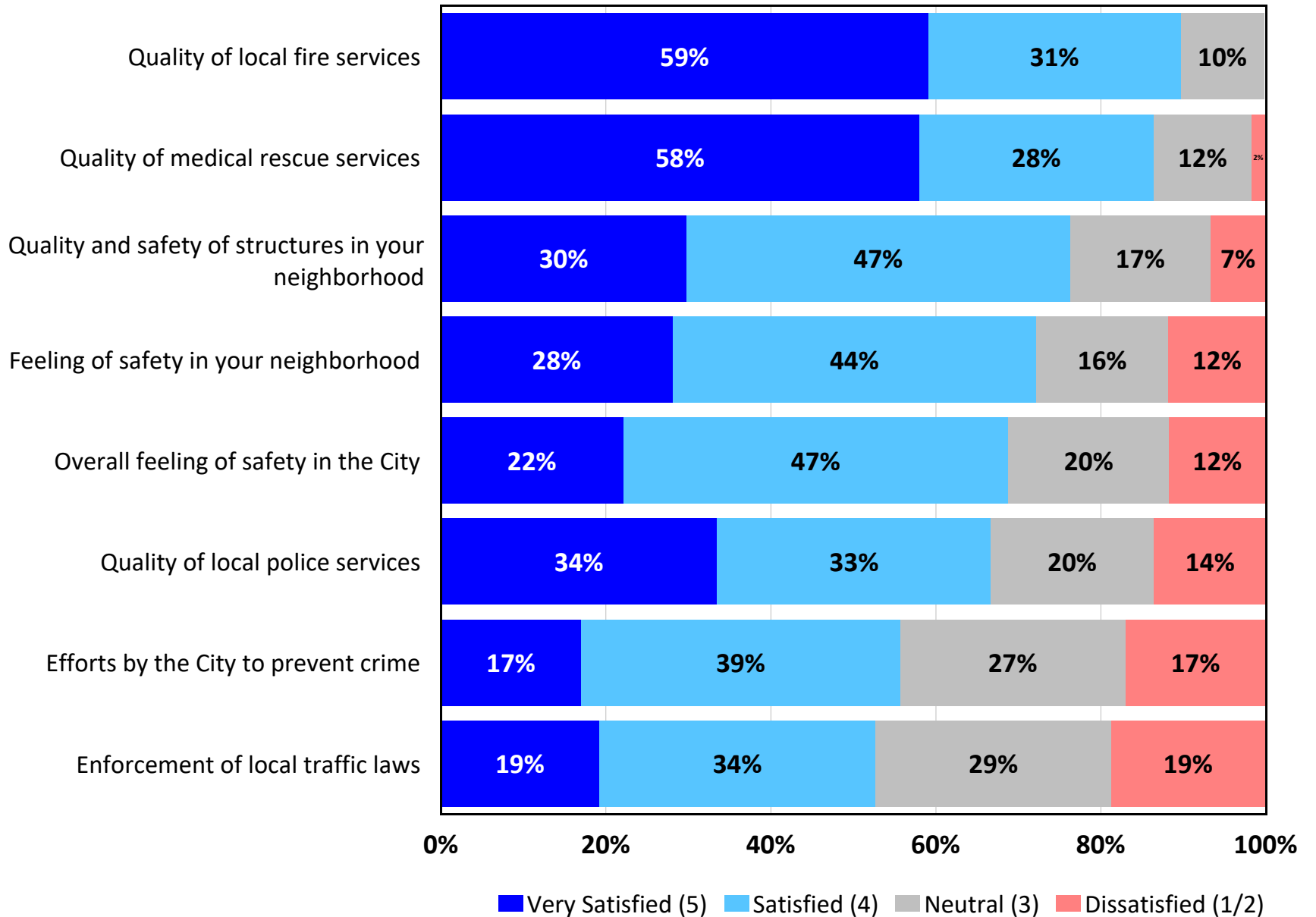


# Charts and Graphs



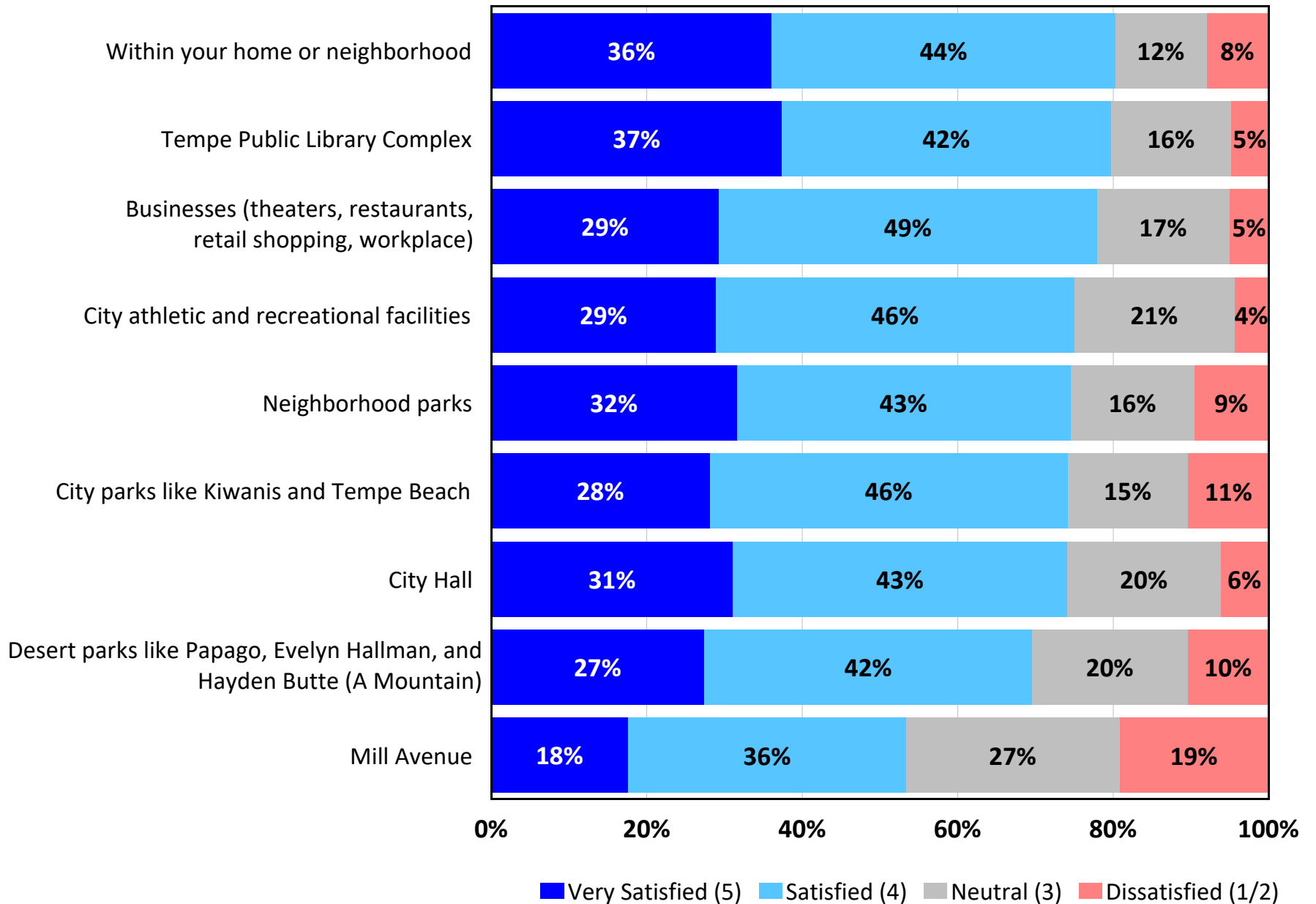
# Q1. Satisfaction With Public Safety

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



# Q2. Feeling of Safety During the Day in the Following Places:

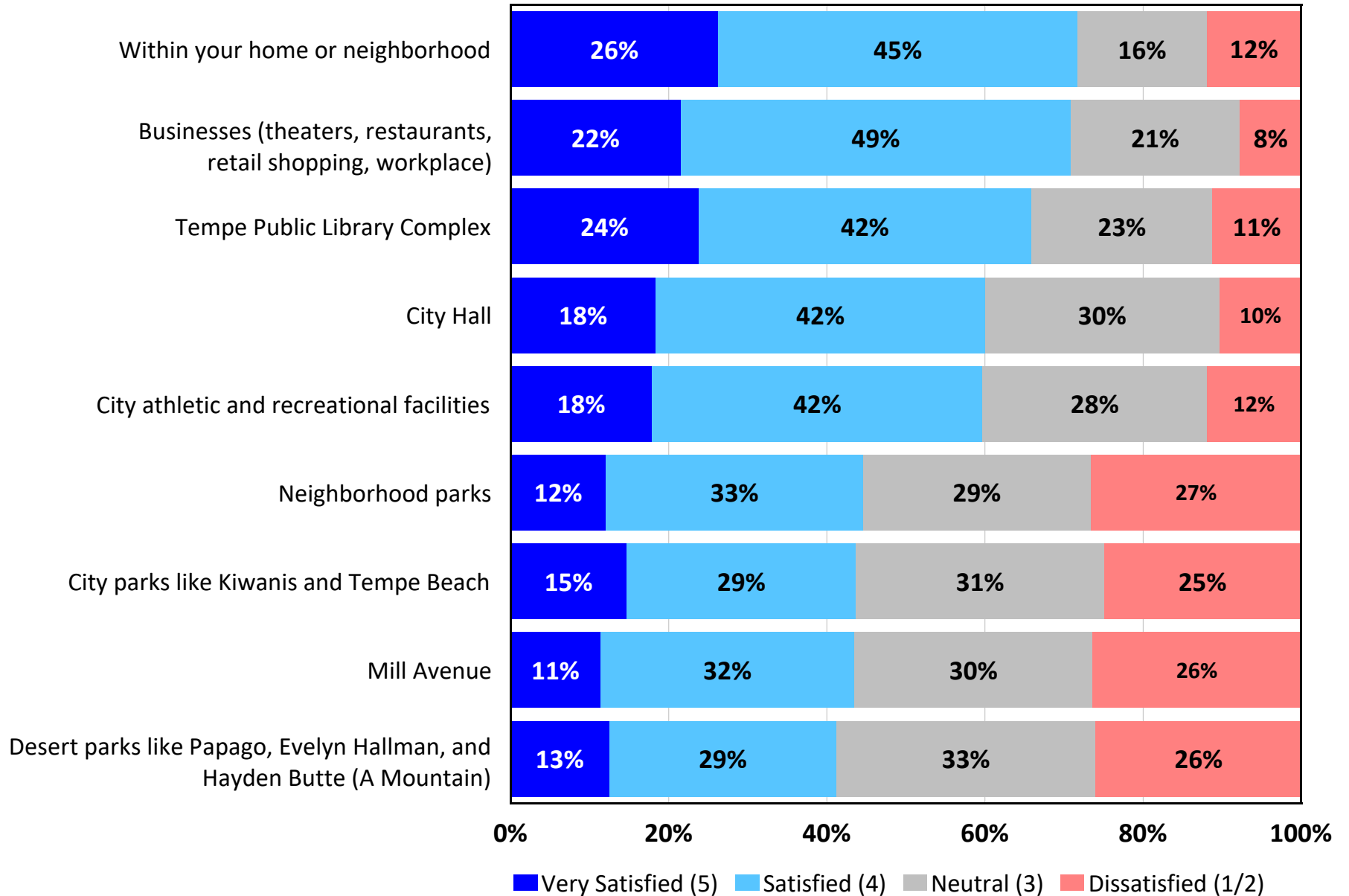
by percentage of respondents (excluding "Don't Know" responses)





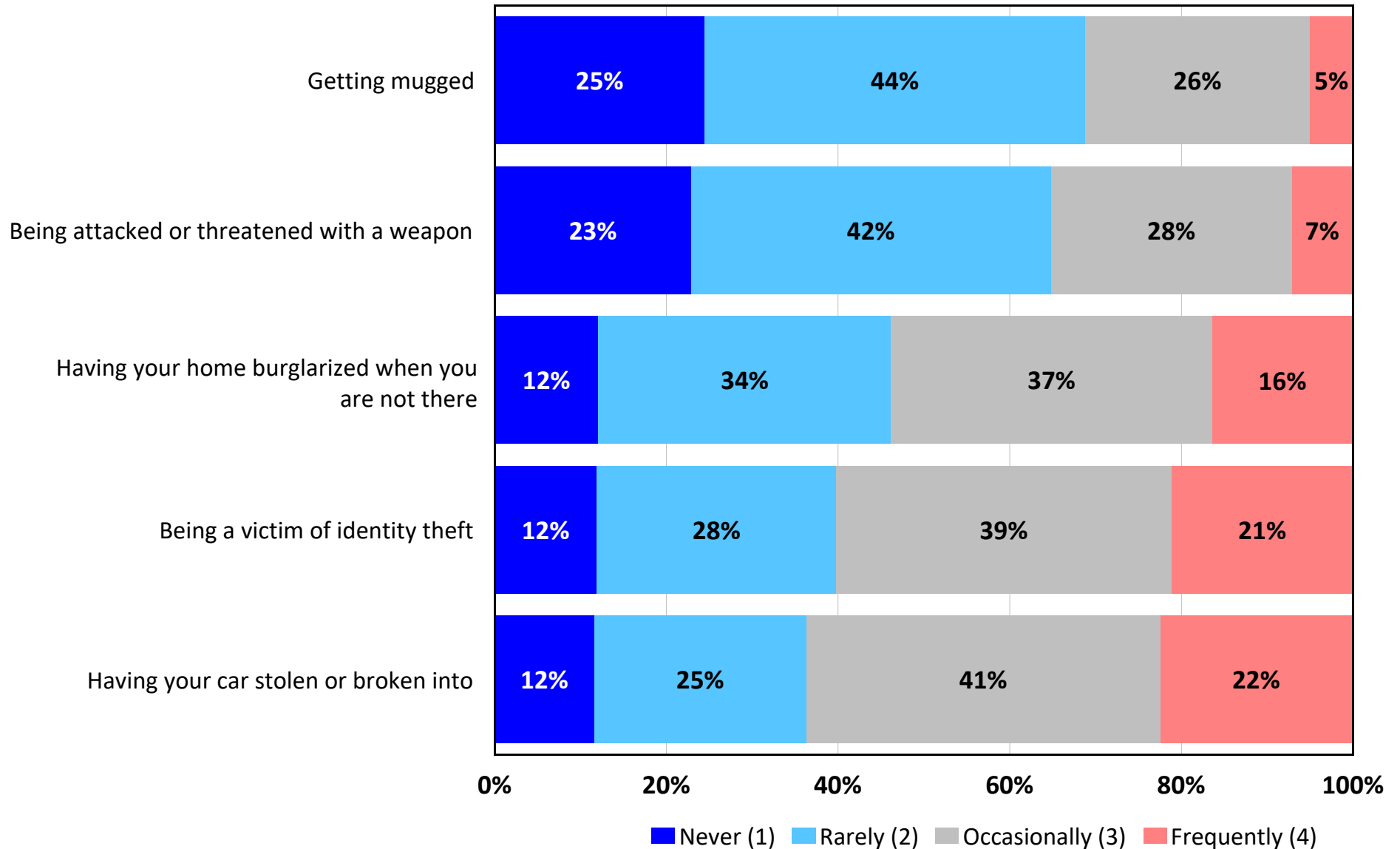
# Q2. Feeling of Safety At Night in the Following Places:

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



# Q3. How Often Residents Worry About Each Of The Following:

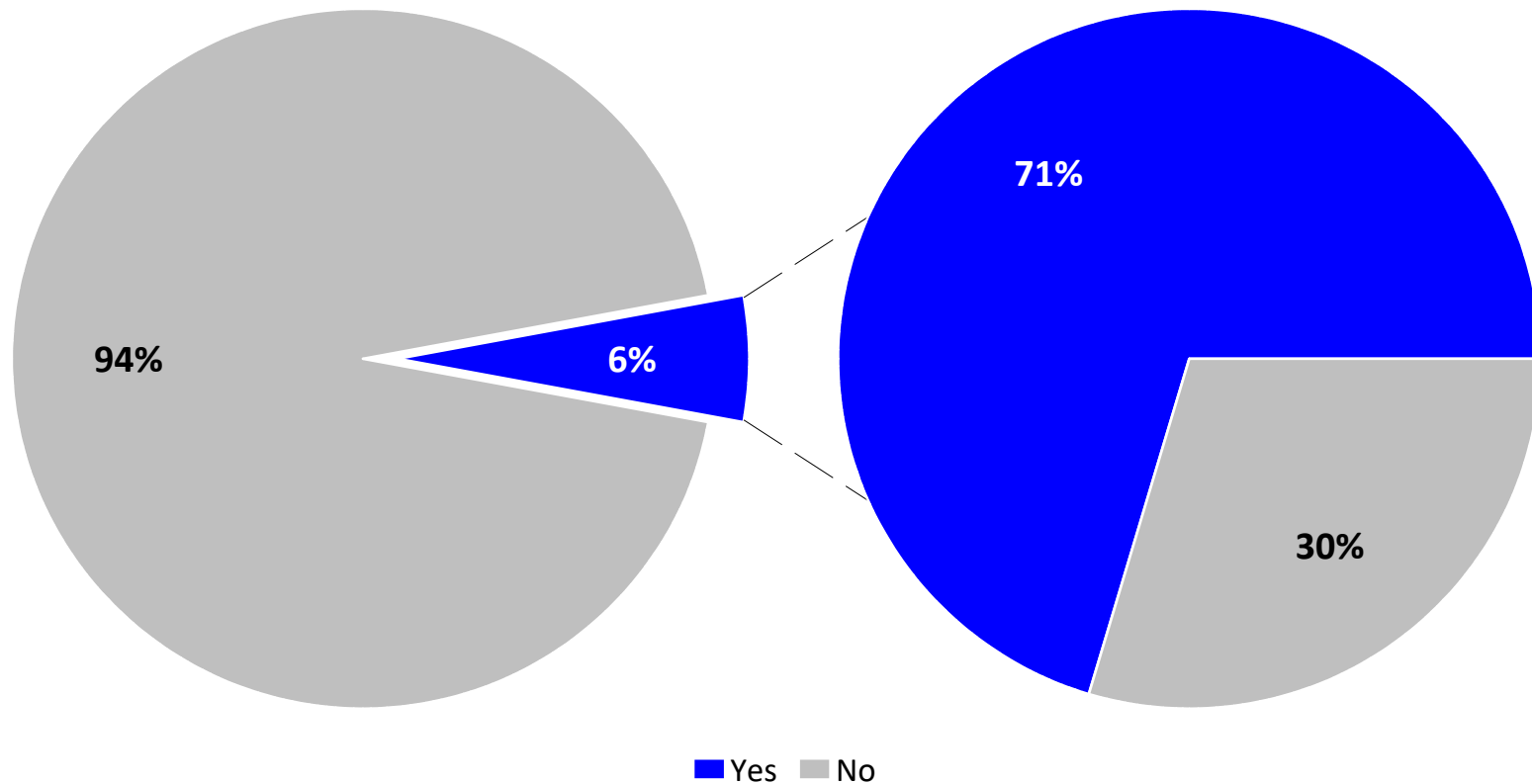
by percentage of respondents (excluding "Don't Know" responses)



# Q4.1. Have you been robbed, physically assaulted, or sexually assaulted?

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

## Q4.1a. If yes, were the police informed or did they find out about this incident in any way? (excluding "Not Provided" responses)

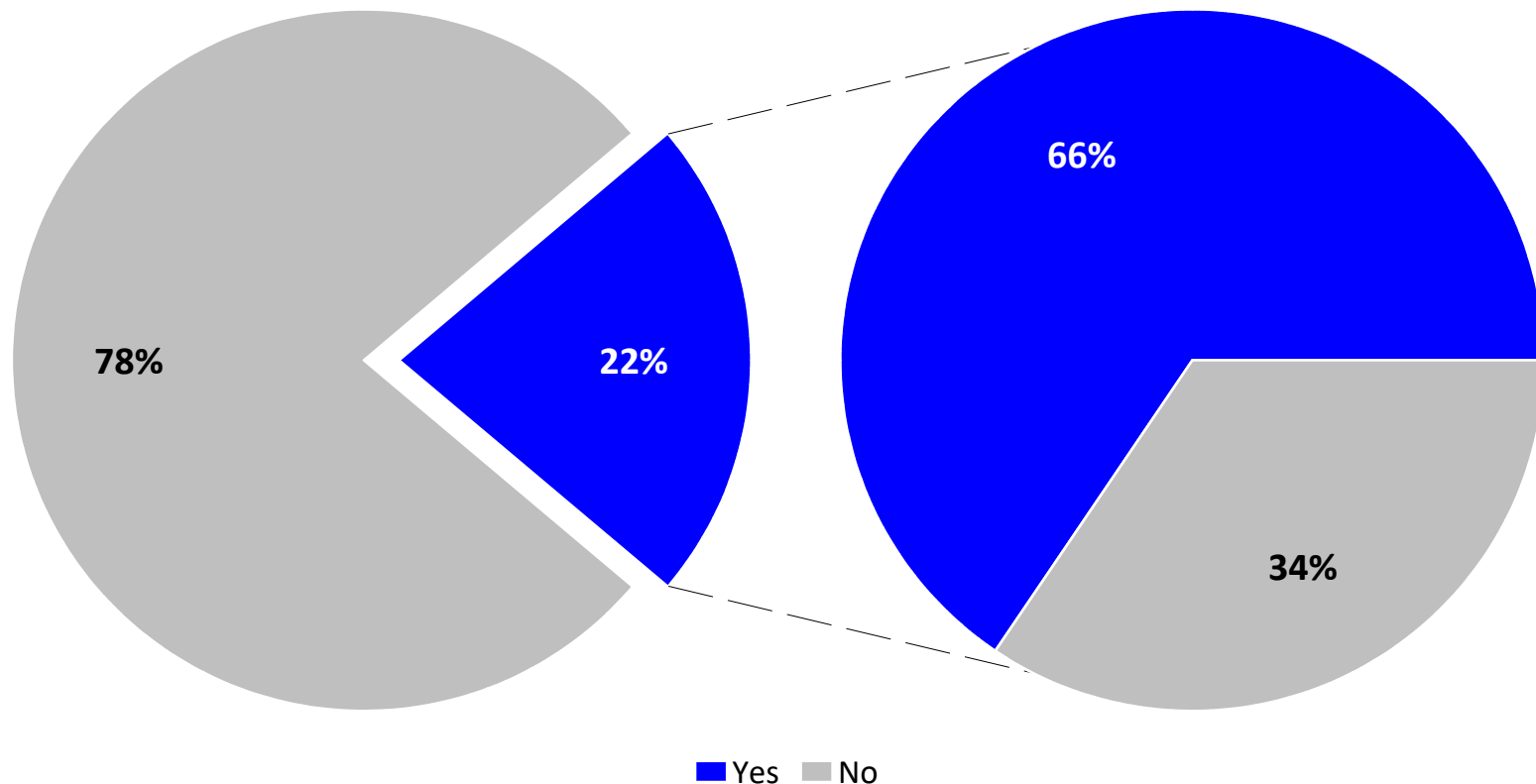


# Q4.2. Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized?

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

## Q4.2a. If yes, were the police informed or did they find out about this incident in any way?

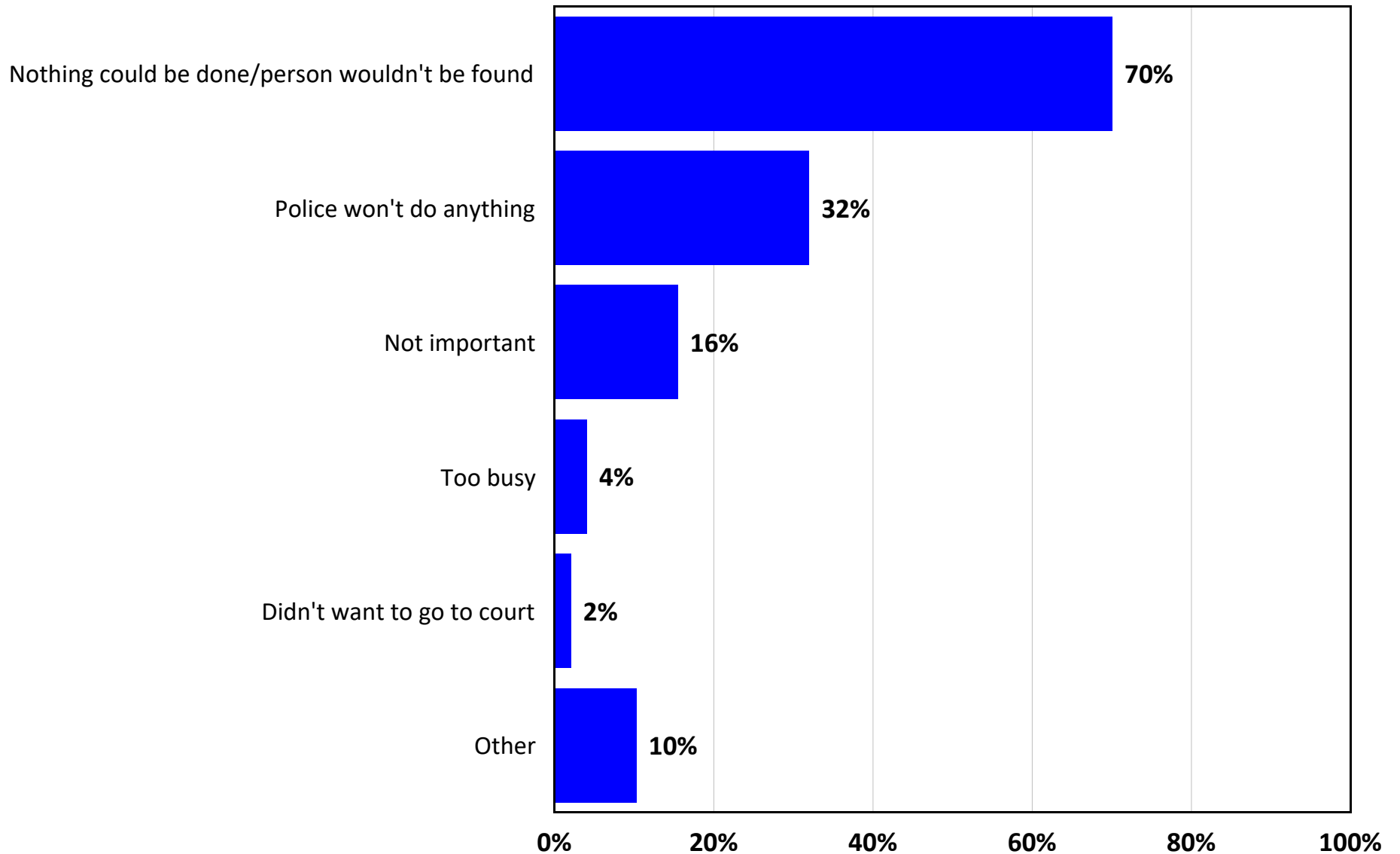
(excluding "Not Provided" responses)





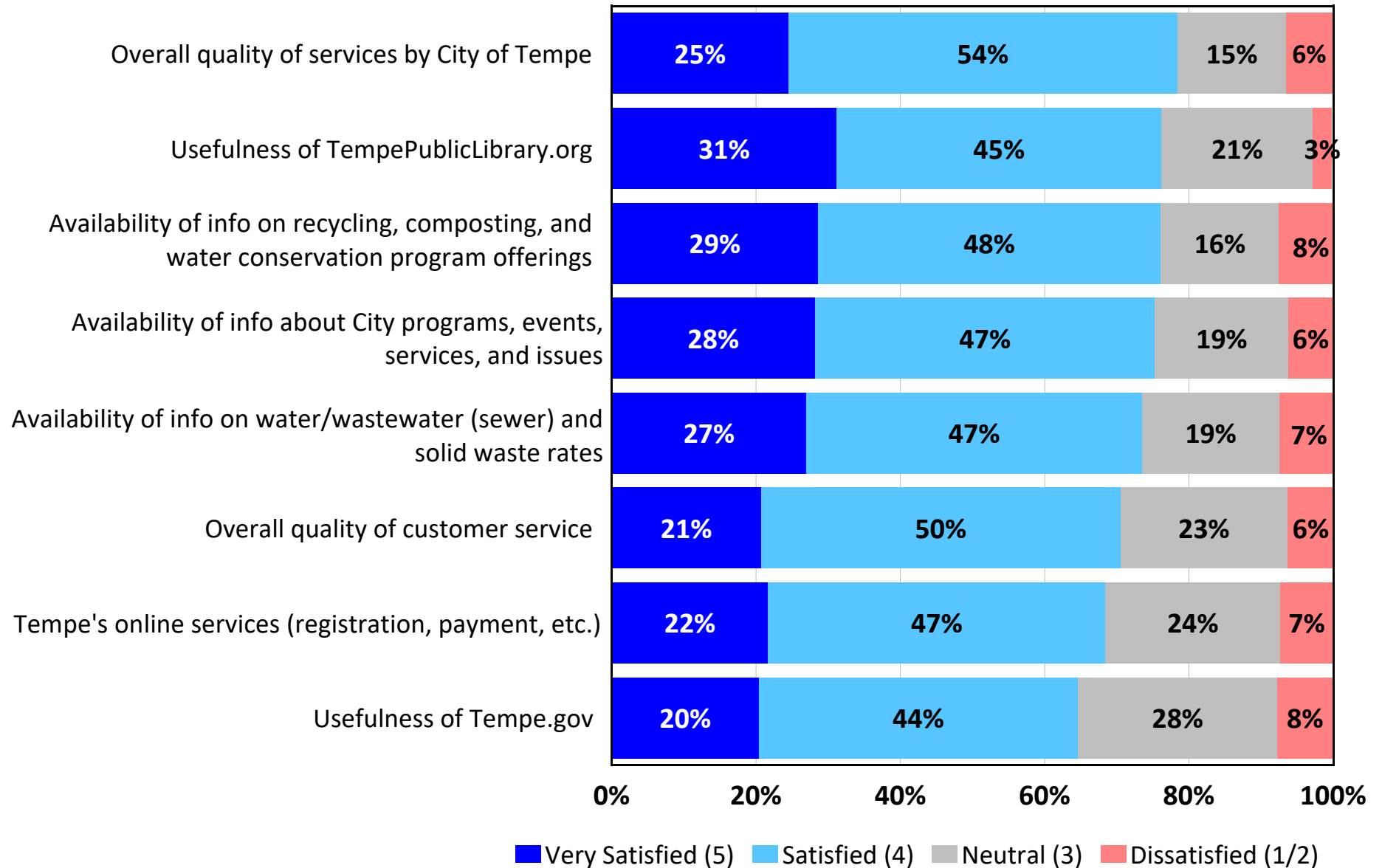
# Q4a. What was the reason it was not reported to the police?

by percentage of respondents (multiple responses could be made)



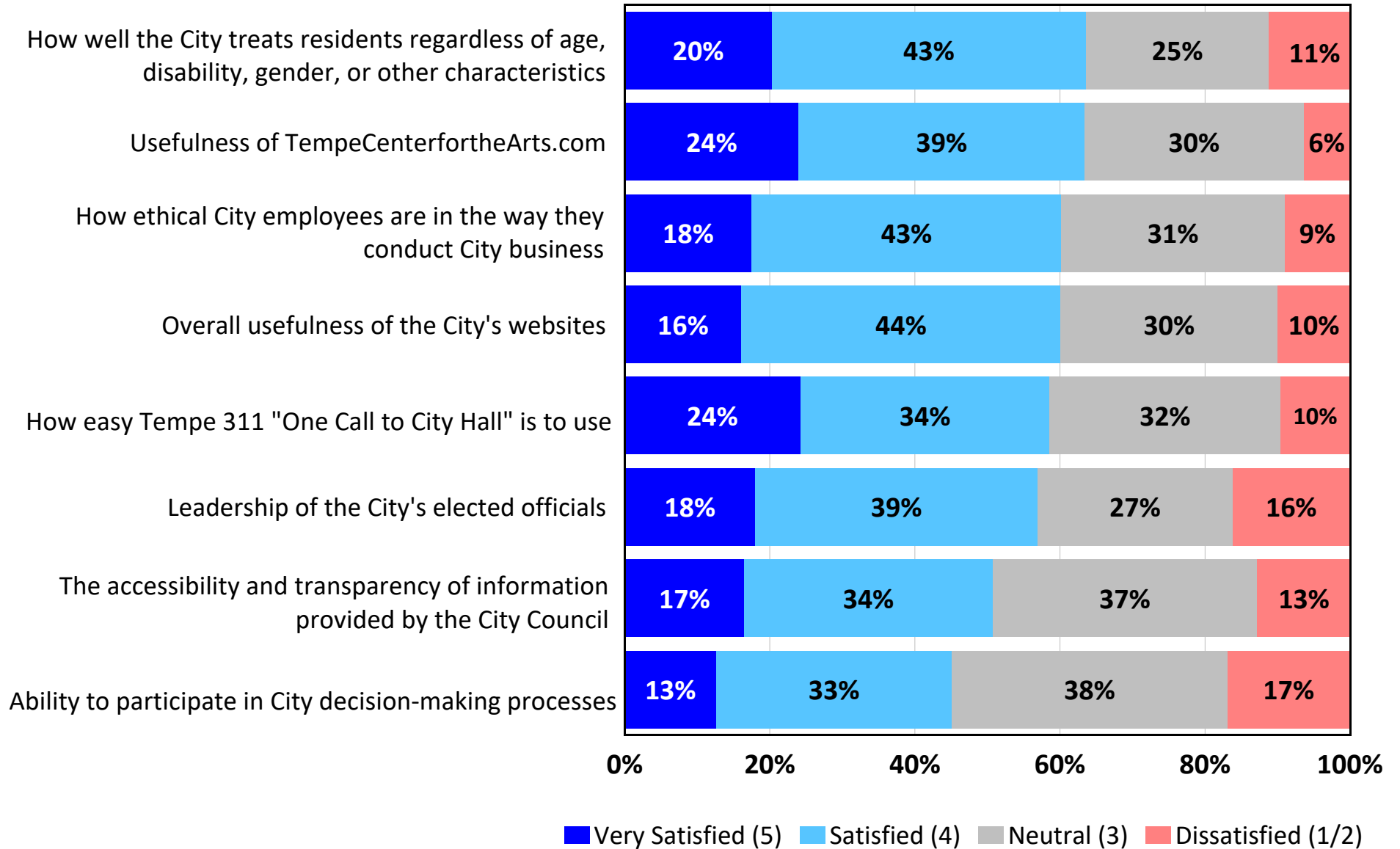
# Q6. Satisfaction With Various Perceptions of the City (1/2)

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



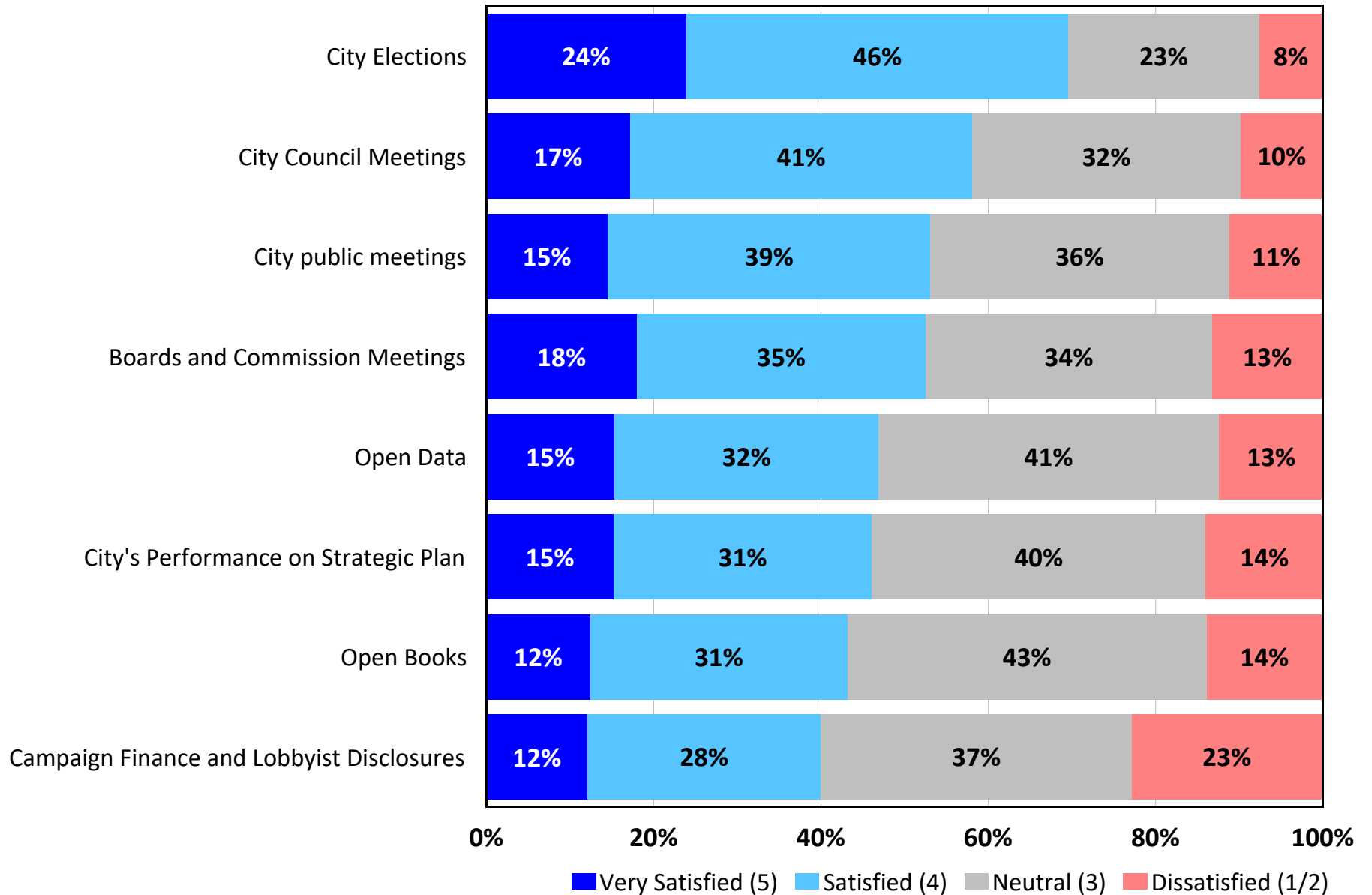
# Q6. Satisfaction With Various Perceptions of the City (2/2)

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



# Q7. Satisfaction With the Ease of Access to the Following

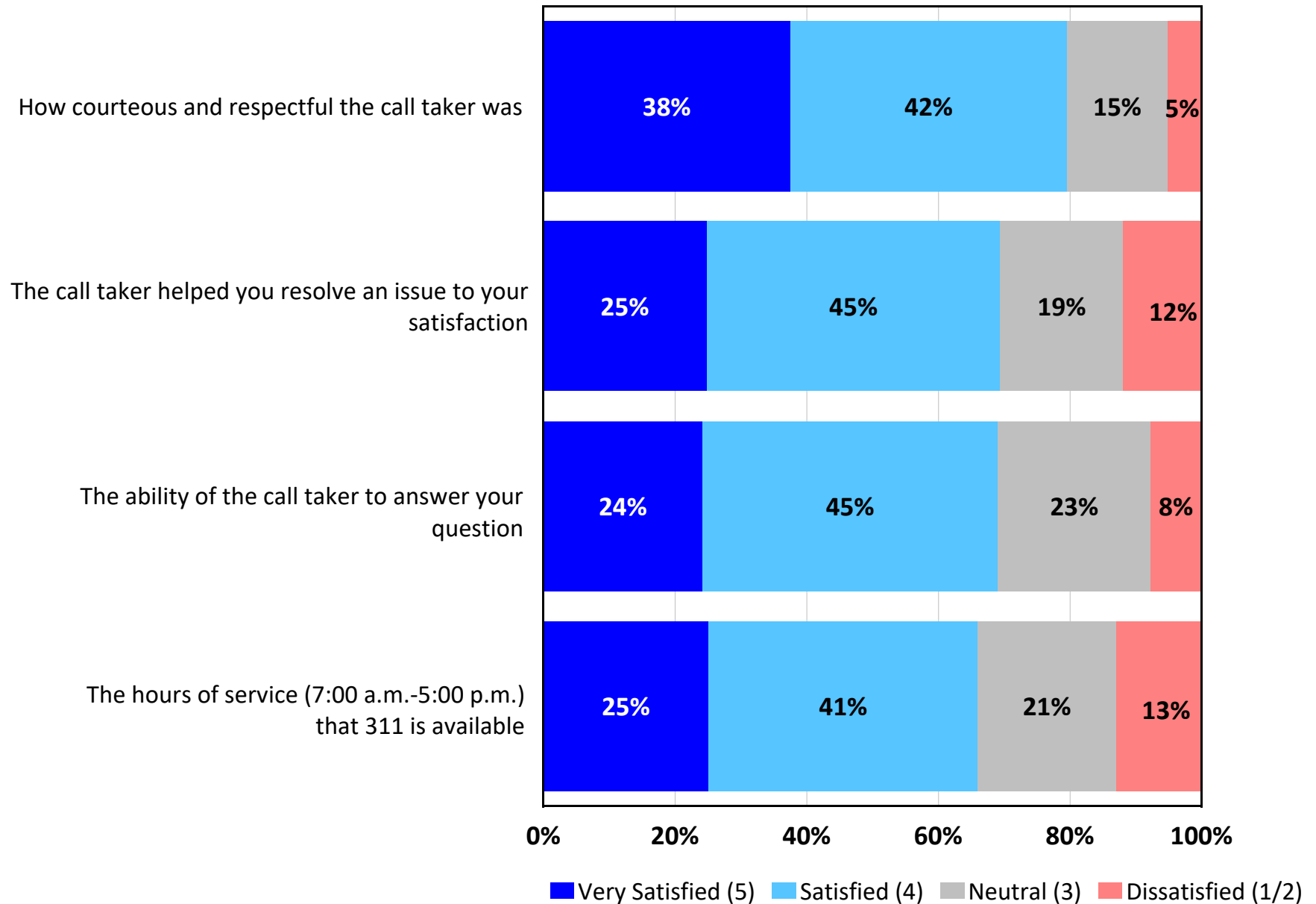
by percentage of respondents (excluding "Don't Know" responses)





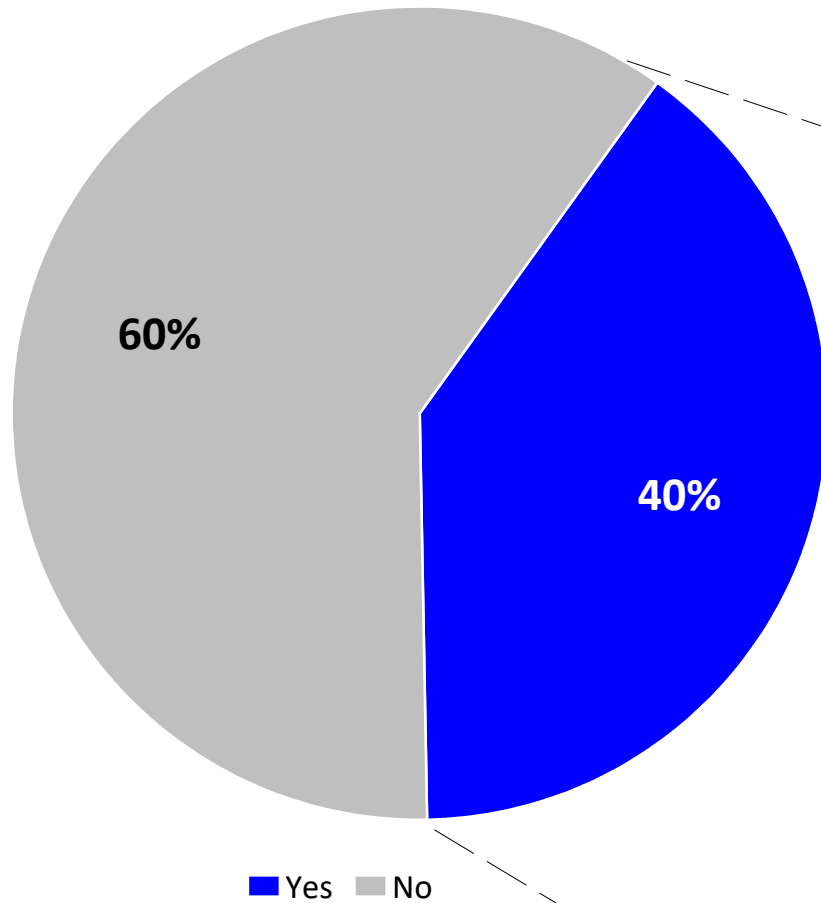
# Q8. Satisfaction With Various Aspects of 311 Service

by percentage of respondents who have contacted 311 (excluding "Don't Know" responses)



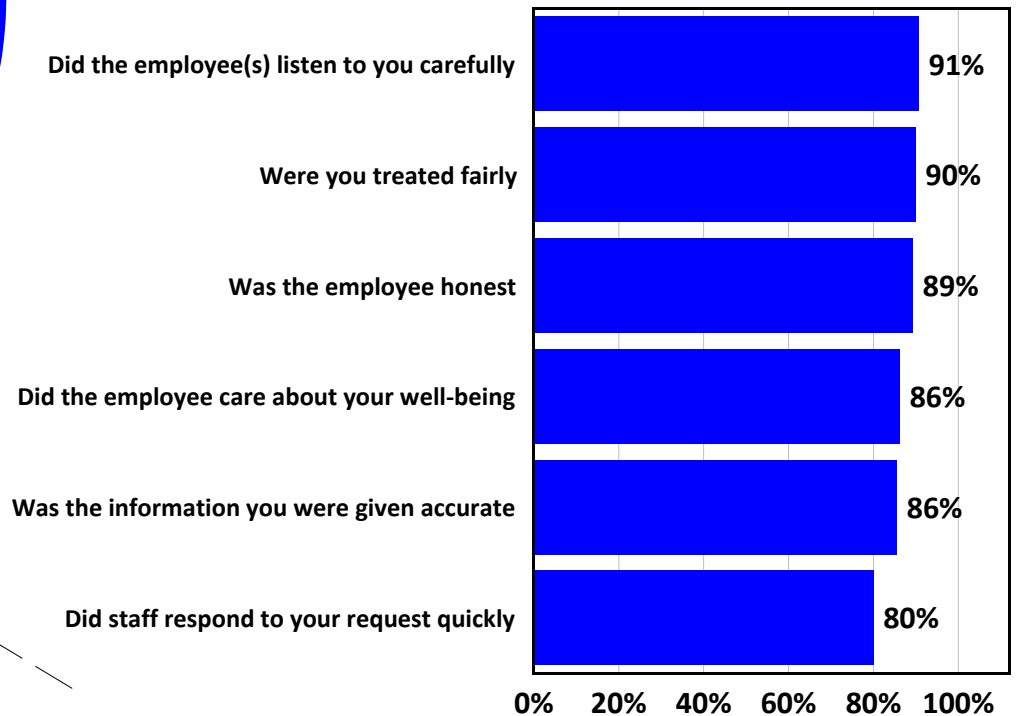
# Q9. Have You Contacted the City of Tempe During the Past Year?

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



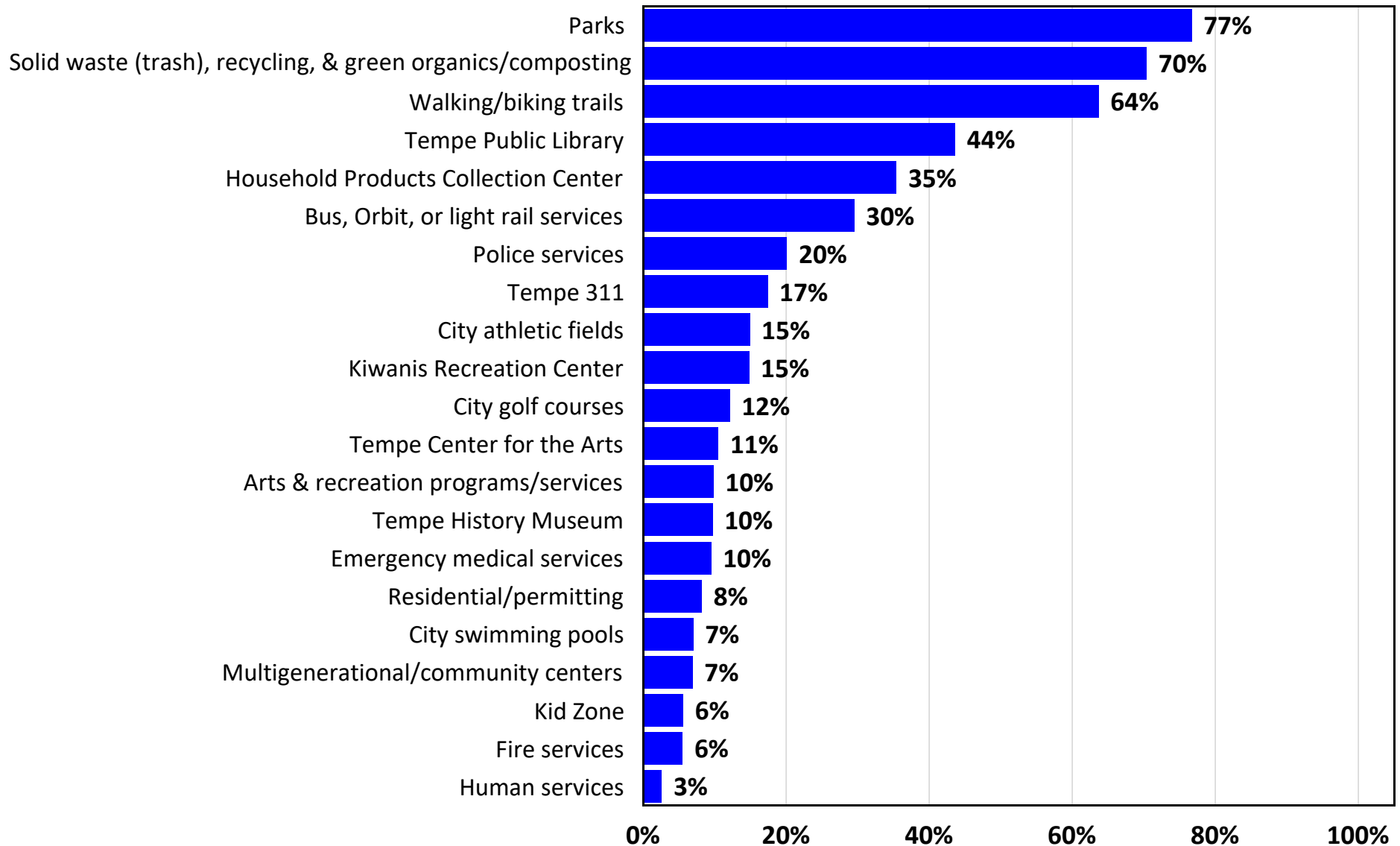
## Q9b. If yes, please answer the following questions based on your most recent interaction with City employees.

By percentage of respondents who answered "YES"



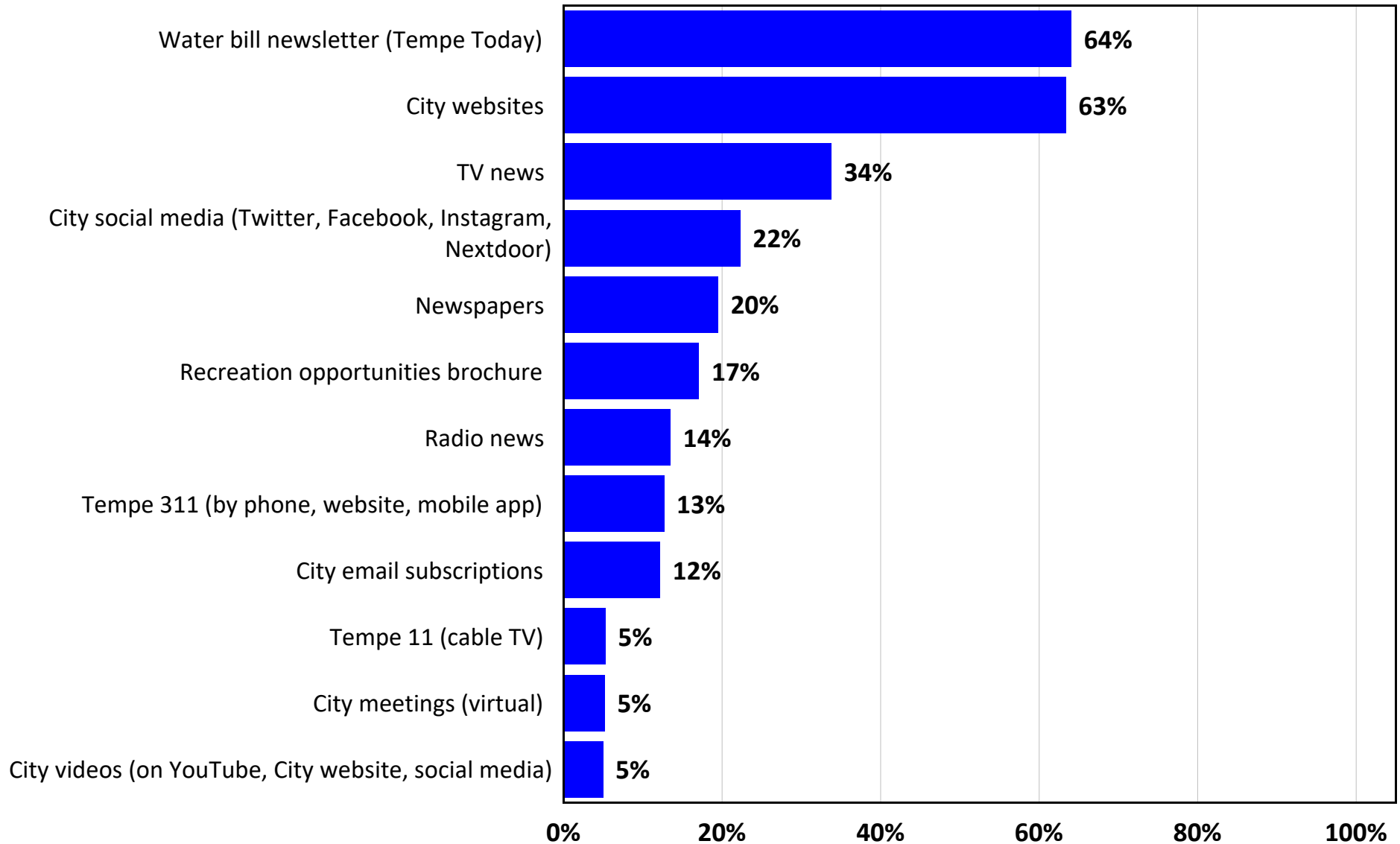
# Q10. Use of City Services & Facilities by Respondents and Their Household Members During the Past 12 Months

by percentage of respondents



# Q11. How Residents Get Information About the City of Tempe

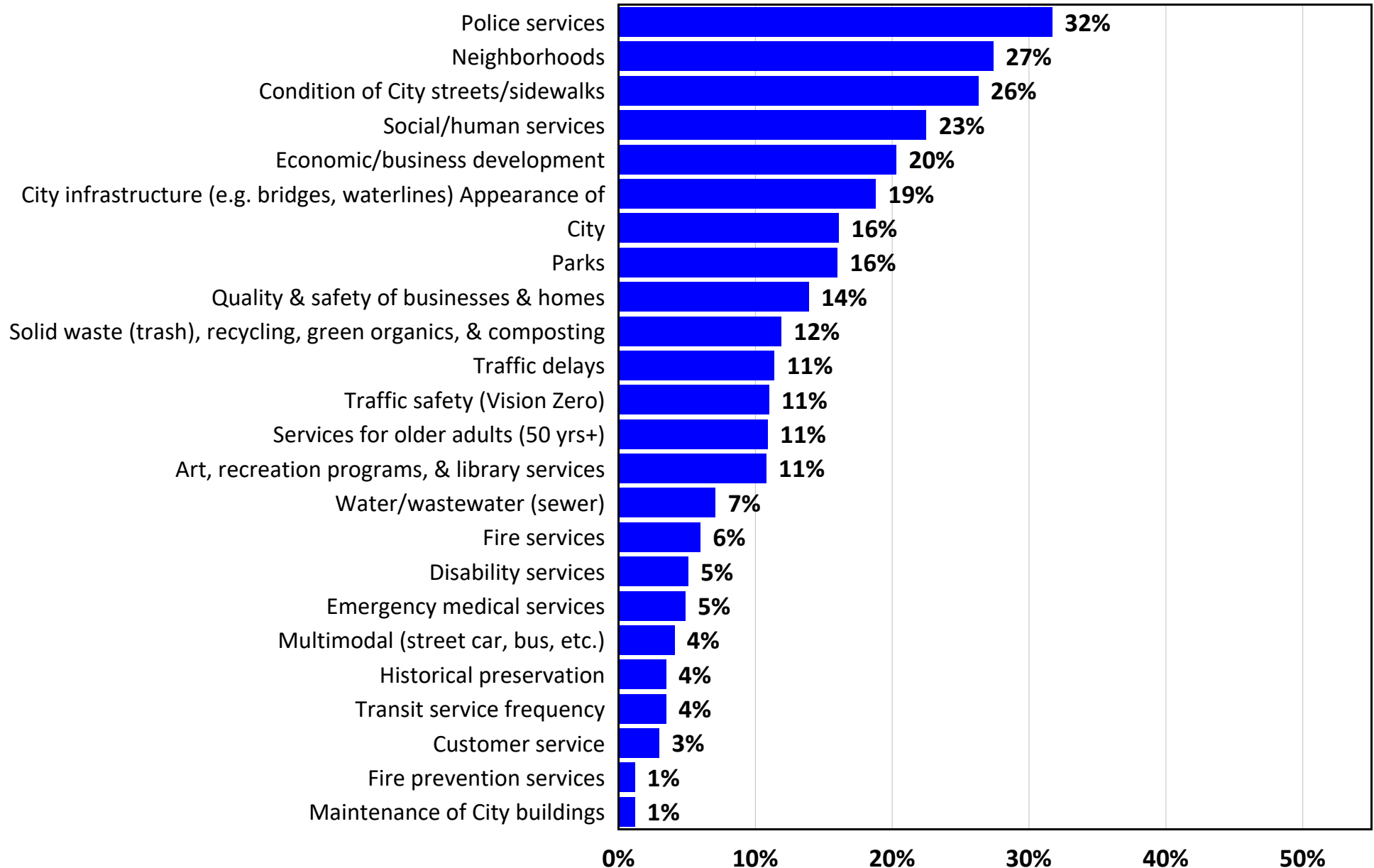
by percentage of respondents





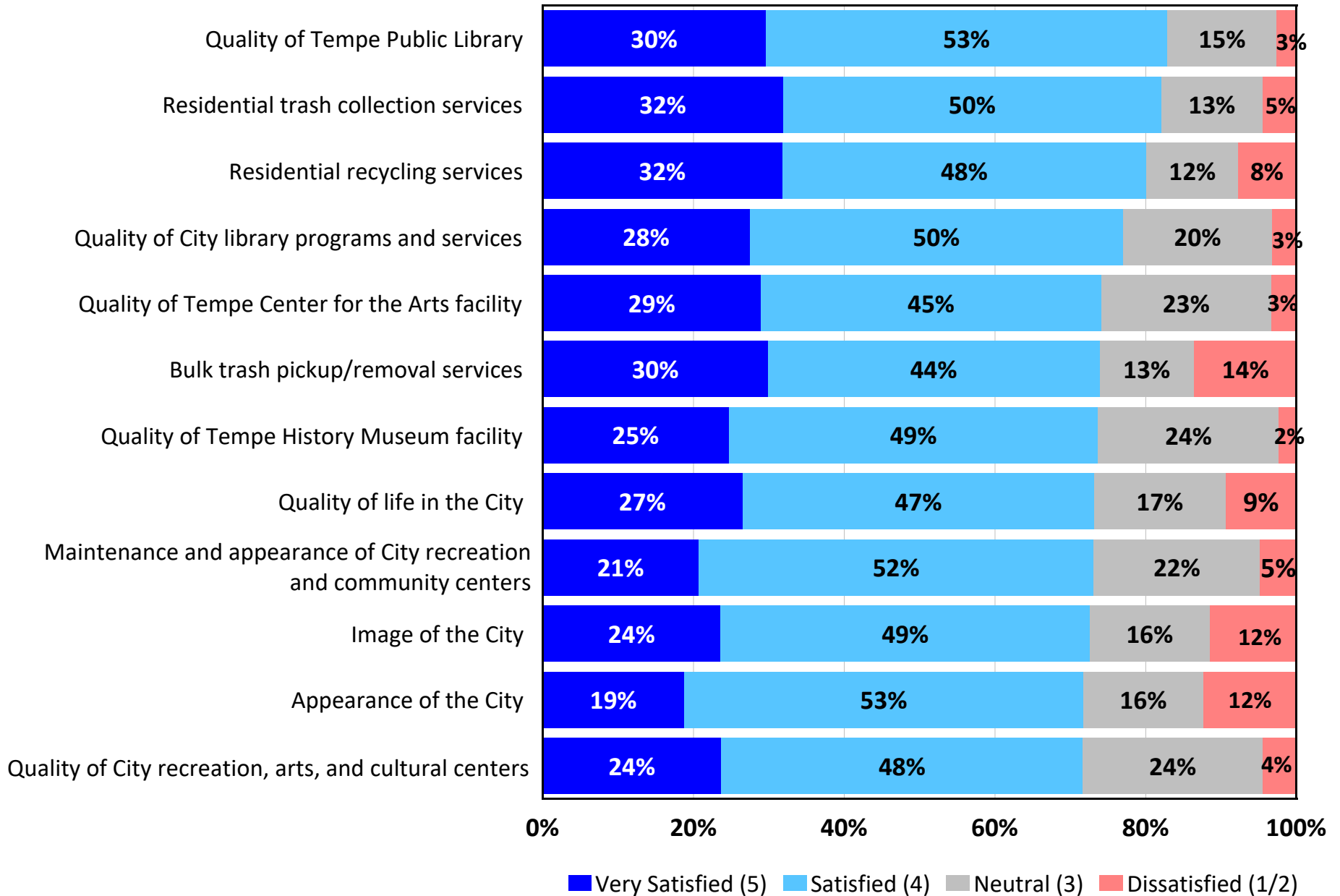
# Q12. Top THREE Priorities for the City Over the Next Year

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



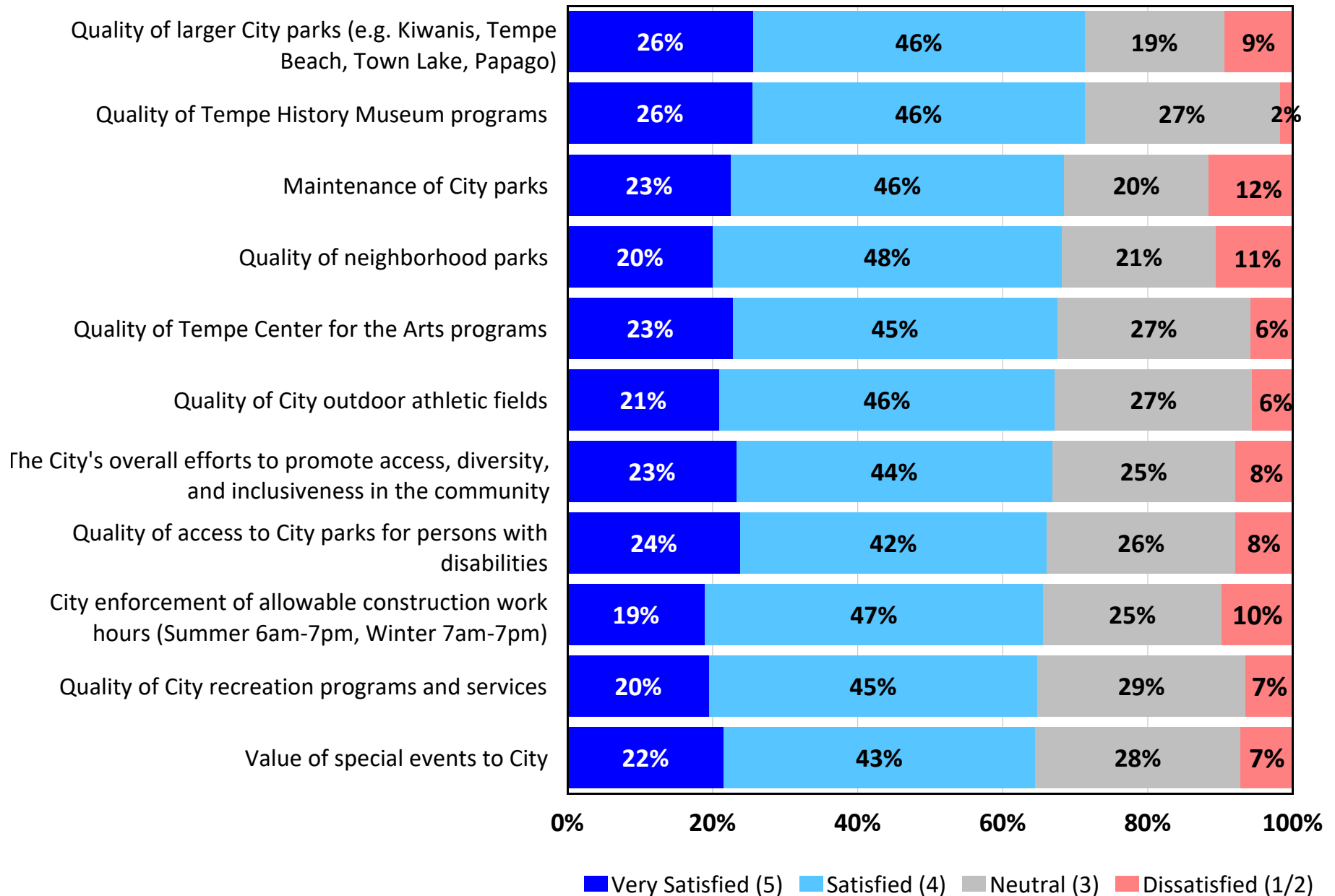
# Q14. Satisfaction With Quality of Life and City Services (1/4)

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



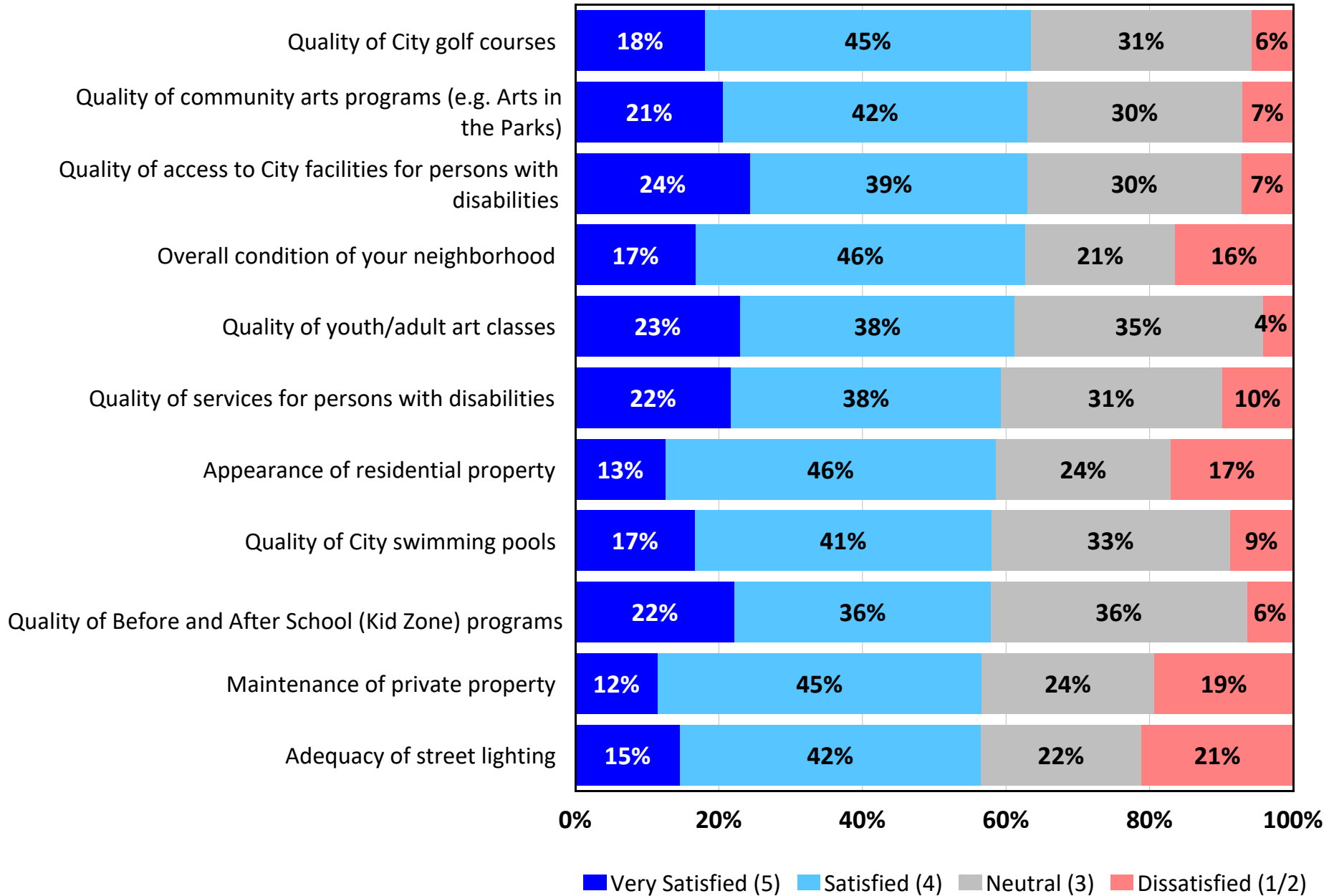
# Q14. Satisfaction With Quality of Life and City Services (2/4)

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



# Q14. Satisfaction With Quality of Life and City Services (3/4)

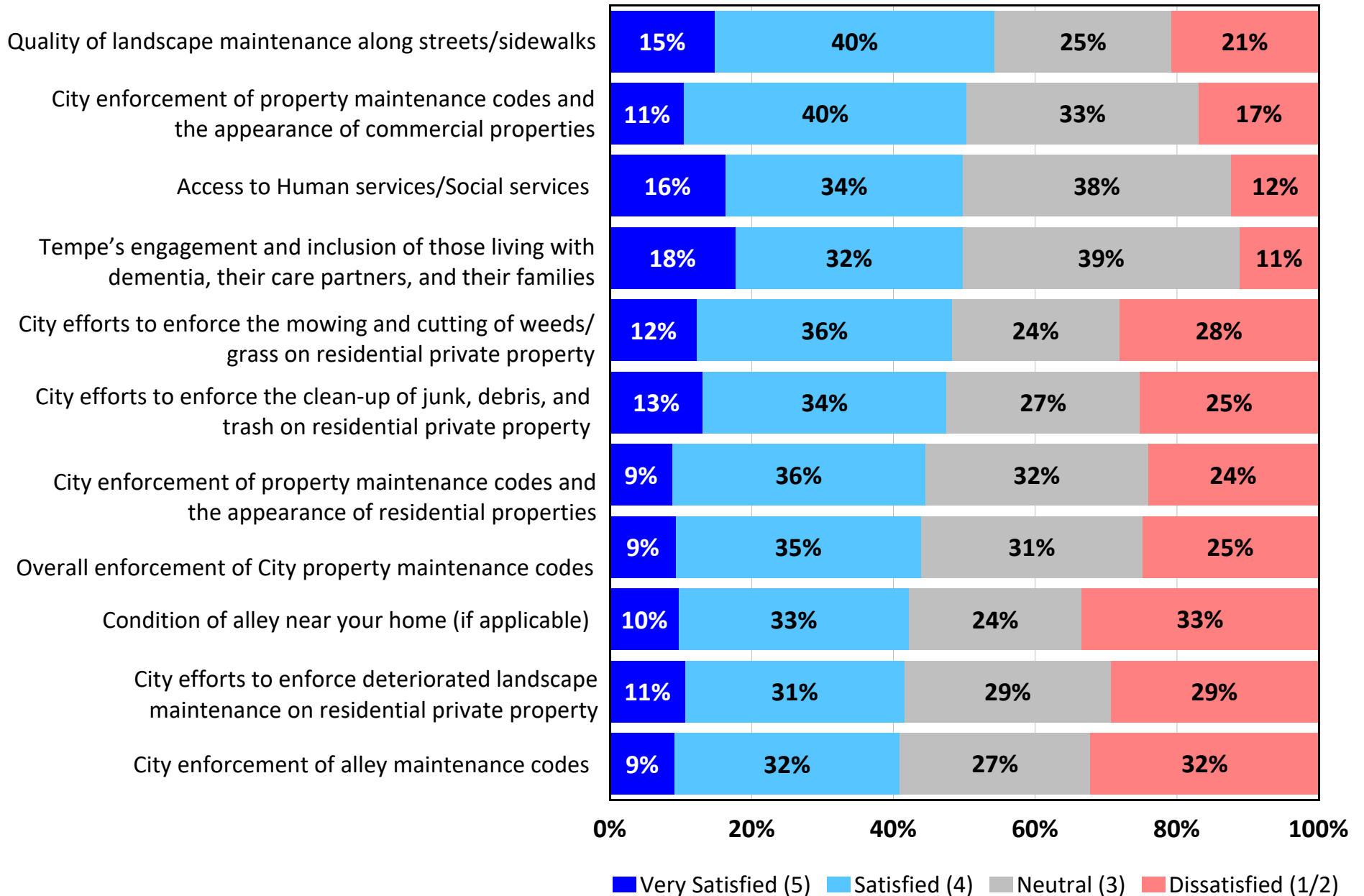
by percentage of respondents (excluding "Don't Know" responses)





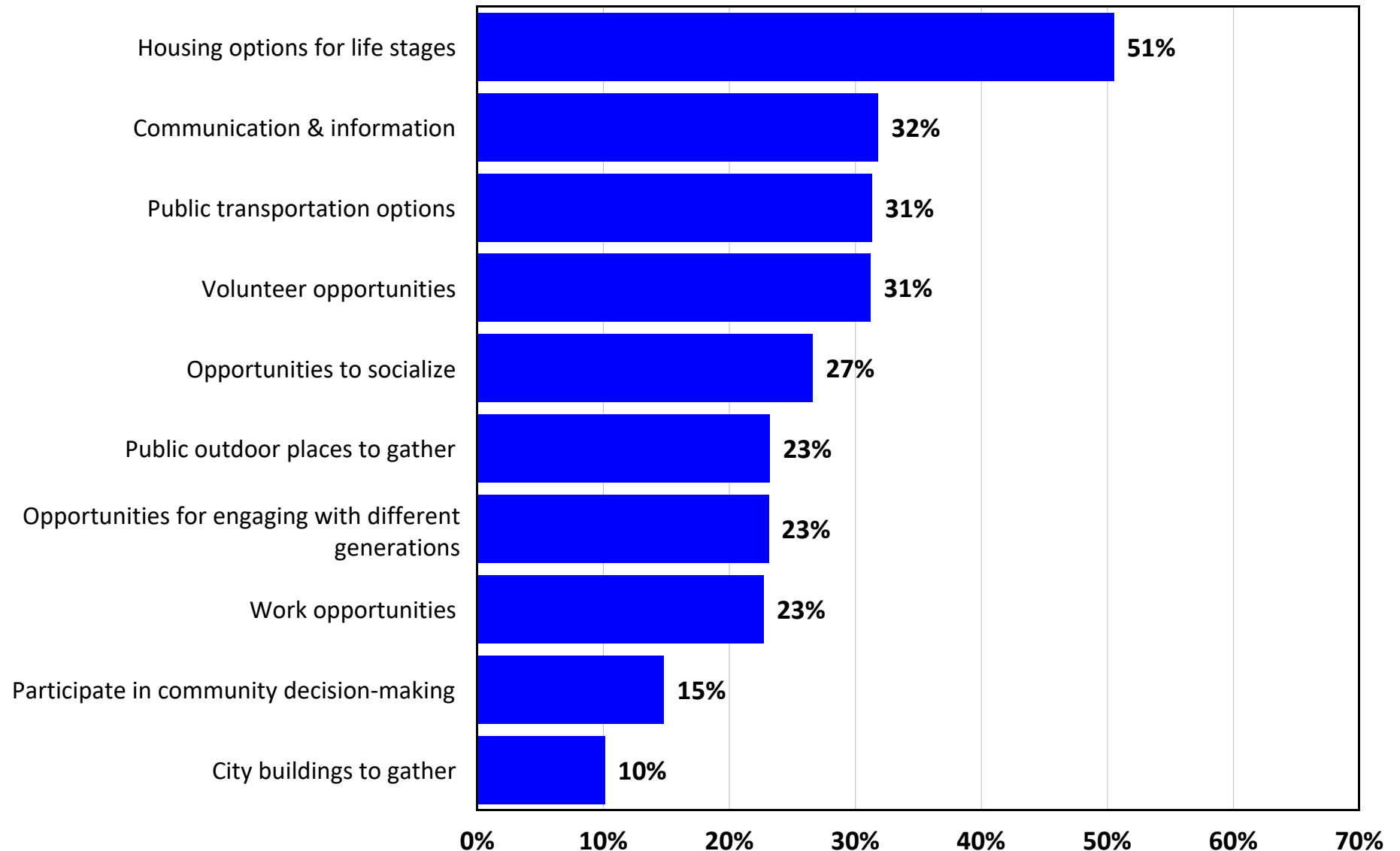
# Q14. Satisfaction With Quality of Life and City Services (4/4)

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



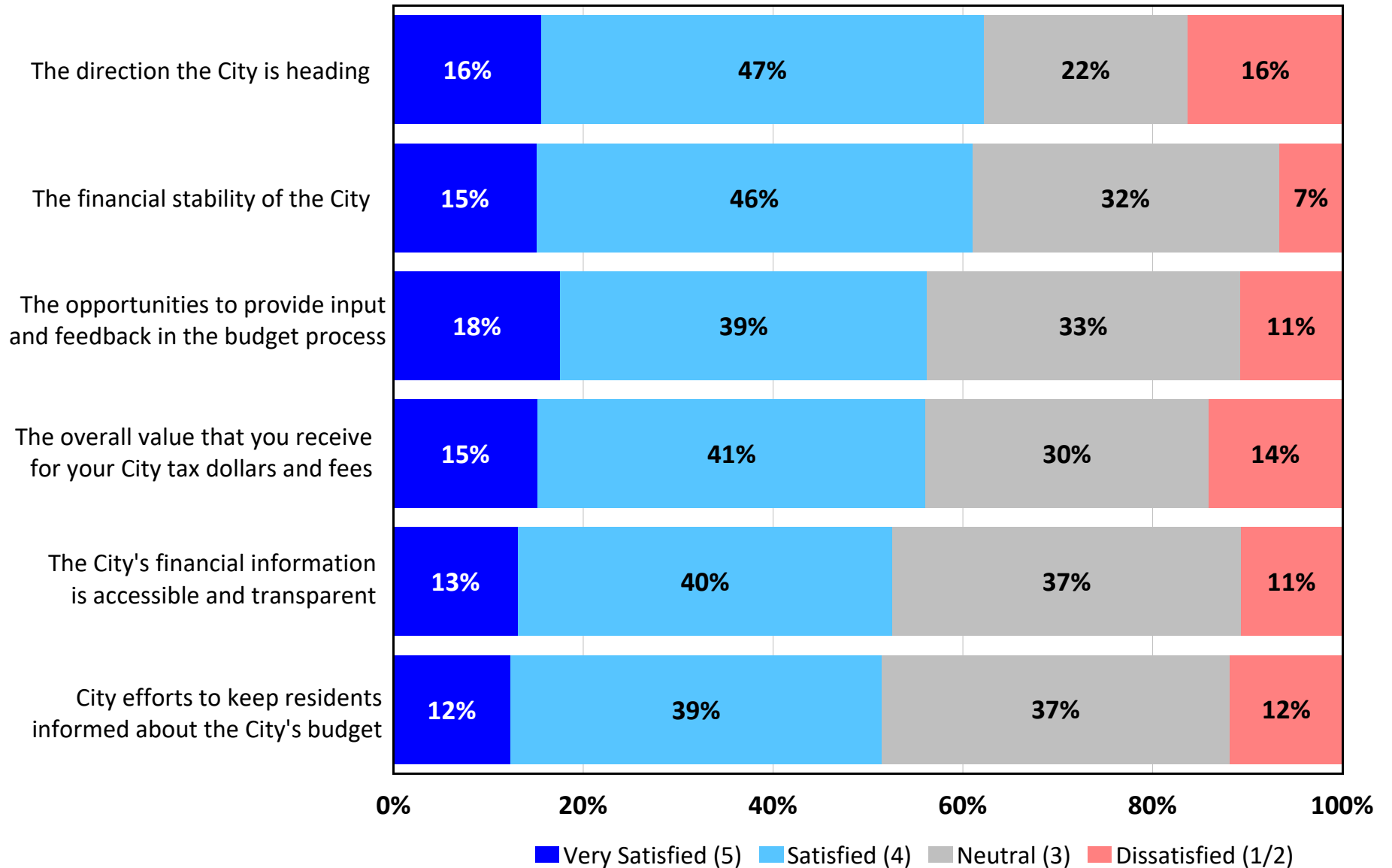
# Q15. Top THREE Priorities for the City Over the Next Year to Support an Age-Friendly Community (50+ Years)

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



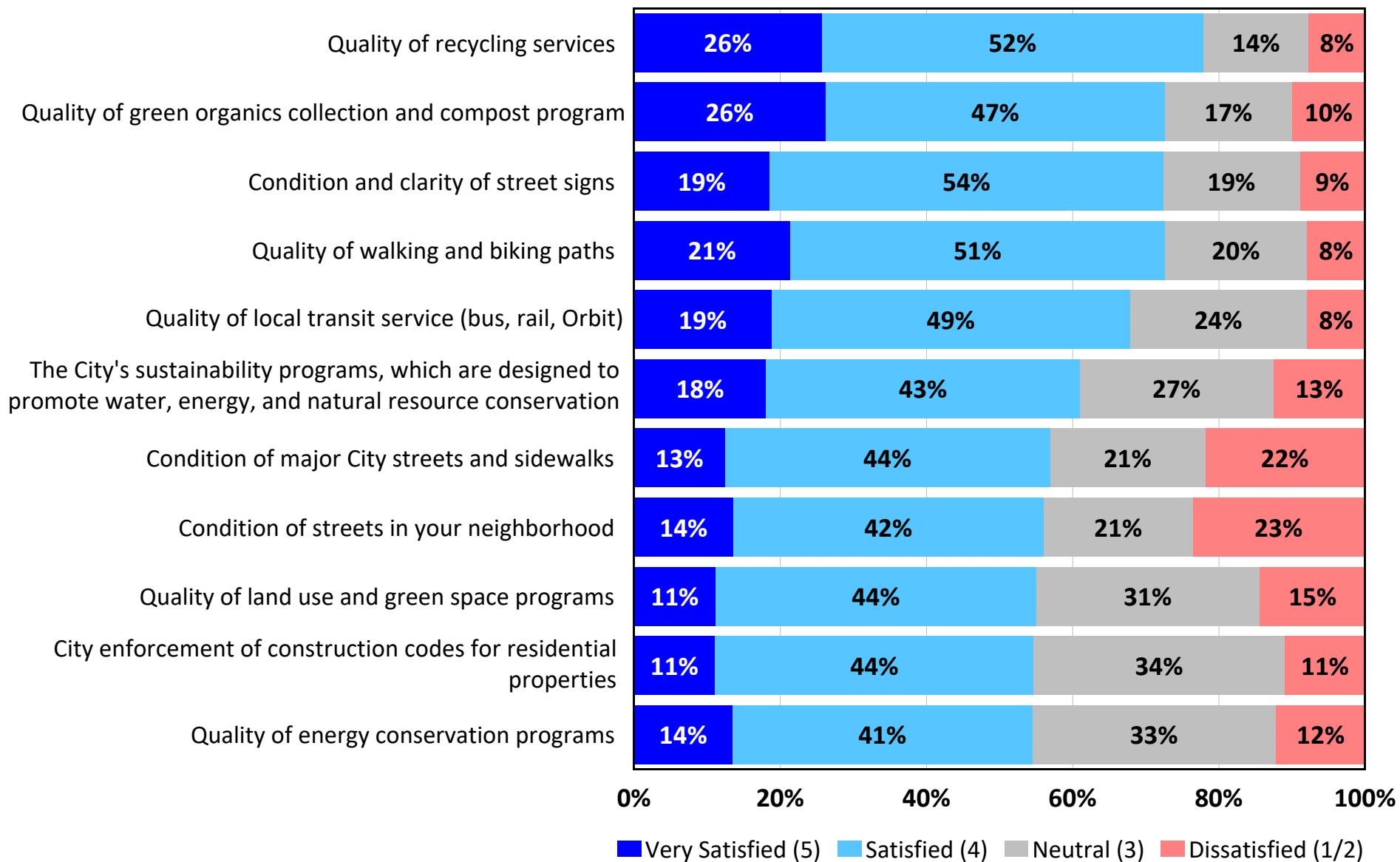
# Q16. Satisfaction with Various Aspects of the City's Financial Stability and Vitality

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



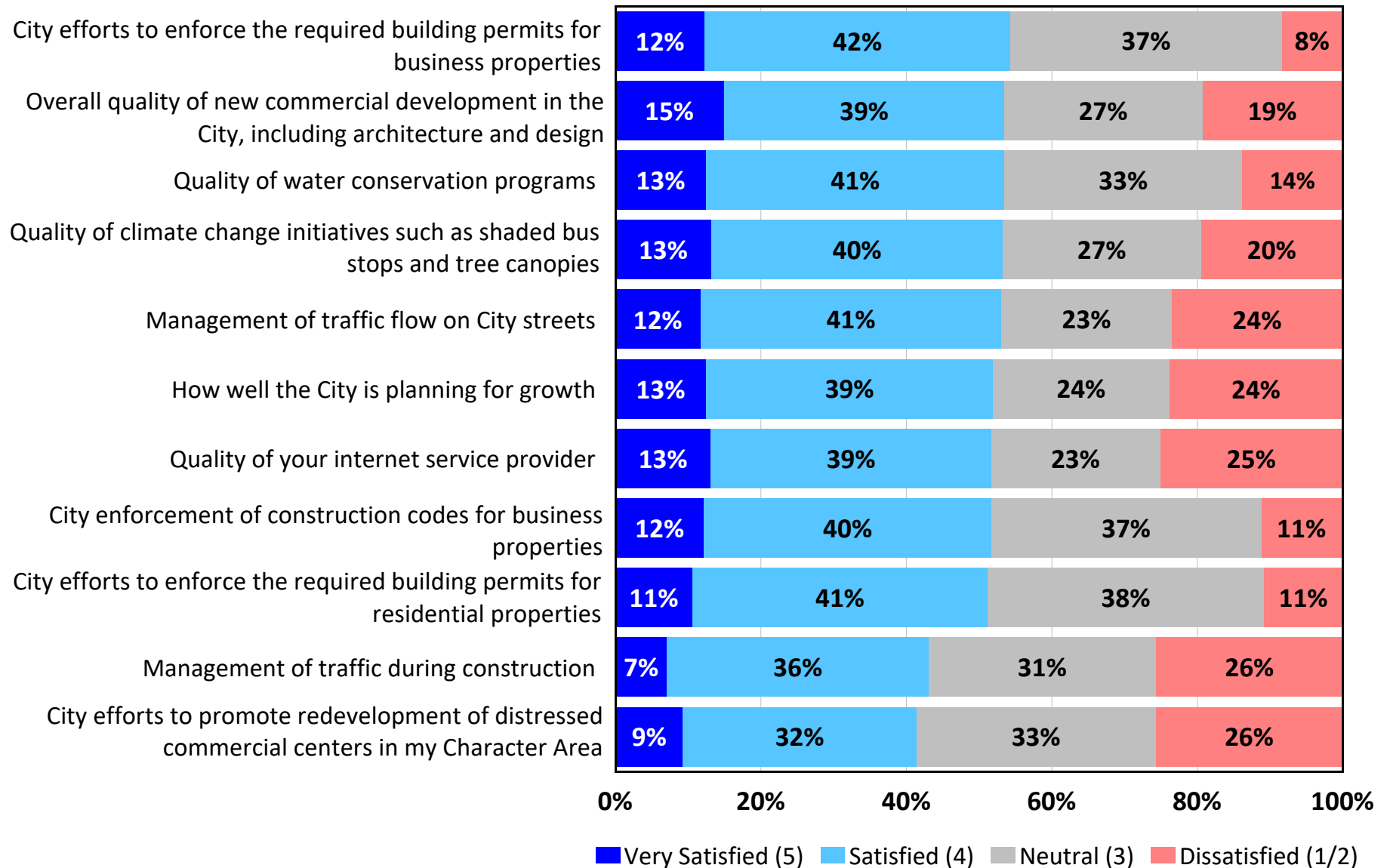
# Q17. Satisfaction With Aspects of Sustainable Growth and Development (1/2)

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



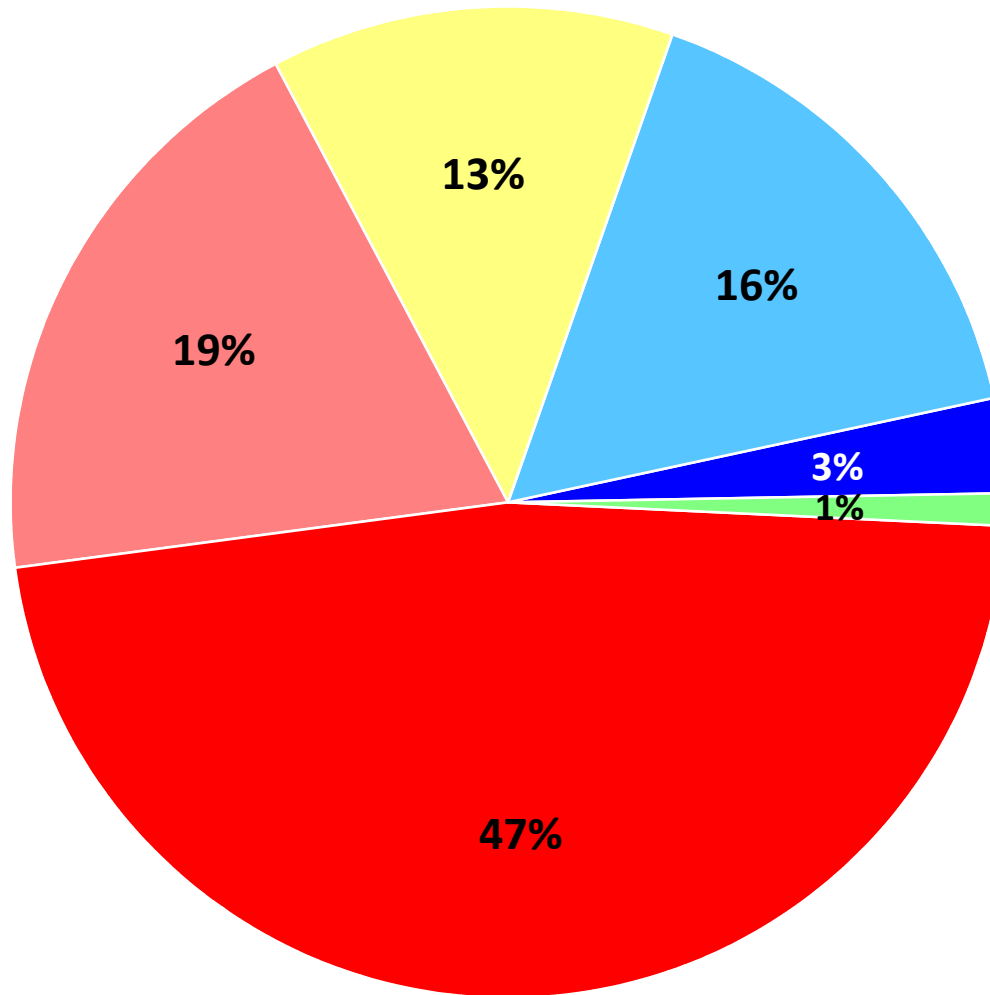
# Q17. Satisfaction With Aspects of Sustainable Growth and Development (2/2)

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



# Q20. Demographics: Approximately how many years have you lived in Tempe?

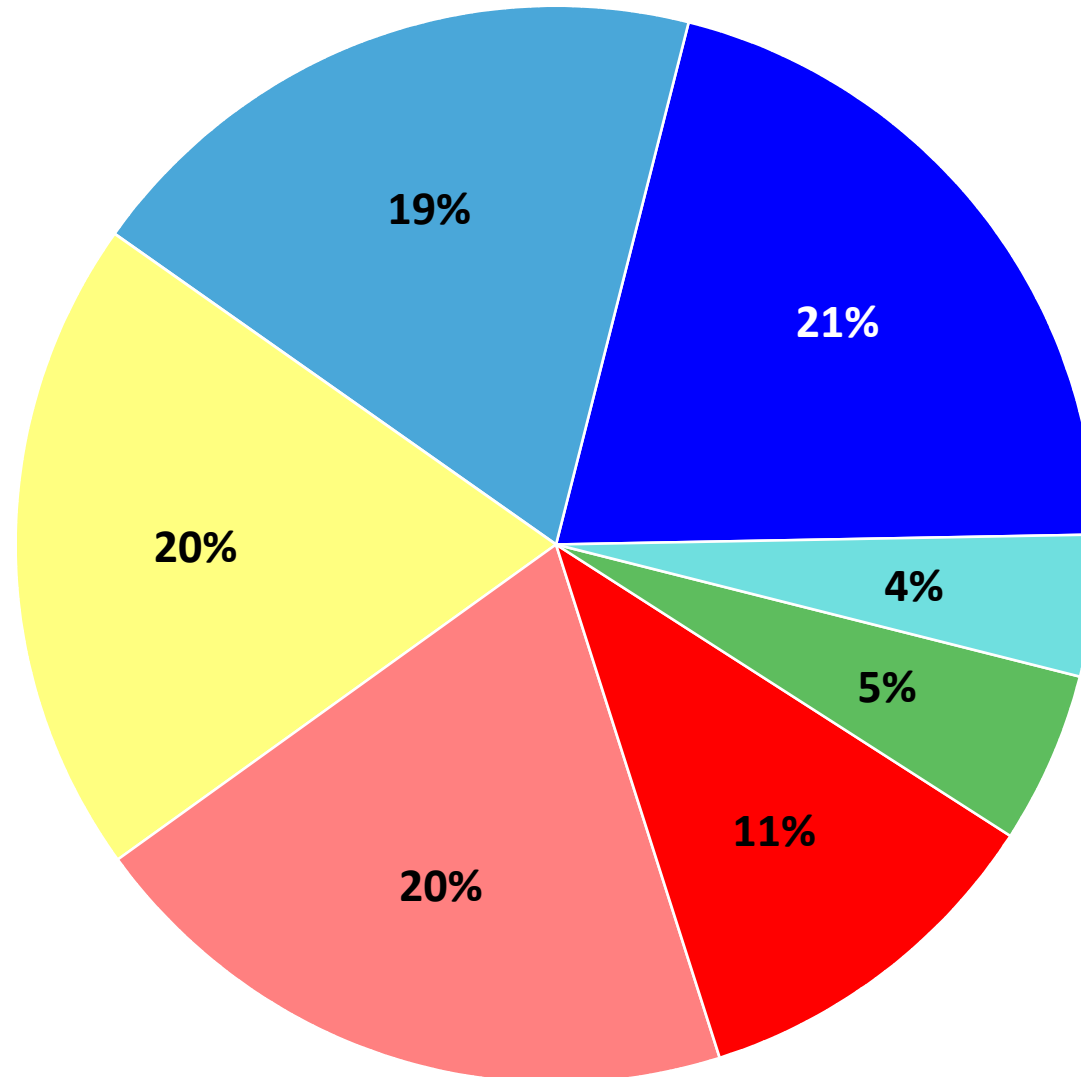
by percentage of respondents



■ Less than 6 months   ■ 6 months-5 years   ■ 6-10 years  
■ 11-20 years   ■ 20+ years   ■ Not provided

# Q21. Demographics: What is your age?

by percentage of respondents

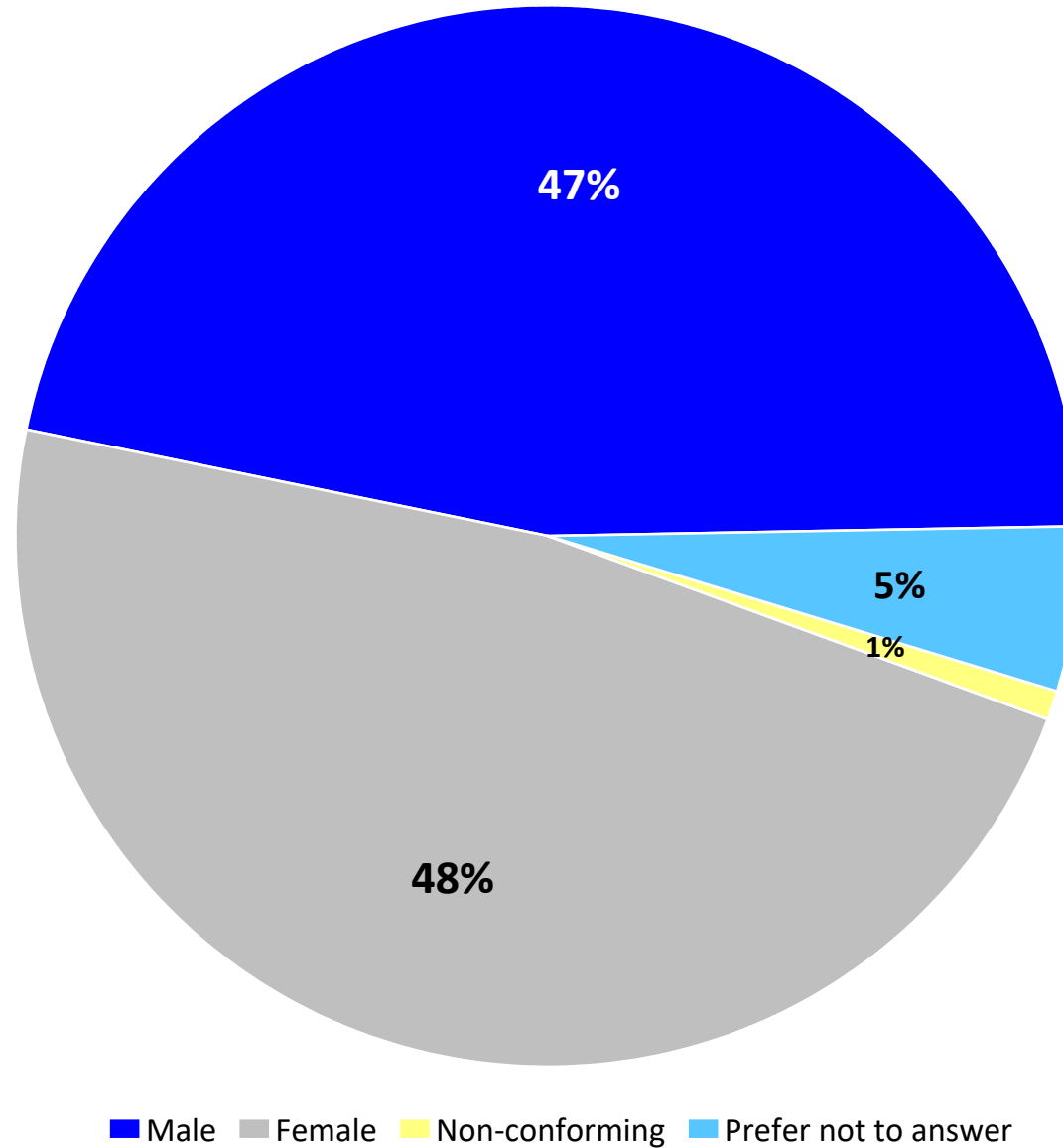


■ 18-34 ■ 35-44 ■ 45-54 ■ 55-64 ■ 65-74 ■ 75+ ■ Not provided



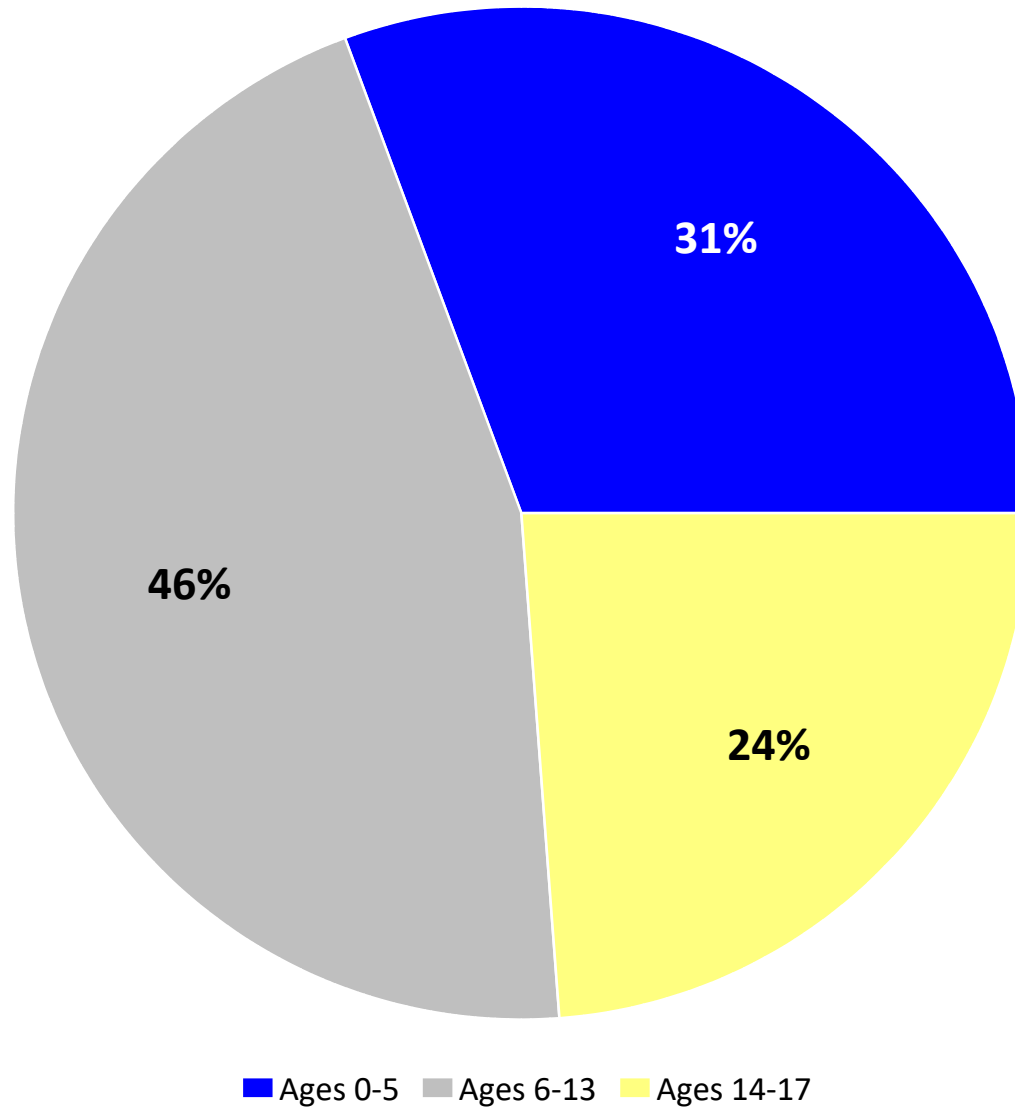
## Q22. Demographics: What gender do you identify with?

by percentage of respondents



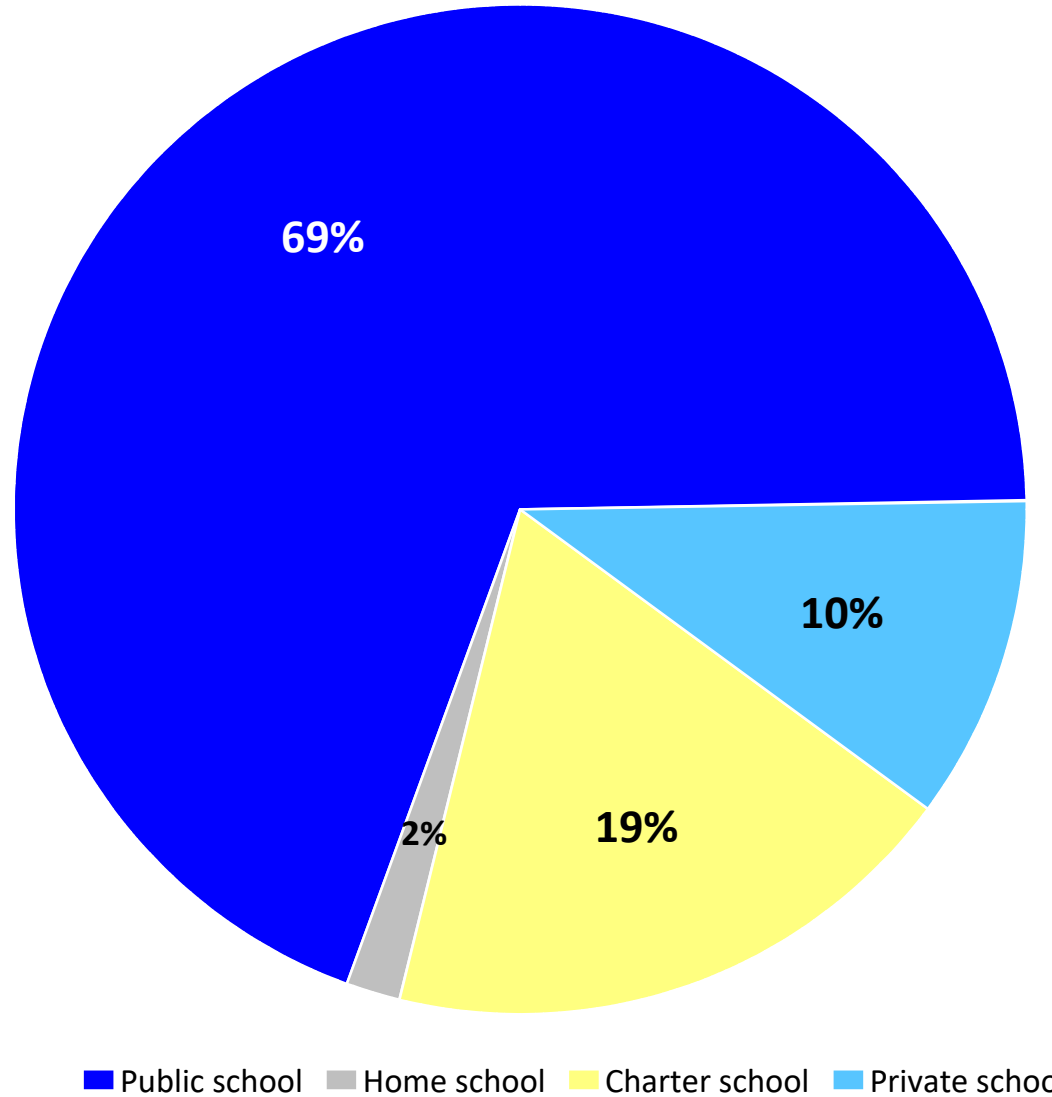
# Q23. Demographics: How many children in each of the following age groups live in Tempe with you?

by percentage of respondents



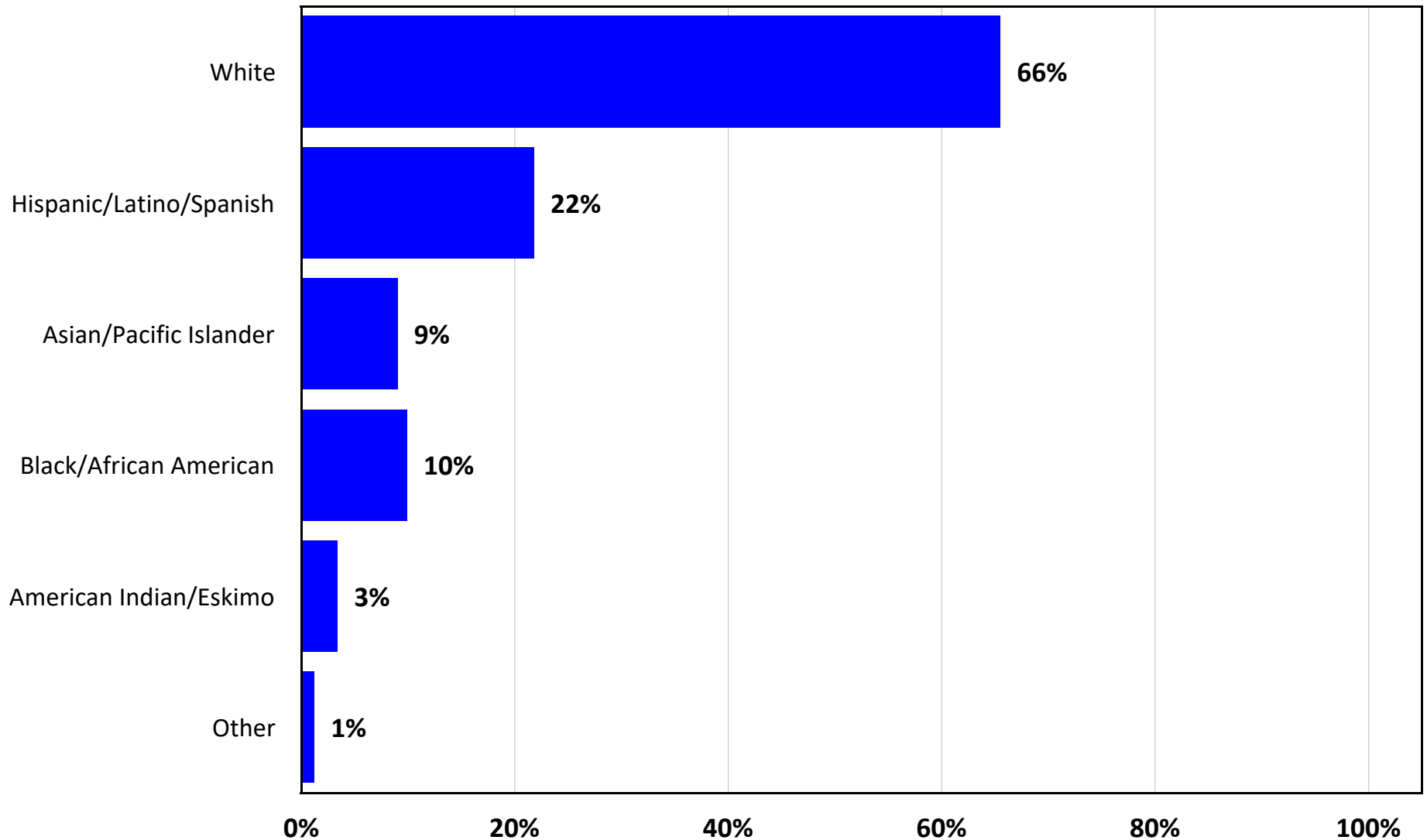
# Q23a. Demographics: If you have children living in Tempe, how many attend each of the following types of K-12 schools?

by percentage of respondents



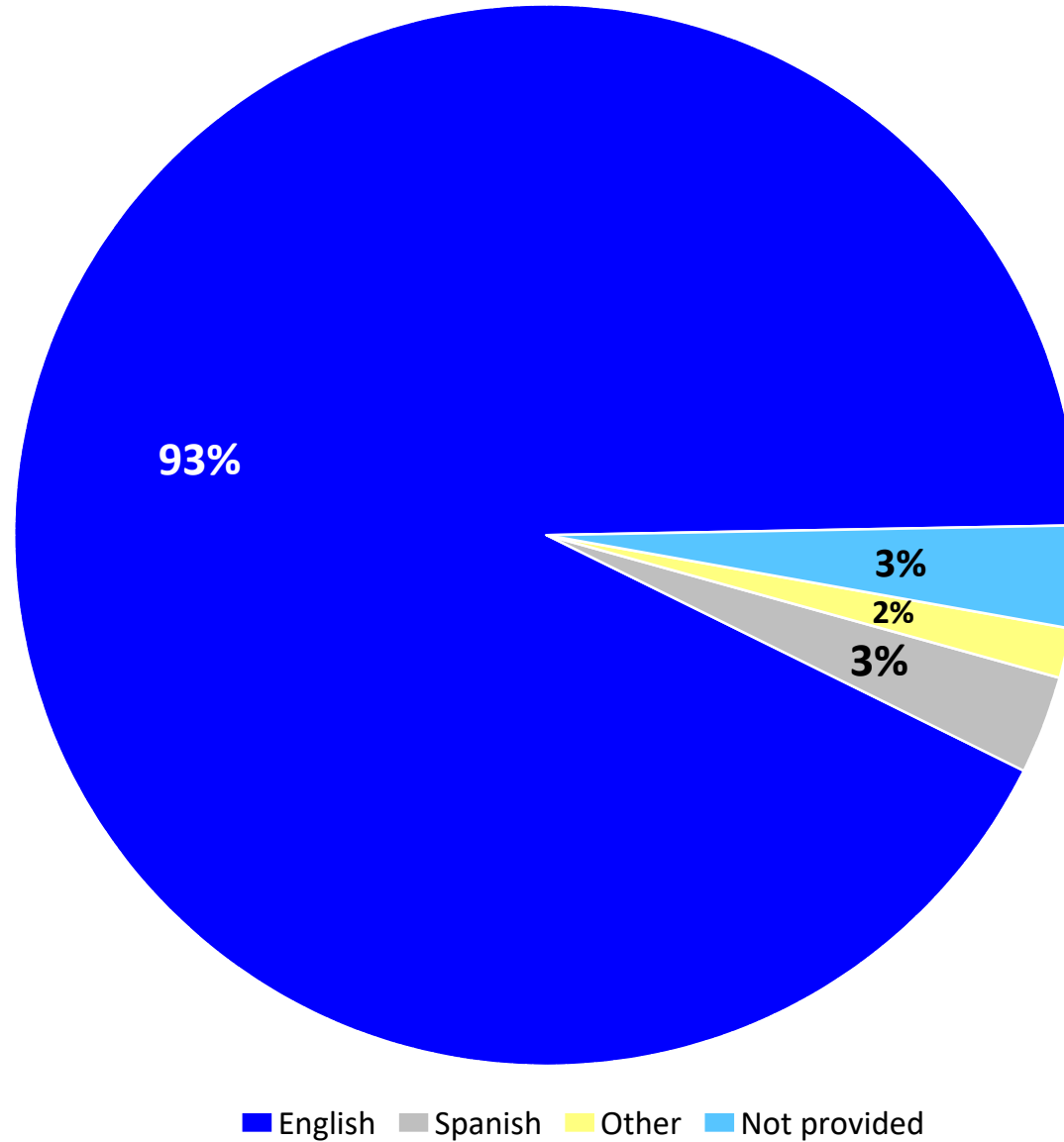
# Q24. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



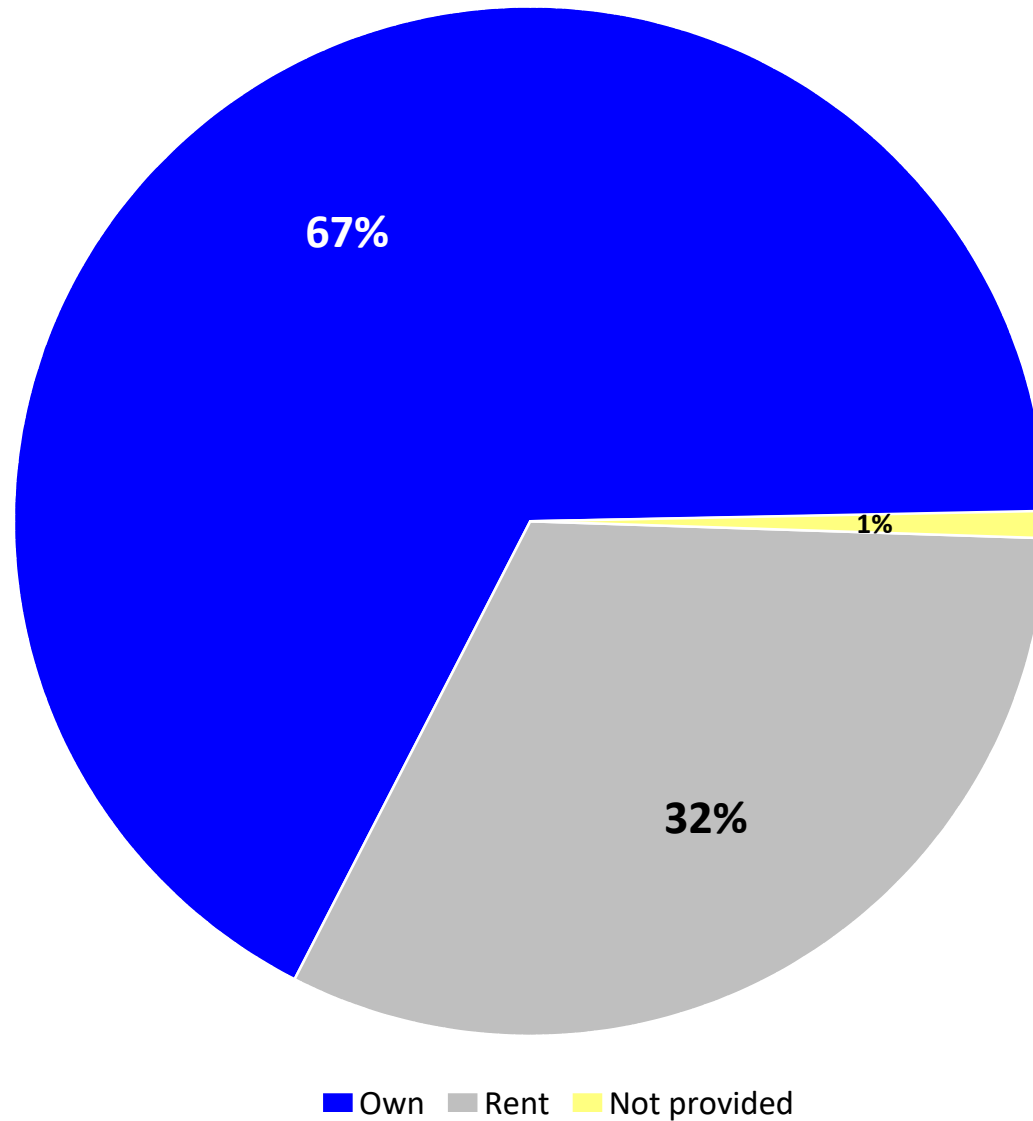
## Q25. Demographics: Primary language

by percentage of respondents



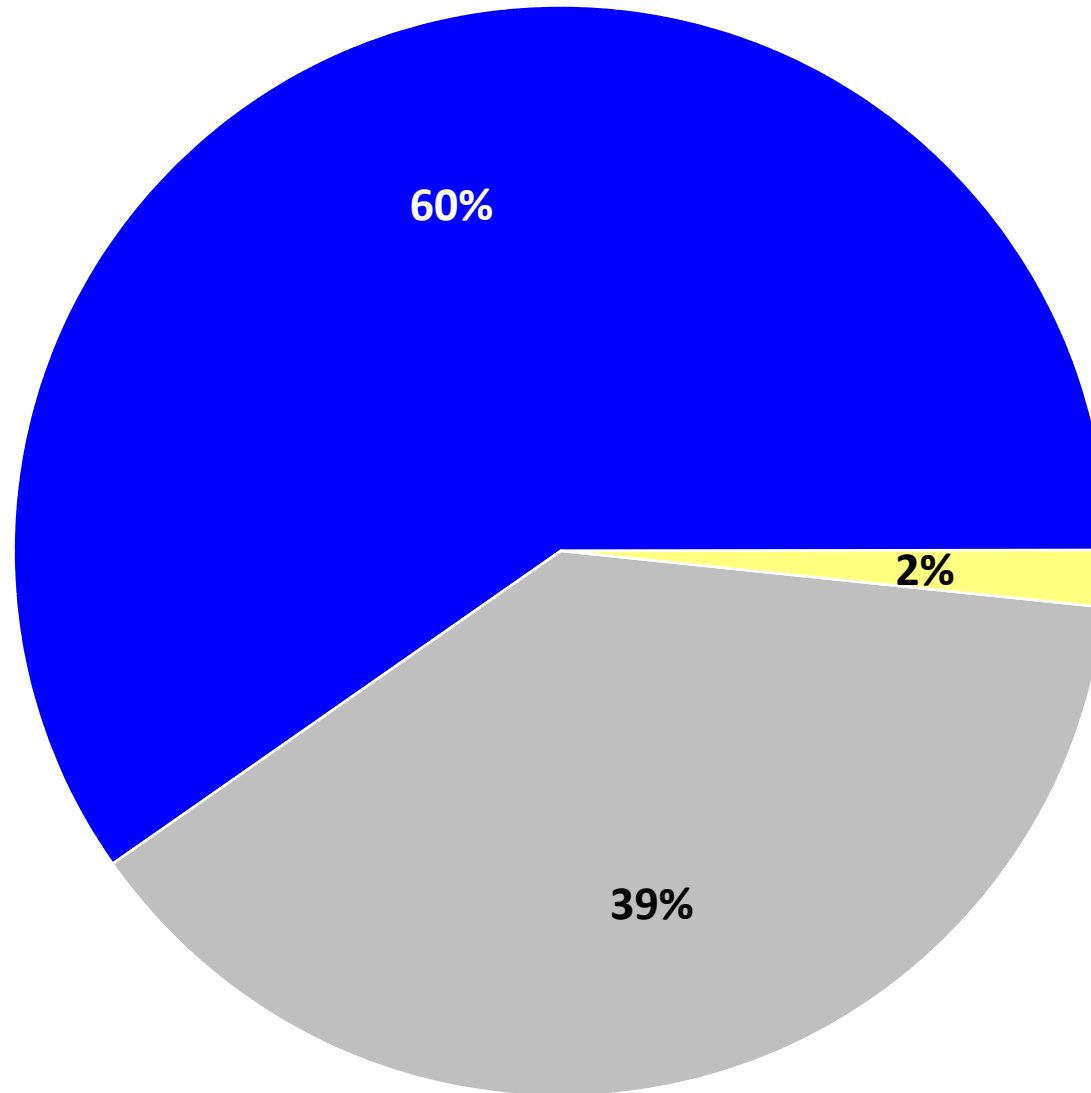
## Q26. Demographics: Do you own or rent your current residence?

by percentage of respondents



# Q27. Demographics: Does your home have an alley?

by percentage of respondents

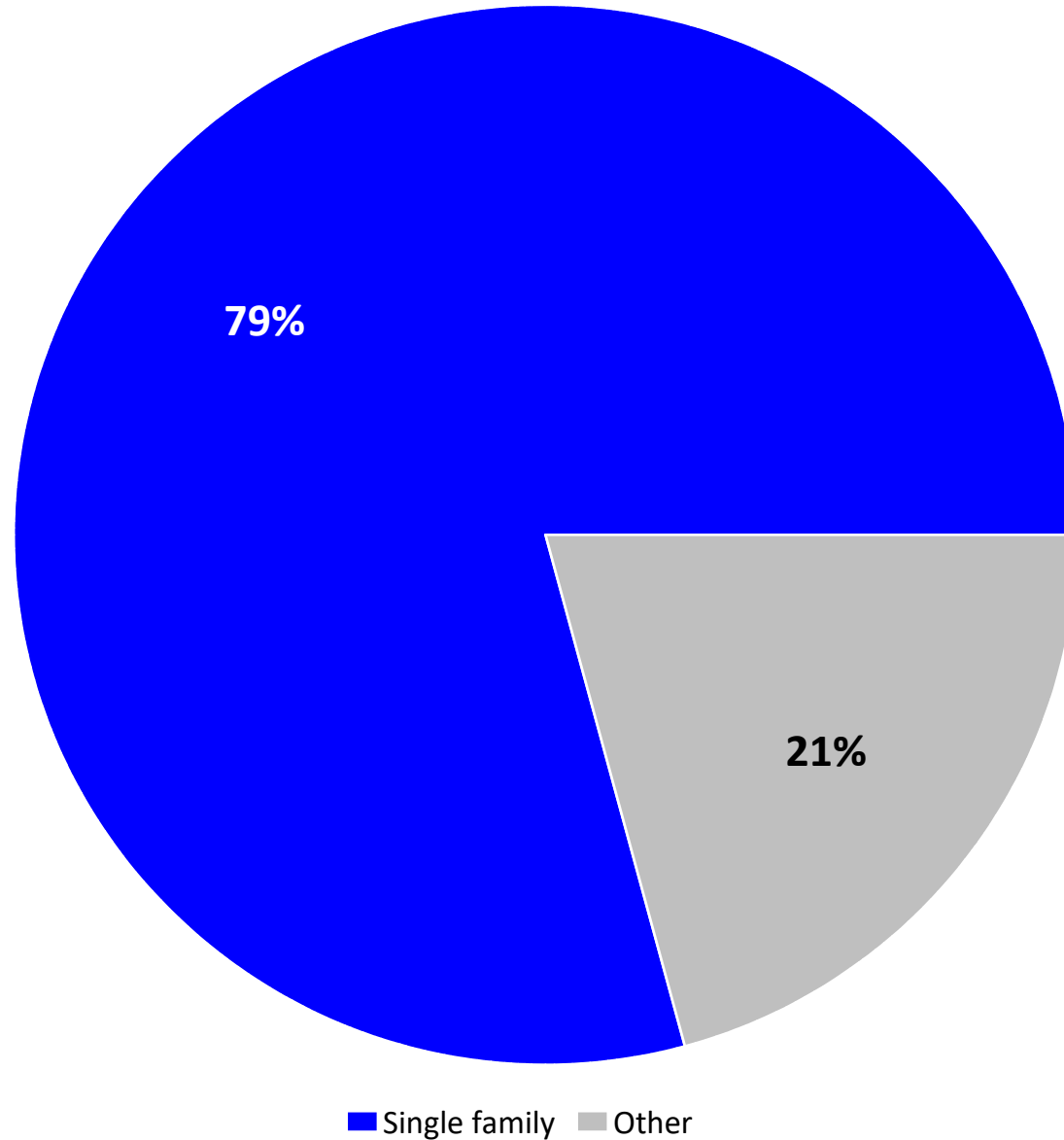


■ Yes ■ No ■ Not provided



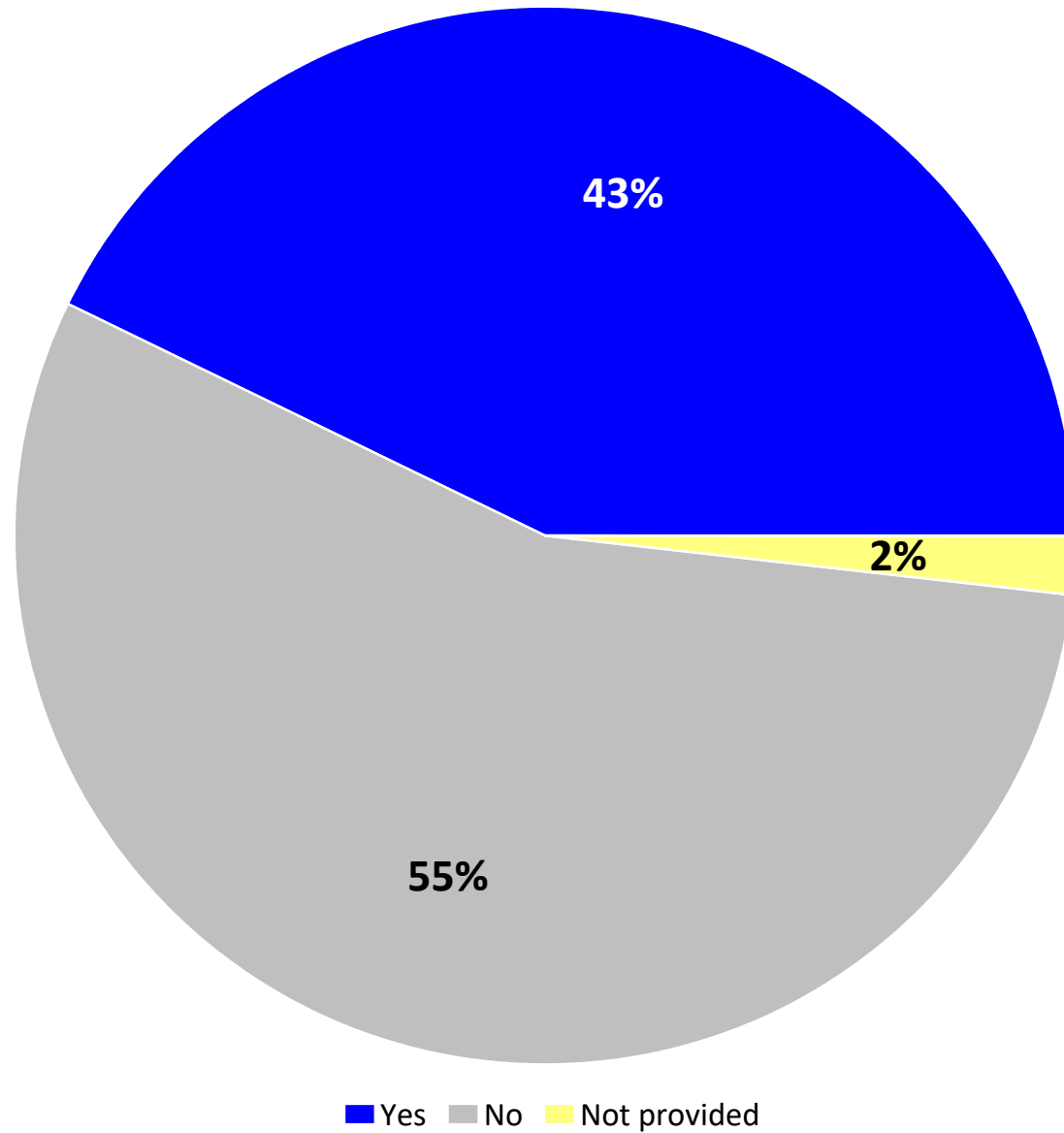
# Q28. Demographics: What best describes your home?

by percentage of respondents



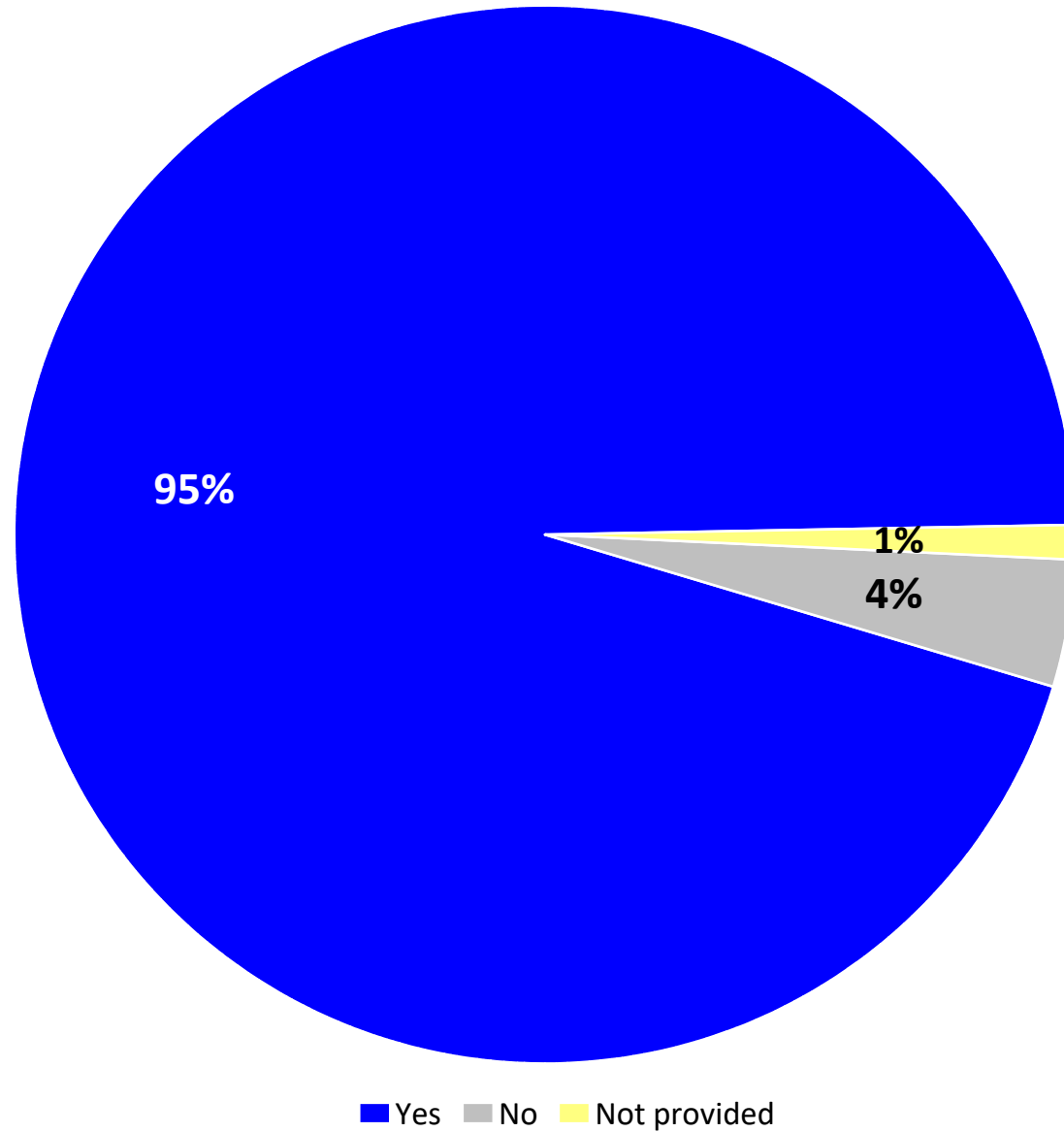
# Q29. Demographics: Do you have cable television?

by percentage of respondents



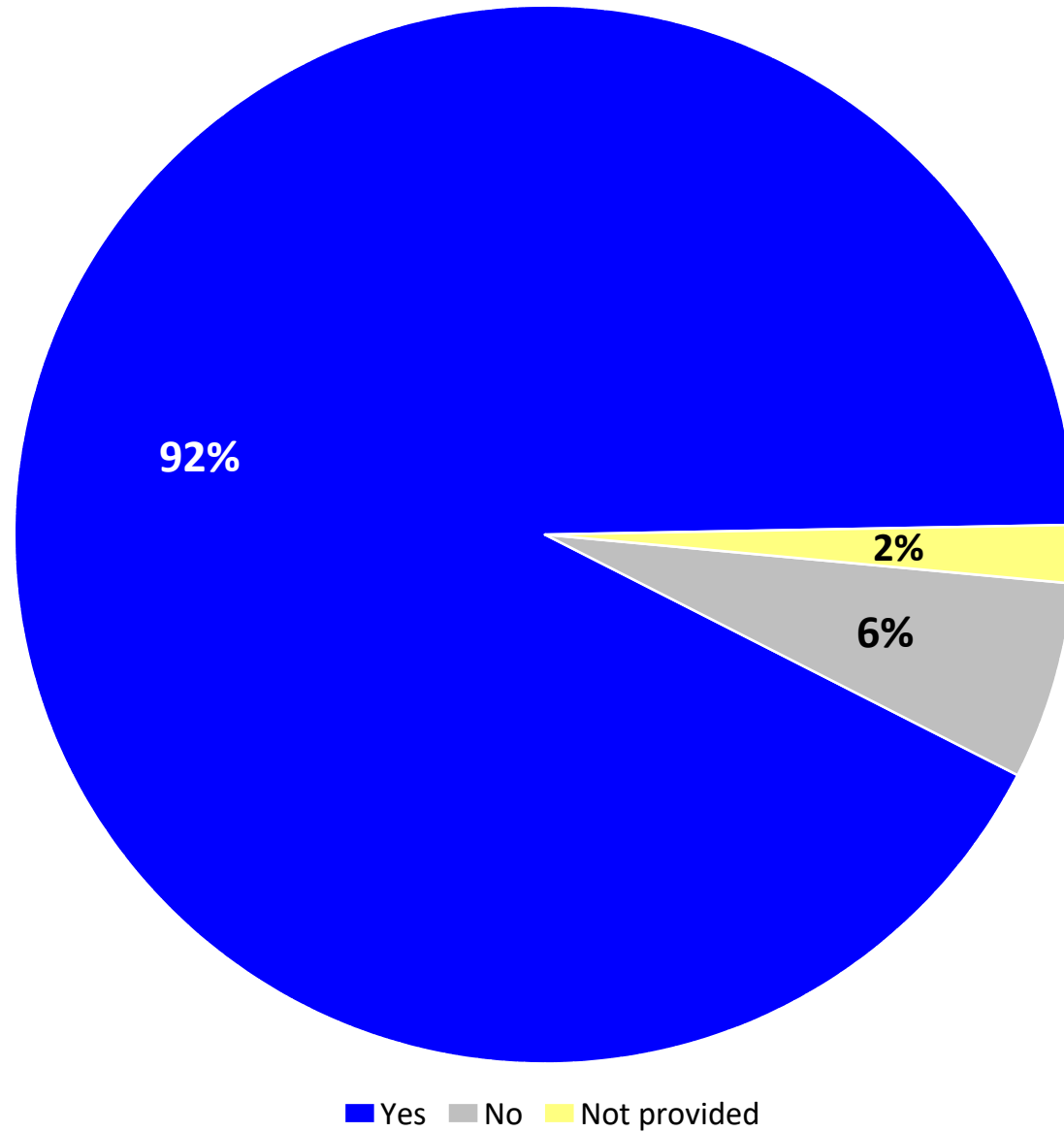
# Q30. Demographics: Do you have internet access at home?

by percentage of respondents



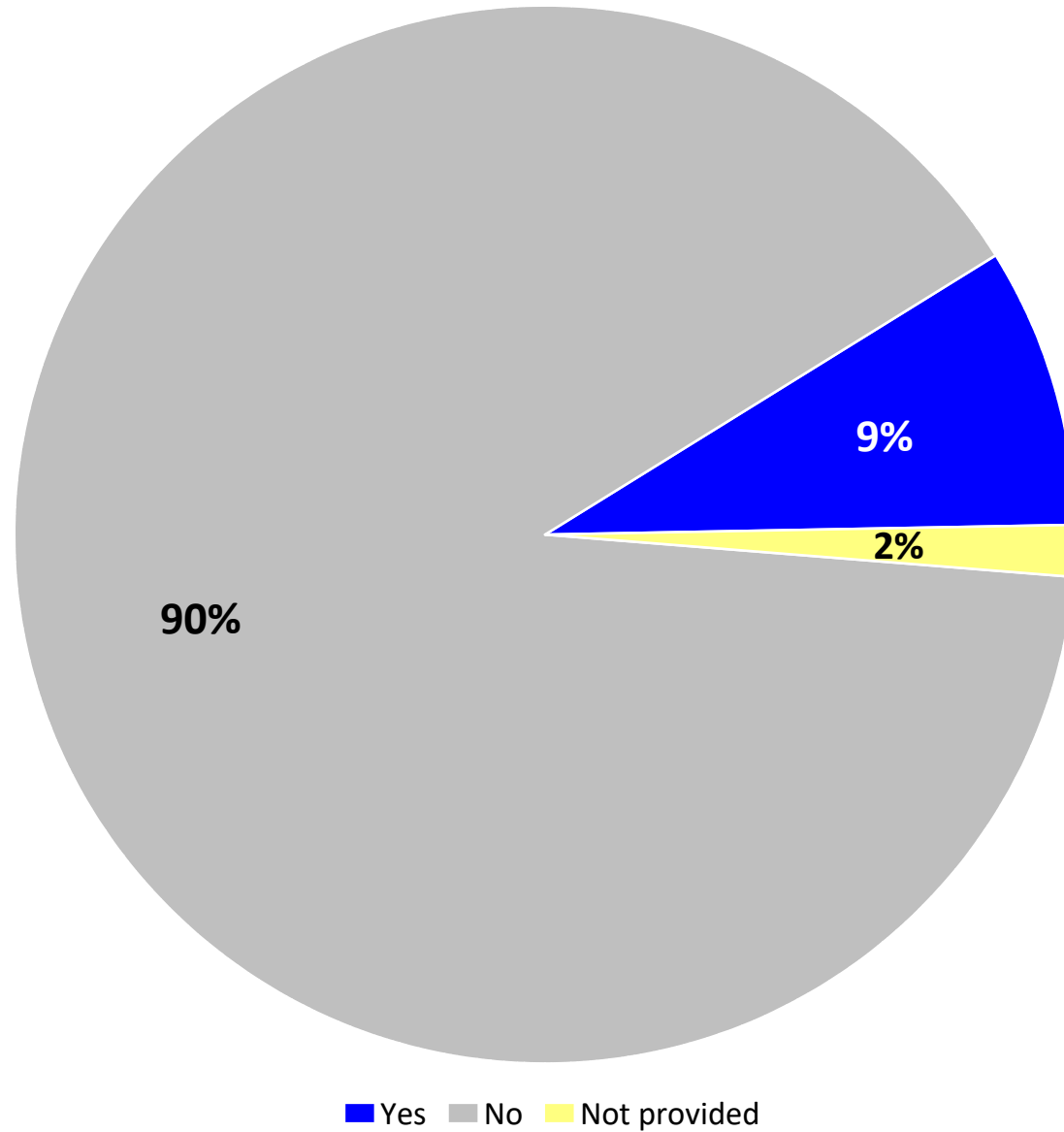
# Q31. Demographics: Do you have a Smart Phone?

by percentage of respondents



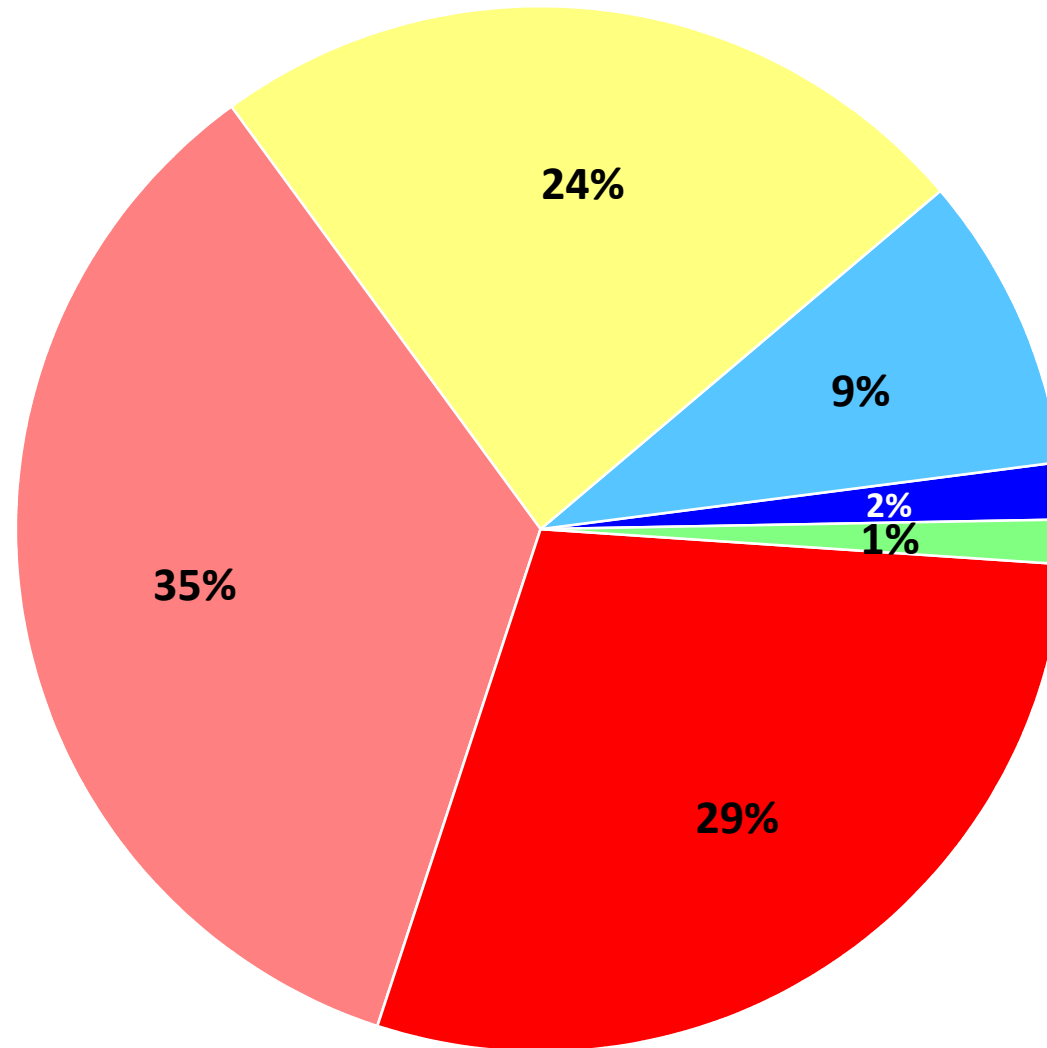
# Q32. Demographics: Are you a full-time student?

by percentage of respondents



# Q33. Demographics: What is the highest level of education that you have completed?

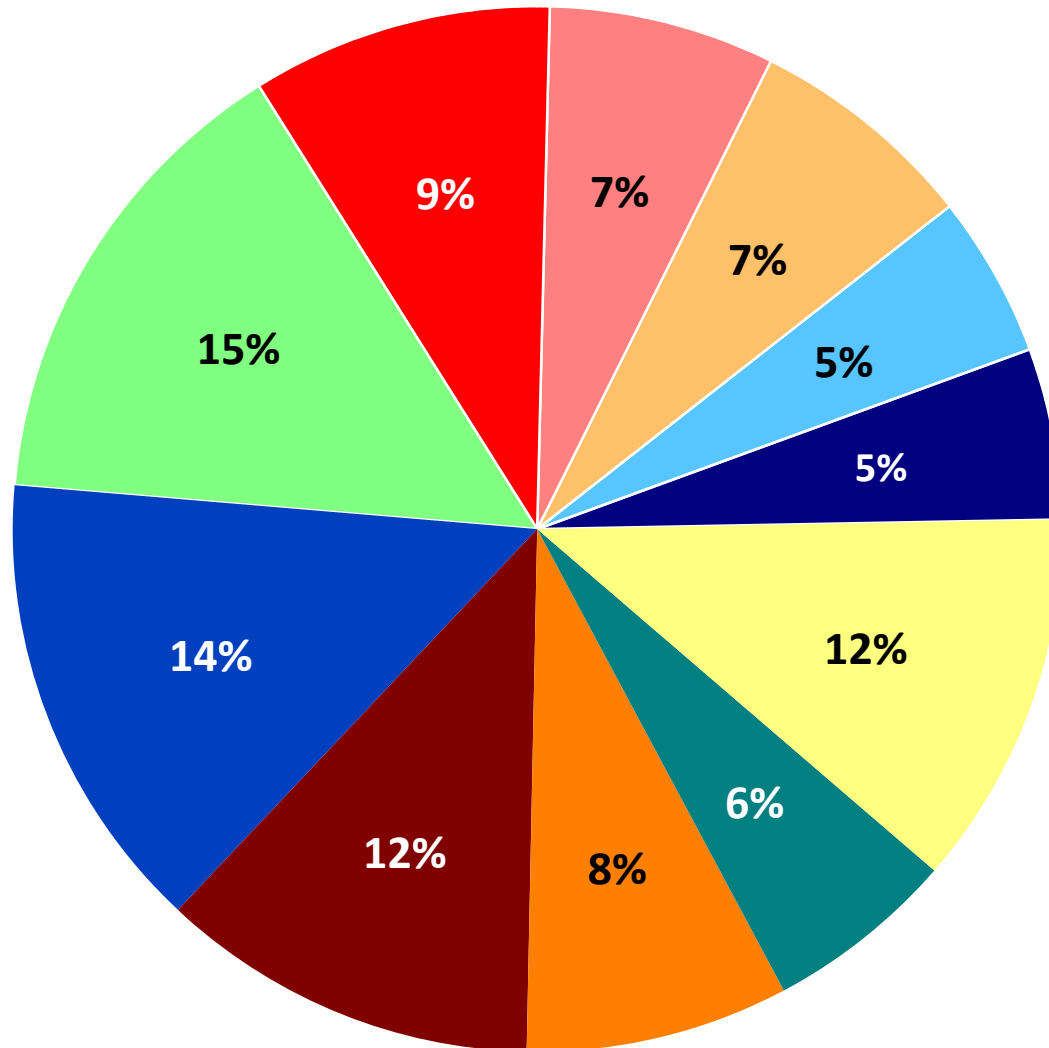
by percentage of respondents



■ Less than high school   ■ High school   ■ Some college  
■ 4-year college   ■ Graduate degree   ■ Not provided

# Q34. Demographics: What is your household income?

by percentage of respondents

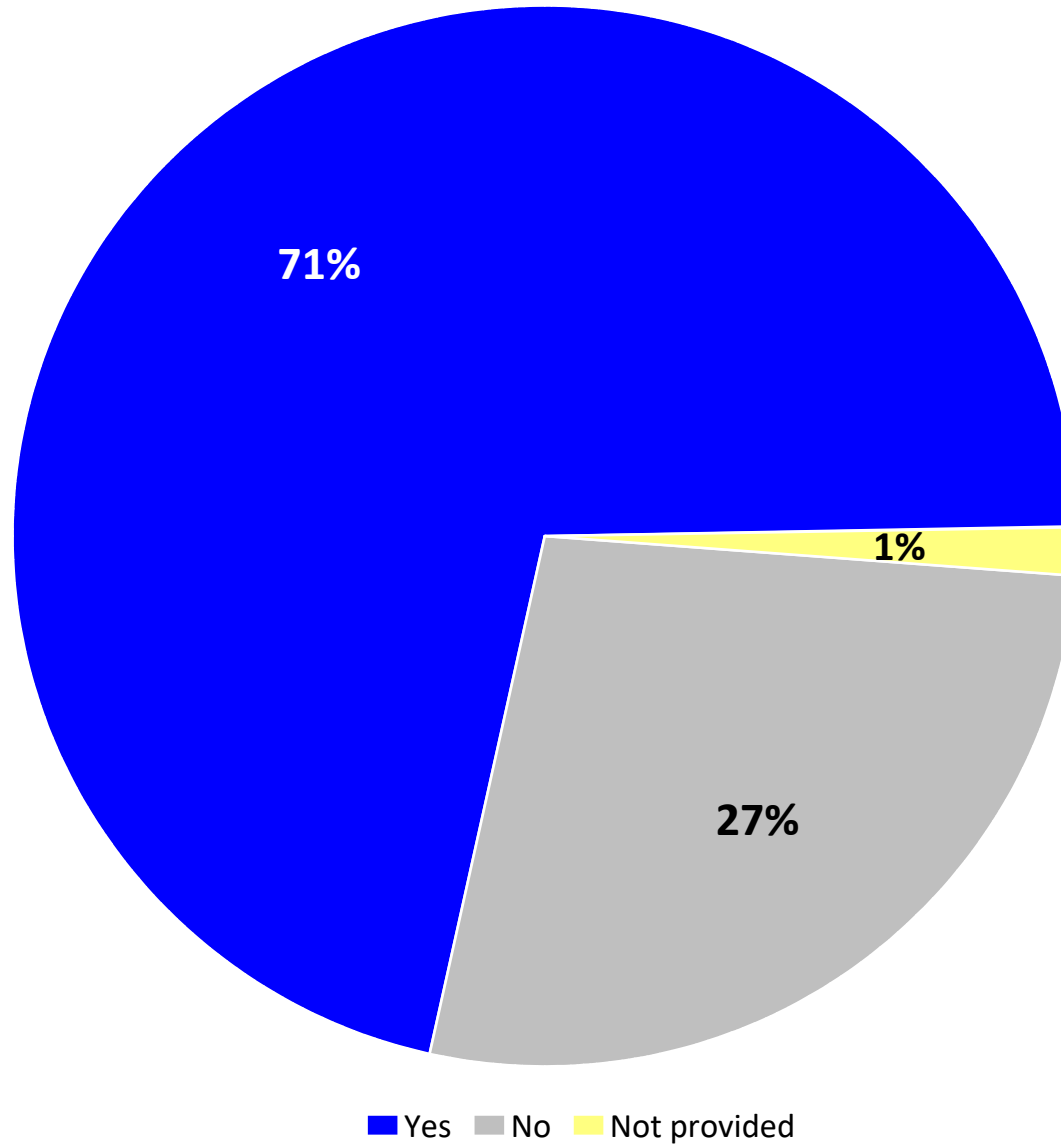


- Less than \$10K
- \$10K to \$14,999
- \$15K to \$24,999
- \$25K to \$34,999
- \$35K to \$49,999
- \$50K to \$74,999
- \$75K to \$99,999
- \$100K to \$149,999
- \$150K to \$199,999
- \$200K+
- Not provided



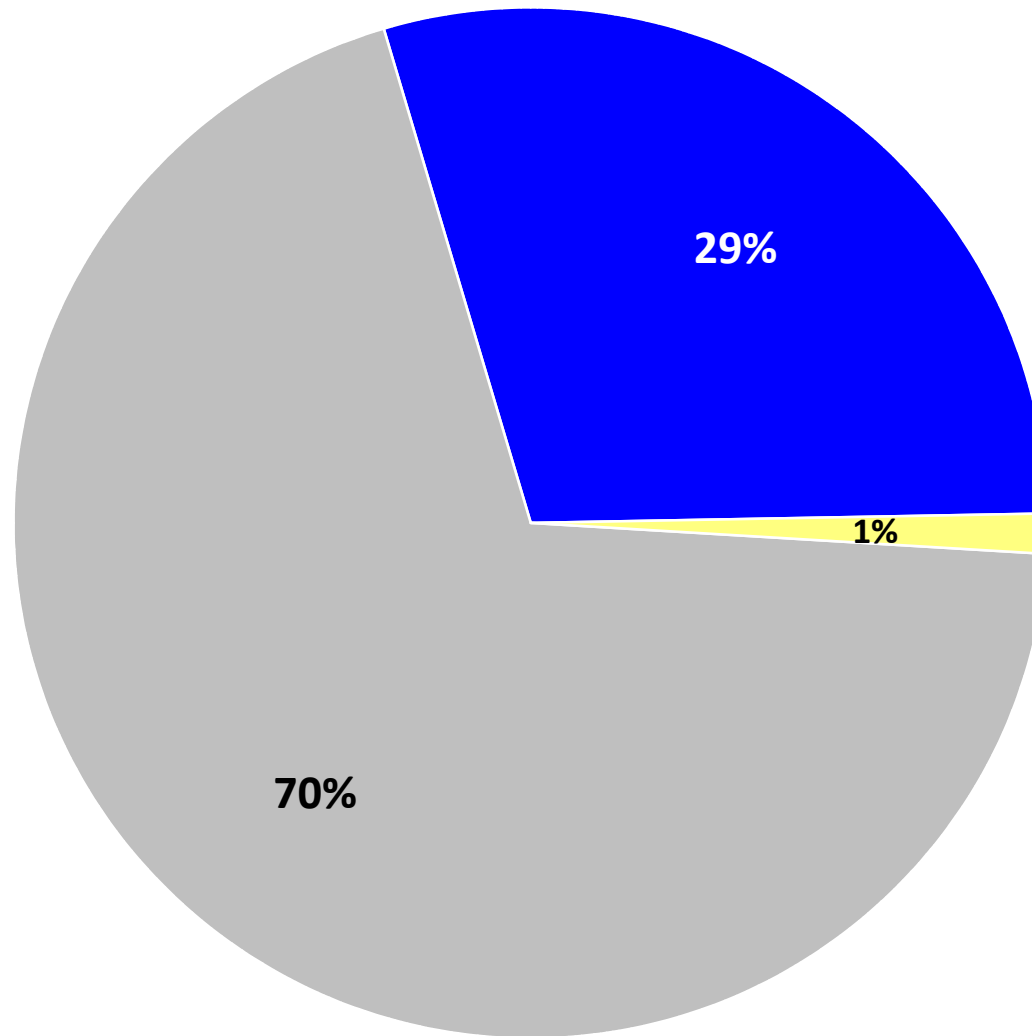
# Q35. Demographics: Have you visited Downtown Tempe during the past year?

by percentage of respondents



# Q36. Demographics: Have you used public transit during the past year?

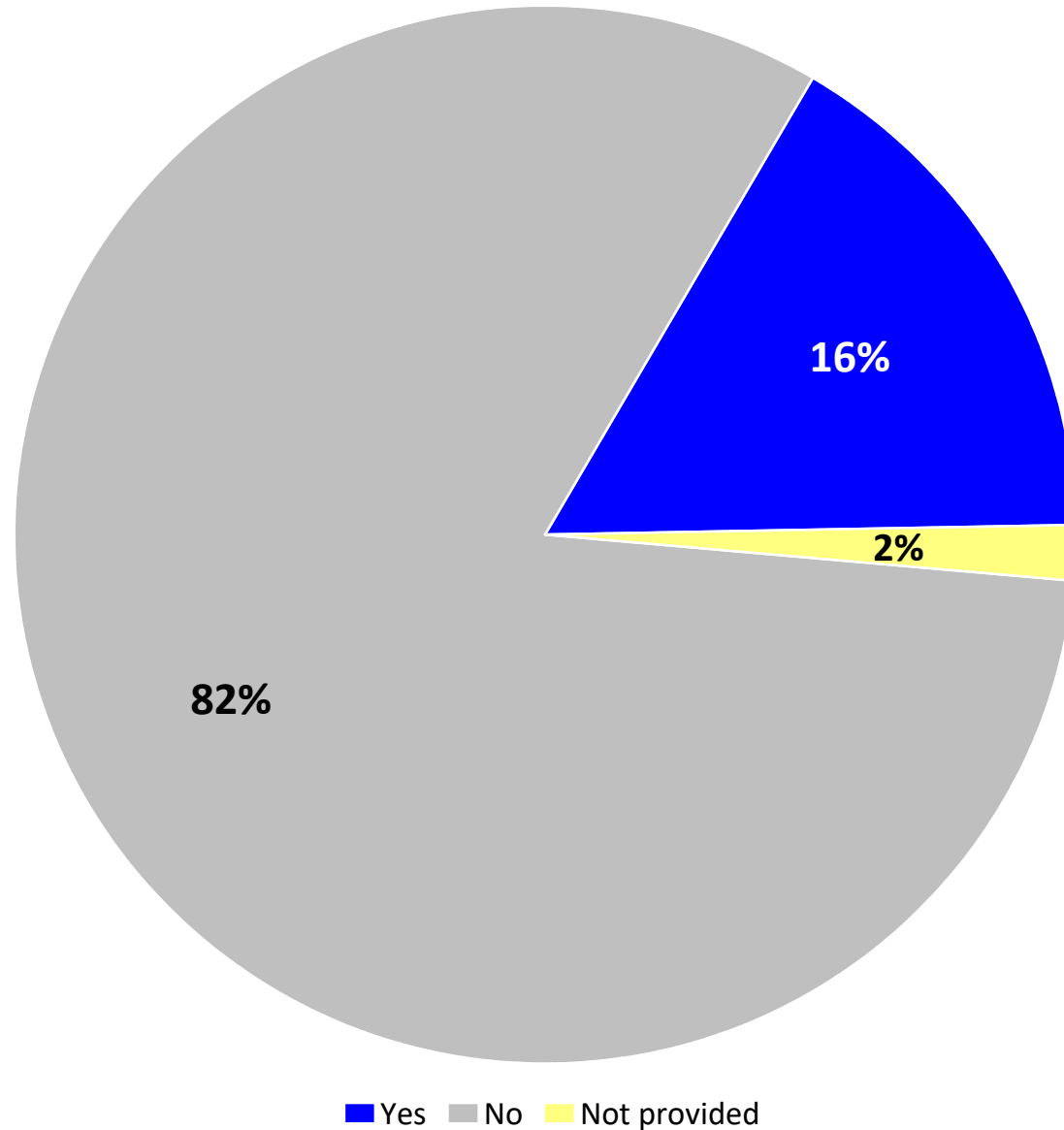
by percentage of respondents



■ Yes ■ No ■ Not provided

# Q37. Demographics: Do you, or a member of your household, have a disability?

by percentage of respondents

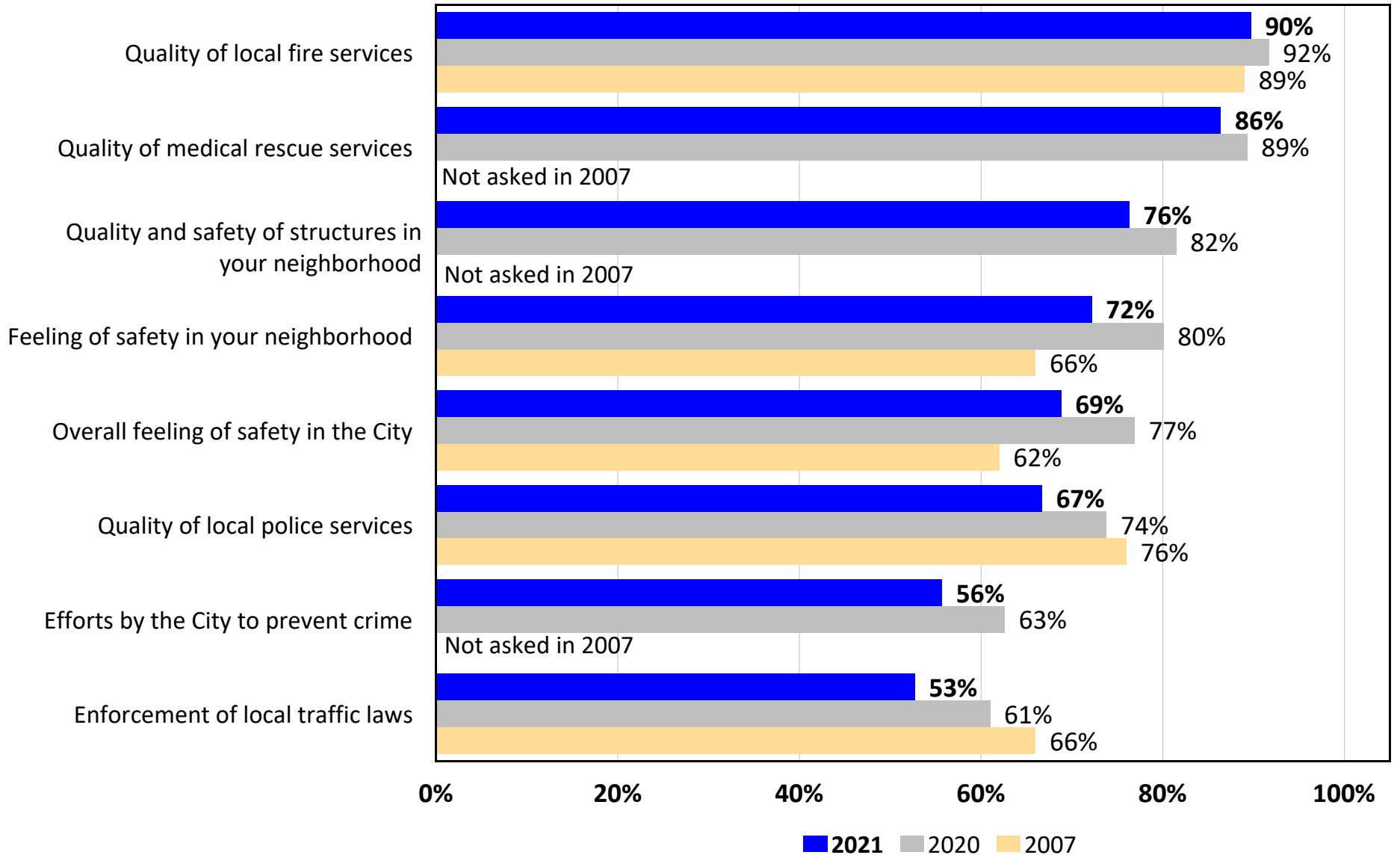


A large, dark blue circle with a white outline, containing the number '2' in a bold, dark blue font.

# Trend Charts

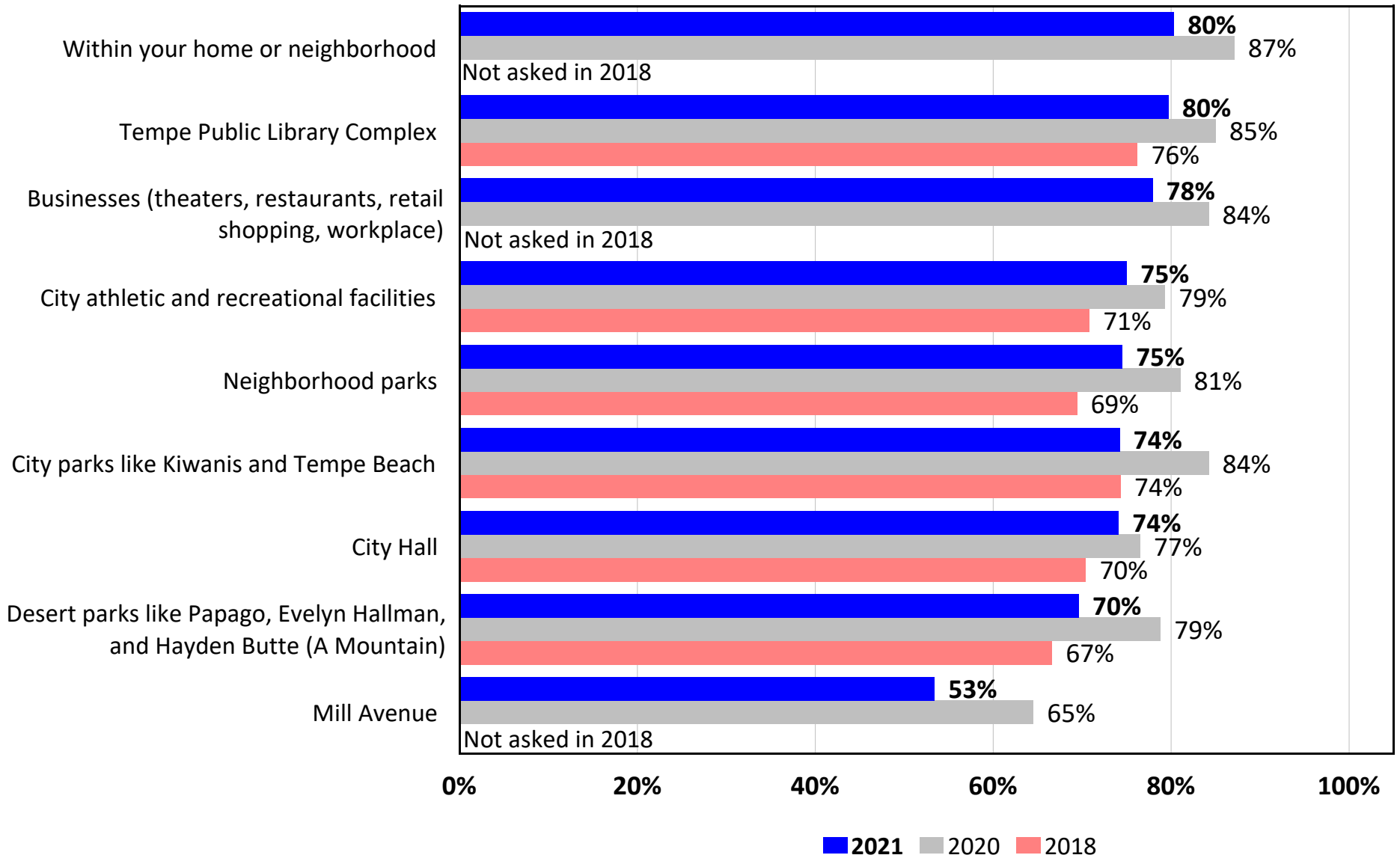
# Trends: Q1. Satisfaction With Public Safety 2021, 2020, & 2007

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



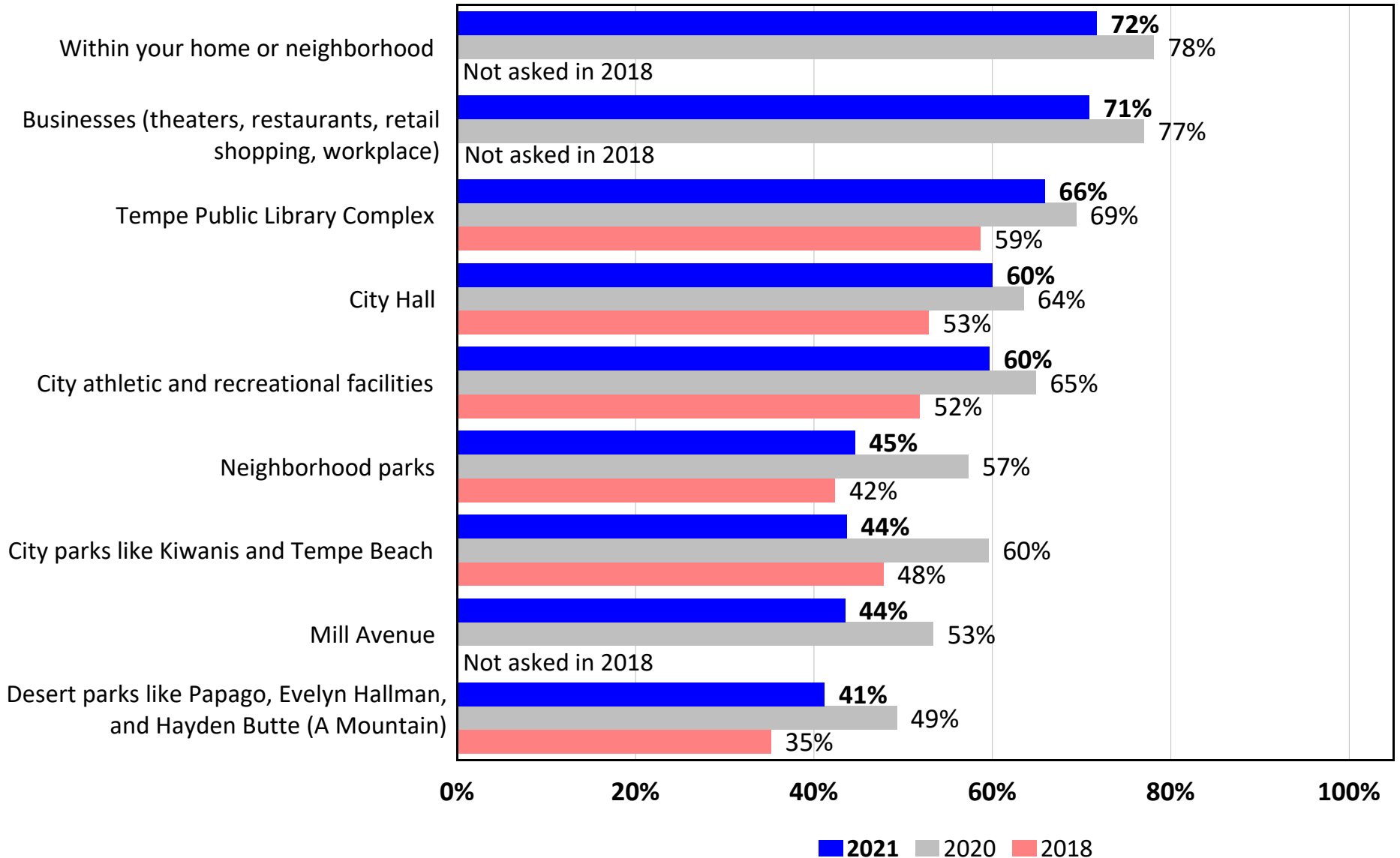
# Trends: Q2-1. Feeling of Safety During the Day 2021, 2020, & 2018

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



# Trends: Q2-2. Feeling of Safety At Night 2021, 2020 & 2018

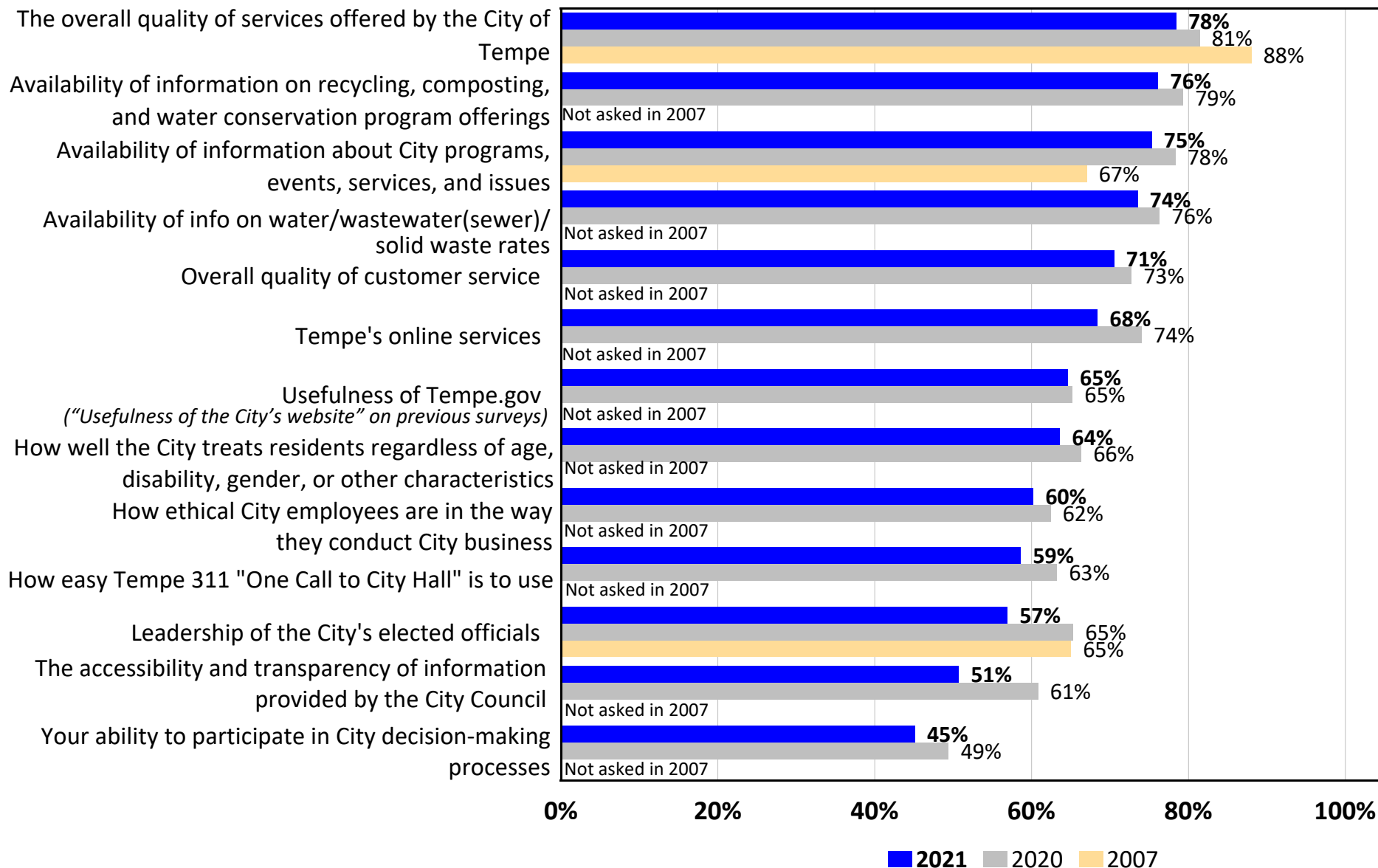
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” responses)





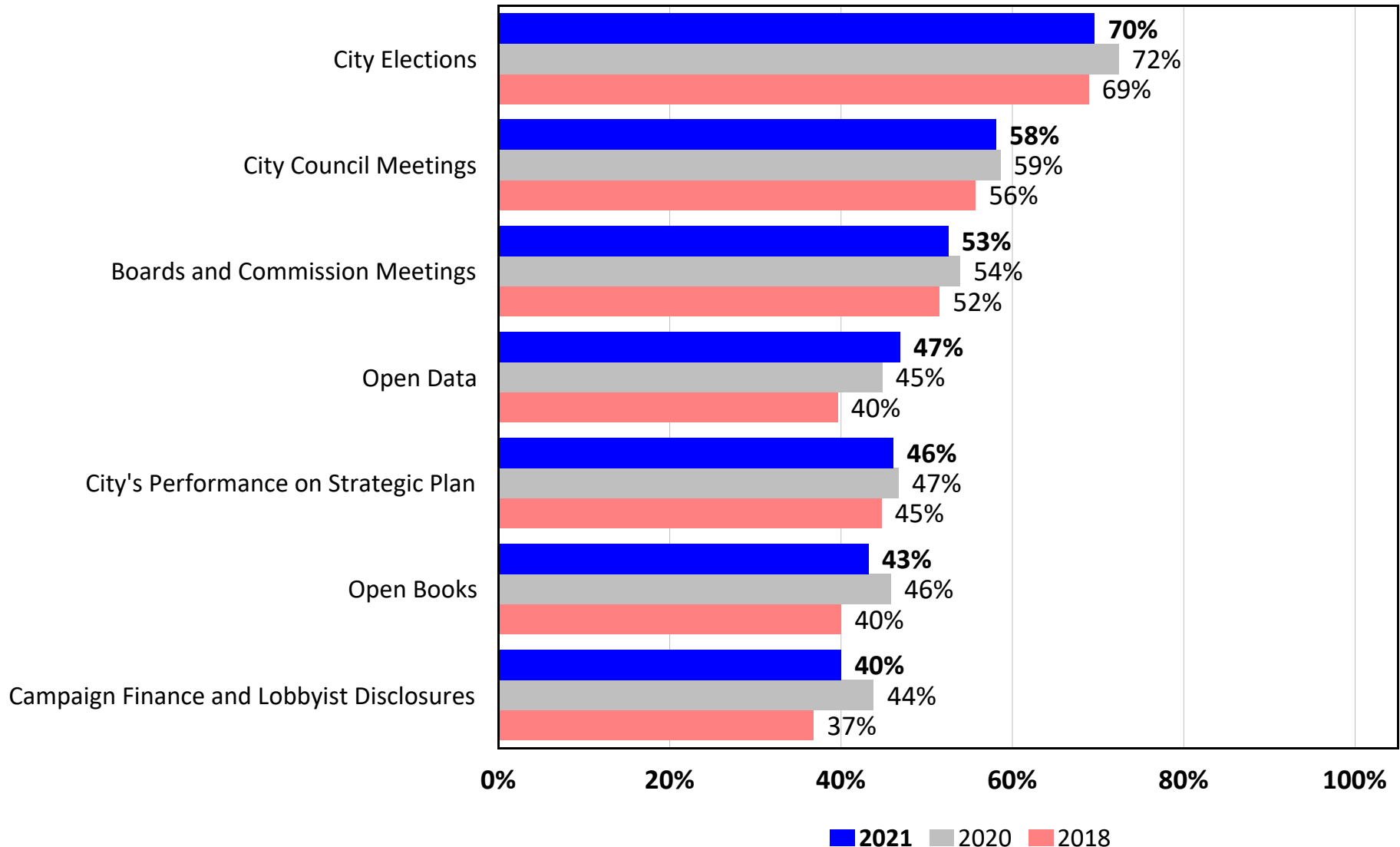
# Trends: Q6. Satisfaction With Various Perceptions of the City 2021, 2020, & 2007

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



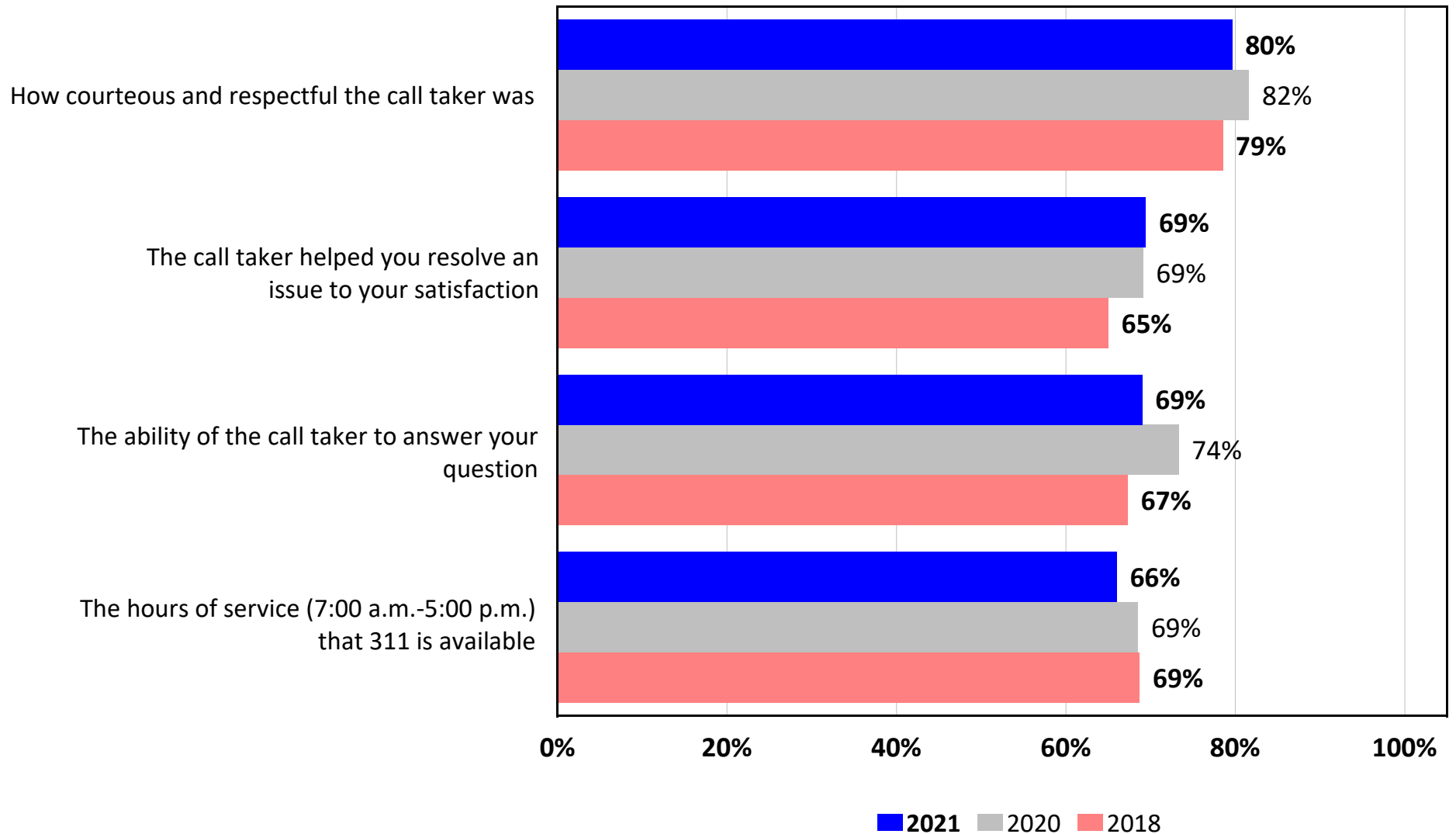
# Trends: Q7. Satisfaction With Ease of Access to the Following 2021, 2020, & 2018

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



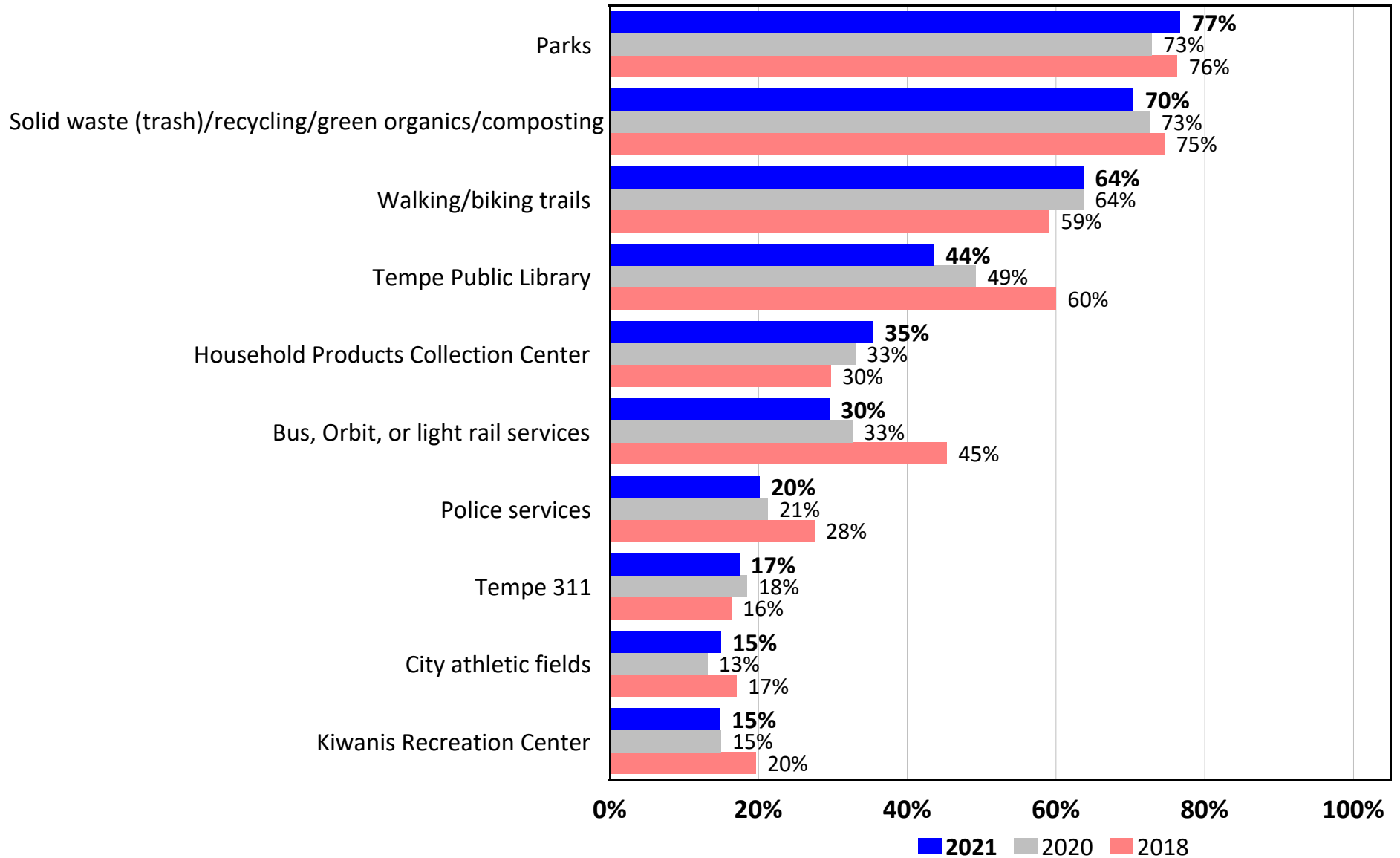
# Trends: Q8. Satisfaction With Various Aspects of 311 Service 2021, 2020, & 2018

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



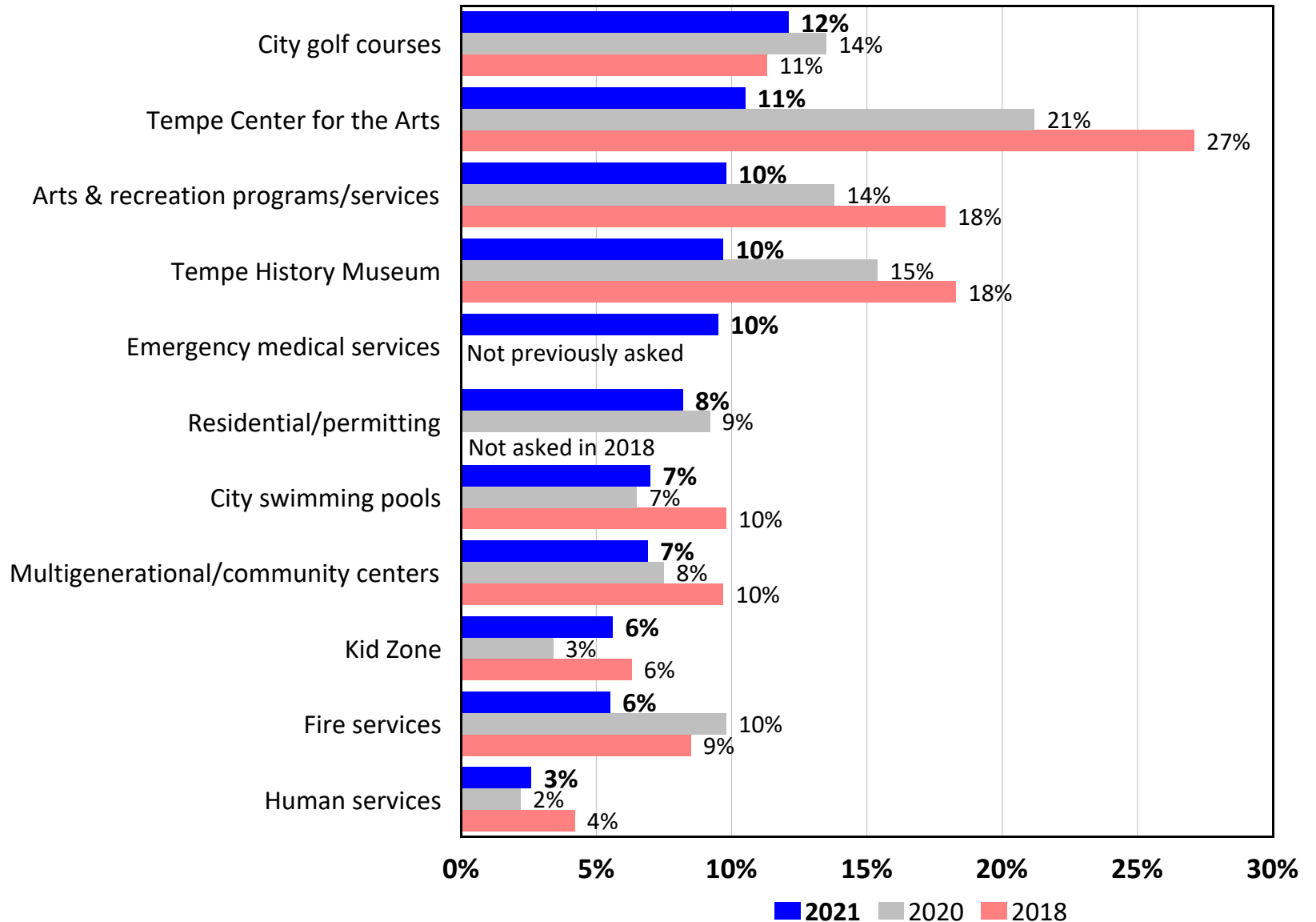
# Trends: Q10. Use of City Services/Facilities During Past 12 Months (1/2) - 2021, 2020, & 2018

by percentage of respondents



# Trends: Q10. Use of City Services/Facilities During Past 12 Months (2/2) - 2021, 2020, & 2018

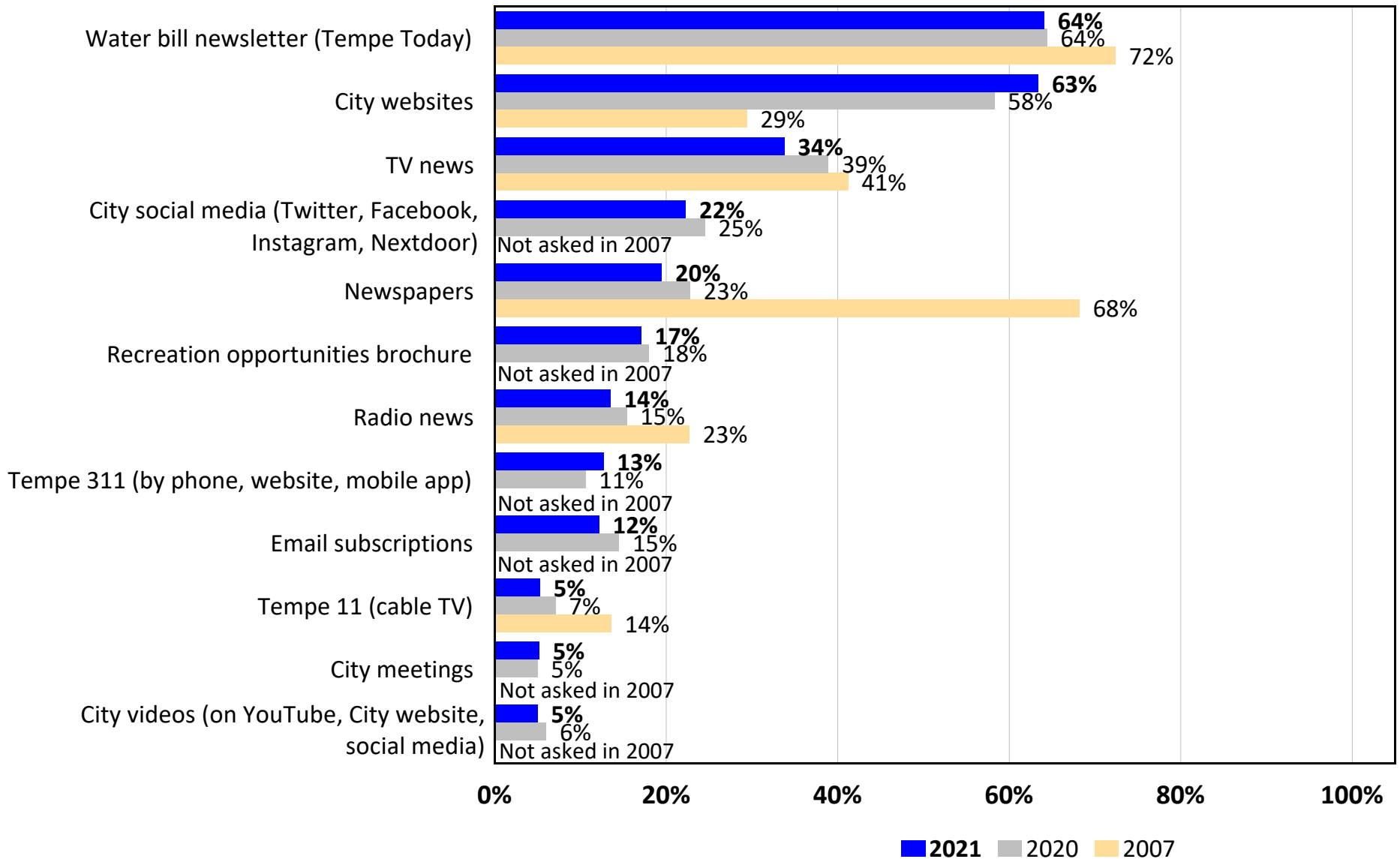
by percentage of respondents



# Trends: Q11. How Residents Get Information About the City

## 2021, 2020, & 2007

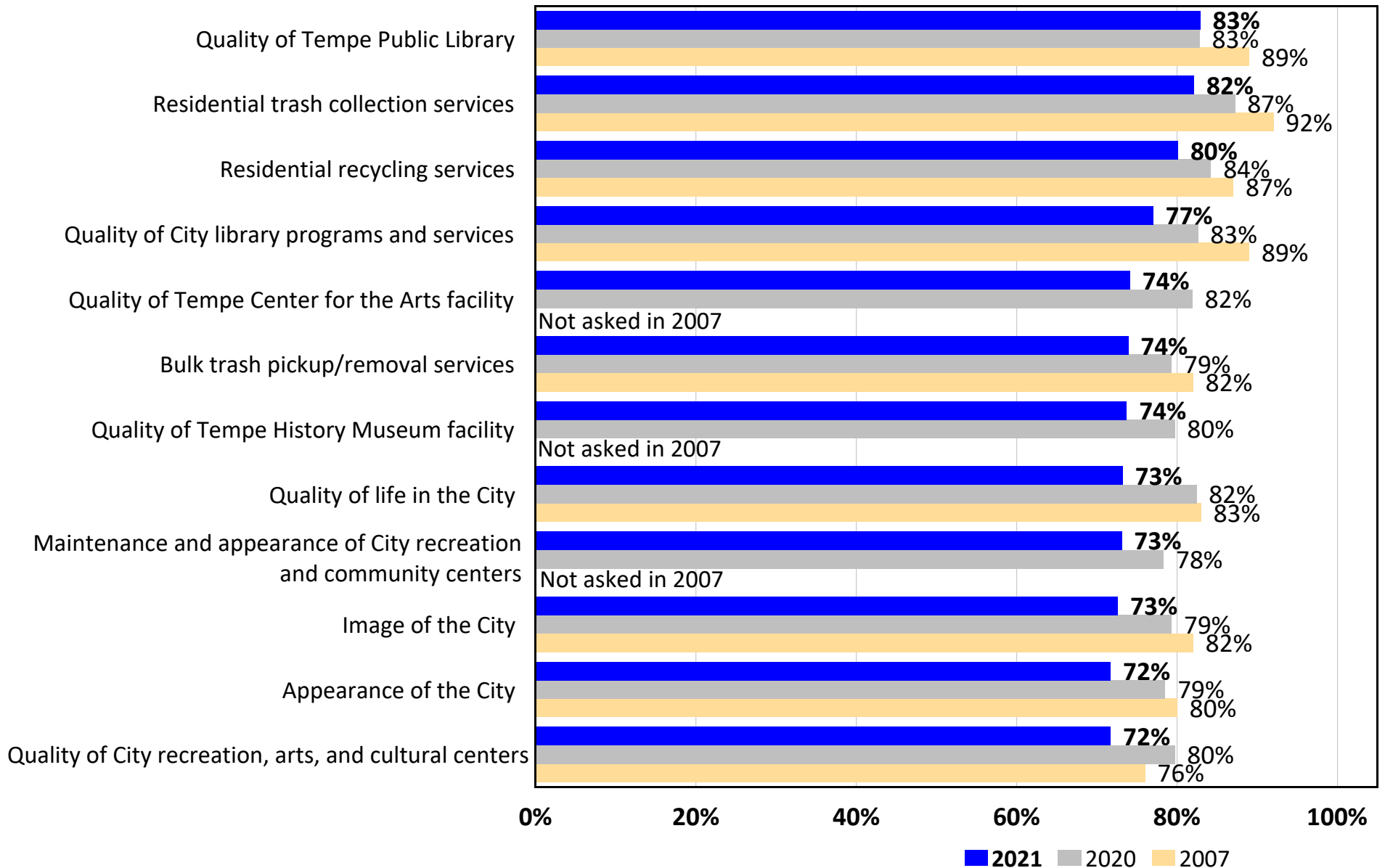
by percentage of respondents



# Trends: Q14. Satisfaction With Quality of Life and City Services (1/4)

## 2021, 2020, & 2007

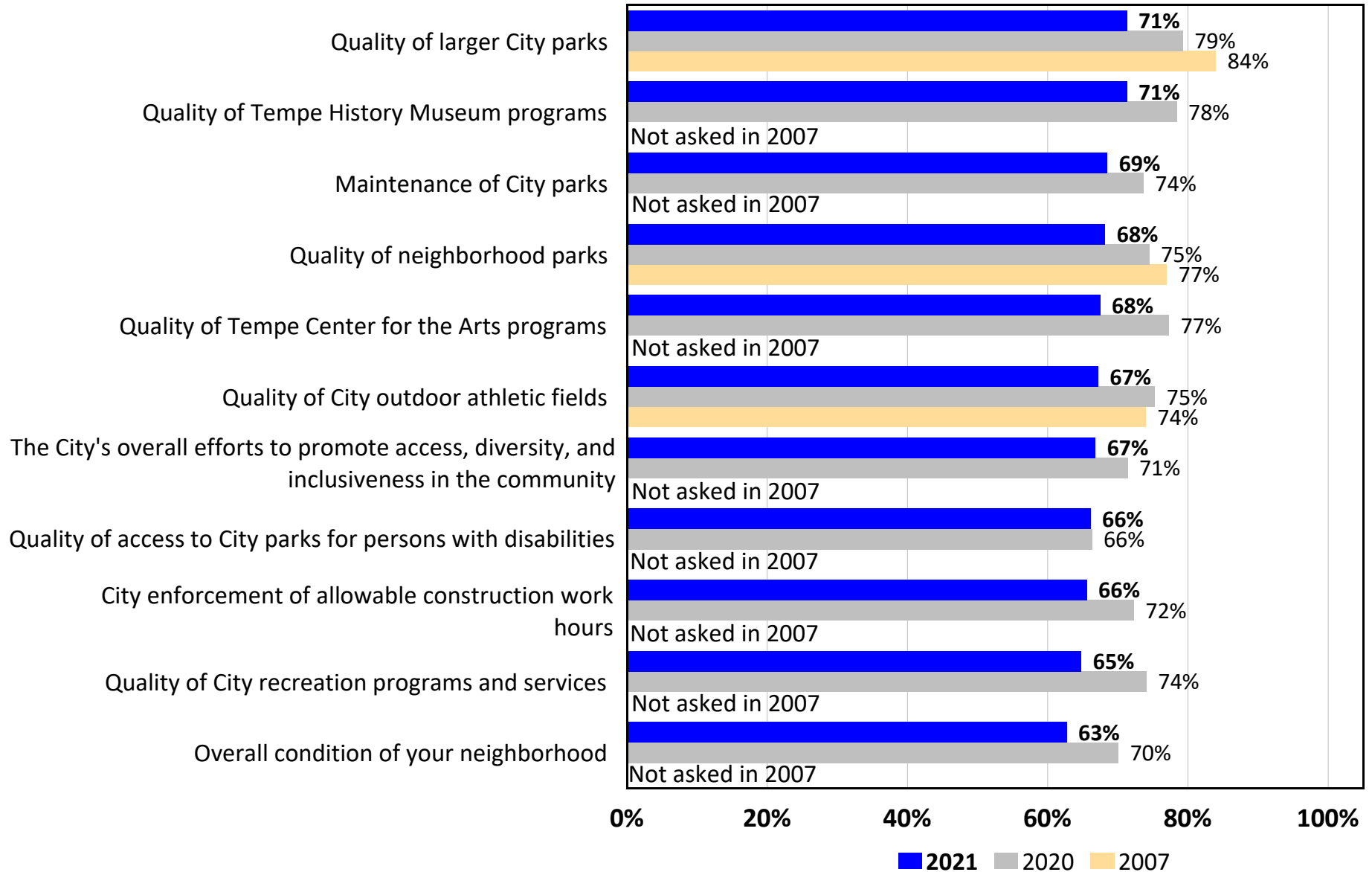
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" responses)



# Trends: Q14. Satisfaction With Quality of Life and City Services (2/4)

## 2021, 2020, & 2007

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

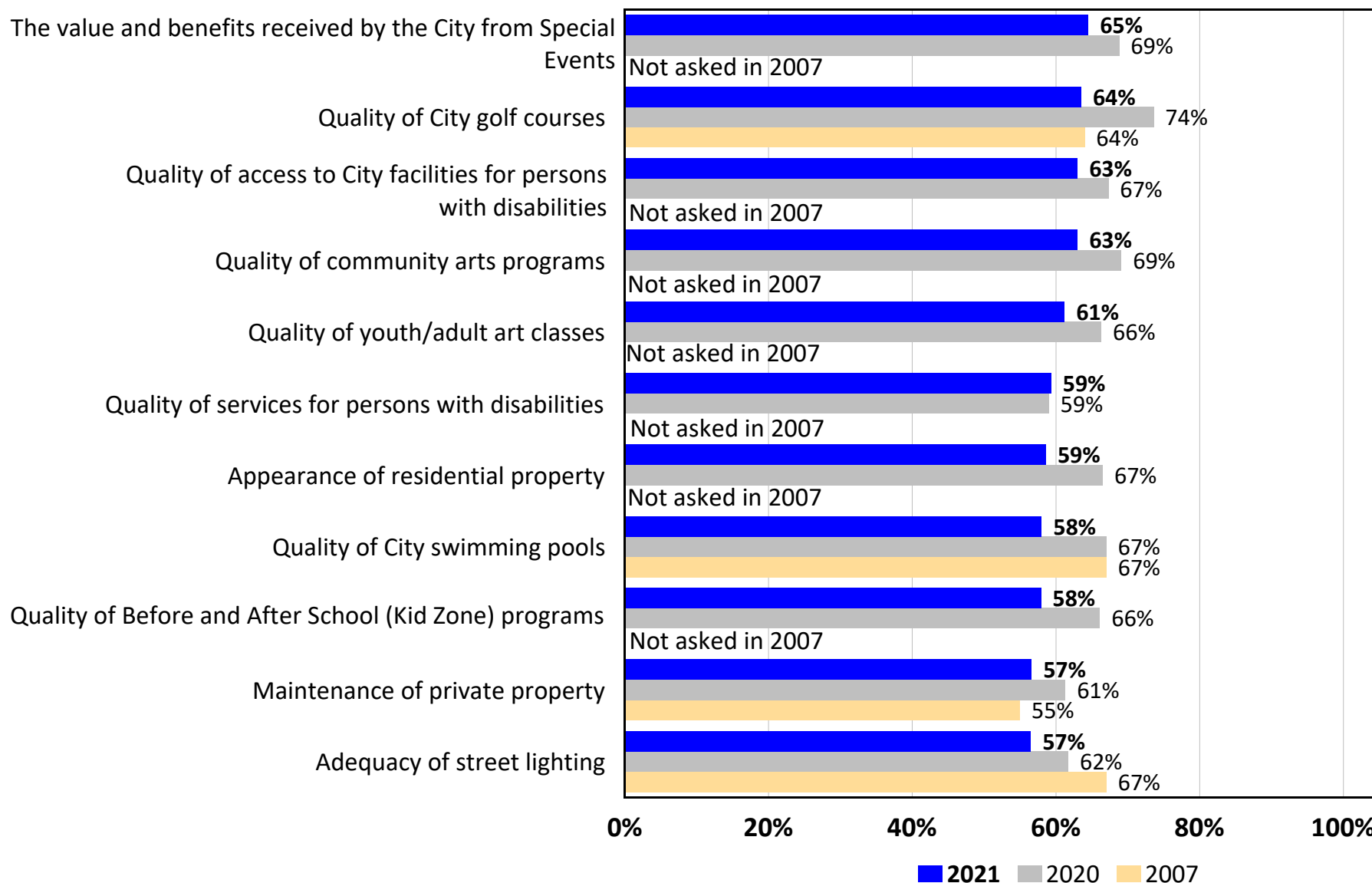




# Trends: Q14. Satisfaction With Quality of Life and City Services (3/4)

## 2021, 2020, & 2007

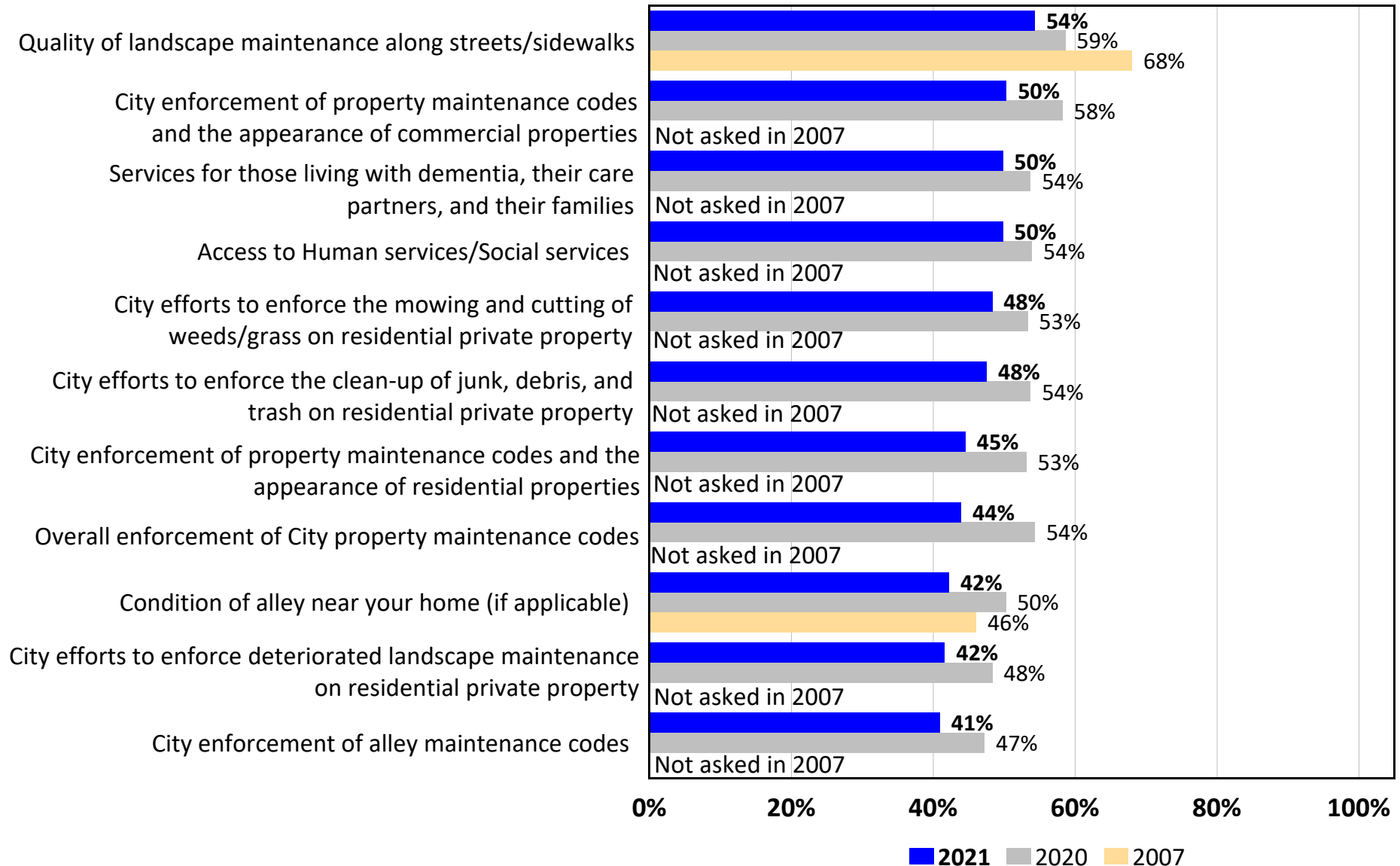
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” responses)



# Trends: Q14. Satisfaction With Quality of Life and City Services (4/4)

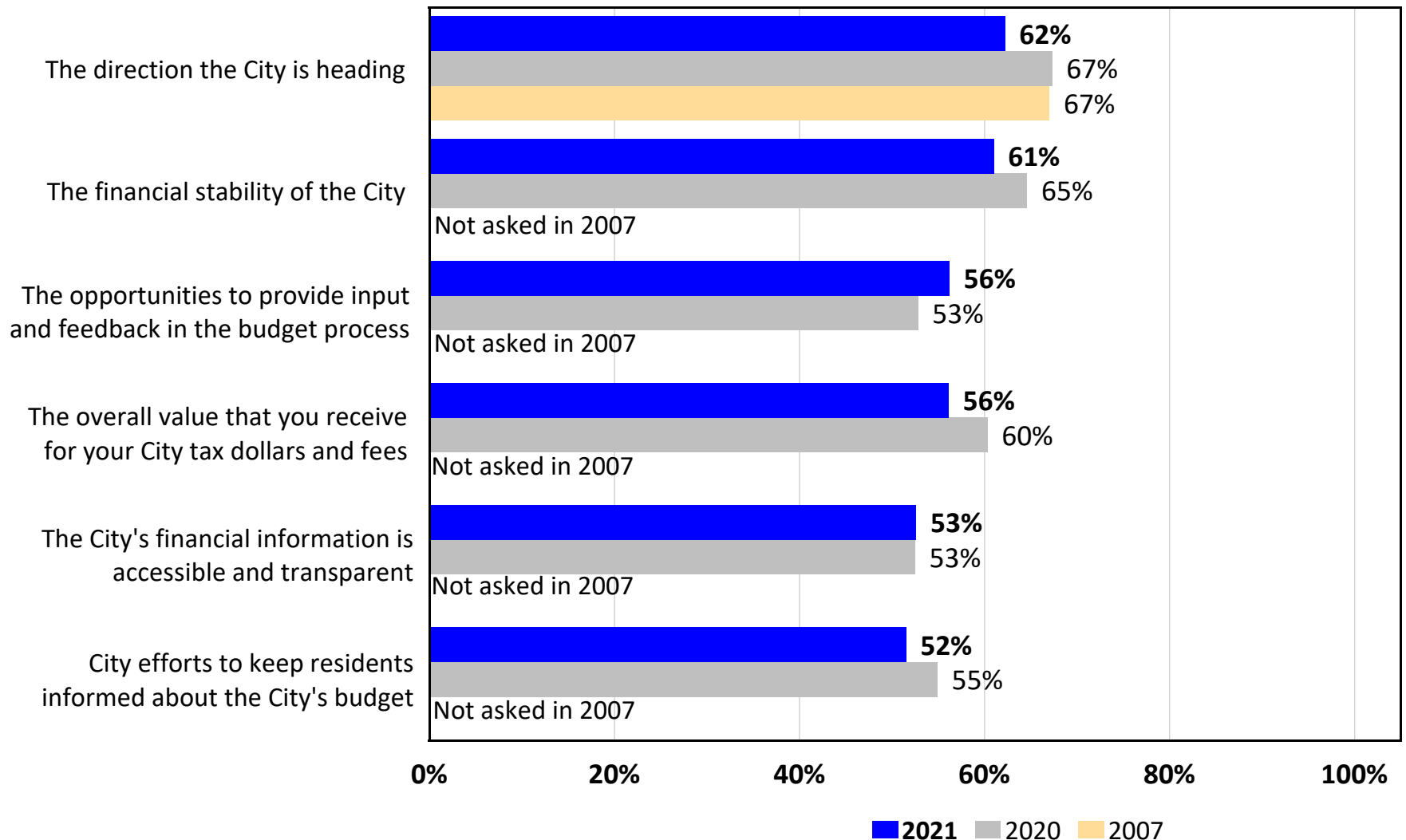
## 2021, 2020, & 2007

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



# Trends: Q16. Satisfaction With Aspects of the City's Financial Stability and Vitality 2021, 2020, & 2007

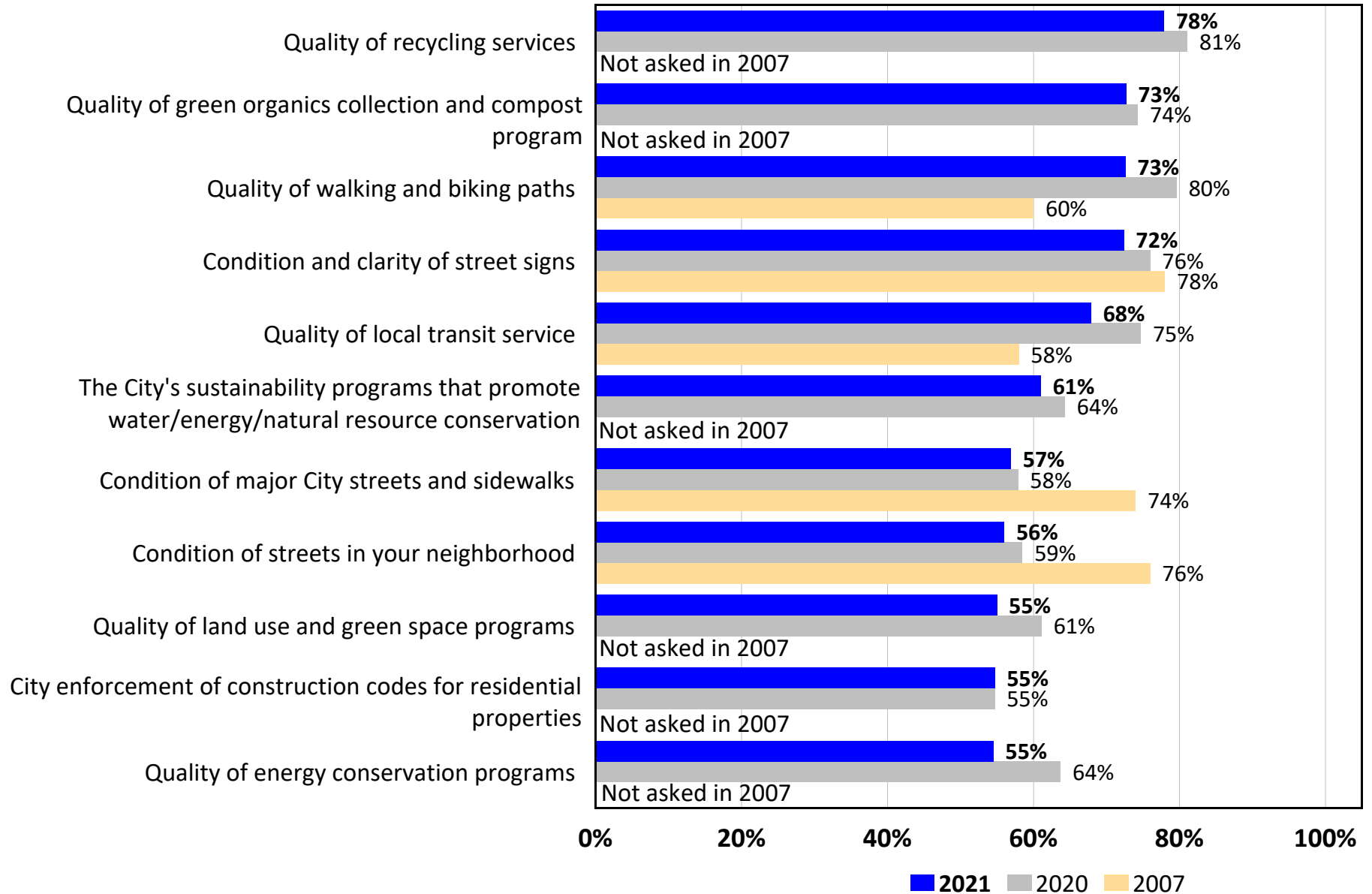
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" responses)



# Trends: Q17. Satisfaction With Sustainable Growth and Development (1/2)

## 2021, 2020, & 2007

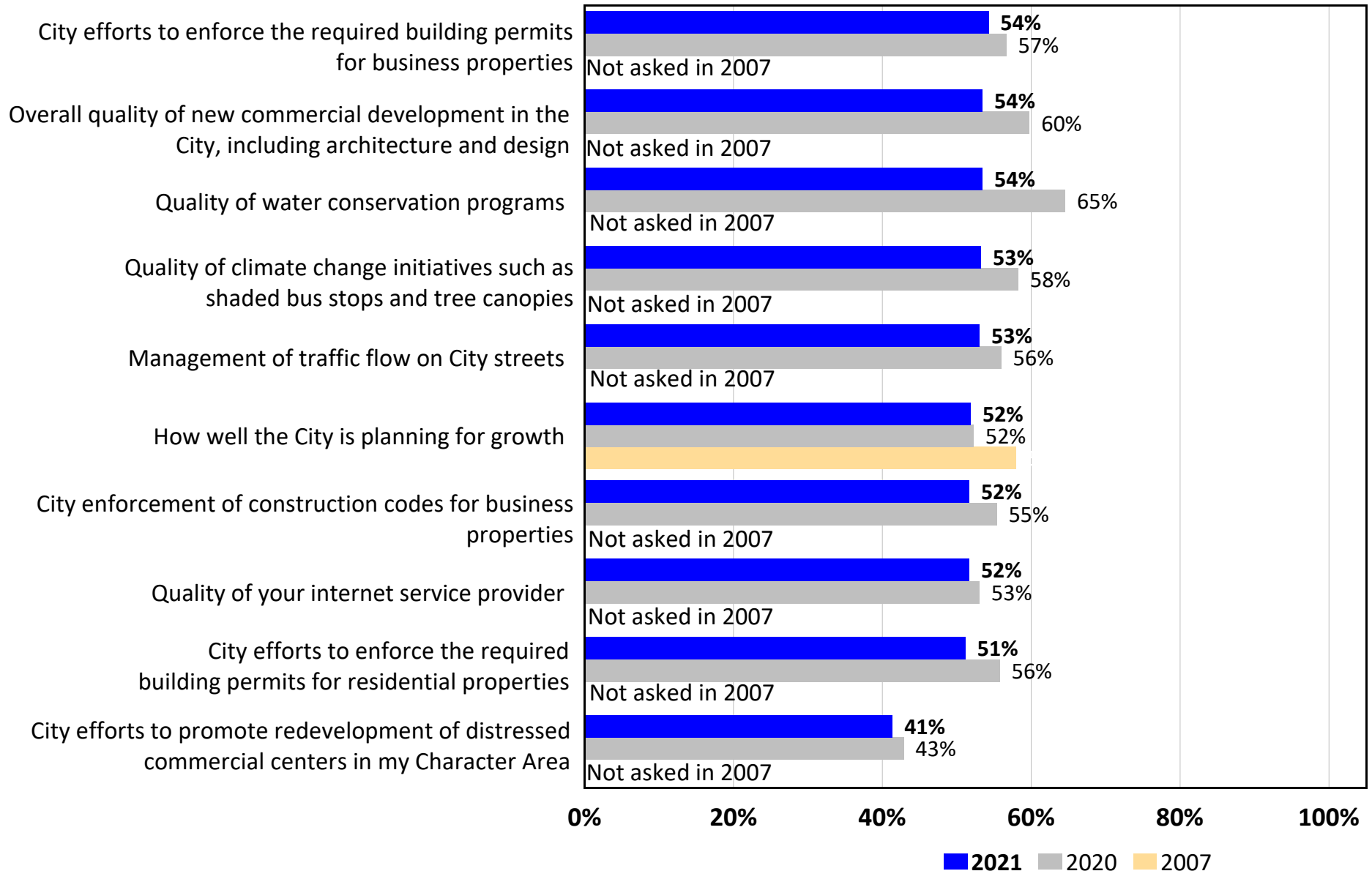
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" responses)



# Trends: Q17. Satisfaction With Sustainable Growth and Development (2/2)

## 2021, 2020, & 2007

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





# 3 Benchmarking Analysis

# Benchmarking Analysis



## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC institute during the summer of 2020 that is part of a random sample of over 4,000 residents in the continental United States, (2) individual community surveys that were administered in 29 similar-sized communities (population of 75,000 to 200,000) from January 2019 to September 2021, which includes several communities with colleges and universities. The 29 communities included in the similar-sized city averages are listed below:

- Baytown, TX
- Columbia, MO
- Concord, NC
- Coral Springs, FL
- Davenport, IA
- Elgin, IL
- Fort Lauderdale, FL
- Gainesville, FL
- High Point, NC
- Lawrence, KS
- League City, TX
- Lee's Summit, MO
- McAllen, TX
- Meridian, ID
- Mesquite, TX
- Miami Beach, FL
- Missouri City, TX
- Olathe, KS
- Overland Park, KS
- Pueblo, CO
- Round Rock, TX
- Springfield, MO
- St. Joseph, MO
- Sterling Heights, MI
- Sugar Land, TX
- Thornton, CO
- Vancouver, WA
- Wilmington, NC
- Wyandotte County, KS

The third source comes from individual community surveys that were administered in 26 medium-sized communities (population of 100,000 to 250,000) from January 2019 to September 2021. The results from medium-sized communities was used as the base for developing the performance ranges that are shown in the second part of this benchmarking section. The 26 communities included in the performance ranges in this section are listed on the following page.

# Benchmarking Analysis



- Cabarrus County, NC
- Columbia, MO
- Coral Springs, FL
- Davenport, IA
- Des Moines, IA
- Elgin, IL
- Fayetteville, NC
- Fort Lauderdale, FL
- Gainesville, FL
- High Point, NC
- League City, TX
- McAllen, TX
- Meridian, ID
- Mesquite, TX
- Olathe, KS
- Overland Park, KS
- Pueblo, CO
- Round Rock, TX
- Springfield, MO
- Sterling Heights, MI
- Sugar Land, TX
- Thornton, CO
- Vancouver, WA
- Wilmington, NC
- Winston-Salem, NC
- Wyandotte County, KS

## Interpreting the Performance Range Charts

The charts on the following pages provide comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in communities with populations between 100,000 and 250,000 that have participated in a *DirectionFinder*® survey during the past two years. The lowest and highest satisfaction ratings are listed to the left and right of each bar. The yellow dot on each bar shows how the results for Tempe compare to the average for the communities with a population between 100,000 and 250,000 which is shown as a vertical dash in the middle of each horizontal bar. If the yellow dot is located to the right of the vertical dash, the City of Tempe rated above the average. If the yellow dot is located to the left of the vertical dash, the City of Tempe rated below the average.



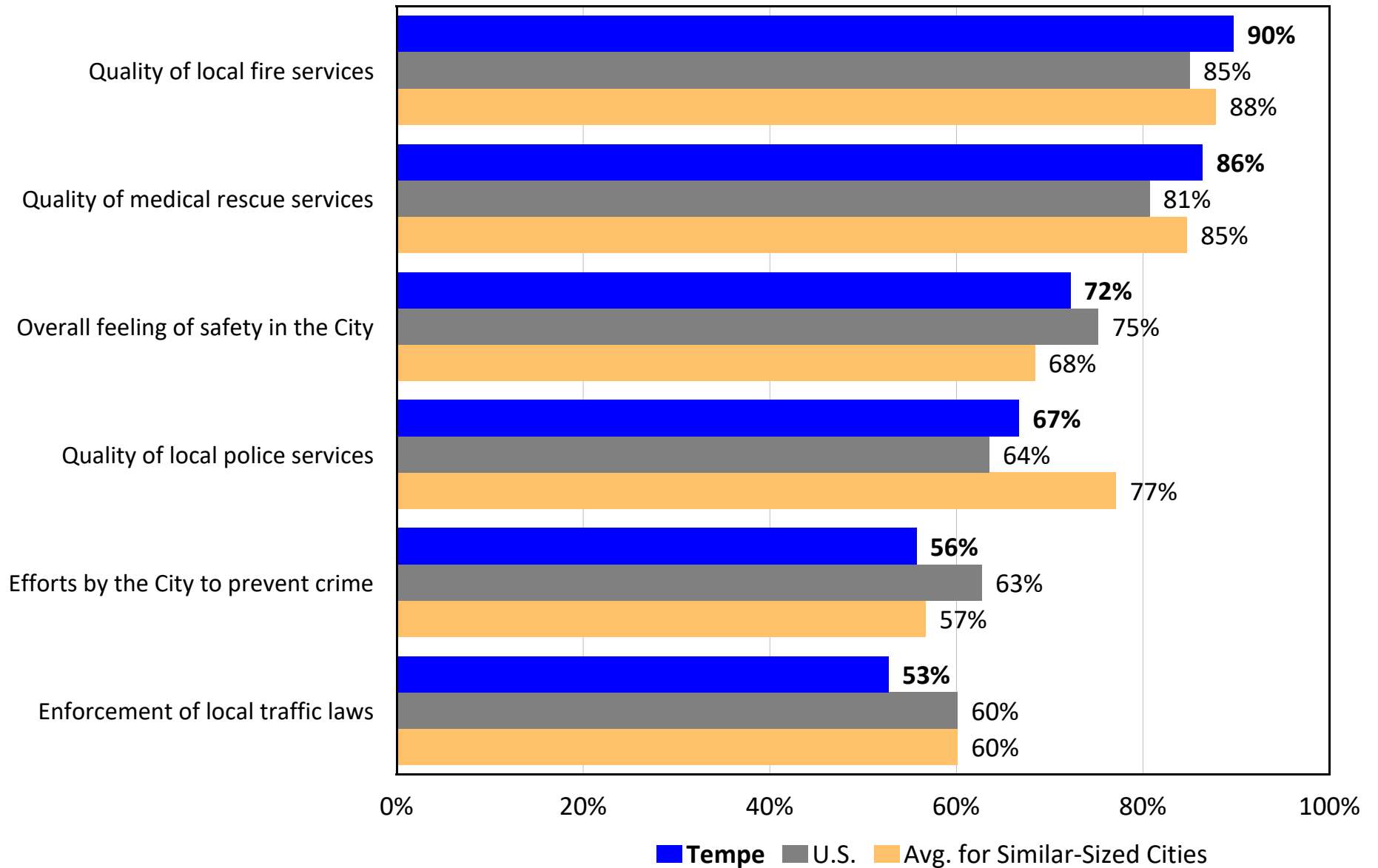
# National Benchmarks

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

# Satisfaction With Public Safety

## Tempe vs. U.S. vs. Similar-Sized Cities

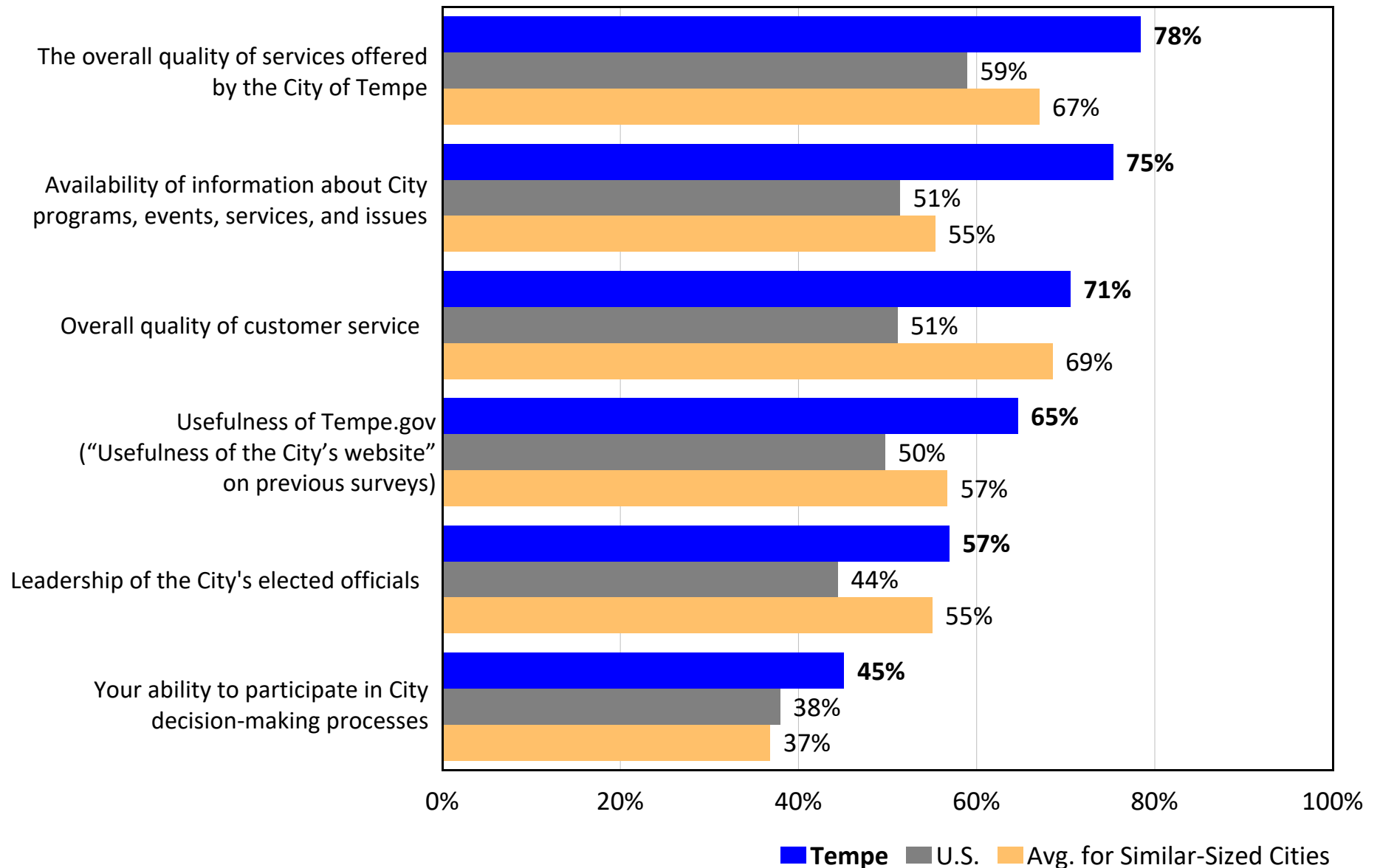
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don't Know” responses)



# Satisfaction With Perceptions of the City

## Tempe vs. U.S. vs. Similar-Sized Cities

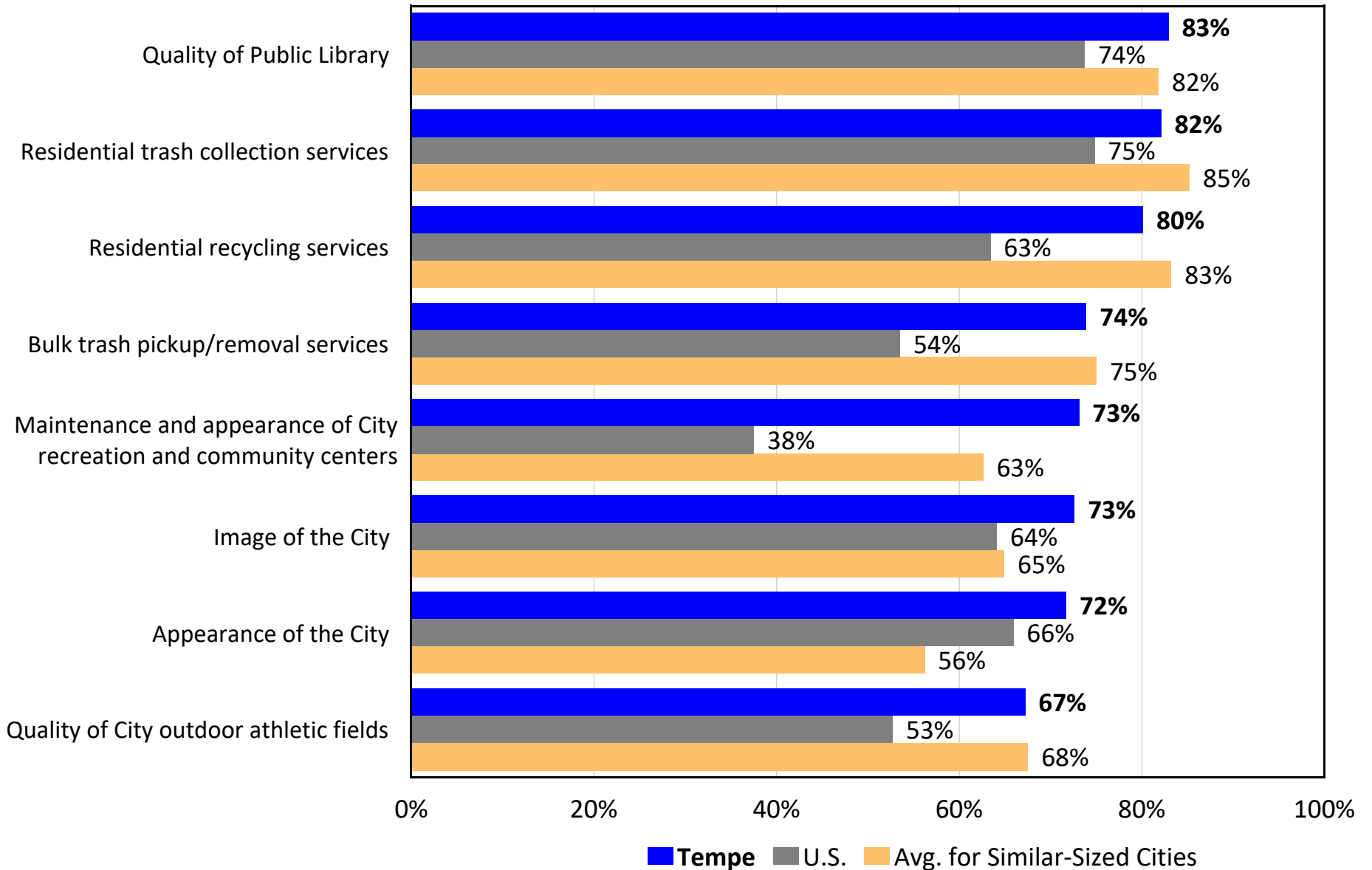
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don't Know” responses)



# Satisfaction With Quality of Life and City Services (1/2)

## Tempe vs. U.S. vs. Similar-Sized Cities

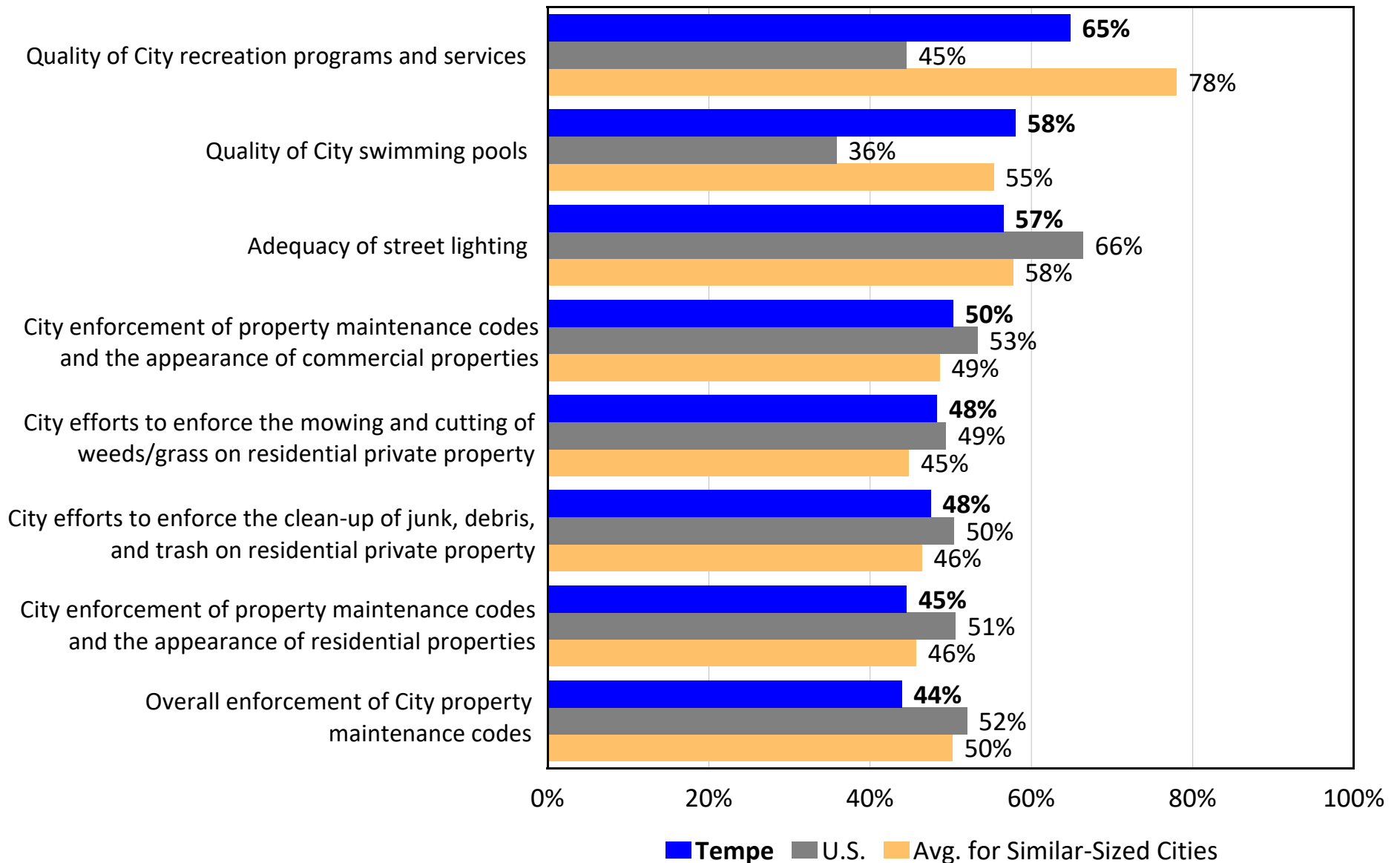
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don't Know” responses)



# Satisfaction With Quality of Life and City Services (2/2)

## Tempe vs. U.S. vs. Similar-Sized Cities

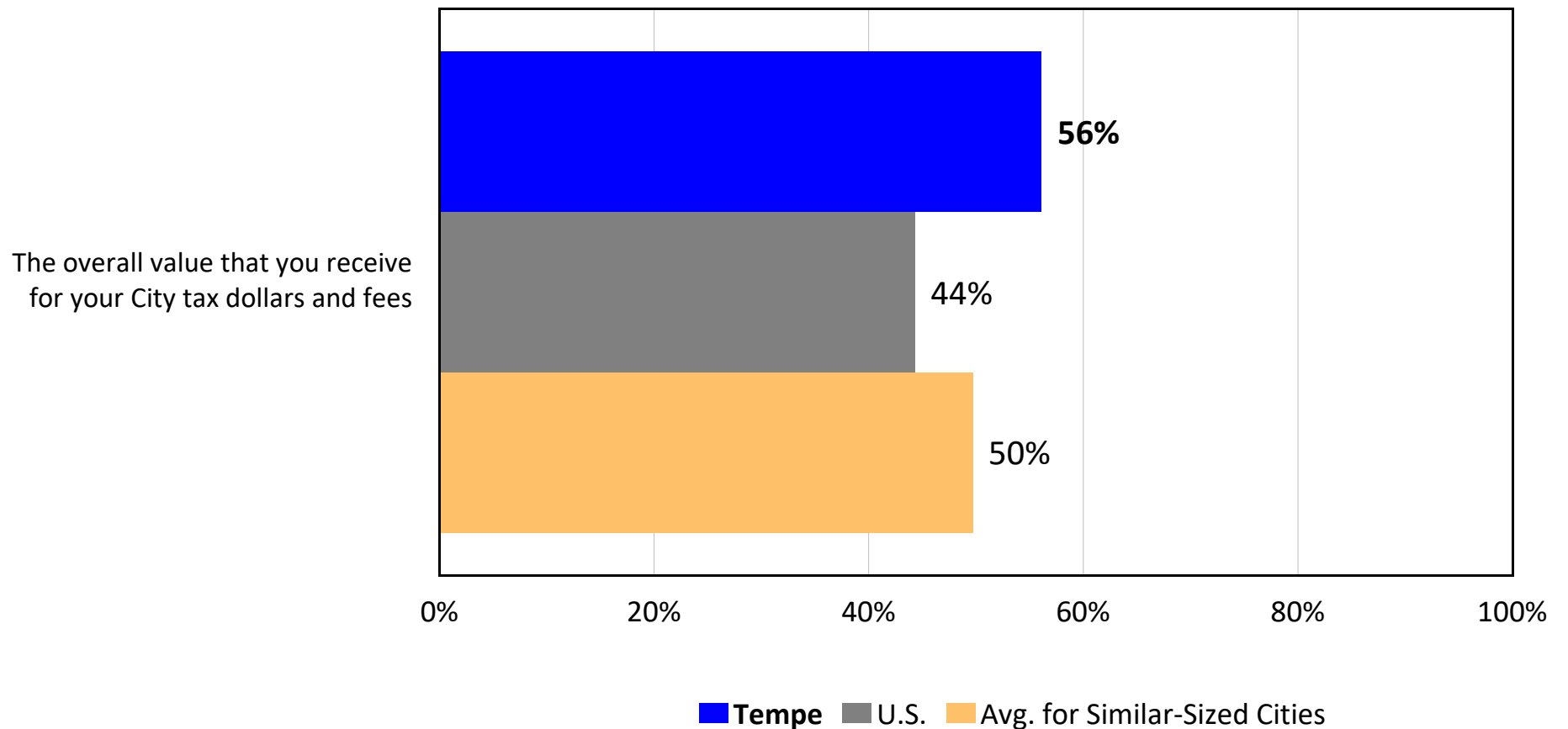
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don't Know” responses)



# Satisfaction With Aspects of the City's Financial Stability and Vitality

## Tempe vs. U.S. vs. Similar-Sized Cities

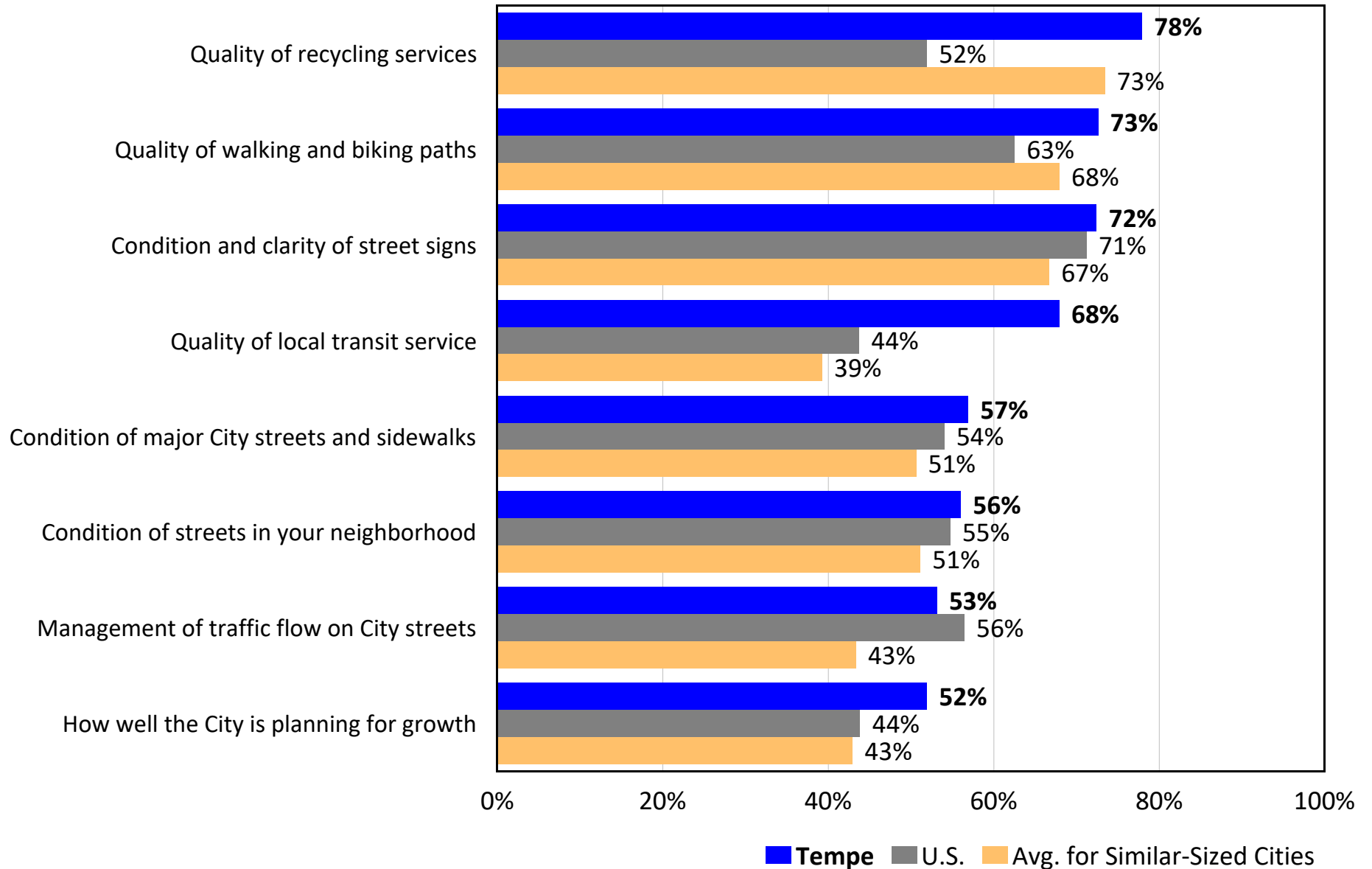
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" responses)



# Satisfaction With Sustainable Growth and Development

## Tempe vs. U.S. vs. Similar-Sized Cities

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



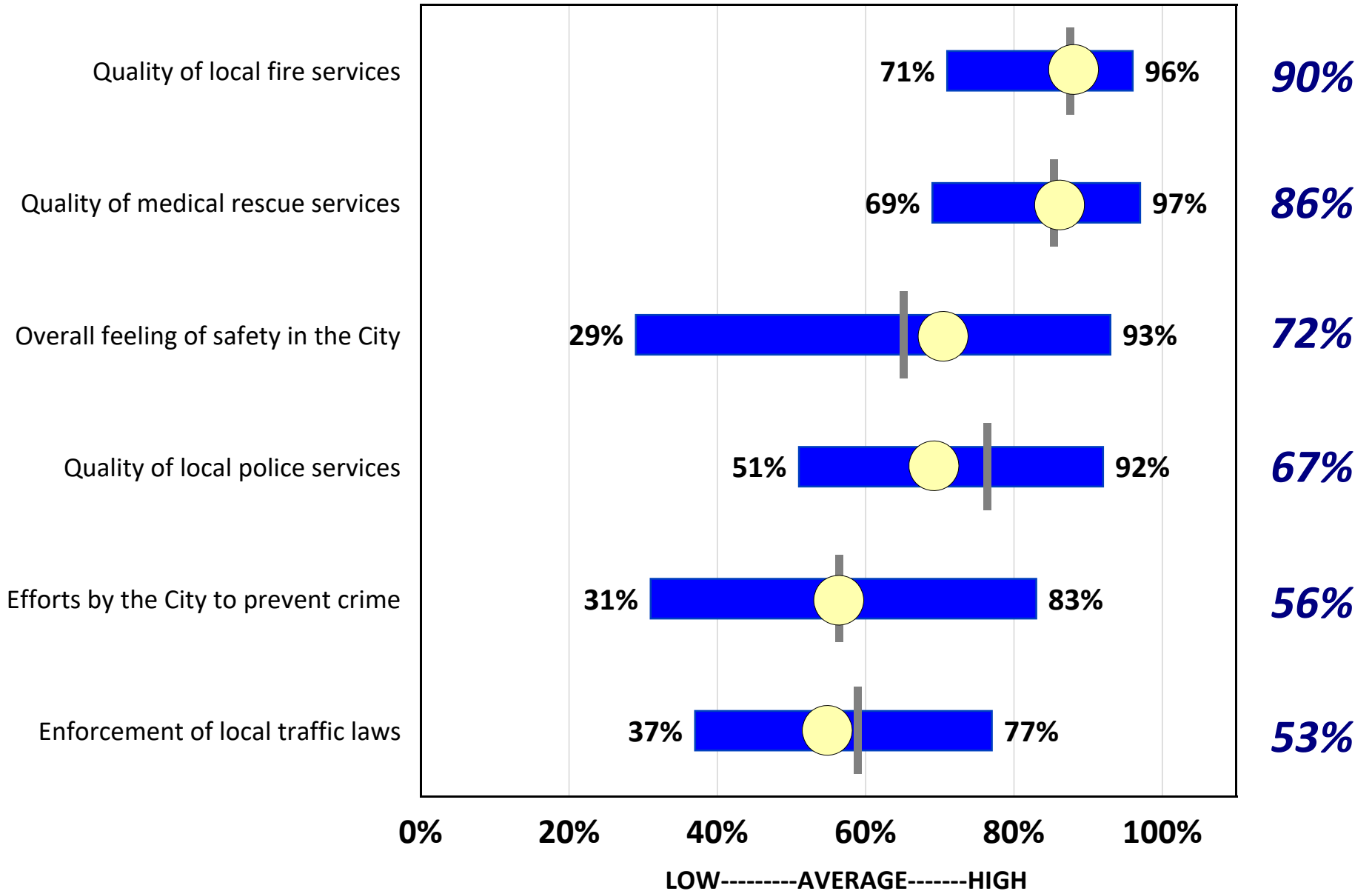
# Ranges of Performance



# Satisfaction With Public Safety

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

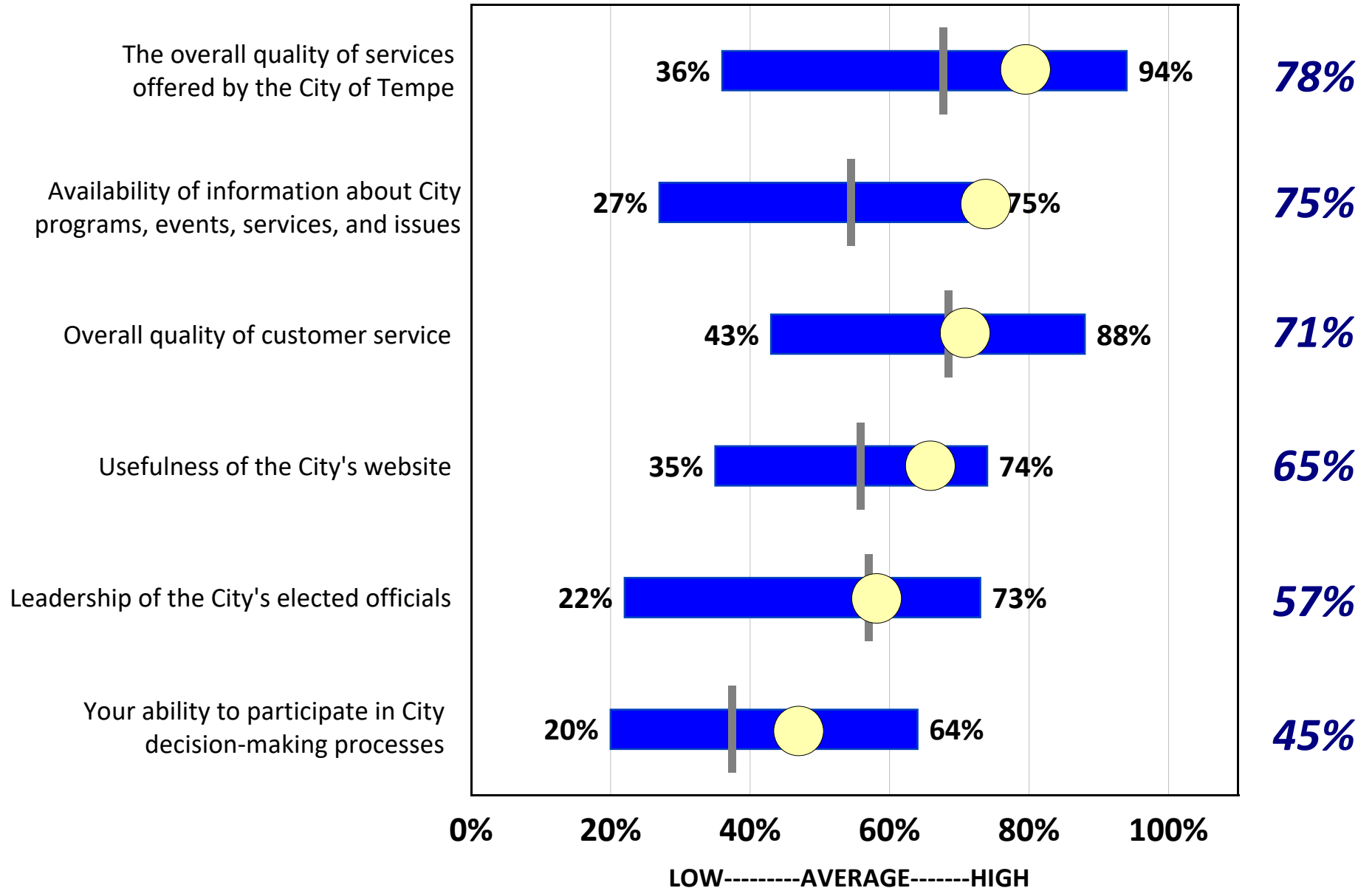
● Tempe, AZ



# Satisfaction With Perceptions of the City

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

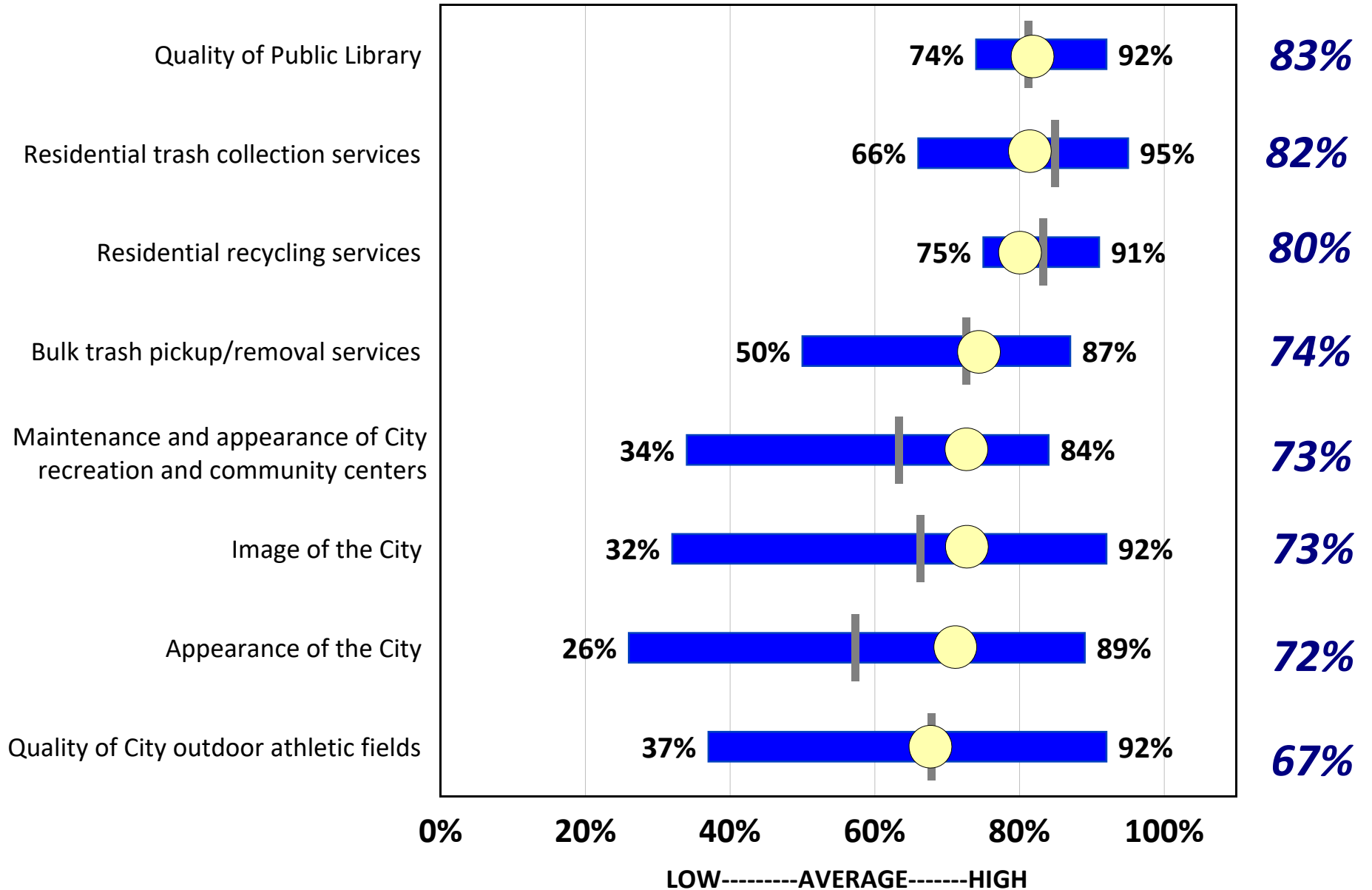
● Tempe, AZ



# Satisfaction With Quality of Life and City Services (1/2)

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

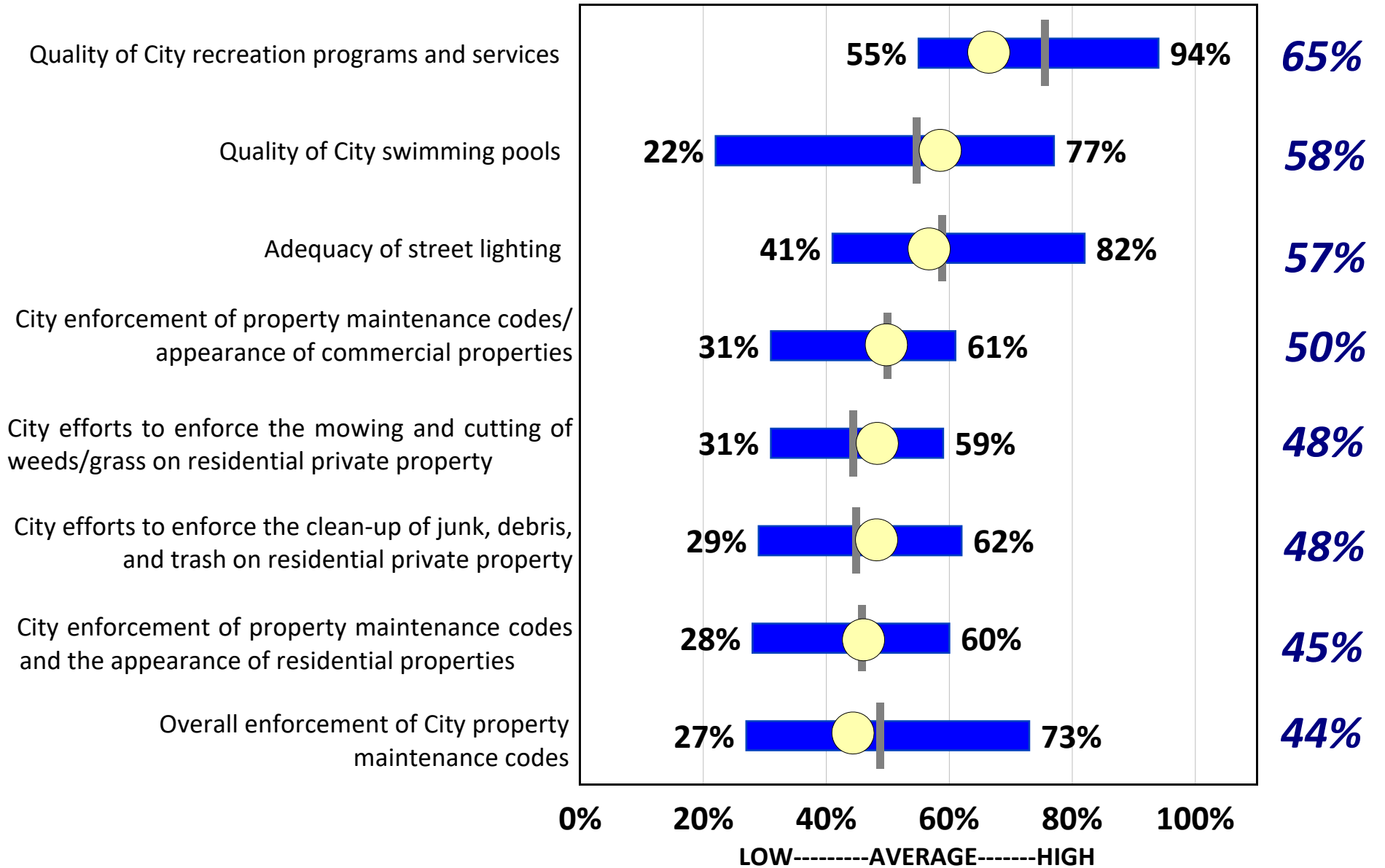
● Tempe, AZ



# Satisfaction With Quality of Life and City Services (2/2)

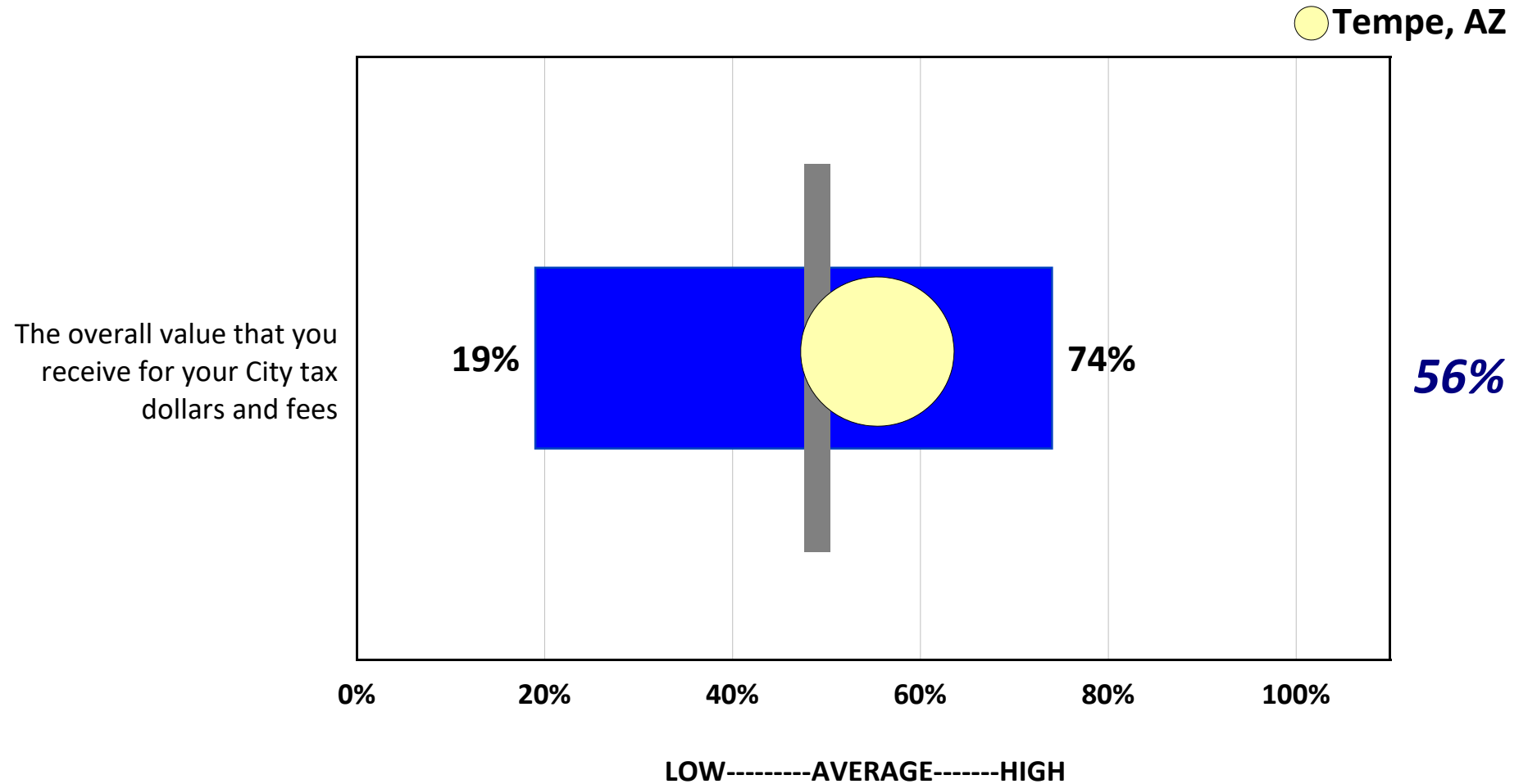
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don't Know” responses)

● Tempe, AZ



# Satisfaction With Aspects of the City's Financial Stability and Vitality

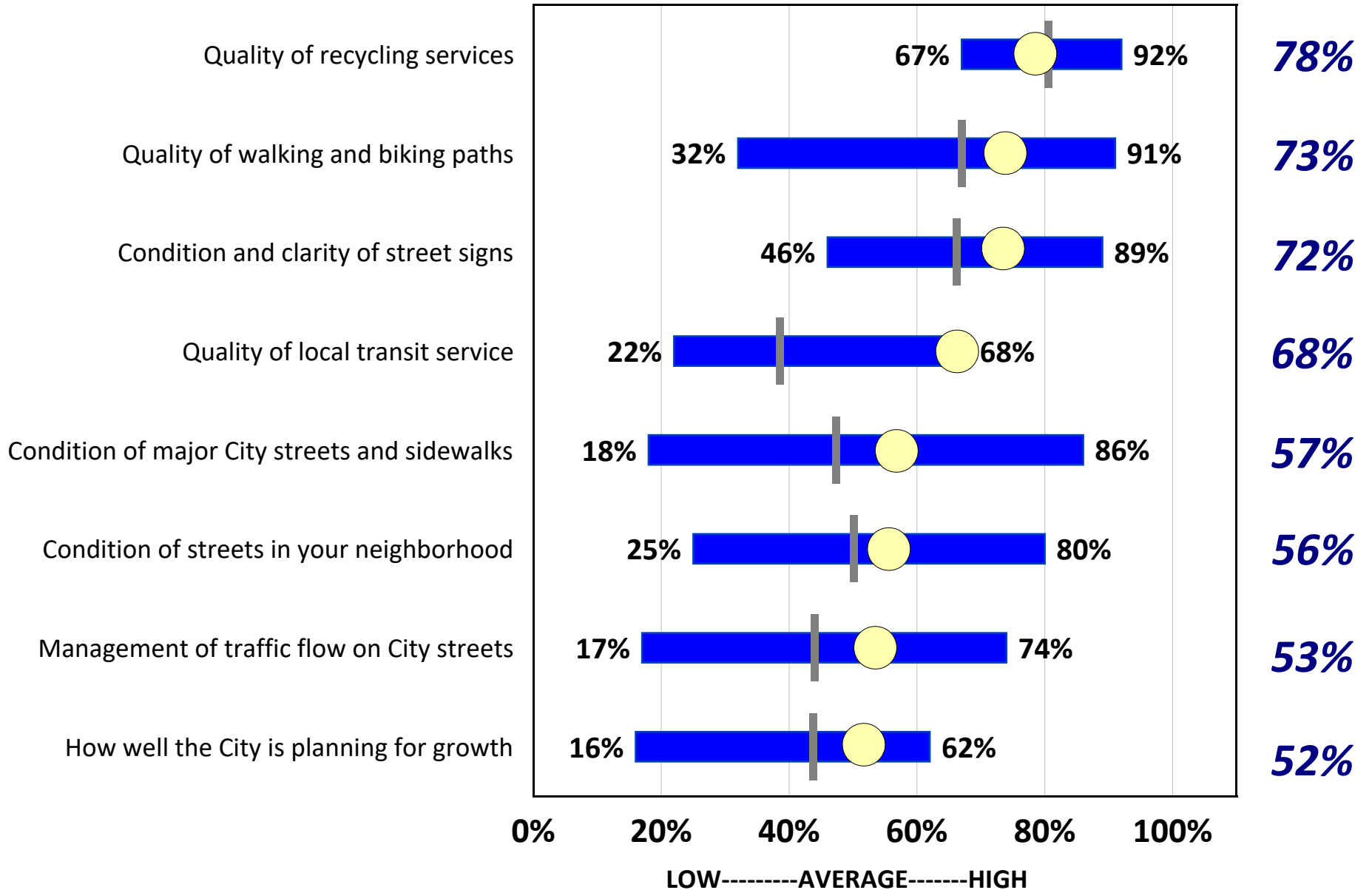
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" responses)



# Satisfaction With Sustainable Growth and Development

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

● Tempe, AZ





**4** **Importance-Satisfaction  
Analysis**

# Importance-Satisfaction Analysis



## Overview

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

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. 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.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

## Example of the Calculation

Respondents were asked to identify the major categories of City services that were most important to their household. More than one-fourth (25.6%) of the respondent households selected "*condition of City streets/sidewalks*" as one of the most important services to emphasize over the next year.

With regard to satisfaction, 56.9% of respondents surveyed rated "*condition of City streets/sidewalks*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 25.6% was multiplied by 43.1% (1-0.569). This calculation yielded an I-S rating of 0.1103, which ranked second out of sixteen categories of City services analyzed.



# Importance-Satisfaction Analysis



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 of importance 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.

## 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 (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

A table showing the results for the City of Tempe is provided on the following page.

# 2021 Importance-Satisfaction Rating Tempe, Arizona Community Survey

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Social/human services	23%	4	50%	15	0.1175	1
Condition of City streets/sidewalks	26%	3	57%	11	0.1103	2
Neighborhoods	27%	2	63%	10	0.1007	3
<b>Medium Priority (IS &lt;.10)</b>						
Police services	30%	1	67%	9	0.0996	4
Economic/business development	18%	5	54%	12	0.0851	5
Services for older adults (50+)	11%	12	50%	16	0.0537	6
Traffic delays	11%	10	53%	13	0.0530	7
Traffic Safety (Vision Zero)	11%	11	53%	14	0.0520	8
Parks	16%	7	69%	7	0.0498	9
Appearance of City	17%	6	72%	5	0.0470	10
Quality & safety of businesses & homes	15%	8	76%	4	0.0360	11
Art, recreation programs, & library services	10%	13	68%	8	0.0320	12
Solid waste (trash)/recycling, and green organics/composting	13%	9	78%	3	0.0271	13
Customer service	3%	16	71%	6	0.0100	14
Emergency medical services	5%	15	86%	2	0.0068	15
Fire services	6%	14	90%	1	0.0061	16

**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 item they think should be the top priority over the next year.

**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 Analysis



## Importance-Satisfaction Matrix Analysis

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

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

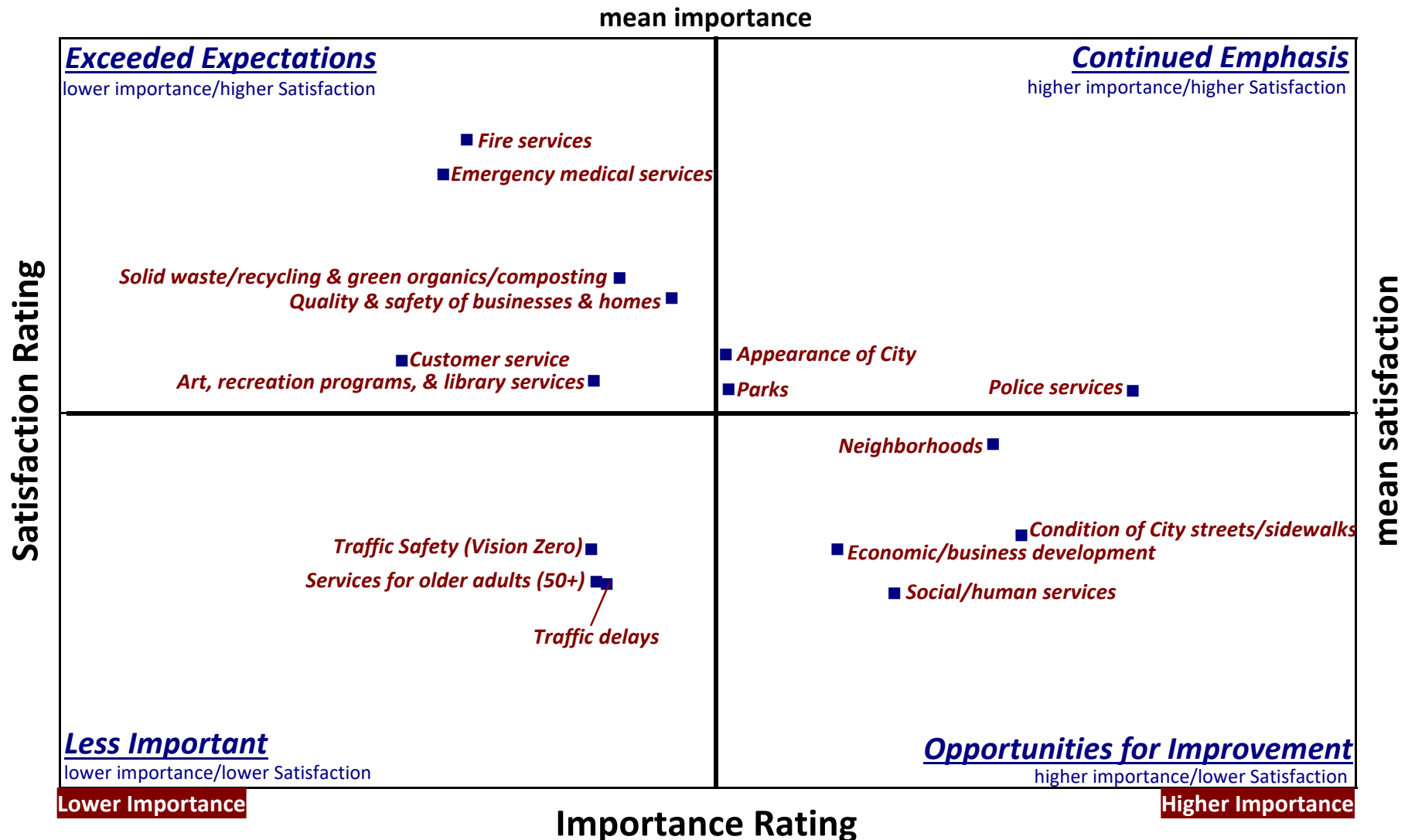
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

A matrix chart showing the results for the City of Tempe is provided on the following page.

# City of Tempe Community Survey Importance-Satisfaction Assessment Matrix

## -OVERALL-

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





**5**

**Tabular Data &  
Survey Instrument**

**Q1. Please rate YOUR LEVEL OF SATISFACTION with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q1-1. Quality of local fire services	41.6%	21.5%	7.1%	0.2%	0.0%	25.7%	3.8%
Q1-2. Quality of medical rescue services	38.3%	18.7%	7.9%	0.8%	0.3%	29.3%	4.7%
Q1-3. Quality of local police services	28.6%	28.3%	16.8%	7.5%	4.2%	12.5%	2.1%
Q1-4. Enforcement of local traffic laws	16.7%	29.0%	24.8%	11.3%	4.8%	11.5%	1.9%
Q1-5. Efforts by City to prevent crime	13.8%	31.5%	22.2%	9.9%	4.0%	17.1%	1.5%
Q1-6. Overall feeling of safety in City	22.0%	46.4%	19.4%	9.1%	2.5%	0.5%	0.1%
Q1-7. Feeling of safety in your neighborhood	28.1%	44.0%	15.9%	9.3%	2.4%	0.2%	0.1%
Q1-8. Quality & safety of structures in your neighborhood	29.0%	45.2%	16.5%	5.8%	0.7%	2.6%	0.3%

**WITHOUT "DON'T KNOW" OR "N/A"**

**Q1. Please rate YOUR LEVEL OF SATISFACTION with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know" or "N/A")**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of local fire services	59.1%	30.6%	10.1%	0.3%	0.0%
Q1-2. Quality of medical rescue services	58.0%	28.4%	11.9%	1.2%	0.4%
Q1-3. Quality of local police services	33.5%	33.2%	19.7%	8.8%	4.9%
Q1-4. Enforcement of local traffic laws	19.2%	33.5%	28.6%	13.1%	5.5%
Q1-5. Efforts by City to prevent crime	17.0%	38.7%	27.3%	12.1%	4.9%
Q1-6. Overall feeling of safety in City	22.1%	46.7%	19.5%	9.2%	2.5%
Q1-7. Feeling of safety in your neighborhood	28.1%	44.1%	16.0%	9.3%	2.5%
Q1-8. Quality & safety of structures in your neighborhood	29.8%	46.5%	17.0%	6.0%	0.7%

**Q2(1-9). During the Day: Please rate how satisfied you are with the FEELING OF SAFETY you have in the following places.**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q2-1. Neighborhood parks	29.3%	39.8%	14.8%	6.7%	2.1%	6.2%	1.1%
Q2-2. City parks like Kiwanis & Tempe Beach	24.8%	40.6%	13.6%	6.4%	2.8%	9.2%	2.5%
Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mountain)	20.5%	31.5%	14.9%	5.9%	1.9%	20.3%	5.1%
Q2-4. City athletic & recreational facilities	19.1%	30.4%	13.6%	2.4%	0.5%	28.4%	5.6%
Q2-5. Tempe Public Library Complex	30.9%	34.9%	12.8%	3.5%	0.5%	14.8%	2.6%
Q2-6. City Hall	19.3%	26.6%	12.2%	3.4%	0.4%	30.7%	7.4%
Q2-7. Mill Avenue	15.9%	32.3%	24.7%	12.8%	4.6%	8.3%	1.4%
Q2-8. Businesses (theaters, restaurants, retail shopping, workplace)	28.3%	47.0%	16.6%	4.3%	0.5%	2.8%	0.5%
Q2-9. Within your home or neighborhood	35.4%	43.3%	11.5%	5.8%	2.1%	1.6%	0.3%



**WITHOUT "DON'T KNOW" OR "N/A"**

**Q2(1-9). During the Day: Please rate how satisfied you are with the FEELING OF SAFETY you have in the following places. (without "don't know" or "N/A")**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Neighborhood parks	31.6%	42.9%	16.0%	7.2%	2.2%
Q2-2. City parks like Kiwanis & Tempe Beach	28.1%	46.1%	15.4%	7.3%	3.2%
Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mountain)	27.4%	42.2%	20.0%	7.9%	2.5%
Q2-4. City athletic & recreational facilities	28.9%	46.1%	20.6%	3.6%	0.8%
Q2-5. Tempe Public Library Complex	37.4%	42.3%	15.5%	4.3%	0.5%
Q2-6. City Hall	31.1%	43.0%	19.7%	5.6%	0.6%
Q2-7. Mill Avenue	17.6%	35.8%	27.4%	14.1%	5.1%
Q2-8. Businesses (theaters, restaurants, retail shopping, workplace)	29.3%	48.6%	17.1%	4.4%	0.6%
Q2-9. Within your home or neighborhood	36.1%	44.2%	11.7%	5.9%	2.1%

**Q2(10-18). At Night: Please rate how satisfied you are with the FEELING OF SAFETY you have in the following places.**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q2-10. Neighborhood parks	10.0%	26.7%	23.7%	15.6%	6.3%	14.3%	3.4%
Q2-11. City parks like Kiwanis & Tempe Beach	10.8%	21.3%	23.1%	11.7%	6.6%	21.2%	5.4%
Q2-12. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mountain)	7.7%	17.6%	20.2%	10.1%	5.9%	31.7%	6.8%
Q2-13. City athletic & recreational facilities	9.8%	22.9%	15.6%	4.8%	1.7%	37.7%	7.5%
Q2-14. Tempe Public Library Complex	15.2%	27.0%	14.7%	5.4%	1.7%	30.3%	5.7%
Q2-15. City Hall	9.6%	21.6%	15.5%	4.9%	0.5%	38.9%	9.0%
Q2-16. Mill Avenue	9.3%	26.2%	24.5%	14.9%	6.6%	15.4%	3.1%
Q2-17. Businesses (theaters, restaurants, retail shopping, workplace)	19.3%	44.3%	19.1%	6.2%	0.9%	8.5%	1.7%
Q2-18. Within your home or neighborhood	25.4%	43.8%	15.8%	7.8%	3.7%	3.3%	0.2%

**WITHOUT "DON'T KNOW" OR "N/A"**

**Q2(10-18). At Night: Please rate how satisfied you are with the FEELING OF SAFETY you have in the following places. (without "don't know" or "N/A")**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-10. Neighborhood parks	12.1%	32.5%	28.8%	18.9%	7.7%
Q2-11. City parks like Kiwanis & Tempe Beach	14.7%	29.0%	31.4%	15.9%	9.0%
Q2-12. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mountain)	12.5%	28.7%	32.8%	16.5%	9.6%
Q2-13. City athletic & recreational facilities	17.9%	41.8%	28.4%	8.8%	3.1%
Q2-14. Tempe Public Library Complex	23.8%	42.1%	22.9%	8.5%	2.7%
Q2-15. City Hall	18.4%	41.6%	29.7%	9.4%	0.9%
Q2-16. Mill Avenue	11.4%	32.1%	30.1%	18.3%	8.1%
Q2-17. Businesses (theaters, restaurants, retail shopping, workplace)	21.5%	49.4%	21.3%	6.9%	1.0%
Q2-18. Within your home or neighborhood	26.3%	45.4%	16.4%	8.1%	3.8%

**Q3. Please indicate HOW OFTEN YOU WORRY about each of the following.**

(N=1105)

	Frequently	Occasionally	Rarely	Never	Don't know	N/A
Q3-1. Getting mugged	4.9%	25.7%	43.4%	24.0%	1.4%	0.5%
Q3-2. Having your home burglarized when you are not there	16.1%	36.8%	33.6%	11.9%	1.1%	0.5%
Q3-3. Being attacked or threatened with a weapon	7.0%	27.5%	40.9%	22.4%	1.7%	0.5%
Q3-4. Having your car stolen or broken into	21.9%	40.5%	24.3%	11.4%	1.4%	0.5%
Q3-5. Being a victim of identity theft	20.5%	38.0%	27.1%	11.6%	2.2%	0.7%

**WITHOUT "DON'T KNOW" OR "N/A"****Q3. Please indicate HOW OFTEN YOU WORRY about each of the following. (without "don't know" or "N/A")**

(N=1105)

	Frequently	Occasionally	Rarely	Never
Q3-1. Getting mugged	5.0%	26.2%	44.3%	24.5%
Q3-2. Having your home burglarized when you are not there	16.4%	37.4%	34.1%	12.1%
Q3-3. Being attacked or threatened with a weapon	7.1%	28.1%	41.9%	22.9%
Q3-4. Having your car stolen or broken into	22.3%	41.3%	24.7%	11.6%
Q3-5. Being a victim of identity theft	21.1%	39.1%	27.9%	11.9%

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

Q4-1. Have you been robbed, physically assaulted, or sexually assaulted	Number	Percent
Yes	62	5.6 %
No	1043	94.4 %
Total	1105	100.0 %

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

Q4-1a. Were the police informed or did they find out about this incident in any way	Number	Percent
Yes	43	69.4 %
No	18	29.0 %
Not provided	1	1.6 %
Total	62	100.0 %

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

Q4-1a. Were the police informed or did they find out about this incident in any way	Number	Percent
Yes	43	70.5 %
No	18	29.5 %
Total	61	100.0 %

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

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

	Number	Percent
Yes	246	22.3 %
No	856	77.5 %
Not provided	3	0.3 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"**

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

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

	Number	Percent
Yes	246	22.3 %
No	856	77.7 %
Total	1102	100.0 %

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

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

	Number	Percent
Yes	160	65.0 %
No	84	34.1 %
Not provided	2	0.8 %
Total	246	100.0 %

**WITHOUT "NOT PROVIDED"**

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

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

	Number	Percent
Yes	160	65.6 %
No	84	34.4 %
Total	244	100.0 %

**Q4a. What was the reason it was NOT REPORTED to the police?**

Q4a. What was the reason it was not reported to the police	Number	Percent
Too busy	4	4.1 %
Police won't do anything	31	32.0 %
Not important	15	15.5 %
Didn't want to go to court	2	2.1 %
Nothing could be done/person wouldn't be found	68	70.1 %
Other	10	10.3 %
Total	130	

**Q4a-6. Other**

- A bike that's \$150... So no insurance claim, and we just have to buy a bike.
- A family member stole jewelry, money, clothing, etc. Their parent requested the matter be dropped. NO restitution was enacted.
- Car was ransacked but nothing was taken. Nothing of value was in the car.
- DONT TRUST POLICE.
- I have had 2 bicycles, an air compressor, car parts, a motorcycle, and various other tools stolen since I first bought my house and nothing has ever been done about any of it. My neighbors have had things stolen from their properties as well.
- My car was broken into in my drive way but I did not use the car for months so I had no idea when it happened.
- Police do not care.
- Police don't solve crime.



**Q6. Please rate your LEVEL OF SATISFACTION with each of the following.**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q6-1. Overall quality of services offered by City of Tempe	23.2%	51.0%	14.3%	4.7%	1.4%	5.3%	0.2%
Q6-2. Leadership of City's elected officials	15.4%	33.3%	23.1%	10.5%	3.4%	13.4%	0.9%
Q6-3. How ethical City employees are in the way they conduct City business	13.0%	31.9%	23.0%	4.9%	1.8%	23.8%	1.6%
Q6-4. Availability of information about City programs, events, services, & issues	26.6%	44.5%	17.5%	4.1%	1.8%	5.3%	0.2%
Q6-5. Availability of information on water/ wastewater (sewer) & solid waste rates	24.5%	42.2%	17.4%	5.0%	1.7%	8.1%	1.1%

**Q6. Please rate your LEVEL OF SATISFACTION with each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q6-6. Availability of information on recycling, composting, & water conservation program offerings	26.7%	44.3%	15.3%	5.7%	1.3%	5.9%	0.9%
Q6-7. How easy Tempe 311 "One Call to City Hall" is to use	12.0%	17.1%	15.8%	3.9%	0.9%	44.0%	6.2%
Q6-8. Overall usefulness of City's websites	13.8%	37.9%	25.8%	6.8%	1.8%	12.4%	1.4%
Q6-9. Usefulness of Tempe.gov	17.3%	37.4%	23.4%	5.0%	1.4%	14.1%	1.4%
Q6-10. Usefulness of TempePublicL- ibrary.org	21.1%	30.4%	14.2%	1.7%	0.1%	28.4%	4.1%
Q6-11. Usefulness of TempeCenterf- ortheArts.com	12.6%	20.6%	15.8%	2.8%	0.5%	40.9%	6.7%
Q6-12. Tempe's online services (registration, payment, etc.)	16.8%	36.2%	18.8%	4.1%	1.5%	20.1%	2.4%

**Q6. Please rate your LEVEL OF SATISFACTION with each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q6-13. Your ability to participate in City decision-making processes	9.0%	23.2%	27.1%	9.0%	3.0%	25.5%	3.3%
Q6-14. Accessibility & transparency of information provided by City Council (e. g. agendas, minutes, meeting schedules, Tempe 11 videos)	10.5%	21.8%	23.3%	6.7%	1.5%	32.7%	3.5%
Q6-15. How well City treats residents regardless of age, disability, gender, or other characteristics	15.2%	32.4%	18.8%	5.4%	2.9%	23.4%	1.8%
Q6-16. Overall quality of customer service	18.0%	43.3%	20.2%	4.1%	1.4%	11.9%	1.0%

**WITHOUT "DON'T KNOW" OR "NA"****Q6. Please rate your LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of services offered by City of Tempe	24.5%	53.9%	15.1%	5.0%	1.4%
Q6-2. Leadership of City's elected officials	18.0%	38.9%	26.9%	12.2%	4.0%
Q6-3. How ethical City employees are in the way they conduct City business	17.5%	42.7%	30.8%	6.6%	2.4%
Q6-4. Availability of information about City programs, events, services, & issues	28.2%	47.1%	18.5%	4.3%	1.9%
Q6-5. Availability of information on water/wastewater (sewer) & solid waste rates	27.0%	46.5%	19.1%	5.5%	1.9%
Q6-6. Availability of information on recycling, composting, & water conservation program offerings	28.6%	47.5%	16.4%	6.1%	1.4%
Q6-7. How easy Tempe 311 One Call to City Hall is to use	24.2%	34.4%	31.8%	7.8%	1.8%
Q6-8. Overall usefulness of City's websites	16.1%	44.0%	29.9%	7.9%	2.1%
Q6-9. Usefulness of Tempe.gov	20.4%	44.2%	27.7%	5.9%	1.7%
Q6-10. Usefulness of TempePublicLibrary.org	31.2%	45.0%	21.0%	2.5%	0.1%
Q6-11. Usefulness of TempeCenterfortheArts.com	24.0%	39.4%	30.2%	5.4%	1.0%
Q6-12. Tempe's online services (registration, payment, etc.)	21.7%	46.7%	24.3%	5.3%	2.0%
Q6-13. Your ability to participate in City decision-making processes	12.6%	32.5%	38.0%	12.7%	4.2%

**WITHOUT "DON'T KNOW" OR "NA"****Q6. Please rate your LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-14. Accessibility & transparency of information provided by City Council (e.g. agendas, minutes, meeting schedules, Tempe 11 videos)	16.5%	34.2%	36.5%	10.5%	2.4%
Q6-15. How well City treats residents regardless of age, disability, gender, or other characteristics	20.3%	43.3%	25.2%	7.3%	3.9%
Q6-16. Overall quality of customer service	20.7%	49.8%	23.2%	4.7%	1.7%

**Q7. Please rate your satisfaction with the EASE OF ACCESS to each of the following.**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q7-1. City Council meetings (schedules, agendas, minutes, videos)	9.6%	22.8%	17.9%	4.6%	0.8%	39.4%	4.9%
Q7-2. Boards & Commission meetings (schedules, agendas, minutes)	9.1%	17.6%	17.5%	5.8%	0.9%	44.5%	4.6%
Q7-3. City elections (election information & results, voter outreach)	18.2%	34.8%	17.4%	4.6%	1.2%	21.5%	2.3%
Q7-4. Campaign finance & lobbyist disclosures	6.2%	14.2%	18.9%	8.1%	3.5%	44.3%	4.8%
Q7-5. Open books (financial information)	6.0%	14.8%	20.6%	5.0%	1.7%	47.2%	4.6%
Q7-6. Open data	6.8%	14.0%	18.1%	3.9%	1.6%	50.2%	5.3%
Q7-7. City's performance on strategic plan	7.6%	15.5%	20.0%	5.1%	2.0%	46.1%	3.8%
Q7-8. City public meetings	8.1%	21.7%	20.1%	4.9%	1.4%	39.6%	4.1%

**WITHOUT "DON'T KNOW" OR "NA"****Q7. Please rate your satisfaction with the EASE OF ACCESS to each of the following. (without "don't know" or "N/A")**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. City Council meetings (schedules, agendas, minutes, videos)	17.2%	40.9%	32.1%	8.3%	1.5%
Q7-2. Boards & Commission meetings (schedules, agendas, minutes)	18.0%	34.5%	34.3%	11.4%	1.8%
Q7-3. City elections (election information & results, voter outreach)	23.9%	45.7%	22.8%	6.1%	1.5%
Q7-4. Campaign finance & lobbyist disclosures	12.1%	27.9%	37.2%	15.8%	6.9%
Q7-5. Open books (financial information)	12.4%	30.8%	42.9%	10.3%	3.6%
Q7-6. Open data	15.3%	31.6%	40.7%	8.8%	3.7%
Q7-7. City's performance on strategic plan	15.2%	30.9%	39.9%	10.1%	4.0%
Q7-8. City public meetings	14.5%	38.6%	35.7%	8.7%	2.6%

**Q8. Please rate your satisfaction with the following based on YOUR EXPERIENCE with Tempe 311.**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q8-1. How courteous & respectful the call taker was	11.0%	12.3%	4.4%	1.2%	0.4%	19.7%	51.0%
Q8-2. Hours of service (7 am-5 pm) that 311 is available	8.3%	13.6%	7.0%	3.3%	1.0%	17.2%	49.6%
Q8-3. Ability of the call taker to answer your question	7.2%	13.4%	7.0%	1.6%	0.6%	19.1%	51.0%
Q8-4. The call taker helped you resolve an issue to your satisfaction	7.3%	13.2%	5.5%	2.6%	0.9%	19.4%	51.0%



**WITHOUT "DON'T KNOW" OR "NA"****Q8. Please rate your satisfaction with the following based on YOUR EXPERIENCE with Tempe 311. (without "don't know" or "N/A")**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. How courteous & respectful the call taker was	37.5%	42.1%	15.2%	4.0%	1.2%
Q8-2. Hours of service (7 am-5 pm) that 311 is available	25.1%	40.9%	21.0%	10.1%	3.0%
Q8-3. Ability of the call taker to answer your question	24.2%	44.8%	23.3%	5.5%	2.1%
Q8-4. The call taker helped you resolve an issue to your satisfaction	24.8%	44.6%	18.7%	8.9%	3.1%

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

Q9. Have you contacted City of Tempe during past year?	Number	Percent
Yes	434	39.3 %
No	655	59.3 %
Not provided	16	1.4 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"****Q9. Have you CONTACTED the City of Tempe during the past year? (without "not provided")**

Q9. Have you contacted City of Tempe during past year?	Number	Percent
Yes	434	39.9 %
No	655	60.1 %
Total	1089	100.0 %

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

(N=434)

	Yes	No	Don't remember
Q9b-1. Were you treated fairly	86.4%	9.7%	3.9%
Q9b-2. Did the employee(s) listen to you carefully	87.6%	9.0%	3.5%
Q9b-3. Did the employee care about your well-being	73.5%	11.8%	14.7%
Q9b-4. Was the employee honest	80.6%	9.7%	9.7%
Q9b-5. Was the information you were given accurate	80.4%	13.6%	6.0%
Q9b-6. Did staff respond to your request quickly	76.5%	19.1%	4.4%

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

(N=434)

	Yes	No
Q9b-1. Were you treated fairly	89.9%	10.1%
Q9b-2. Did the employee(s) listen to you carefully	90.7%	9.3%
Q9b-3. Did the employee care about your well-being	86.2%	13.8%
Q9b-4. Was the employee honest	89.3%	10.7%
Q9b-5. Was the information you were given accurate	85.5%	14.5%
Q9b-6. Did staff respond to your request quickly	80.0%	20.0%

**Q10. 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.**

Q10. All the services & facilities provided by City  
your household have used in past 12 months

	Number	Percent
Fire services	61	5.5 %
Tempe Public Library	482	43.6 %
Parks	847	76.7 %
Walking/biking trails	704	63.7 %
City athletic fields	165	14.9 %
Kid Zone	62	5.6 %
Police services	222	20.1 %
Tempe History Museum	107	9.7 %
City golf courses	134	12.1 %
City swimming pools	77	7.0 %
Kiwanis Recreation Center	163	14.8 %
Tempe 311	192	17.4 %
Bus, Orbit, or light rail services	326	29.5 %
Tempe Center for the Arts	116	10.5 %
Arts & recreation programs/services	108	9.8 %
Household Products Collection Center	391	35.4 %
Multigenerational/community centers	76	6.9 %
Human services	29	2.6 %
Solid waste (trash), recycling, & green organics/composting	778	70.4 %
Residential/permitting	91	8.2 %
Emergency medical services	105	9.5 %
Total	5236	

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

Q11. Which following do you use to get

<u>information about City</u>	<u>Number</u>	<u>Percent</u>
Tempe 11 (cable TV)	59	5.3 %
Recreation opportunities brochure	189	17.1 %
City websites	701	63.4 %
Water bill newsletter (Tempe Today)	708	64.1 %
City social media (Twitter, Facebook, Instagram, Nextdoor)	246	22.3 %
City videos (on YouTube, City website, social media)	55	5.0 %
TV news	373	33.8 %
City meetings (virtual)	57	5.2 %
City email subscriptions	135	12.2 %
Tempe 311 (by phone, website, mobile app)	140	12.7 %
Radio news	149	13.5 %
Newspapers	215	19.5 %
Total	3027	

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

Q12. Which following should be City's top priorities over next year	Number	Percent
Police services	330	29.9 %
Neighborhoods	298	27.0 %
Condition of City streets/sidewalks	283	25.6 %
Social/human services	259	23.4 %
Economic/business development	202	18.3 %
City infrastructure (e.g. bridges, waterlines)	200	18.1 %
Appearance of City	183	16.6 %
Parks	175	15.8 %
Quality & safety of businesses & homes	168	15.2 %
Solid waste (trash), recycling, & green organics/composting	138	12.5 %
Traffic delays	125	11.3 %
Traffic safety (Vision Zero)	122	11.0 %
Services for older adults (50 yrs+)	118	10.7 %
Art, recreation programs, & library services	112	10.1 %
Water/wastewater (sewer)	78	7.1 %
Fire services	65	5.9 %
Disability services	56	5.1 %
Emergency medical services	55	5.0 %
Multimodal (street car, bus, etc.)	55	5.0 %
Historical preservation	45	4.1 %
Transit service frequency	43	3.9 %
Customer service	38	3.4 %
Fire prevention services	16	1.4 %
Maintenance of City buildings	11	1.0 %
Total	3175	

**Q14. Please rate YOUR LEVEL OF SATISFACTION with each of the following.**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q14-1. Appearance of City	18.4%	51.8%	15.7%	8.7%	3.3%	2.0%	0.2%
Q14-2. Image of City	22.9%	47.5%	15.4%	8.9%	2.3%	2.8%	0.3%
Q14-3. Quality of life in City	25.9%	45.5%	17.0%	6.8%	2.4%	2.3%	0.2%
Q14-4. City's overall efforts to promote access, diversity, & inclusiveness in the community	19.6%	36.7%	21.4%	5.2%	1.4%	14.1%	1.5%
Q14-5. Quality of access to City facilities for persons with disabilities	13.5%	21.4%	16.5%	2.9%	1.1%	39.4%	5.3%
Q14-6. Quality of services for persons with disabilities	10.7%	18.6%	15.2%	3.6%	1.3%	44.4%	6.2%
Q14-7. Quality of access to City parks for persons with disabilities	12.9%	22.8%	14.0%	3.7%	0.5%	40.3%	5.8%
Q14-8. Quality of neighborhoo- d parks	18.7%	45.2%	19.9%	7.9%	2.1%	5.4%	0.8%
Q14-9. Maintenance of City parks	20.9%	42.7%	18.5%	8.1%	2.6%	6.3%	0.9%



**Q14. Please rate YOUR LEVEL OF SATISFACTION with each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q14-10. Quality of larger City parks (e.g. Kiwanis, Tempe Beach, Town Lake, Papago)	23.1%	41.3%	17.4%	6.9%	1.6%	9.0%	0.8%
Q14-11. Quality of City recreation, arts, & cultural centers	17.6%	35.6%	17.6%	2.7%	0.5%	23.6%	2.4%
Q14-12. Maintenance & appearance of City recreation & community centers	15.7%	39.7%	16.7%	3.3%	0.4%	22.0%	2.3%
Q14-13. Quality of City swimming pools	6.9%	17.0%	13.7%	2.6%	1.0%	51.3%	7.5%
Q14-14. Quality of City outdoor athletic fields	11.9%	26.3%	15.5%	3.0%	0.2%	38.6%	4.6%
Q14-15. Quality of City golf courses	7.1%	17.9%	12.1%	2.0%	0.3%	52.3%	8.2%
Q14-16. Quality of City recreation programs & services	11.3%	26.3%	16.7%	3.5%	0.3%	37.2%	4.7%

**Q14. Please rate YOUR LEVEL OF SATISFACTION with each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q14-17. Quality of City library programs & services	19.1%	34.4%	13.8%	1.9%	0.3%	27.6%	3.0%
Q14-18. Quality of Tempe Center for the Arts programs	12.4%	24.3%	14.5%	2.5%	0.6%	41.4%	4.3%
Q14-19. Quality of Before & After School (Kid Zone) programs	7.2%	11.7%	11.7%	1.7%	0.4%	56.4%	11.0%
Q14-20. Quality of youth/adult art classes	7.5%	12.5%	11.3%	1.2%	0.2%	58.6%	8.8%
Q14-21. Quality of Tempe Center for the Arts facility	15.7%	24.3%	12.2%	1.5%	0.3%	40.5%	5.5%
Q14-22. Quality of Tempe History Museum programs	11.9%	21.4%	12.6%	0.6%	0.2%	47.7%	5.5%
Q14-23. Quality of Tempe Public Library	21.7%	39.2%	10.7%	1.6%	0.3%	24.1%	2.4%
Q14-24. Quality of Tempe History Museum facility	12.8%	25.3%	12.4%	1.1%	0.2%	43.2%	5.1%

**Q14. Please rate YOUR LEVEL OF SATISFACTION with each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q14-25. Quality of community arts programs (e.g. Arts in the Parks)	9.5%	19.5%	13.8%	2.7%	0.5%	48.1%	5.8%
Q14-26. Adequacy of street lighting	13.6%	39.0%	20.8%	14.6%	5.2%	5.6%	1.3%
Q14-27. Quality of landscape maintenance along streets/ sidewalks	14.2%	37.9%	24.0%	15.2%	4.6%	3.7%	0.4%
Q14-28. Overall condition of your neighborhood	16.3%	44.5%	20.3%	11.2%	4.6%	2.7%	0.4%
Q14-29. Appearance of residential property	12.1%	44.2%	23.4%	12.4%	3.8%	4.0%	0.1%
Q14-30. Maintenance of private property	10.7%	41.9%	22.4%	14.8%	3.1%	6.4%	0.6%
Q14-31. Condition of alley near your home (if applicable)	6.8%	22.6%	17.0%	15.5%	7.8%	13.6%	16.7%

**Q14. Please rate YOUR LEVEL OF SATISFACTION with each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q14-32. City enforcement of alley maintenance codes	6.1%	21.2%	17.9%	14.3%	7.2%	22.3%	11.0%
Q14-33. Overall enforcement of City property maintenance codes	7.1%	26.5%	24.0%	13.9%	5.0%	21.3%	2.2%
Q14-34. City enforcement of property maintenance codes & appearance of commercial properties	8.2%	31.3%	25.8%	11.1%	2.2%	19.8%	1.5%
Q14-35. City enforcement of property maintenance codes & appearance of residential properties	7.2%	29.2%	25.8%	14.2%	5.4%	16.8%	1.3%
Q14-36. City enforcement of allowable construction work hours (Summer 6am-7pm, Winter 7am-7pm)	15.2%	37.6%	19.8%	5.7%	2.3%	18.4%	1.0%

**Q14. Please rate YOUR LEVEL OF SATISFACTION with each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q14-37. City efforts to enforce clean-up of junk, debris, & trash on residential private property	10.7%	28.1%	22.3%	14.4%	6.2%	17.2%	1.2%
Q14-38. City efforts to enforce mowing & cutting of weeds/grass on residential private property	10.4%	30.5%	20.0%	16.2%	7.6%	13.9%	1.4%
Q14-39. City efforts to enforce deteriorated landscape maintenance on residential private property	8.5%	24.9%	23.3%	17.2%	6.2%	18.4%	1.4%
Q14-40. Value of special events to City	14.5%	29.0%	19.1%	3.6%	1.3%	30.0%	2.6%
Q14-41. Access to human services/ social services	8.0%	16.4%	18.6%	4.3%	1.7%	45.6%	5.4%
Q14-42. Tempe's engagement & inclusion of those living with Dementia, their care partners, & their families	5.9%	10.7%	13.0%	3.1%	0.6%	57.2%	9.5%

**Q14. Please rate YOUR LEVEL OF SATISFACTION with each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q14-43. Residential trash collection services	30.5%	48.0%	12.8%	3.3%	1.1%	4.3%	0.2%
Q14-44. Residential recycling services	30.0%	45.6%	11.5%	5.5%	1.7%	5.1%	0.5%
Q14-45. Bulk trash pickup/ removal services	27.1%	40.0%	11.4%	8.3%	4.1%	8.3%	0.7%

**WITHOUT "DON'T KNOW" OR "NA"****Q14. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Appearance of City	18.8%	52.9%	16.0%	8.9%	3.4%
Q14-2. Image of City	23.6%	49.0%	15.9%	9.2%	2.3%
Q14-3. Quality of life in City	26.5%	46.7%	17.4%	7.0%	2.4%
Q14-4. City's overall efforts to promote access, diversity, & inclusiveness in the community	23.3%	43.5%	25.3%	6.2%	1.7%
Q14-5. Quality of access to City facilities for persons with disabilities	24.4%	38.6%	29.8%	5.2%	2.0%
Q14-6. Quality of services for persons with disabilities	21.7%	37.6%	30.8%	7.3%	2.6%
Q14-7. Quality of access to City parks for persons with disabilities	23.8%	42.3%	26.0%	6.9%	1.0%
Q14-8. Quality of neighborhood parks	20.0%	48.2%	21.2%	8.4%	2.2%
Q14-9. Maintenance of City parks	22.5%	46.0%	19.9%	8.7%	2.8%
Q14-10. Quality of larger City parks (e.g. Kiwanis, Tempe Beach, Town Lake, Papago)	25.6%	45.7%	19.3%	7.6%	1.8%
Q14-11. Quality of City recreation, arts, & cultural centers	23.7%	48.0%	23.8%	3.7%	0.7%
Q14-12. Maintenance & appearance of City recreation & community centers	20.7%	52.4%	22.1%	4.3%	0.5%
Q14-13. Quality of City swimming pools	16.7%	41.3%	33.2%	6.4%	2.4%
Q14-14. Quality of City outdoor athletic fields	20.9%	46.3%	27.2%	5.3%	0.3%
Q14-15. Quality of City golf courses	18.1%	45.4%	30.7%	5.0%	0.7%
Q14-16. Quality of City recreation programs & services	19.5%	45.3%	28.7%	6.1%	0.5%

**WITHOUT "DON'T KNOW" OR "NA"****Q14. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-17. Quality of City library programs & services	27.5%	49.5%	19.8%	2.7%	0.4%
Q14-18. Quality of Tempe Center for the Arts programs	22.8%	44.7%	26.7%	4.7%	1.2%
Q14-19. Quality of Before & After School (Kid Zone) programs	22.2%	35.7%	35.7%	5.3%	1.1%
Q14-20. Quality of youth/adult art classes	23.0%	38.2%	34.6%	3.6%	0.6%
Q14-21. Quality of Tempe Center for the Arts facility	29.0%	45.1%	22.6%	2.8%	0.5%
Q14-22. Quality of Tempe History Museum programs	25.5%	45.8%	26.9%	1.4%	0.4%
Q14-23. Quality of Tempe Public Library	29.6%	53.3%	14.5%	2.2%	0.4%
Q14-24. Quality of Tempe History Museum facility	24.7%	49.0%	24.0%	2.1%	0.3%
Q14-25. Quality of community arts programs (e.g. Arts in the Parks)	20.6%	42.4%	29.9%	5.9%	1.2%
Q14-26. Adequacy of street lighting	14.6%	41.9%	22.4%	15.6%	5.5%
Q14-27. Quality of landscape maintenance along streets/sidewalks	14.8%	39.5%	25.0%	15.8%	4.8%
Q14-28. Overall condition of your neighborhood	16.8%	45.9%	20.9%	11.6%	4.8%
Q14-29. Appearance of residential property	12.6%	46.0%	24.4%	12.9%	4.0%
Q14-30. Maintenance of private property	11.5%	45.1%	24.1%	16.0%	3.3%
Q14-31. Condition of alley near your home (if applicable)	9.7%	32.5%	24.4%	22.2%	11.2%
Q14-32. City enforcement of alley maintenance codes	9.1%	31.8%	26.9%	21.4%	10.9%



**WITHOUT "DON'T KNOW" OR "NA"****Q14. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-33. Overall enforcement of City property maintenance codes	9.3%	34.6%	31.3%	18.2%	6.5%
Q14-34. City enforcement of property maintenance codes & appearance of commercial properties	10.5%	39.8%	32.8%	14.2%	2.8%
Q14-35. City enforcement of property maintenance codes & appearance of residential properties	8.8%	35.7%	31.5%	17.3%	6.6%
Q14-36. City enforcement of allowable construction work hours (Summer 6am-7pm, Winter 7am-7pm)	18.9%	46.7%	24.6%	7.1%	2.8%
Q14-37. City efforts to enforce clean-up of junk, debris, & trash on residential private property	13.1%	34.4%	27.3%	17.6%	7.6%
Q14-38. City efforts to enforce mowing & cutting of weeds/grass on residential private property	12.3%	36.0%	23.6%	19.1%	9.0%
Q14-39. City efforts to enforce deteriorated landscape maintenance on residential private property	10.6%	31.0%	29.1%	21.4%	7.8%
Q14-40. Value of special events to City	21.5%	43.0%	28.3%	5.4%	1.9%
Q14-41. Access to human services/social services	16.3%	33.5%	37.9%	8.9%	3.5%
Q14-42. Tempe's engagement & inclusion of those living with Dementia, their care partners, & their families	17.7%	32.1%	39.1%	9.2%	1.9%
Q14-43. Residential trash collection services	31.9%	50.2%	13.4%	3.4%	1.1%
Q14-44. Residential recycling services	31.8%	48.3%	12.2%	5.8%	1.8%
Q14-45. Bulk trash pickup/removal services	29.9%	44.0%	12.5%	9.2%	4.5%

**Q15. To support an age-friendly community (50 yrs+), which THREE of the following do you think should be the City's top priorities over the next year?**

Q15. Which following should be City's top priorities over next year to support an age-friendly community (50 yrs+)

	Number	Percent
Housing options for life stages	558	50.5 %
Communication & information	351	31.8 %
Public transportation options	346	31.3 %
Volunteer opportunities	345	31.2 %
Opportunities to socialize	294	26.6 %
Public outdoor places to gather	256	23.2 %
Opportunities for engaging with different generations	255	23.1 %
Work opportunities	251	22.7 %
Participate in community decision-making	163	14.8 %
City buildings to gather	112	10.1 %
Total	2931	

**Q16. Please rate YOUR LEVEL OF SATISFACTION with each of the following.**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q16-1. Direction City is heading	14.1%	42.3%	19.5%	10.5%	4.3%	9.1%	0.2%
Q16-2. City efforts to keep residents informed about City's budget	9.0%	28.8%	26.9%	7.0%	1.8%	25.7%	0.8%
Q16-3. City's financial information is accessible & transparent	8.1%	24.6%	22.9%	5.2%	1.4%	36.3%	1.4%
Q16-4. Overall value that you receive for your City tax dollars & fees	13.1%	35.4%	25.8%	8.8%	3.3%	13.2%	0.4%
Q16-5. Opportunities to provide input & feedback in budget process through public forums, online budget forums, & public budget meetings	11.0%	24.3%	20.7%	5.2%	1.5%	34.8%	2.4%
Q16-6. Financial stability of City	9.6%	29.0%	20.5%	3.1%	1.2%	35.2%	1.4%

**WITHOUT "DON'T KNOW" OR "NA"****Q16. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Direction City is heading	15.6%	46.6%	21.5%	11.6%	4.8%
Q16-2. City efforts to keep residents informed about City's budget	12.3%	39.2%	36.6%	9.5%	2.5%
Q16-3. City's financial information is accessible & transparent	13.1%	39.5%	36.7%	8.4%	2.3%
Q16-4. Overall value that you receive for your City tax dollars & fees	15.2%	40.9%	29.8%	10.2%	3.9%
Q16-5. Opportunities to provide input & feedback in budget process through public forums, online budget forums, & public budget meetings	17.6%	38.6%	33.0%	8.4%	2.4%
Q16-6. Financial stability of City	15.1%	45.9%	32.3%	4.9%	1.9%

**Q17. Please rate YOUR LEVEL OF SATISFACTION with each of the following.**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q17-1. How well City is planning for growth	9.4%	29.8%	18.4%	12.1%	5.8%	23.9%	0.6%
Q17-2. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation	13.8%	32.7%	20.2%	7.5%	2.0%	23.3%	0.5%
Q17-3. Condition of streets in your neighborhood	12.9%	40.4%	19.5%	15.6%	6.8%	4.7%	0.1%
Q17-4. Condition of major City streets & sidewalks	11.9%	42.4%	20.3%	16.1%	4.6%	4.5%	0.2%
Q17-5. Condition & clarity of street signs	17.7%	51.2%	17.8%	7.1%	1.4%	4.7%	0.0%
Q17-6. Management of traffic flow on City streets	11.0%	38.7%	21.9%	15.4%	6.7%	6.2%	0.2%
Q17-7. Quality of local transit service (bus, rail, Orbit)	13.7%	35.7%	17.6%	4.2%	1.7%	24.3%	2.9%

**Q17. Please rate YOUR LEVEL OF SATISFACTION with each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q17-8. Quality of walking & biking paths	18.9%	45.2%	17.3%	6.0%	1.0%	10.4%	1.2%
Q17-9. Quality of recycling services	23.6%	48.1%	13.2%	5.5%	1.6%	7.6%	0.4%
Q17-10. Quality of green organics collection & compost program	18.8%	33.4%	12.4%	5.6%	1.6%	25.2%	2.9%
Q17-11. Overall quality of new commercial development in City, including architecture & design	11.9%	31.0%	21.8%	8.6%	6.9%	18.9%	0.9%
Q17-12. Quality of your internet service provider	12.1%	35.7%	21.4%	14.9%	8.3%	6.4%	1.1%
Q17-13. Quality of water conservation programs	9.0%	29.3%	23.3%	7.8%	2.1%	27.6%	0.9%
Q17-14. Quality of energy conservation programs	9.2%	28.0%	22.7%	6.2%	2.1%	30.5%	1.3%

**Q17. Please rate YOUR LEVEL OF SATISFACTION with each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q17-15. Quality of land use & green space programs	7.8%	30.4%	21.3%	6.5%	3.5%	29.2%	1.3%
Q17-16. Quality of climate change initiatives such as shaded bus stops & tree canopies	10.7%	32.6%	22.1%	11.0%	4.9%	17.3%	1.5%
Q17-17. City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live)	5.7%	19.7%	20.3%	11.8%	4.1%	36.0%	2.4%
Q17-18. City enforcement of construction codes for business properties	5.9%	19.0%	17.8%	2.8%	2.5%	49.0%	2.9%
Q17-19. City enforcement of construction codes for residential properties	6.0%	23.5%	18.6%	4.3%	1.7%	43.3%	2.7%

**Q17. Please rate YOUR LEVEL OF SATISFACTION with each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q17-20. City efforts to enforce the required building permits for business properties	5.5%	18.8%	16.7%	2.2%	1.5%	51.7%	3.5%
Q17-21. City efforts to enforce the required building permits for residential properties	5.2%	19.7%	18.5%	3.3%	2.0%	48.4%	3.0%
Q17-22. Management of traffic during construction	6.2%	31.5%	27.3%	15.1%	7.4%	11.6%	0.8%



**WITHOUT "DON'T KNOW" OR "NA"****Q17. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

(N=1105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. How well City is planning for growth	12.5%	39.4%	24.3%	16.1%	7.7%
Q17-2. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation	18.1%	42.9%	26.5%	9.9%	2.6%
Q17-3. Condition of streets in your neighborhood	13.6%	42.4%	20.5%	16.3%	7.1%
Q17-4. Condition of major City streets & sidewalks	12.5%	44.4%	21.3%	16.9%	4.8%
Q17-5. Condition & clarity of street signs	18.6%	53.8%	18.7%	7.5%	1.4%
Q17-6. Management of traffic flow on City streets	11.7%	41.4%	23.4%	16.4%	7.1%
Q17-7. Quality of local transit service (bus, rail, Orbit)	18.8%	49.1%	24.1%	5.7%	2.4%
Q17-8. Quality of walking & biking paths	21.4%	51.2%	19.5%	6.8%	1.1%
Q17-9. Quality of recycling services	25.7%	52.2%	14.4%	6.0%	1.8%
Q17-10. Quality of green organics collection & compost program	26.2%	46.5%	17.3%	7.8%	2.3%
Q17-11. Overall quality of new commercial development in City, including architecture & design	14.9%	38.6%	27.2%	10.7%	8.6%
Q17-12. Quality of your internet service provider	13.1%	38.6%	23.2%	16.1%	9.0%
Q17-13. Quality of water conservation programs	12.5%	41.0%	32.7%	10.9%	2.9%
Q17-14. Quality of energy conservation programs	13.5%	41.0%	33.3%	9.2%	3.1%

**WITHOUT "DON'T KNOW" OR "NA"****Q17. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-15. Quality of land use & green space programs	11.2%	43.8%	30.6%	9.4%	5.1%
Q17-16. Quality of climate change initiatives such as shaded bus stops & tree canopies	13.2%	40.1%	27.2%	13.5%	6.0%
Q17-17. City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live)	9.3%	32.1%	32.9%	19.1%	6.6%
Q17-18. City enforcement of construction codes for business properties	12.2%	39.5%	37.1%	5.8%	5.3%
Q17-19. City enforcement of construction codes for residential properties	11.1%	43.6%	34.3%	7.9%	3.2%
Q17-20. City efforts to enforce the required building permits for business properties	12.3%	42.0%	37.4%	4.8%	3.4%
Q17-21. City efforts to enforce the required building permits for residential properties	10.6%	40.6%	38.0%	6.7%	4.1%
Q17-22. Management of traffic during construction	7.1%	36.0%	31.2%	17.3%	8.5%

**Q20. Approximately how many years have you lived in Tempe?**

<u>Q20. How many years have you lived in Tempe</u>	<u>Number</u>	<u>Percent</u>
Less than 6 months	33	3.0 %
6 months-5 years	182	16.5 %
6-10 years	142	12.9 %
11-20 years	214	19.4 %
20+ years	523	47.3 %
Not provided	11	1.0 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"****Q20. Approximately how many years have you lived in Tempe? (without "not provided")**

<u>Q20. How many years have you lived in Tempe</u>	<u>Number</u>	<u>Percent</u>
Less than 6 months	33	3.0 %
6 months-5 years	182	16.6 %
6-10 years	142	13.0 %
11-20 years	214	19.6 %
20+ years	523	47.8 %
Total	1094	100.0 %

**Q21. What is your age?**

<u>Q21. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	231	20.9 %
35-44	211	19.1 %
45-54	217	19.6 %
55-64	220	19.9 %
65-74	124	11.2 %
75+	57	5.2 %
Not provided	45	4.1 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"****Q21. What is your age? (without "not provided")**

<u>Q21. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	231	21.8 %
35-44	211	19.9 %
45-54	217	20.5 %
55-64	220	20.8 %
65-74	124	11.7 %
75+	57	5.4 %
Total	1060	100.0 %

**Q22. What gender do you identify with?**

<u>Q22. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	515	46.6 %
Female	526	47.6 %
Non-conforming	10	0.9 %
Prefer not to answer	54	4.9 %
Total	1105	100.0 %

**WITHOUT "PREFER NOT TO ANSWER"****Q22. What gender do you identify with? (without "prefer not to answer")**

<u>Q22. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	515	49.0 %
Female	526	50.0 %
Non-conforming	10	1.0 %
Total	1051	100.0 %

**Q23. How many children in each of the following age groups live in Tempe with you?**

	Mean	Sum
Ages 0-5	0.5	160
Ages 6-13	0.8	239
Ages 14-17	0.4	125

**Q23a. If you have children living in Tempe, how many attend each of the following types of K-12 schools?**

	Mean	Sum
Public school	1.3	282
Home school	0.0	7
Charter school	0.3	76
Private school	0.2	42

**Q24. Which of the following best describes your race/ethnicity?**

<u>Q24. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	100	9.0 %
White	724	65.5 %
American Indian/Eskimo	38	3.4 %
Black/African American	109	9.9 %
Hispanic/Latino/Spanish	241	21.8 %
Other	13	1.2 %
Total	1225	

**Q24-6. Other**

<u>Q24-6. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Multiple races	2	15.4 %
Jewish	2	15.4 %
Italian	2	15.4 %
European	1	7.7 %
Scandinavian/Irish	1	7.7 %
Mixed	1	7.7 %
Hispanic/Native American	1	7.7 %
Scandinavian	1	7.7 %
MEXICAN AMERICAN	1	7.7 %
Asian/European	1	7.7 %
Total	13	100.0 %

**Q25. Primary language spoken at your home:**

<u>Q25. Primary language</u>	<u>Number</u>	<u>Percent</u>
English	1022	92.5 %
Spanish	33	3.0 %
Other	17	1.5 %
Not provided	33	3.0 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"****Q25. Primary language spoken at your home: (without "not provided")**

<u>Q25. Primary language</u>	<u>Number</u>	<u>Percent</u>
English	1022	95.3 %
Spanish	33	3.1 %
Other	17	1.6 %
Total	1072	100.0 %

**Q25-3. Other**

<u>Q25-3. Other</u>	<u>Number</u>	<u>Percent</u>
Polish	3	30.0 %
Cantonese	2	20.0 %
Croatian	1	10.0 %
Vietnamese	1	10.0 %
Chinese	1	10.0 %
Russian	1	10.0 %
German	1	10.0 %
Total	10	100.0 %



**Q26. Do you own or rent your current residence?**

<u>Q26. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	743	67.2 %
Rent	353	31.9 %
Not provided	9	0.8 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"****Q26. Do you own or rent your current residence? (without "not provided")**

<u>Q26. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	743	67.8 %
Rent	353	32.2 %
Total	1096	100.0 %

**Q27. Does your home have an alley?**

<u>Q27. Does your home have an alley</u>	<u>Number</u>	<u>Percent</u>
Yes	659	59.6 %
No	428	38.7 %
Not provided	18	1.6 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"****Q27. Does your home have an alley? (without "not provided")**

<u>Q27. Does your home have an alley</u>	<u>Number</u>	<u>Percent</u>
Yes	659	60.6 %
No	428	39.4 %
Total	1087	100.0 %

**Q28. Which of the following best describes your home?**

<u>Q28. Which following best describes your home</u>	<u>Number</u>	<u>Percent</u>
Single family	874	79.1 %
Other	231	20.9 %
Total	1105	100.0 %

**Q29. Do you have cable television?**

<u>Q29. Do you have cable television</u>	<u>Number</u>	<u>Percent</u>
Yes	474	42.9 %
No	612	55.4 %
Not provided	19	1.7 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"****Q29. Do you have cable television? (without "not provided")**

<u>Q29. Do you have cable television</u>	<u>Number</u>	<u>Percent</u>
Yes	474	43.6 %
No	612	56.4 %
Total	1086	100.0 %

**Q30. Do you have internet access at home?**

<u>Q30. Do you have internet access at home</u>	<u>Number</u>	<u>Percent</u>
Yes	1052	95.2 %
No	42	3.8 %
Not provided	11	1.0 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"****Q30. Do you have internet access at home? (without "not provided")**

<u>Q30. Do you have internet access at home</u>	<u>Number</u>	<u>Percent</u>
Yes	1052	96.2 %
No	42	3.8 %
Total	1094	100.0 %

**Q31. Do you have a smart phone?**

<u>Q31. Do you have a smart phone</u>	<u>Number</u>	<u>Percent</u>
Yes	1020	92.3 %
No	66	6.0 %
Not provided	19	1.7 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"****Q31. Do you have a smart phone? (without "not provided")**

<u>Q31. Do you have a smart phone</u>	<u>Number</u>	<u>Percent</u>
Yes	1020	93.9 %
No	66	6.1 %
Total	1086	100.0 %

**Q32. Are you a full-time student?**

<u>Q32. Are you a full-time student</u>	<u>Number</u>	<u>Percent</u>
Yes	94	8.5 %
No	994	90.0 %
Not provided	17	1.5 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"****Q32. Are you a full-time student? (without "not provided")**

<u>Q32. Are you a full-time student</u>	<u>Number</u>	<u>Percent</u>
Yes	94	8.6 %
No	994	91.4 %
Total	1088	100.0 %

**Q33. What is the highest level of education that you have completed?**

Q33. Highest level of education that you have

<u>completed</u>	<u>Number</u>	<u>Percent</u>
Less than high school	19	1.7 %
High school	102	9.2 %
Some college	263	23.8 %
4-year college	388	35.1 %
Graduate degree	319	28.9 %
Not provided	14	1.3 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"****Q33. What is the highest level of education that you have completed? (without "not provided")**

Q33. Highest level of education that you have

<u>completed</u>	<u>Number</u>	<u>Percent</u>
Less than high school	19	1.7 %
High school	102	9.3 %
Some college	263	24.1 %
4-year college	388	35.6 %
Graduate degree	319	29.2 %
Total	1091	100.0 %



**Q34. What is your household income?**

Q34. Your household income	Number	Percent
Less than \$10K	57	5.2 %
\$10K to \$14,999	56	5.1 %
\$15K to \$24,999	80	7.2 %
\$25K to \$34,999	76	6.9 %
\$35K to \$49,999	102	9.2 %
\$50K to \$74,999	165	14.9 %
\$75K to \$99,999	158	14.3 %
\$100K to \$149,999	129	11.7 %
\$150K to \$199,999	88	8.0 %
\$200K+	66	6.0 %
Not provided	128	11.6 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"****Q34. What is your household income? (without "not provided")**

Q34. Your household income	Number	Percent
Less than \$10K	57	5.8 %
\$10K to \$14,999	56	5.7 %
\$15K to \$24,999	80	8.2 %
\$25K to \$34,999	76	7.8 %
\$35K to \$49,999	102	10.4 %
\$50K to \$74,999	165	16.9 %
\$75K to \$99,999	158	16.2 %
\$100K to \$149,999	129	13.2 %
\$150K to \$199,999	88	9.0 %
\$200K+	66	6.8 %
Total	977	100.0 %

**Q35. Have you visited Downtown Tempe during the past year?**

Q35. Have you visited Downtown Tempe during past year	Number	Percent
Yes	788	71.3 %
No	301	27.2 %
Not provided	16	1.4 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"****Q35. Have you visited Downtown Tempe during the past year? (without "not provided")**

Q35. Have you visited Downtown Tempe during past year	Number	Percent
Yes	788	72.4 %
No	301	27.6 %
Total	1089	100.0 %

**Q36. Have you used public transit during the past year?**

<u>Q36. Have you used public transit during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	323	29.2 %
No	769	69.6 %
Not provided	13	1.2 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"****Q36. Have you used public transit during the past year? (without "not provided")**

<u>Q36. Have you used public transit during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	323	29.6 %
No	769	70.4 %
Total	1092	100.0 %

**Q37. Do you, or a member of your household, have a disability?**

Q37. Does a member of your household have a disability

	Number	Percent
Yes	181	16.4 %
No	906	82.0 %
Not provided	18	1.6 %
Total	1105	100.0 %

**WITHOUT "NOT PROVIDED"****Q37. Do you, or a member of your household, have a disability? (without "not provided")**

Q37. Does a member of your household have a disability

	Number	Percent
Yes	181	16.7 %
No	906	83.3 %
Total	1087	100.0 %

**Character Area**

Character Area	Number	Percent
Papago/North Tempe	65	5.9 %
Kiwanis/The Lakes	187	16.9 %
Mills/Emerald	146	13.2 %
Corona/South Tempe	124	11.2 %
Apache	118	10.7 %
Alameda	225	20.4 %
Rio Salado/DT/ASU/NW Neighborhoods	221	20.0 %
Diablo/Double Butte	19	1.7%
Total	1105	100.0 %



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

Dear Fellow Tempe Resident,

*Re: 2021 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.

**Corey Woods**  
 Mayor

**Randy Keating**  
 Vice-Mayor

**Jennifer Adams**  
 Councilmember

**Robin Arredondo-Savage**  
 Councilmember

**Doreen Garlid**  
 Councilmember

**Lauren Kuby**  
 Councilmember

**Joel Navarro**  
 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](http://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 Strategic Management Analyst, Wydale Holmes, at (480) 350-5312 with any questions. City staff will be pleased to answer them. Thank you again for taking the time to help make Tempe an even more amazing city.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Corey Woods'.

Corey Woods  
 Mayor

## 2021 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](http://www.tempe.gov/CommunitySurvey).

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

3. Please indicate HOW OFTEN YOU WORRY about each of the following.

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

**4. In the past 6 months...**

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

**4a. What was the reason it was NOT REPORTED to the police?**

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

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

---

**6. 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 overall quality of services offered by the City of Tempe	5	4	3	2	1	9	0
2.	Leadership of the City's elected officials	5	4	3	2	1	9	0
3.	How ethical City employees are in the way they conduct City business	5	4	3	2	1	9	0
4.	Availability of information about City programs, events, services, and issues	5	4	3	2	1	9	0
5.	Availability of information on water/wastewater (sewer) and solid waste rates	5	4	3	2	1	9	0
6.	Availability of information on recycling, composting, and water conservation program offerings	5	4	3	2	1	9	0
7.	How easy Tempe 311 "One Call to City Hall" is to use	5	4	3	2	1	9	0
8.	Overall usefulness of the City's websites	5	4	3	2	1	9	0
9.	Usefulness of Tempe.gov	5	4	3	2	1	9	0
10.	Usefulness of TempePublicLibrary.org	5	4	3	2	1	9	0
11.	Usefulness of TempeCenterfortheArts.com	5	4	3	2	1	9	0
12.	Tempe's online services (registration, payment, etc.)	5	4	3	2	1	9	0
13.	Your ability to participate in City decision-making processes	5	4	3	2	1	9	0
14.	The accessibility and transparency of information provided by the City Council (e.g. agendas, minutes, meeting schedules, Tempe 11 videos)	5	4	3	2	1	9	0
15.	How well the City treats residents regardless of age, disability, gender, or other characteristics	5	4	3	2	1	9	0
16.	Overall quality of customer service	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 & 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.	City Public Meetings	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
- \_\_\_(2) Tempe Public Library
- \_\_\_(3) Parks
- \_\_\_(4) Walking/biking trails
- \_\_\_(5) City athletic fields
- \_\_\_(6) Kid Zone
- \_\_\_(7) Police services
- \_\_\_(8) Tempe History Museum
- \_\_\_(9) City golf courses
- \_\_\_(10) City swimming pools
- \_\_\_(11) Kiwanis Recreation Center
- \_\_\_(12) Tempe 311
- \_\_\_(13) Bus, Orbit, or light rail service
- \_\_\_(14) Tempe Center for the Arts
- \_\_\_(15) Arts and recreation programs/services
- \_\_\_(16) Household Products Collection Center
- \_\_\_(17) Multigenerational/Community Centers
- \_\_\_(18) Human services
- \_\_\_(19) Solid Waste (trash), recycling, and green organics/composting
- \_\_\_(20) Residential/permitting
- \_\_\_(21) Emergency medical services

**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)
- \_\_\_(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 (Virtual)
- \_\_\_(9) City e-mail subscriptions
- \_\_\_(10) Tempe 311 (by Phone, Website, Mobile App)
- \_\_\_(11) Radio news
- \_\_\_(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?**

- \_\_\_(1) Economic/business development
- \_\_\_(2) Appearance of the City
- \_\_\_(3) Maintenance of City buildings
- \_\_\_(4) Police services
- \_\_\_(5) Art, recreation programs, and library services
- \_\_\_(6) Customer service
- \_\_\_(7) Services for Older Adults (50 yrs+)
- \_\_\_(8) Social/Human services
- \_\_\_(9) Fire services
- \_\_\_(10) Water/Wastewater (sewer)
- \_\_\_(11) Neighborhoods
- \_\_\_(12) Parks
- \_\_\_(13) Solid Waste (trash), recycling, and green organics/composting
- \_\_\_(14) Historical preservation
- \_\_\_(15) Condition of City streets/sidewalks
- \_\_\_(16) City infrastructure (e.g. bridges, waterlines)
- \_\_\_(17) Quality and safety of businesses and homes
- \_\_\_(18) Traffic delays
- \_\_\_(19) Multimodal (streetcar, bus, etc.)
- \_\_\_(20) Traffic safety (Vision Zero)
- \_\_\_(21) Transit service frequency
- \_\_\_(22) Disability services
- \_\_\_(23) Emergency medical services
- \_\_\_(24) Fire prevention services

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

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	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, arts, and cultural 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
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.	Quality of landscape maintenance along streets/sidewalks	5	4	3	2	1	9	0
28.	Overall condition of your neighborhood	5	4	3	2	1	9	0

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
29.	Appearance of residential property	5	4	3	2	1	9	0
30.	Maintenance of private property	5	4	3	2	1	9	0
31.	Condition of alley near your home (if applicable)	5	4	3	2	1	9	0
32.	City enforcement of alley maintenance codes	5	4	3	2	1	9	0
33.	Overall enforcement of City property maintenance codes	5	4	3	2	1	9	0
34.	City enforcement of property maintenance codes and the appearance of commercial properties	5	4	3	2	1	9	0
35.	City enforcement of property maintenance codes and the appearance of residential properties	5	4	3	2	1	9	0
36.	City enforcement of allowable construction work hours (Summer 6am-7pm, Winter 7am-7pm)	5	4	3	2	1	9	0
37.	City efforts to enforce the clean-up of junk, debris, and trash on residential private property	5	4	3	2	1	9	0
38.	City efforts to enforce the mowing and cutting of weeds/grass on residential private property	5	4	3	2	1	9	0
39.	City efforts to enforce deteriorated landscape maintenance on residential private property	5	4	3	2	1	9	0
40.	The value of Special Events to the City	5	4	3	2	1	9	0
41.	Access to Human services/Social services	5	4	3	2	1	9	0
42.	Tempe's engagement and inclusion of those living with Dementia, their care partners, and their families	5	4	3	2	1	9	0
43.	Residential trash collection services	5	4	3	2	1	9	0
44.	Residential recycling services	5	4	3	2	1	9	0
45.	Bulk trash pickup/removal services	5	4	3	2	1	9	0

**15. To support an age-friendly community (50 yrs+), which THREE of the following do you think should be the City's top priorities over the next year?**

- |  |  |
|--|--|
| <input type="checkbox"/> (1) Public outdoor places to gather | <input type="checkbox"/> (6) Opportunities for engaging with different generations |
| <input type="checkbox"/> (2) City buildings to gather        | <input type="checkbox"/> (7) Work opportunities                                    |
| <input type="checkbox"/> (3) Public transportation options   | <input type="checkbox"/> (8) Volunteer opportunities                               |
| <input type="checkbox"/> (4) Housing options for life stages | <input type="checkbox"/> (9) Participate in community decision-making              |
| <input type="checkbox"/> (5) Opportunities to socialize      | <input type="checkbox"/> (10) Communication and information                        |

**16. 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

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1.	How well the City is planning for growth	5	4	3	2	1	9	0
2.	The City's sustainability programs, which are designed to promote water, energy, and natural resource conservation	5	4	3	2	1	9	0
3.	Condition of streets in your neighborhood	5	4	3	2	1	9	0
4.	Condition of major City streets and sidewalks	5	4	3	2	1	9	0
5.	Condition and clarity of street signs	5	4	3	2	1	9	0
6.	Management of traffic flow on City streets	5	4	3	2	1	9	0
7.	Quality of local transit service (bus, rail, Orbit)	5	4	3	2	1	9	0
8.	Quality of walking and biking paths	5	4	3	2	1	9	0
9.	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
22.	Management of traffic during construction	5	4	3	2	1	9	0

**18. What THREE things about Tempe are you most proud of?**

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**19. What else would you like us to know?**

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**20. 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

**21. What is your age?**

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

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

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

**23. 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: \_\_\_

**23a. 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: \_\_\_\_\_

**24. 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: \_\_\_\_\_

**25. Primary language:**      \_\_\_\_ (1) English      \_\_\_\_ (2) Spanish      \_\_\_\_ (3) Other: \_\_\_\_\_

**26. Do you own or rent your current residence?**      \_\_\_\_ (1) Own      \_\_\_\_ (2) Rent

**27. Does your home have an alley?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**28. Which of the following best describes your home?**      \_\_\_\_ (1) Single-Family      \_\_\_\_ (2) Other: \_\_\_\_\_

**29. Do you have cable television?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**30. Do you have internet access at home?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**31. Do you have a Smart Phone?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**32. Are you a full-time student?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**33. 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

**34. What is your household income?**

\_\_\_\_ (1) Less than \$10,000      \_\_\_\_ (5) \$35,000 to \$49,999      \_\_\_\_ (9) \$150,000 to \$199,999  
 \_\_\_\_ (2) \$10,000 to \$14,999      \_\_\_\_ (6) \$50,000 to \$74,999      \_\_\_\_ (10) \$200,000 or more  
 \_\_\_\_ (3) \$15,000 to \$24,999      \_\_\_\_ (7) \$75,000 to \$99,999  
 \_\_\_\_ (4) \$25,000 to \$34,999      \_\_\_\_ (8) \$100,000 to \$149,999

**35. Have you visited Downtown Tempe during the past year?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**36. Have you used public transit during the past year?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**37. Do you, or a member of your household, have a disability?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**38. Would you be interested in participating in an additional online survey about how your household has been impacted by COVID-19?**

\_\_\_\_ (1) Yes [Answer Q38a.]      \_\_\_\_ (2) No`

**38a. If "Yes": Please provide your contact information below. We will email you a link to the online survey.** Your information will remain confidential and will not be shared.

Your Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Your Email Address: \_\_\_\_\_

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

Please return your survey in the enclosed postage-paid envelope addressed to:  
 ETC Institute, 725 W. 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.



# 2021 City of Tempe Community Survey GIS Maps

Presented to the City of Tempe,  
Arizona

October 2021





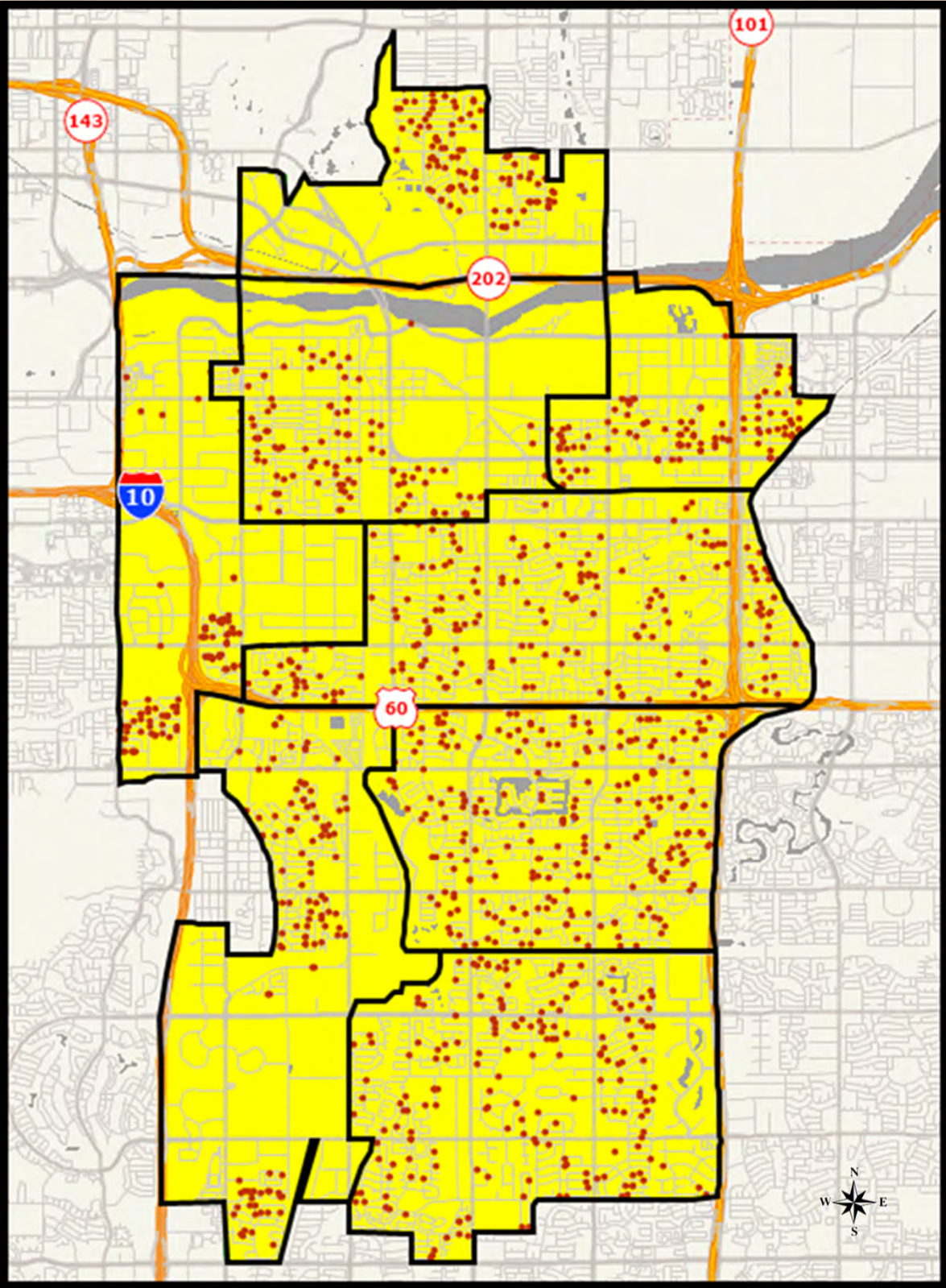
## Interpreting the Maps

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

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

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

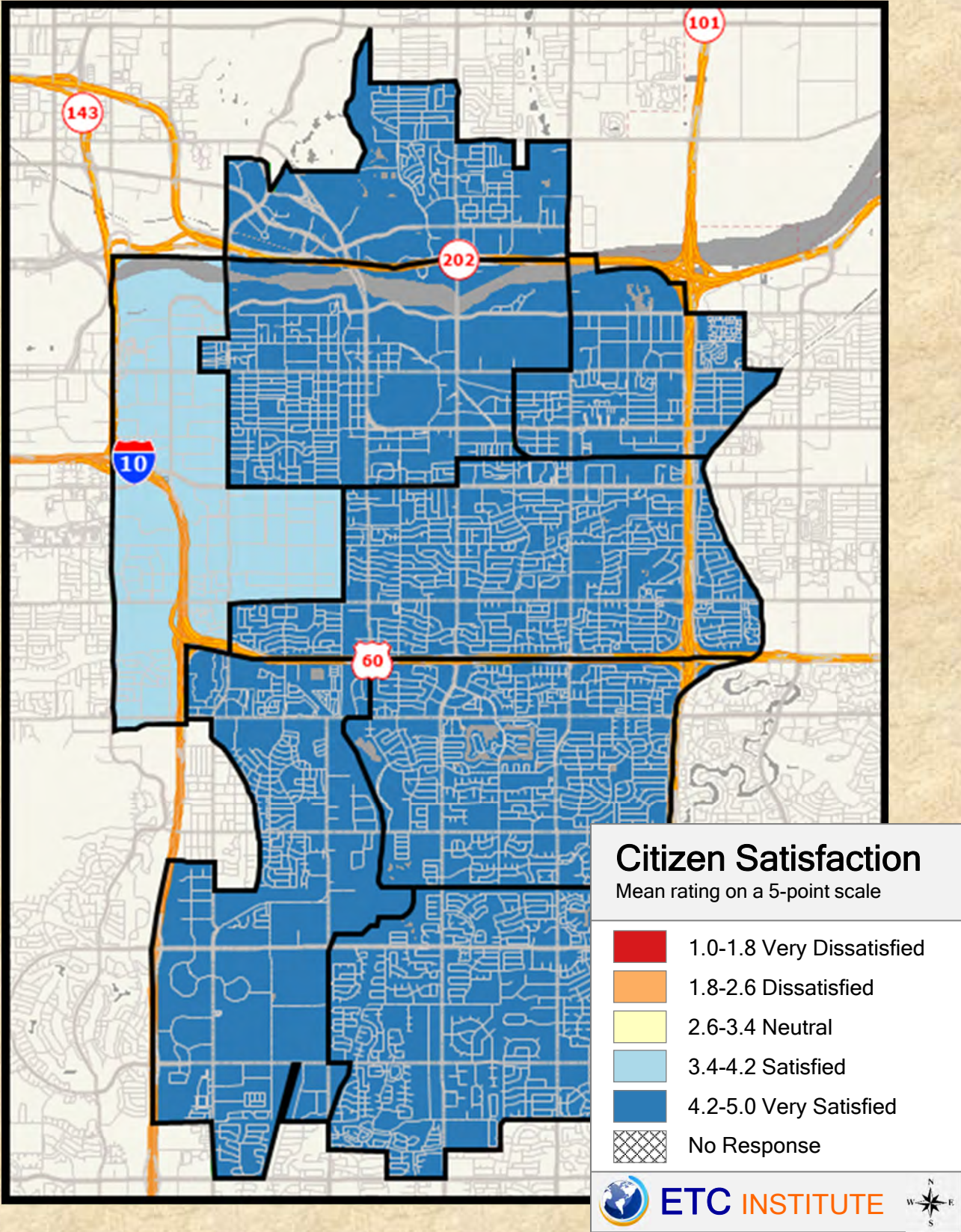
# Location of Survey Respondents



2021 City of Tempe Community Survey



# Q1.1 Satisfaction with: Quality of local fire services

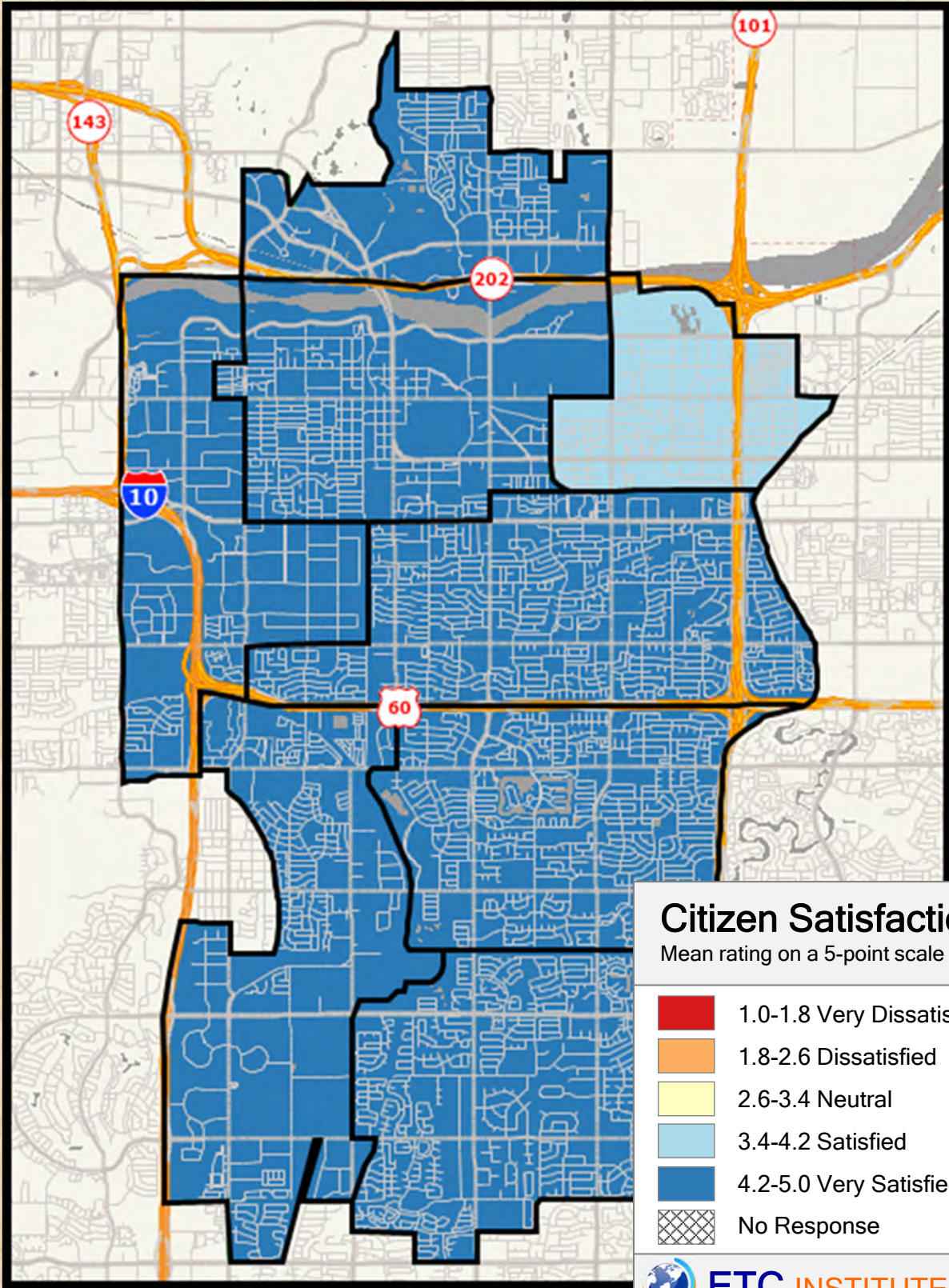


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q1.2 Satisfaction with: Quality of medical rescue services

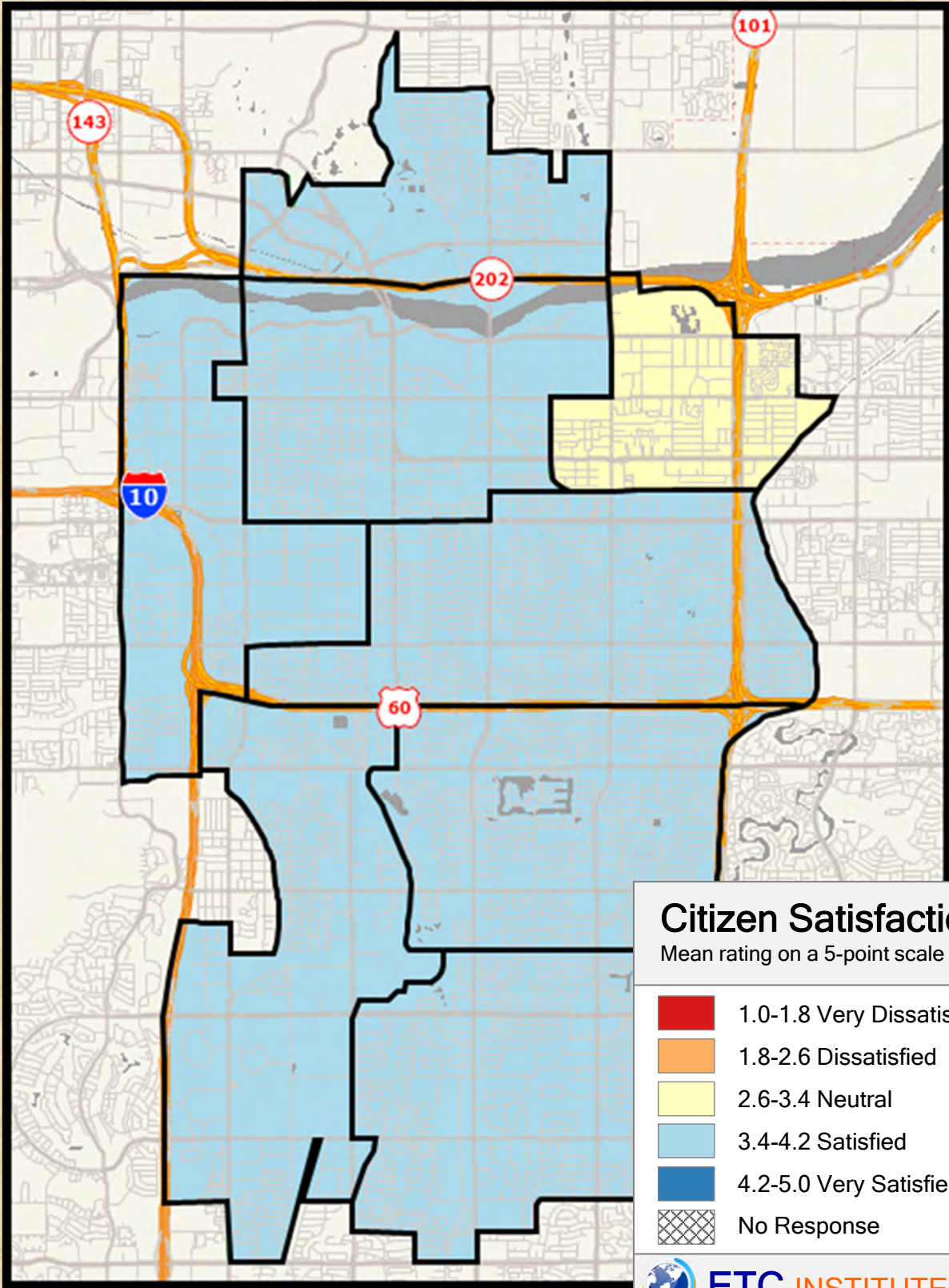


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q1.3 Satisfaction with: Quality of local police services



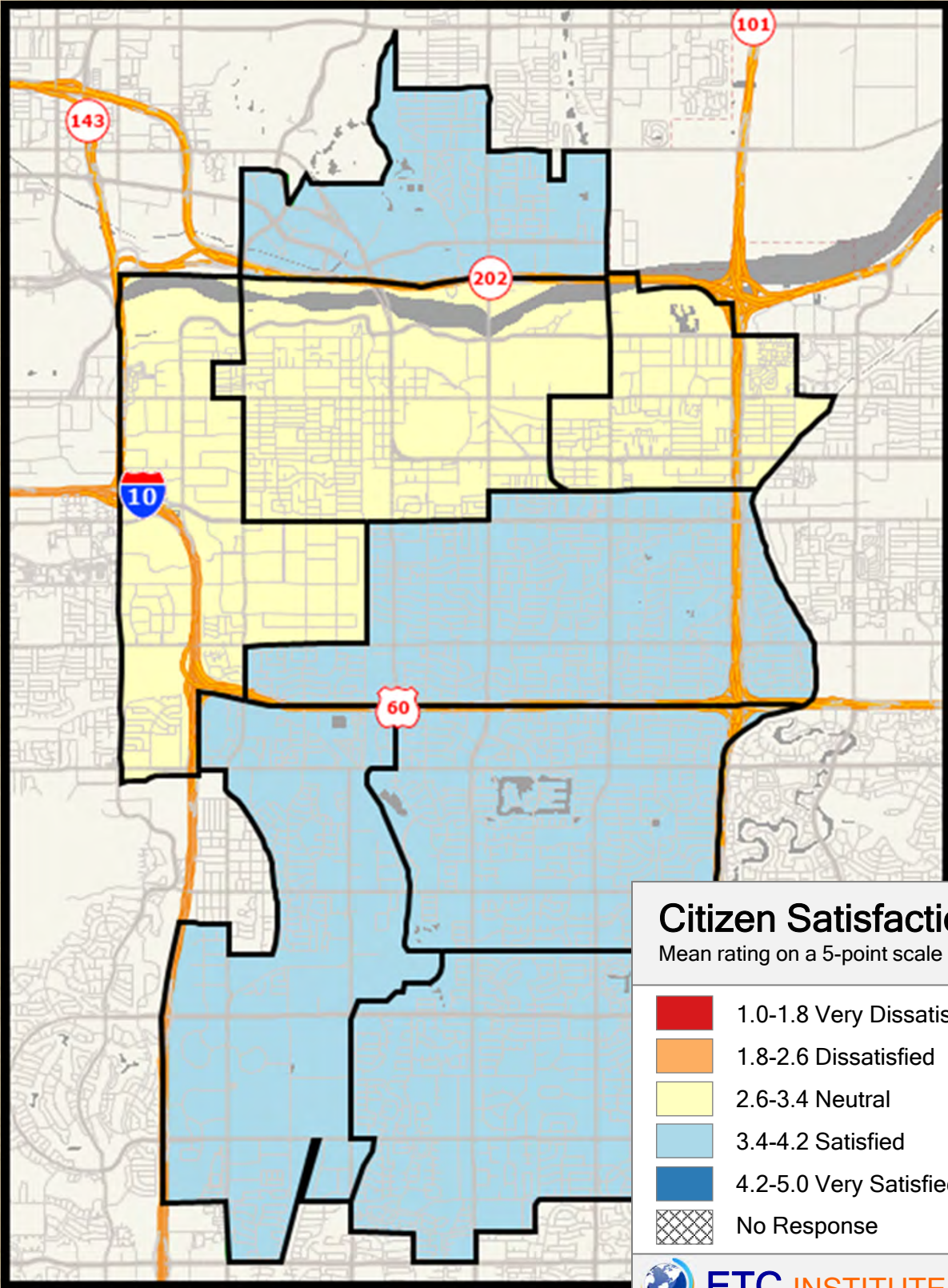
**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q1.4 Satisfaction with: Enforcement of local traffic laws



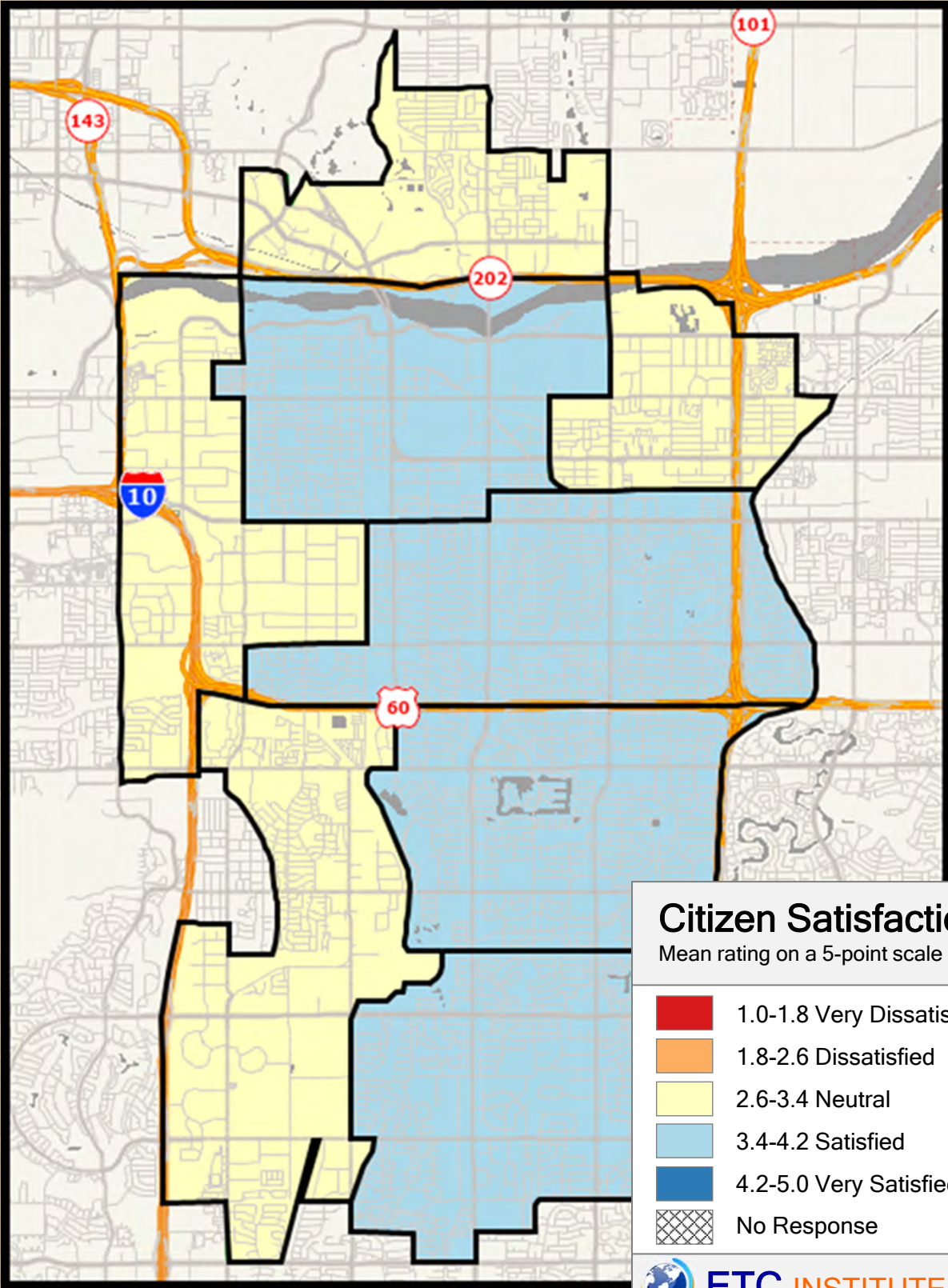
**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q1.5 Satisfaction with: Efforts by the City to prevent crime

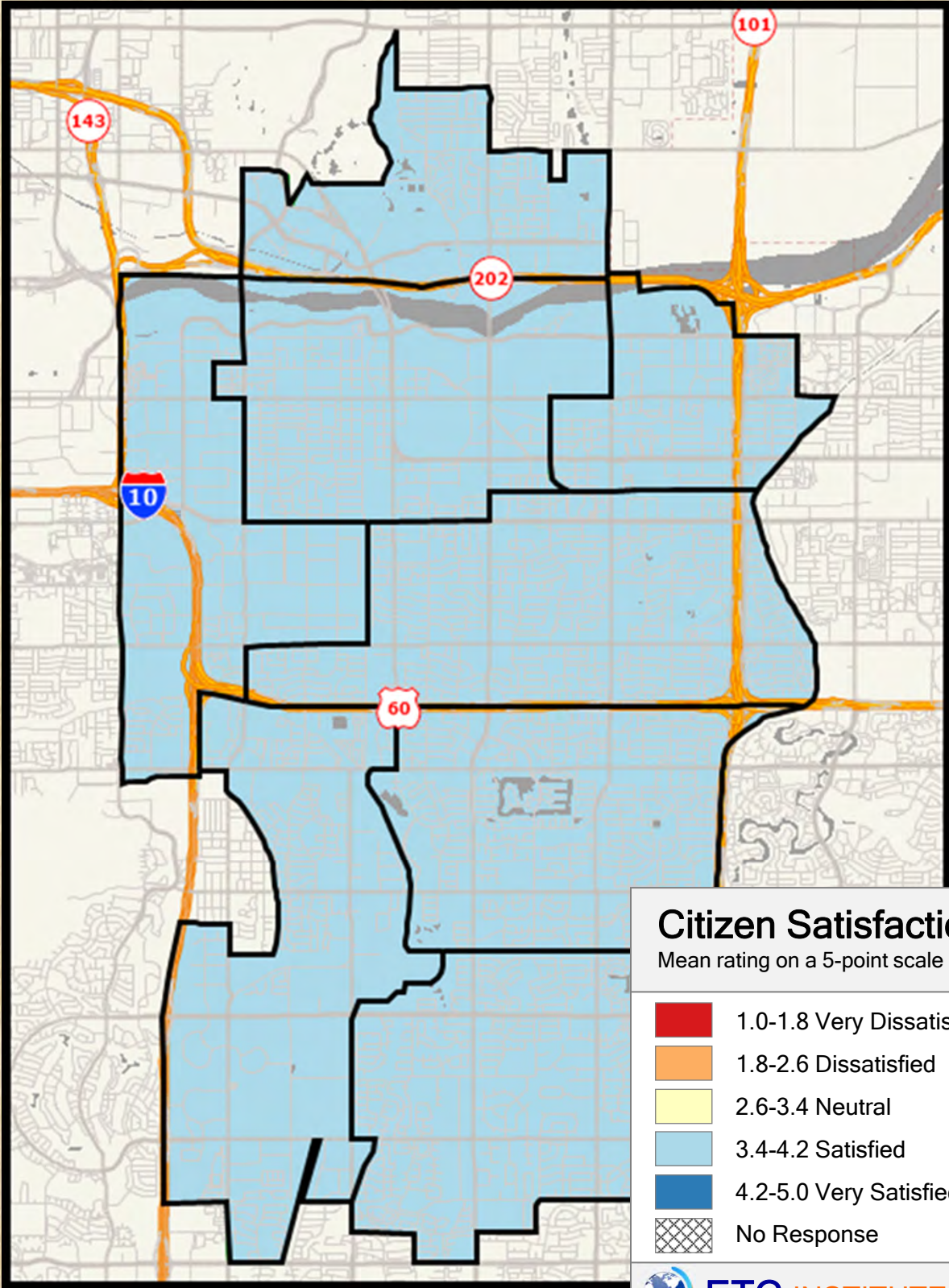


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q1.6 Satisfaction with: Overall feeling of safety in the City

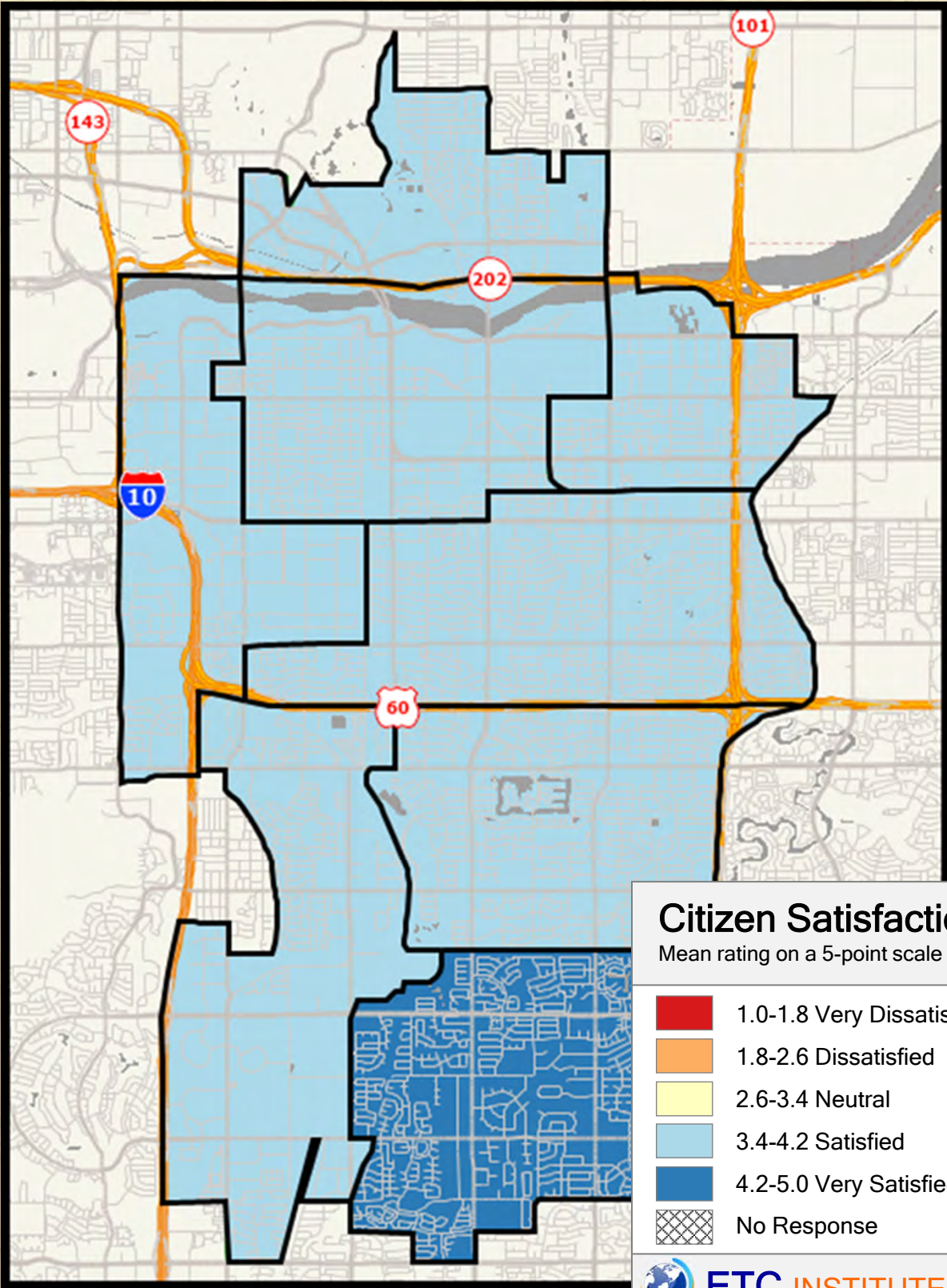


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q1.7 Satisfaction with: Feeling of safety in your neighborhood



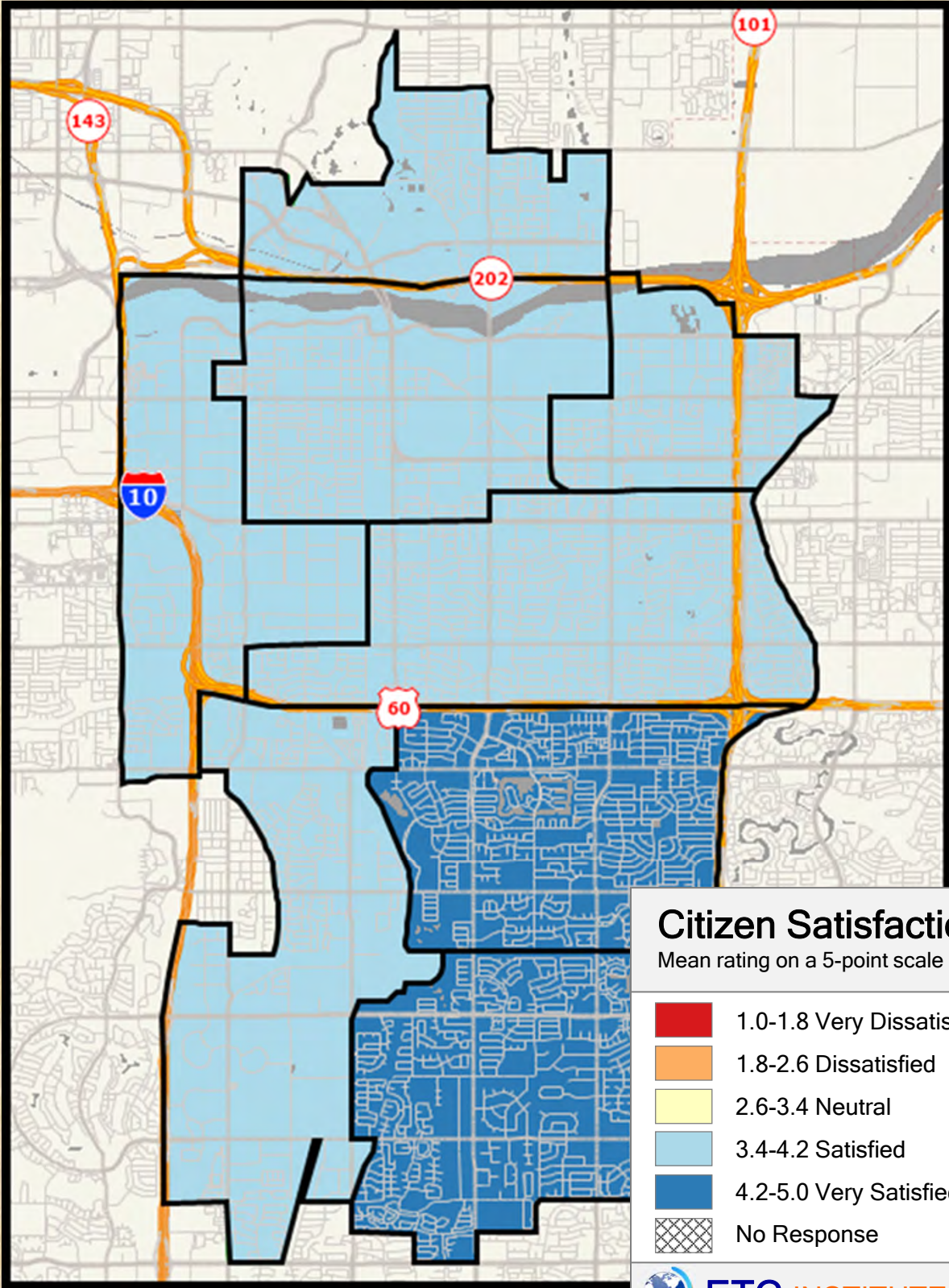
**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q1.8 Satisfaction with: Quality and safety of structures in your neighborhood

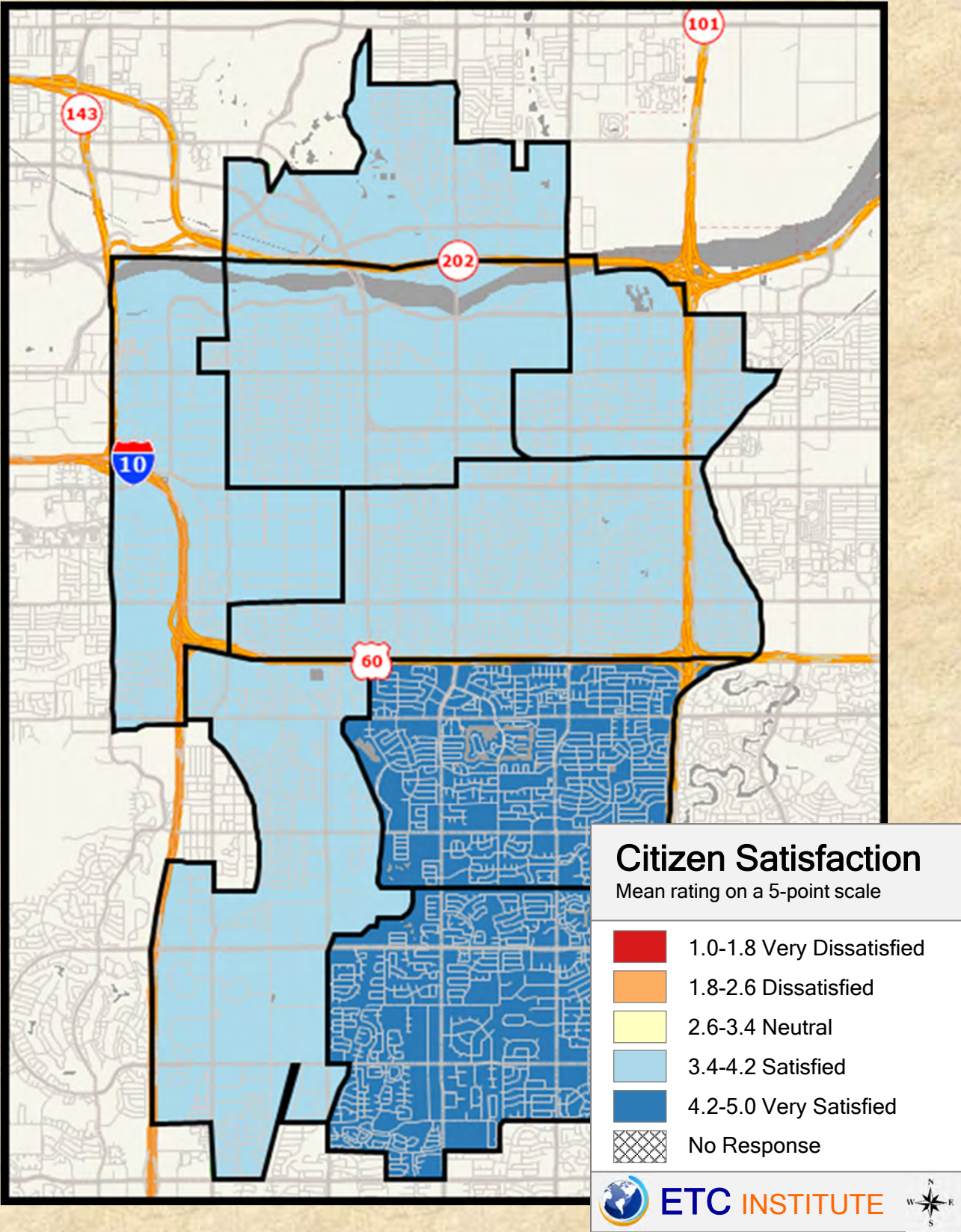


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q2.1 Satisfaction with: Feeling of safety in neighborhood parks during the day

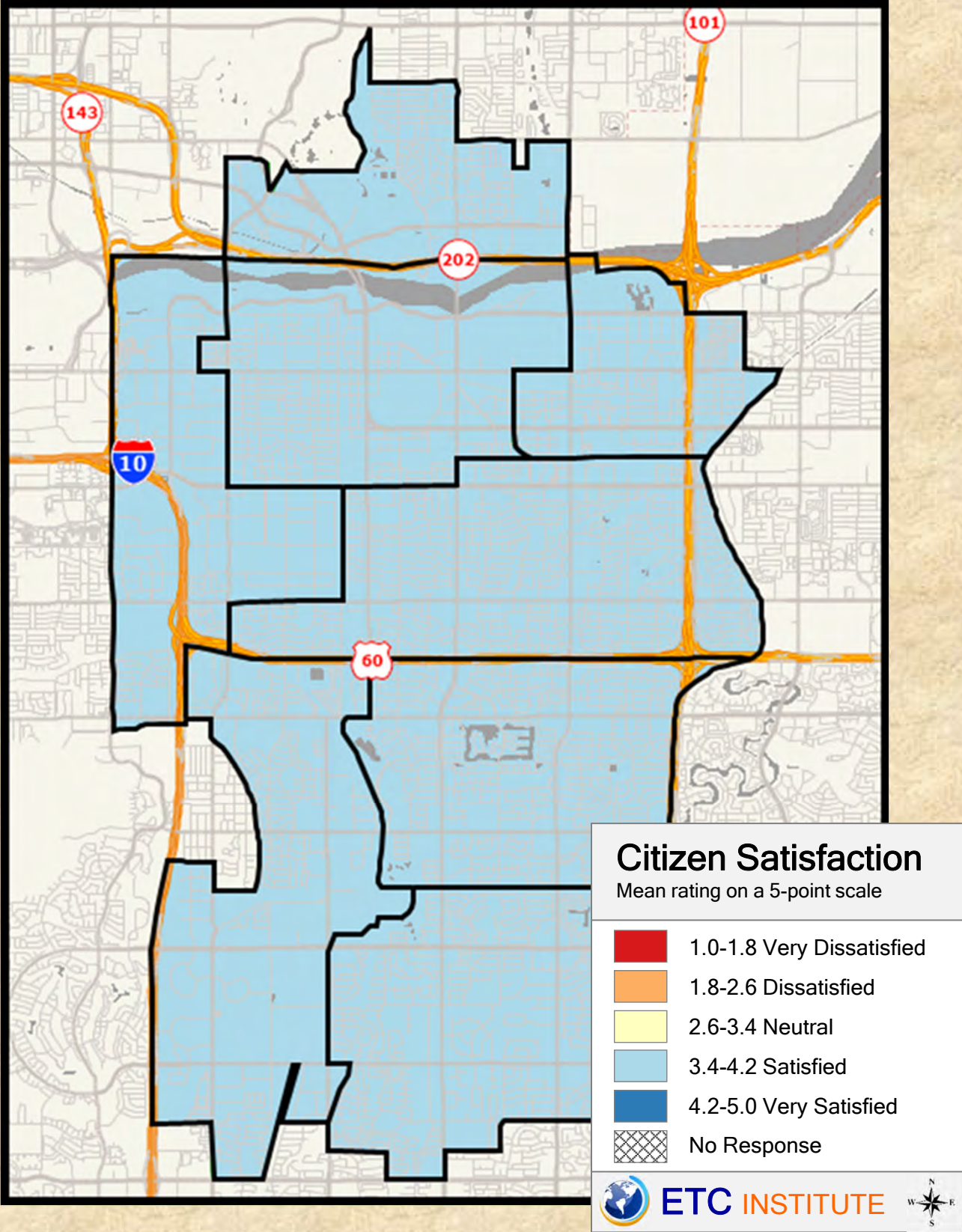


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q2.2 Satisfaction with: Feeling of safety in City parks like Kiwanis and Tempe Beach during the day

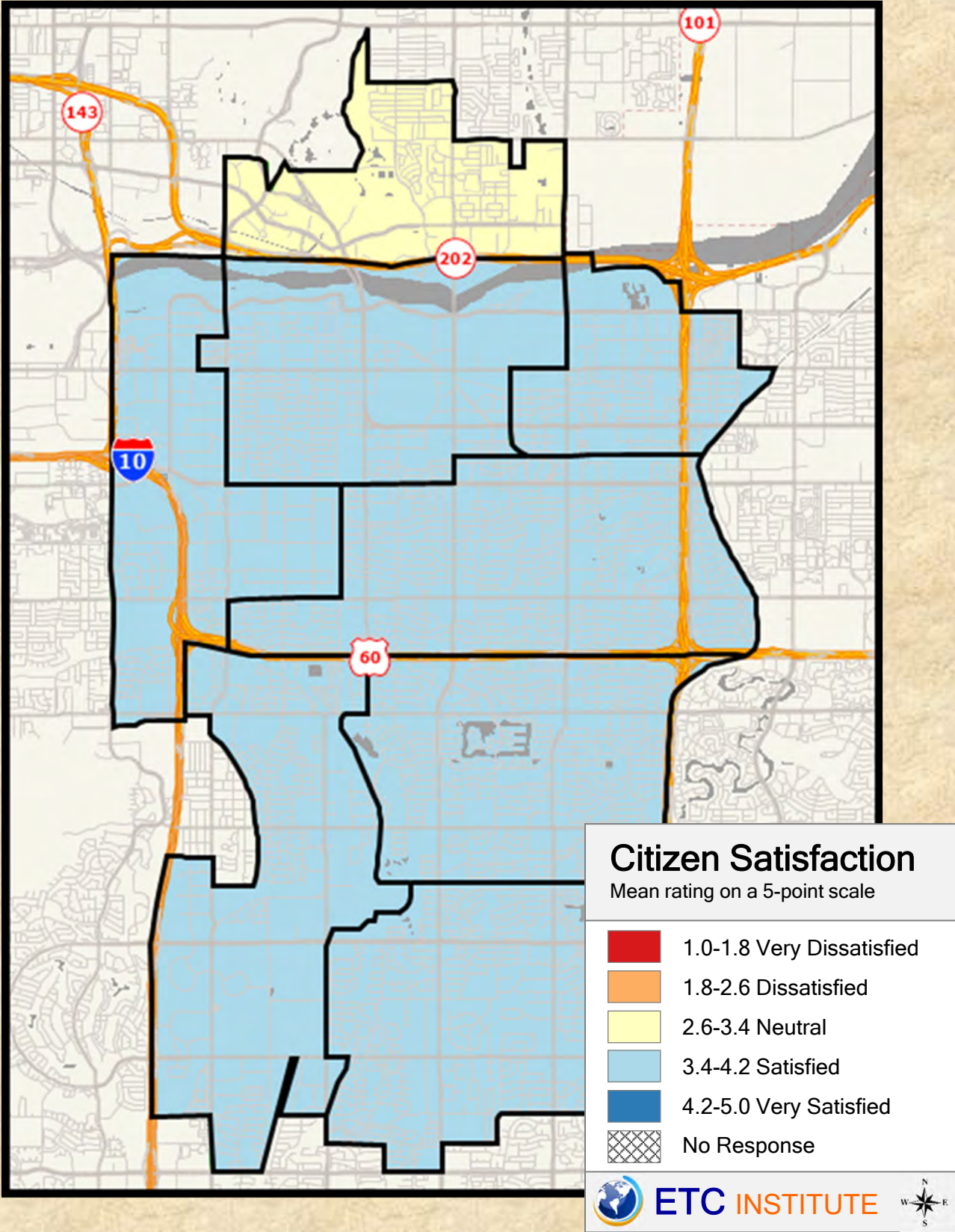


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q2.3 Satisfaction with: Feeling of safety in desert parks like Papago, Evelyn Hallman, Hayden Butte during the day

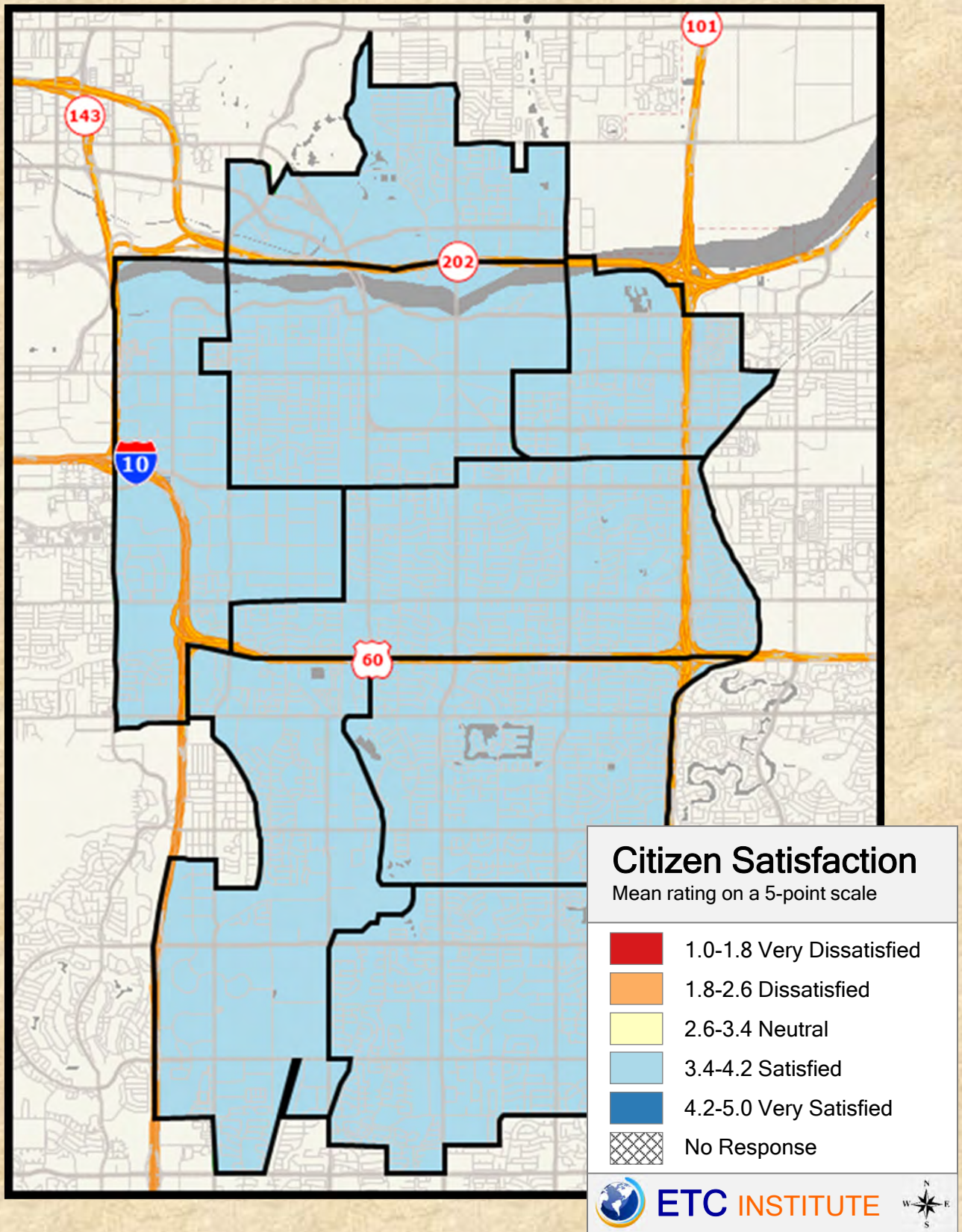


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q2.4 Satisfaction with: Feeling of safety in City athletic and recreational facilities during the day

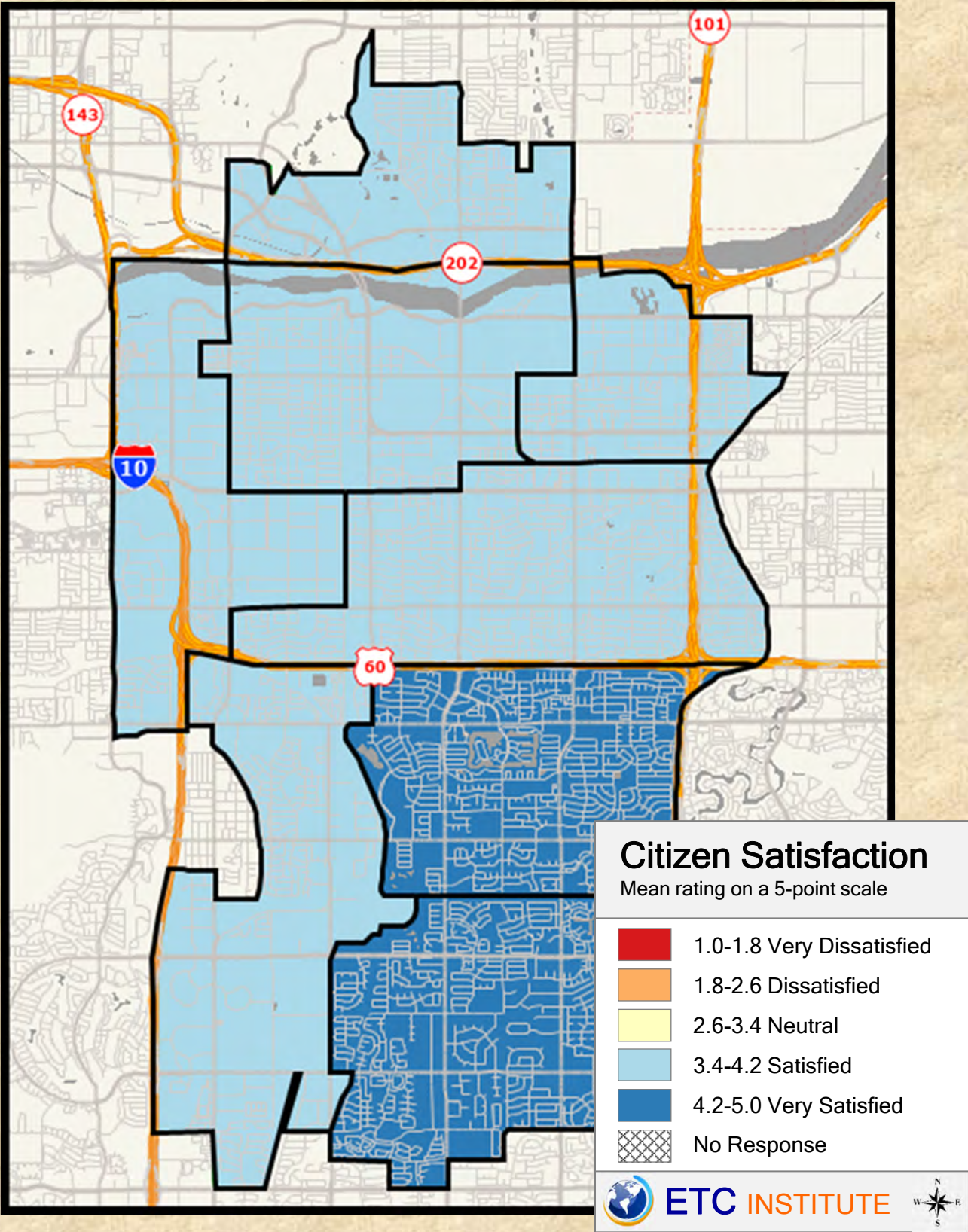


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q2.5 Satisfaction with: Feeling of safety in Tempe Public Library Complex during the day

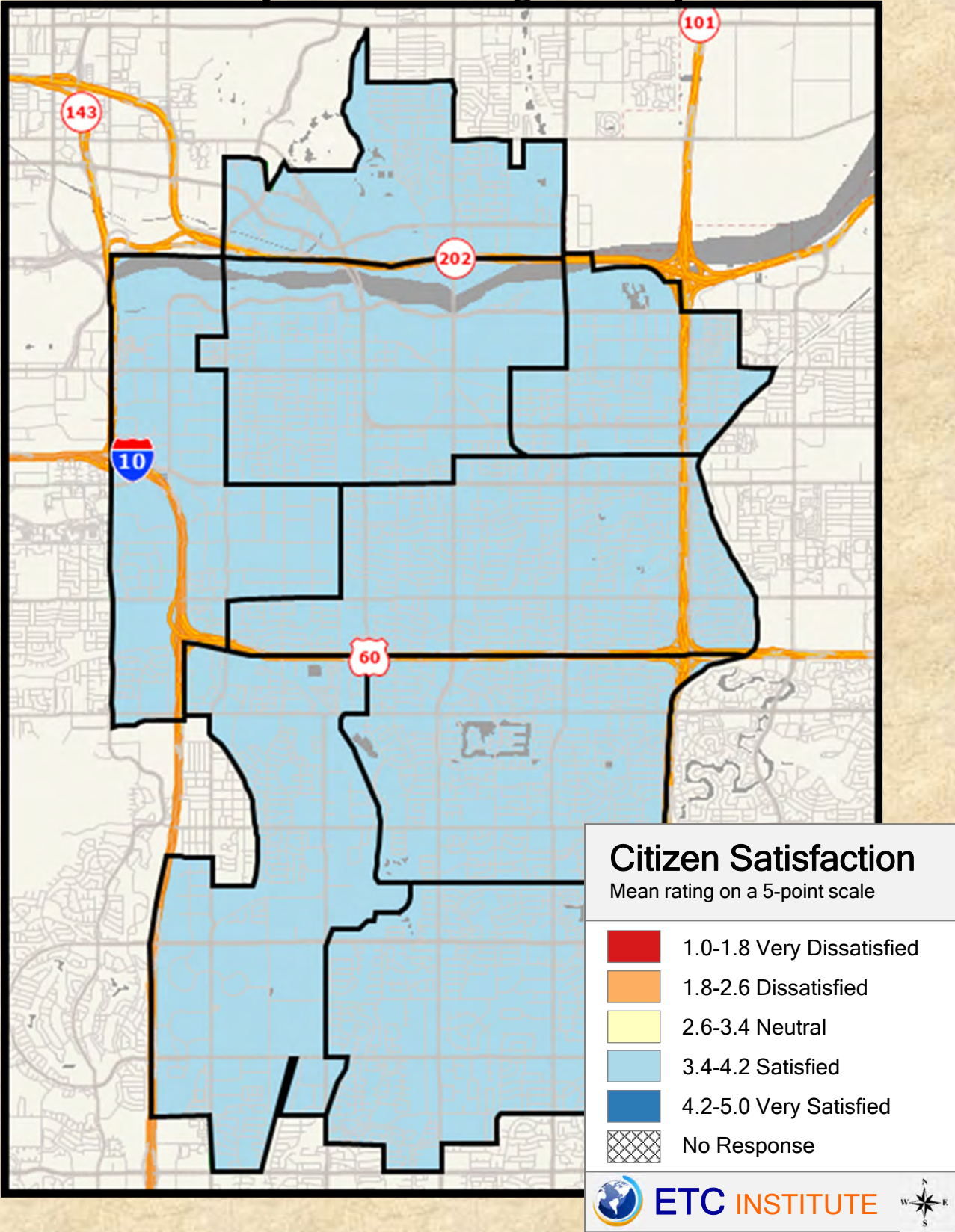


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q2.6 Satisfaction with: Feeling of safety in City Hall during the day

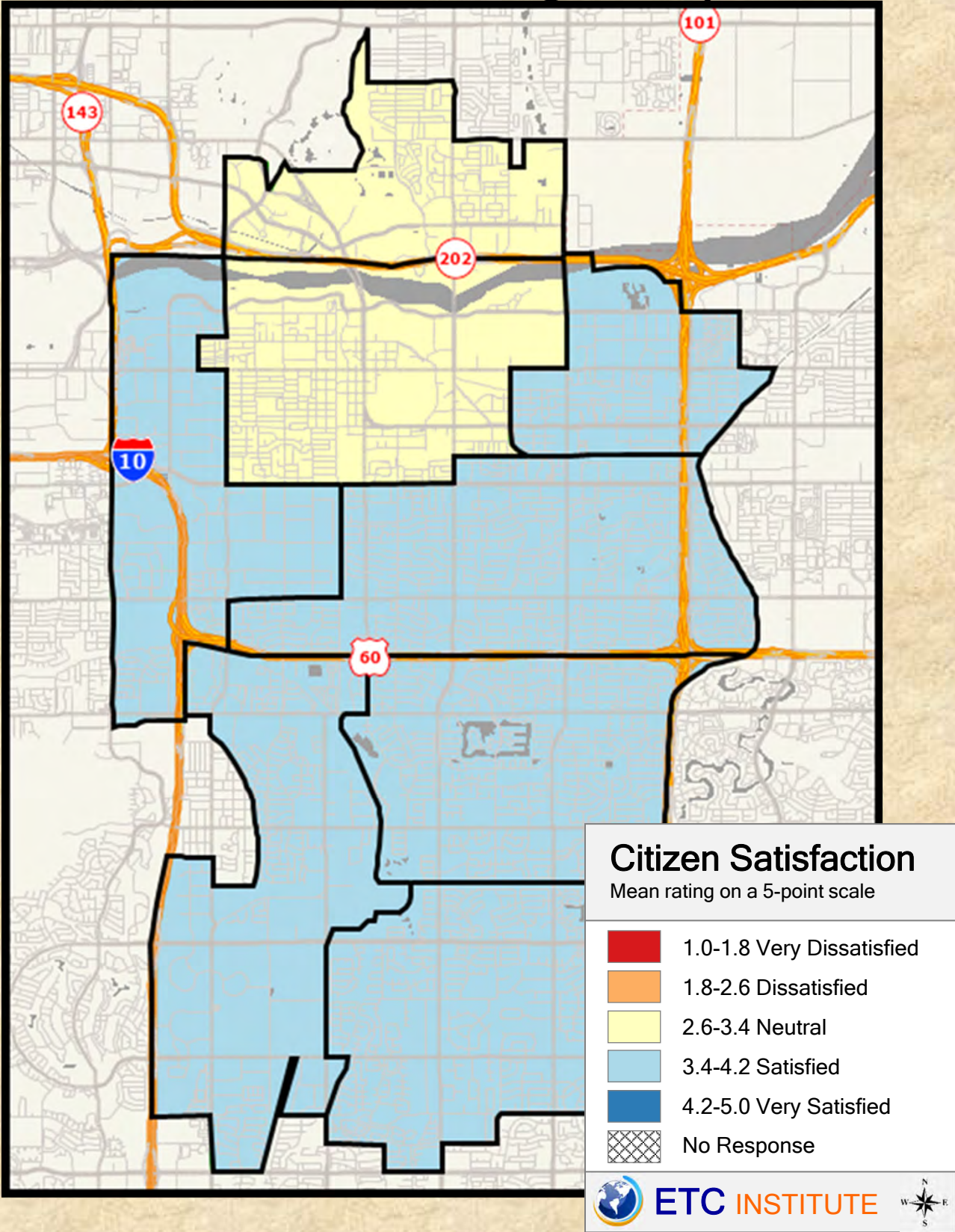


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q2.7 Satisfaction with: Feeling of safety on Mill Avenue during the day

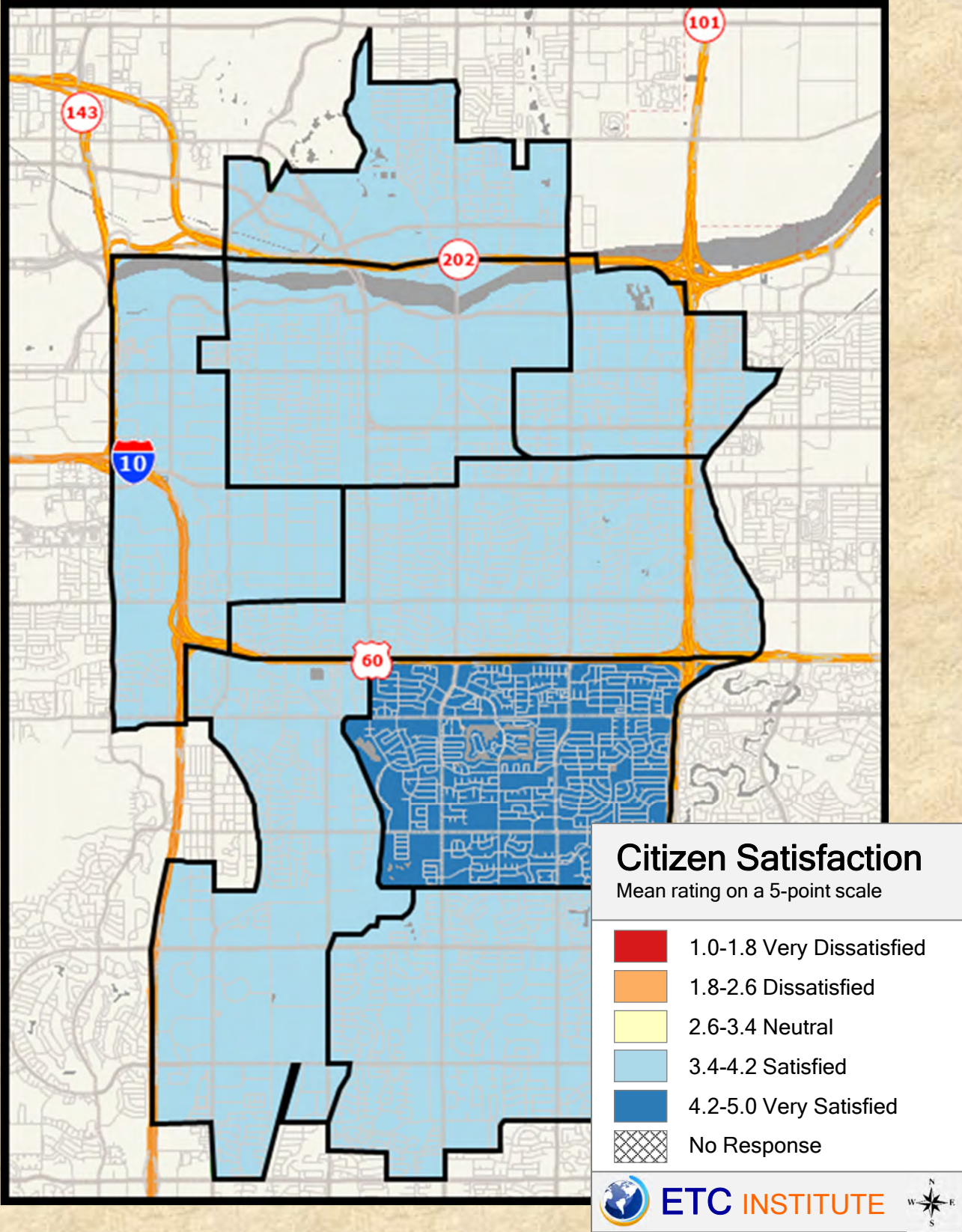


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q2.8 Satisfaction with: Feeling of safety in businesses during the day

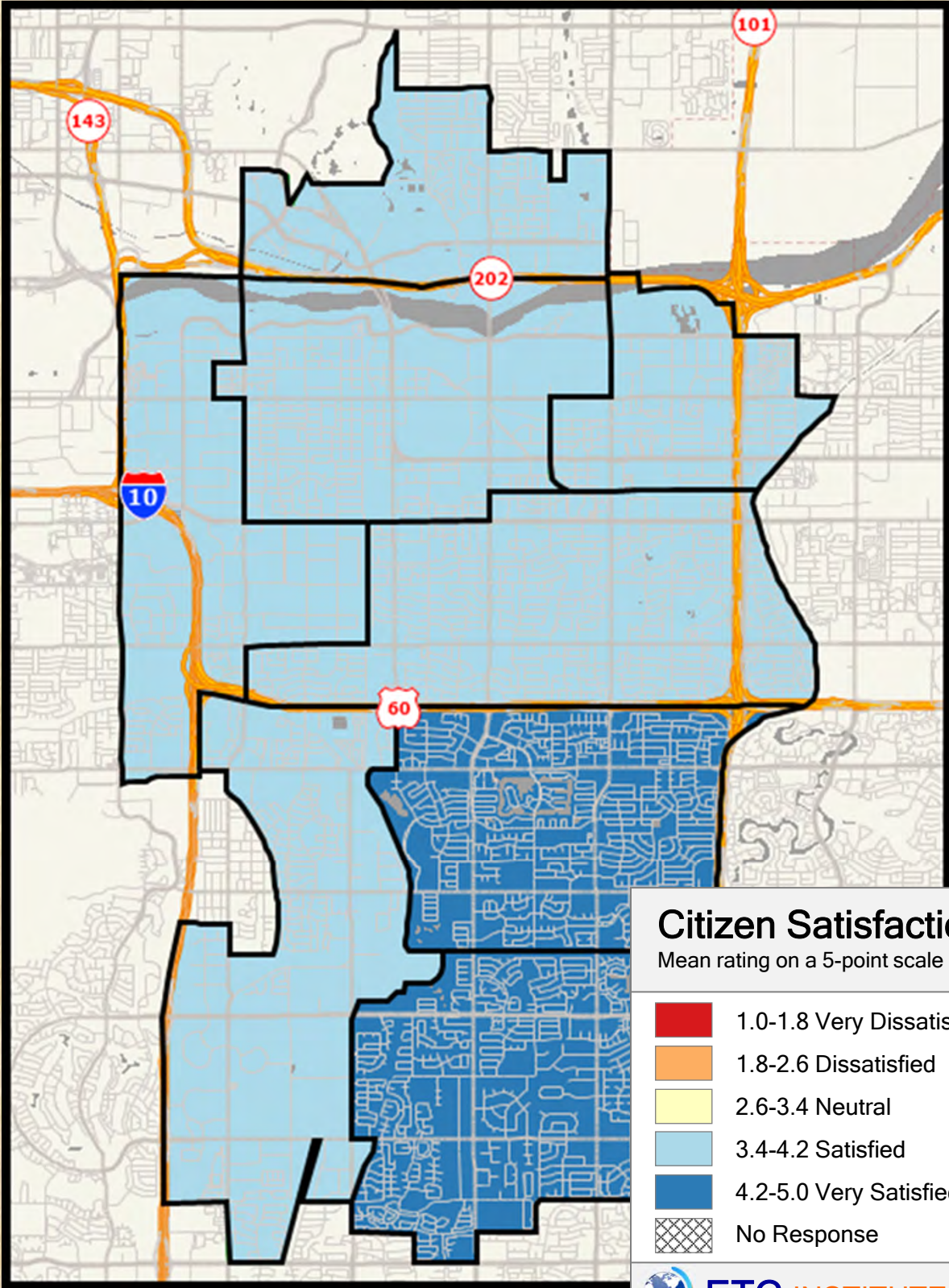


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q2.9 Satisfaction with: Feeling of safety within your home or neighborhood during the day



**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

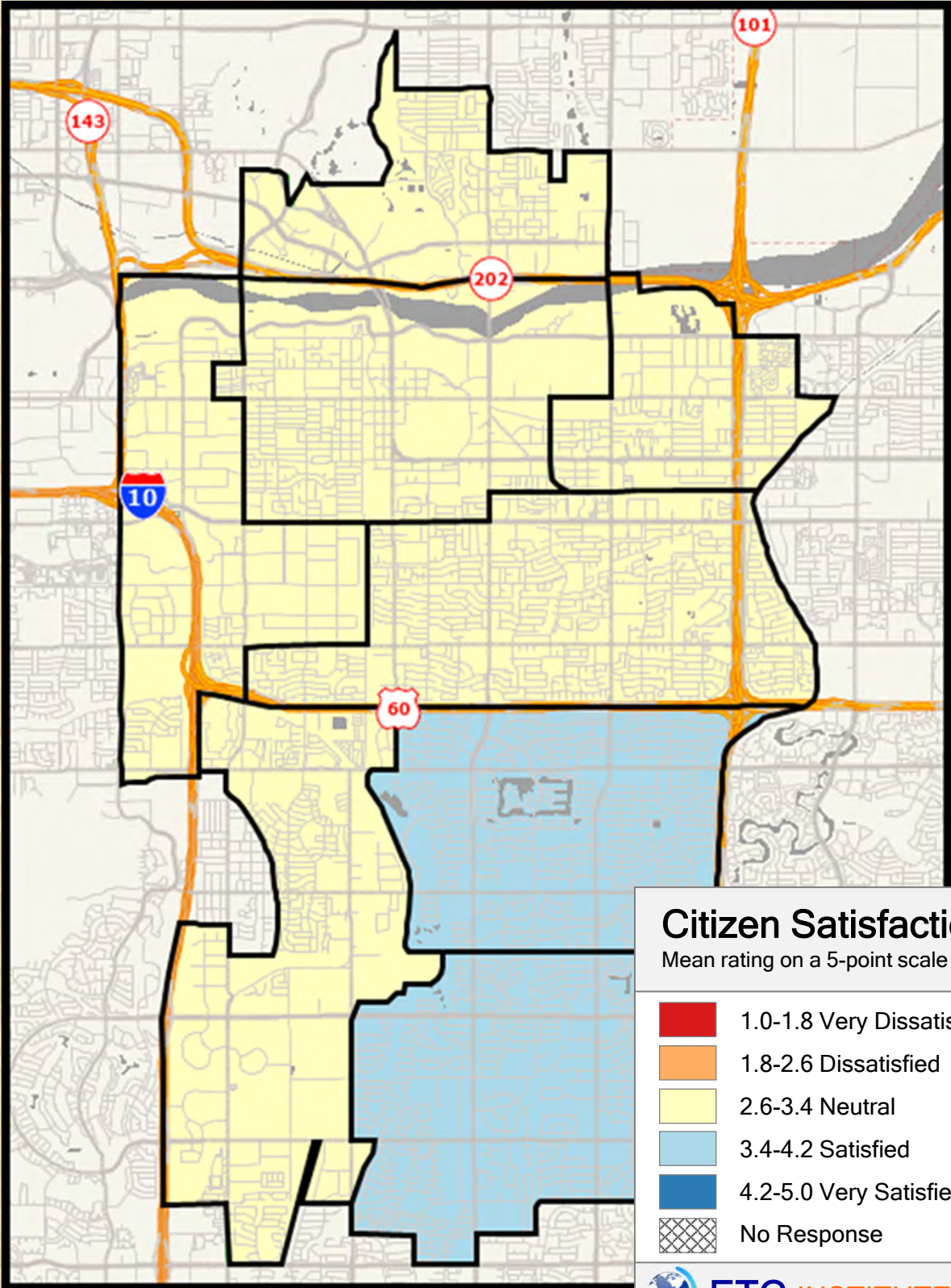
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## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q2.10 Satisfaction with: Feeling of safety in neighborhood parks at night



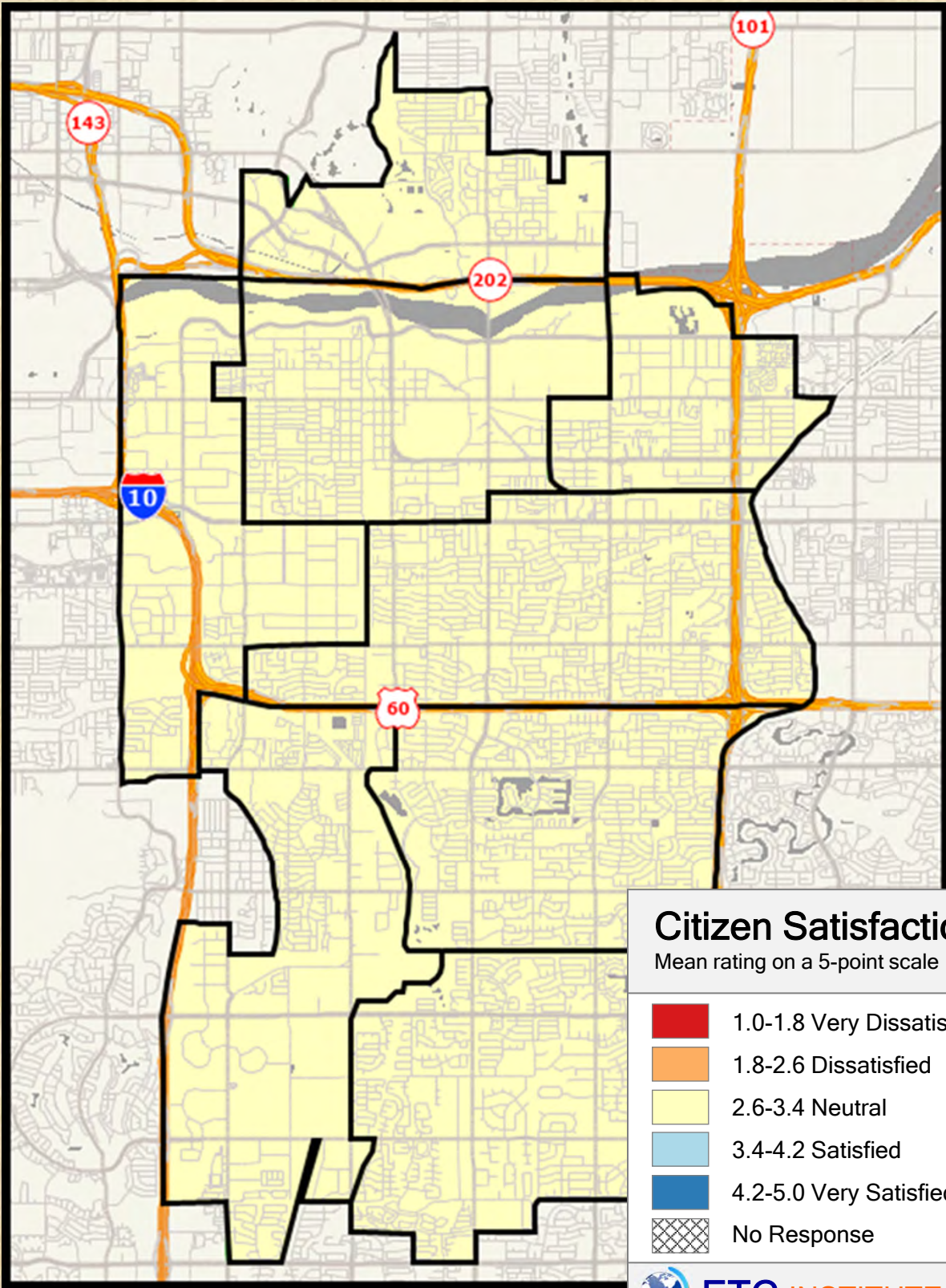
**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q2.11 Satisfaction with: Feeling of safety in City parks like Kiwanis and Tempe Beach at night

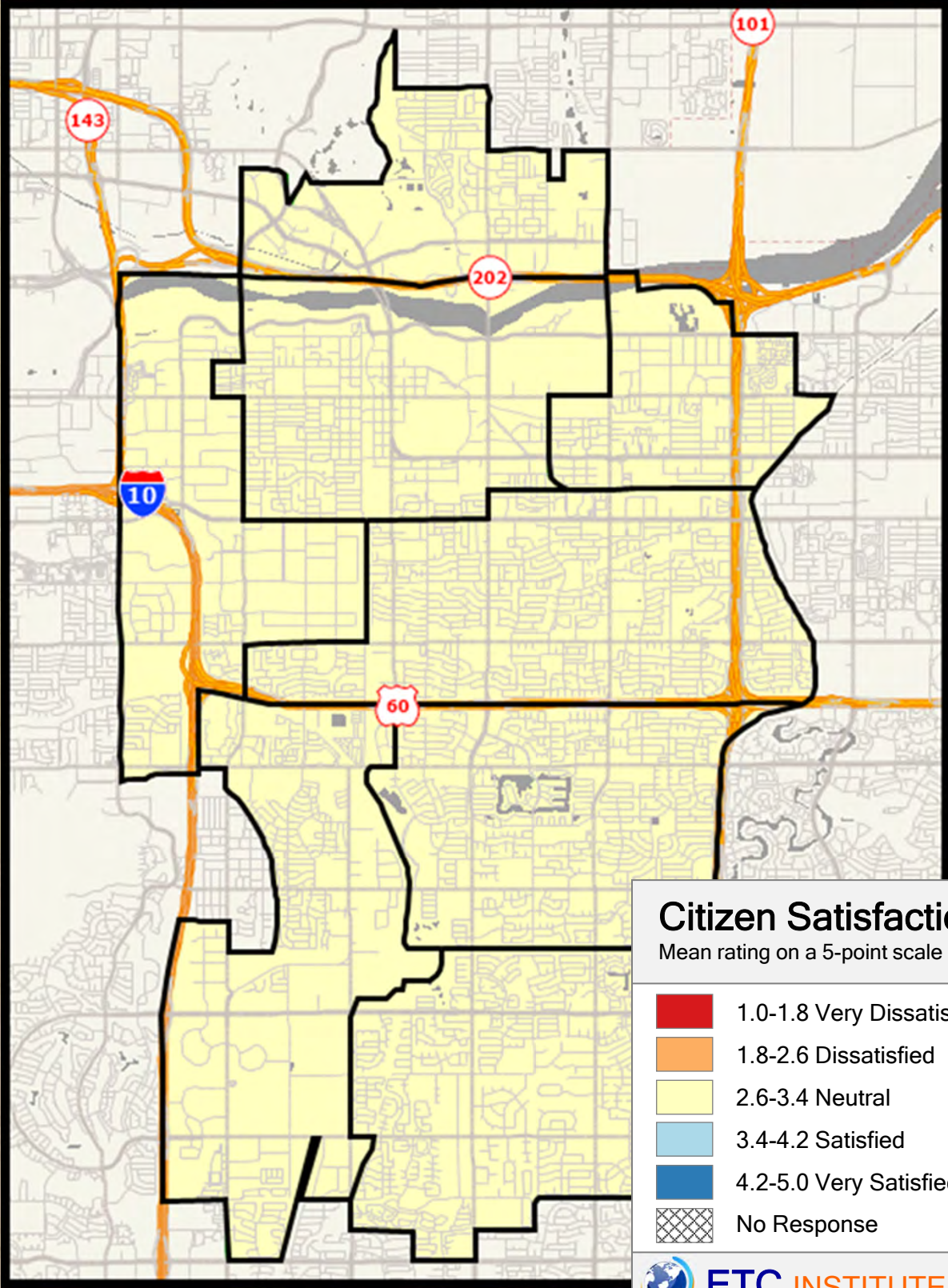


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q2.12 Satisfaction with: Feeling of safety in desert parks like Papago, Evelyn Hallman, and Hayden Butte) at night



**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

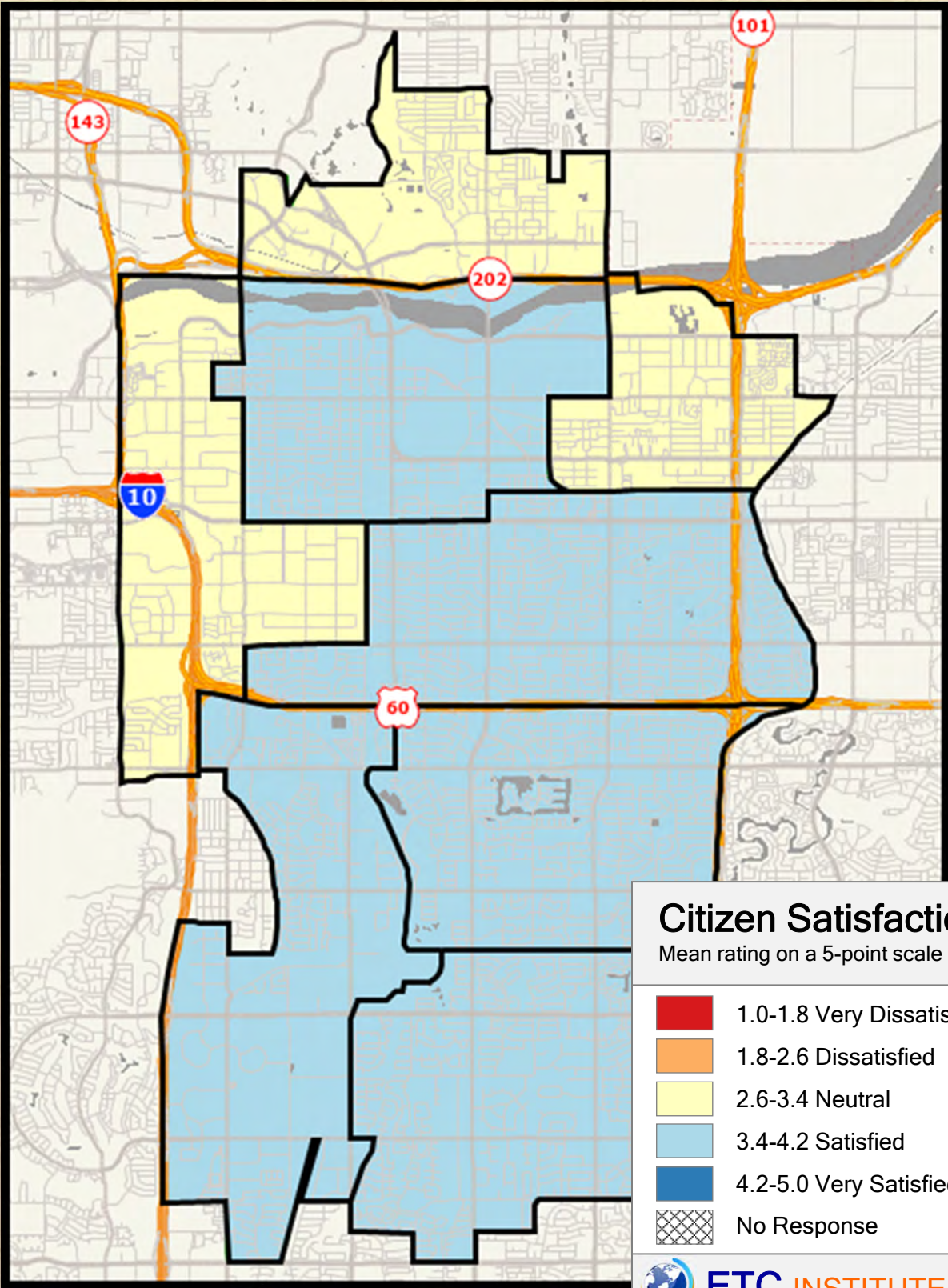
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## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



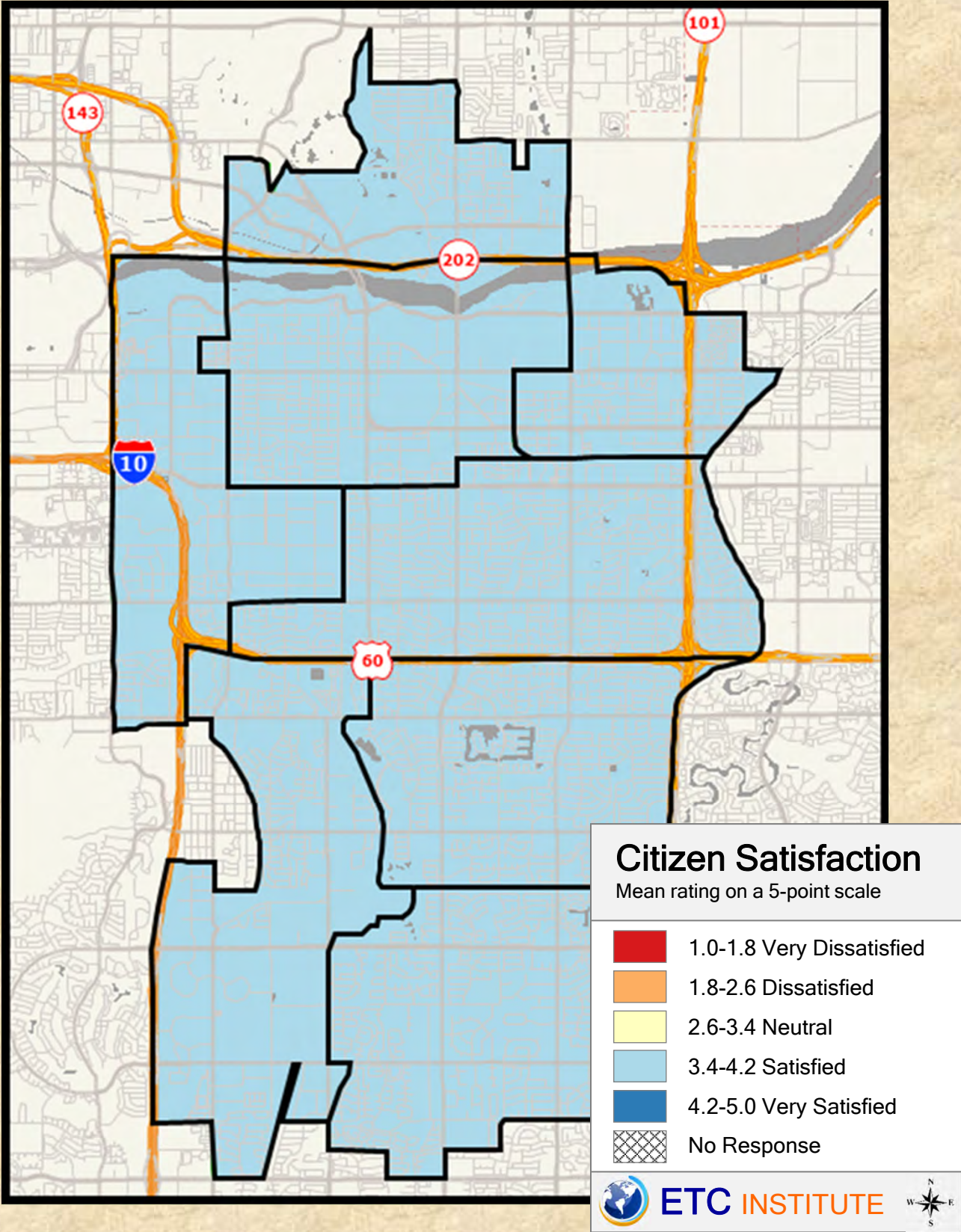
# Q2.13 Satisfaction with: Feeling of safety in City athletic and recreational facilities at night



**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q2.14 Satisfaction with: Feeling of safety in Tempe Public Library Complex at night

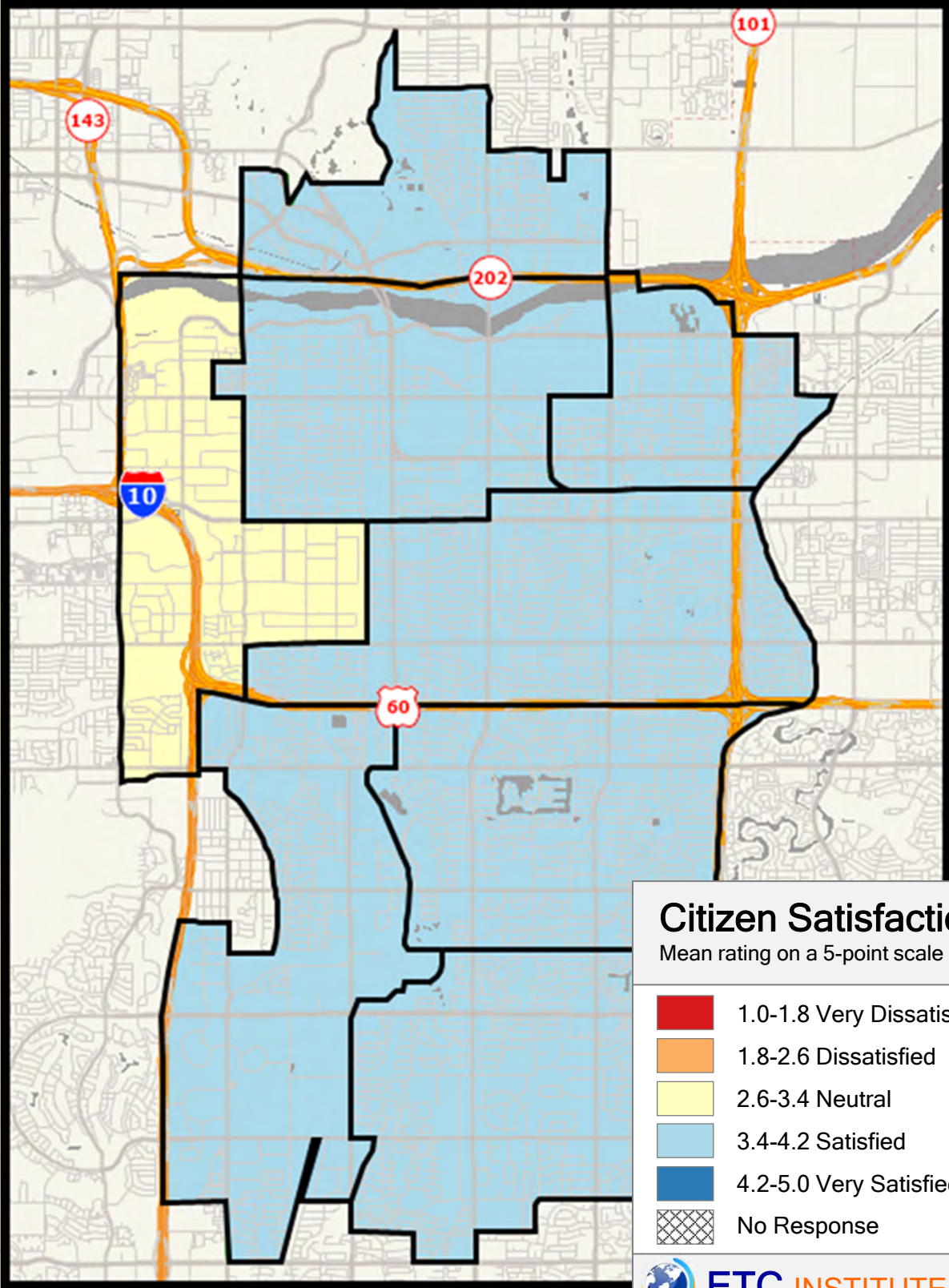


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q2.15 Satisfaction with: Feeling of safety in City Hall at night

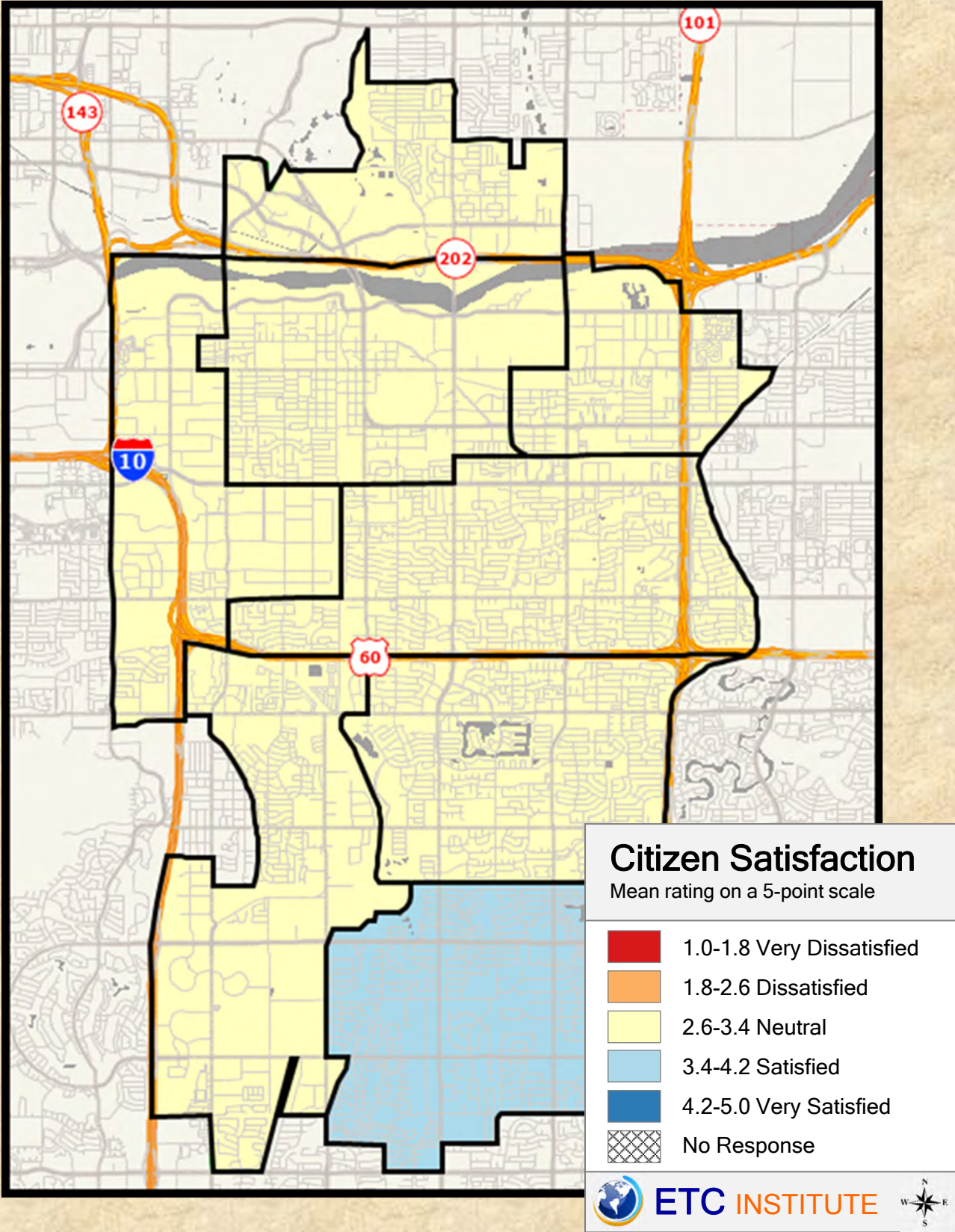


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q2.16 Satisfaction with: Feeling of safety on Mill Avenue at night

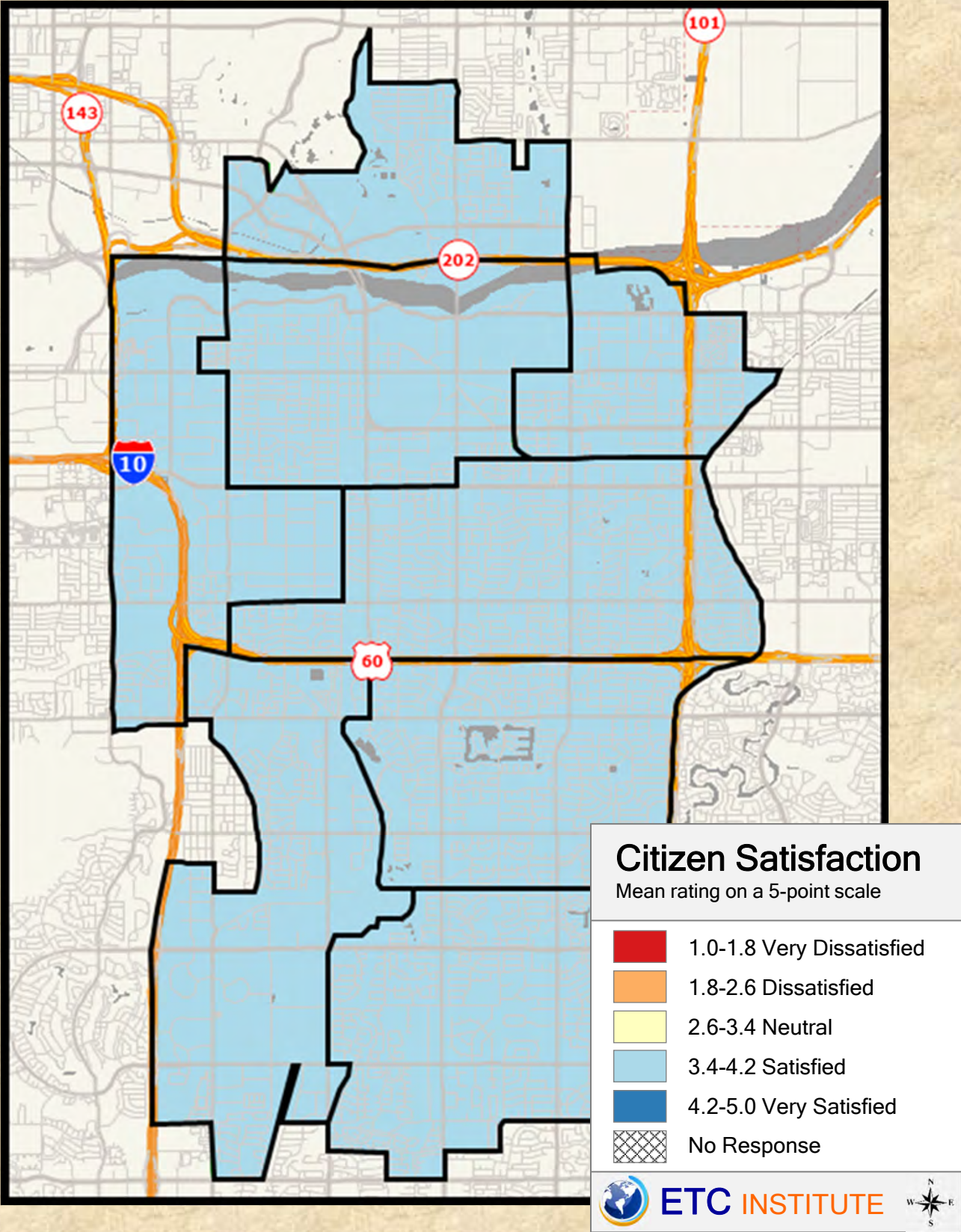


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q2.17 Satisfaction with: Feeling of safety in businesses at night

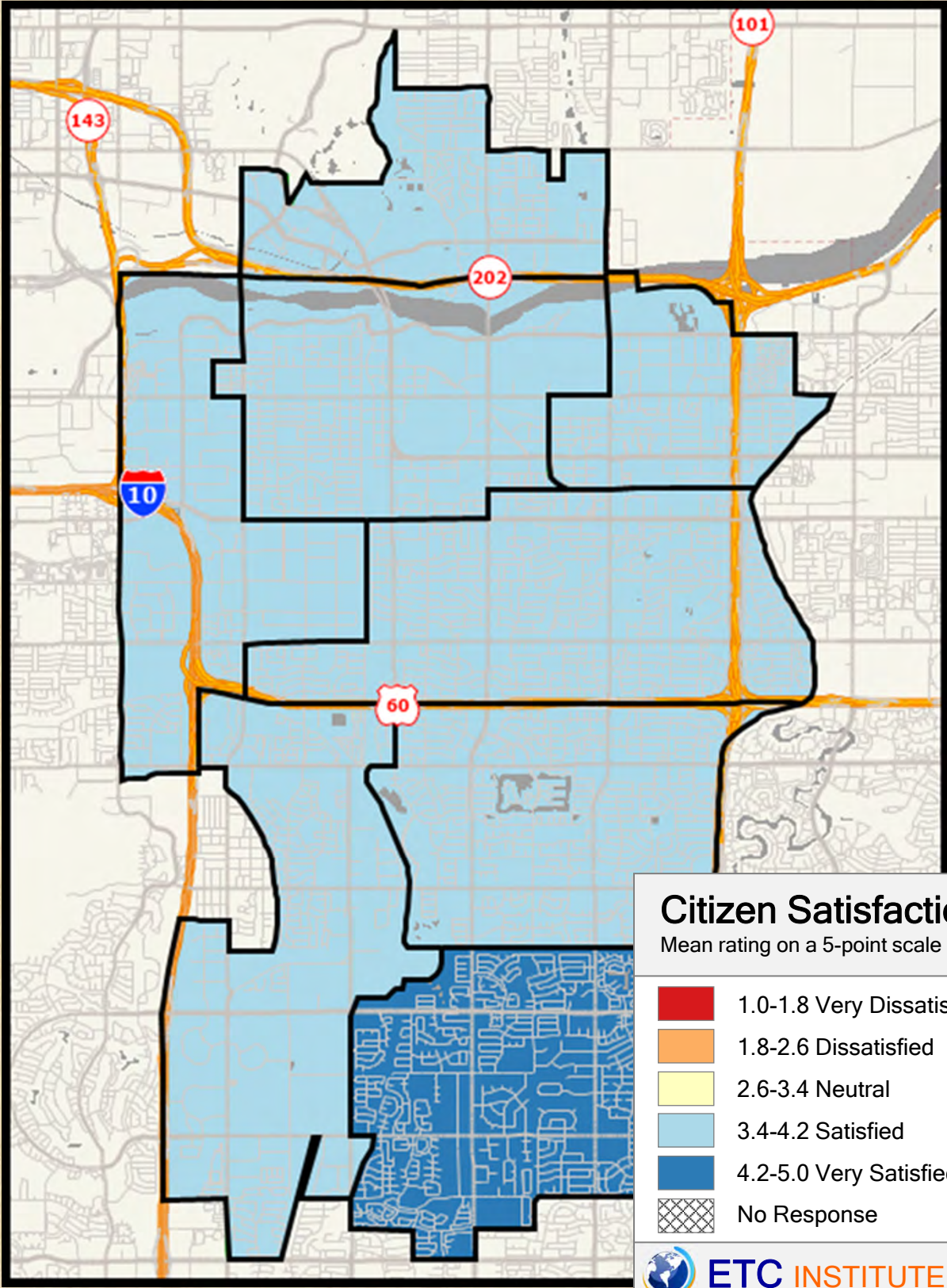


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q2.18 Satisfaction with: Feeling of safety within your home or neighborhood at night

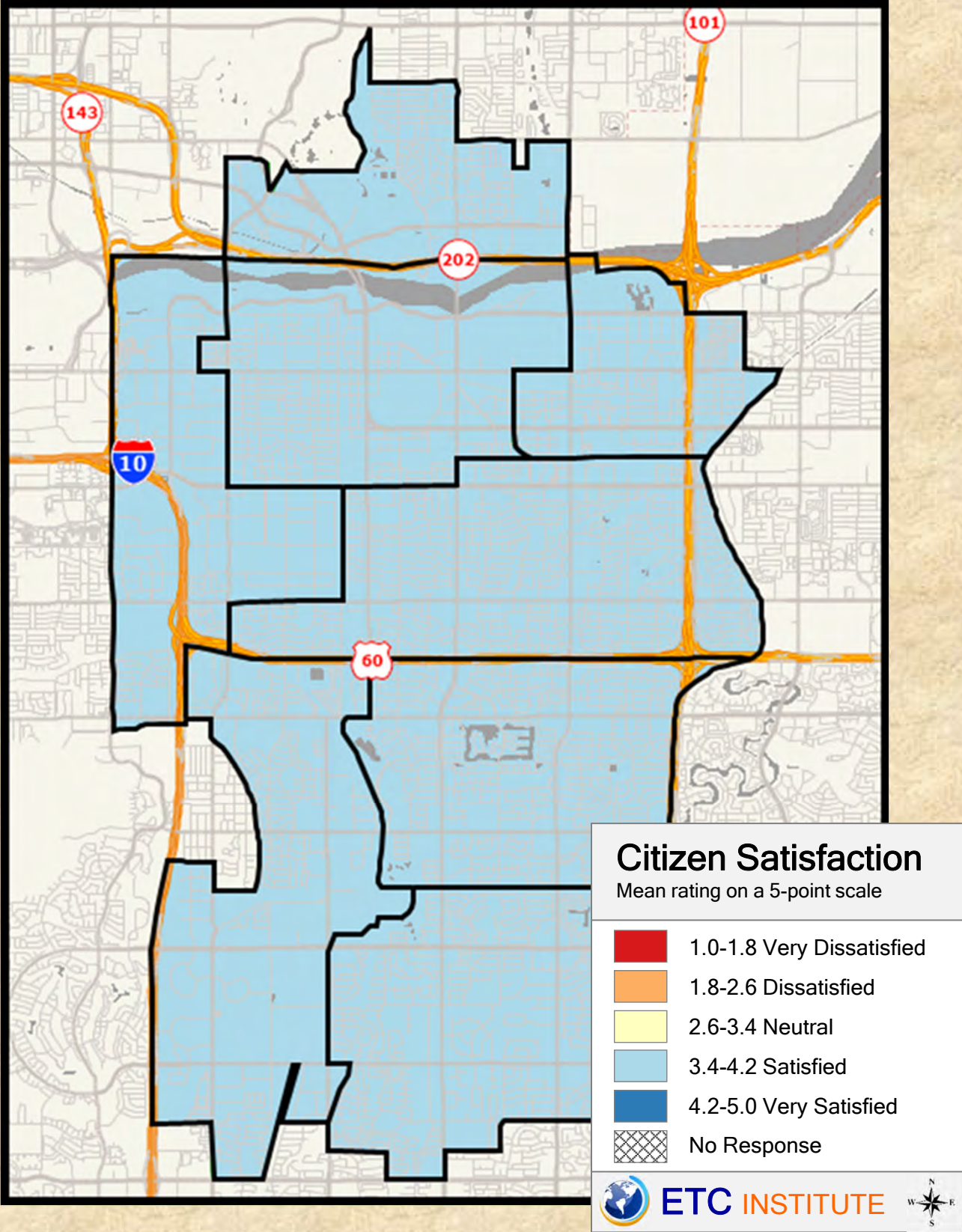


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q6.1 Satisfaction with: The overall quality of services offered by the City of Tempe

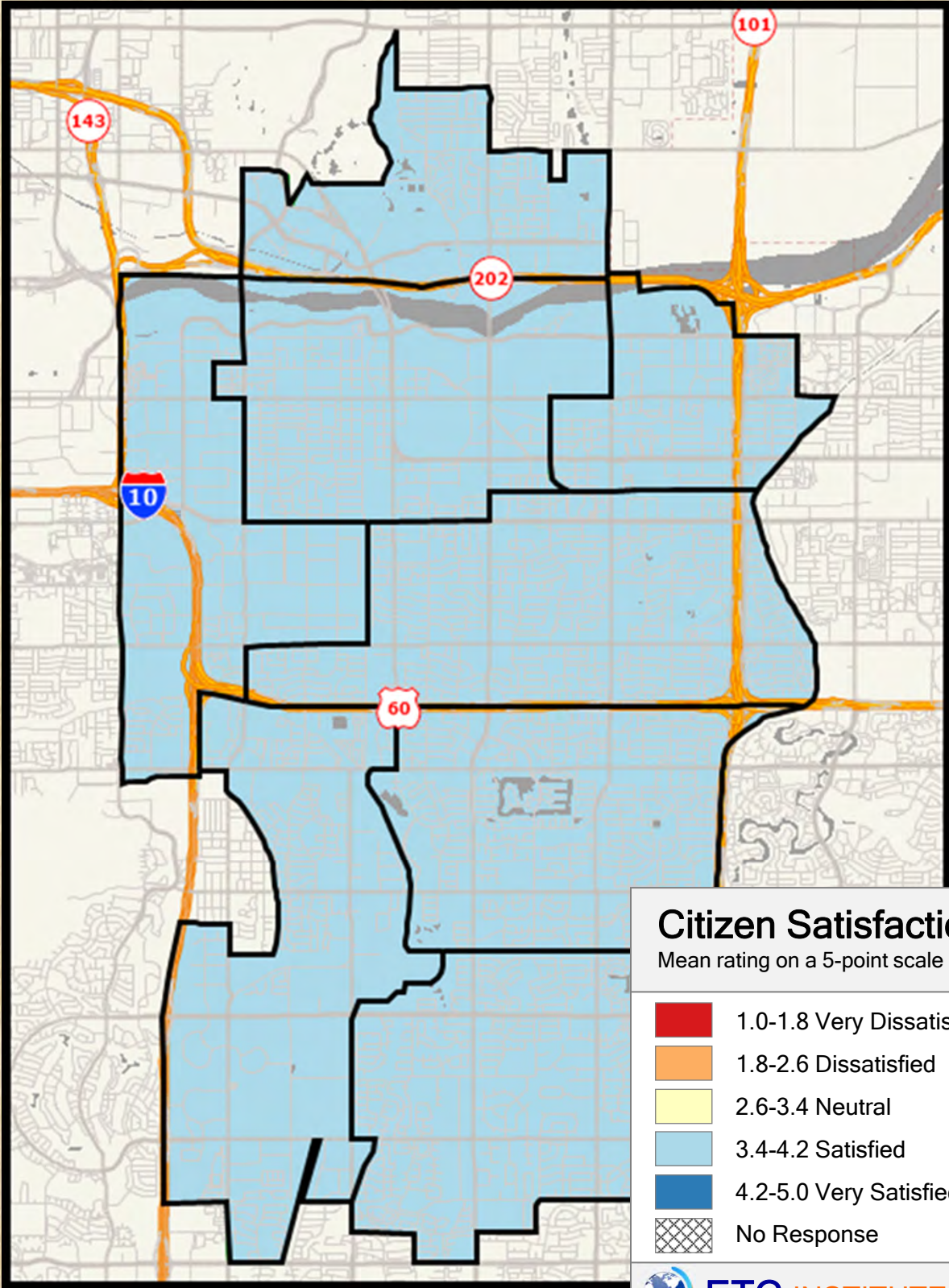


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q6.2 Satisfaction with: Leadership of the City's elected officials



**Citizen Satisfaction**  
Mean rating on a 5-point scale

Red	1.0-1.8	Very Dissatisfied
Orange	1.8-2.6	Dissatisfied
Yellow	2.6-3.4	Neutral
Light Blue	3.4-4.2	Satisfied
Dark Blue	4.2-5.0	Very Satisfied
Hatched	-	No Response

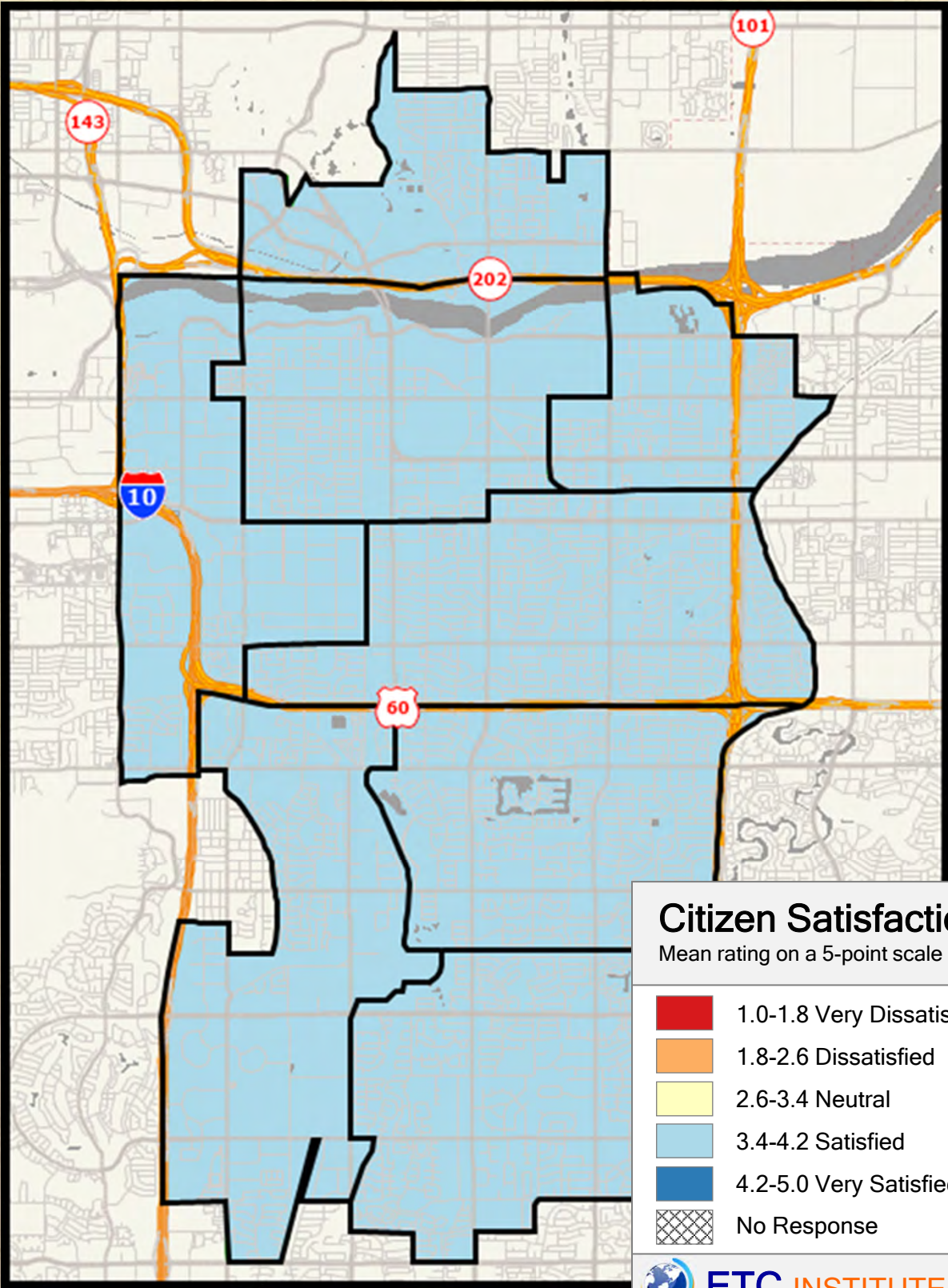
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## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q6.3 Satisfaction with: How ethical City employees are in the way they conduct City business



**Citizen Satisfaction**  
Mean rating on a 5-point scale

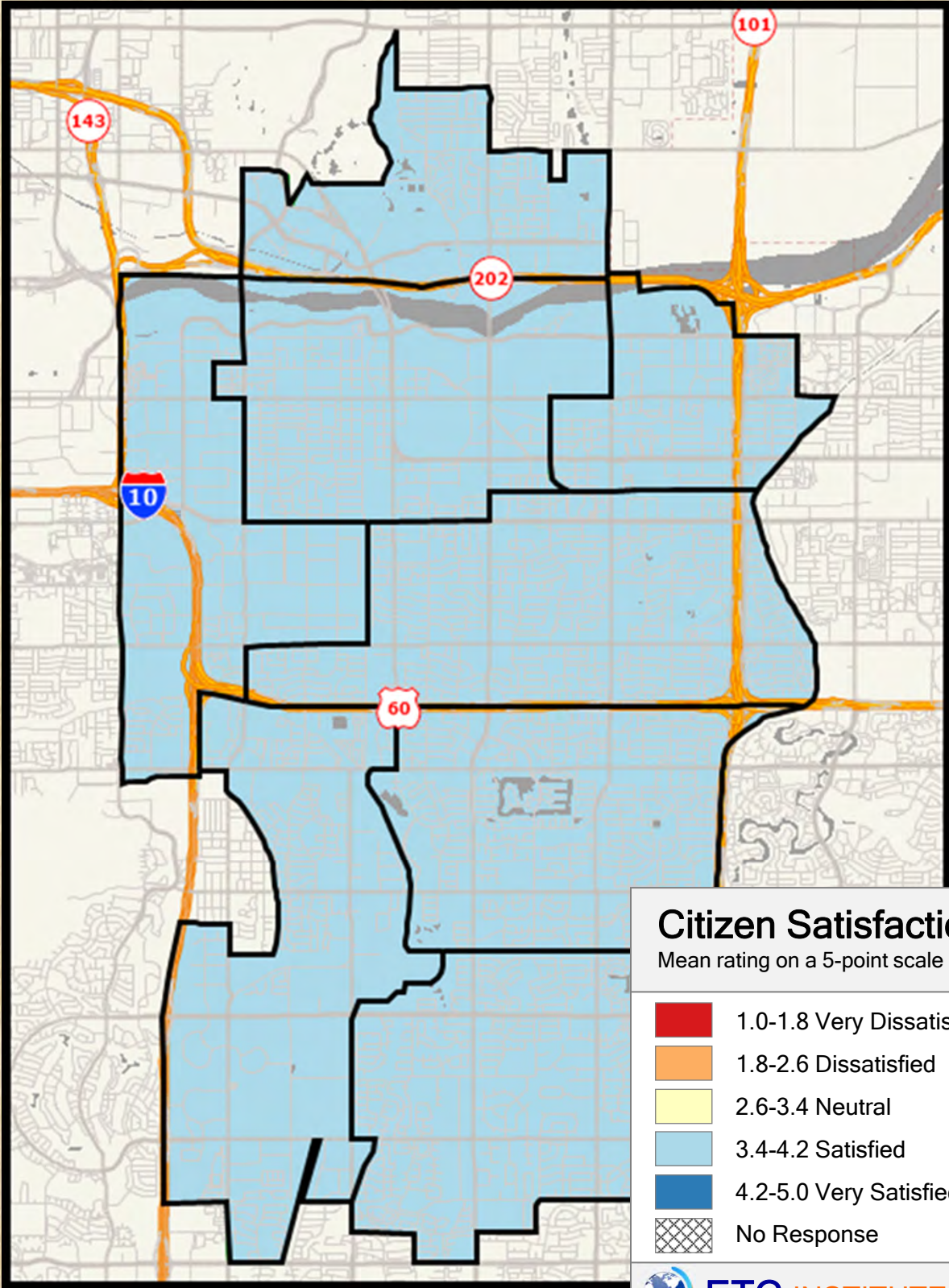
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q6.4 Satisfaction with: Availability of information about City programs, events, services, and issues



**Citizen Satisfaction**  
Mean rating on a 5-point scale

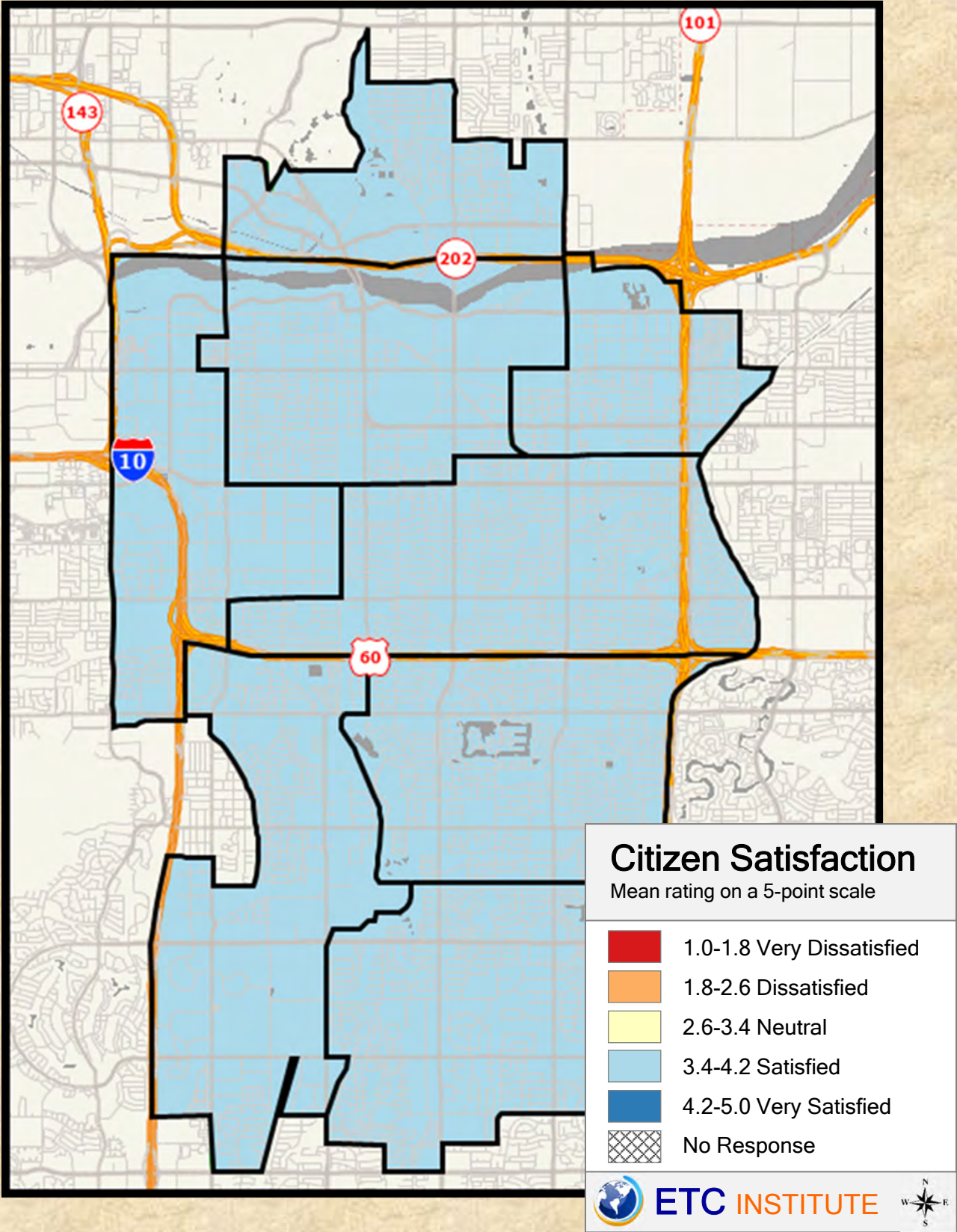
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q6.5 Satisfaction with: Availability of information on water/wastewater (sewer) and solid waste rates

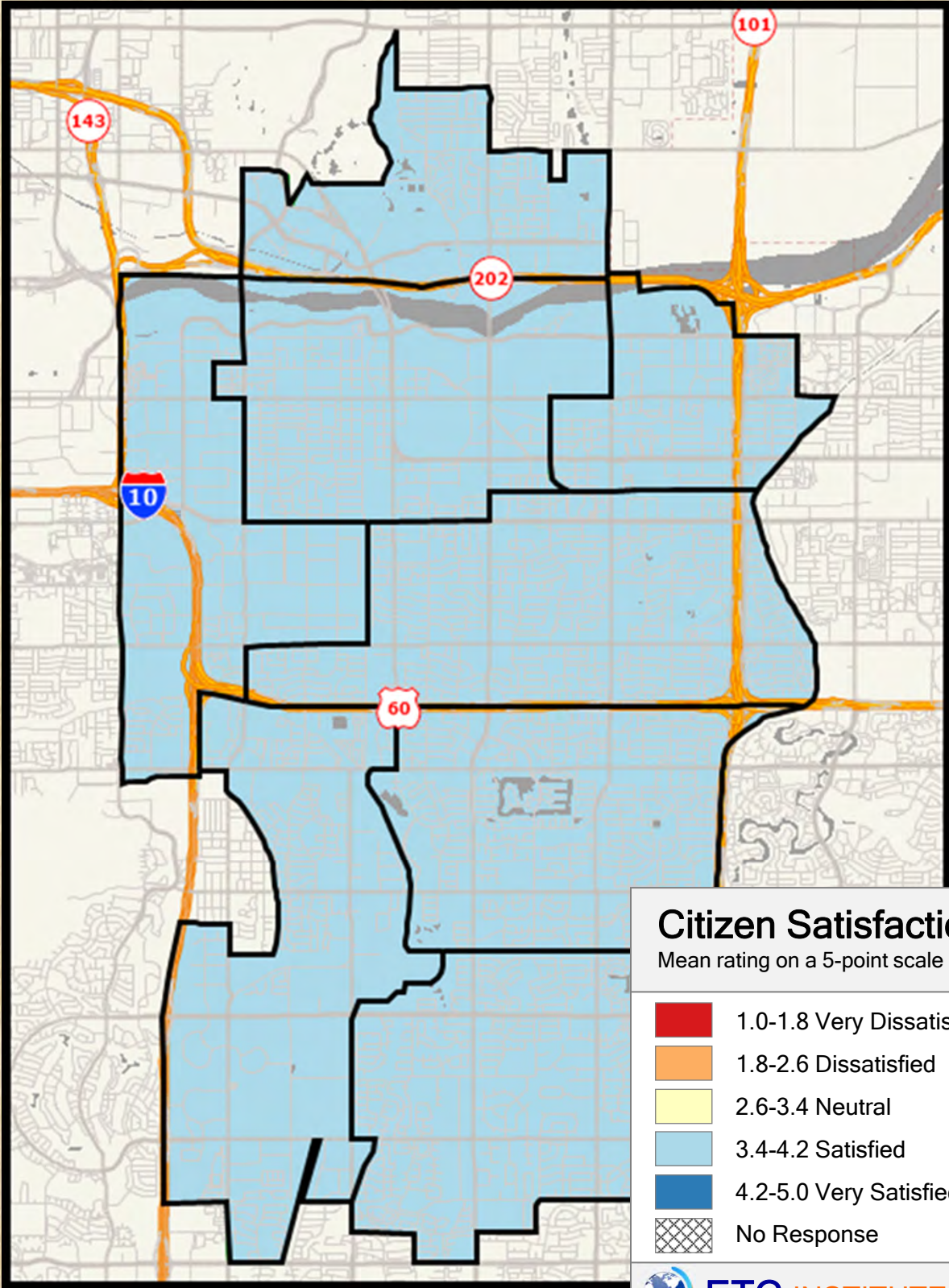


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q6.6 Satisfaction with: Availability of information on recycling, composting, and water conservation program offerings



**Citizen Satisfaction**  
Mean rating on a 5-point scale

<span style="color: red;">■</span>	1.0-1.8 Very Dissatisfied
<span style="color: orange;">■</span>	1.8-2.6 Dissatisfied
<span style="color: yellow;">■</span>	2.6-3.4 Neutral
<span style="color: lightblue;">■</span>	3.4-4.2 Satisfied
<span style="color: darkblue;">■</span>	4.2-5.0 Very Satisfied
<span style="border: 1px solid black; display: inline-block; width: 15px; height: 10px; background: repeating-linear-gradient(45deg, transparent, transparent 2px, black 2px, black 4px);"></span>	No Response

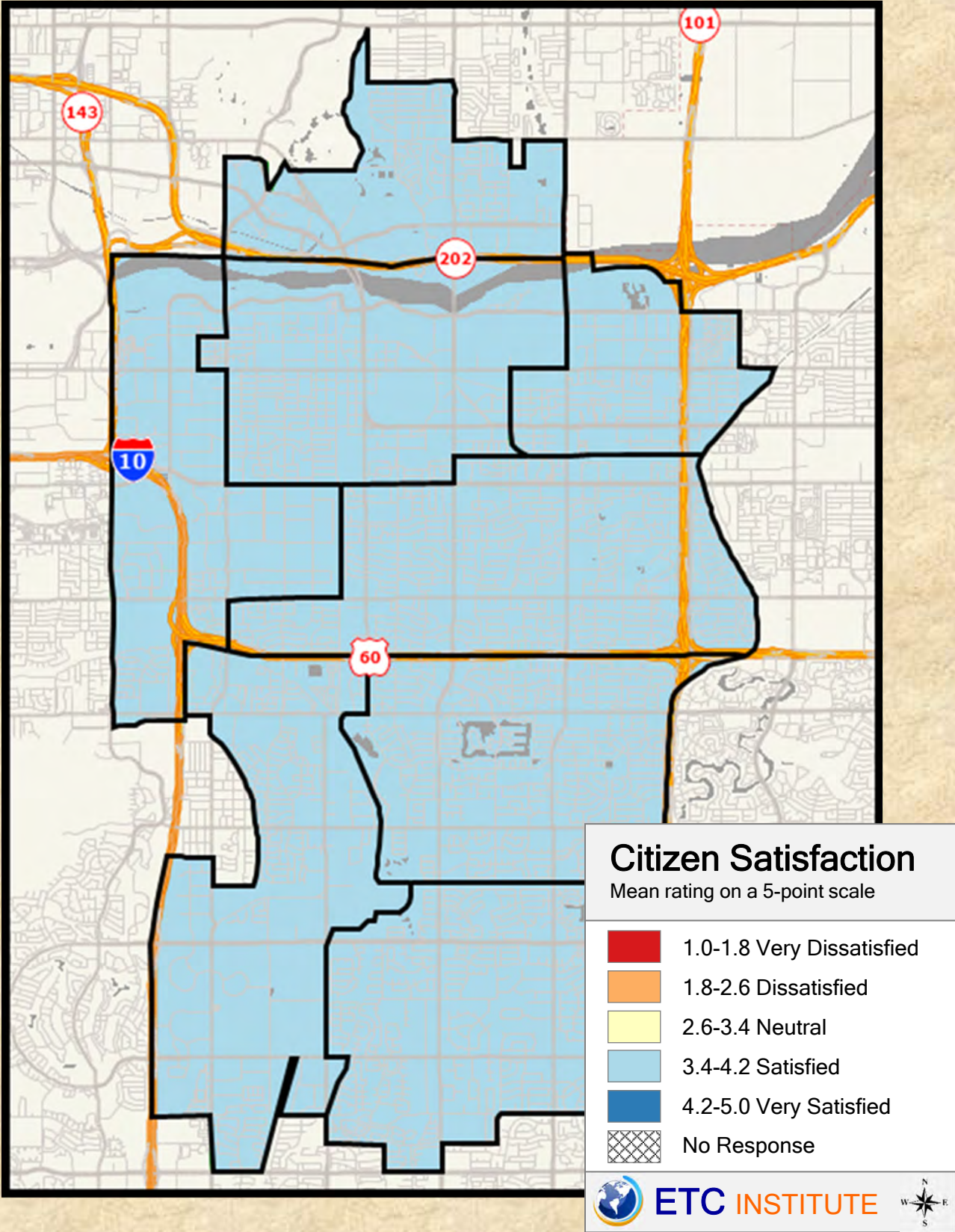
 

## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



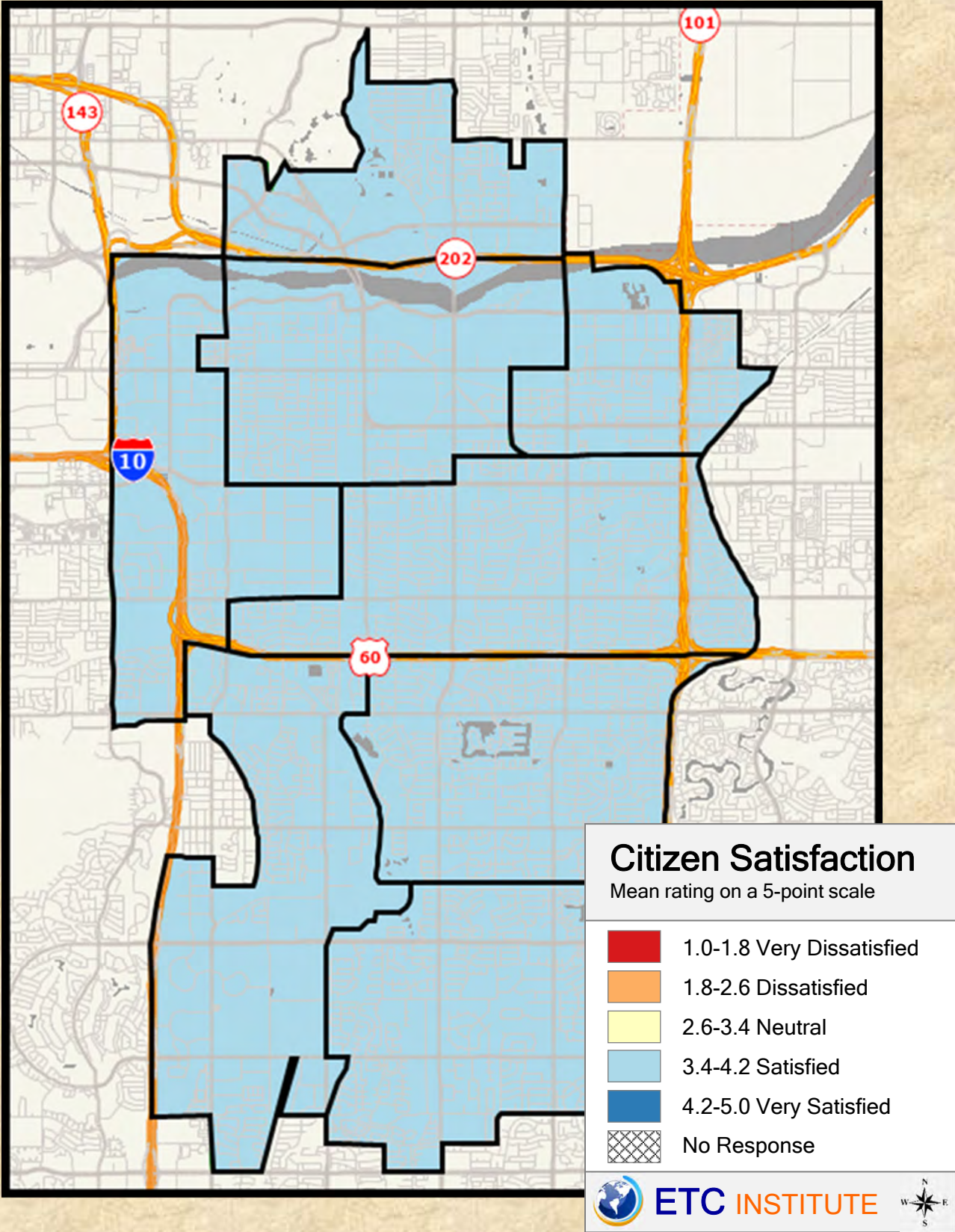
# Q6.7 Satisfaction with: How easy Tempe 311 "One Call to City Hall" is to use



**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q6.8 Satisfaction with: Overall usefulness of the City's websites

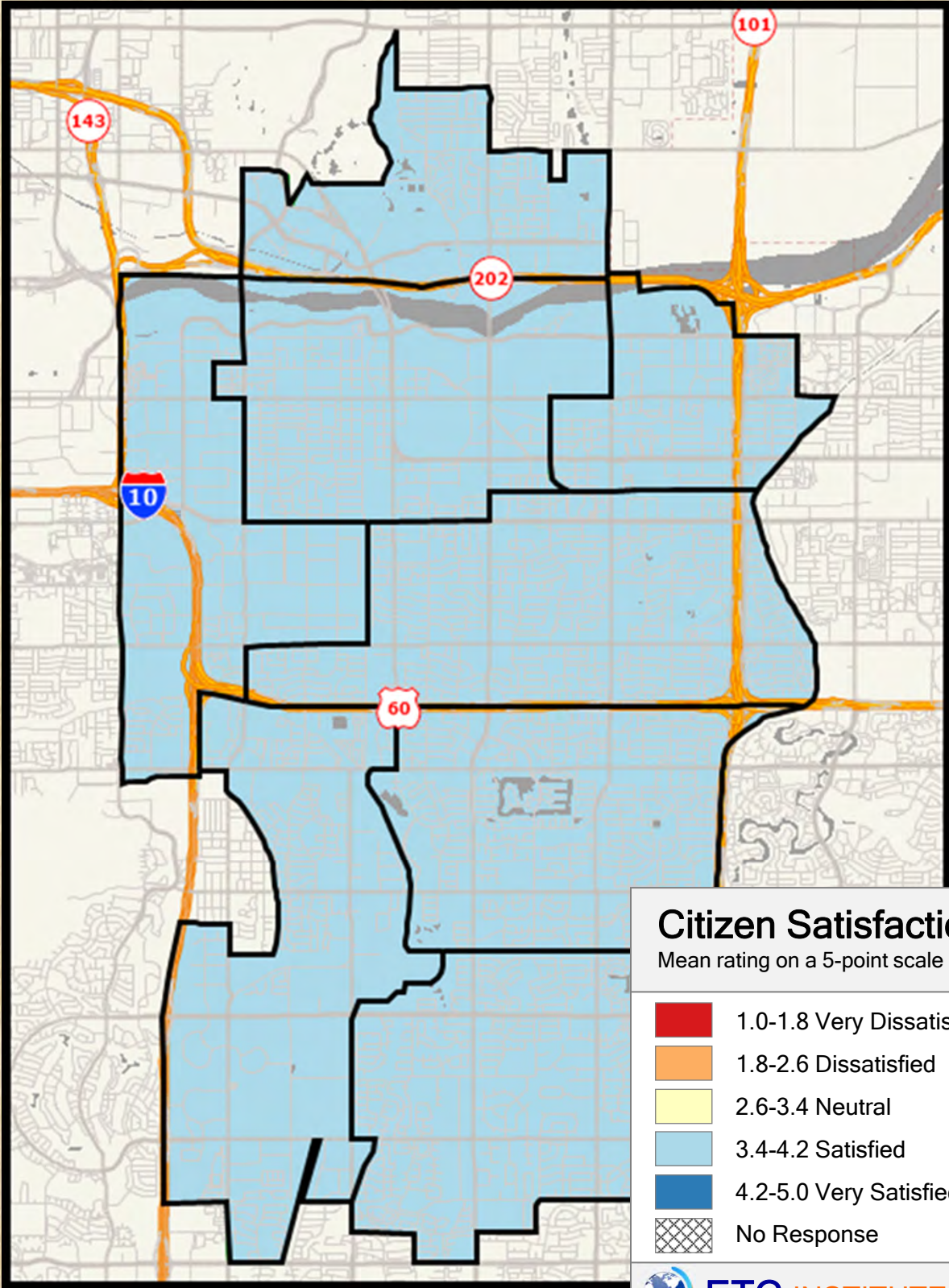


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q6.9 Satisfaction with: Usefulness of Tempe.gov



**Citizen Satisfaction**  
Mean rating on a 5-point scale

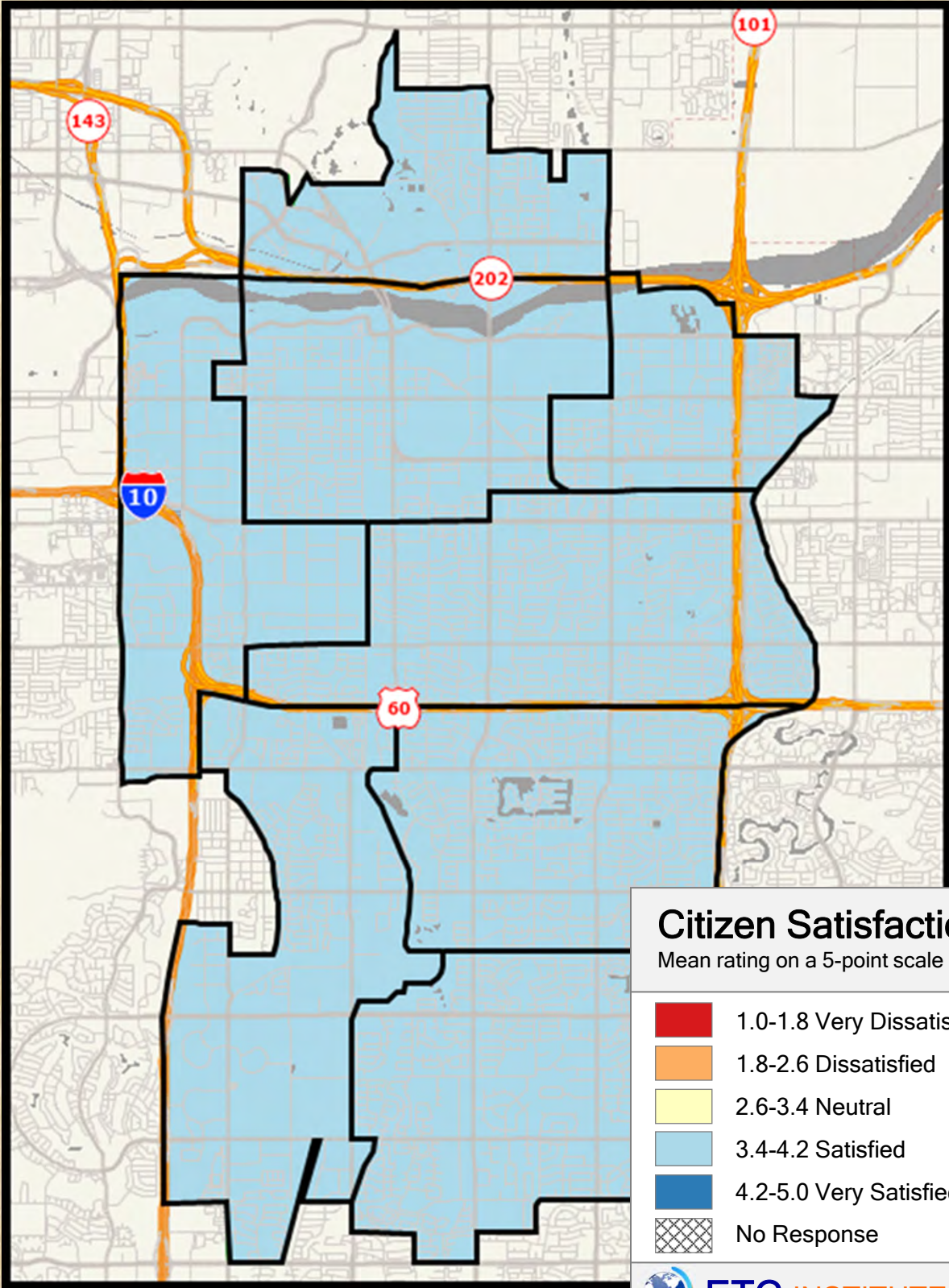
<span style="color: red;">■</span>	1.0-1.8 Very Dissatisfied
<span style="color: orange;">■</span>	1.8-2.6 Dissatisfied
<span style="color: yellow;">■</span>	2.6-3.4 Neutral
<span style="color: lightblue;">■</span>	3.4-4.2 Satisfied
<span style="color: darkblue;">■</span>	4.2-5.0 Very Satisfied
<span style="background-color: #cccccc; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	No Response

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q6.10 Satisfaction with: Usefulness of TempePublicLibrary.org



**Citizen Satisfaction**  
Mean rating on a 5-point scale

<span style="color: red;">■</span>	1.0-1.8 Very Dissatisfied
<span style="color: orange;">■</span>	1.8-2.6 Dissatisfied
<span style="color: yellow;">■</span>	2.6-3.4 Neutral
<span style="color: lightblue;">■</span>	3.4-4.2 Satisfied
<span style="color: darkblue;">■</span>	4.2-5.0 Very Satisfied
<span style="border: 1px dashed black; display: inline-block; width: 15px; height: 10px;"></span>	No Response

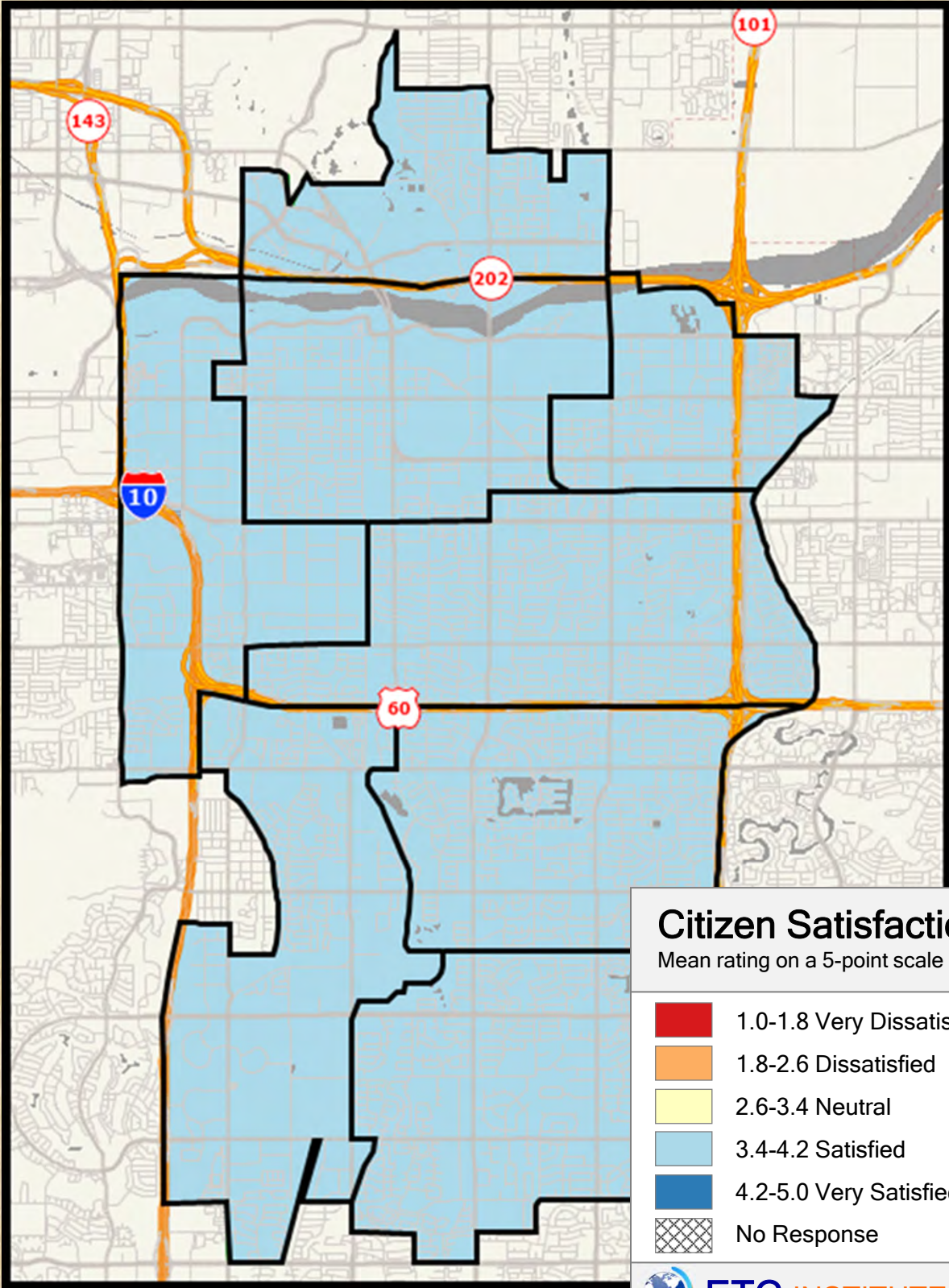
 

## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q6.11 Satisfaction with: Usefulness of TempeCenterfortheArts.com



**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

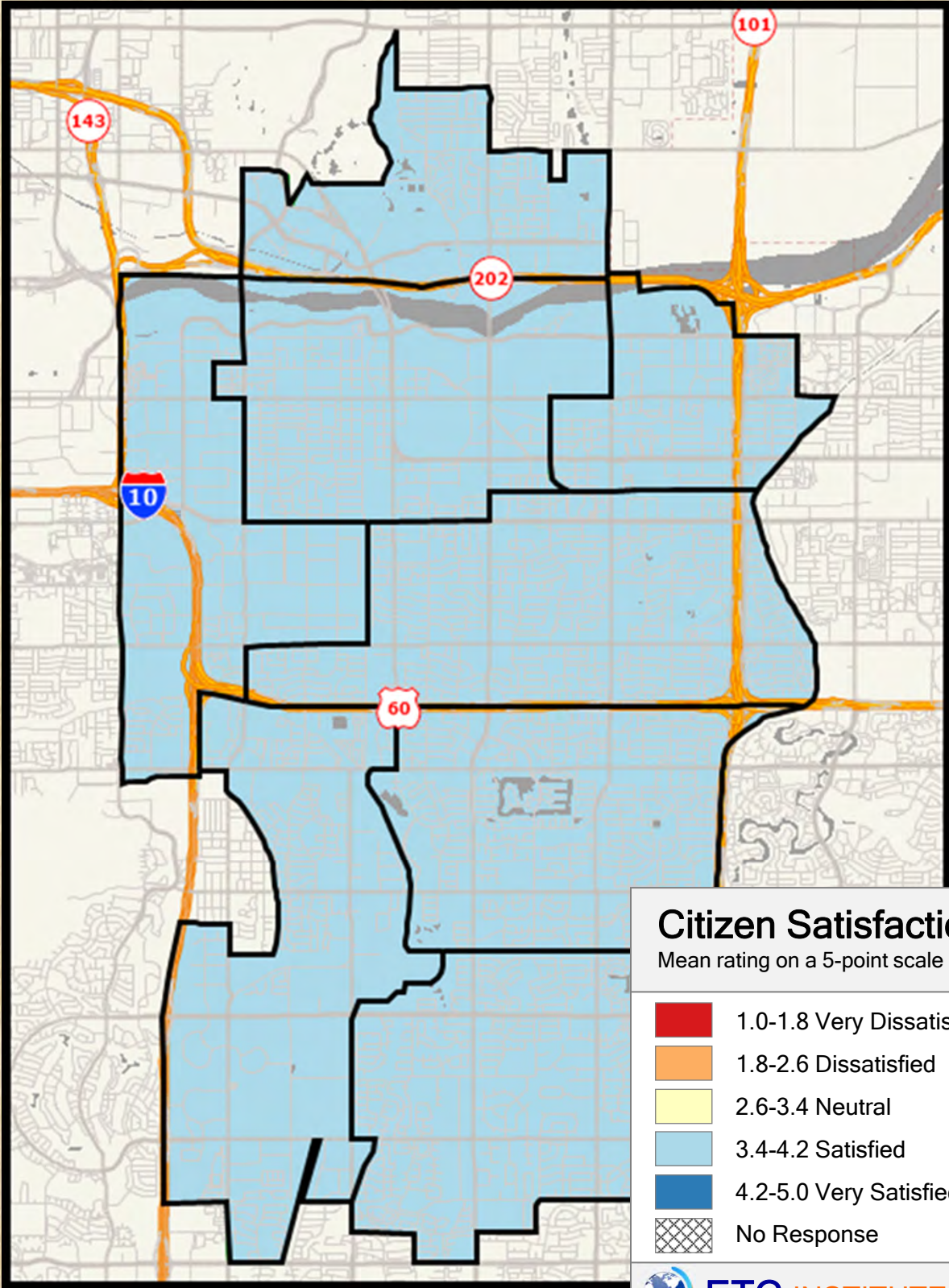
ETC INSTITUTE

## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q6.12 Satisfaction with: Tempe's online services (registration, payment, etc.)



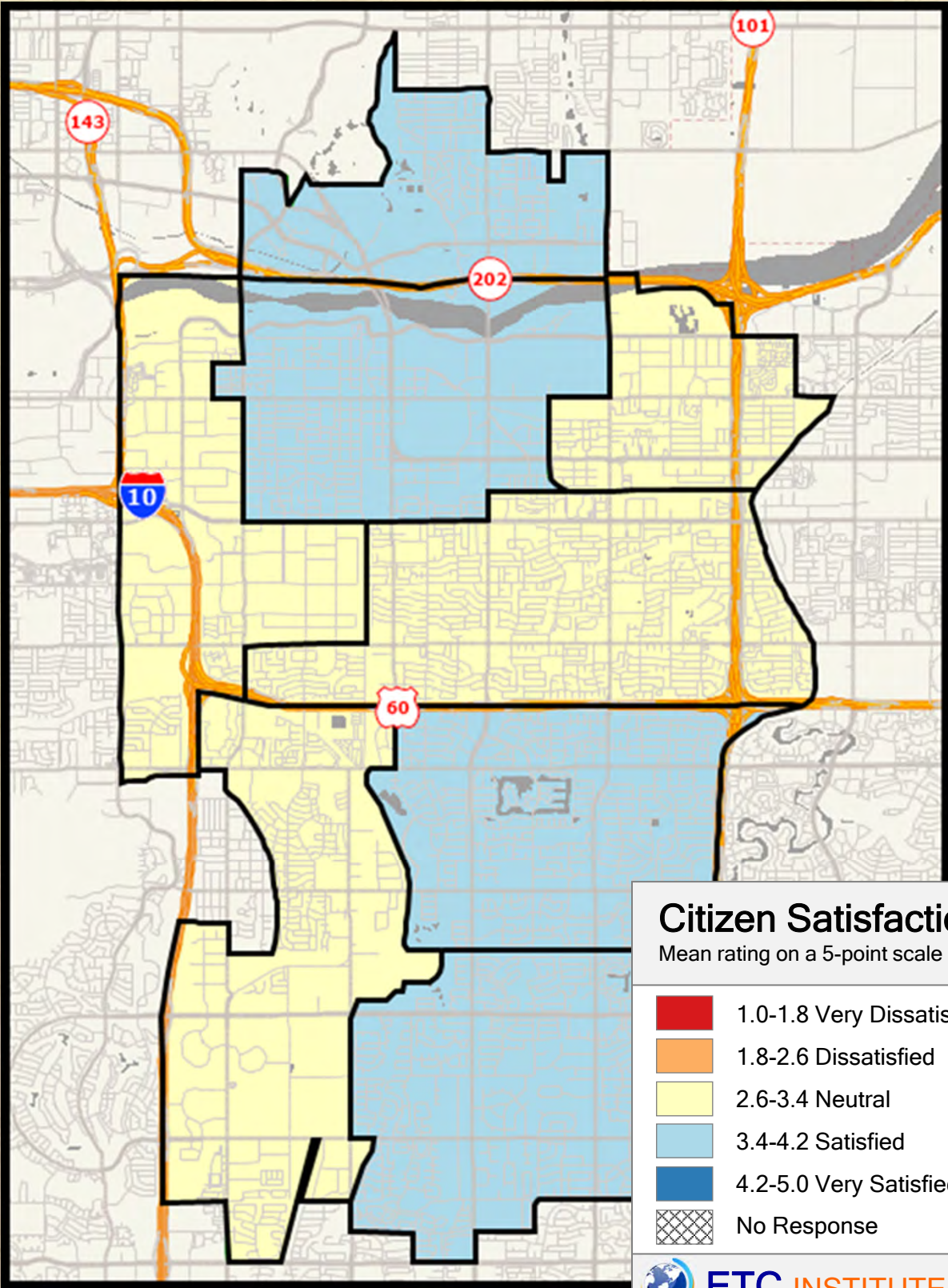
**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



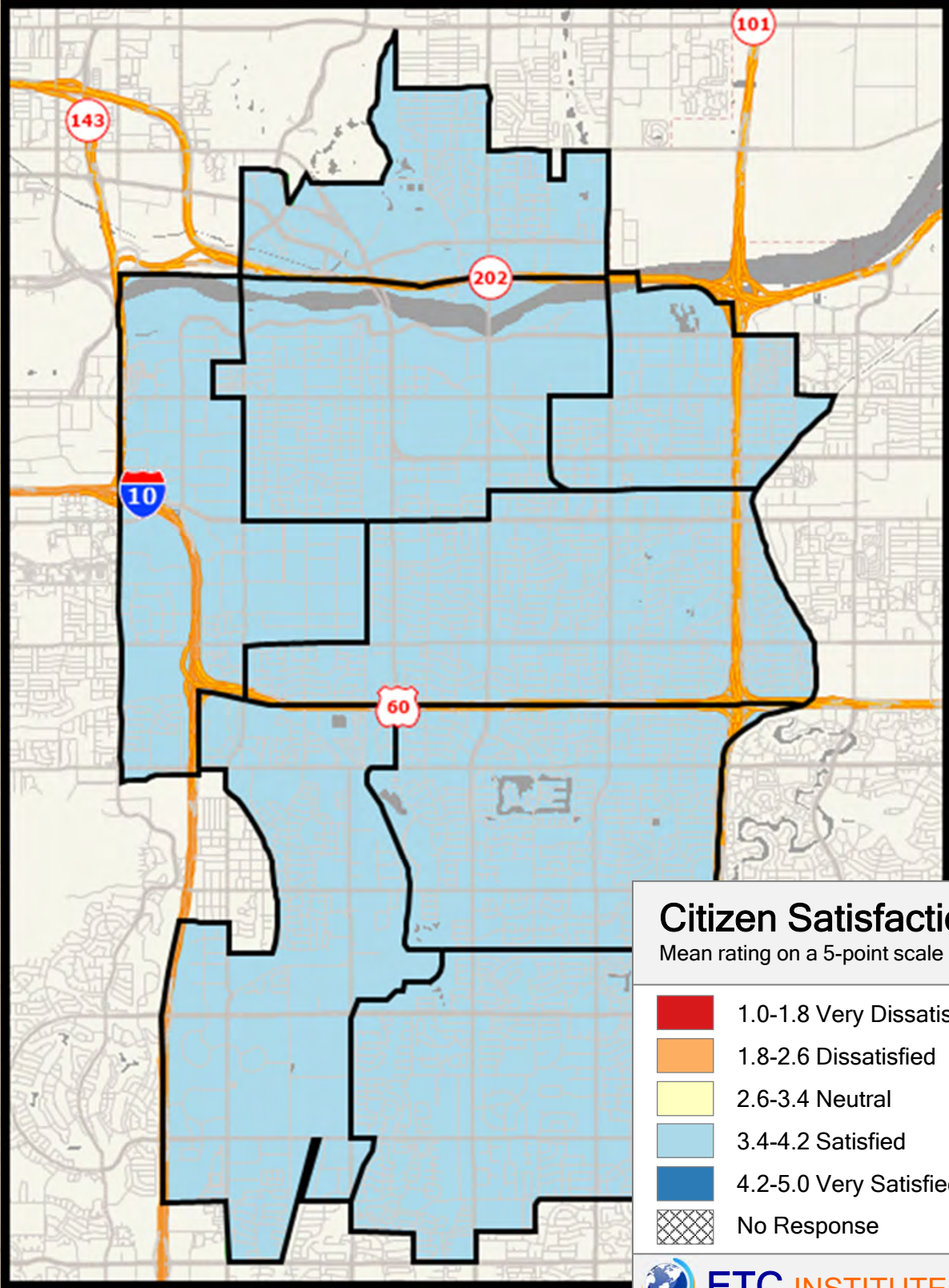
# Q6.13 Satisfaction with: Your ability to participate in City decision-making processes



2021 City of Tempe Community Survey  
Shading reflects the mean rating for all respondents by Character Area



# Q6.14 Satisfaction with: The accessibility and transparency of information provided by the City Council



**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

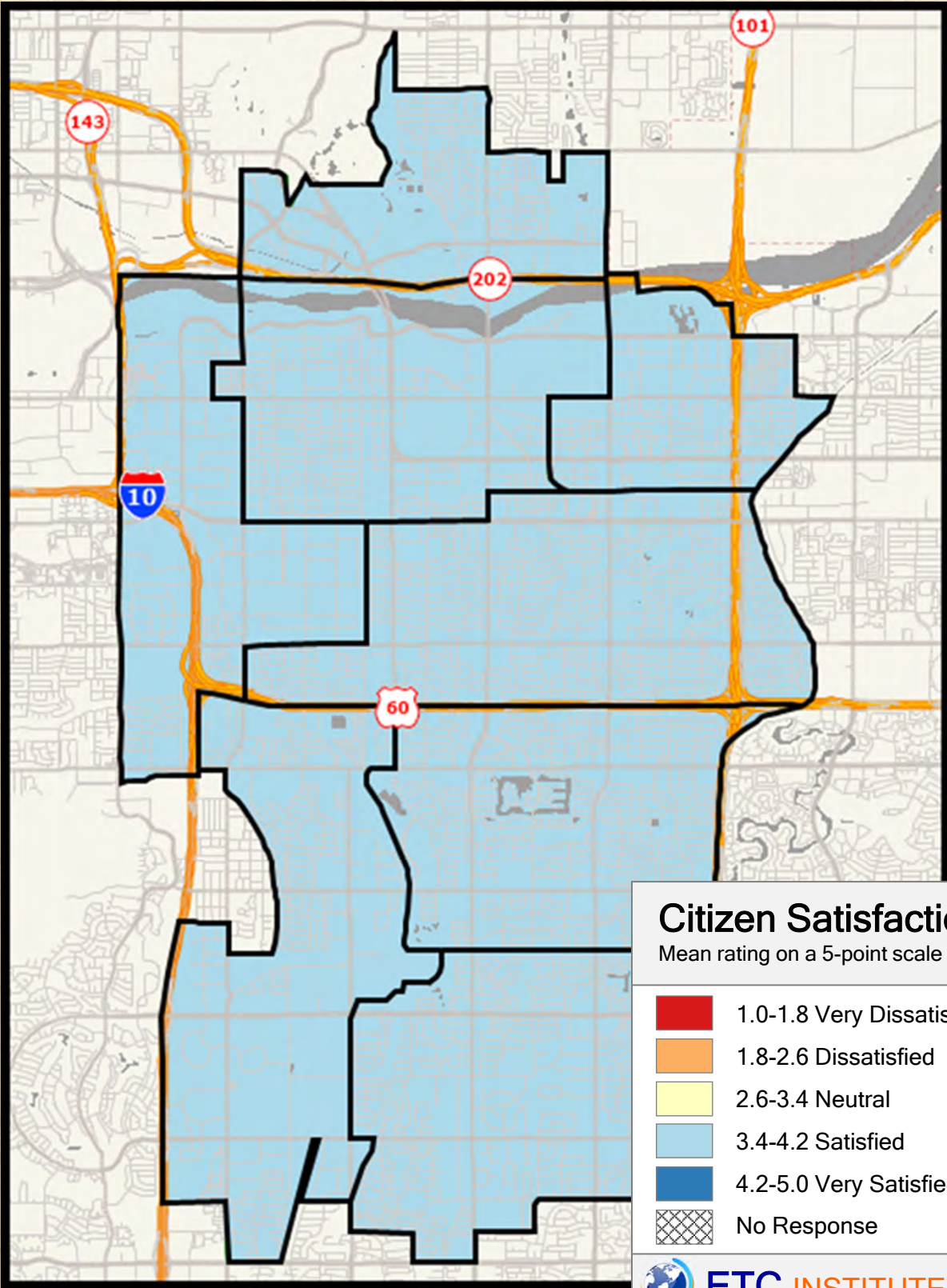
 

## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q6.15 Satisfaction with: How well the City treats residents regardless of age, disability, gender, or other characteristics

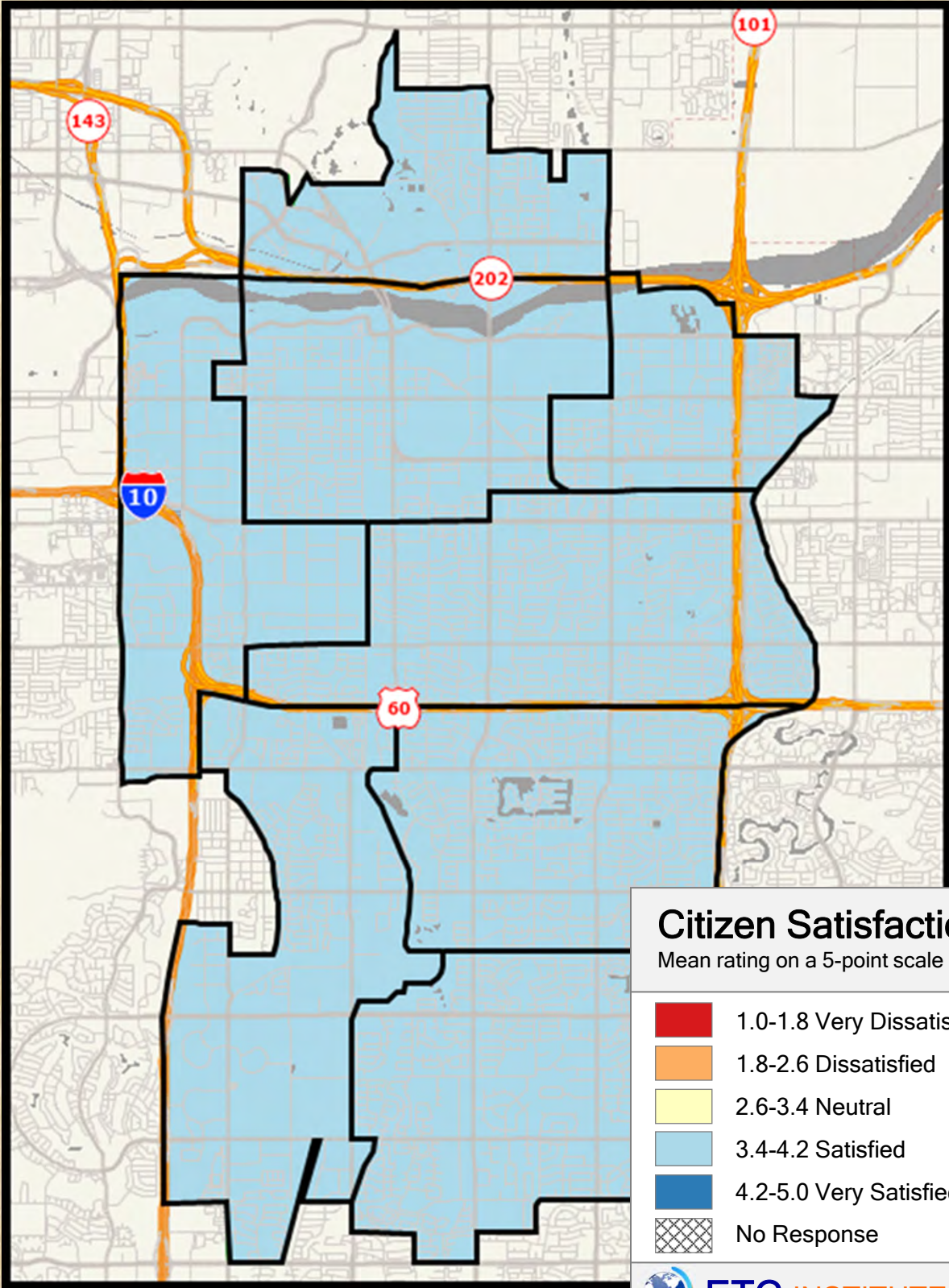


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q6.16 Satisfaction with: Overall quality of customer service



**Citizen Satisfaction**  
Mean rating on a 5-point scale

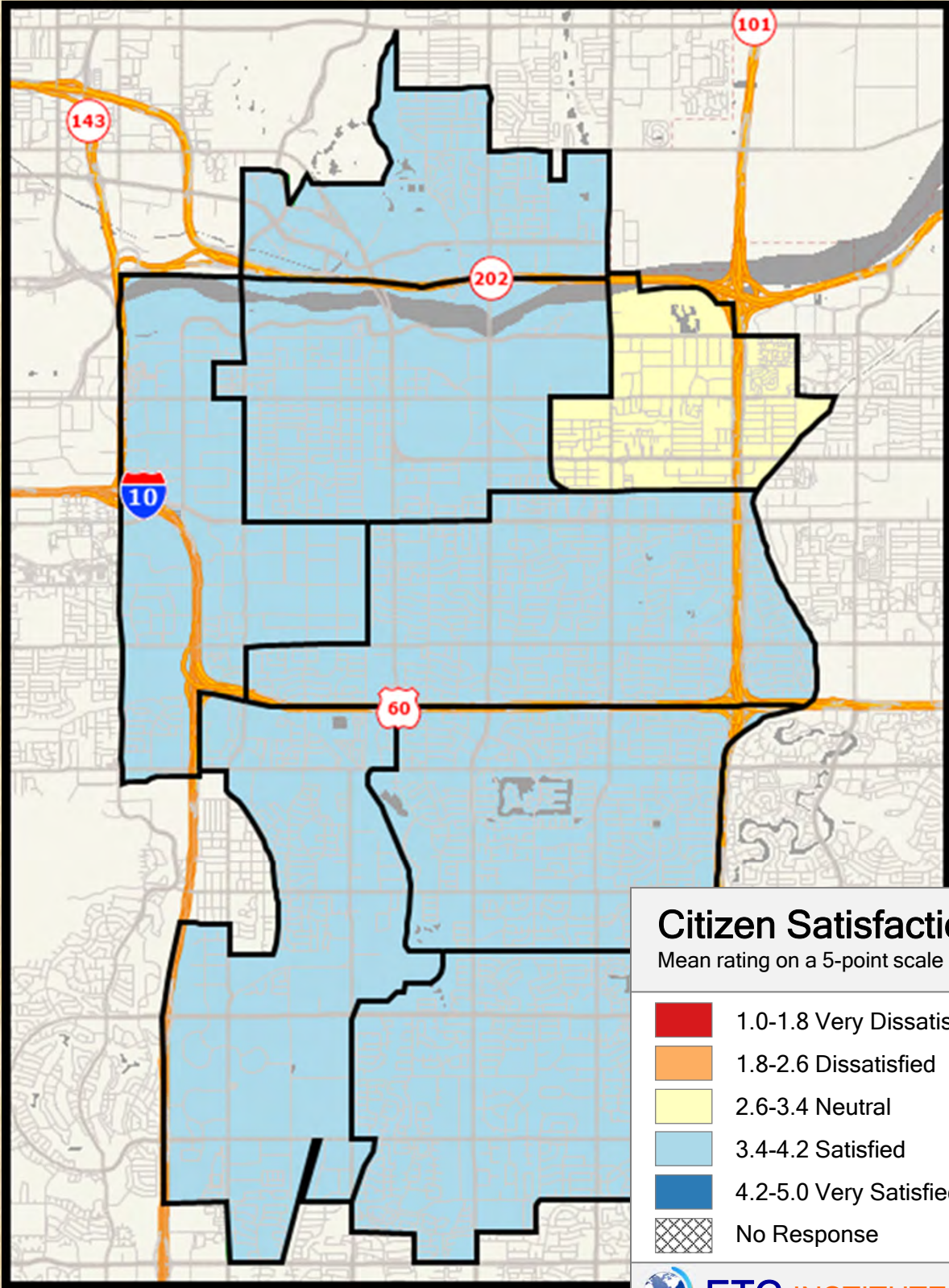
Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Hatched	No Response

## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q7.1 Satisfaction with: City Council Meetings (schedules, agendas, minutes, videos)



**Citizen Satisfaction**  
Mean rating on a 5-point scale

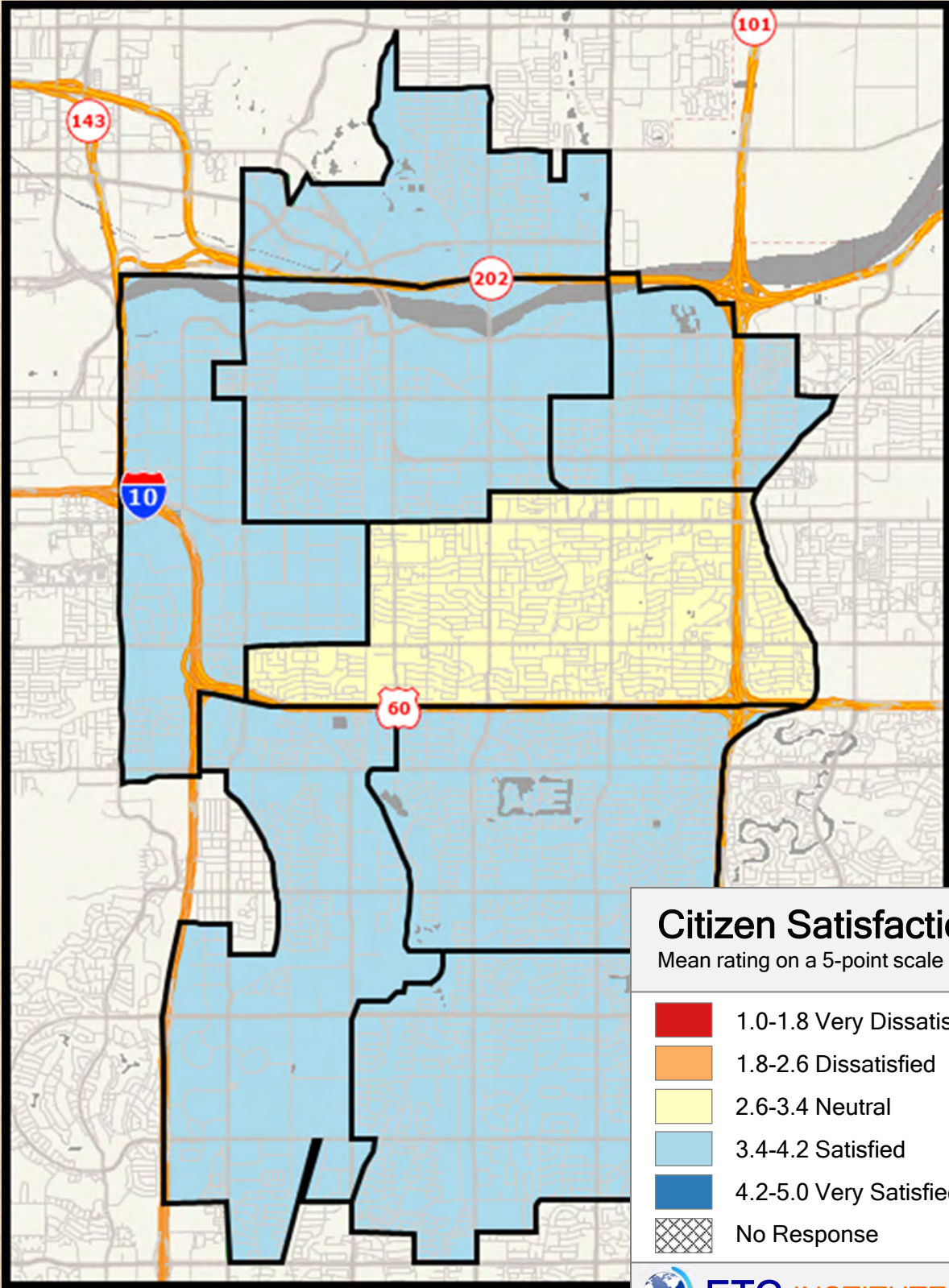
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q7.2 Satisfaction with: Boards and Commission Meetings (schedules, agendas, minutes)



**Citizen Satisfaction**  
Mean rating on a 5-point scale

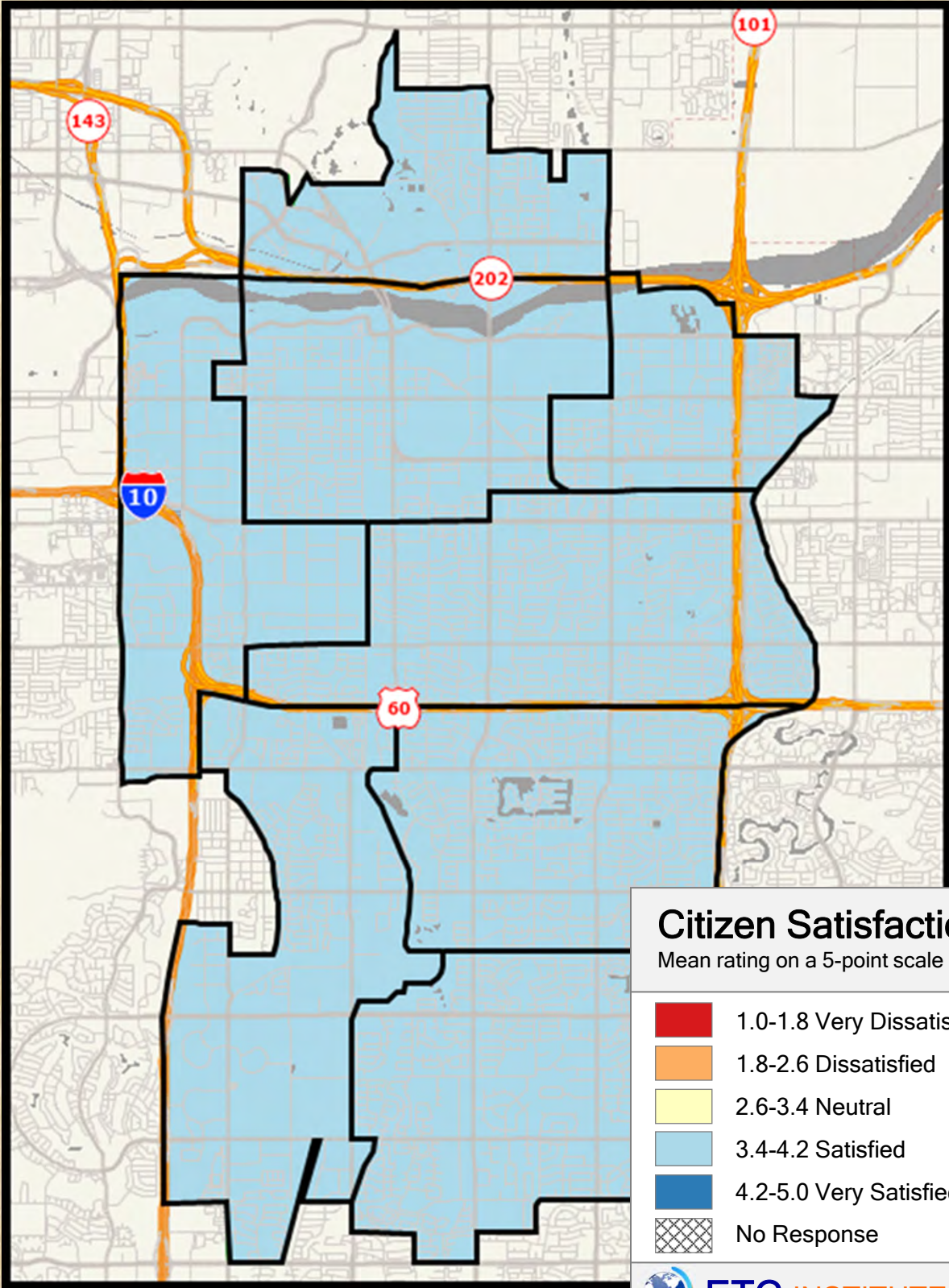
Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Cross-hatched	No Response

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q7.3 Satisfaction with: City Elections (election information and results, voter outreach)



**Citizen Satisfaction**  
Mean rating on a 5-point scale

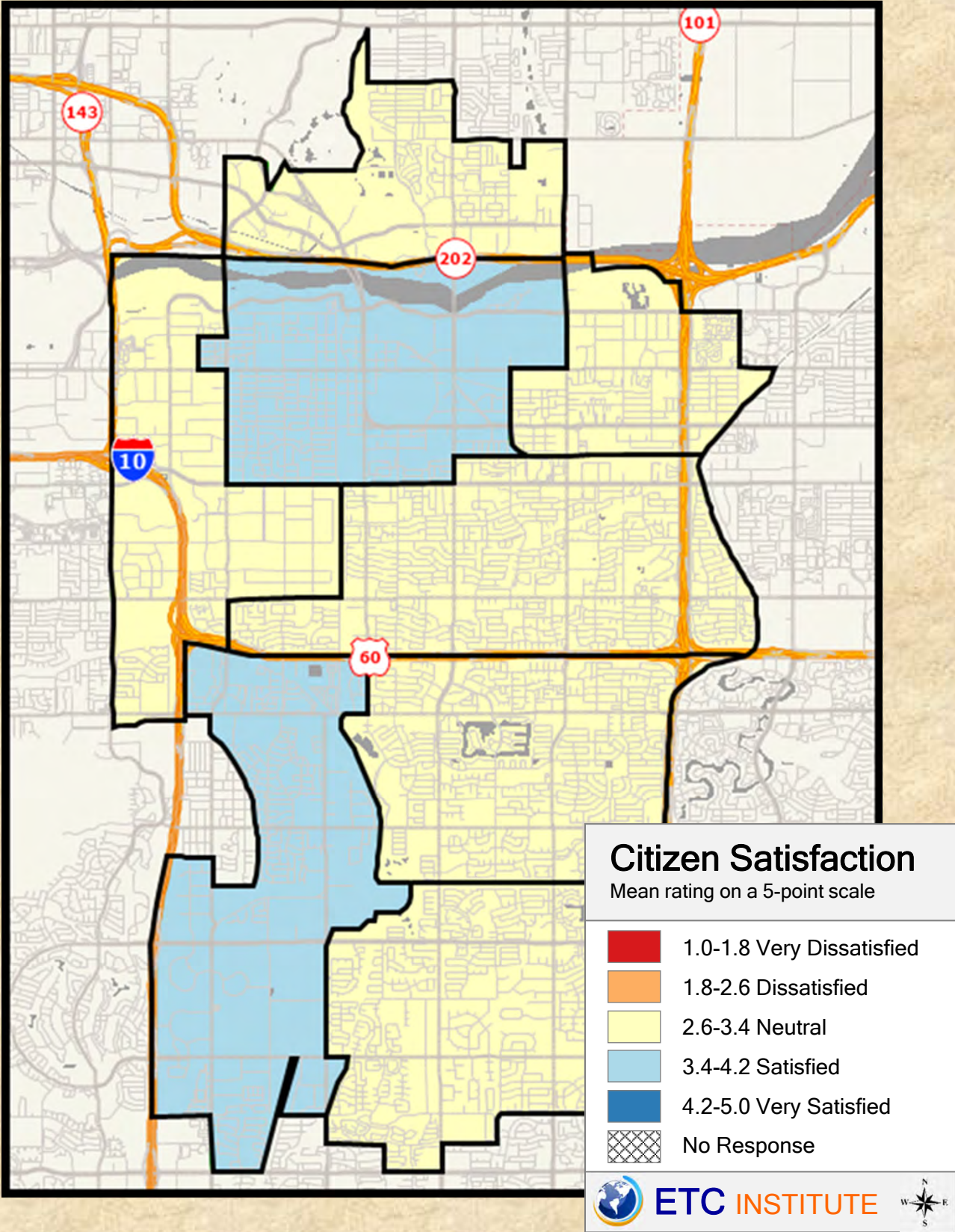
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q7.4 Satisfaction with: Campaign Finance and Lobbyist Disclosures

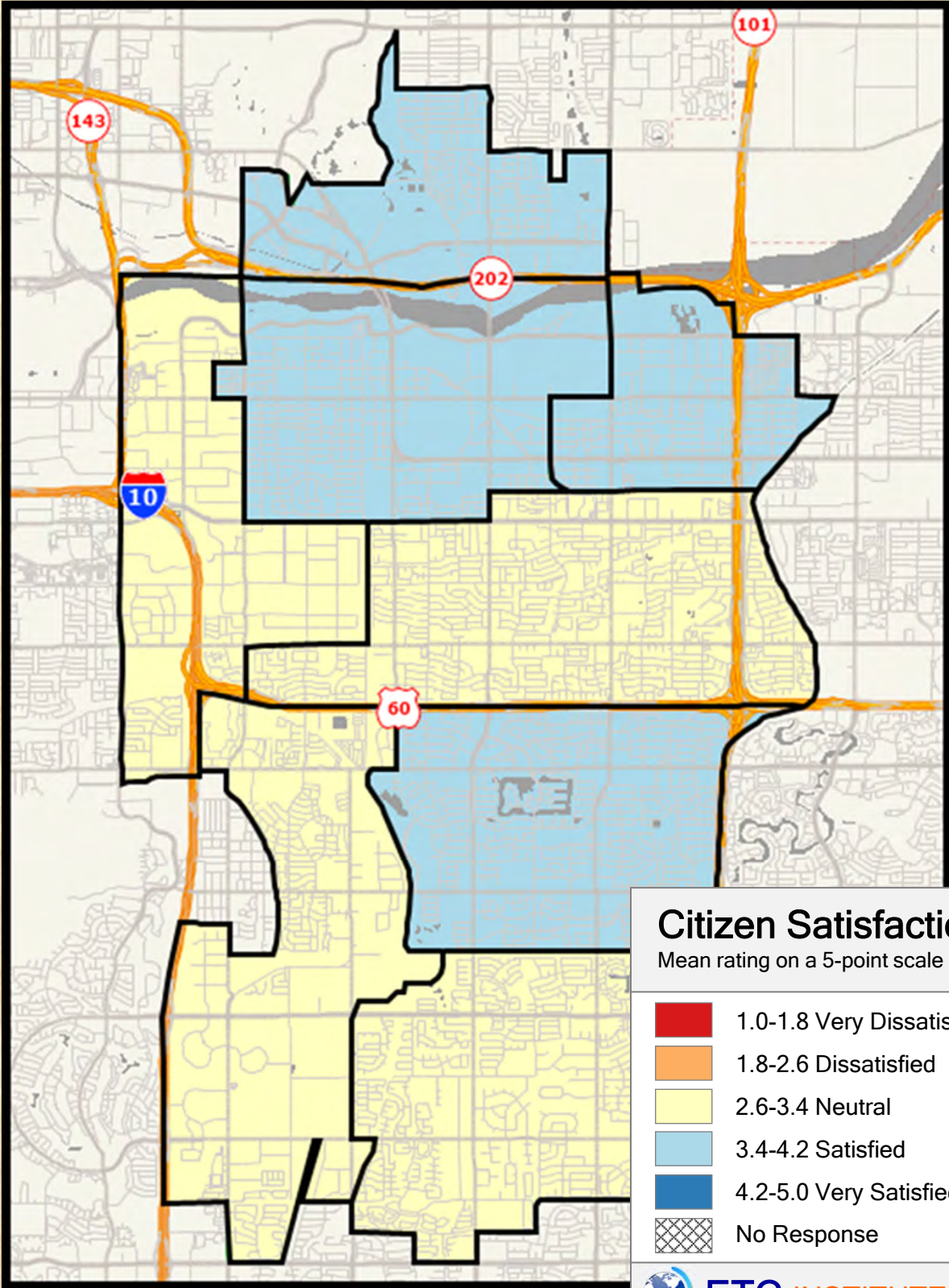


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q7.5 Satisfaction with: Open Books (financial information)

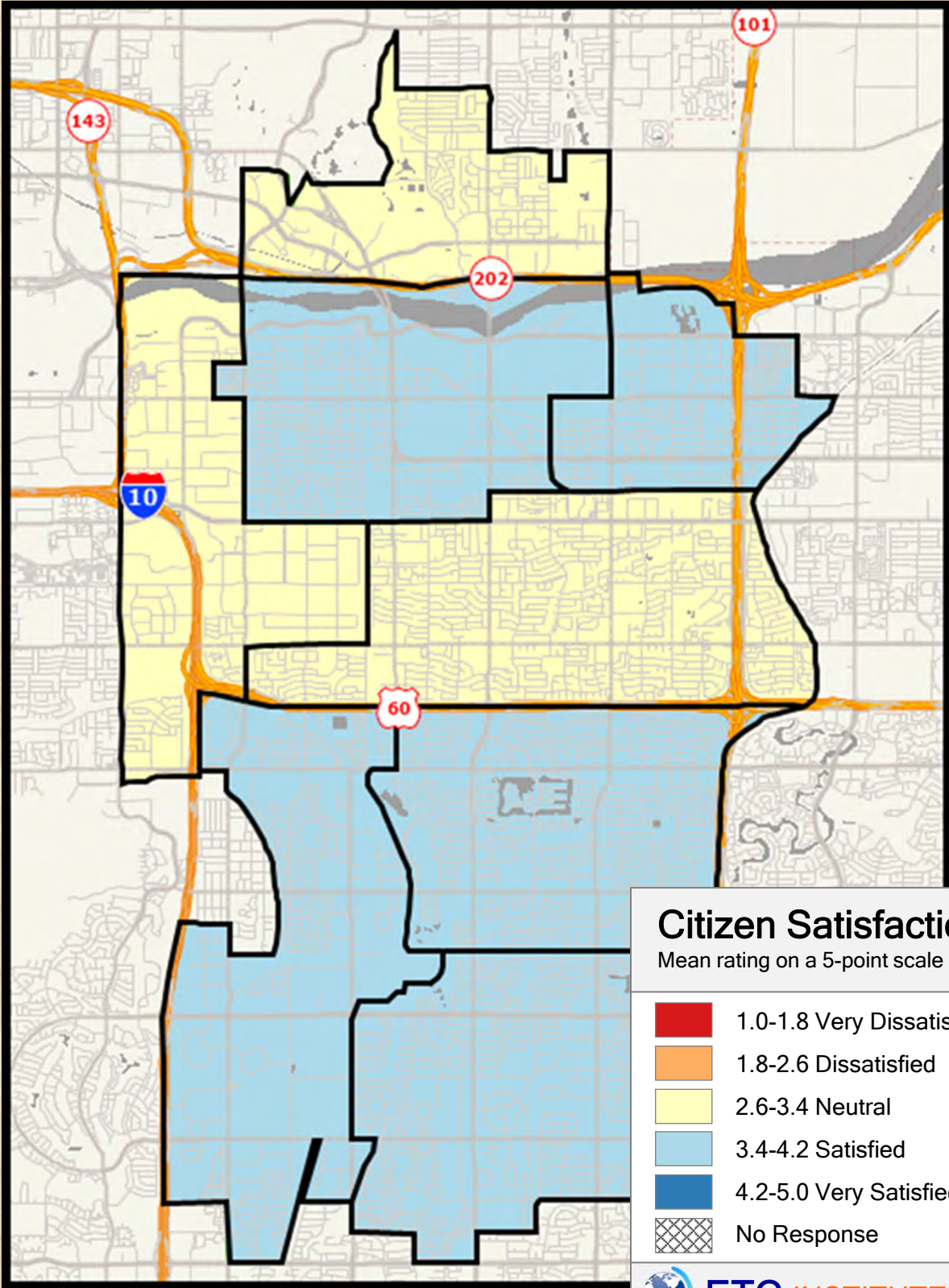


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q7.6 Satisfaction with: Open Data



**Citizen Satisfaction**  
Mean rating on a 5-point scale

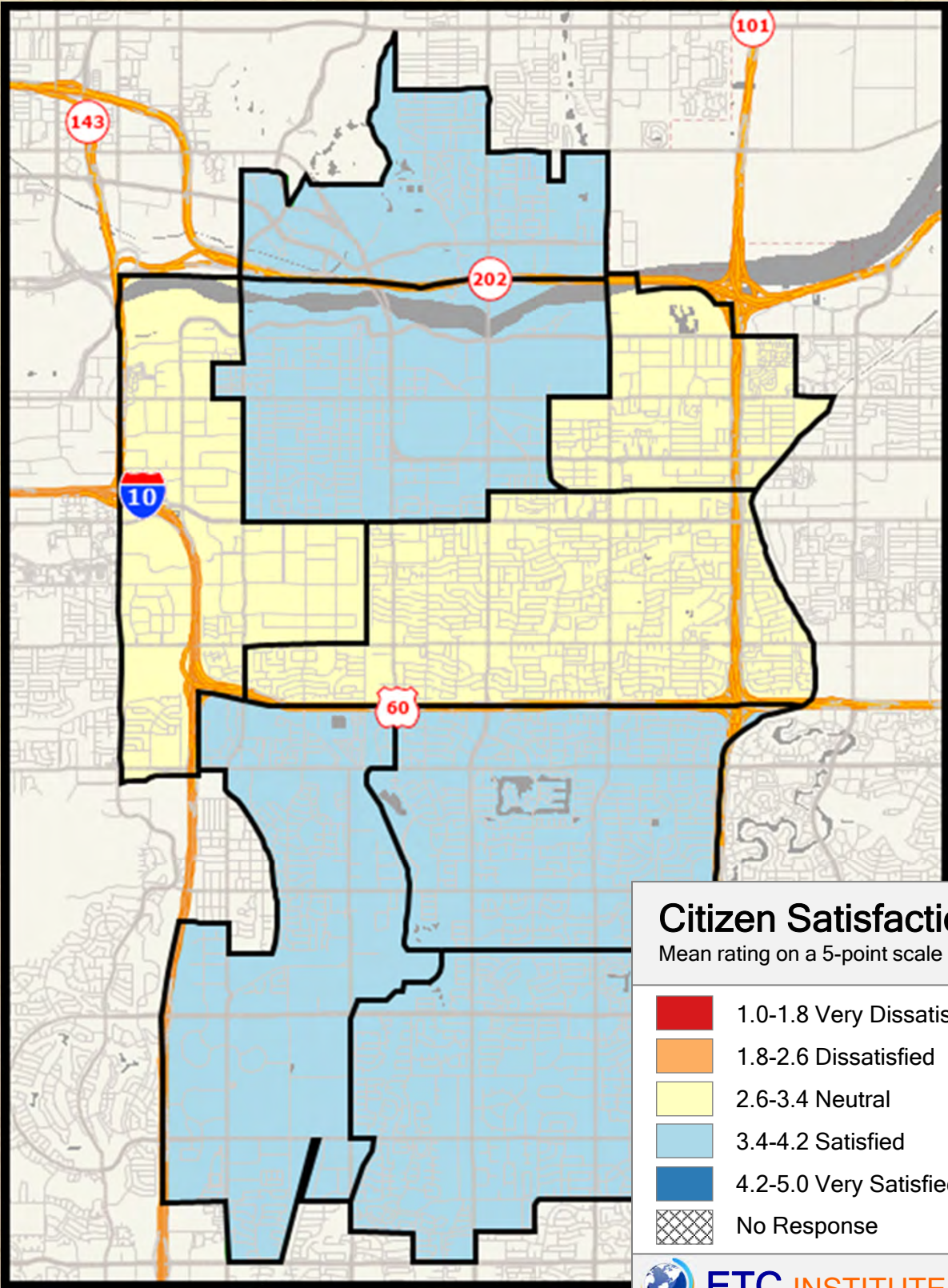
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q7.7 Satisfaction with: City's Performance on Strategic Plan

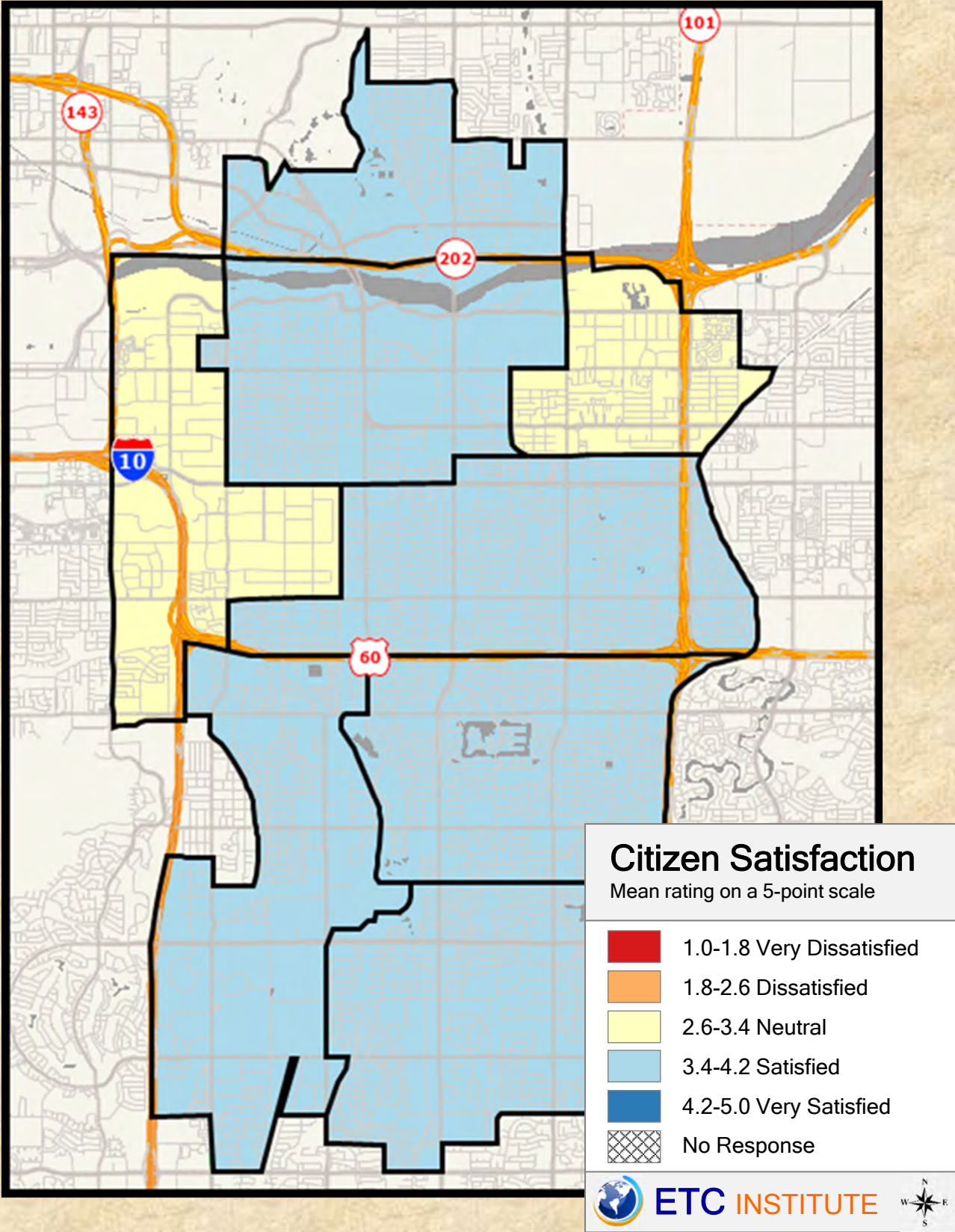


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q7.8 Satisfaction with: City Public Meetings

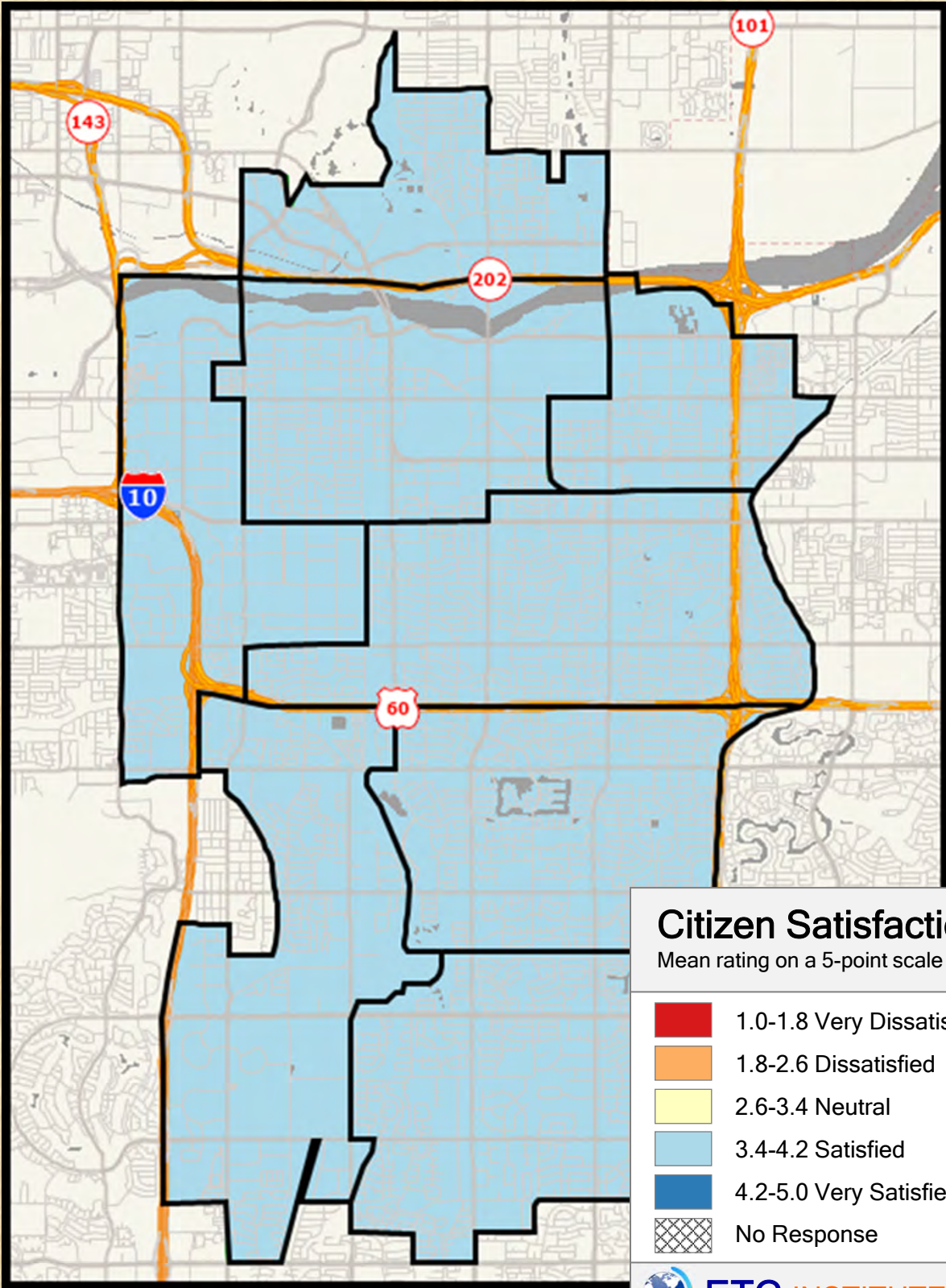


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.1 Satisfaction with: Appearance of the City

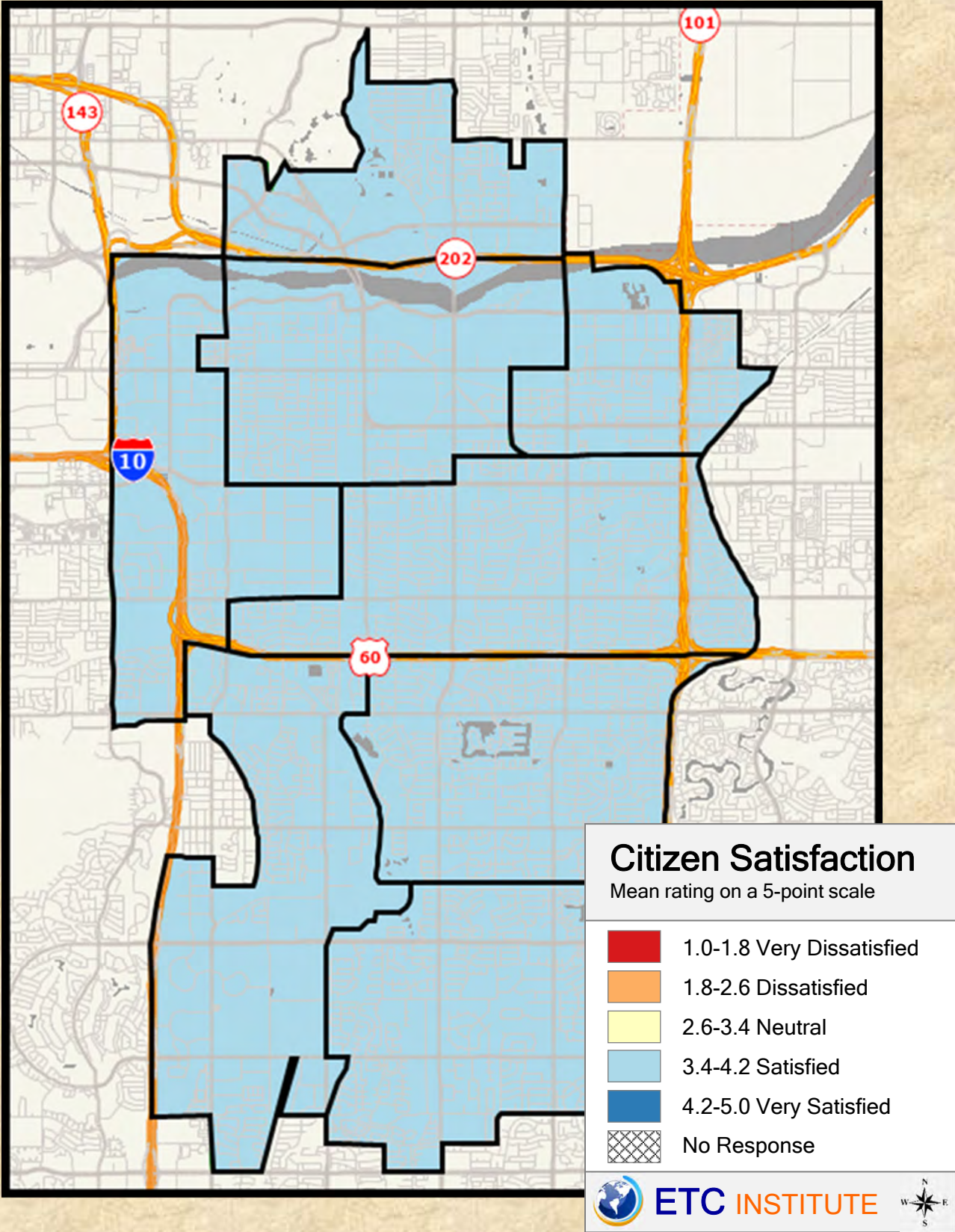


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.2 Satisfaction with: Image of the City

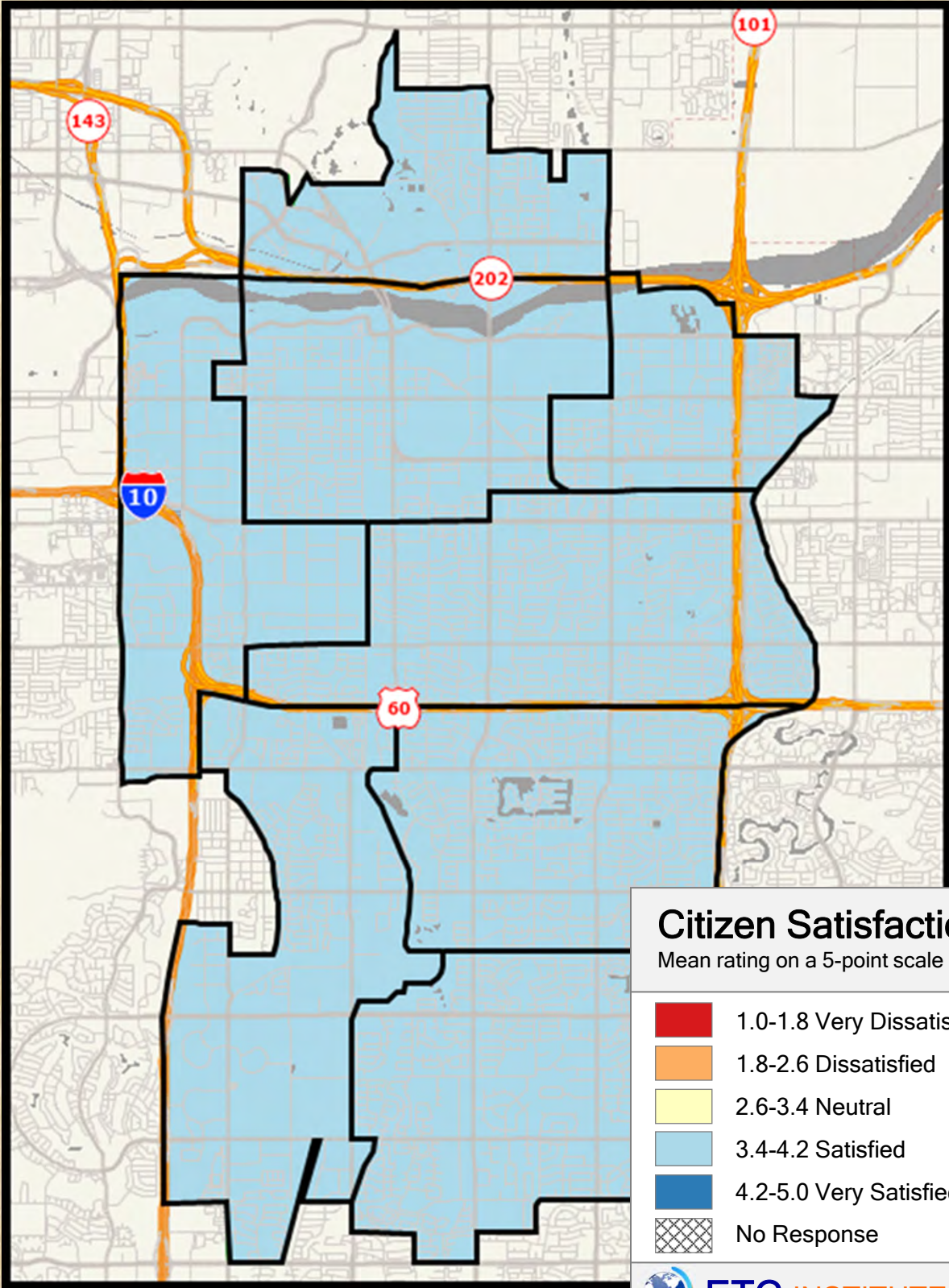


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.3 Satisfaction with: Quality of life in the City

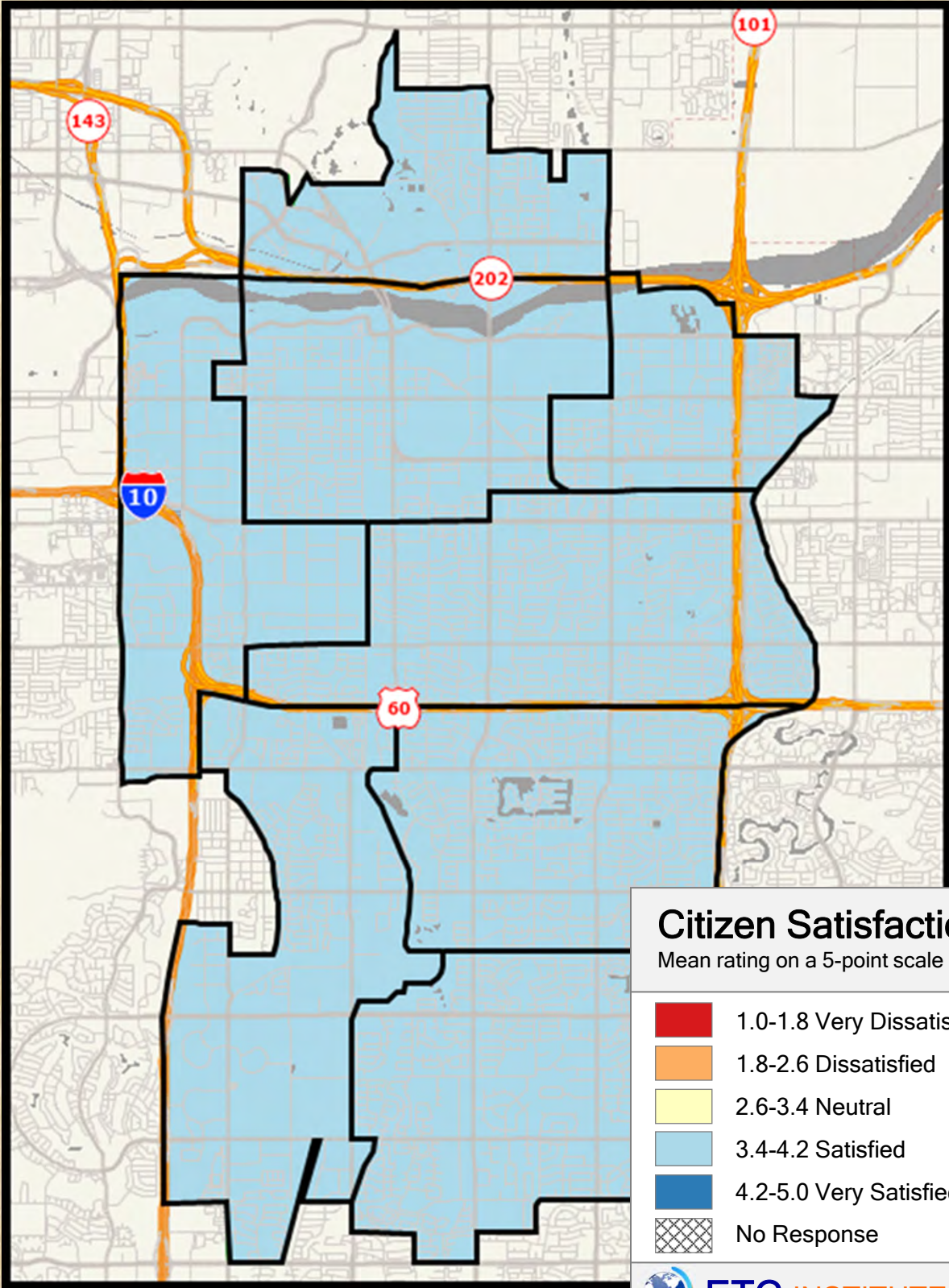


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.4 Satisfaction with: The City's overall efforts to promote access, diversity, and inclusiveness in the community

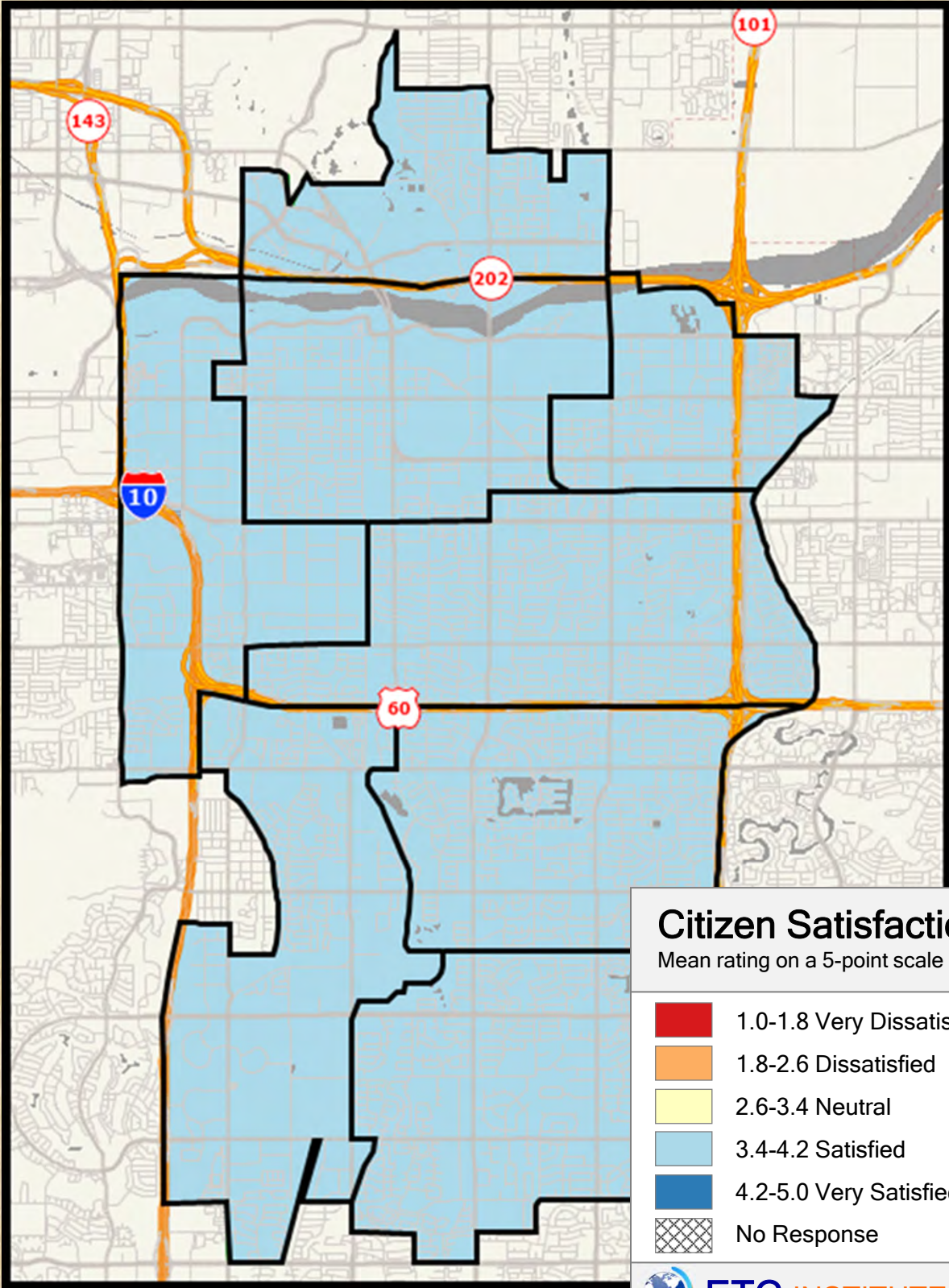


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.5 Satisfaction with: Quality of access to City facilities for persons with disabilities



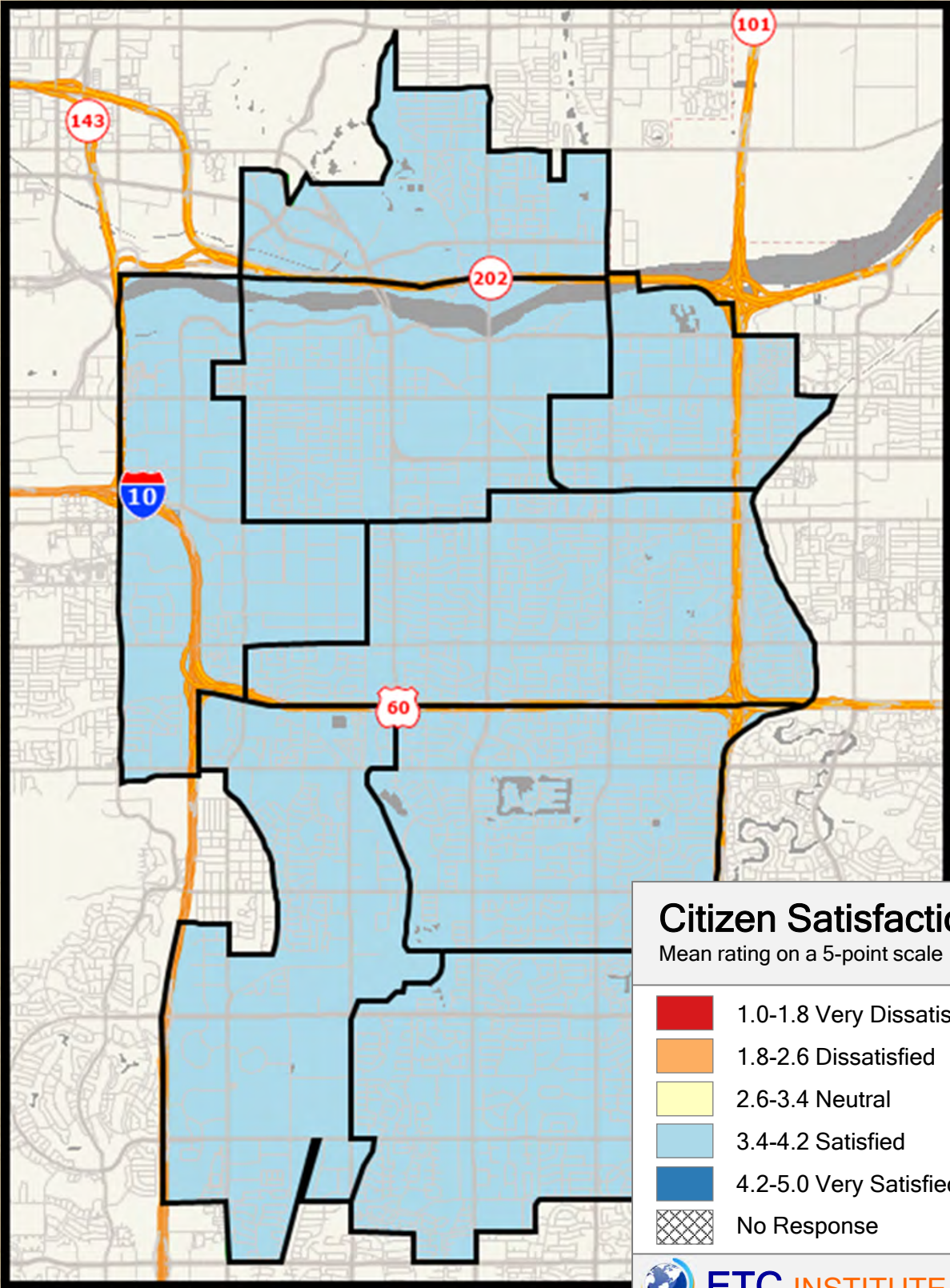
**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q14.6 Satisfaction with: Quality of services for persons with disabilities

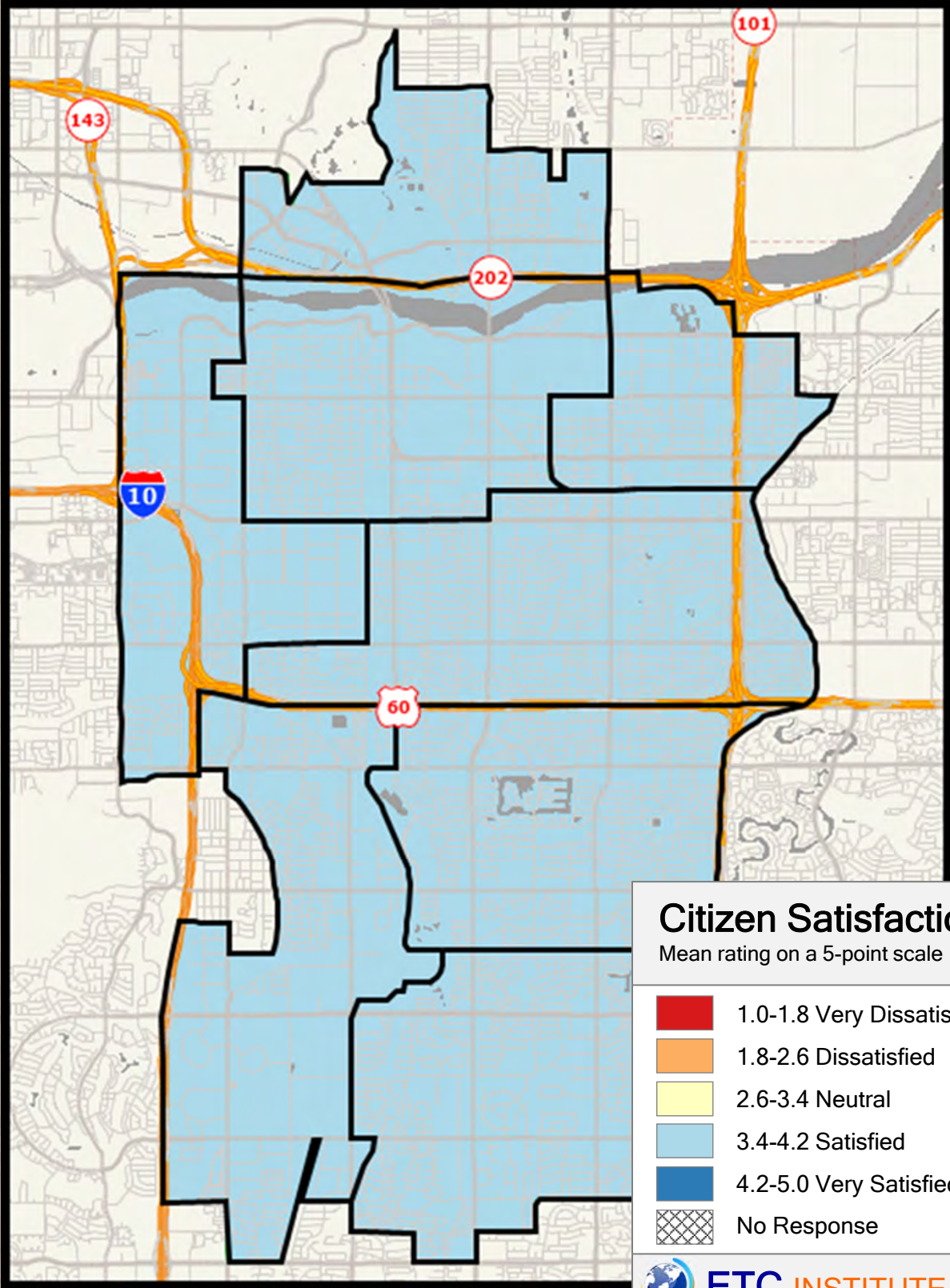


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.7 Satisfaction with: Quality of access to City parks for persons with disabilities

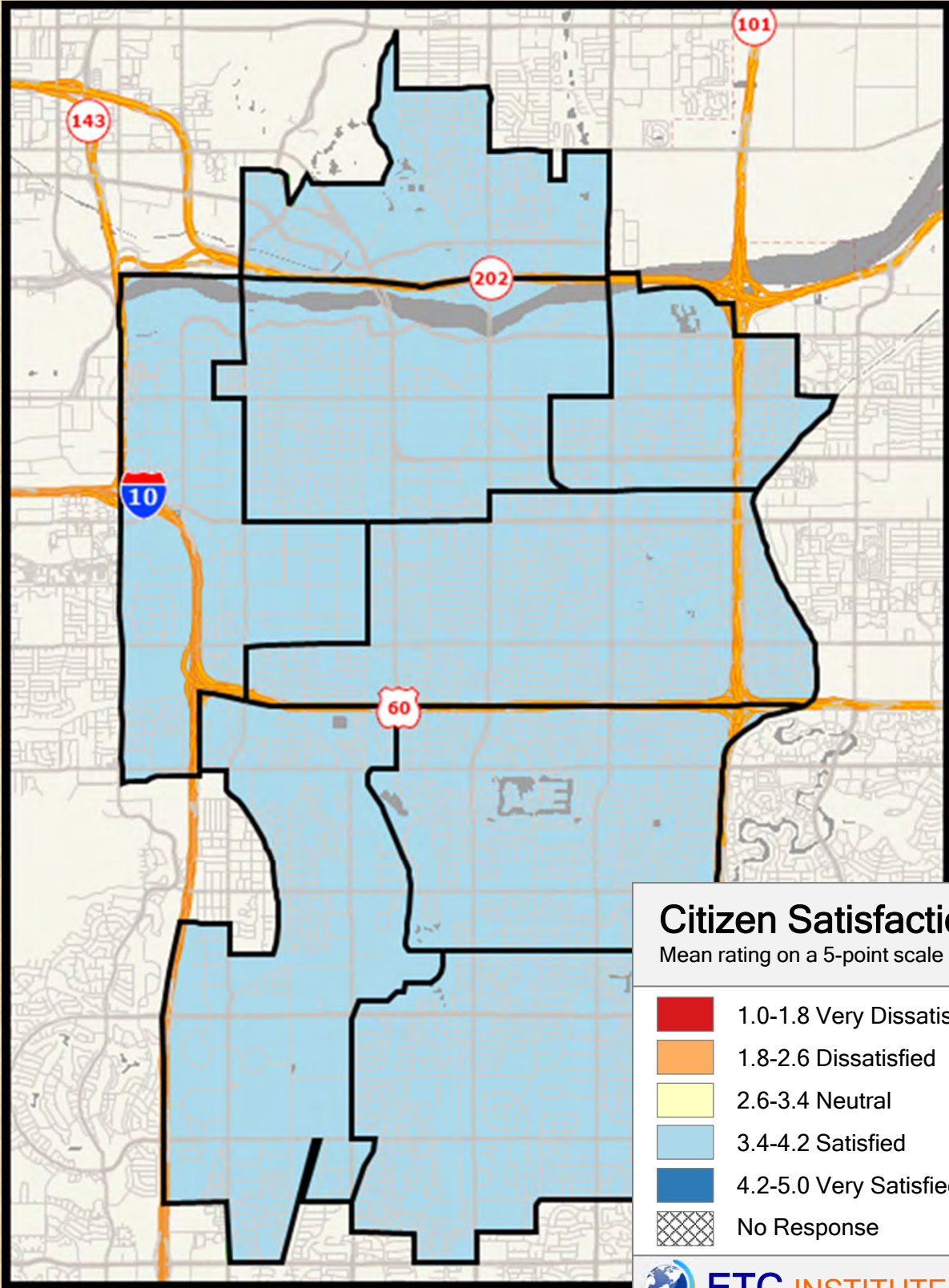


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.8 Satisfaction with: Quality of neighborhood parks



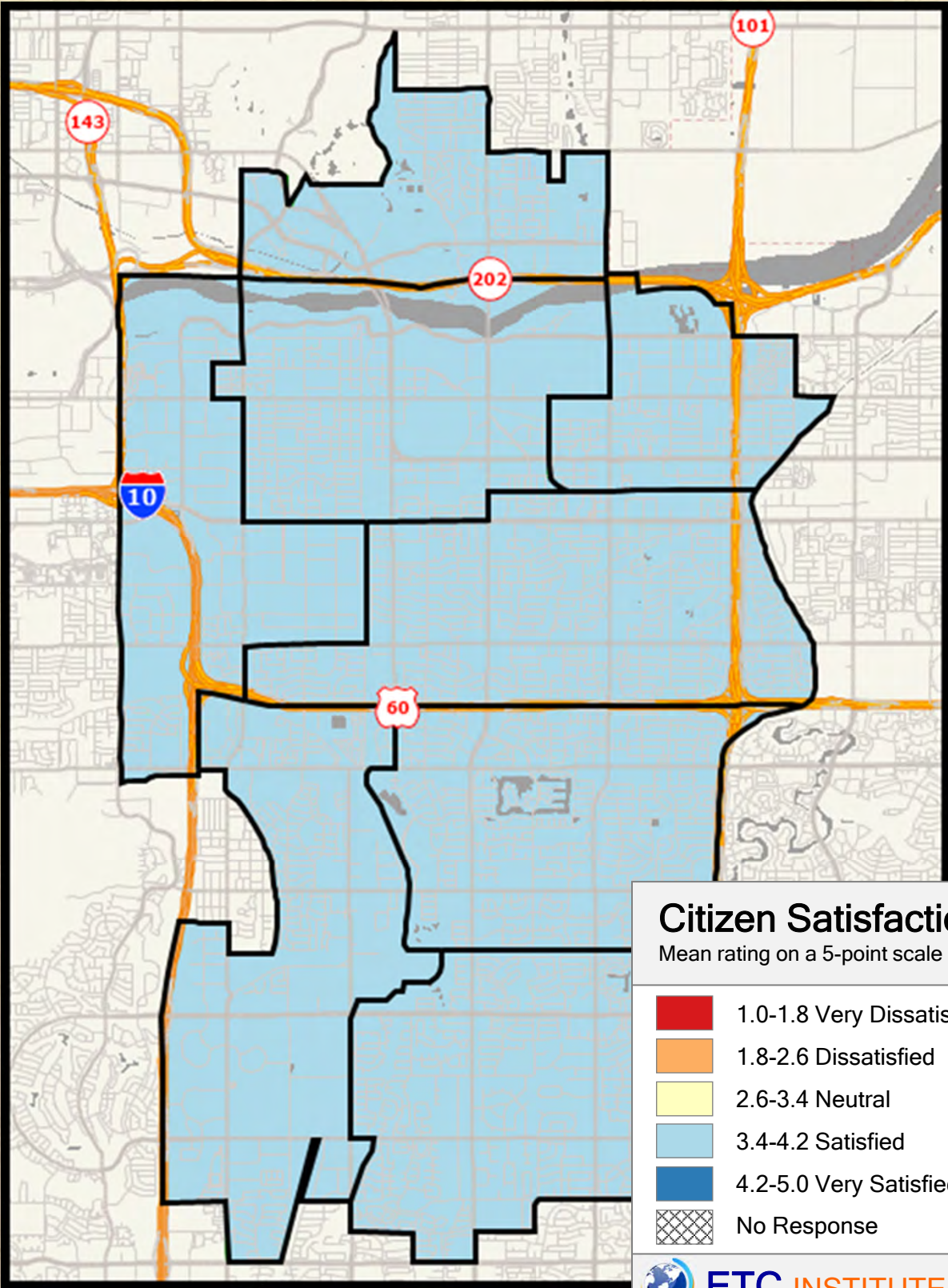
## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area





# Q14.9 Satisfaction with: Maintenance of City parks



**Citizen Satisfaction**  
Mean rating on a 5-point scale

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Hatched	No Response

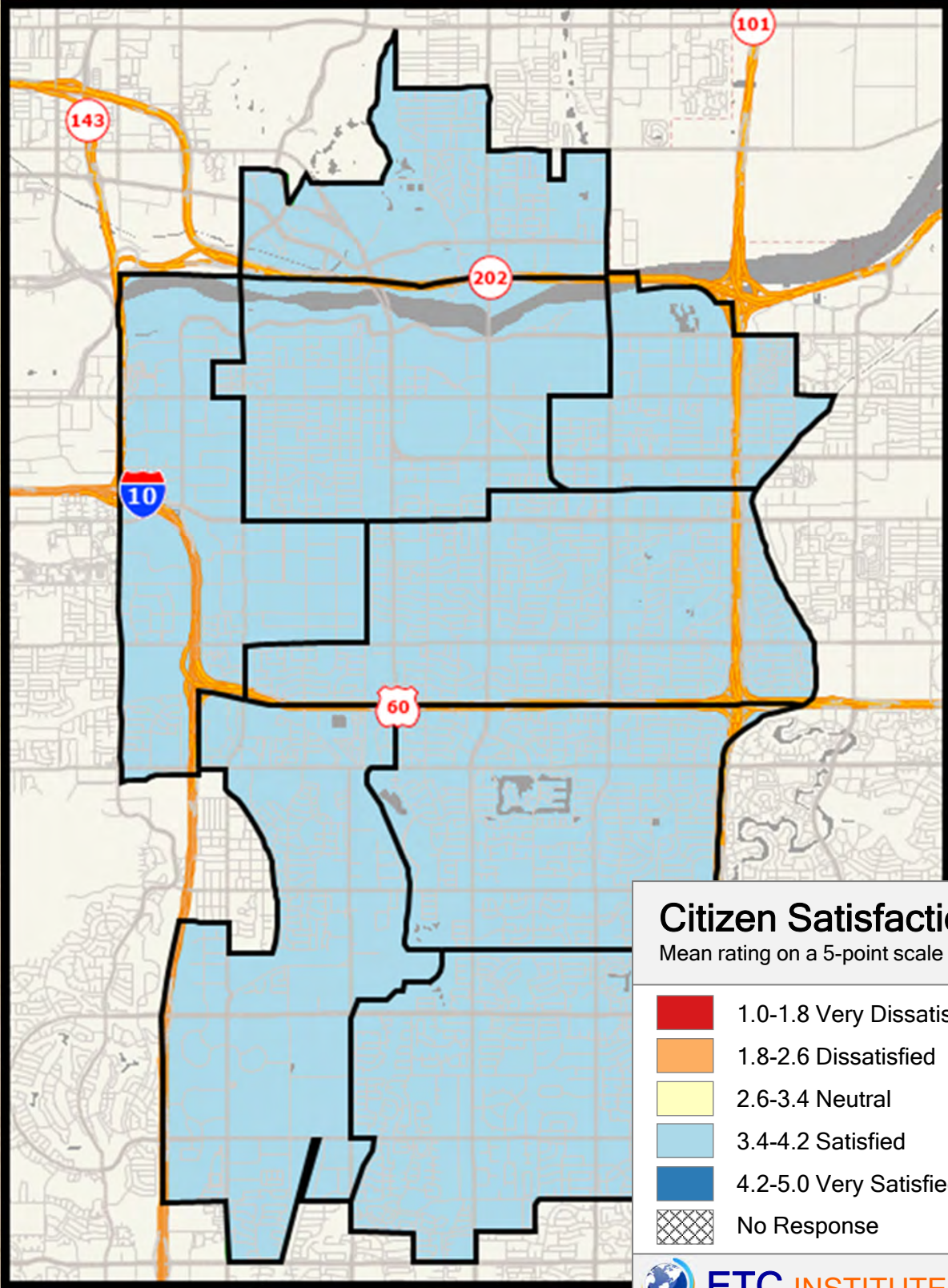
 

## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.10 Satisfaction with: Quality of larger City parks (e.g. Kiwanis, Tempe Beach, Town Lake, Papago)



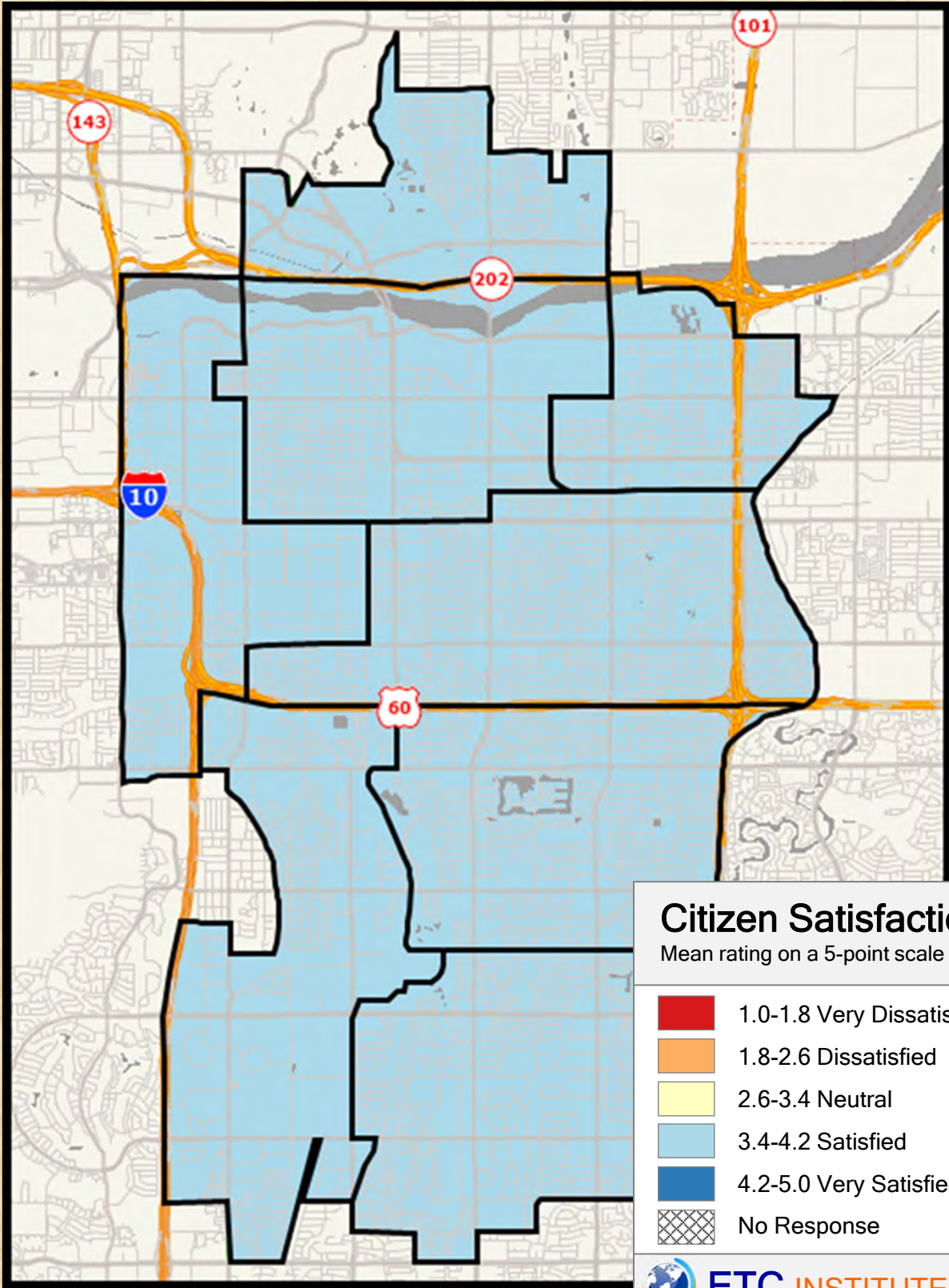
## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area





# Q14.11 Satisfaction with: Quality of City recreation, arts, and cultural centers



**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

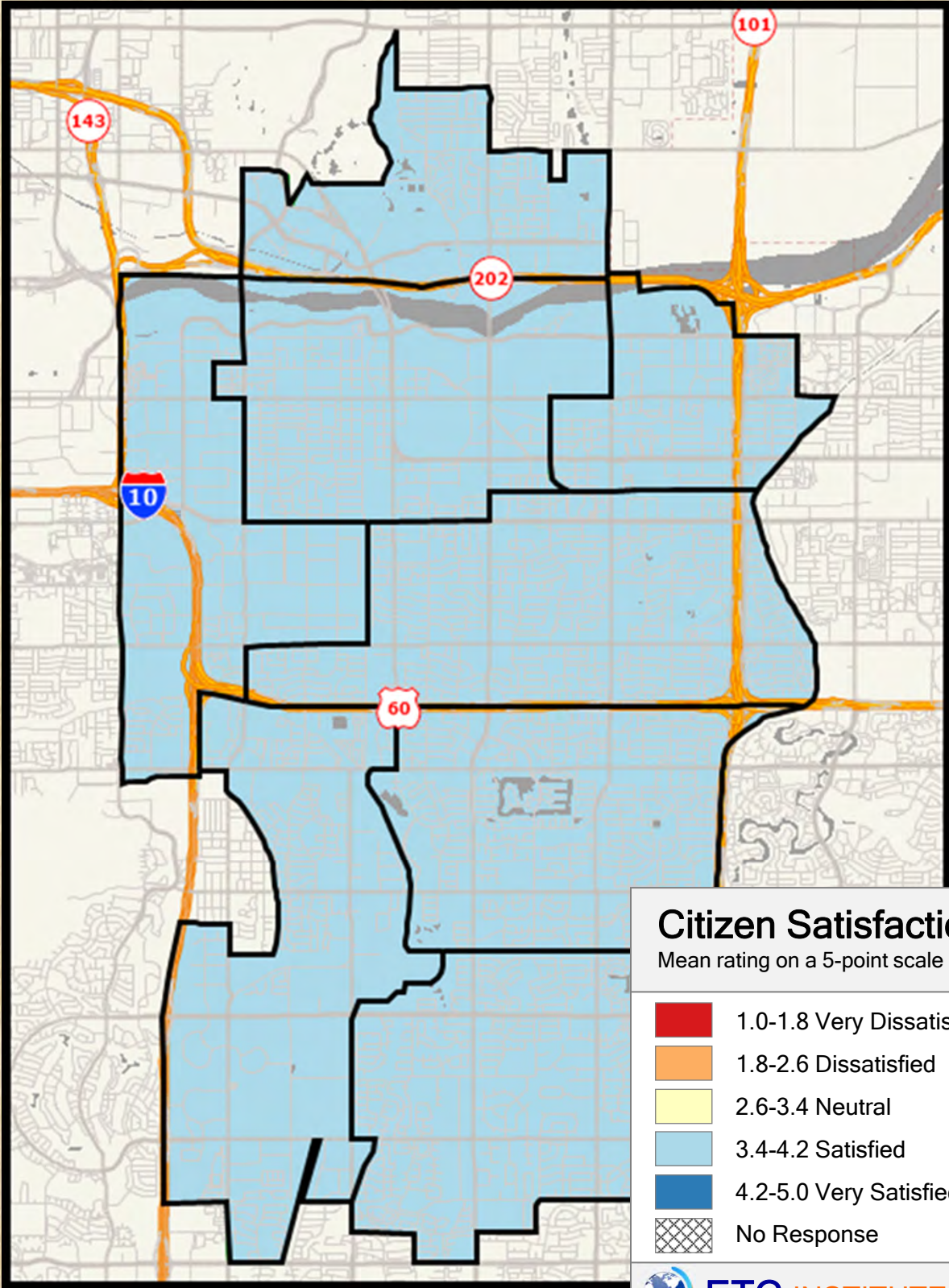
 

## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.12 Satisfaction with: Maintenance and appearance of City recreation and community centers

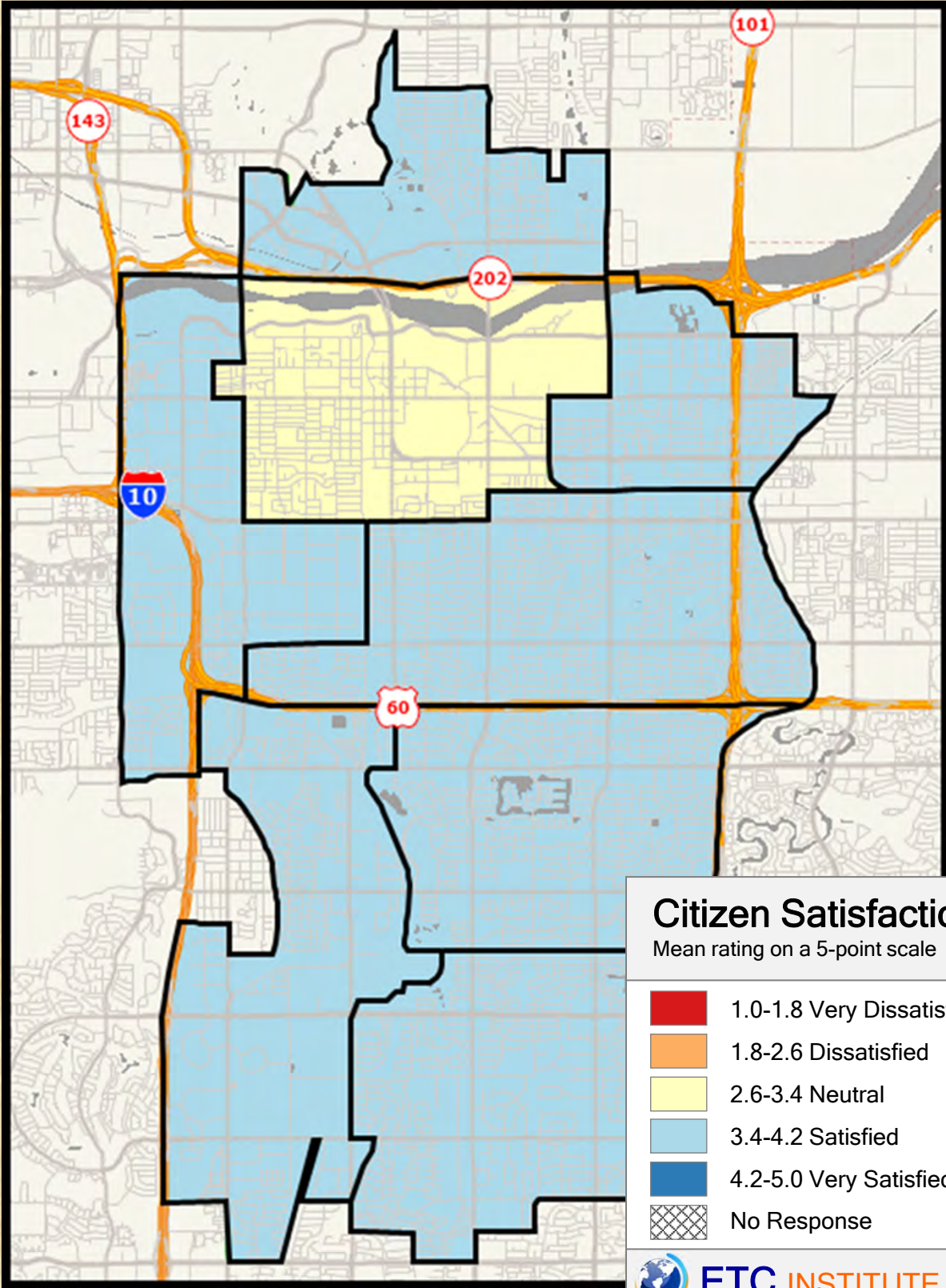


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.13 Satisfaction with: Quality of City swimming pools

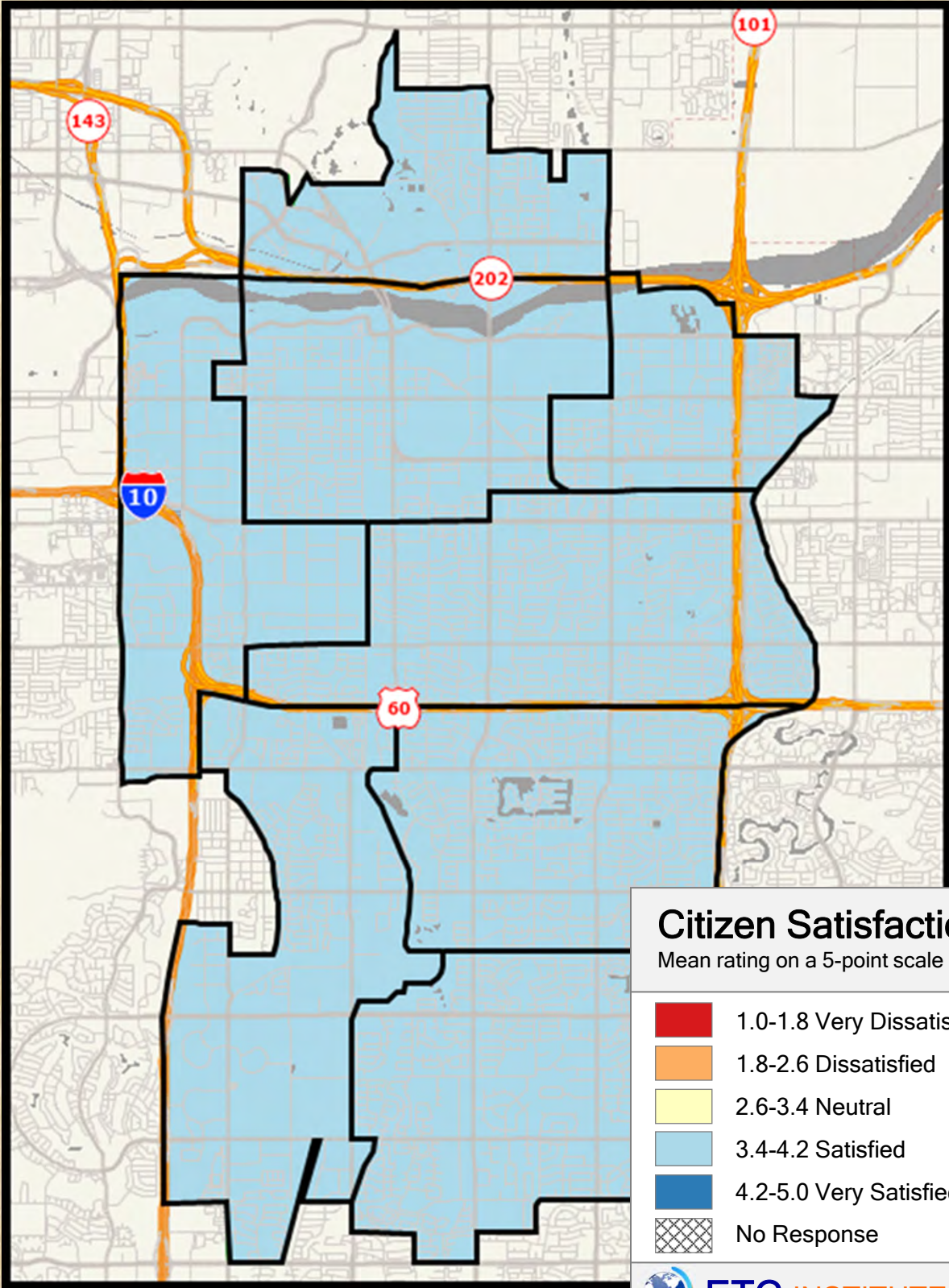


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.14 Satisfaction with: Quality of City outdoor athletic fields

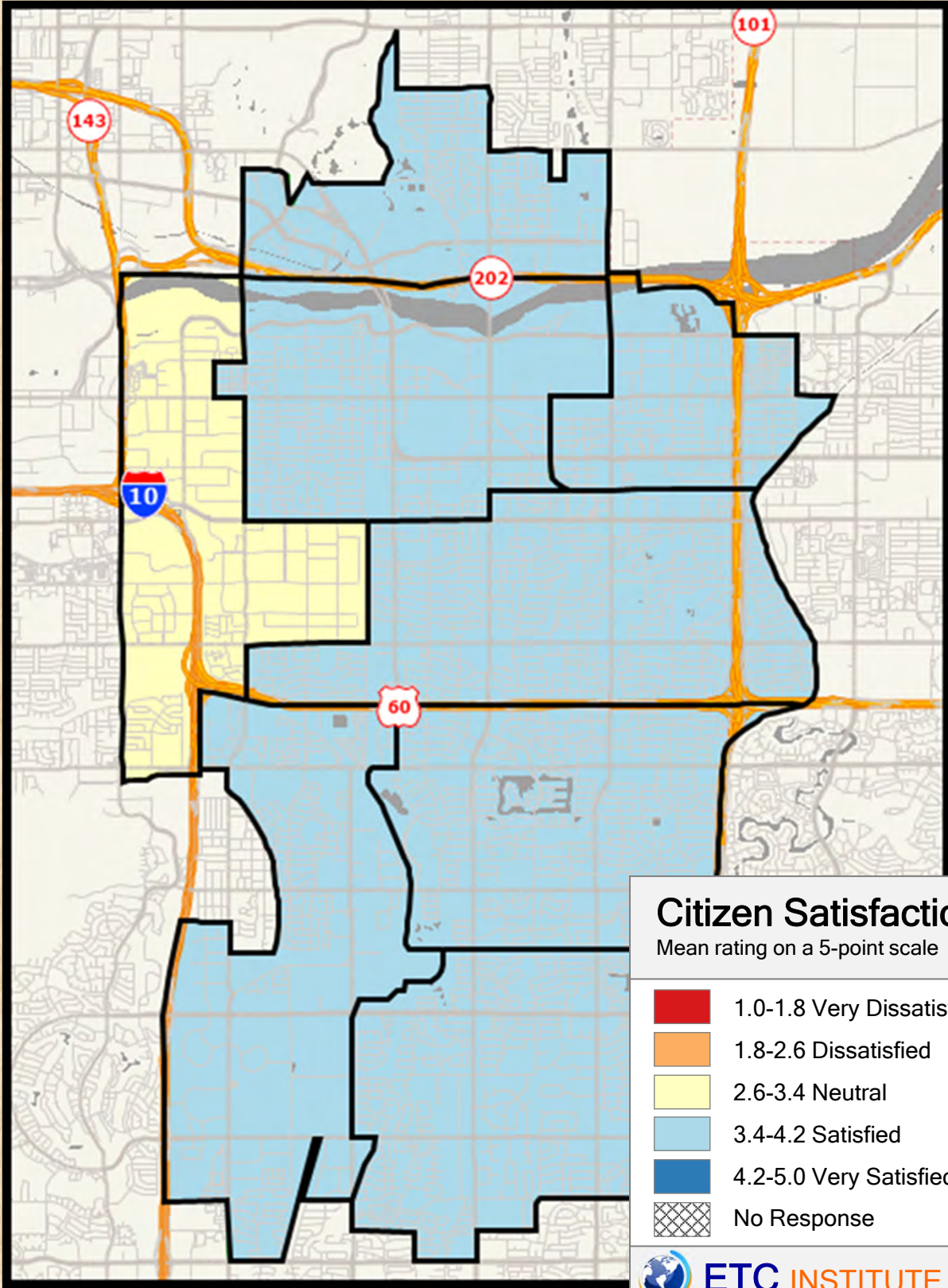


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.15 Satisfaction with: Quality of City golf courses



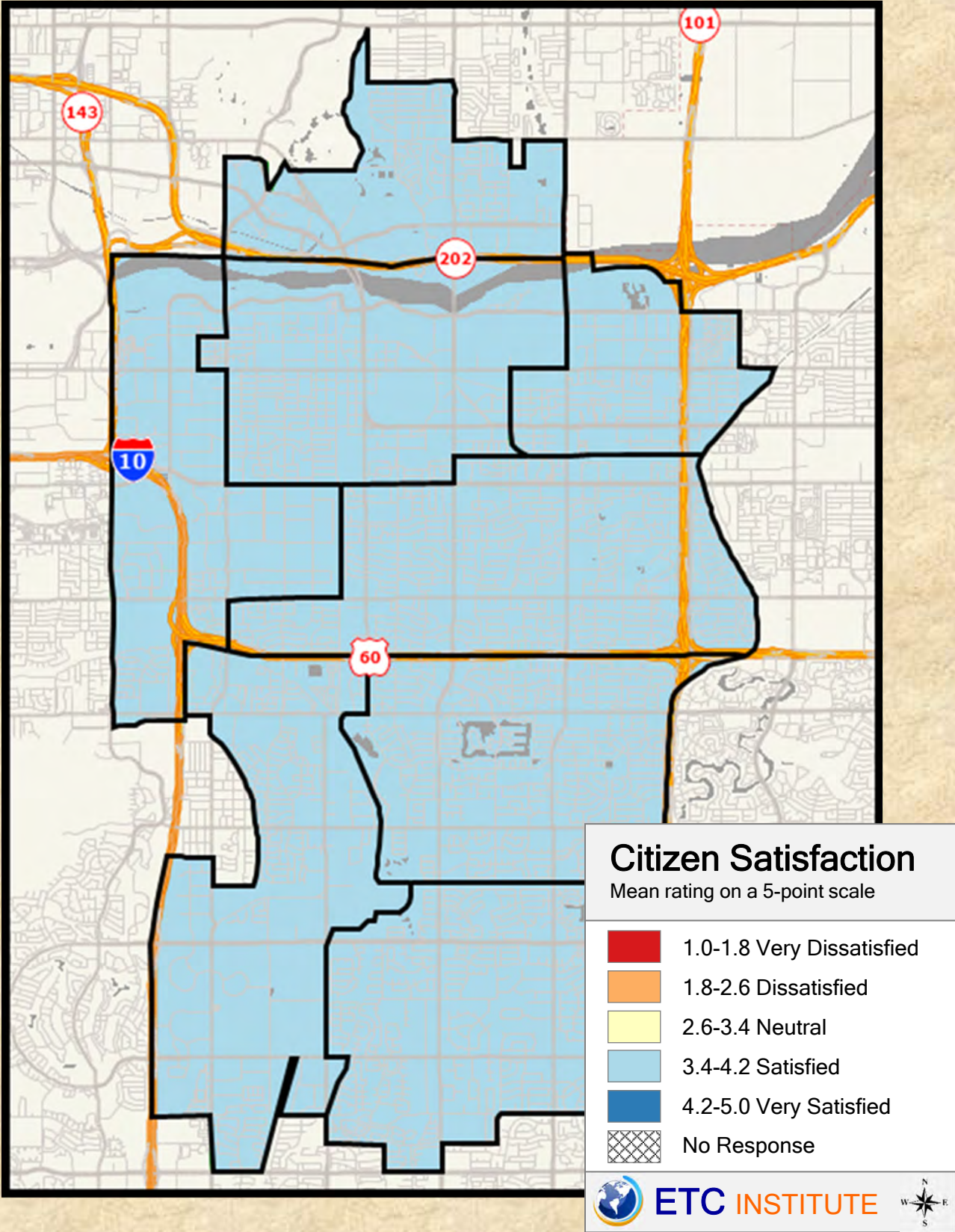
## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area





# Q14.16 Satisfaction with: Quality of City recreation programs and services

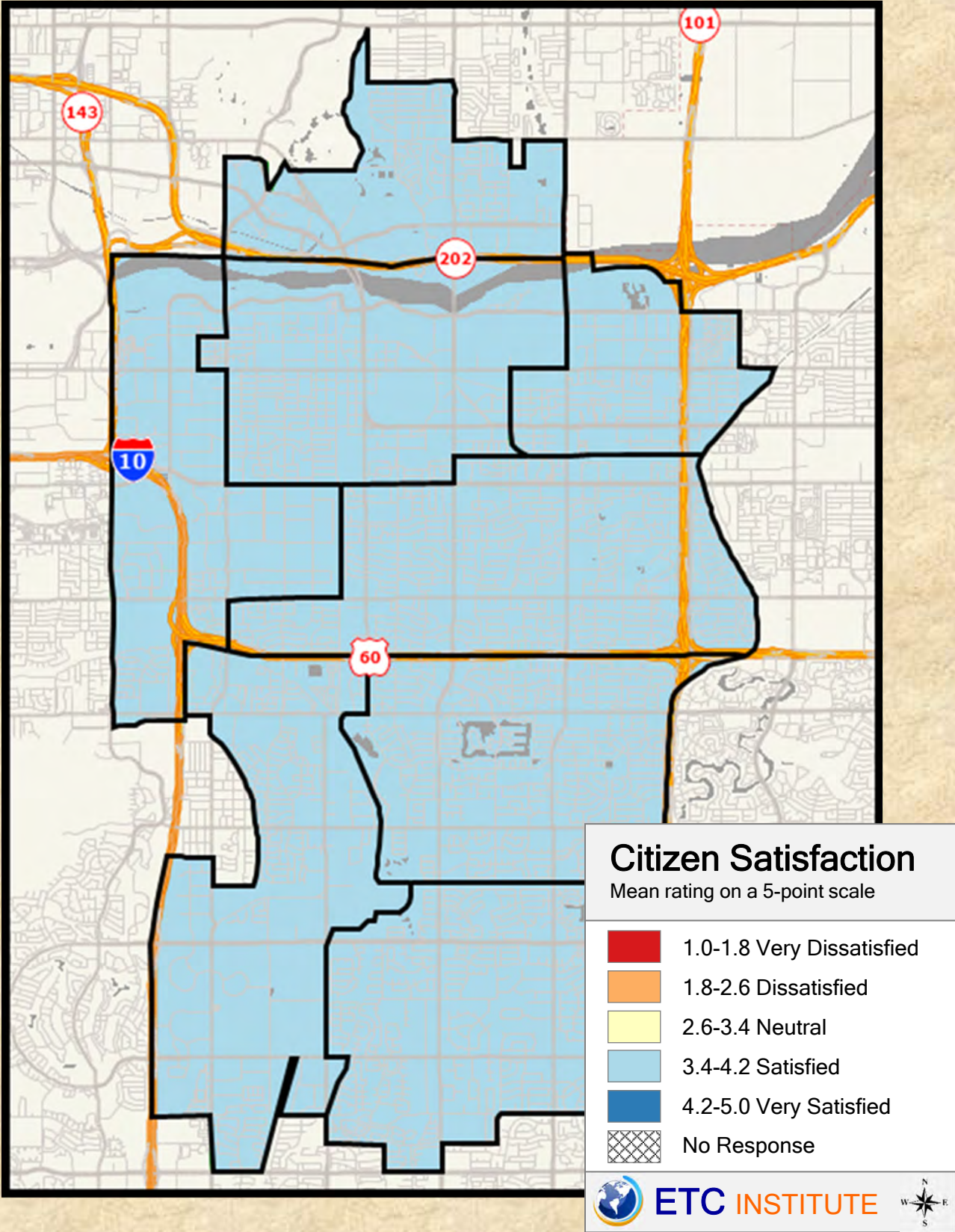


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.17 Satisfaction with: Quality of City library programs and services

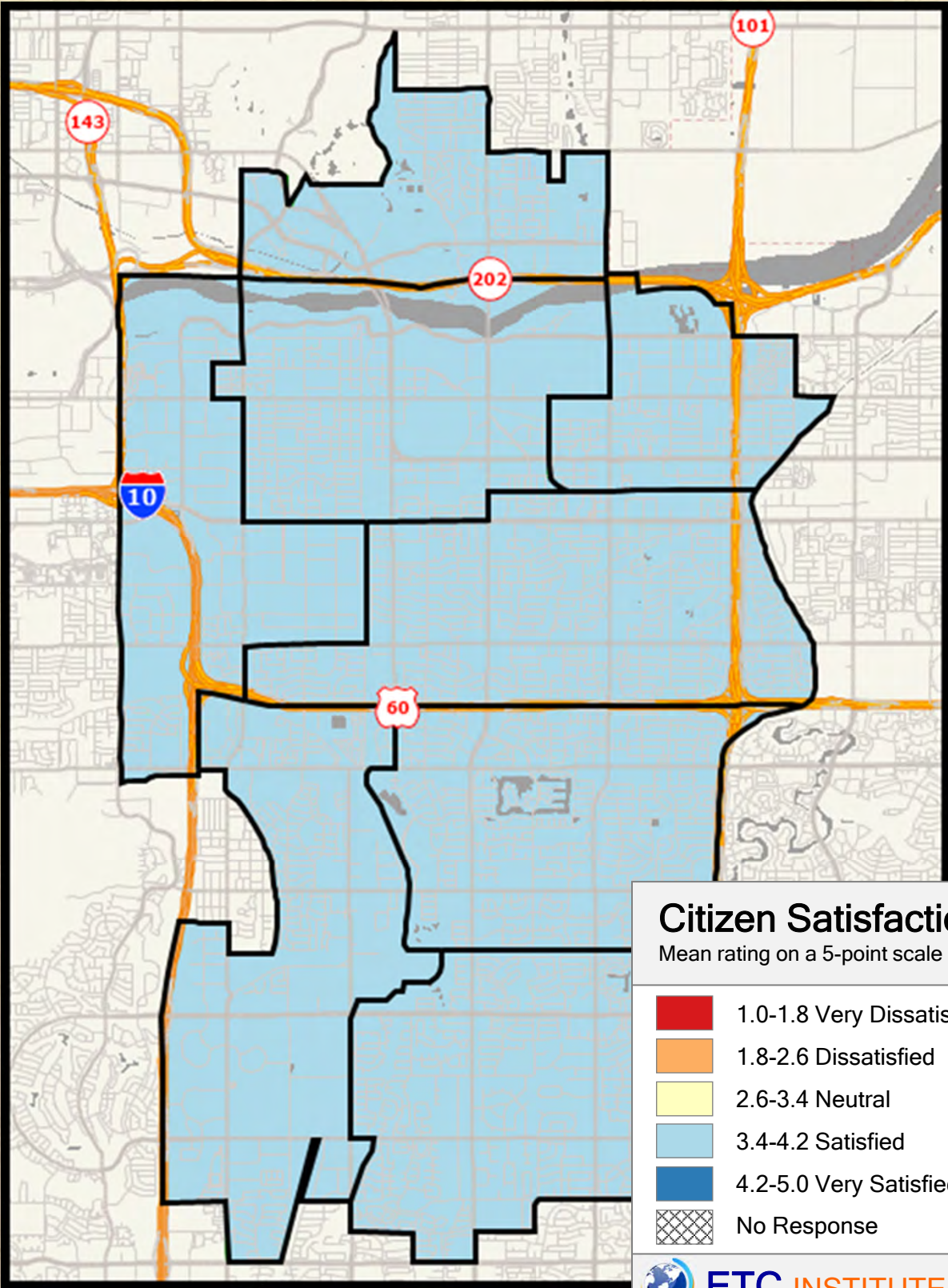


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



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



**Citizen Satisfaction**  
Mean rating on a 5-point scale

Red	1.0-1.8	Very Dissatisfied
Orange	1.8-2.6	Dissatisfied
Yellow	2.6-3.4	Neutral
Light Blue	3.4-4.2	Satisfied
Dark Blue	4.2-5.0	Very Satisfied
Hatched	-	No Response

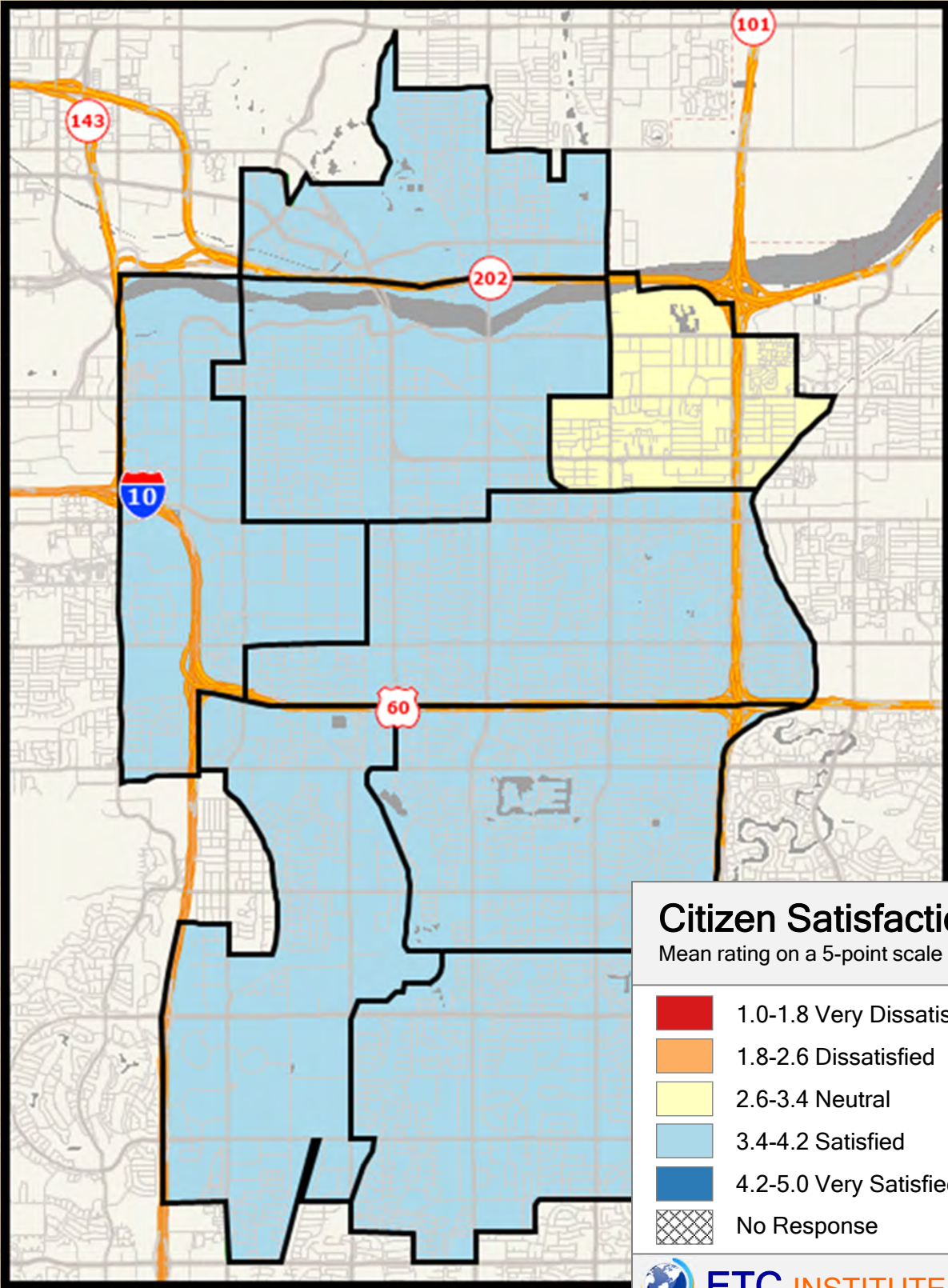
 

## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.19 Satisfaction with: Quality of Before and After School (Kid Zone) programs

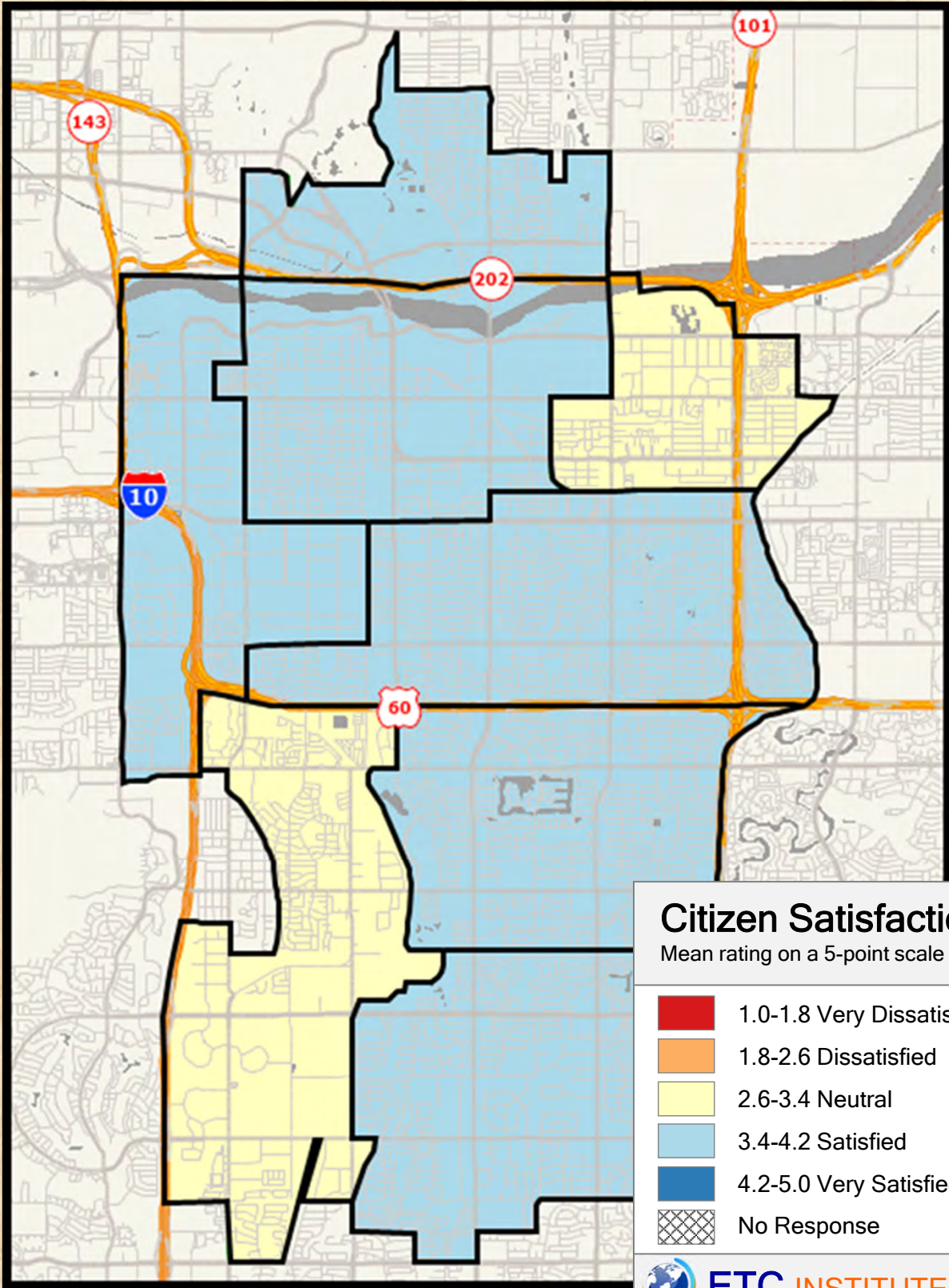


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.20 Satisfaction with: Quality of youth/adult art classes



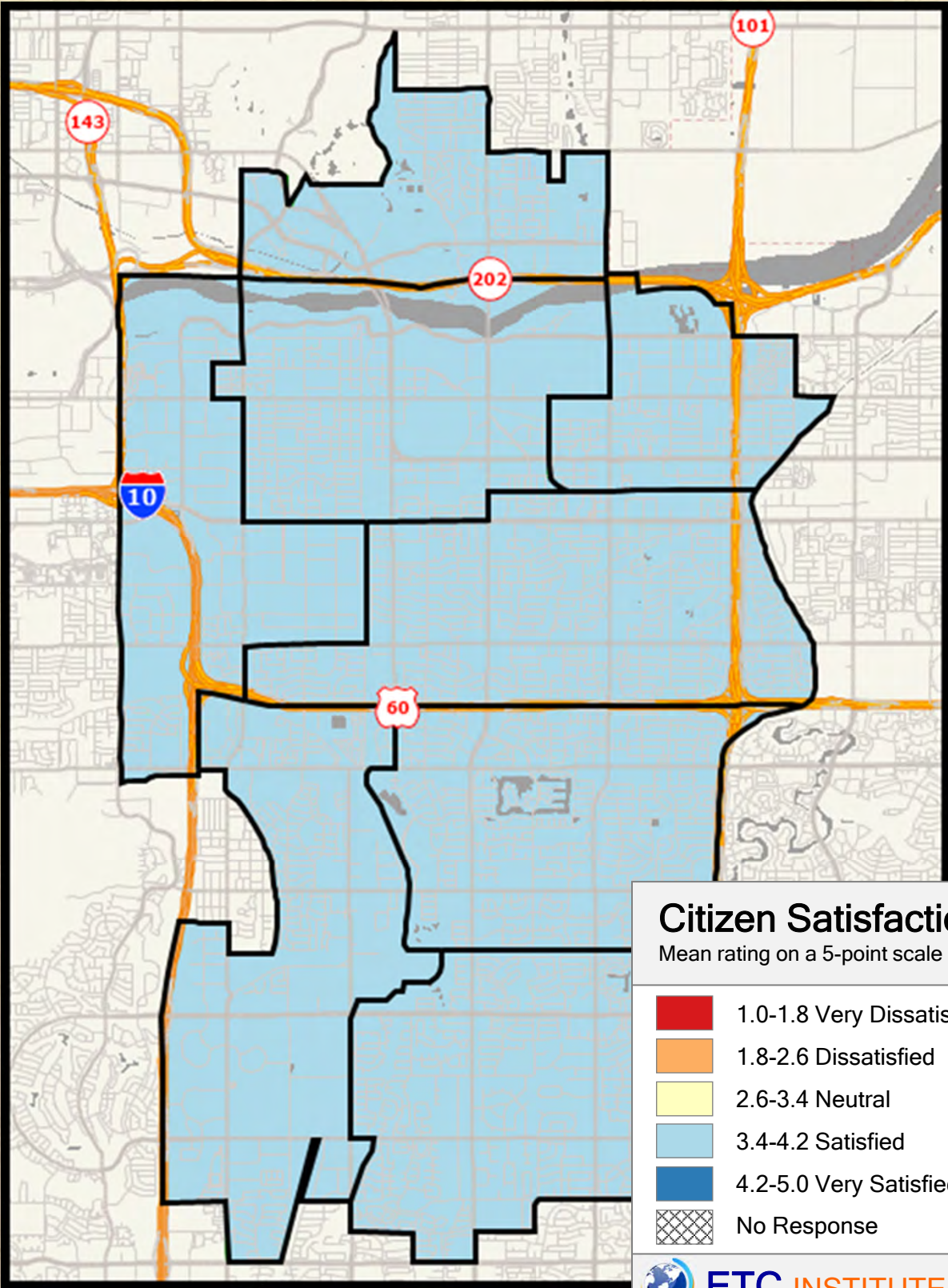
**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q14.21 Satisfaction with: Quality of Tempe Center for the Arts facility



**Citizen Satisfaction**  
Mean rating on a 5-point scale

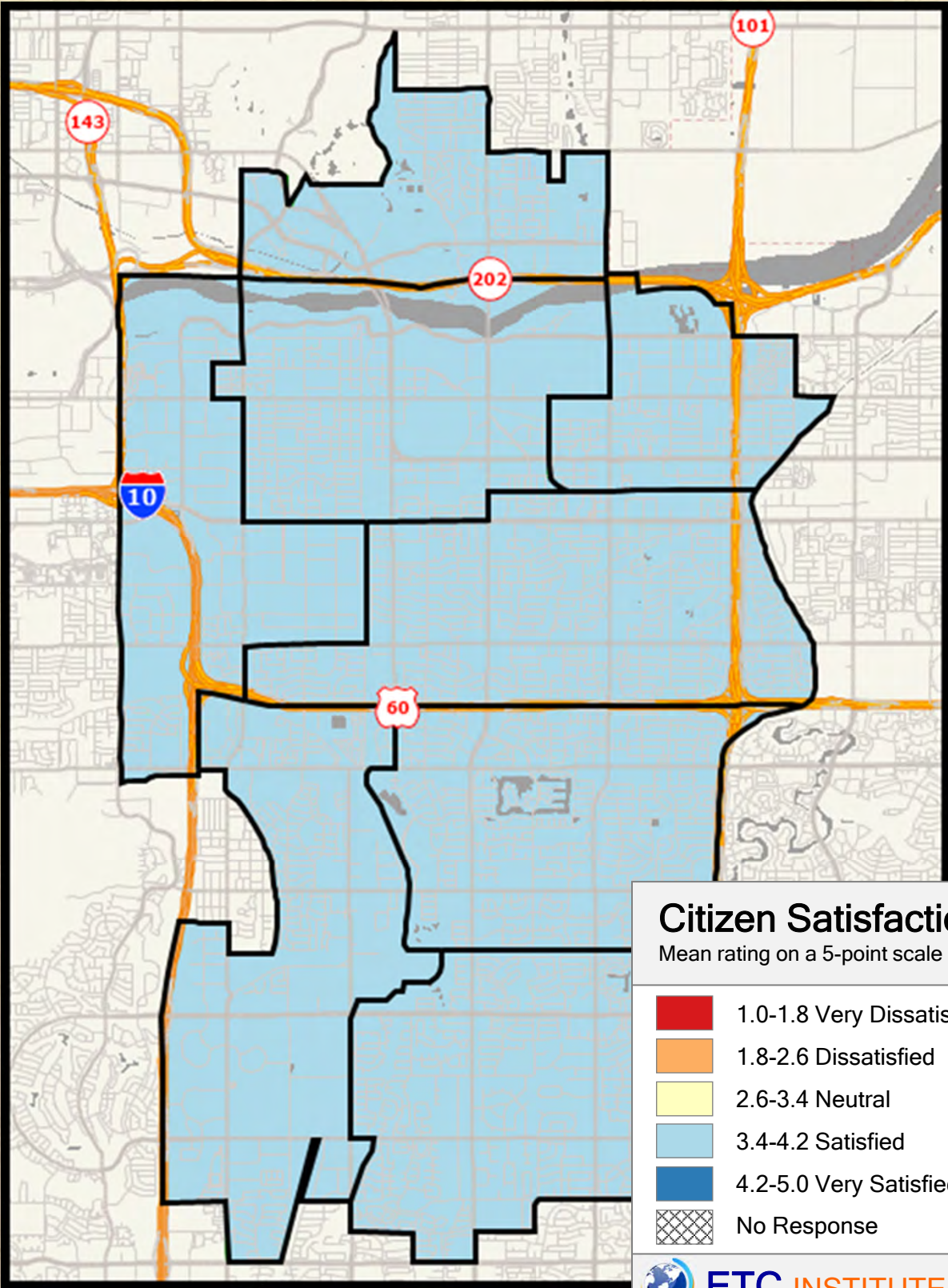
<span style="color: red;">■</span>	1.0-1.8 Very Dissatisfied
<span style="color: orange;">■</span>	1.8-2.6 Dissatisfied
<span style="color: yellow;">■</span>	2.6-3.4 Neutral
<span style="color: lightblue;">■</span>	3.4-4.2 Satisfied
<span style="color: darkblue;">■</span>	4.2-5.0 Very Satisfied
<span style="border: 1px solid black; display: inline-block; width: 15px; height: 10px; background: repeating-linear-gradient(45deg, transparent, transparent 2px, black 2px, black 4px);"></span>	No Response

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q14.22 Satisfaction with: Quality of Tempe History Museum programs

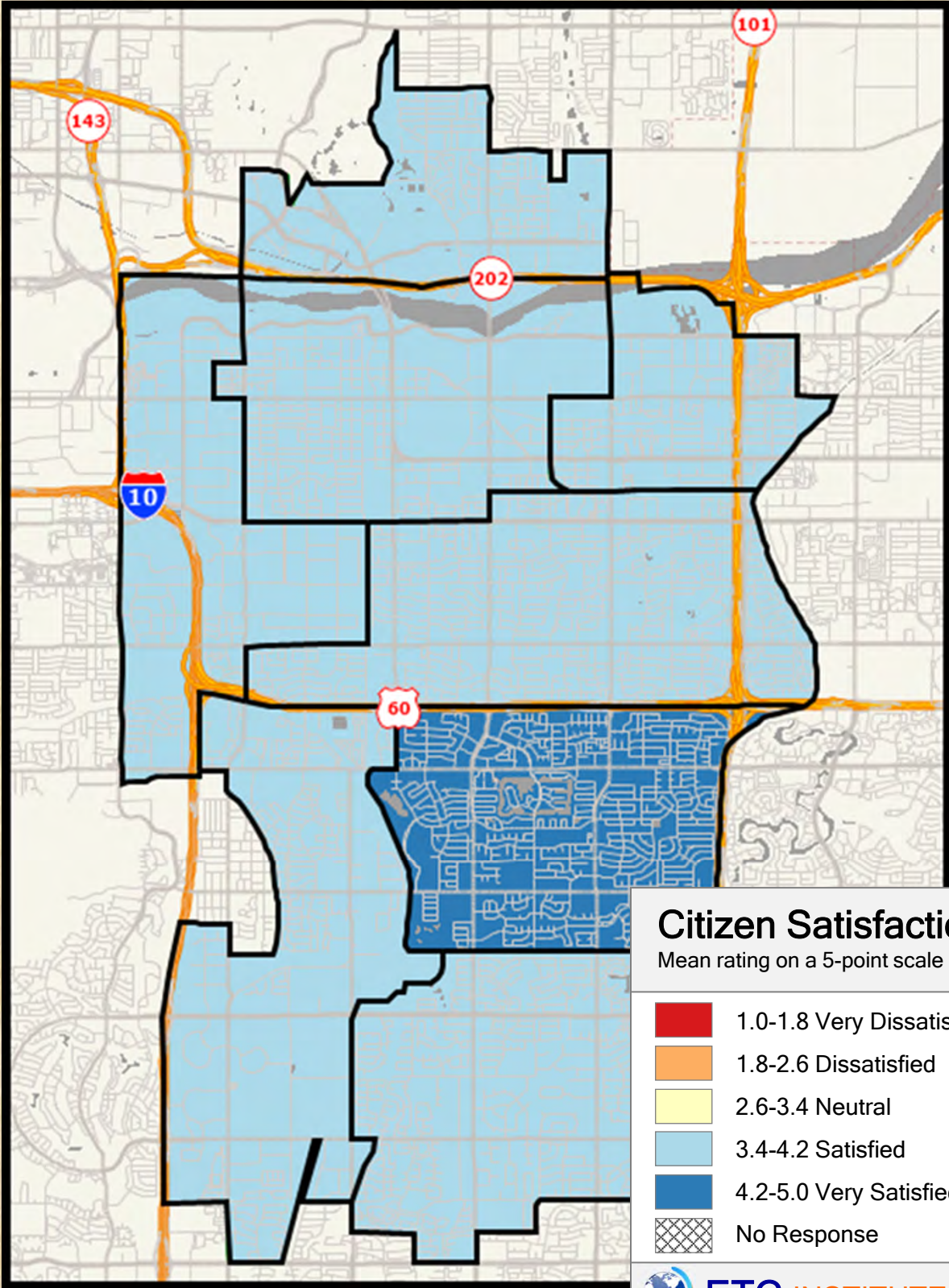


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.23 Satisfaction with: Quality of Tempe Public Library

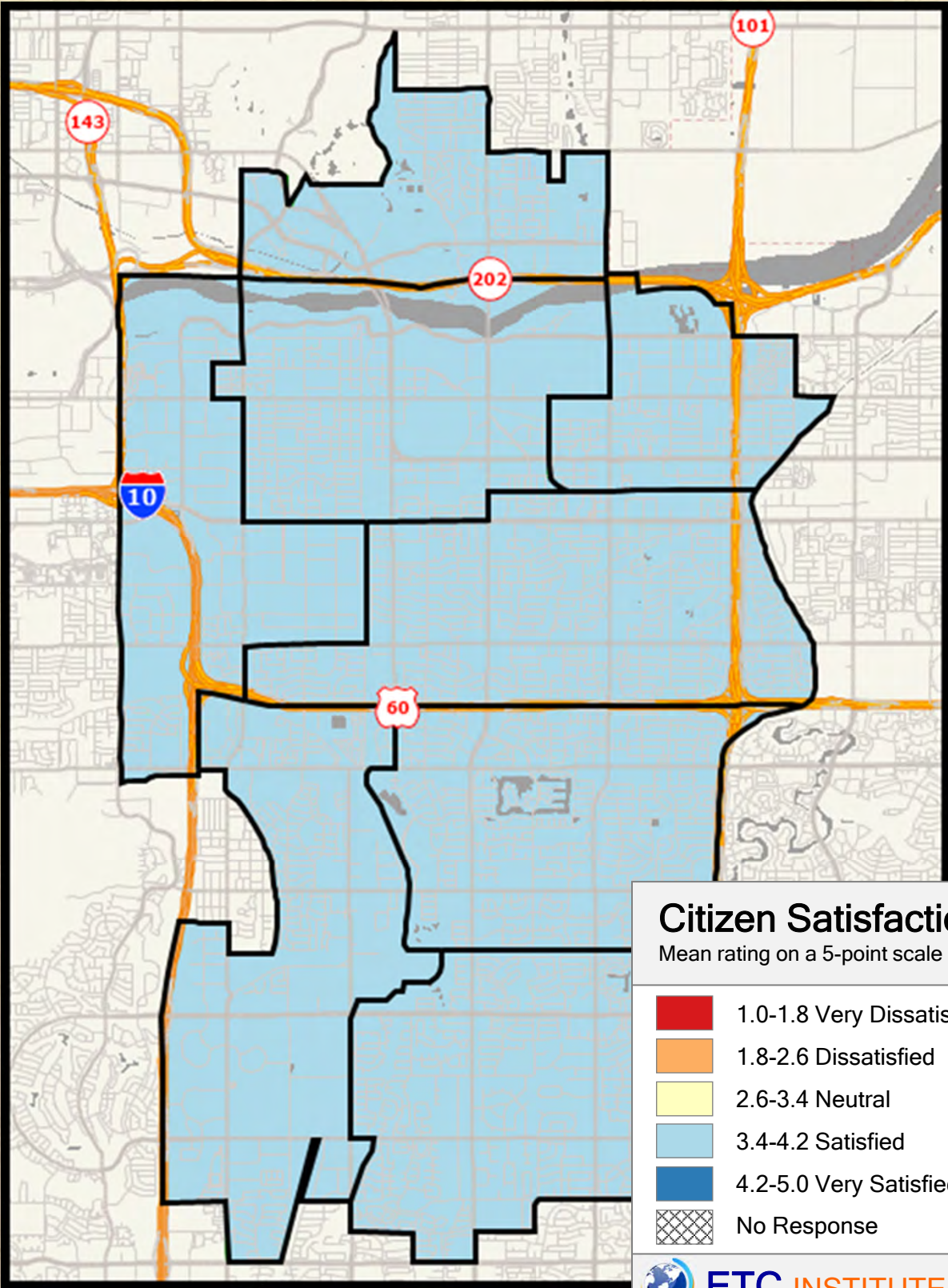


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.24 Satisfaction with: Quality of Tempe History Museum facility



**Citizen Satisfaction**  
Mean rating on a 5-point scale

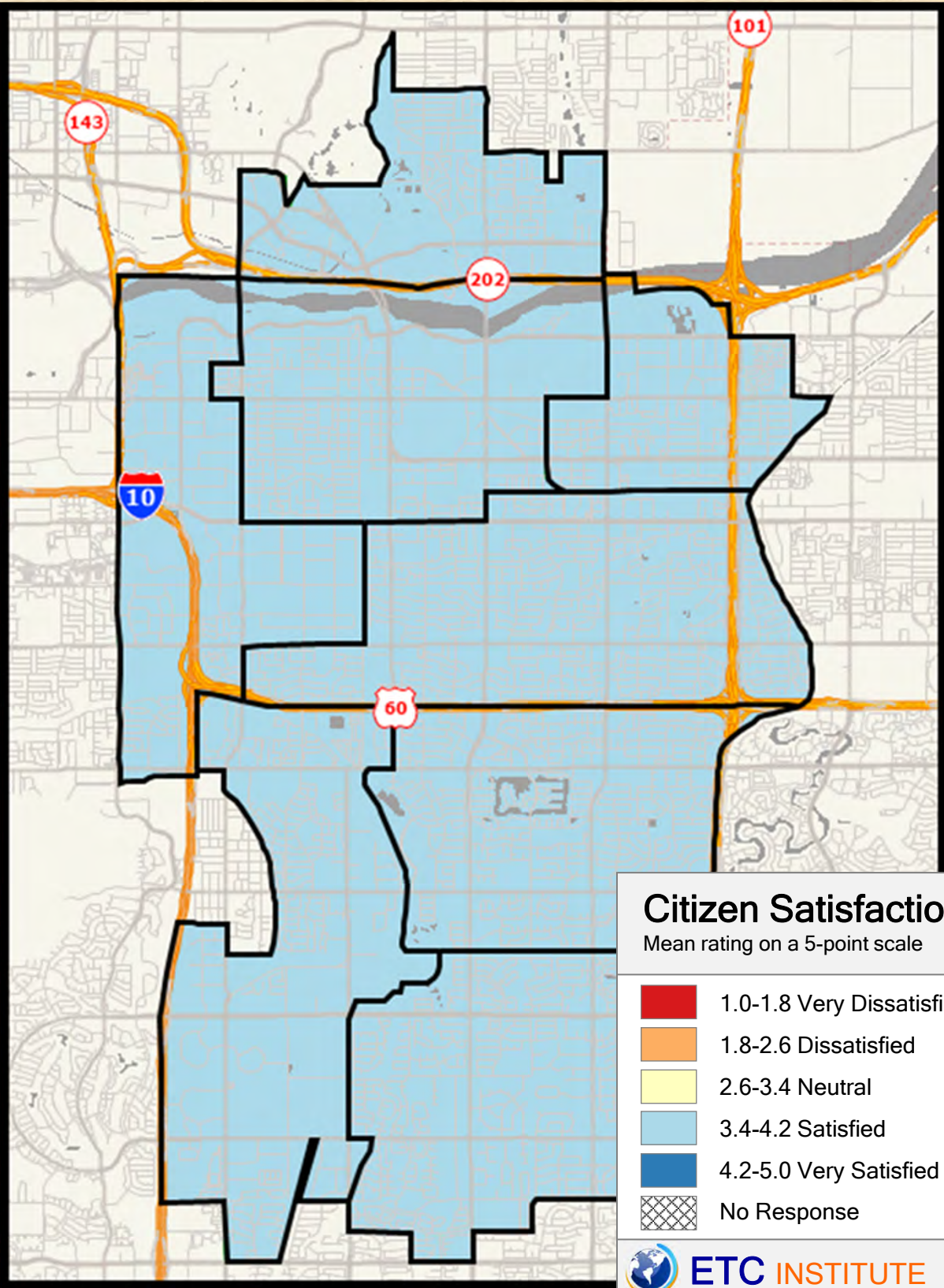
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.25 Satisfaction with: Quality of community arts programs (e.g. Arts in the Parks)

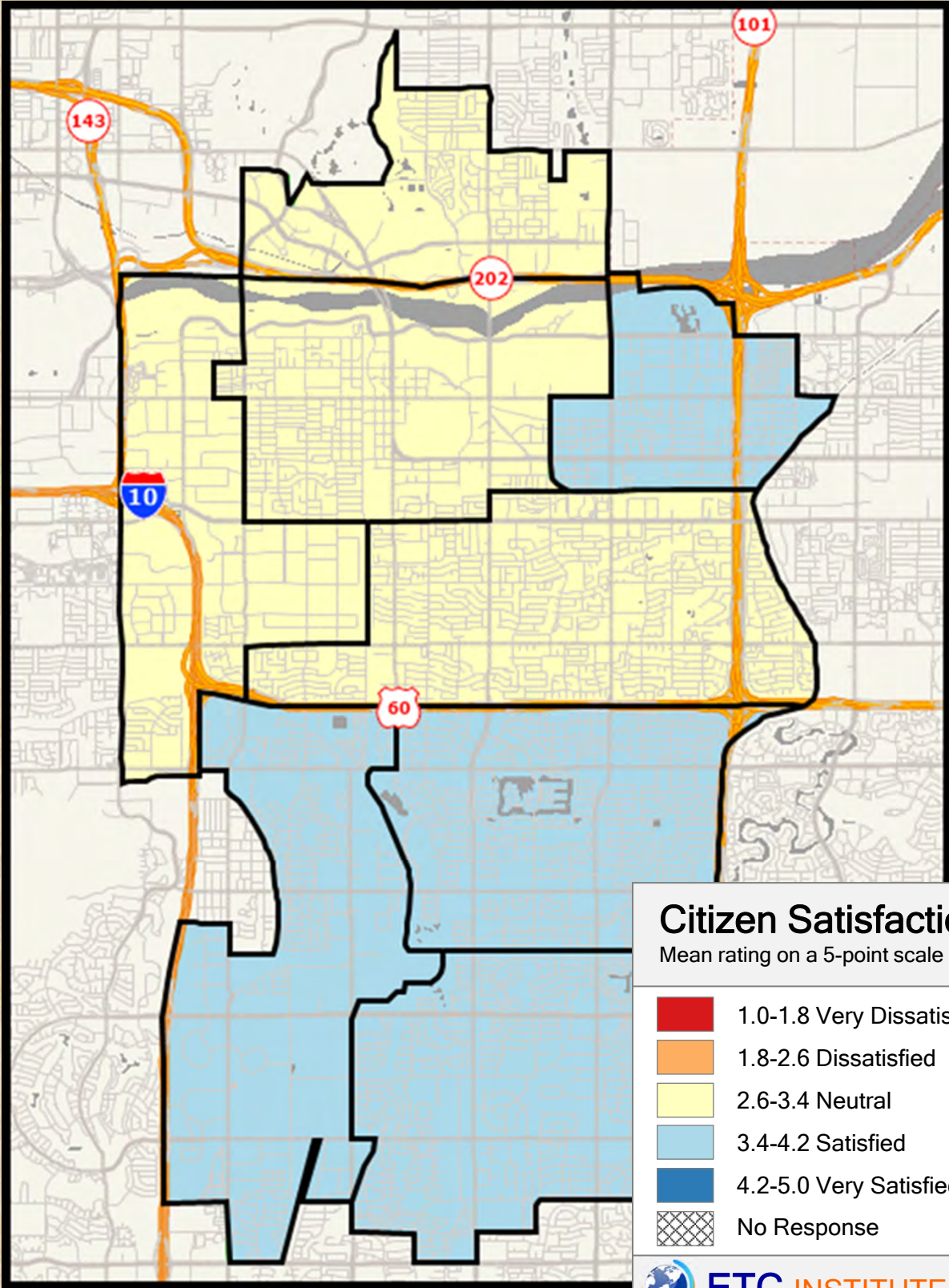


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.26 Satisfaction with: Adequacy of street lighting

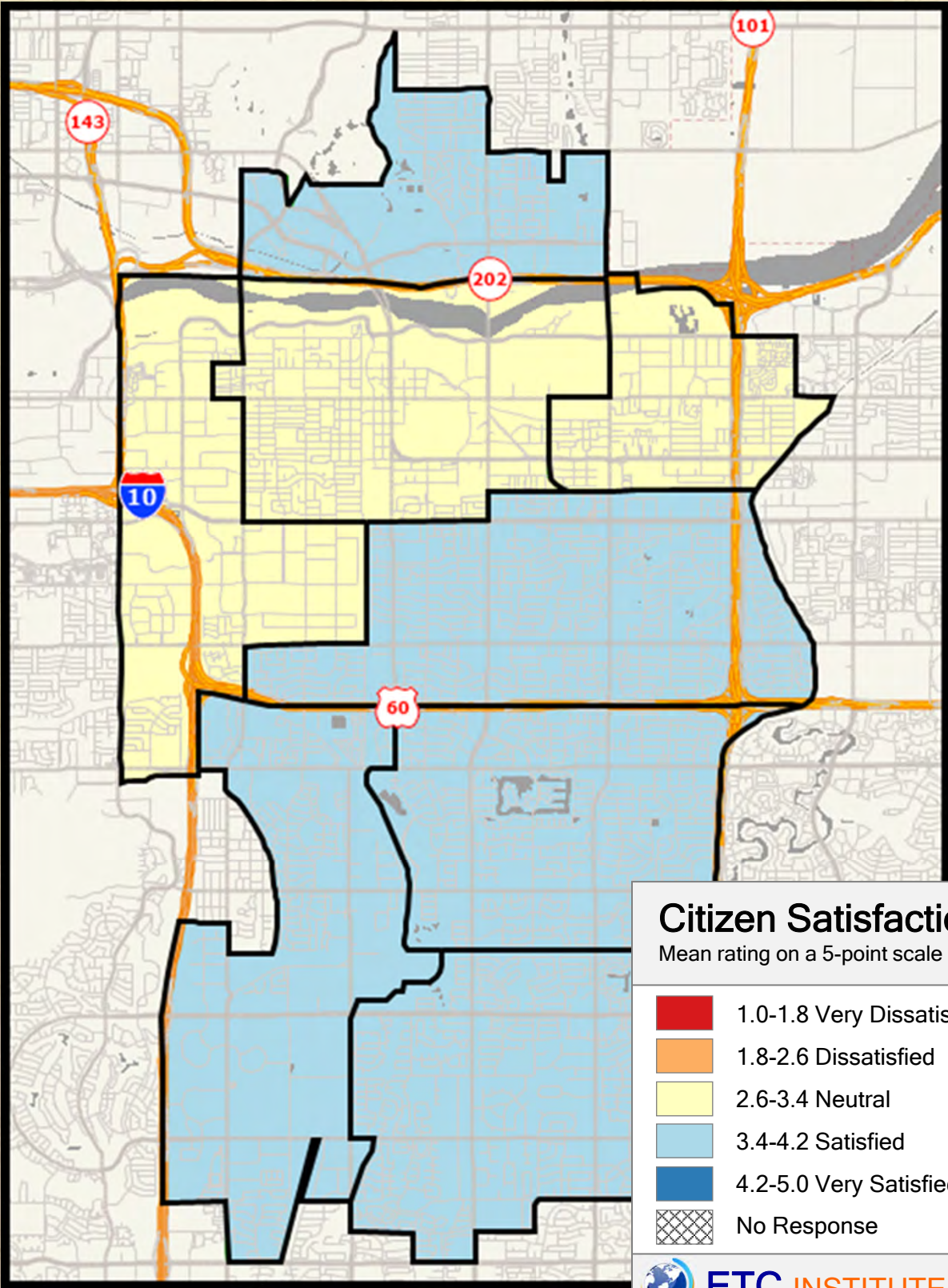


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.27 Satisfaction with: Quality of landscape maintenance along streets/sidewalks

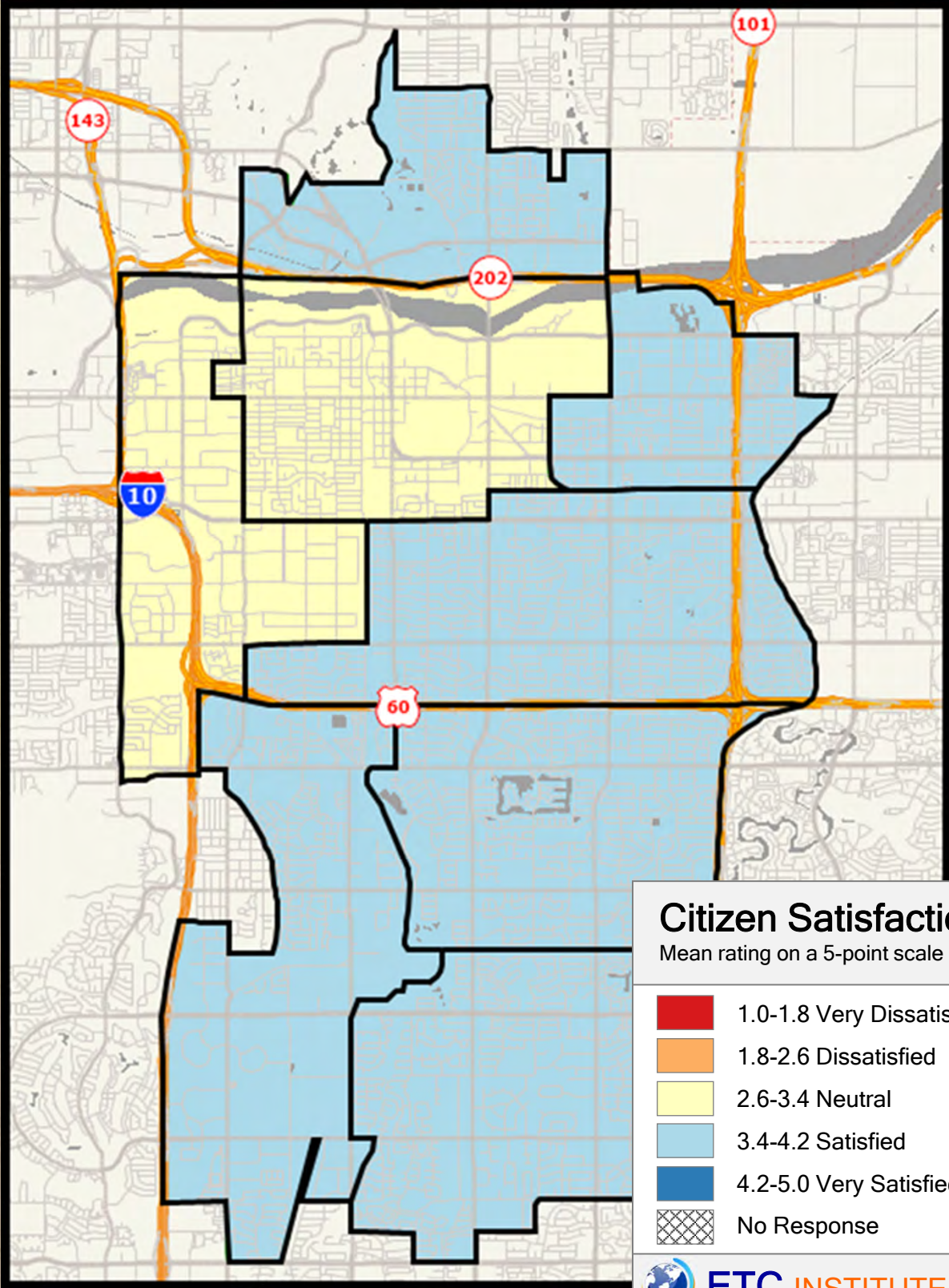


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.28 Satisfaction with: Overall condition of your neighborhood



**Citizen Satisfaction**  
Mean rating on a 5-point scale

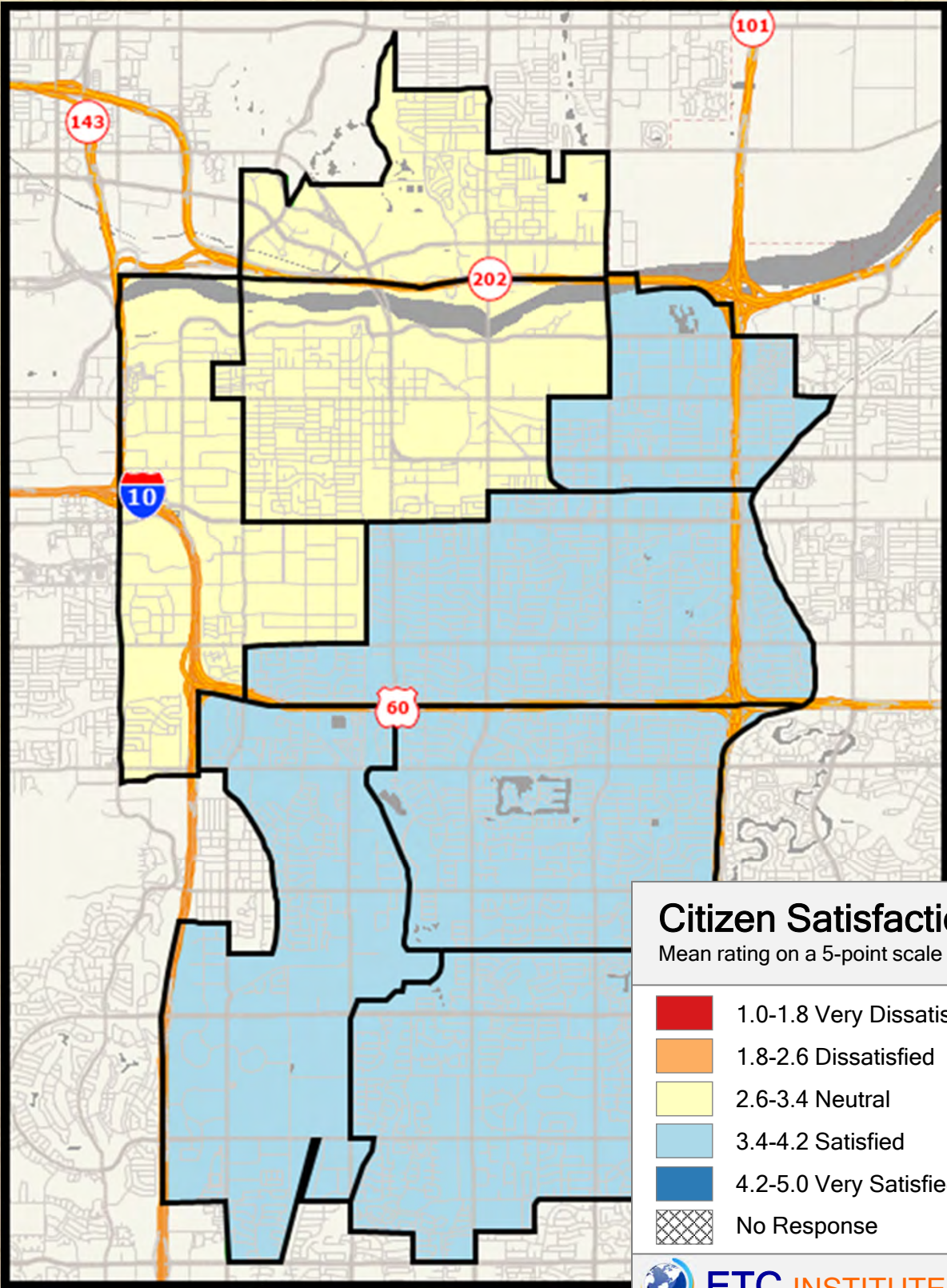
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.29 Satisfaction with: Appearance of residential property

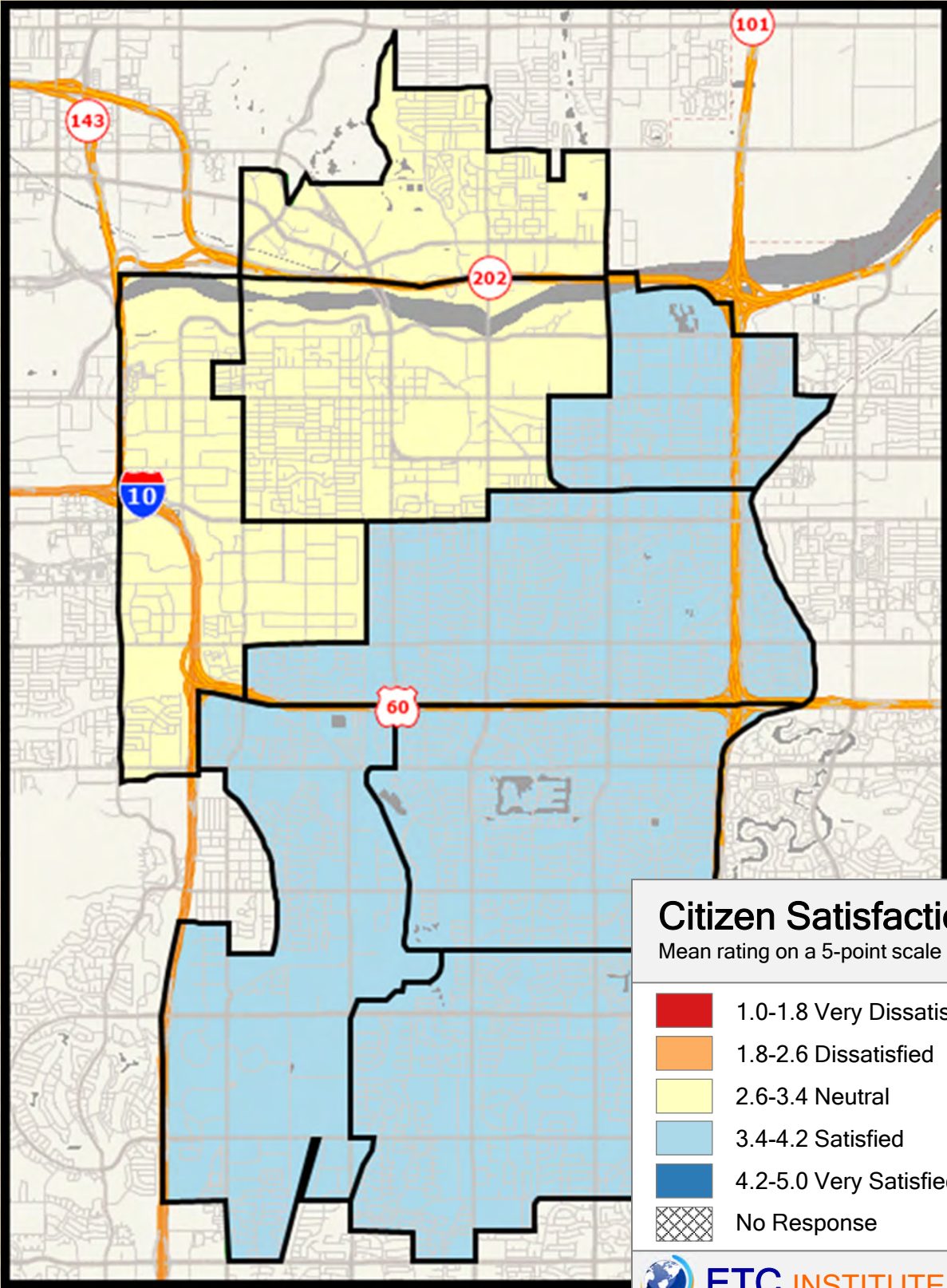


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.30 Satisfaction with: Maintenance of private property

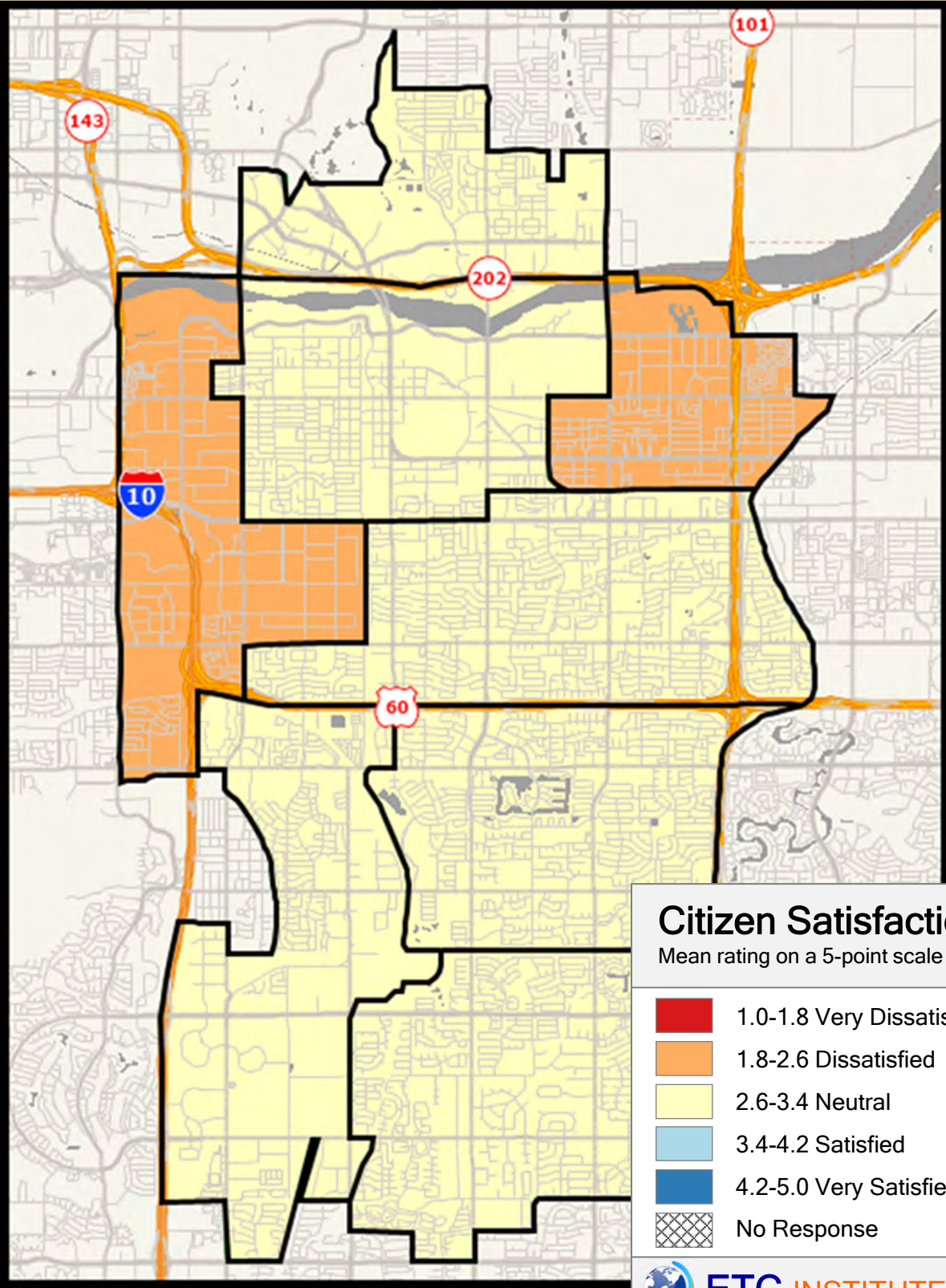


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.31 Satisfaction with: Condition of alley near your home (if applicable)

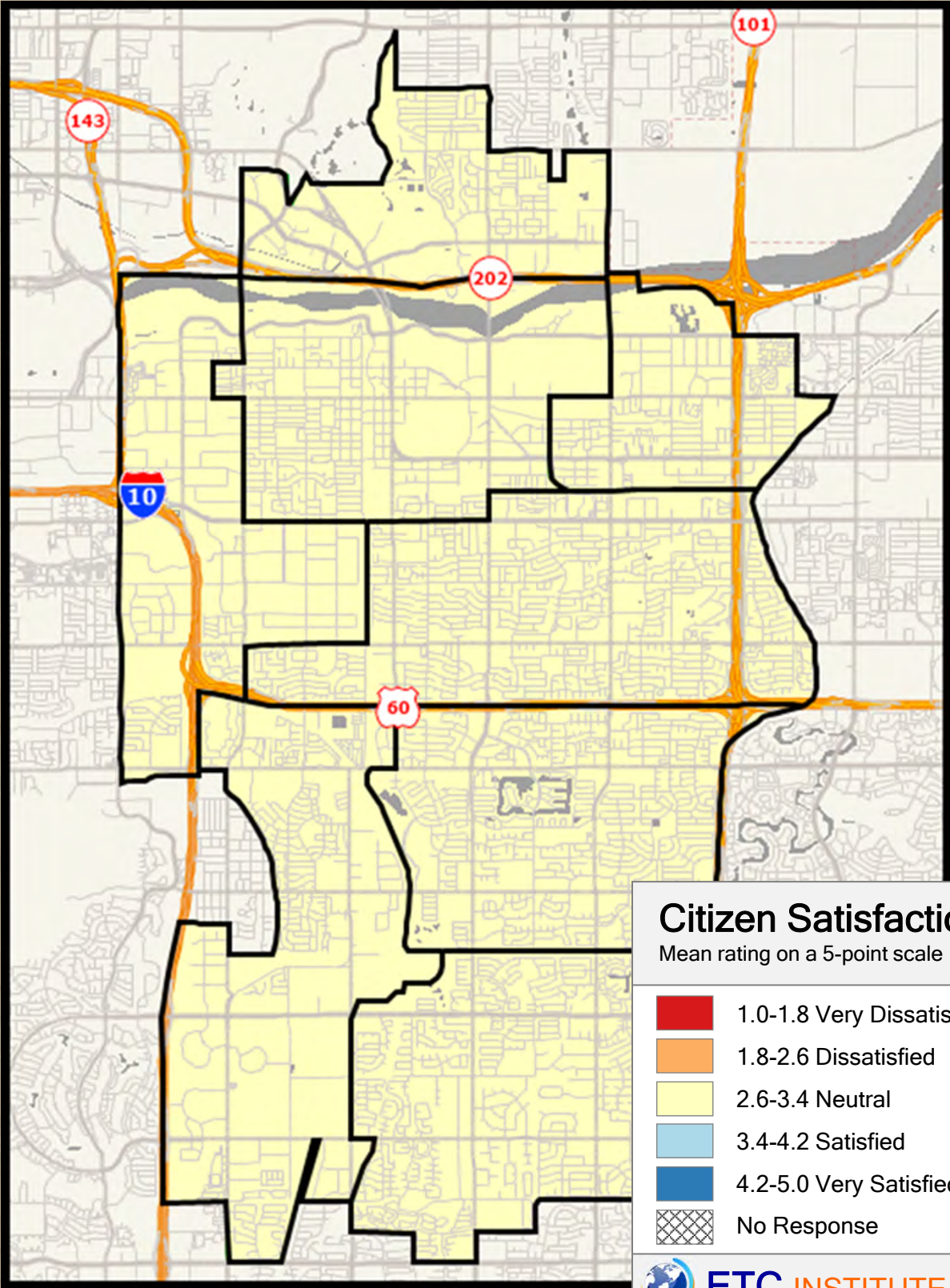


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.32 Satisfaction with: City enforcement of alley maintenance codes

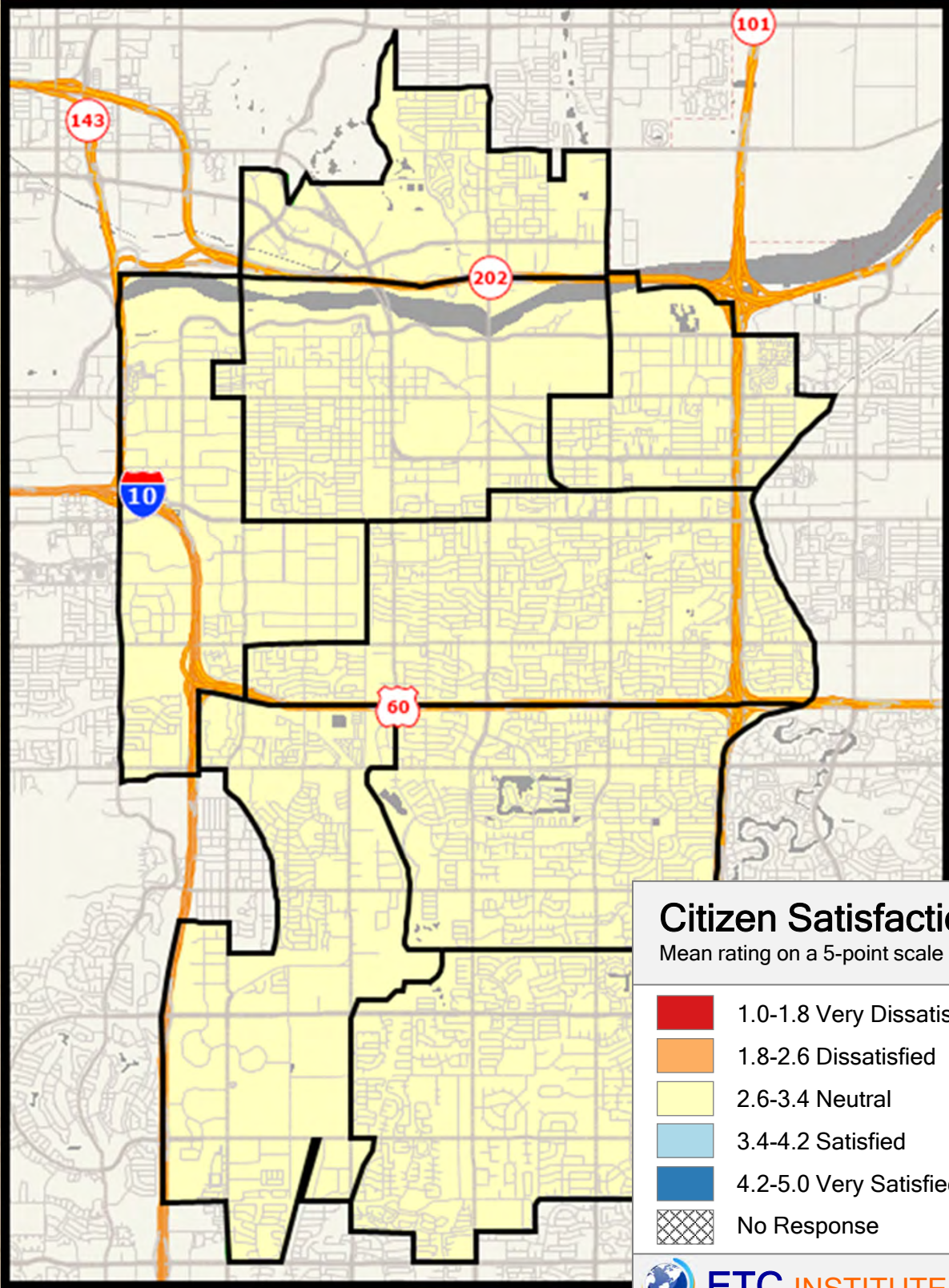


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.33 Satisfaction with: Overall enforcement of City property maintenance codes

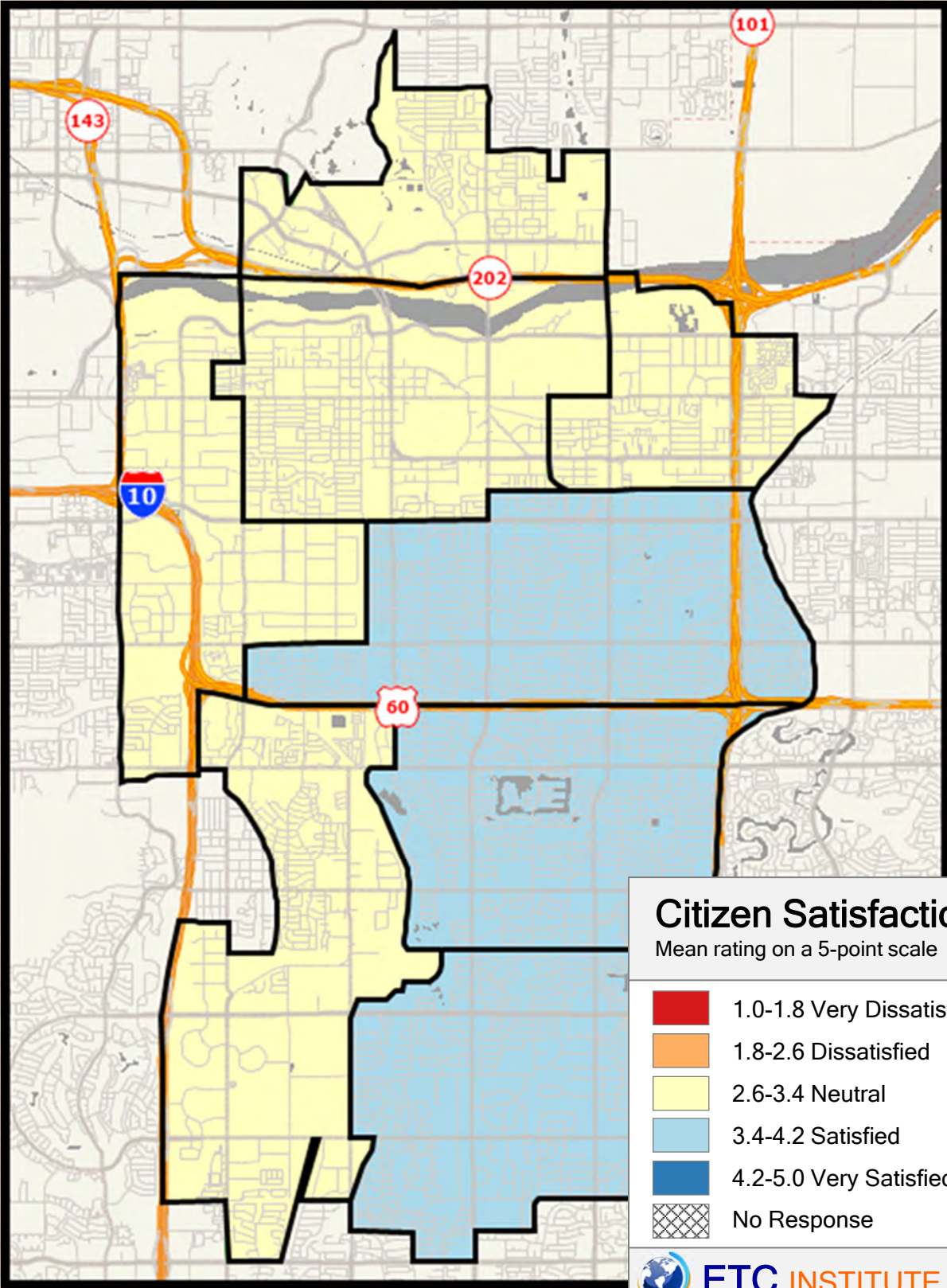


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.34 Satisfaction with: City enforcement of property maintenance codes and the appearance of commercial properties



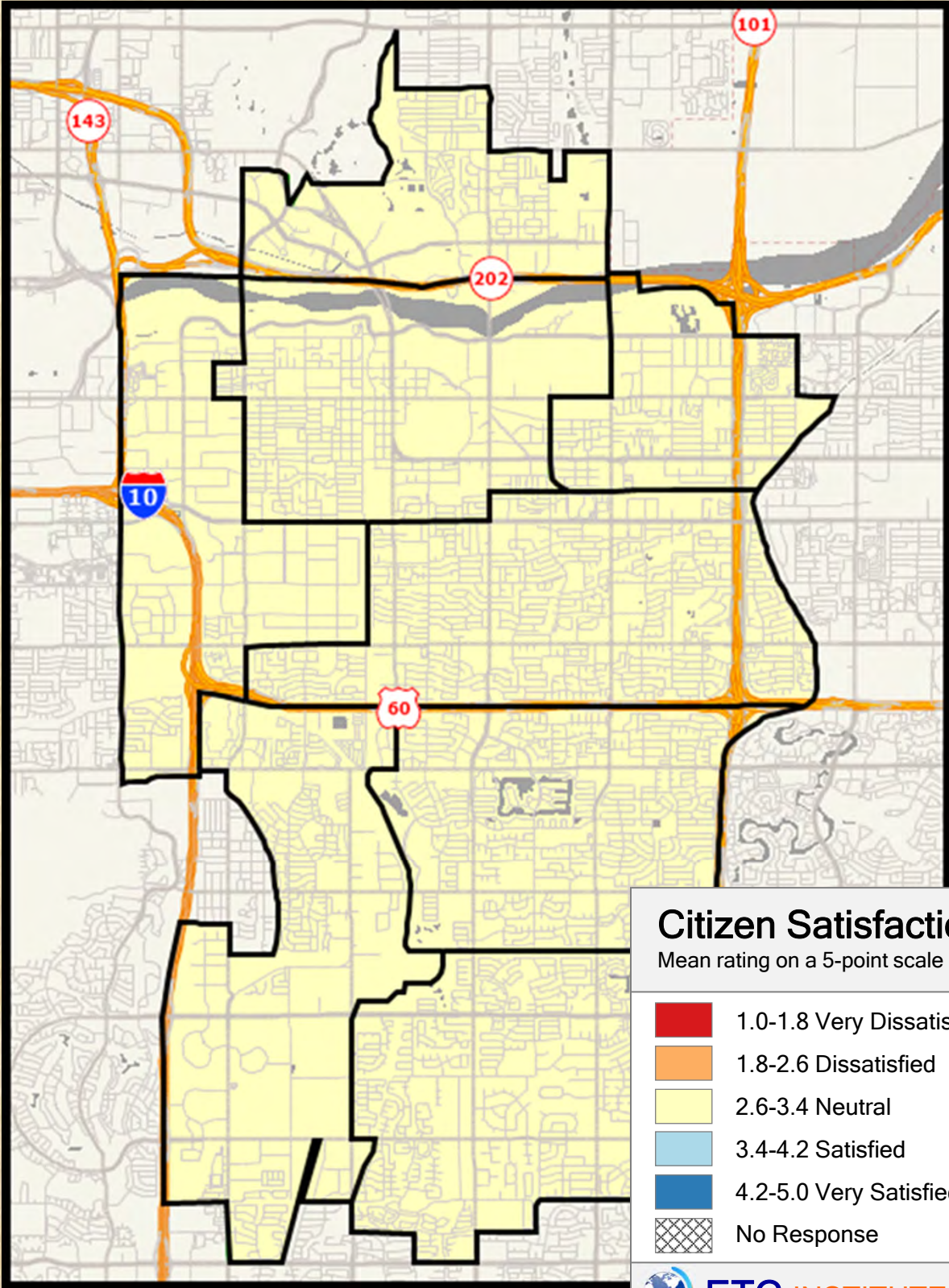
## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area





# Q14.35 Satisfaction with: City enforcement of property maintenance codes and the appearance of residential properties



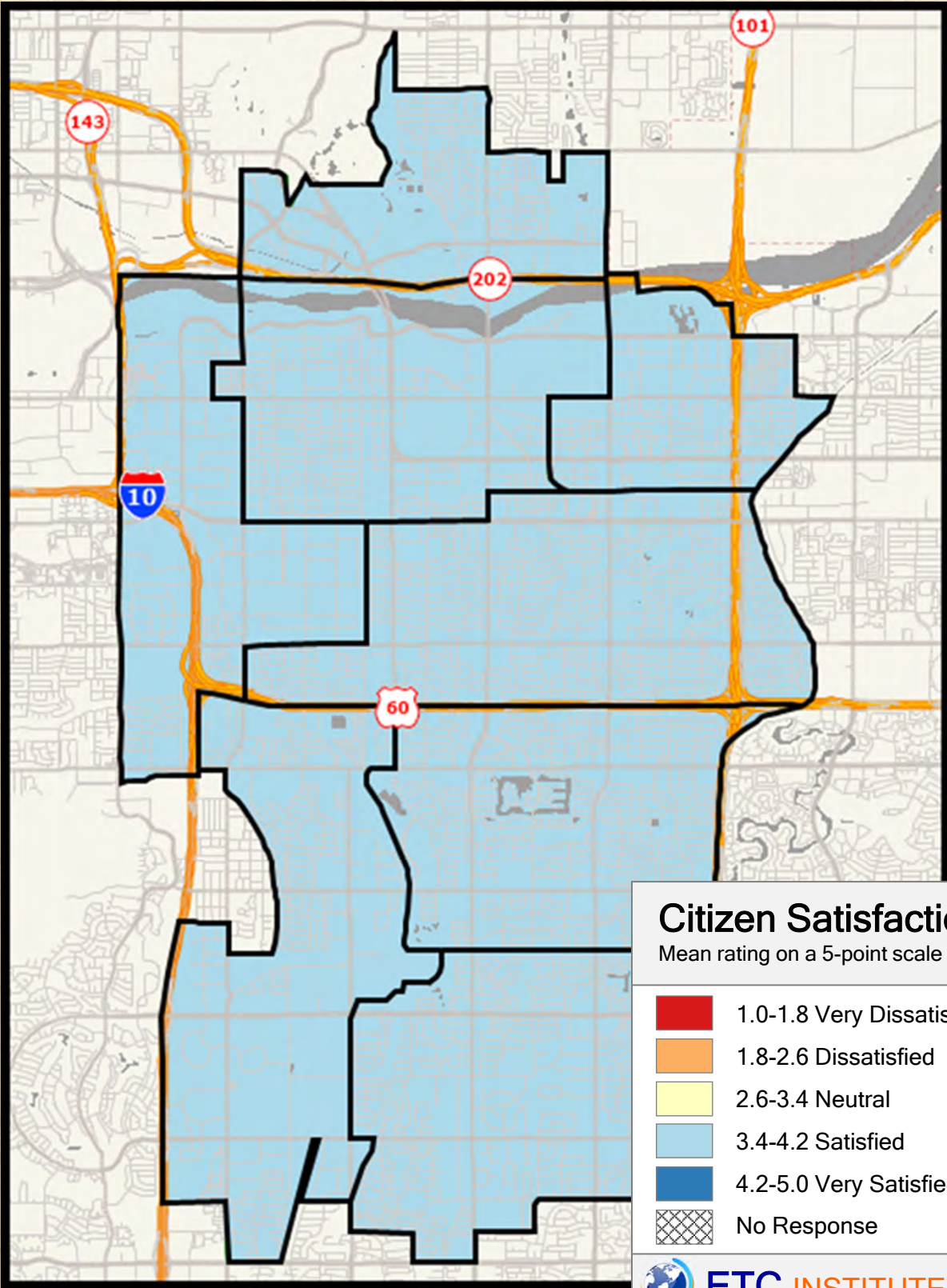
**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q14.36 Satisfaction with: City enforcement of allowable construction work hours (Summer 6am-7pm, Winter 7am-7pm)



**Citizen Satisfaction**  
Mean rating on a 5-point scale

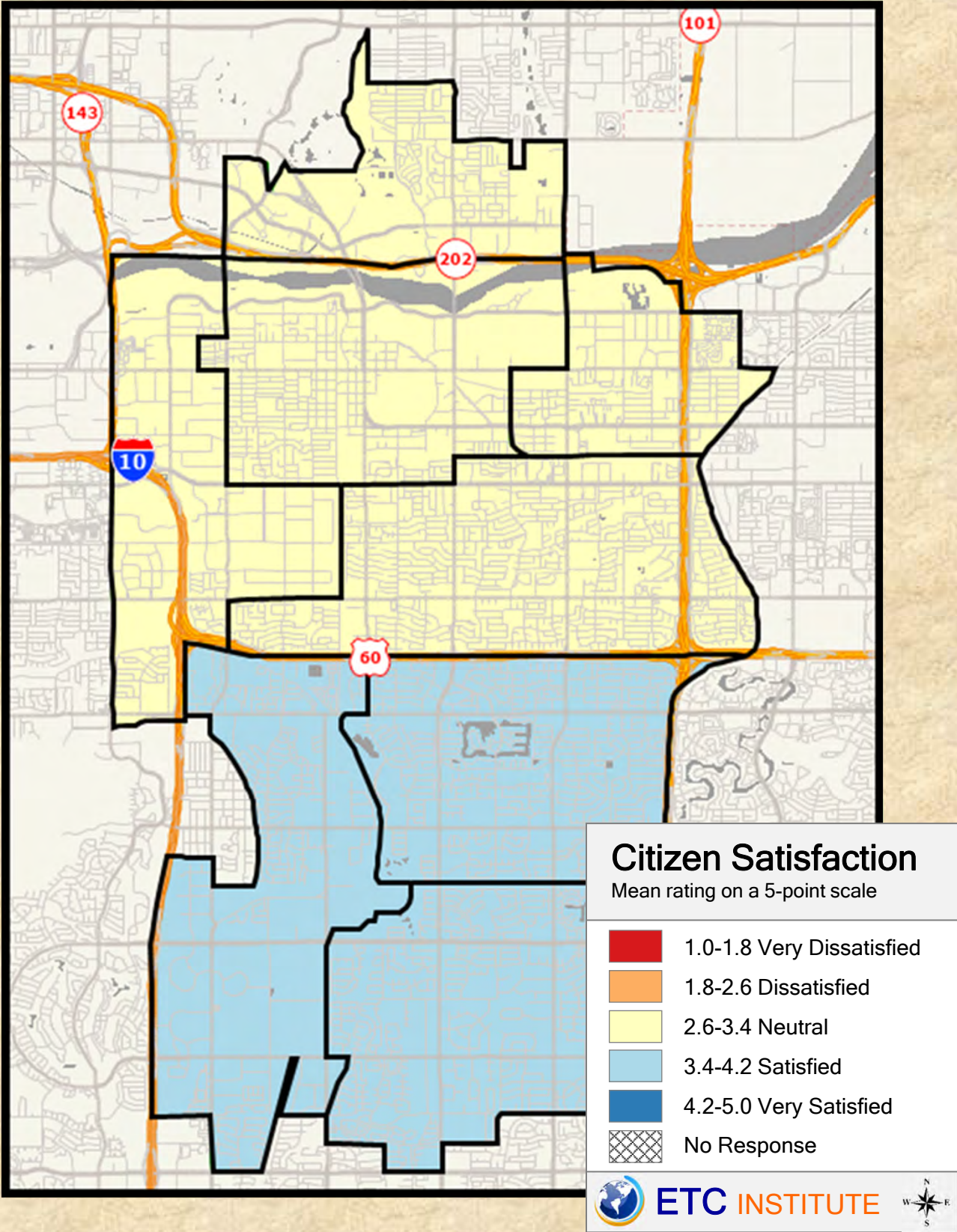
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q14.37 Satisfaction with: City efforts to enforce the clean-up of junk, debris, and trash on residential private property

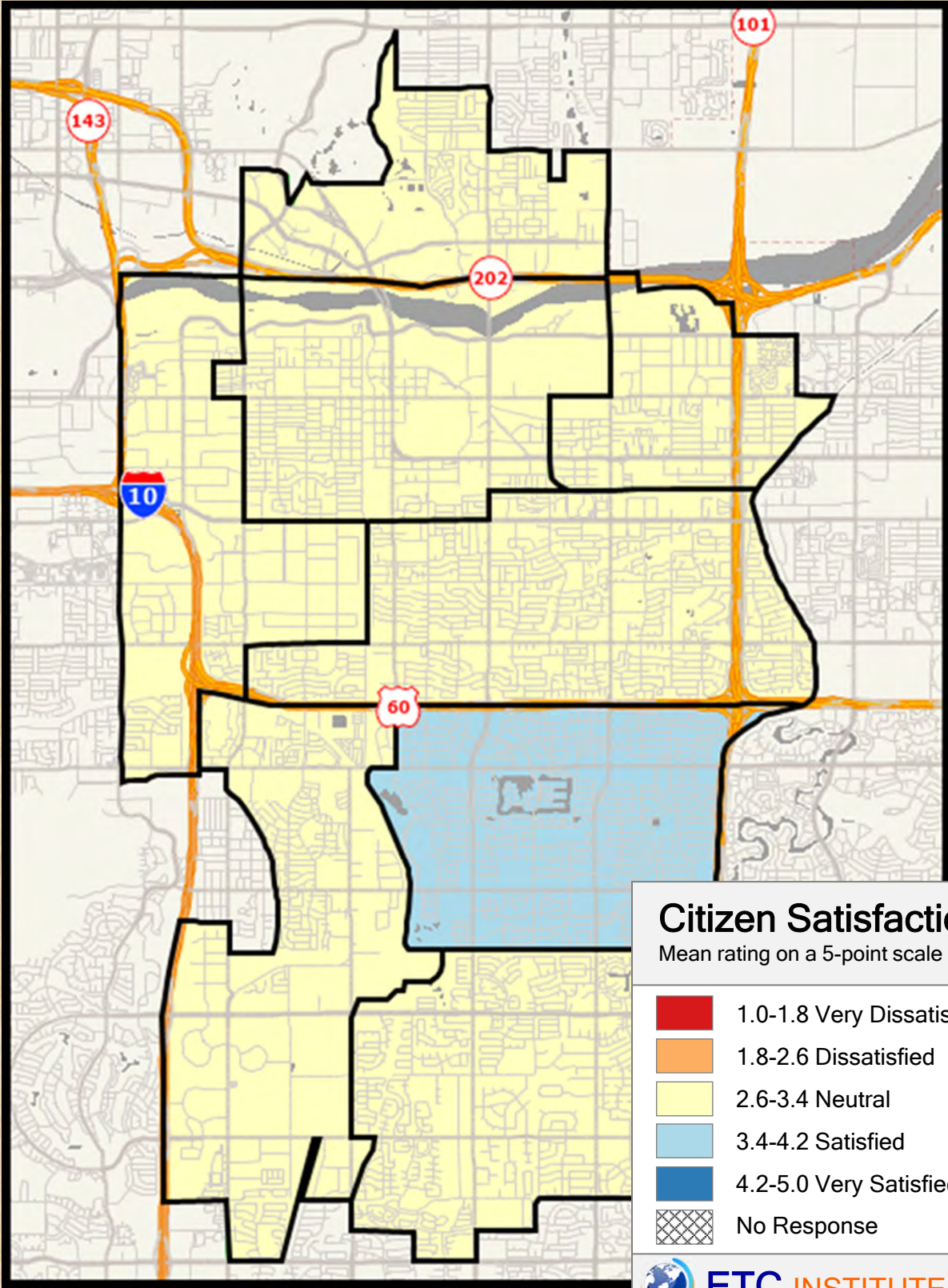


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.38 Satisfaction with: City efforts to enforce the mowing and cutting of weeds/grass on residential private property



**Citizen Satisfaction**  
Mean rating on a 5-point scale

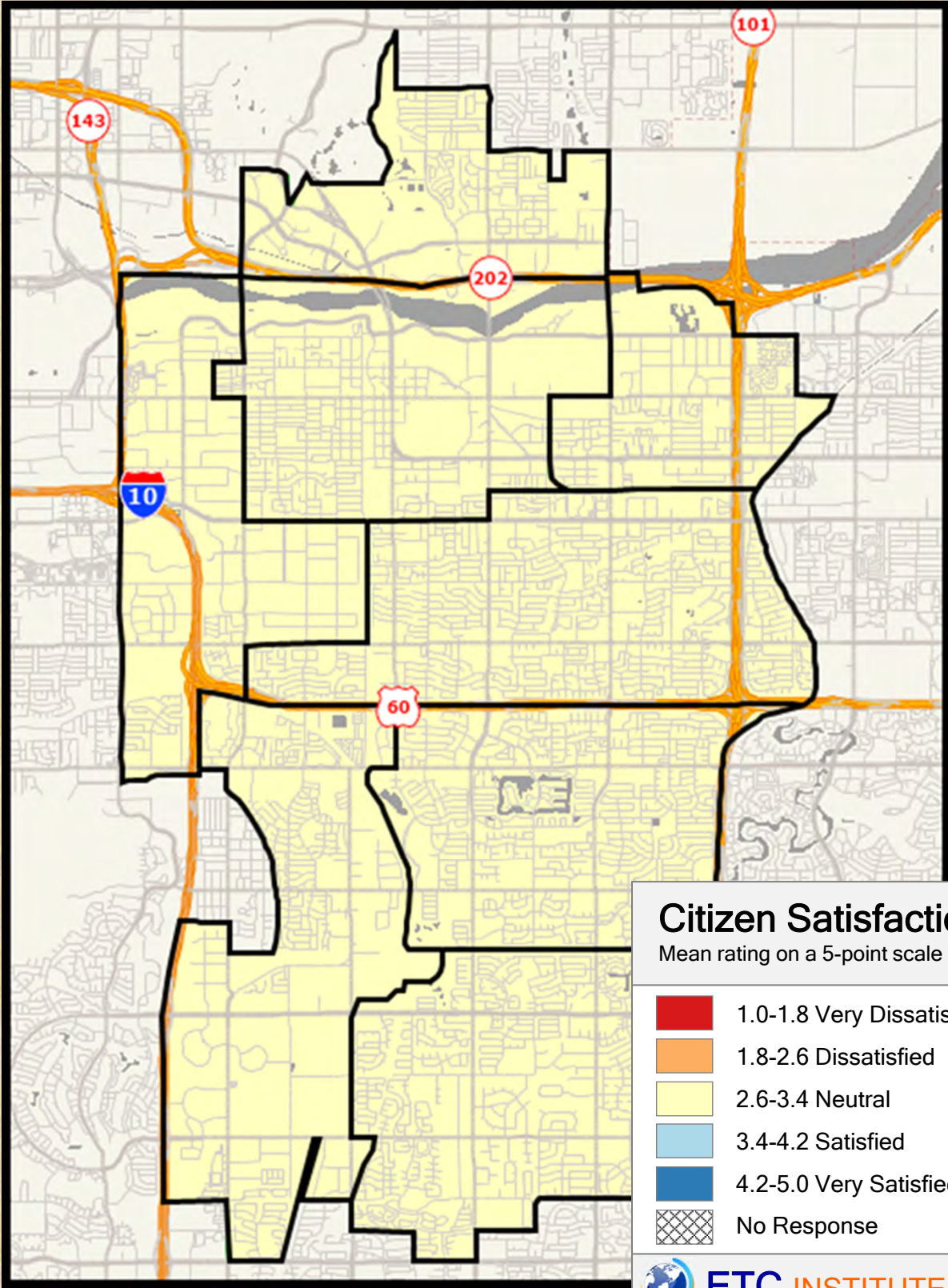
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q14.39 Satisfaction with: City efforts to enforce deteriorated landscape maintenance on residential private property



**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

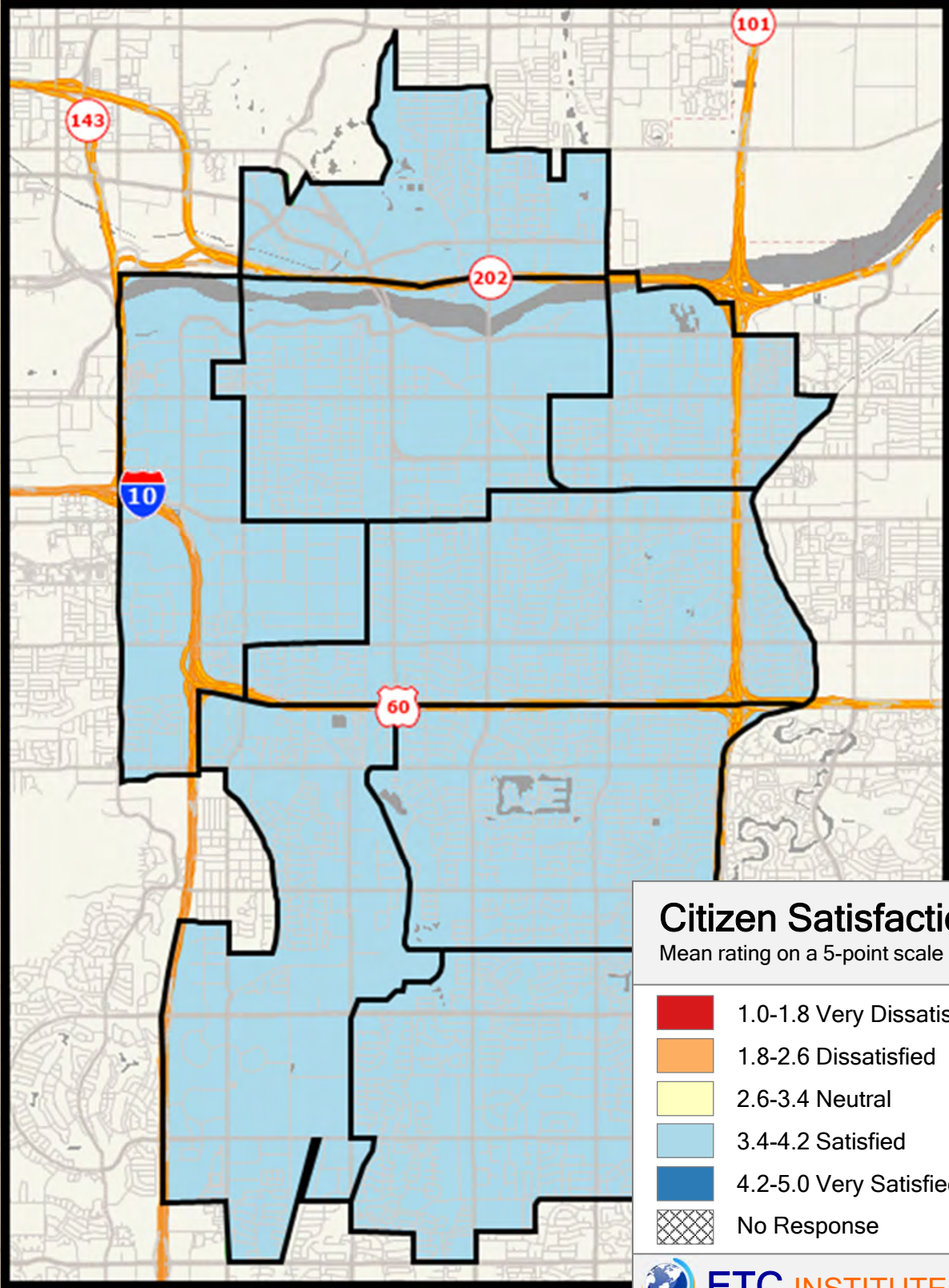
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## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.40 Satisfaction with: The value of Special Events to the City



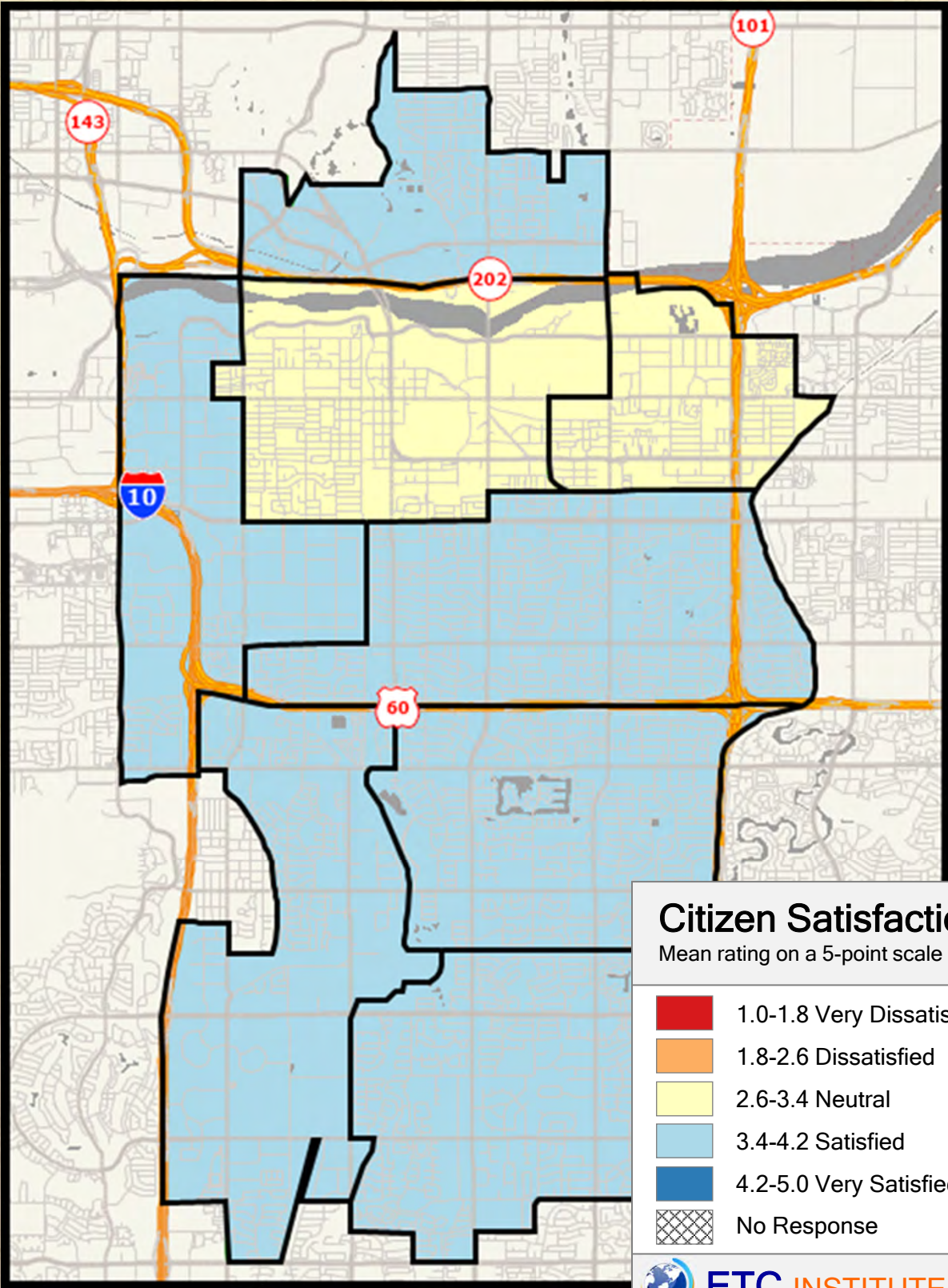
**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q14.41 Satisfaction with: Access to Human services/Social services

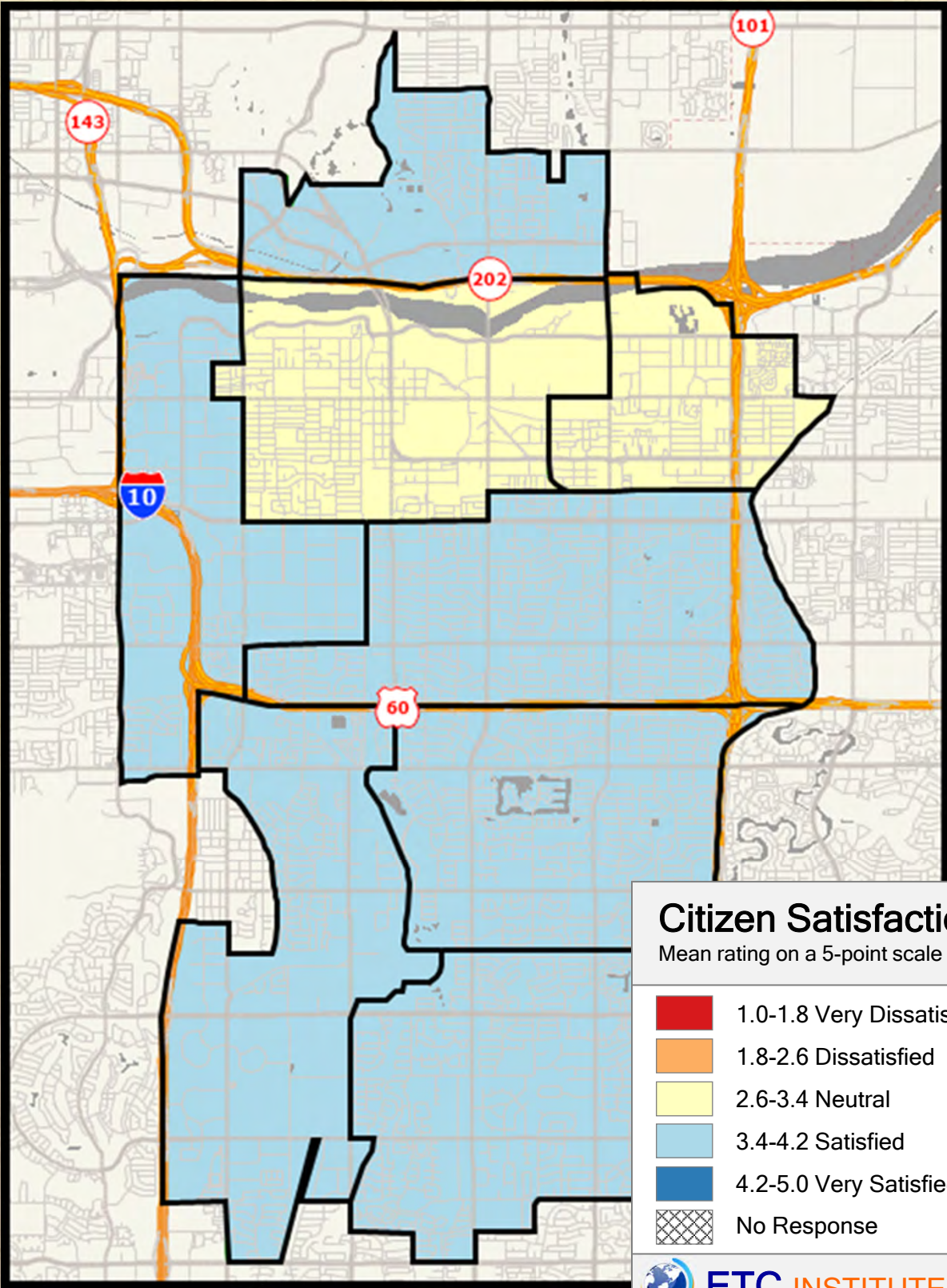


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.42 Satisfaction with: Tempe’s engagement & inclusion of those living with dementia, their care partners, & their families

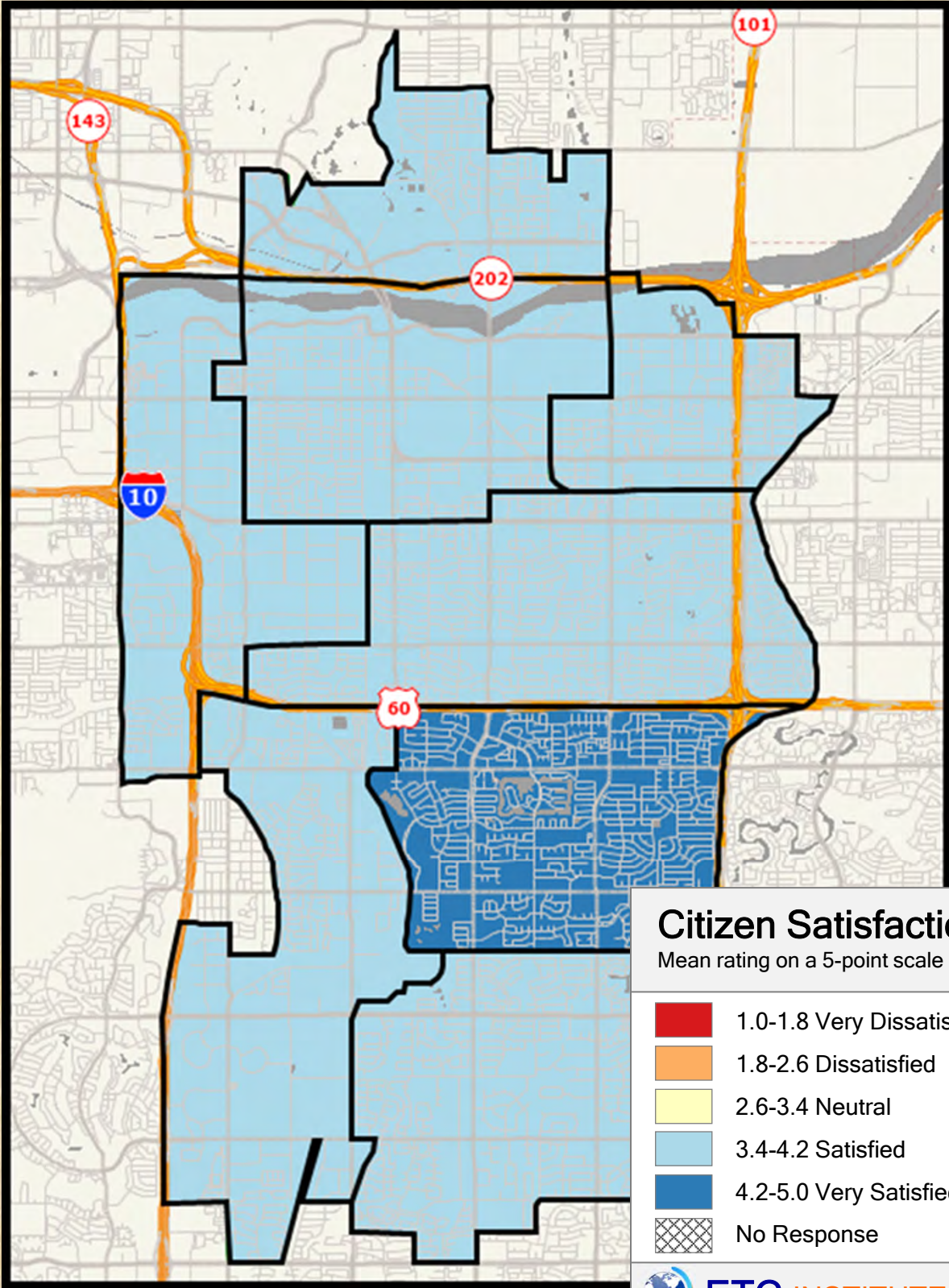


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.43 Satisfaction with: Residential trash collection services

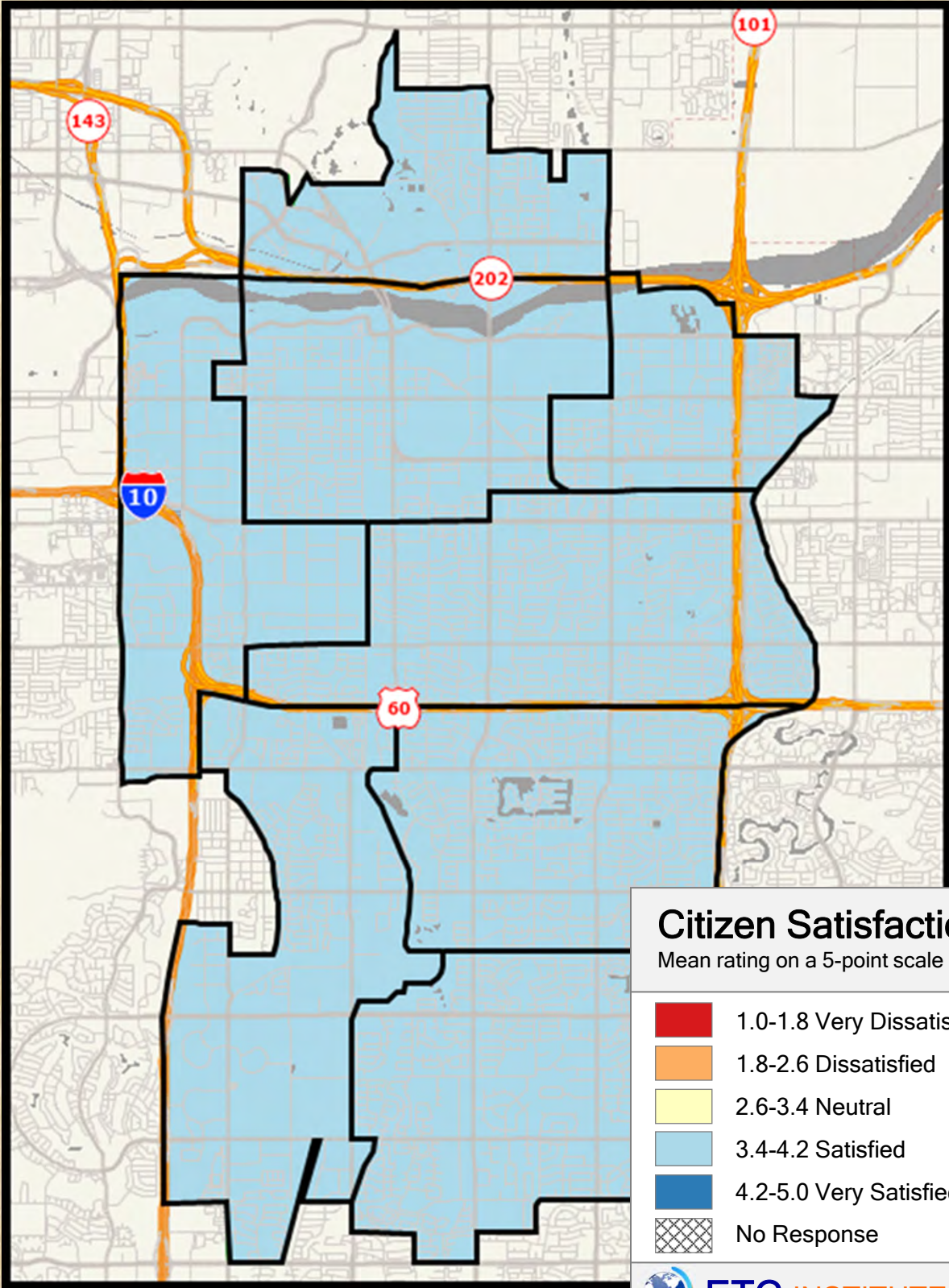


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.44 Satisfaction with: Residential recycling services

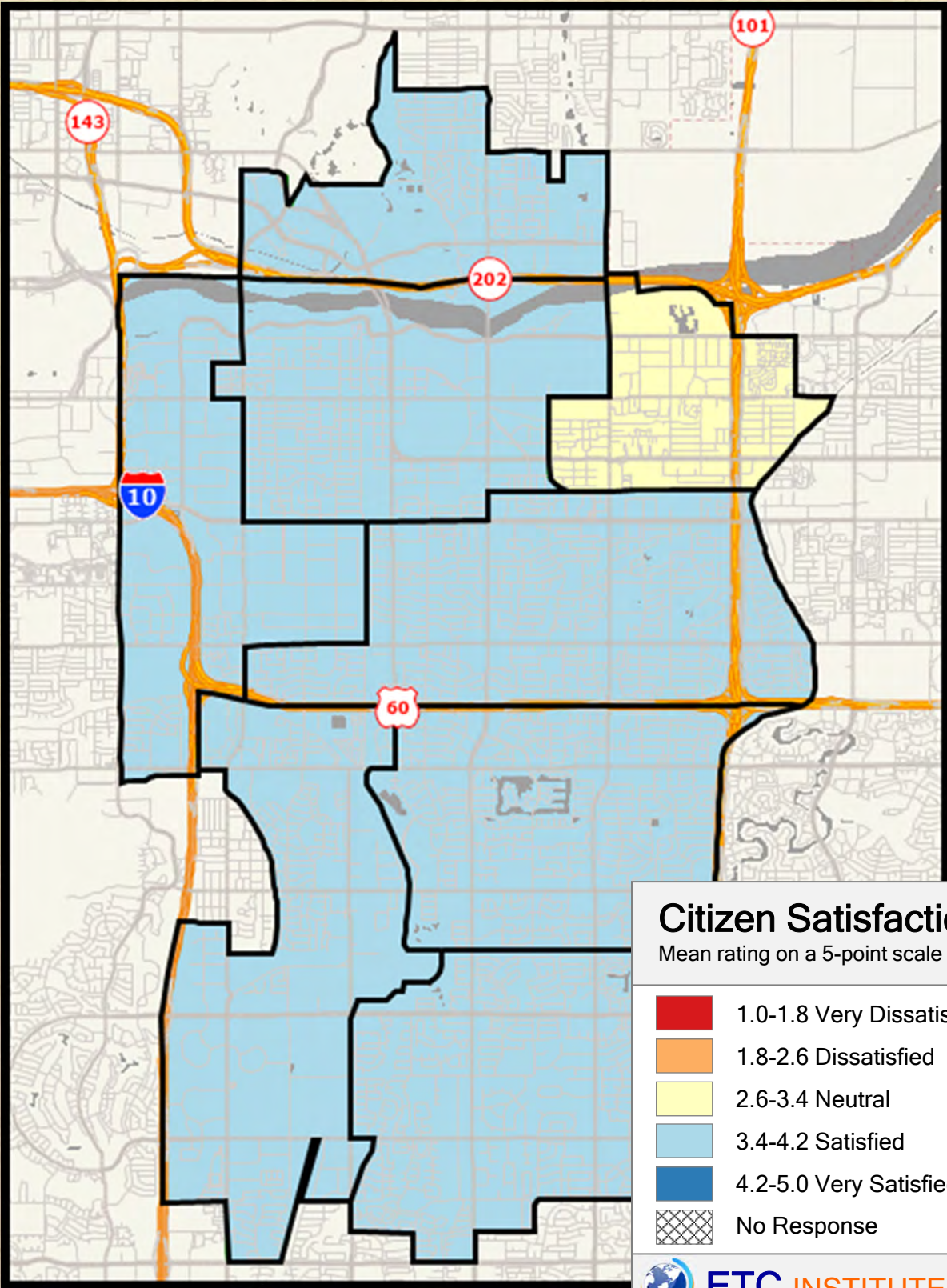


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q14.45 Satisfaction with: Bulk trash pickup/removal services

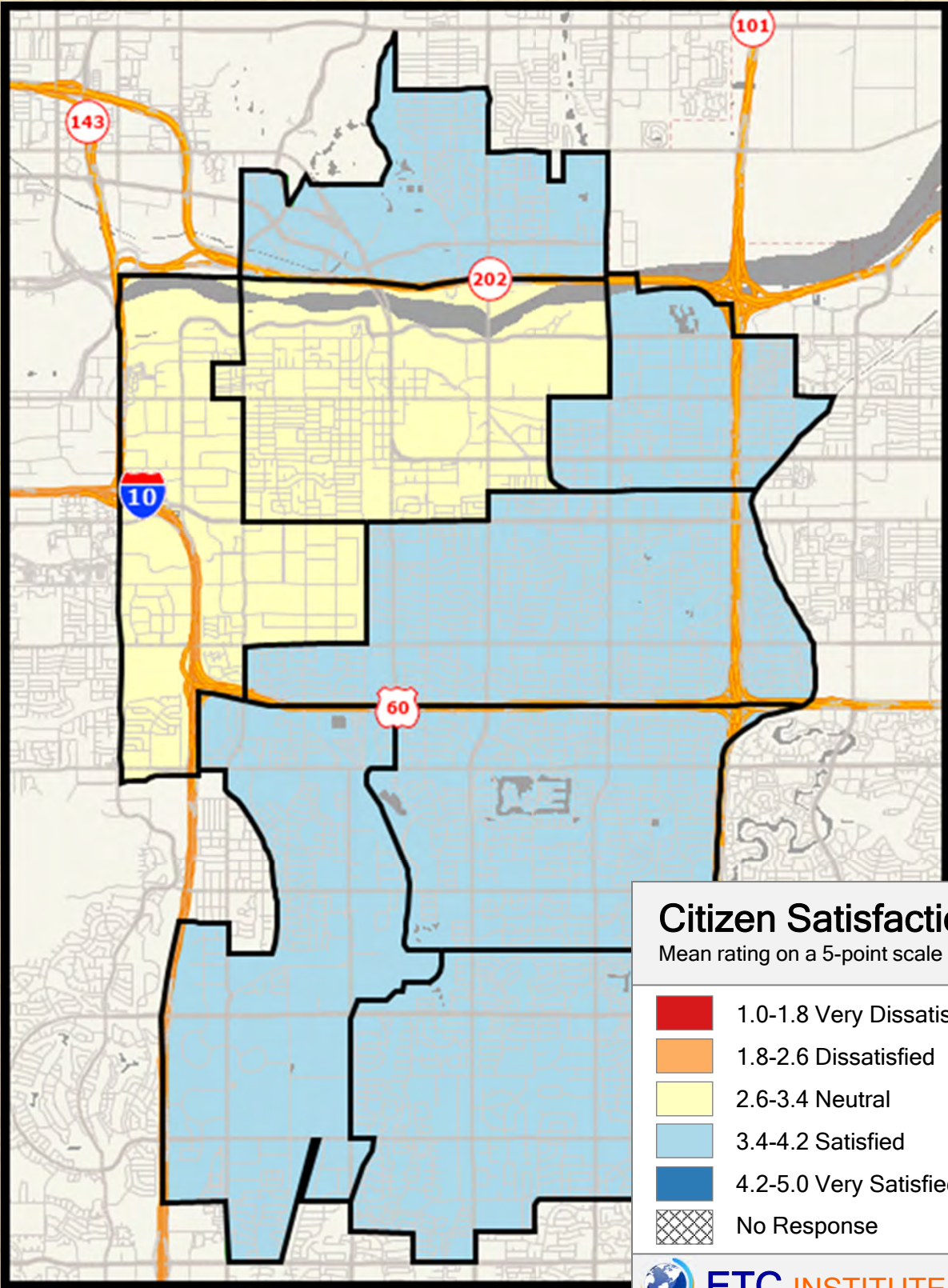


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q16.1 Satisfaction with: The direction the City is heading

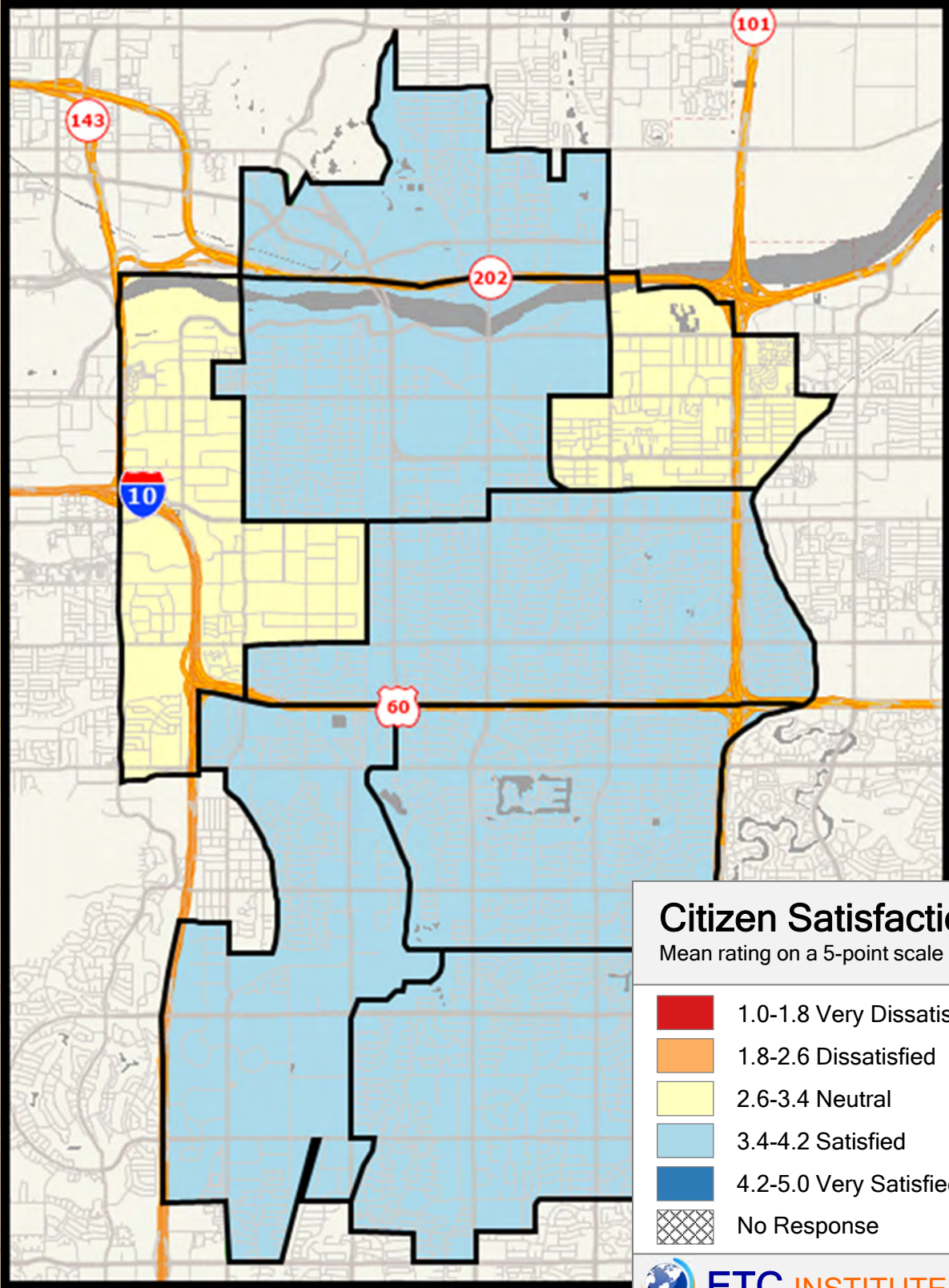


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q16.2 Satisfaction with: City efforts to keep residents informed about the City's budget

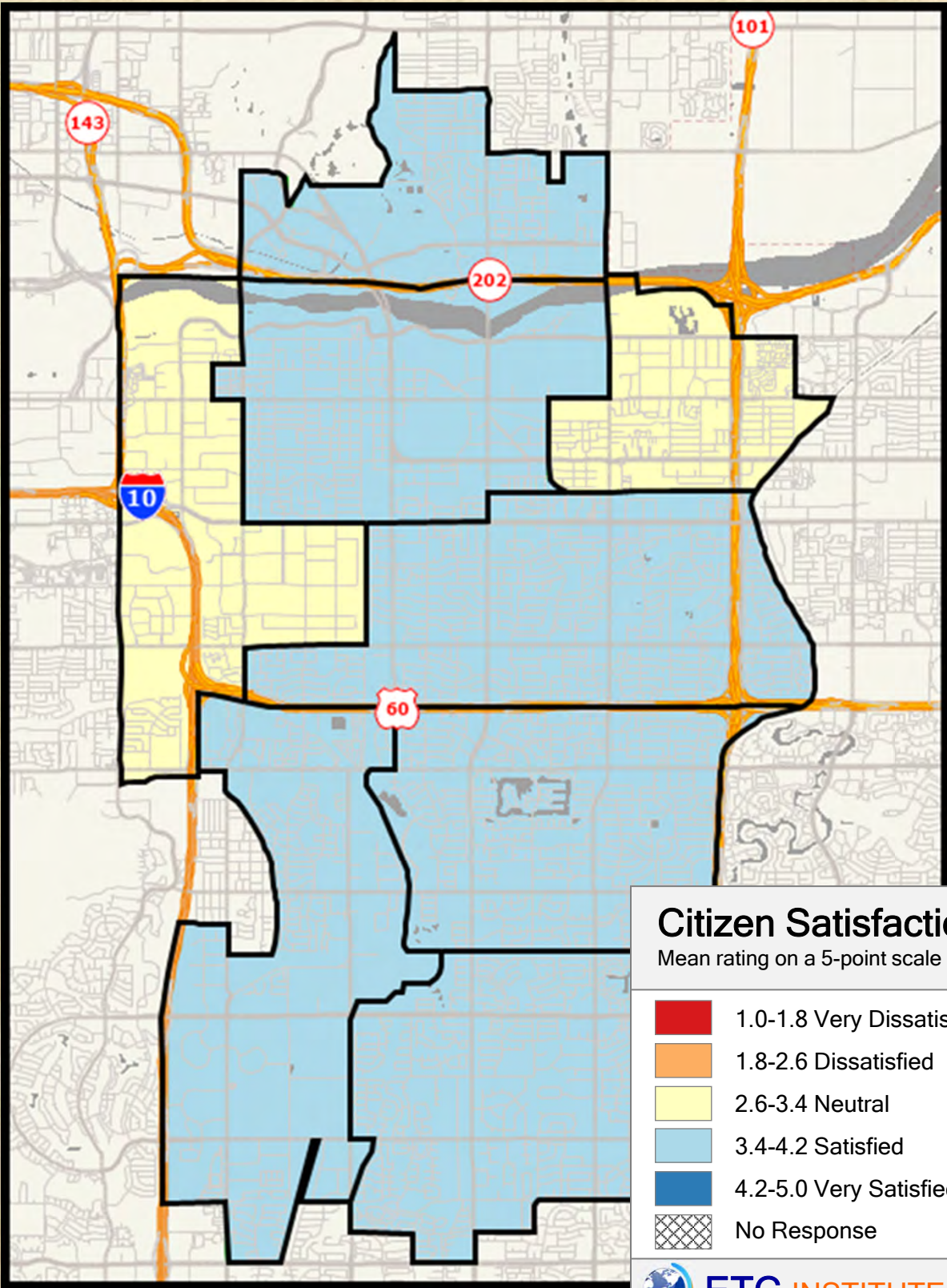


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q16.3 Satisfaction with: The City's financial information is accessible and transparent

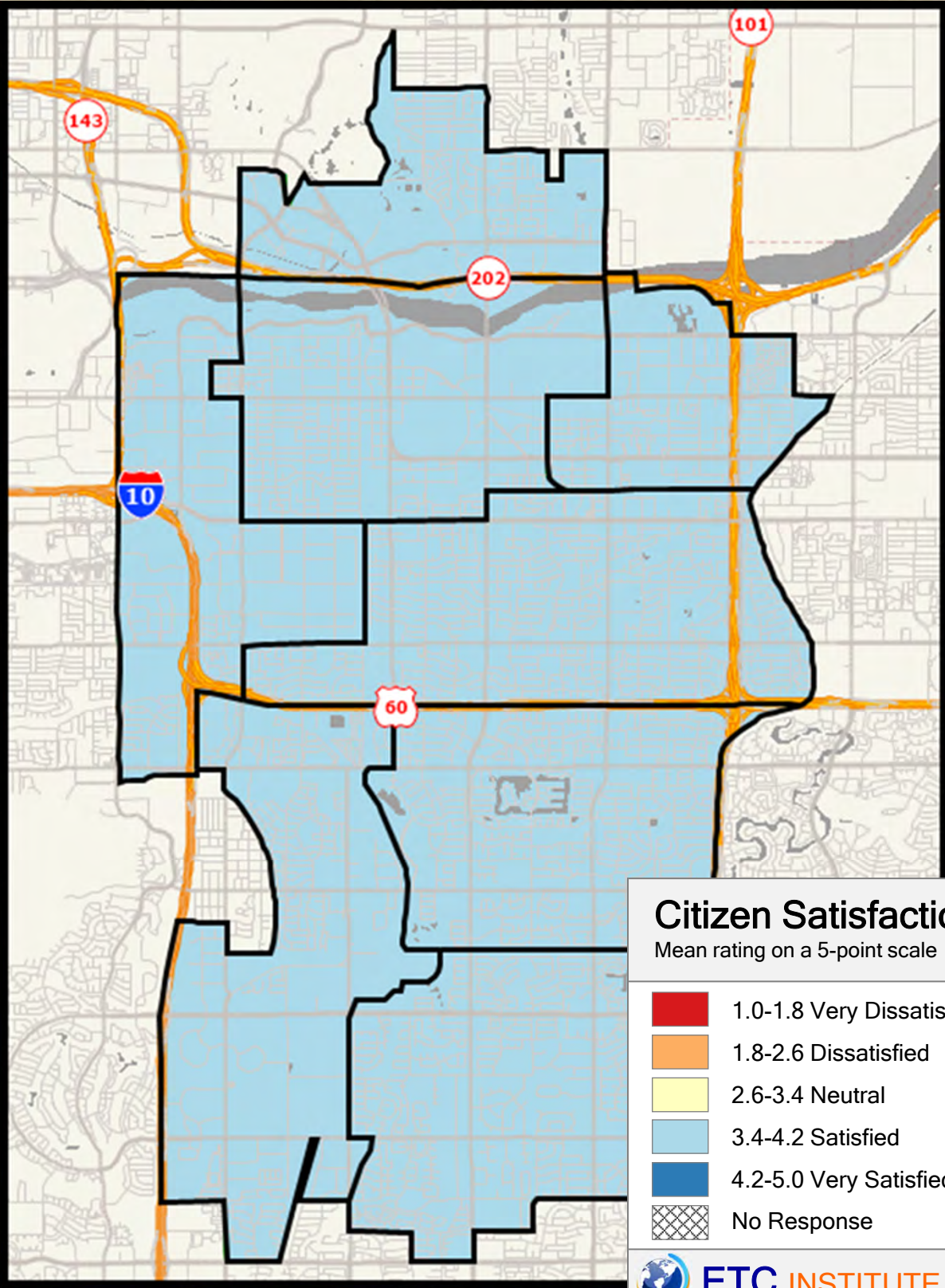


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q16.4 Satisfaction with: The overall value that you receive for your City tax dollars and fees



**Citizen Satisfaction**  
Mean rating on a 5-point scale

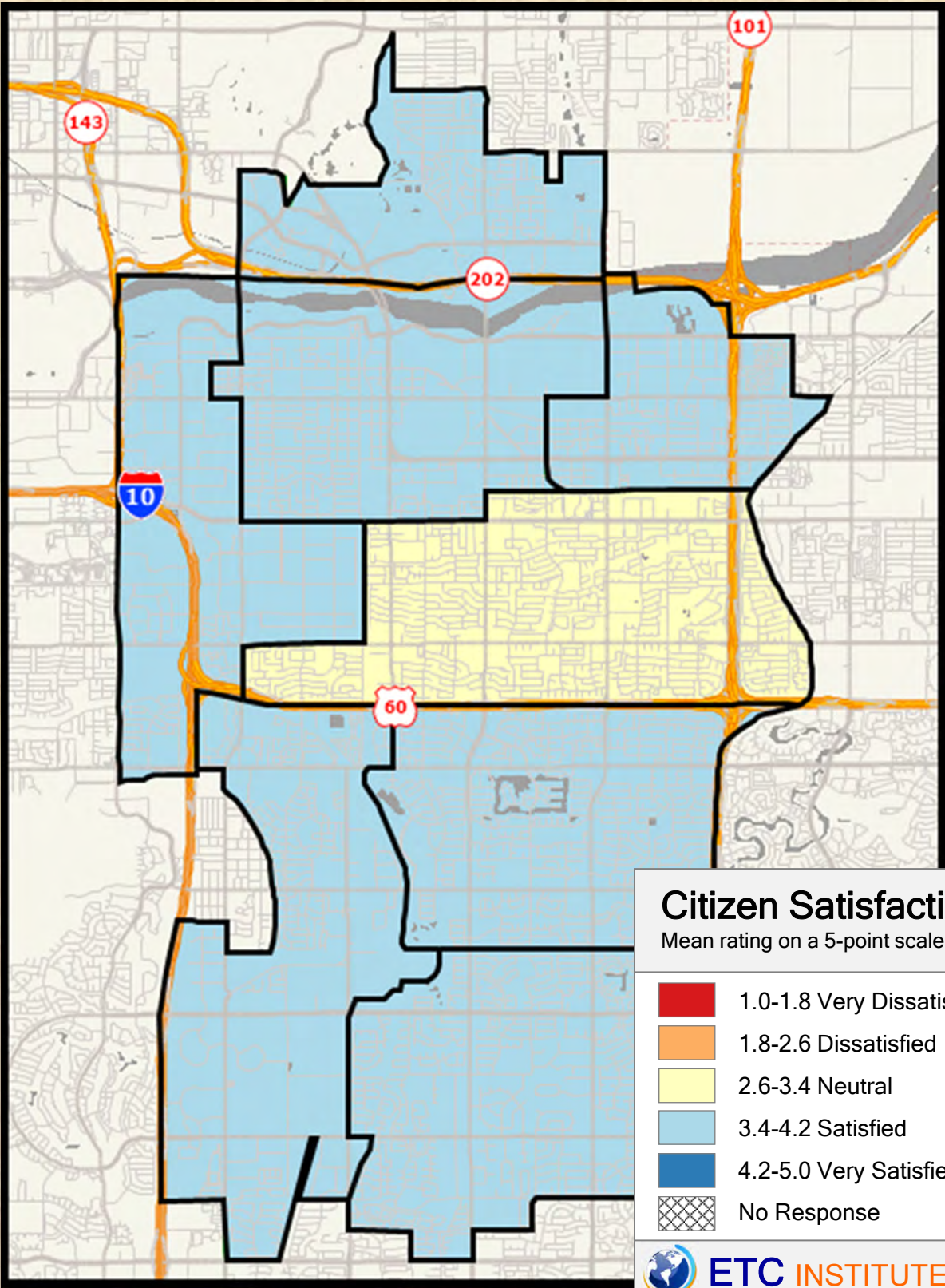
Red	1.0-1.8	Very Dissatisfied
Orange	1.8-2.6	Dissatisfied
Yellow	2.6-3.4	Neutral
Light Blue	3.4-4.2	Satisfied
Dark Blue	4.2-5.0	Very Satisfied
Hatched	-	No Response

## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q16.5 Satisfaction with: The opportunities to provide input and feedback in the budget process through public forums, on-line budget forums, and public budget meetings

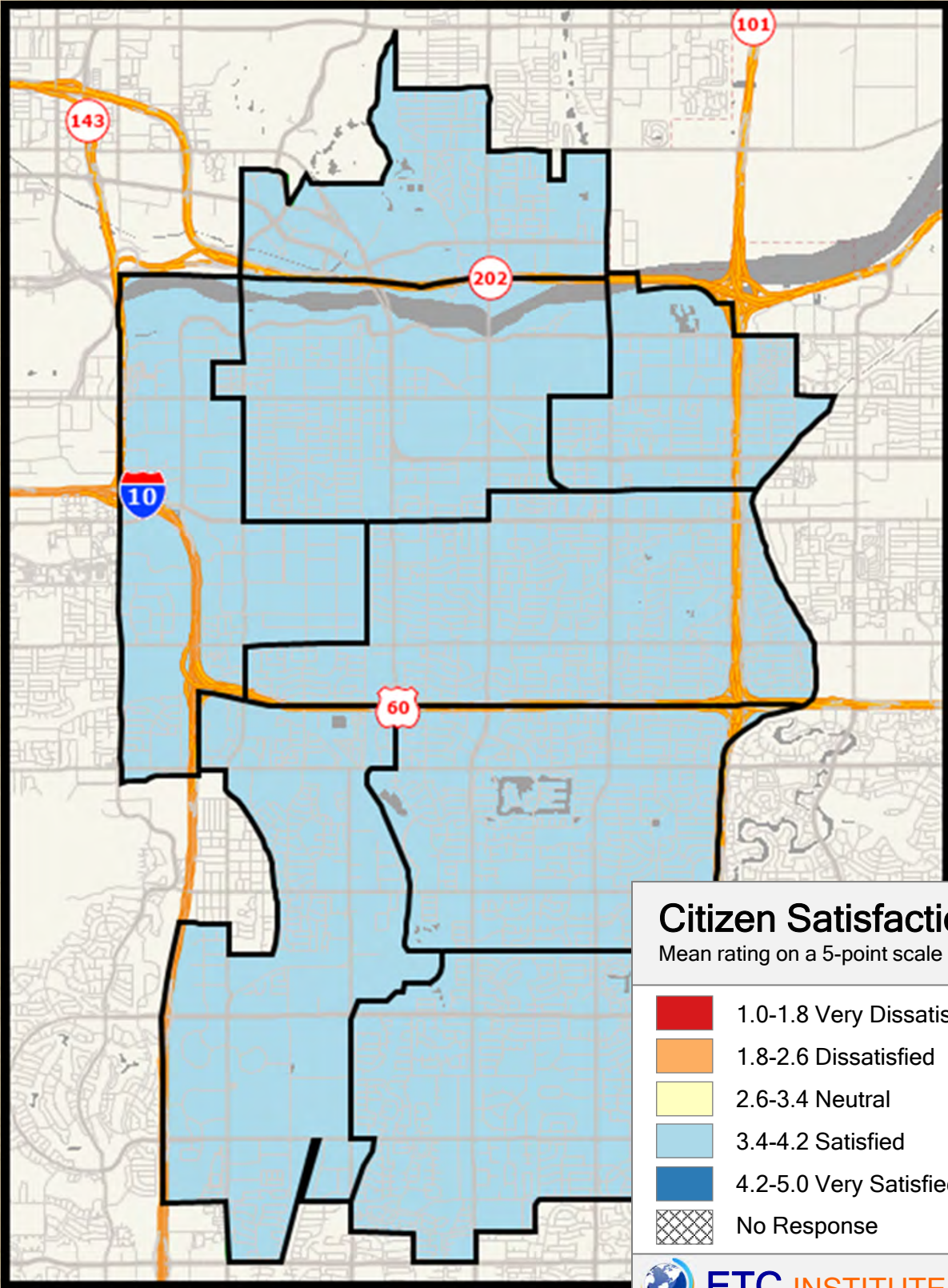


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q16.6 Satisfaction with: The financial stability of the City



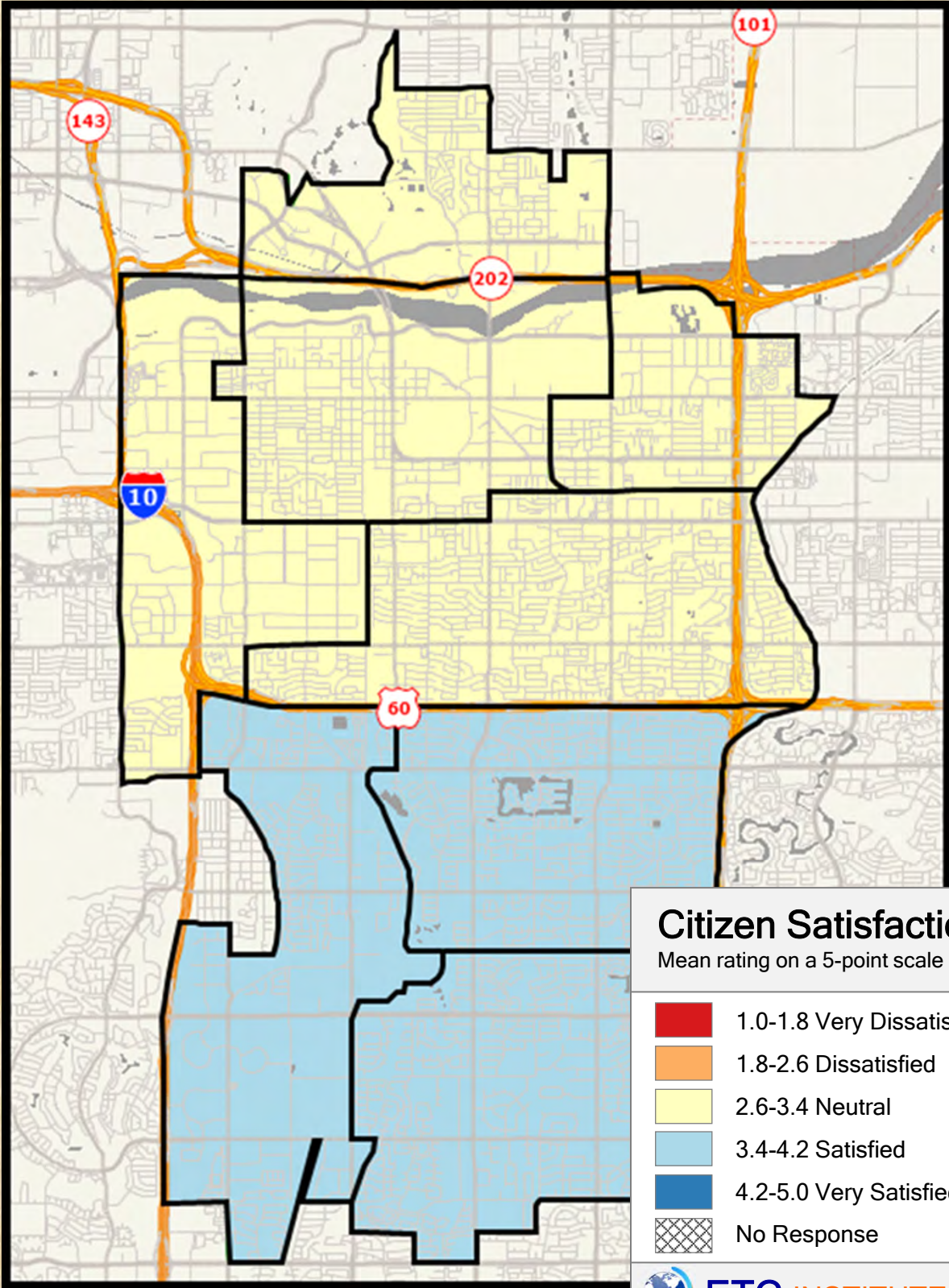
**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q17.1 Satisfaction with: How well the City is planning for growth

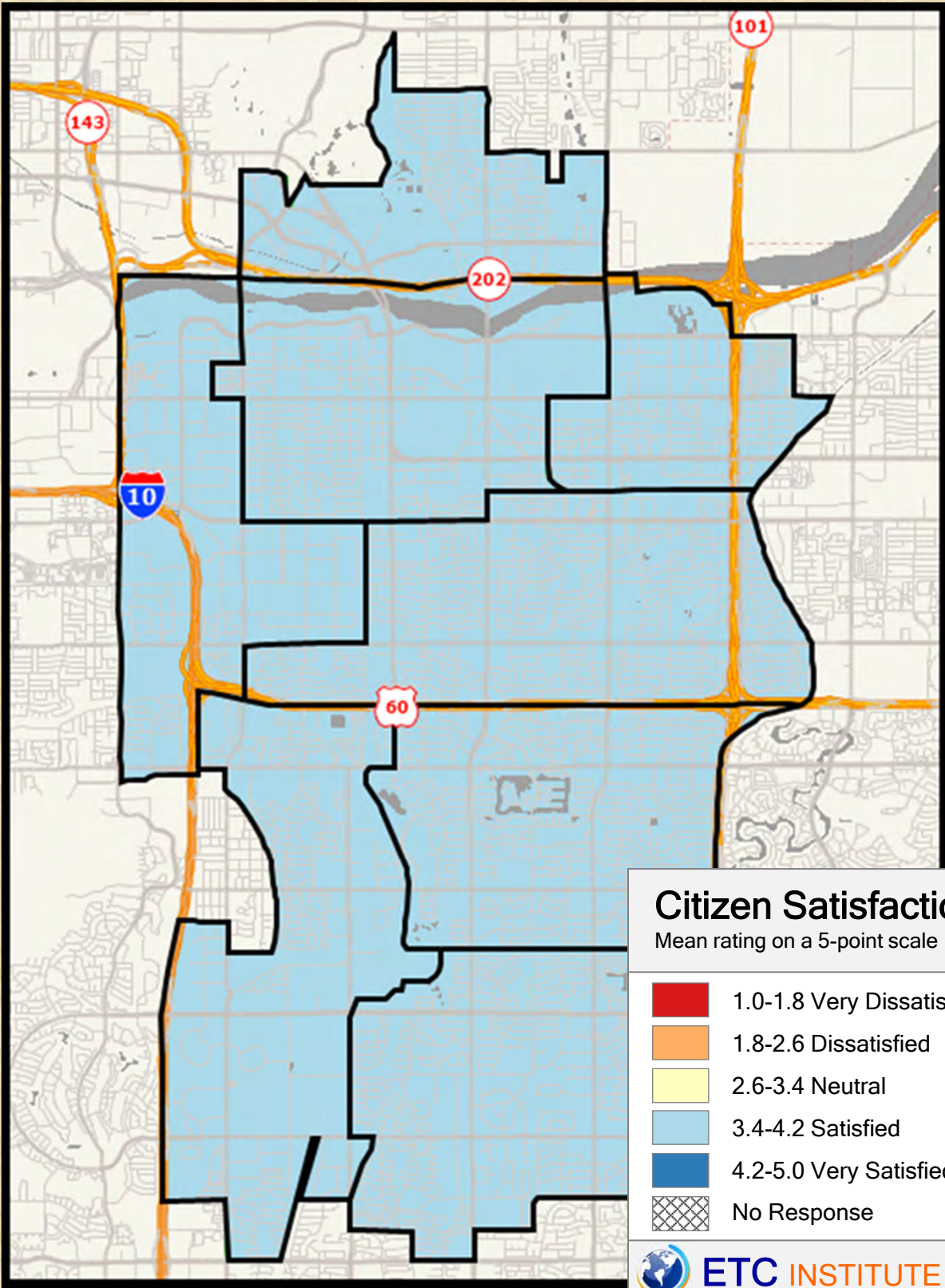


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.2 Satisfaction with: The City's sustainability programs, which are designed to promote water, energy, and natural resource conservation

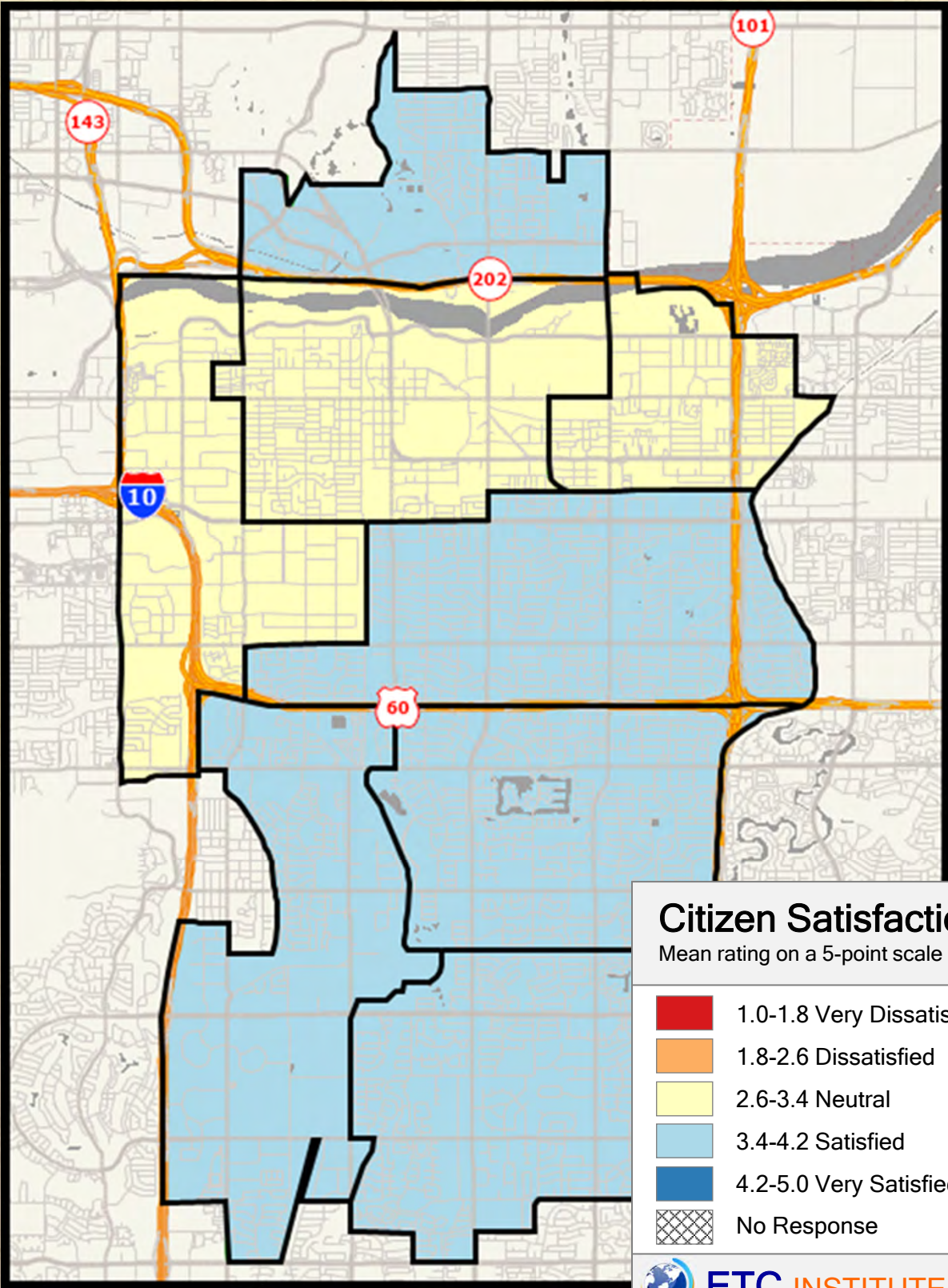


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.3 Satisfaction with: Condition of streets in your neighborhood

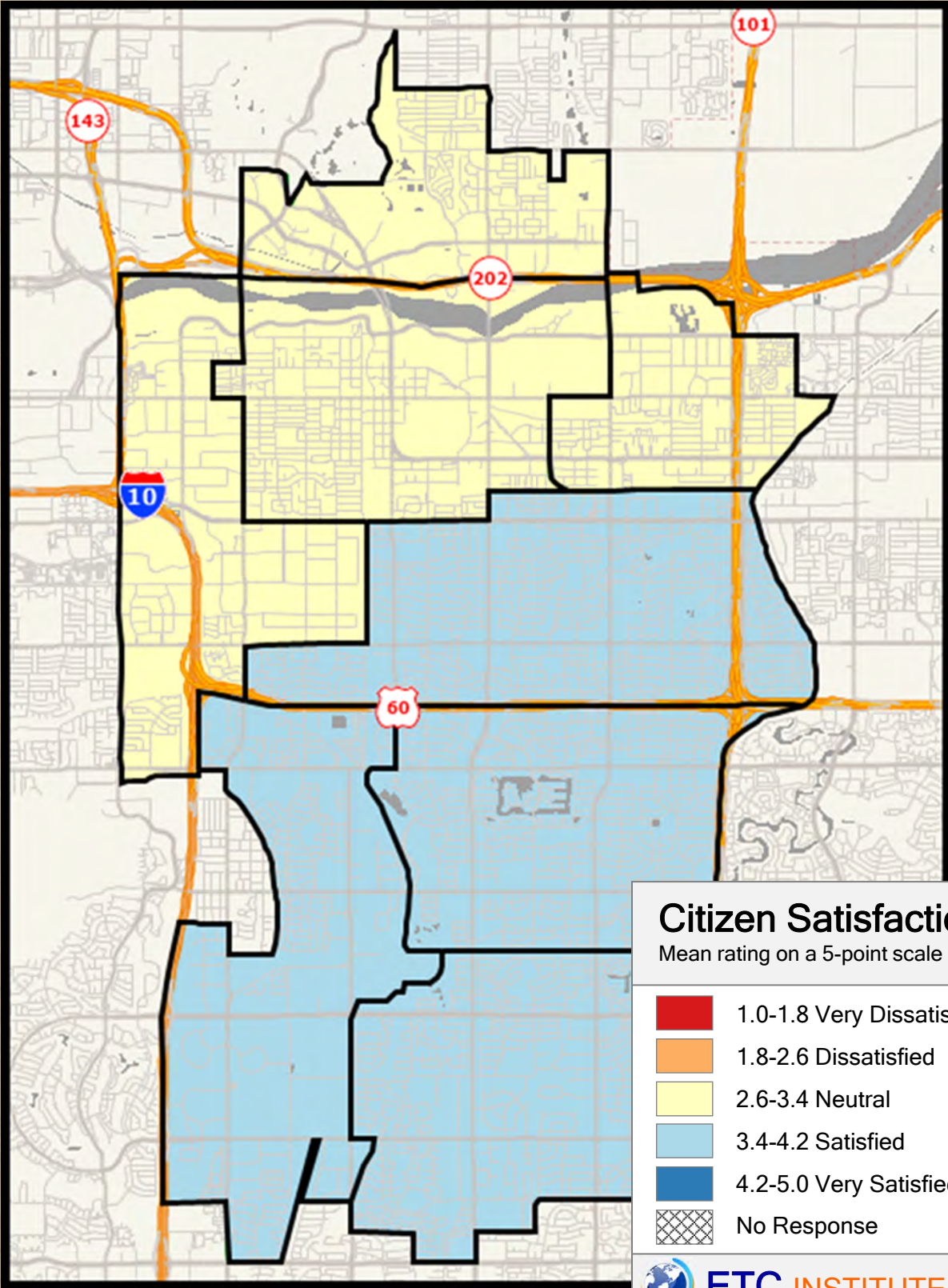


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.4 Satisfaction with: Condition of major City streets and sidewalks

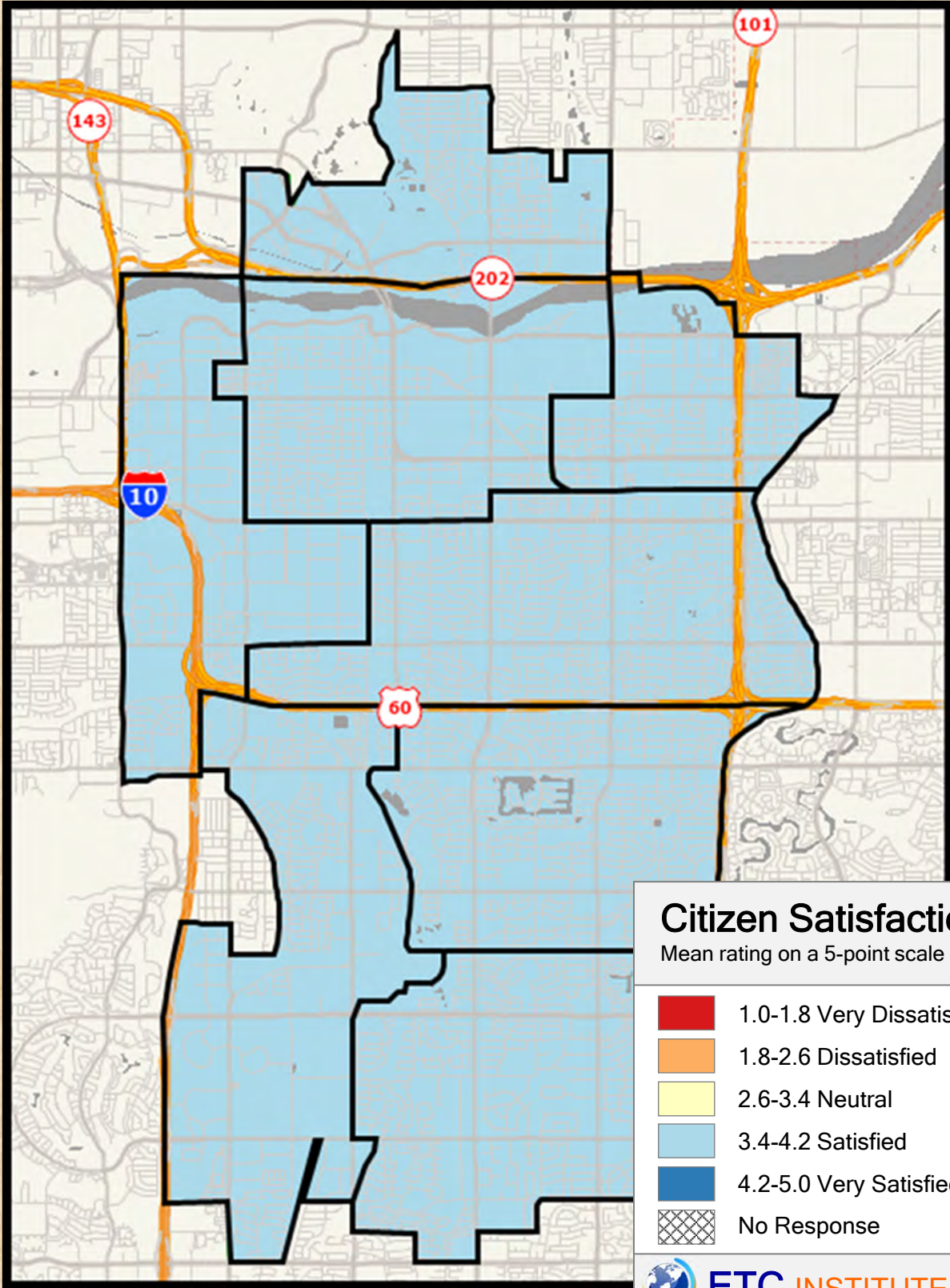


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.5 Satisfaction with: Condition and clarity of street signs

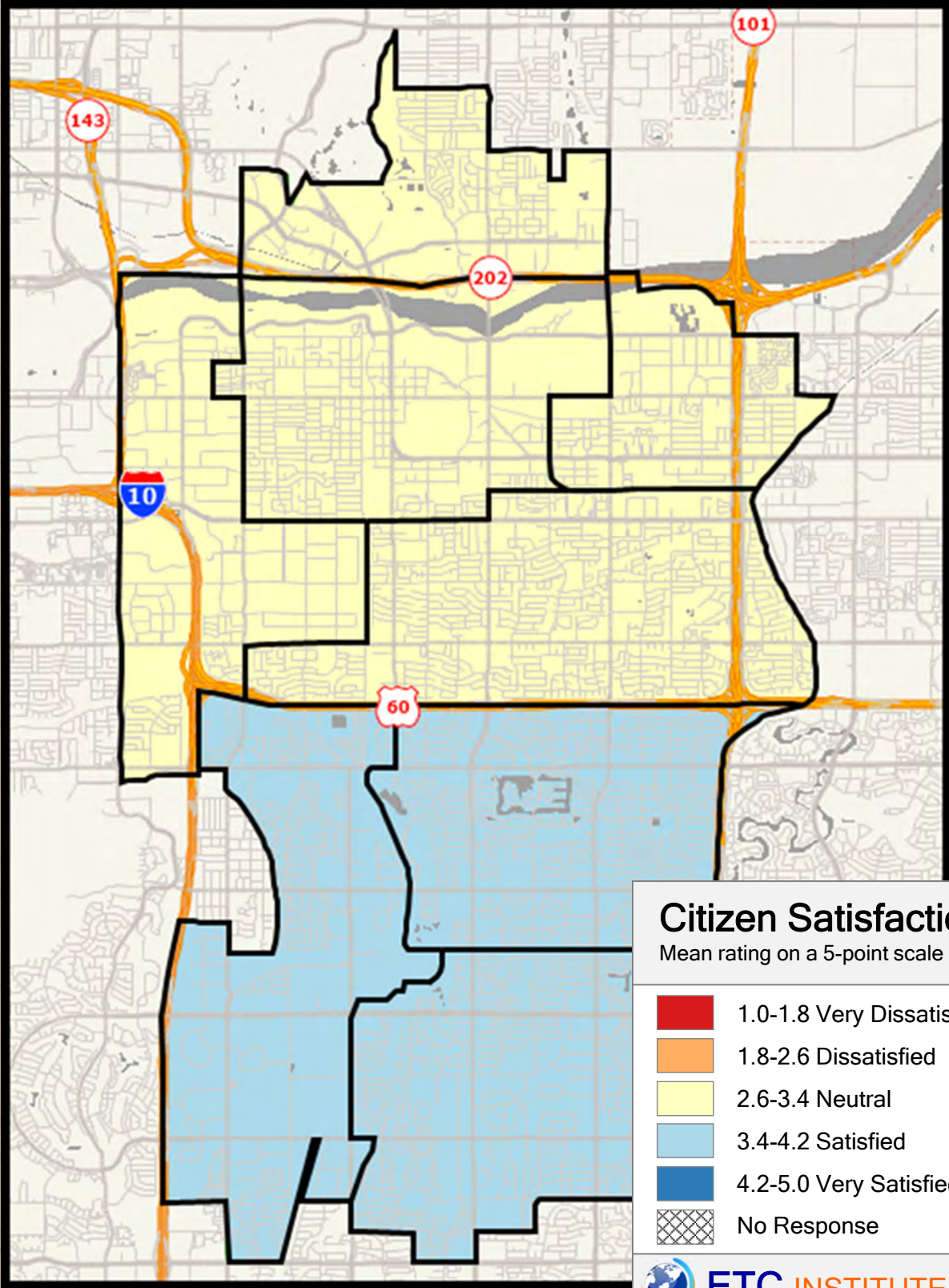


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.6 Satisfaction with: Management of traffic flow on City streets

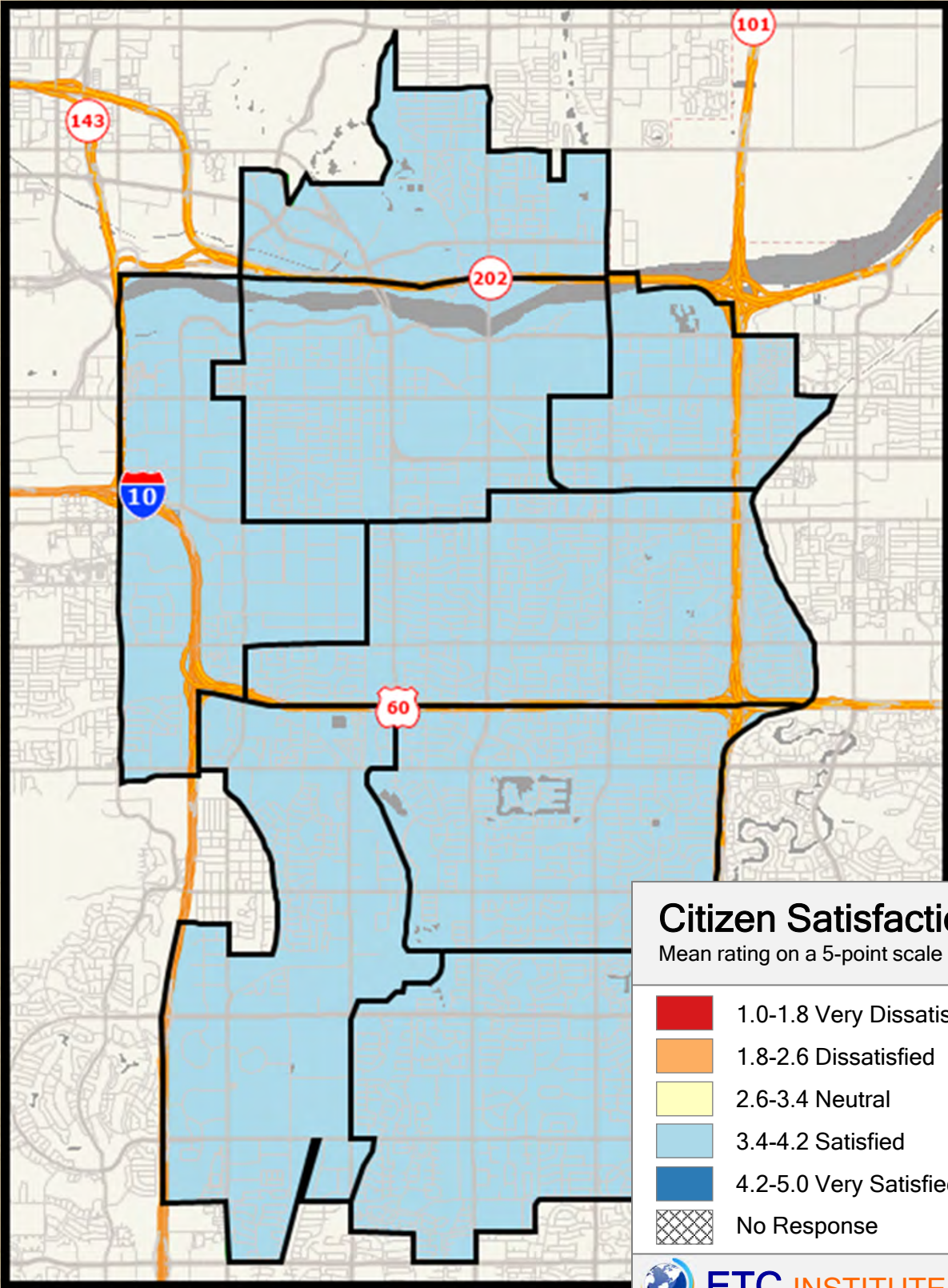


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.7 Satisfaction with: Quality of local transit service (bus, rail, Orbit)

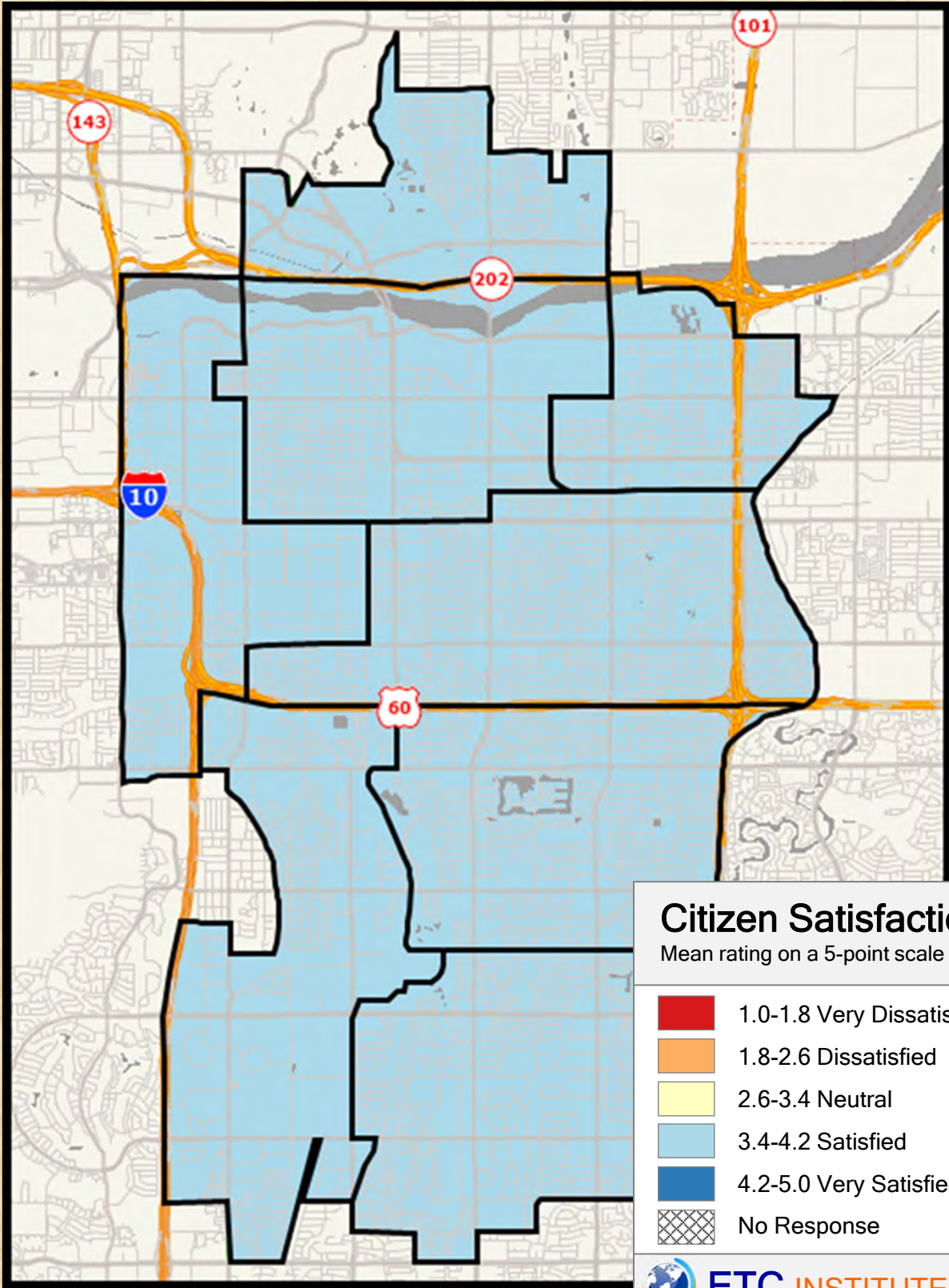


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.8 Satisfaction with: Quality of walking and biking paths

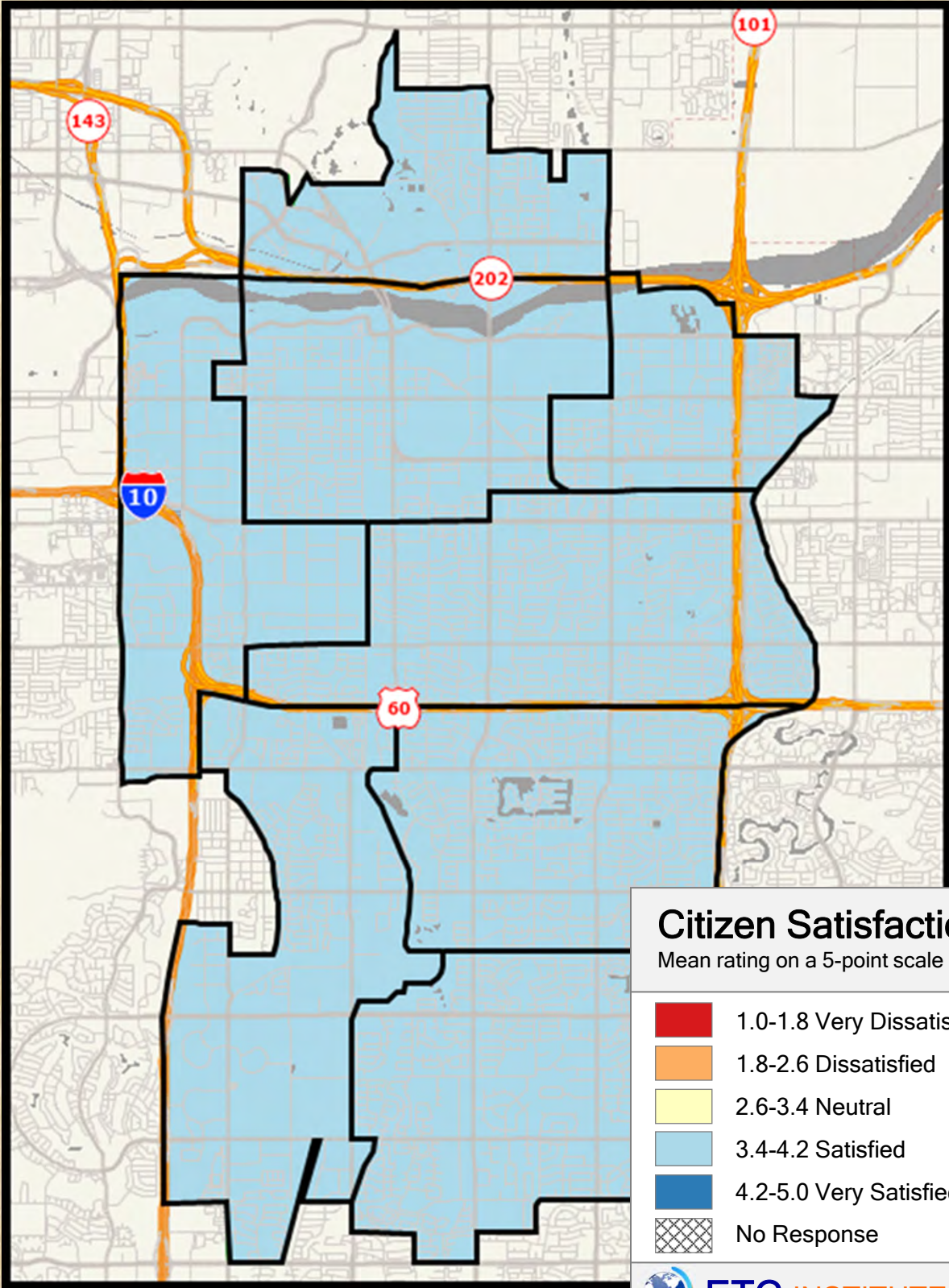


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.9 Satisfaction with: Quality of recycling services

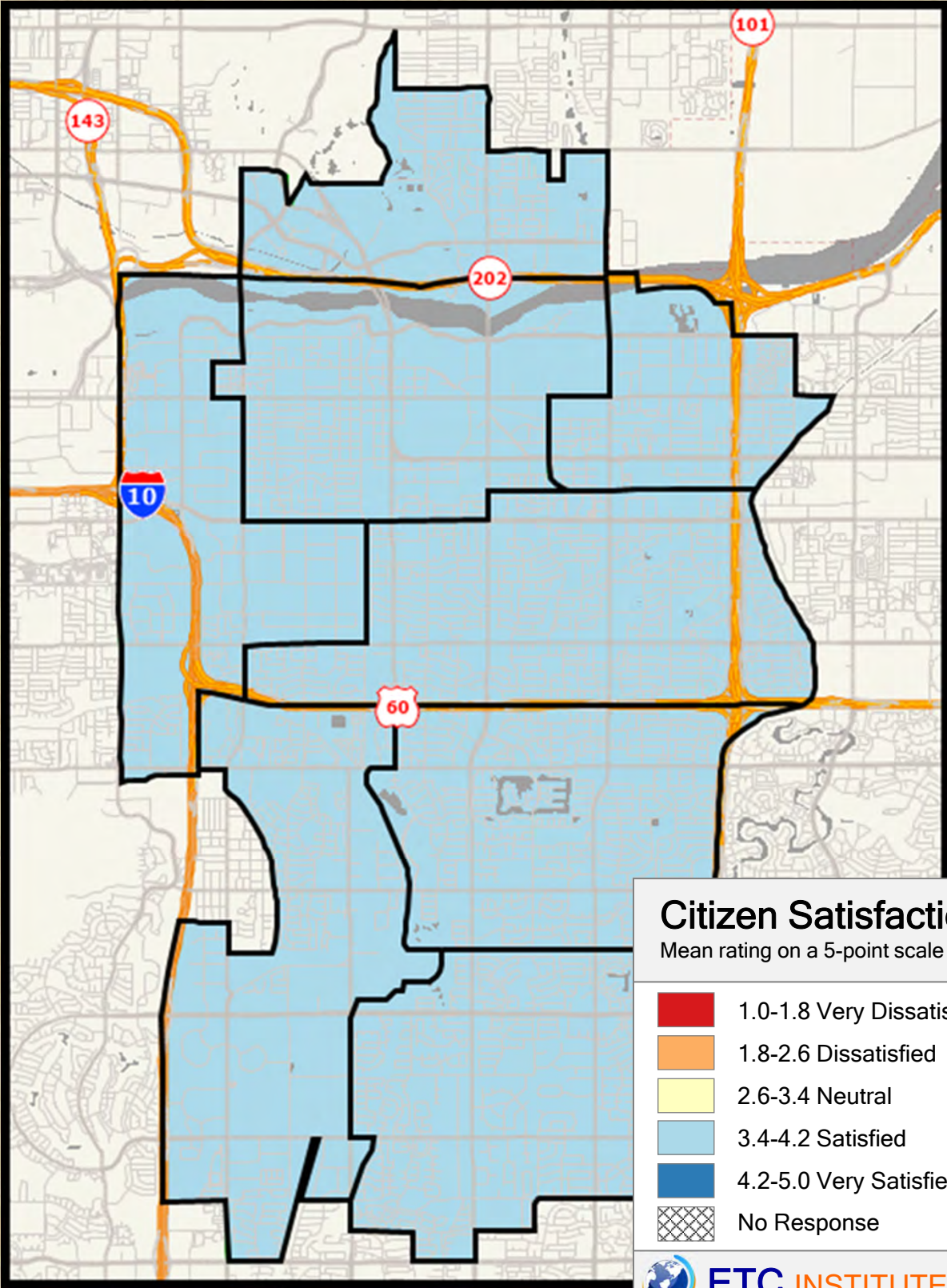


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.10 Satisfaction with: Quality of green organics collection and compost program



**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

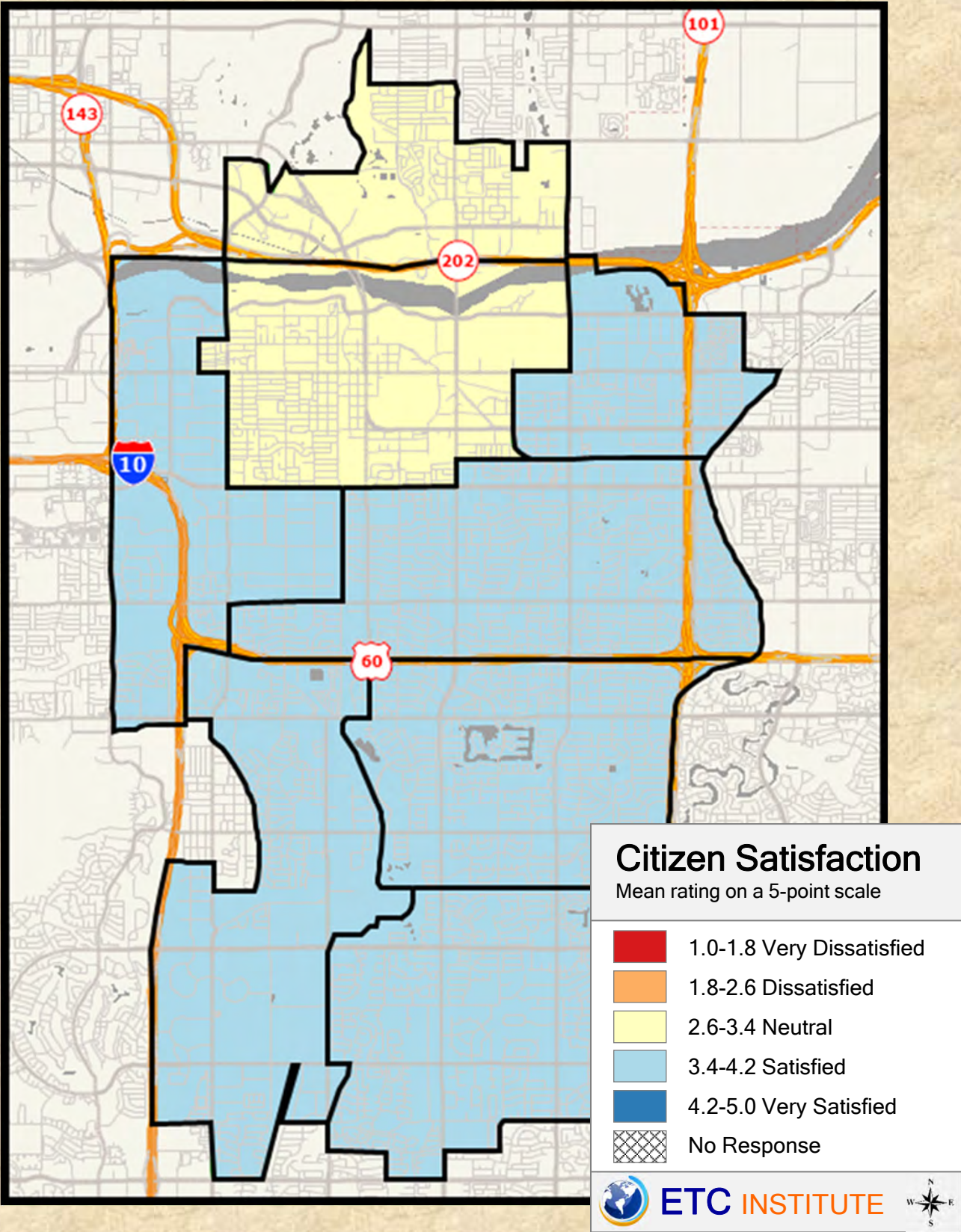
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## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.11 Satisfaction with: Overall quality of new commercial development in the City, including architecture and design

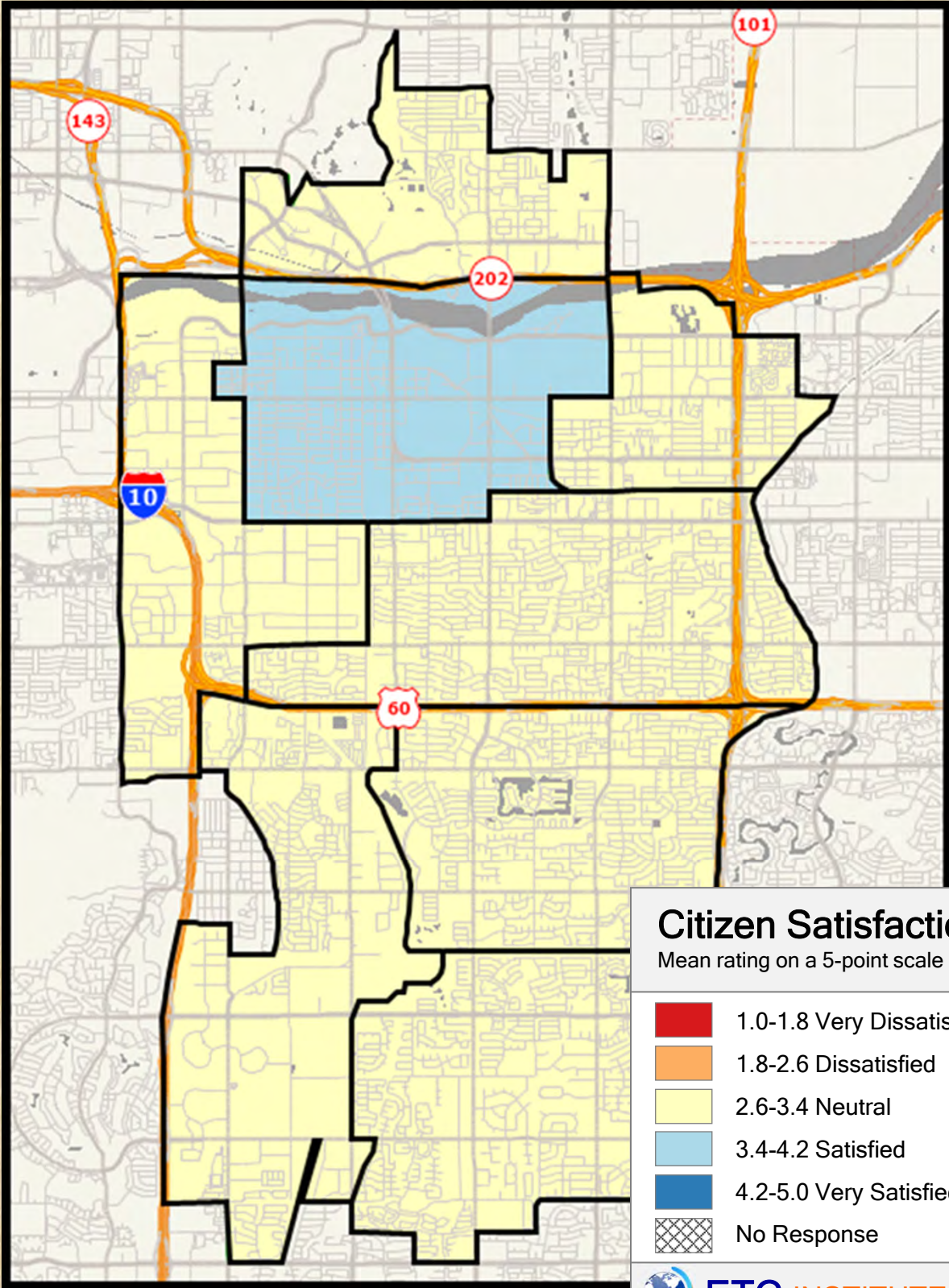


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.12 Satisfaction with: Quality of your internet service provider



**Citizen Satisfaction**  
Mean rating on a 5-point scale

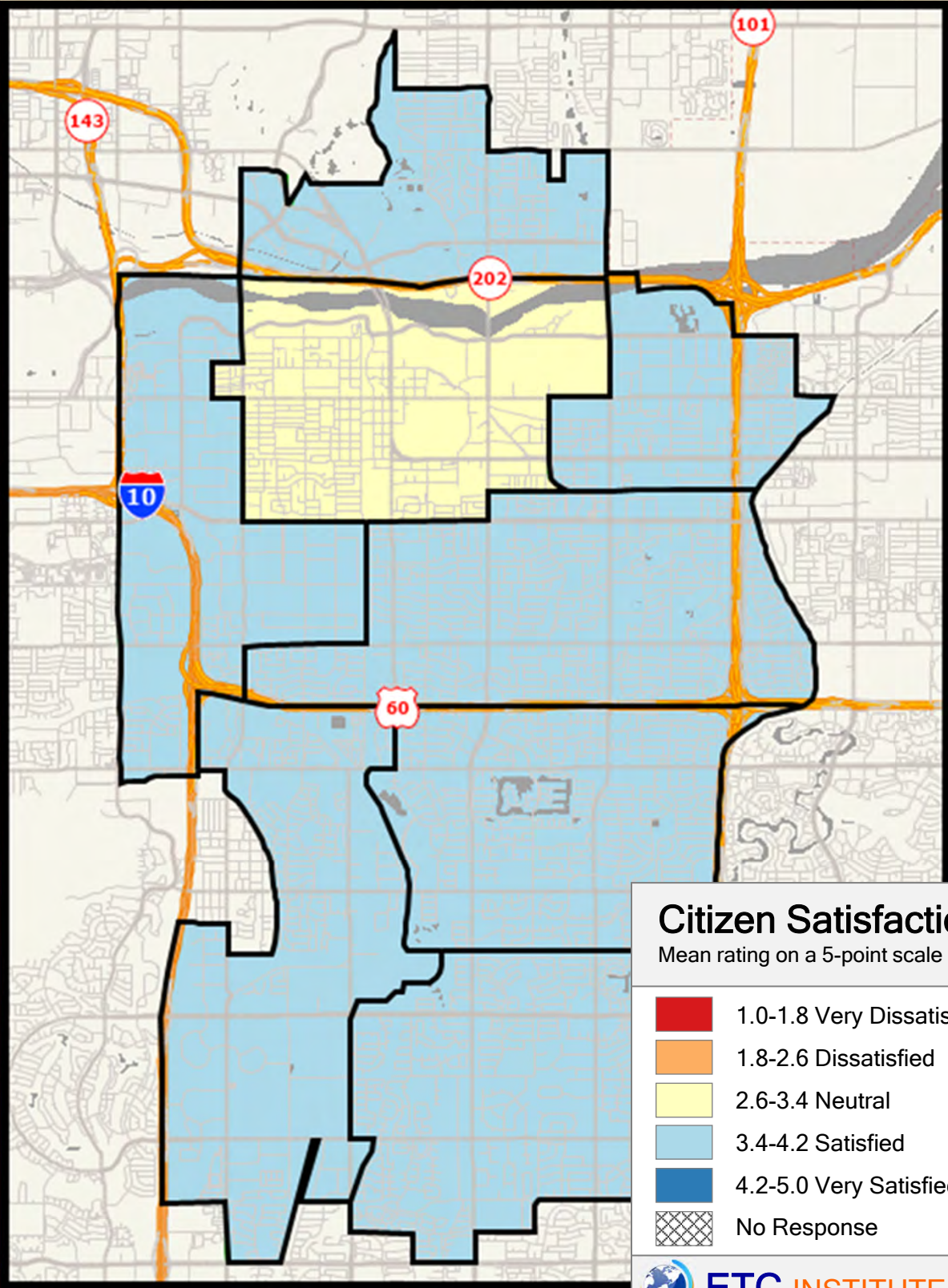
Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Hatched	No Response

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**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



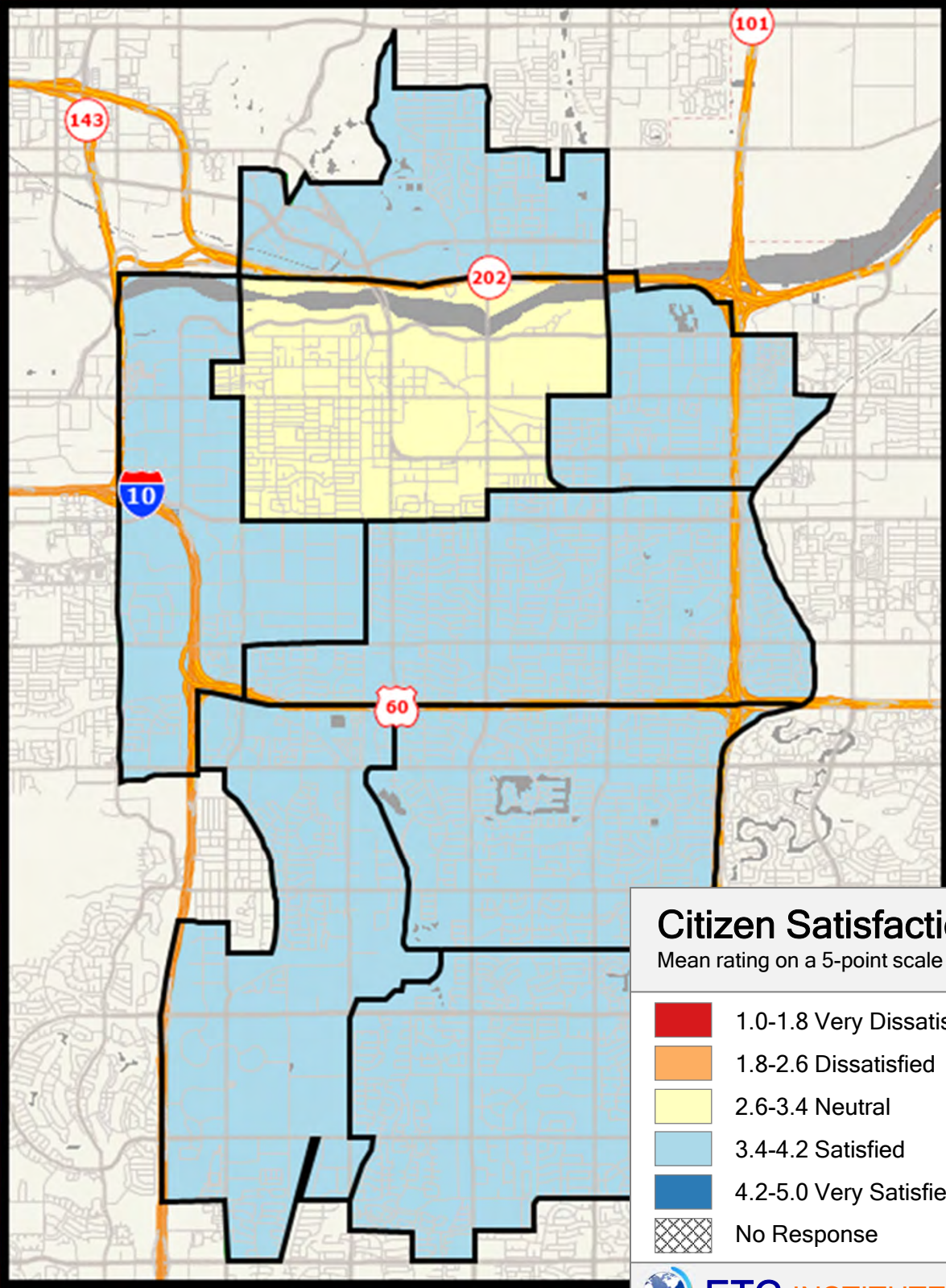
# Q17.13 Satisfaction with: Quality of water conservation programs



**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q17.14 Satisfaction with: Quality of energy conservation programs



**Citizen Satisfaction**  
Mean rating on a 5-point scale

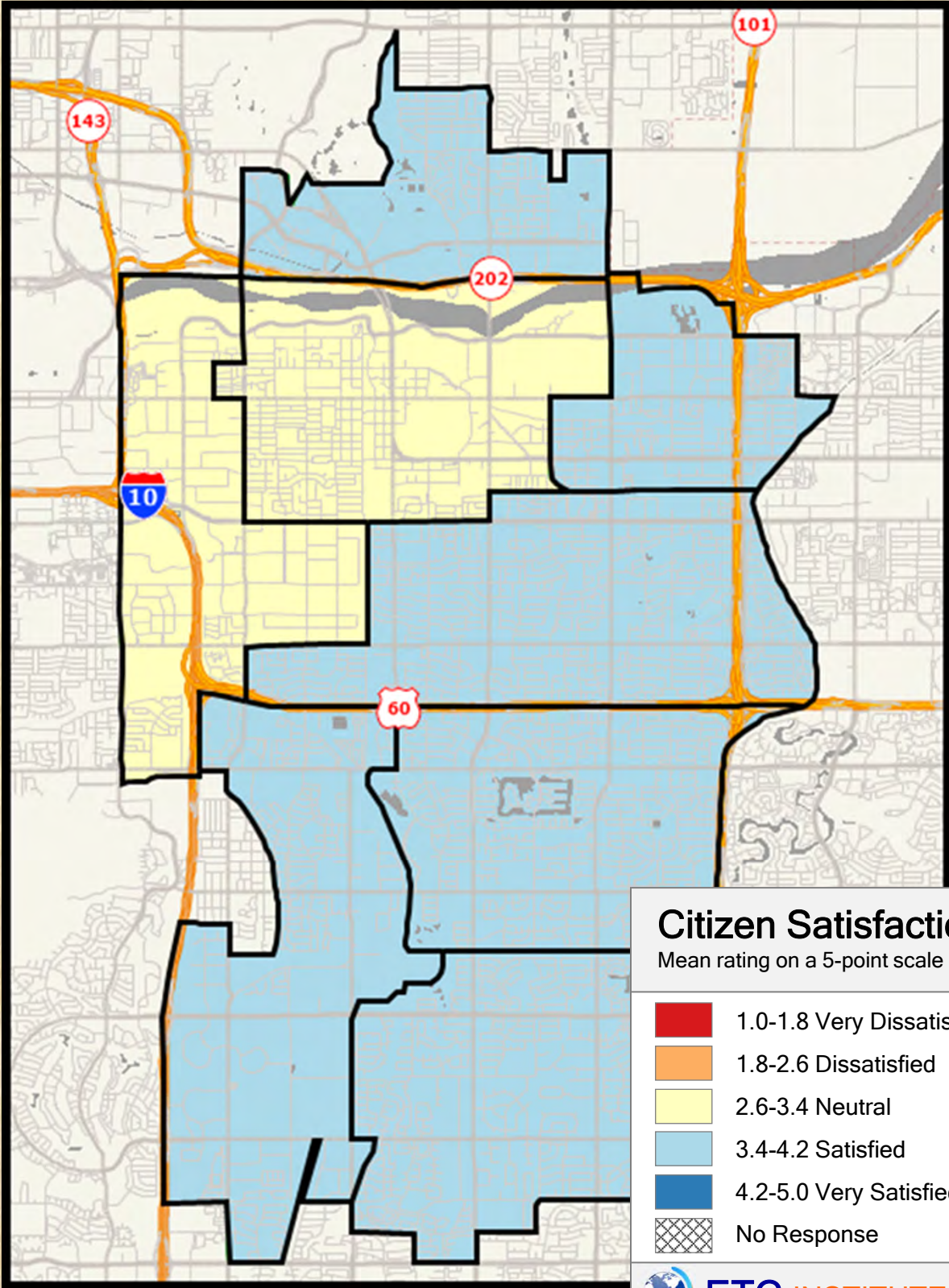
Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Cross-hatched	No Response

**2021 City of Tempe Community Survey**  
Shading reflects the mean rating for all respondents by Character Area



# Q17.15 Satisfaction with: Quality of land use and green space programs

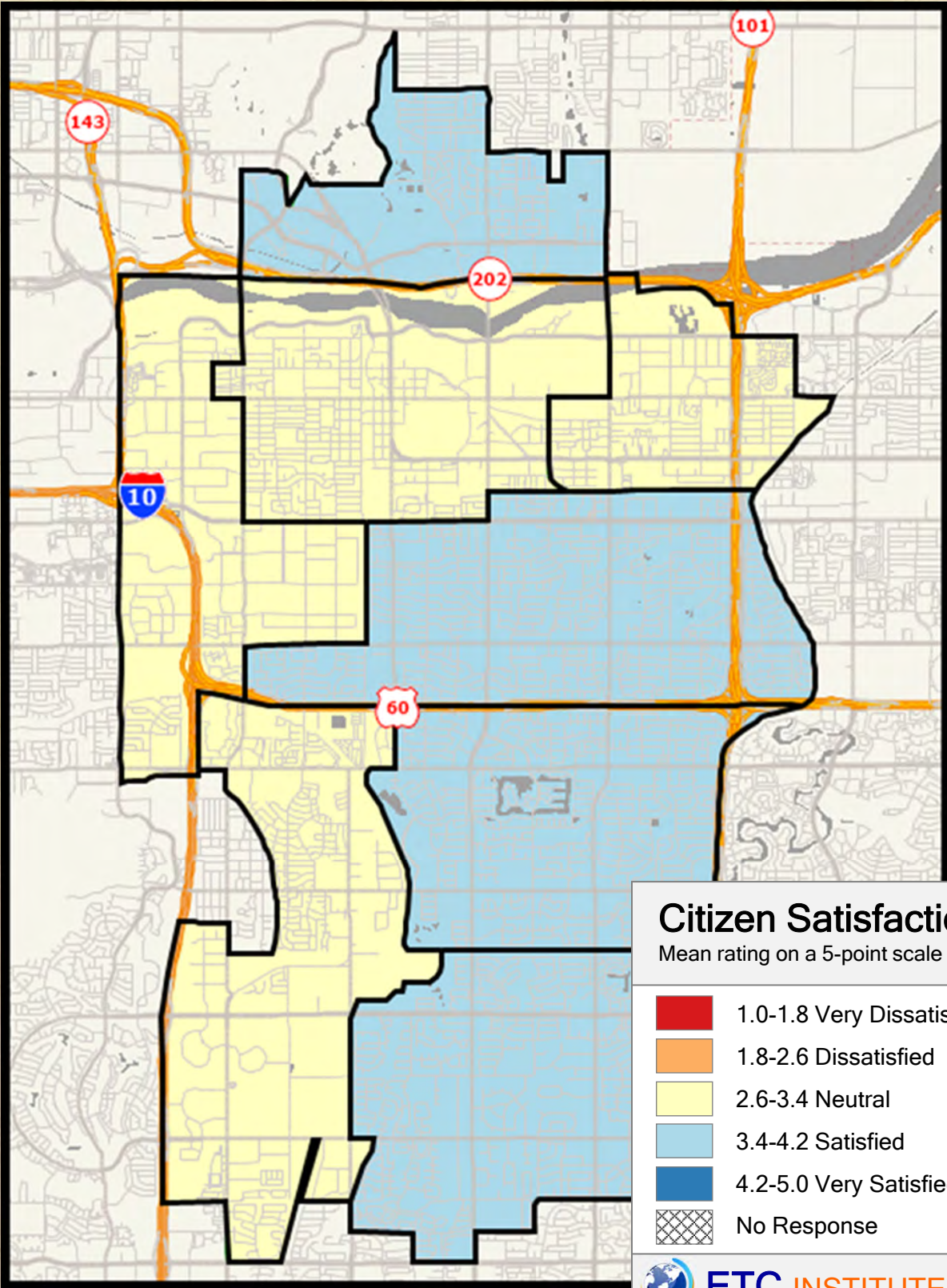


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.16 Satisfaction with: Quality of climate change initiatives such as shaded bus stops and tree canopies

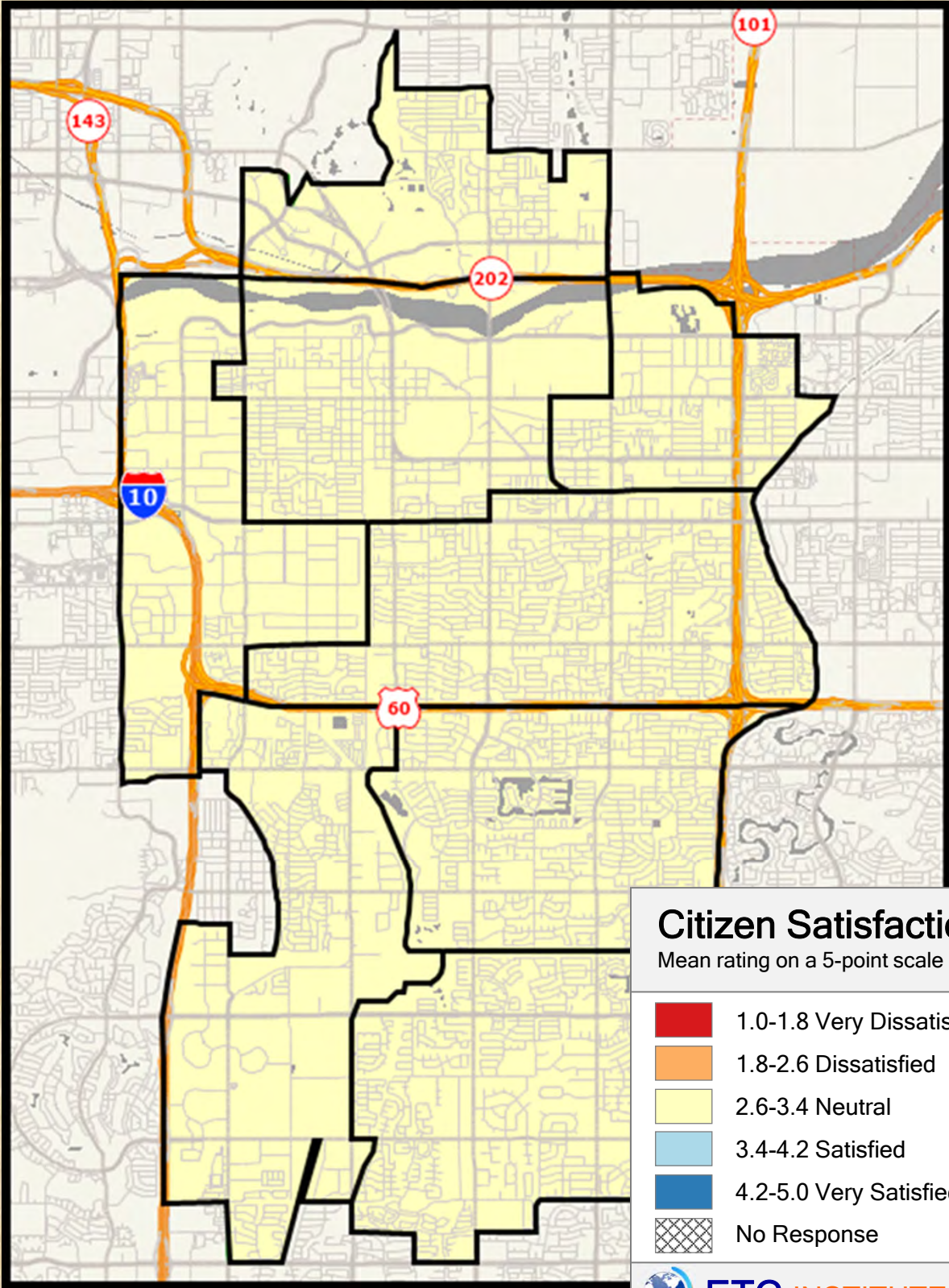


## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.17 Satisfaction with: City efforts to promote redevelopment of distressed commercial centers in my Character Area



**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

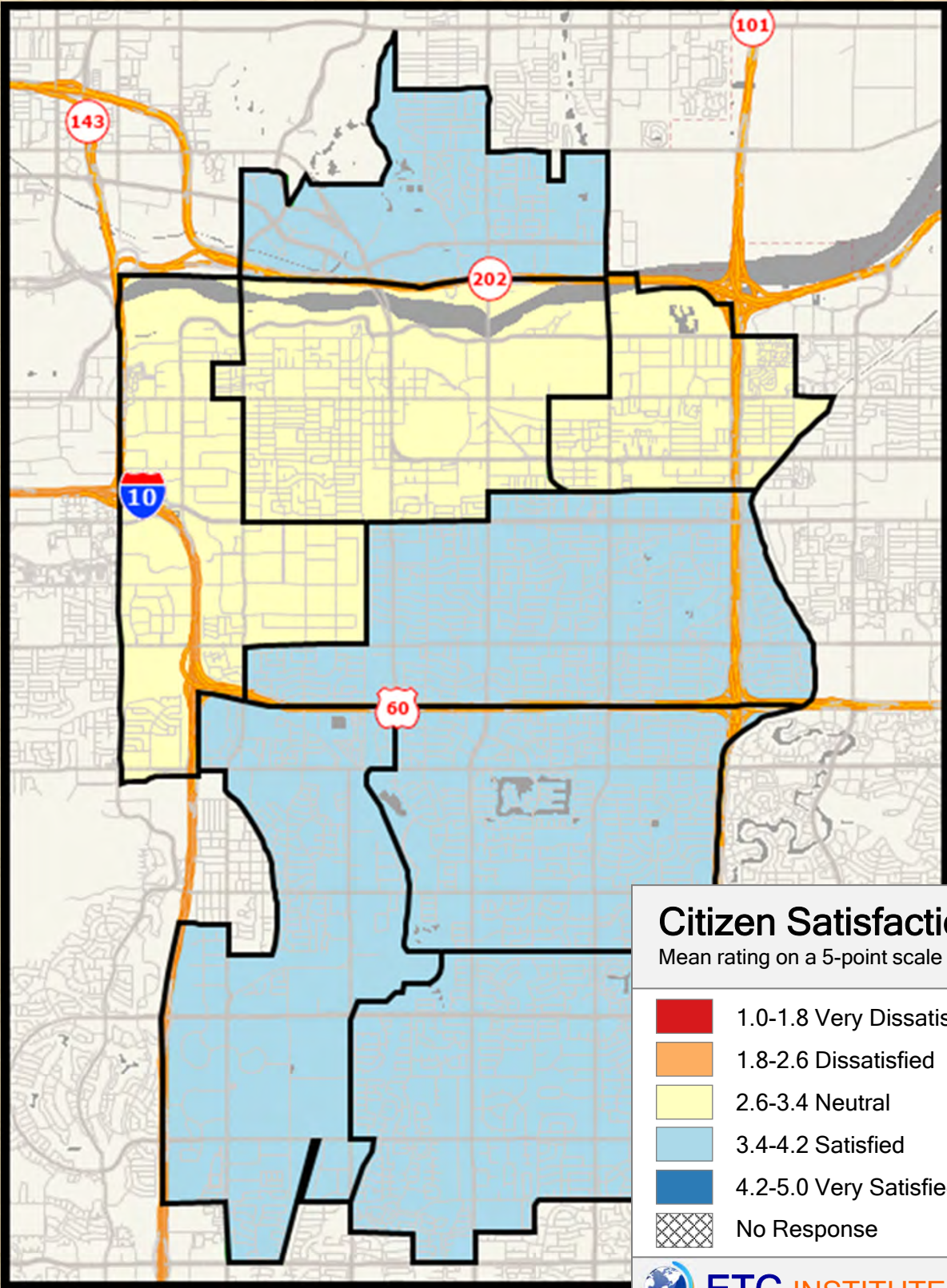
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## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.18 Satisfaction with: City enforcement of construction codes for business properties



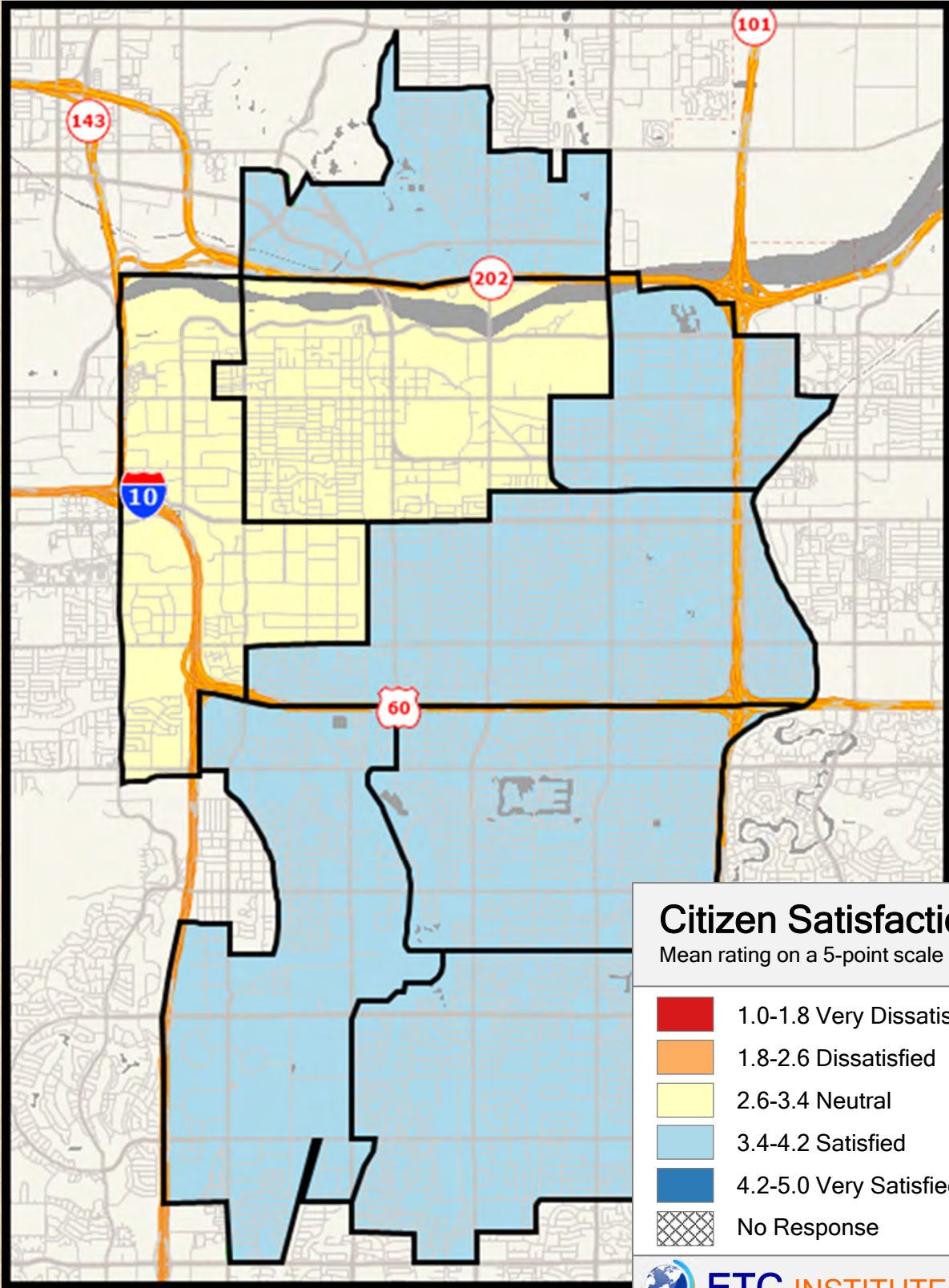
## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area





# Q17.19 Satisfaction with: City enforcement of construction codes for residential properties



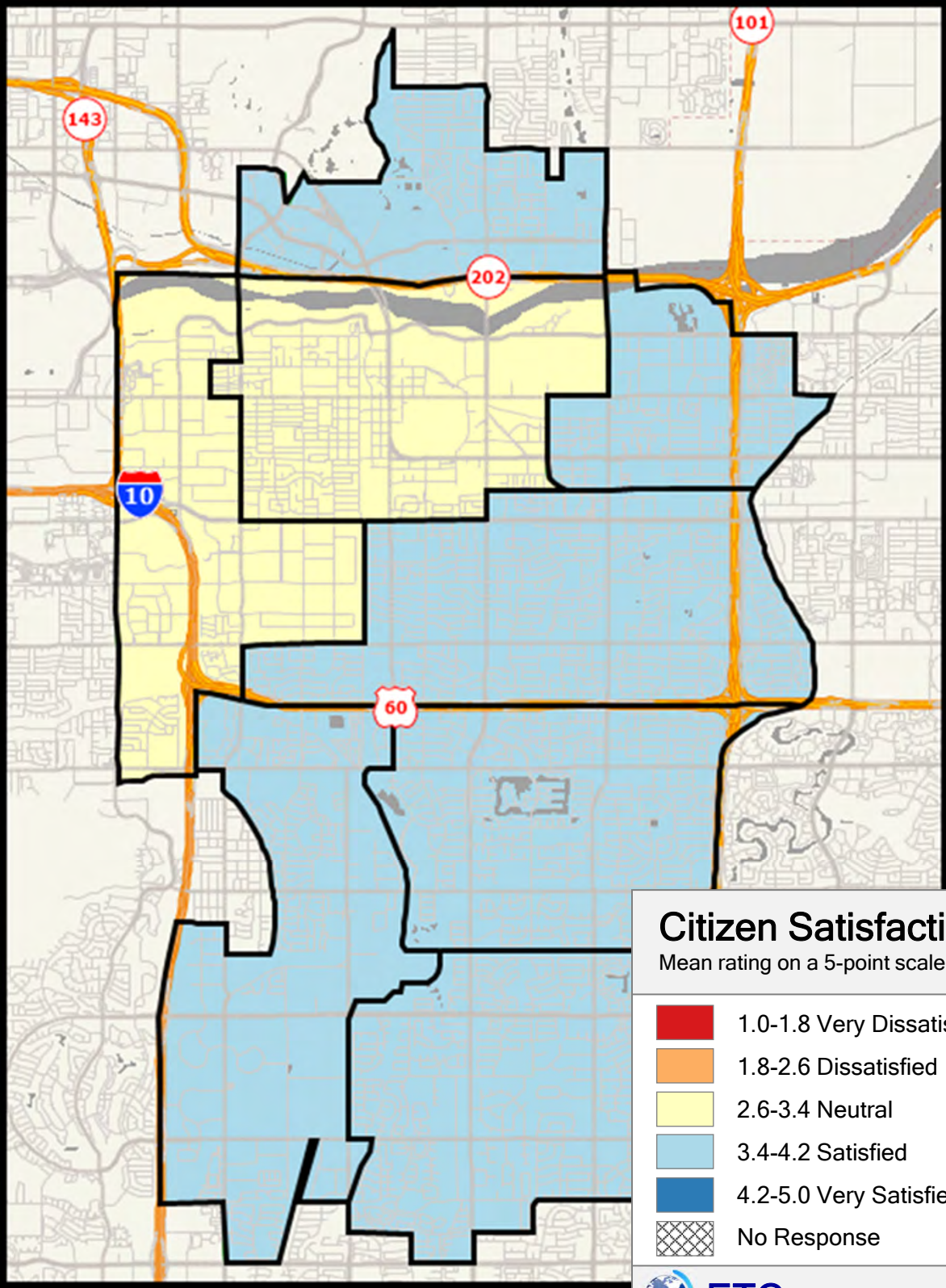
## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area





# Q17.20 Satisfaction with: City efforts to enforce the required building permits for business properties



**Citizen Satisfaction**  
Mean rating on a 5-point scale

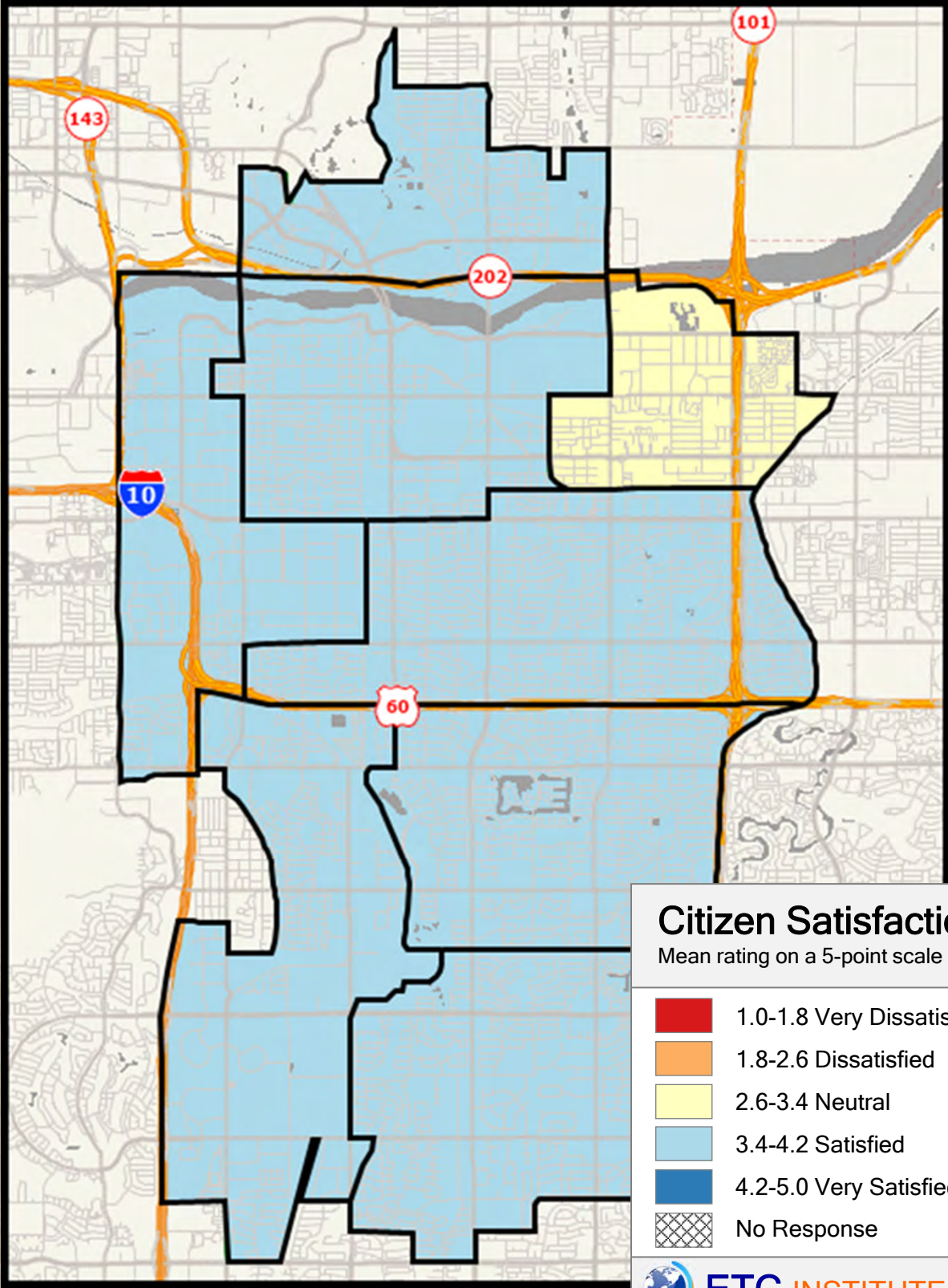
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.21 Satisfaction with: City efforts to enforce the required building permits for residential properties



**Citizen Satisfaction**  
Mean rating on a 5-point scale

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	No Response

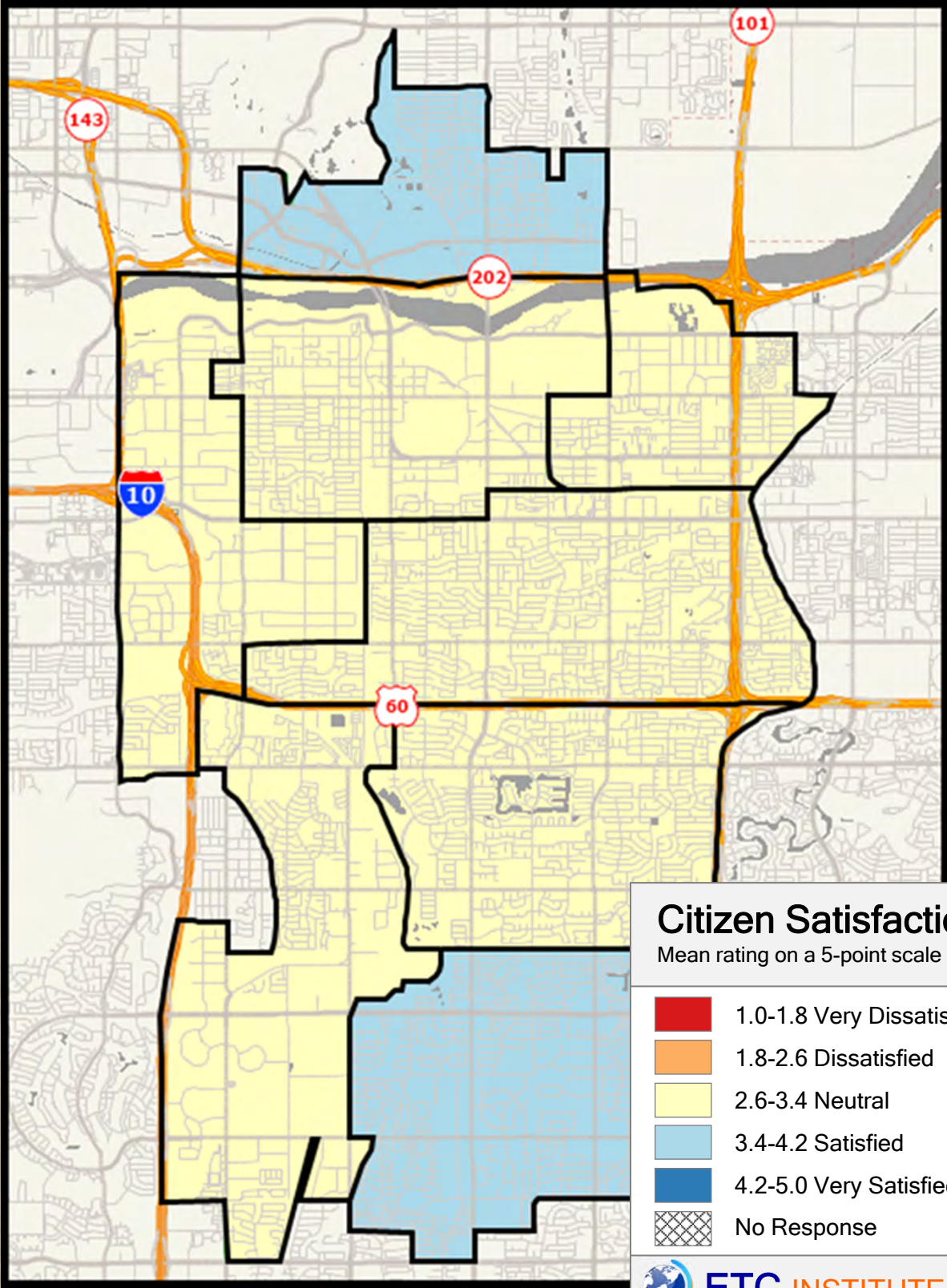
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## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area



# Q17.22 Satisfaction with: Management of traffic during construction



**Citizen Satisfaction**  
Mean rating on a 5-point scale

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

## 2021 City of Tempe Community Survey

Shading reflects the mean rating for all respondents by Character Area





# 2021 City of Tempe Community Survey Open-Ended Comments

Presented to the City of Tempe,  
Arizona

October 2021





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- 1) COVID-19 2) people speeding down our thru street 3) transients
- 1) Speeding, especially parents taking their kids to and from school, and at rush hours. Those are the primary times I see speeding. Lead foots abound on our long and wide neighborhood streets that connect to the main streets (like McClintock) in spite of speed humps (they fly right over them in some vehicles), and there are kids in the neighborhood that could get hurt.
- 1. Too many police do not wear a mask adding to health and safety issues. 2. There are abandoned buildings near me that have been this way for a very, very long time. They use to be a place where low income people lived. Disappointed it was closed down and nothing new has been built for affordable housing. We seem like we are catering to asu and retirement communities but not to the people who are essential workers who keep things running here. They are all being forced out of Tempe to cheaper areas farther and farther away adding to the issues with being able to hire people in town. Everything continues to cost more causing a higher chance for crime to go up and nothing is being done to help keep things affordable for residents to stay. People continue to be driven out of Tempe due to catering to large companies and not the residents.
- 2 very important things are that we don't have a light at priest & Caroline which we've requested for years. Making a left out of my neighborhood is like a death sentence. Also we only have 1 way in & 1 way out even though there's a gate in the back of the neighborhood which was supposed to be used for an exit gate but it's not so we'd be trapped in my neighborhood if there was a big fire near the front gate.
- A lot of homeless prowling the streets.
- Abandoned houses
- Addressing the homeless/vagrants.
- Affordable housing and livable wages. With a job that offers a livable wage (meaning good quality of life) and an affordable place to live, the poverty that leads to crime will decline. With the current minimum wage, it is more lucrative to beg for handouts on the freeway offramp than it is to get a job
- AGGRESSIVE PANHANDLERS BECAUSE OF EXTREMEM POVERTY AND HOMELESS SITUATIONS
- All kinds of crime increase in Tempe! More vagrancy. More economic hardship, drugs, a murder behind my home, I can hear screaming and fighting at times at night. People are volatile. Less family life, more group living circumstances. People in the street are "harder" tougher, rougher. Still a good place to live but not a great place like it used to be. It has an underbelly that is LARGE AND NOT UNSEEN ANYMORE.
- alley
- alleys and homeless
- alleys need upkeep
- Alleys with access to Mill Ave
- Alleyway access.
- alleys, homeless, drug use
- Allow the Enforcement of the existing Urban Camping Law. The homeless camps around Indian Bend Wash Path (Curry and Miller), Papago Park, and Tempe Beach Park has allowed for a massive build up of used needles, destruction of public and private property (lights being stripped of wires), theft, and endless trash. As a female walking at night is no longer a safe option on the pedestrian paths due to motorized vehicles and people on drugs. Tempe's urban

camping ordinance, which was originally passed in 1997 and updated in 2018, prohibits the unpermitted use of public property “as a temporary or permanent place of dwelling...or as a living accommodation at any time.” The ordinance lists indications of camping to include, “burning a fire, carrying on cooking activities, storing personal belongings, laying down bedding for sleeping, using tents or temporary shelters for shelter...” Tempe’s prohibition on urban camping applies to all persons, whether homeless or not. The city enforces the prohibition in accordance with all applicable laws.

- Always feeling safe.
- An evening burglary or a burglary while not home during the day. I especially worry when out of town for a few days or more. With that said, I've installed a sophisticated alarm/camera system. We've had three attempted burglaries while not at home (thwarted by our alarm system) and one attempted break-in (around 1am, police arrived very quickly and arrested the intruder) while at home since living in this home (purchased 1980). With that said, to the credit of Tempe police, we haven't had an incidence within the last five years.
- ATVs riding through Corbell Park and along the Western Canal (McClintock to Rural).
- auto break ins, alley walkers
- Auto theft
- AUTO/CATALYTIC CONVERTER THEFT
- bad drivers, poor road conditions
- Bad experiences with Robberies. One was very long response time to a robbery with a break in via back yard glass window at my home at night back in 2006. Excuses were also made when I called the Tempe police that it wasn't the most important thing happening that night! However myself and my daughter came home to find destruction all around our home and we did not know if the perpetrator was still in the house. Of course the person was never caught and none of the objects stolen (high value laptops and electronics, cameras and jewelry) were ever found. I have unfortunately had other robberies at my home and office in Tempe during daylight hours. 2 items stolen were unique jewelry and were recovered. Other jewelry and electronics were not recovered. Crooks were interrupted in one case at my office. No perpetrators were ever found or prosecuted that I know of in any of these cases. So in 35 years living here, 4 major robberies, no assaults or guns. But scary nonetheless.
- being robbed, homeless persons, burglary
- better street lighting
- Better street lighting and services for transients. Finding drug paraphernalia or encountering under the influence transients is a big concern
- Bike theft.
- Bikes and scooters on sidewalks
- break ins
- BREAK INS
- break ins, safety in parks
- breaking into cars
- BREAKINS
- Bums and homeless should have a place to go and not be allowed to sleep anywhere
- Burglaries



- Burglaries
- Burglaries
- Burglaries
- Burglaries
- Burglaries
- Burglaries
- Burglaries
- Burglaries
- Burglaries
- Burglaries
- Burglaries
- Burglaries
- burglary- 6 times
- Burglary and theft is a concern I have in my neighborhood. Just the presence of police cars periodically driving thru neighborhoods could possibly deter either one of these
- Burglary prevention.
- burglary. Traffic speed
- CAMPER ON STREET
- Car and delivered package theft.
- car and garage break in at night
- car and house burglary
- Car break ins and just people stealing from you.
- Car break ins.
- Car break ins. In the past year have been broken into 4 times.
- Car break-ins and vandalism on 48th and baseline
- car break-ins/theft
- CAR BURGLARIES
- car stolen or broken into
- CAR THEFT AND CAR VANDALISM
- car thefts
- car vandalism
- Cars are driving too fast.
- Cars being broken into
- Cars being broken into
- Cars catalytic converters being stolen. Speeding and break-ins
- cars driving too fast
- CARS LEFT PARKEKED TOO LONG.
- Cars speeding in the neighborhood
- cars that speed thru neighborhood
- CARS USING OUR STREET AS A DRAG STRIP
- catalytic converter theft
- Catalytic converters being stolen.

- children
- Clark Park Homeless
- college rentals and vehicular operation
- Communication.
- consistent lighting in public areas
- Control of the transient element
- converter theft, porch pirates
- Cops are a public safety concern in and of themselves. Cut the size of the police department by 50% and hire crisis counselors, mediators, and fund citizen groups of community protection (neighborhood watch) instead.
- Covid
- Covid
- Covid
- Covid
- covid- my child is too young for vaccine and I concerned that mask and safe distancing are unsafe, esp. in businesses.
- crazy neighbors :)
- Crime with the potential of a burglary every time I leave my home. We've lived in the same neighborhood for 20 years and we are seeing more and more incidents.
- Crooked police detectives
- Cruising cars in our neighborhood, that don't belong there.
- daley park, since removing all the lights, it is too dangerous- drug deals in parking lot
- Dangerous drivers
- Defunding the police.
- delinquent minors, car vandalism, homeless
- demand for security is exceeding the supply
- Discrimination against a neighbor. We are a black family and my comfort level has declined greatly...I have two young adult sons one who visits us and one who lives with us. I worry when they go for run or walk the neighborhood.
- DISTRACTED DRIVING
- do not shut down the "Auxiliary Police Sub-Station" located at the southwest corner of Guadalupe Rd. & All-American Way by Kiwanis Park! To have the Law Enforcement presence in the neighborhood and park is important! In case of an emergency, they are quicker to respond in the area.
- DO YOU BELONG IN THIS NEIGHBORHOOD OR NOT?
- dogs off leash
- Dogs running loose
- DRUG ACTIVITY IN DALEY PARK, BIKE THEFT
- drug addicts, homeless, lurkers around Daley park
- drug addicts/homeless being aggressive
- drug addicts/theft
- drug dealers in my neighborhood

- drug making, selling, and burglary. I feel like having a small but persistent visible police presence would make a big difference.
- Drug use and homeless.
- DRUG USE-ROBBERIES AROUND MOTEL 6-SECTION 8 HOUSING ON SCOTTSDALE AND WEBER
- Drugs
- Drugs
- Drugs
- Drugs which leads to most other crimes. I would like to see more mental health support. Many drug abusers are mentally ill and are self medicating to survive the best they can. Please contact NAMI National Alliance on Mental Illness for direction. NAMI.org
- Drugs/Mental Illness
- Dumpster divers
- dumpster diving transients. Dark alley are not safe.
- Eliminating break-ins to homes and cars and catalytic converter theft.
- enforce speeding laws
- enforcement of city codes at rental properties
- enforcement of local traffic laws
- Enforcement of traffic safety
- Equal enforcement across all demographics: income, ethnicity/race, orientation, age, etc.
- Esquer Park has had problems but it's improving with the help of the city and increased policing. Thank you!
- Excessive rental of single family homes by college students who have parties, trash the area and drive drunk.
- excessive speed in side streets
- Excessive speeding/red light runner at River and Broadway is tied with homelessness linked to petty theft within our neighborhood.
- fairness/equality to all
- fast drivers that do not stop at stop sign
- fast traffic in Broadway and Reed rds,
- Feeling safe
- Feeling safe at my residents. Being burglaries, not to worry about my vehicle being stolen.
- Feeling safe in the neighborhood
- fire from brush
- Fire, police and medical reaching on time.
- Frequent patrol presence
- GANG TAGGING LEFT ON WALLS-POST FOR CARPORT
- Gang tags on fencing and people speeding
- Get homeless people off the street and the help they need.
- get rid of homeless
- Get rid of the drug problem that is infesting the city. I should not be stepping over needle wrappers in the parks. I should not see tents in the ravine or in the parks. Throwing money at it won't help. You are on line in turning in to a San Francisco if you are not careful. GET RID OF THE HEROIN AND OPIUM. Make POT illegal in the city. I should not have to smell it anywhere.





- Homeless and others going through our alleyway. I do Not want the alley closed off, just maybe better reaction when police are called about people in the alleyways.
- Homeless and people from outside my neighborhood in my neighborhood stealing stuff
- Homeless and speeding through the neighborhood
- Homeless and transient population. In the past year we have had a homeless person sleep on the side of our house and another person use our hose to shower. Our home was burglarized a few years ago, as well. There is a person on EVERY corner asking for handouts and a few that seem mentally unstable waving pipes around. I do not feel safe stopping at a red light at night with the homeless coming up to my window asking for money. I know the second I speed I will get pulled over and issued a citation, however. The median areas are overgrown with weeds and trash. The neighborhoods do not look clean. I have friends in other cities mention how trashy Tempe is and refer to it as “not a night part of town”. Very sad.
- HOMELESS ARE IN OUR NEIGHBORHOOD. NOTHING IS RESOLVED.
- Homeless by the children’s play area.
- homeless camping in Meyer Park
- Homeless camping in parks and bus shelters; panhandlers at busy freeway on and off ramps; illicit activity on Scottsdale road motels; speeding on 68th Street.
- Homeless camping in parks, along roads/freeway frontage, closed business properties.
- homeless camps, drugs
- homeless doing drugs, wandering neighborhoods
- Homeless drug addicts.
- homeless entering our community and damaging property
- homeless in Daley Park
- Homeless in Daley Park.
- homeless in neighborhoods
- homeless in parks and parking lots
- Homeless in the city, parks and my neighborhood
- homeless in the parks
- Homeless individuals hanging around and alley fences falling apart
- homeless intervention. I refuse to be outside during limited daylight in parks bike paths due to numbers of homeless I encounter during daylight.
- Homeless issue and the increase in car break-ins / theft.
- HOMELESS PEOPLE ALONG PRICE ROAD AND NEAR FREEWAY AND AT PARKS
- Homeless people are out of control
- HOMELESS PEOPLE AT NIGHT
- Homeless people camping on the fringes, going through yards, unlocked cars and trying doors to houses , occasionally starting cook fires then leaving a mound of trash and garbage.
- Homeless people can be violent and leave used needles around
- HOMELESS PEOPLE LURKING AROUND
- homeless people on Price st.
- homeless people sleeping in the neighborhood and at the neighborhood park. people who break into vehicles within the neighborhood.

- Homeless people walking through our alleys, also traffic traveling down Orion at high rates of speed. Both are a every day occurrence.
- Homeless people with mental disabilities and drug addictions.
- Homeless people, dangerous drivers.
- Homeless people, panhandling, sleeping in parks, benches, and general public spaces. DO SOMETHING!
- homeless people/drug addicts/prostitutes
- Homeless persons have been in the alley behind our house, have had items stolen from our bank yard and had someone try to enter our back door while at work. They broke the wooden door near the lock. We believe they stopped due to large dogs in the house. Not a safe feeling at all. We have also had Homeless come to our front door at night and sit on a bench, which we have since had removed.
- homeless population roaming through our neighborhood
- homeless ppl not that I what am fearful of them but don't know how desperate they are.
- Homeless setting up camps in our neighborhoods/alleyways. Domestic violence, school violence from crazy parents who don't want their kids to wear masks, white supremacy extremists living among us.
- Homeless single men in Kiwanis park. Children and women need to be very careful there.
- Homeless taking over the streets.
- Homeless vagrants and their drug use
- Homeless wondering around, sleeping in door ways of church's, going through garbage and leaving trash every where. And the streets in my neighborhood are in terrible condition!!!!
- Homeless, drug addicts that have taken up residence at the northwest corner of Baseline and Price. They trespass on vacant properties on my street.
- HOMELESS, PANHANDLING
- homeless. motel 6 on Scottsdale Rd
- homeless. negligent renters
- Homeless. They come up behind you in parking lots, gas stations, and parks.
- homeless/addicts
- homeless/drug use
- homeless/drug use
- homeless/panhandlers
- Homeless/transient people
- Homeless/transients.
- HOMELESS-MENTAL ILLNESS-THEFT
- Homelessness & adequate, long term solutions
- Homelessness and cleanliness in public areas. There are many areas of Tempe beach park and the neighborhood parks that you just don't want to go near due to the amount of homeless and trash they pile up in those areas.
- HOMELESSNESS AND DRUGS
- Homelessness and loitering. Better lighting in certain areas
- Homelessness and mental health
- Homelessness and non-maskers



- Homelessness and panhandling on streets, freeway entrances, businesses and public places.
- homelessness at night
- Homelessness near and around Priest and University Drive.
- Homelessness, drug addiction, burglary/theft, vandalism. (I believe mostly all related to each other.)
- Homelessness. Drug addicts wandering the neighborhood doing deals in the alleys. Home break ins.
- Homelessness/Shoplifting
- Homes and automobiles being burglarized or broken into.
- House burglarized
- housing for homeless
- How fast the cars drive down our street. I have small children and fear they will be hit.
- How fast the police can respond to an emergency phone call
- I absolutely love Tempe, I will always call it my home. But there has been a rise in homeless people.
- I CHOSE NOT TO WALK ALONE AT NIGHT AS A WOMAN. I FIND WE HAVE IRATE AND AGGRESSIVE DRINKERS ON THE ROAD AND THAT'S MORE WHAT I'M CONCERNED WITH BEING AROUND.
- I don't feel safe walking my dogs alone at night (being a woman)
- I don't have a safety concern in my neighborhood. I do frequently exercise in the morning by riding my bike. I do worry about some of the homeless down at Tempe Town Lake as I ride around there. But, my concern is more about their safety than mine.
- I don't have a specific concern. But I do feel it would be nice to know if there are particular officers assigned to neighborhoods and getting to know who they are would be really great
- I Feel extremely uncomfortable walking my dog across the 60 overpasses at both Rural & McClintock because there are always beggars and they keep asking for donations, and I sometimes follow me.
- I feel positive about public safety in Tempe. I don't have interactions with police and haven't been in situations where they are needed. I don't have
- I feel safe
- I feel safe in Tempe.
- I feel the streets are not safe for cyclists and pedestrians...more could be done in regards to education.
- I GUESS NOTHING BUT IT HASNT HAPPENED TO ME
- I have been in my neighborhood for 40 years. We used to see police patrol and drive by or set up for speeders in the neighborhood. I never see a police cruiser unless there is a crime committed now. In the last 10 years the roads have gotten worse, people's yards are looking overgrown with weeds and messy, and a home invasion attempt right across the street from me. Reports of peeping toms jumping fences. I do not let my 16 year old daughter walk in the park or down the street as I did growing up. A huge homeless issue on every corner and trash and sometimes human excrement on sidewalks and bridges. Local people are taking it into their own hands to pick up and beautify the area and even going so far as to pull out dead bushes

along Guadalupe road on city property and planting new ones so it does not make the area look run down. Tempe has lost its luster and I have not seen the city do much about it.

- I HAVE NO PUBLIC SAFETY CONCERNS IN MY NEIGHBORHOOD.
- I haven't lived here long enough yet to say.
- I like the presence of police on the street and around neighbors. Once a lady was attacked in the restaurant parking lot during broad daylight not too far from my house. I really appreciate the hard work they do.
- I live in a Un-gated apartment complex. Anyone can walk onto the property.
- I live in Tempe palms off of southern, it's very safe neighborhood. the only weird thing we get is people coming in the alley to toss stuff in our trash cans but I don't think it's a big deal. we feel very safe. I am a pregnant mom of 2 and I take walks every night and feel fine.
- I live in the Cole Park neighborhood which is adjacent to both the 101 and the 60. Air quality is a big concern. I would like the city to responsibly plant as many trees as possible. Meaning trees that are indigenous or that don't require a lot of water. If not the city, neighborhoods could apply for grants to do this. The freeways should be lined with trees. I know there are already trees planted along the freeways, but there are plenty of empty spots that need filling in. Also, it's surprising how many bus stops do not have a shade structure. Heat is a huge issue and no bus stop should be without shade. This could also be an opportunity to add some trees for shade, cooling, and cleaning the air. Thank you.
- I SAW A COYOTE LAST WEEK IN FRONT OF MY HOUSE.
- I'm born and raised in Tempe (46 years old). Now raising my family just 2 miles from where I grew up. I love our city and have always felt safe however we have seen crime rise in our little bubble neighborhood of Oasis. Home break ins during the day, strangers driving through and scoping houses. It's unsettling
- IDENTITY THEFT
- Illegal aliens in the city.
- In my neighborhood I would say the biggest concern is the homeless population, it has got very bad. I live near baseline and priest
- increase in homeless population
- Individuals breaking into cars / taking catalytic converters / stealing packages
- It has been awhile for me but car broken into or stolen
- It's a slightly upscale neighborhood. I worry about persons coming here from elsewhere to break in to homes.
- It's quiet and I want to keep it that way
- Just having police drive thru the hood is always welcome
- keep guns away from all
- Keeping drug addicts/homeless from neighborhoods
- Keeping homeless destroying Evelyn Hallman Park.
- Keeping parks free from clusters of homeless! You did a great job cleaning up 6th st park!
- keeping police funded properly
- Keeping the parks clean of homeless, discarded needles, garbage.
- lack of lighting
- Lack of lighting on streets.

- LACK OF MAINTENANCE OF THE STREET AND GOOD LIGHTING.
- Lack of neighborhood watch + traffic laws
- Lack of police patrolling neighborhoods, or police presence
- lack of police presence
- lack of police presence
- lack of police presence
- Lack of police presence
- Lack of police presence in the evening.
- Lack of police presence, kinda feel we are on our own.
- Lack of police response when they are called. Either they don't care or they are too lazy to come. I don't buy that they are too busy - Half the time you see them just sitting in their vehicle. I haven't seen a police vehicle in my neighborhood in years.
- lack of sidewalks
- Large number of homeless at all hours of the day and night. Alleyways seem to be the new place to hide, sleep and rummage through trash.
- LARGE TRUCKS UNLAWFULLY DRIVING THROUGH OUR NEIGHBORHOOD
- Late night garage thieves. I have forgotten to close the garage door one night, tools and bikes were stolen.
- Less police around especially on the freeway where aggressive drivers are so bad that I rarely use the freeway
- Lighting at night for pedestrians
- Lighting at night.
- Lighting. It is insufficient and does not meet national CPTED standards.
- Living next to Guadalupe in 85283, there is some spillover of criminal activity from there into my neighborhood - Tempe Royal Estates. We do have Neighborhood Watch signs posted and overall a good neighborhood where neighbors tend to look out for each other. But there are occasional problems - porch pirates, package theft, occasional vehicle theft.
- LOOSE DOGS
- low income/subsidized housing
- Mail and package theft
- meth addicts
- meth addicts
- Minimizing crime
- Monitoring traffic near the high school
- More drive-by police patrols are needed
- More lighting is needed. More patrol of people walking around on main roads posting up closer & closer to family filled neighborhoods.
- MORE LIGHTS AT NIGHT
- More patrolling neighborhoods, especially during peak burglary hours.
- More police presence
- More police presence
- Most of the crime in my area is theft by opportunity (i.e. unlocked vehicle, garage door open for more than a few moments, package theft). Retail theft is brazen since little is done to those



involved. We have had a few day-time break-ins in my area. I would move from the City if I could afford it.

- MOTOR HOMES, BIG BUSES, BOATS, CAMPERS, TRAILERS, PARKED IN FRONT OF OR NEXT TO OUR HOME.
- my neighborhood feels safe
- My neighborhood has a lot of transient activity and general disturbances. We have witnessed multiple people do drugs in our alley or in the adjacent complex. We constantly have people dumping garbage in the alleys that attract vagrants. The police are extremely helpful when they arrive but the response time is usually long enough that the people leave or we scare them away. We also have people cutting through our complex to go from university to Hayden/10th St by jumping walls to get to the Orbit route. The activity, on private property, is not ideal as we constantly have non-residents in the complex and have found some to be looking into vehicles. In the last year we have had 2 people arrested for fighting our alley, neighborhood children stole a golf cart and crashed it in our neighbors fence, had 3 people (obviously not mentally stable) screaming in our alley, witnessed at minimum 6 people do drugs in our alley or behind the dumpster in the neighboring complex, have teenagers from the neighboring complex doing drugs behind the dumpster daily, a vehicle broken into, multiple packages stolen, hit and runs of parked vehicles due to the curved Hayden Ln/10th St, and generally more transients sleeping on the street in front of our house than I would ever want to see.
- Need more patrols and drug enforcement
- Need to see police presence more regularly, in the past the police car would drive into our complex and look around park riviera town homes off McClinock drive. Also traffic between southern and baseline on McClintock speeds like crazy of the freeway and I'm fear pulling out of my side street onto McClintock. There is no speed limit posted. Then they zoom to a stop at Baseline.
- NEIGHBORHOOD WATCH
- NEIGHBORS SELLING METH IN THE OPEN OUT OF THEIR GARAGE-POLICE KNOW
- New lighting in the city (and neighborhoods) is very bright and harsh. It makes it extremely difficult for people with limited night vision to see pedestrians.
- night time crime, vehicle break-ins
- night watch
- night watch
- Nightly activity away from your residence.
- No comments at this time
- No concerns; just keep the current safety status
- No idea. I don't have a specific concern
- no more block watch-city used to be supportive
- Non full time neighborhood residents/visitors/others (homeless, 30 day rental tenants and their frequent visitors, suspicious characters on street corners, alleys, bus stops etc.) making the neighborhood feel unsafe for resident children and families.
- not enough light
- not enough patrolling, speeding on my street

- Not enough police presence. I frequently drive in the early morning hours 1 2 and 3 AM and do not see any officers
- not well lit
- offering resources to homeless and closing alley
- Off-leash aggressive dogs whose owners cannot or will not control them. Since I was a teenager (I am in my mid 20s now) I and other friends and family have been chased by or been snapped at by aggressive dogs in city parks and on the greenbelt. At the sports complex off hardy owners with aggressive dogs will not use the dog park and let their dogs run off leash in the soccer fields. My family has called in about this before and to my knowledge only one incident had been resolved. I would appreciate it if public spaces became safer in regards to aggressive dogs. Small children use these spaces, too.
- Opportunistic home and vehicle break in.
- Orbit traffic
- Our neighborhood is pretty safe! Occasionally suspicious characters at night.
- Our socialist mayor getting in the way of our police department doing their jobs.
- Our street is very dark at night as we only have one light for the entire street. I would feel a little more secure if we had more than one light down our street.
- out of the house after dark
- OVERHEATING FOR THOSE TRAPPED IN HOMES WITHOUT A/C
- Overly aggressive and biased police and inadequate police review mechanisms while taking up funding that should be used fir better public safety net services and resources
- Overreach of government
- OVERRUN WITH HOMELESS.
- Package theft, catalytic converter theft
- Package thief
- Panhandlers- on freeway and on corners closer to homes. They are everywhere in Tempe with tents blocking sidewalks and asking for money at gas stations.
- park. the police are amazing and are on it when they are called
- Parked cars being broken into. Traffic and activity on Broadway Rd
- Peak entrance and exit from McClintock HS is very congested. Balboa Dr looks like the Indy 500 @ 7 am each school day.
- pedestrian safety
- PEOPLE ASKING FOR MONEY IN THE FRY'S PARKING LOT AT SOUTHERN AND RUKAL
- PEOPLE DRIVING TOO FAST
- PEOPLE ENTERING BACK YARD
- PEOPLE GETTING INTO BACKYARDS-EVEN LOCKED, LIKE OURS- TO STEAL
- People ignoring stop signs by rolling through without stopping, especially at 'blind' corners.
- people in and out all day at 710 Diamond Dr.
- People roaming neighborhoods. Safety concerns near Tempe town lake and papago park.
- people stealing packages , speeding.
- People suffering homelessness wandering in the parks near by neighborhood.
- PEOPLE TAKING ITEMS FROM PORCHES; FAMILY MEMBER WAS IN A ACCIDENT AND POLICE SAID HE DID NOT NEED TREATMENT WHEN HE HAD SECOND DEGREE BURNS

- People turning right from Price Rd onto Watson. They go too fast and if you are turning left from Siesta on Watson at the same time it can be pretty scary.
- People using the alley as a "short cut" through the neighborhood. These folks are most often NOT people who live in the neighborhood. These folks are in cars, on foot, on bikes. It would be really amazing if the ends of the alley could be signed..."no through traffic" or something like that.
- People walking through the alley at night
- People wandering around late night
- peoples fear, anger, beliefs
- petty crimes
- Petty crimes like cars being broken into, catalytic converters being stolen
- petty theft
- POLICE AWARENESS
- POLICE ON A POWER TRIP. POLICE WHO CREATE FALSE SENSE OF FEAR. NOT ENOUGH INVESTMENT IN SOCIAL SERVICES.
- Police presence
- police presence around the neighborhoods and public areas
- Police presence.
- POLICE PROFILING AND VIOLENCE. WE FEAR POLICE
- Political division/strife that could lead to violence.
- Poor lighting at night, cars parked on street blocking traffic especially close to intersection.
- POOR LIGHTING FOR WALKING AT NIGHT, AS A FEMALE
- POOR STREET AND ROAD CONDITIONS; FAST TRAFFIC IN NEIGHBORHOODS
- Poor to non-existent traffic law enforcement. Drivers regularly speed, run red lights, and drive without regard for traffic laws or other drivers.
- porch bandits
- Porch pirates and catalytic converter theft. Illegal dumping in neighborhood alleys.
- porch pirates and theft of front yard property
- Porch pirates.
- Predation on minors, human trafficking
- preserving the safe feelings around home
- prevent crimes
- private encroachment on public sidewalks
- prompt response, courtesy
- Proper lighting at night. Signage.
- Property crime and transients hanging out
- PROPERTY STOLEN AND HOUSES BURGLARIZED
- Property theft
- Protection from burglary
- Protection from Covid, safe from assault
- PROVERTY/HOMELESSNESS LEADING TO CRIMES OF DESPERATION.
- Proximity to Guadalupe. Broken and missing fencing at the Priest end of the Highline Canal.
- public health



- Questionable rental property. Young probably college age driving way too fast on quiet neighborhood school. Alley traffic suspicious vehicles and people on foot
- Racing cars. Cars driving too fast at Mill and Southern
- Racism. My husband witnessed a white man yelling racist slang and threats to a young black man who used to walk every day with his baby in a stroller. We live in the Lakes. My husband was shocked. The young man never walks his baby any more. That's sad. It makes me feel unsafe because that could become violent. I'm white and I don't like this sort of behavior in our neighborhood. People that feel entitled to yell insults out of their car at walkers have anger management issues. I feel very uncomfortable with them being rude in our neighborhood. I don't want racial violence in Tempe.
- Random opportunists theft. Men and boys checking car doors to see if unlocked...driving through neighborhood looking at open garages and unattended landscaping vehicles for easy theft of tools, power equipment, bikes, etc. .... people walking across yards (trespassing) to put advertisements at your door. Fourth of July....random fireworks.
- Remove the lazy homeless population. The corners of our road ways are a safety and health hazard. The beggars obstruct traffic and will cause an accident. Our alley ways have become an issue with defecation and leaving trash after going through the garbage cans. This is why I feel unsafe at times. Please enforce our vagrancy laws.
- rental property and pass through traffic
- rentals
- Rentals and short term rentals and breaking into cars and stealing packages
- Renters - Some school age renters engaging in loud parties into the night, jumping off roof tops into pools. Occasional cars speeding through neighborhood even if speed bumps are present. People driving unlicensed vehicles through neighborhood, mini bikes, three & four wheel off road vehicles.
- response time
- Right now I just worry about the thru traffic on Hardy and Manhattan dr. There are a lot of cars passing through at high speed and loud at night. Sometimes I have never before seen vehicles parked in front of my house or near it with people just sitting in them.
- Right now we are getting homeless people setting up camp in our neighborhood. This should not be happening. This is a clean neighborhood. This needs to be fixed.
- ROAMING TEENAGERS LOOKING FOR TROUBLE.
- Robbery
- Robbery
- Robbery
- Robbery and car theft
- running stop-signs
- Safety and security.
- safety for bicyclist
- Safety of the neighborhood park for children
- SAFETY OF WALKING ALONE AT NIGHT AS A FEMALE
- SAFETY PERSONNEL IN PLACE

- SECURITY. KNOWING THAT MY WIFE AND I HAVE THE OPTION TO CALL NEIGHBORHOOD SECURITY OR POLICE.
- Seems as though there is quite a bit of theft and 'issues' in the areas around Guadeloupe and Baseline between I10 and the 101. Some of which is 'bleeding' south towards Elliot and Warner. Mostly feel safe however the rise in sort of 'petty crime' is concerning. Police have full plates and can't be everywhere, but above mentioned areas may benefit from increased presence??
- SEEMS SILLY BUT A COUPLE MORE STREET LIGHTS WOULD BE NICE
- sewer smell at Priest and Southern, what is down there?
- sidewalk lights not working
- sleeping in the park, homeless
- SOMETIMES PEOPLE DRIVE TOO FAST IN RESIDENTIAL AREAS
- SPEED LIMIT ON MCKELLIPS RD NEAR HOMES, POOR LIGHTING ON STREET
- Speed of drivers on the roads.
- Speeders
- speeders driving down my street
- Speeders on Carver, west of Rural. 25 mph is a fine speed, they routinely hit 50.
- SPEEDERS, PACKAGES STOLEN FROM FRONT OF HOUSE, VERY PUSHY SOLICITORS
- Speeding
- Speeding
- Speeding
- Speeding
- Speeding
- Speeding
- Speeding
- Speeding
- Speeding
- Speeding
- Speeding
- Speeding and dropping off Corona del Sol High School students at the intersection of Alexander and Rural. Parents think it's a drop off corner! They hold up traffic and you can't turn right because the kids are getting out of the parents' cars!
- Speeding and feral cats
- speeding and red light runners
- Speeding and unsafe driving.
- Speeding cars. Houses as work camps.
- SPEEDING IN NEIGHBORHOOD WITH BIKES, KIDS, PETS
- speeding late at night, visitors at park
- speeding on Warner Ranch Drive
- Speeding school & Orbit Buses on residential streets. In 20+ years I have never seen a vehicle get a ticket on Brdalwreath. There is a Tempe, North of the river remember? Maybe we can borrow some Scottsdale PD.
- Speeding traffic and the safety of children in our neighborhood - cut through traffic from Mill and University area as well as all the new traffic lights on University.

- speeding traffic on College between Continental and McKellips. Also, sketchy people who dumpster dive in the alleys (rare but happens occasionally).
- speeding vehicles, homeless
- speeding vehicles, stop-sign runners
- speeding, police racism and abuse of homeless
- Start of homeless living on areas & their safety alone with sanitation. Neighbors with many vehicles parked in yards & street making difficult for traffic coming through. Neighbor having too many dogs left out heat barking early day, night. Dogs not nurtured.
- Stop enforcing BS laws like marijuana possession or having a house party, and try addressing real crimes that actually hurt people like rape or murder. When you tell us that we need to be protected from ourselves, like y'all do for drug use, then we lose confidence that anything else you say is honest and/or correct. If our cops focused only on actual crimes that really present a threat to us then I would stop voting to cut police funding in every single election. And I vote in every single election.
- Stop homeless camping within our community and enforcing speed limits/traffic laws.
- strangers wandering around
- Street /pavement conditions in South Tempe
- Street lamps, and being able to have a clear view.
- STREET LIGHTS
- Street lights and level unbroken sidewalks.
- street lights need to be better maintained, some are not lit.
- Street racing
- Street racing
- Streets and alleys. Streets are in dire need of new pavement, And the SATURN bus goes too fast. SATURN goes in too deep into the residential area. It should only be on arterial streets. Alleys attract people who rummage around and they can go undetected with rear access to homes.
- Students from the high school driving recklessly and mugging or harassing other students.
- TEENAGERS AT THE PARK WHERE THE KIDS PLAY BEING DISRESPECTFUL
- Tempe police are my true heroes.
- That the police will be defunded.
- That when police are called, they respond quickly
- The amount of drifters/homeless people that roam around
- The amount of homeless people on the street who always seem to target me for money and had said rude comments to meh
- The amount of homeless people roaming through the neighborhood, sometimes staying or sleeping at the park (Daumler Park), and begging for money on the roadways near the freeway.
- The amount of unsavory activity that goes on at Clark Park in my neighborhood
- The beggars on the side of the freeways. They are desperate people and they need to go. They represent a safety concern. The BIGGEST safety concern.
- The biggest concern is the traffic and cars that travel very fast.
- The corner at Southern Av. and Country Club Way. There are many accidents at that intersection.



- The drug user (non-marijuana) population so close to my neighborhood. I live close to I-10 and see a large amount of people begging in front of and stealing from area stores. This makes me decidedly uncomfortable.
- The homeless and panhandlers.
- The homeless living/ congregating in my parks, business parking lots, bridges, etc. They are getting border in asking for money, handouts and such that I'm thinking or carrying a defensive deterrent.
- The homelessness groups that gather on the 101 and Broadway. I check the crime map and see the amount of drug offenses. These offenses seem to be associated homelessness gatherings.
- The illegal fireworks in the middle of the night once a week
- The liberalization and skyrocketing population is the real thing that unnerves me. The amount of people you are packing into our tiny city is ridiculous. We have tons of homeless that weren't here until the density got high. Living in Tempe shouldn't be expensive but it is thanks to all these people moving here. The amount of people living here and the type of people moving here are making it very dangerous, too expensive and corrupt. Not to mention unlivable with these dense high city, not to mention ugly.
- The neighborhood changed when more renters moved in the late '90s. When there is a concern it's usually with a house that changes occupants every couple of years. It really is a case by case issue, but it's been awhile since anyone was obviously selling drugs on our street. Cars speeding through the neighborhood are the more common concern as of late.
- The number of homeless and drug activity.
- The number of homeless who come into the neighborhood and wander around. They go through the trash and drop trash around the neighborhood.
- The only safety concern that has come up in the past year is my neighbor's work van window being broken. He parks in the public spaces in our cul-de-sac instead of in a garage. His work laptop was stolen. Other than that, I have never had any concerns whatsoever.
- The over whelming amount of vagrants and drug addicts.
- THE POLICE
- The presence of a transient population. I wish something could be done about the panhandlers and homeless around city parks and businesses.
- The presence of police, driving through neighborhoods would be nice. We live on Country Club Way and there are speeding cars every 10 minutes as our small children ride their bikes on the sidewalk within feet of vehicles. The bus stops have homeless people camping out overnight. My friend lives on Southern and Country Club Way and she complains about people fighting, singing, breaking glass, fireworks/gunshots, etc., at the bus stop in the middle of the night. She has a dog that barks at them and finds trash all over her backyard from bus stop people. Hopefully no one will throw a poisoned piece of food over to shut the dog up.
- The street is dark. I have lived in My house for 30 years and I have always felt safe in My Neighborhood.
- The traffic on priest gets pretty bad and drivers do not let other drivers turn left safely and timely.
- Theft
- Theft
- Theft

- Theft
- Theft
- Theft
- Theft
- Theft
- Theft
- Theft
- Theft
- Theft
- Theft and drugs
- Theft and traffic in neighborhoods. NOT CODE ENFORCEMENT FOR WEEDS IN THE GRAVEL LANDSCAPING!!! THIS IS NOT AN HOA, REAL PEOPLE LIVE HERE AND WORK FOR MEAGER WAGES AND CANNOT AFFORD TO PAY A LANDSCAPING COMPANY TO DO IT!! IF THE CITY SPENT HALF AS MUCH TIME ON THEFT AND TRAFFIC IN THE NEIGHBORHOODS THAT THEY DO ON CODE COMPLIANCE I WOULDNT HAVE SO MANY THINGS STOLEN FROM MY HOUSE!!!
- Theft from non-residents looking for packages or open garages.
- Theft from porch pirates.
- Theft of automobile components such as catalytic converters, stereos, gasoline and theft or damage to the autos themselves - I live in a condo complex without garages.
- Theft, I have had many things taken from my property, tools, lawn equipment, a metal art object taken off the front of my house, the list goes on and on including my daughters vehicle stolen
- theft/break ins
- Theft/Burglary and Property Damage
- There are a fair amount of crackheads and/or homeless that wander around. In the last 12 months I've seen 2 dead homeless people...
- there are bunch of homeless in Dailey park, its dark and creepy all around. I am so scared to bike or walk. Especially early mornings or late evenings, I can't use the park. My apartment is on E Broadway road and I don't go to throw trash in night in the apartment trash area on El parquet drive. Also its pitch dark near the bus stops on the E Broadway road and there are always homeless in drunkards sleeping or roaming on the road near American legion and the neighboring streets . I can't walk with my daughter in the night. It feels extremely unsafe. There are homeless or some people who are not residents of the apartment who gets into the pool or use our apartment gates to go on other side of the road from Broadway to el parquet or loiter in our parking. Its also pitch dark and scary on the college Ave from Apache up to E Broadway and then straight till southern. The tunnel passage for walking next to Tempe high school is equally scary and dark in late evenings.
- There are drug addicts and sex offenders in and around our area. The police even know the names of these people, but nothing is done to get them to stop stealing during the day and night. They are picked up, taken in and then released to continue stealing. They are acting as if they don't have to worry about getting caught because they usually are let go to continue to steal. There is a sex offender, who is I believe also an addict, around the corner who is housing a couple of addicts. So It's getting to be a really bad situation where safety is concerned.
- There are transient homeless that wander the streets and the alleys and live at Daley Park. Police drive by and don't clear them out. I've been on a bike ride twice in the past six months

where transient homeless almost caused a problem. Once, one threw a softball sized rock at one cyclist in our group. I don't ride around the lake by myself anymore. Sad.

- There has been a huge increase of homeless people camping out along the overpasses of the US 60 and 101. Those people then walk the neighborhood at night and have been witness pulling on door handles of vehicles to check if they are locked. Also I don't feel comfortable sending my family to the parks where there are large amounts of homeless camping out in the park. The facilities get vandalized and are not clean for children. Furthermore I have several houses in my neighborhood that always have suspicious activities happening around them. People coming and going at all hours of the night. Broken cars parked on the road. People from those houses then wander up and down my street while my children are trying to play outside.
- There has been a peeping Tom in our neighborhood who has been masturbating outside of windows and seems to be targeting older women. We caught a person who might be the suspect on our doorbell camera and reported it to the local police. So far we don't believe he has been caught.
- There is a huge increase in the population of homeless people. There is a lot of questionable people and activities at hotels in Tempe. I have witnessed drug transactions and prostitution at local hotels. The parks are unsafe at night.
- There is an active drug dealing going on right across the street, on my street. Have had Crime Prevention out to talk to a neighbor and me about it. Have reported tips to the. Narcotics tip line. Nothing happens to the drug dealer. There was supposed to be an active undercover operation going on to see if police could catch him. No one has followed up with my question that I left on the narcotics tip line, to see if it is still active. Several of my neighbors have complained about this guy too. Very disappointed in what's not happening with the situation.
- There is so many homeless people taking over and its not feeling as safe as it used to. They be at gas stations staring or threatening and screaming.
- There seem to be an increasing number of indigents - not necessarily just people living in homelessness who might qualify for services, but pretty clear drug users.
- There seems to be an increasing number of homeless all over Tempe. Some seem to be really hurting and in desperate need of help. Some seem to be mentally challenged beyond being able to function in society unassisted, and some just seem to be lazy scammers and thieves that stand on street corners during the day and steal and cause chaos during the night. It is not compassionate to the citizens or the homeless to let each of these groups to continue with there actions unabated. Each requires special help or enforcement but to let it continue will make the quality of life in Tempe to continue to degrade.
- Thieves roaming the neighborhoods at night looking for unlocked cars to steal from. We have had our car opened at night & our garage door was opened by a thief who stole a very expensive race bike & a set of car keys.
- timely access to emergency services when needed
- To much speed on Lindon street
- To see an officer present during the night time.
- Too many homeless people, often on drugs/Intoxicated and threaten people. Way too many homeless near freeway onramps
- TOO MANY HOMELESS, DRUGGIES AND PEOPLE WITH GUNS
- too much traffic and homeless people



- Traffic
- Traffic
- Traffic
- Traffic
- Traffic
- Traffic
- Traffic
- Traffic
- Traffic
- Traffic along College
- Traffic and speeding cars.
- TRAFFIC EXCEEDING SPEED LIMIT
- TRAFFIC LAW ENFORCEMENT
- Traffic laws, speed limits in neighborhoods.
- Traffic rule compliance
- traffic safety
- traffic safety
- Traffic safety. In the more than a decade that I have lived in Tempe, I have only ever seen a couple of instances of traffic enforcement. And yet dangerous driving, including serious accidents e.g. on 10th between maple and mill around the corner from my home are common. My kids ride their bikes around Tempe and are frequently honked at, cut off, hassled and, in some instances, nearly hit by cars. One place in which traffic violations are nearly constant but have never been addressed (despite repeated requests from me to the Tempe police department and ultimately to the city council) is at ash and university. A cyclist was once killed there, and yet it is neglected despite dozens of violations at that intersection daily. Tempe should significantly increase traffic enforcement, including by installing speed and traffic light enforcement cameras. This would be a wonderful city for biking and walking if it weren't for the epidemic of constant, reckless driving. Enforcement would go a long way towards teaching people to drive more carefully and thereby making this a safer city. It would also deliver on the promise (hype?) of Tempe goal zero. Other issues of public safety, though important, pale in comparative threat to citizen wellbeing of dangerous, fast and distracted driving in Tempe. Start writing tickets!
- Traffic safety/pedestrian safety
- traffic violations/reckless drivers
- transient crime; it would be helpful if we saw more patrols in the neighborhood
- Transient drug addiction of the homeless in our community
- Transient population
- transients
- transients
- transients
- Transients around the area
- Transients homeless in our community.
- Transients in alleys and sexual offenders at the Motel 6 on Scottsdale Road
- Transients in alleys or vacant homes

- Transients in Daley Park
- transients on Price Rd
- Trees, bushes, etc.. impeding foot traffic on sidewalks and walkways.
- Trespassing
- Trip and fall hazards of City owned sidewalks.
- trump supporters
- undue use of force
- Unfortunately many homeless wandering around parks, neighborhoods, businesses. They are sleeping, defecating and trashing areas. Nothing is being done to address this.
- Unhoused people need more support. If you leave your car unlocked at night by accident 100% someone will have gone through it by morning.
- Unknown drug trafficking
- unknown persons walking or driving thru neighborhood
- UNRULY LOUD ASU STUDENT
- VAGRANCY
- Vagrant's and drug addicts.
- Vagrants at and around I-10 and Baseline — at least a half mile surrounding area. West of I-10 seems like a forgotten area. Mental health issues and hard drugs appear to be prevalent.
- VAGRANTS WANDERING STREETS, CAMPING IN YARDS
- Vagrants...drug addicted homeless population invading our neighborhoods and parks.
- Vandalism. Minor thefts/trespassing.
- VEHICLE TRAFFIC, SPEEDING
- Vehicle/Property theft
- VEHICLES BEING BROKEN INTO AT NIGHT
- VERY POOR LIGHTING ON NEIGHBORHOOD RESIDENTIAL STREETS. STREET LAMPS PROVIDE LIMITED LIGHT
- victim of identify theft
- Vigilance at night.
- Warner Road has not been resurfaced between Rural and McClintock since at least 2005. The traffic noise is very loud.
- water for homeless- access to cold water
- We actually moved from Tempe over a year ago, in part because the Hughes Acres area [ we lived close to South of Broadway/ East of Rural] was feeling less safe with shabby looking people walking on Broadway and more criminals roaming the neighborhood at night trying unlocked car doors. Once we forgot to lock one of our car doors and our glove box was ransacked. Another time we found cigarette buds and "stuff" in our back yard that looked like someone hopped the fence and parked themselves for a bit not far from our bedroom windows.
- We have had a lot of people trying to break into cars in driveways at night in Warner Ranch. Having police presence is very important. I have never seen a patrol car in my neighborhood. Perhaps panic buttons should be installed in parks.
- We live in the area of Rural and Southern, behind Walmart, there have been continuous petty thefts in our neighborhood. A few years ago, a small incident happened on my property and I called the police department. I chose not to file a police report since the incident was so minor,

but I learned that I could request extra patrol on my street/area. The presence of the police patrol cars driving around a couple times during the day and at night seemed to hold the petty crimes down - until recently. Many of my neighbors have stories of cars broken into, house burglarized, delivery packages stolen, etc. I know the police got a bad rap lately but please don't cut the budget. Their presence is a blessing for many abiding citizens who right now are feeling helpless against the tidal wave of petty crimes in our neighborhood.

- We need more housing for the homeless, more option for drug users to get clean. We had a guy OD on heroin in our front yard and we didn't find him for 24 hours. Stop funding the police, they are no help at all. Put that money into community services... this is not the Tempe I know, and I can't wait to leave.
- We've had some cars and homes broken into over the last year. Not enough regular patrols seen in the neighborhood.
- WHAT HAPPENS AT HBNT
- When ASU is in session, there is an increase in drivers ignoring traffic lights and safety. Additionally Mill Ave becomes an unwelcoming environment. I am hesitant to blame the student population, but there is correlation. I recognize ASU's importance to my local community, yet often wonder if the recognition is mutual?
- White supremacy.
- wild animals/vehicle theft
- With the alleys behind each home, it makes it more prone for theft and pool cleaning vacuum to get stolen.
- Wondering vagrants, especially around bus stops.
- Would like more frequent police drive throughs
- WRECKLESS DRIVERS, SPEEDERS AND STOP SIGN RUNNERS





- 311 and Mayor's office
- 311 Neighborhood Services
- 311 Papago Park dog park needed mowing
- Adaptive Recreation Program- amazing!
- Alarm Dept
- Alarm services
- ALARM-POLICE
- alley maintenance
- alley rubbish and graffiti
- Alley violations
- alley/trash
- Animal control
- aviation commission
- BILL PAY
- building
- BUILDING CODE
- Building permits
- building permits
- Building permits(whatever department that was), I emailed the Mayor recently and he was nice enough to personally call me back, used 311 for residential code violations
- Building Zoning
- building/remodeling
- Bulk pickup
- Bulk Trash Pickup
- CAP
- care v7 Mobile crisis
- City bill and recycle of haz-mat.
- CITY CODE VIOLATIONS
- City codes
- CITY COUNCIL
- CITY COUNCIL
- City of Tempe Water
- City of Tempe Water
- City Planning
- City Planning
- CLOUD MAINTENANCE NUMBER
- Code Enforcement
- Code Enforcement
- Code Enforcement
- Code Enforcement
- Code Enforcement
- Code Enforcement
- Code Enforcement





- HOME PERMITS
- Home restrictions
- Housing
- HUMAN SERVICES
- human services/council
- illegal dumping in alley
- illegal dumping
- INFO ON BULK WASTE/COMPOST
- Irrigation
- Irrigation
- Irrigation
- Irrigation
- Irrigation
- Irrigation
- Irrigation
- I've emailed the mayor and the council.
- Kidszone
- Kidszone
- landscaping
- LANDSCAPING/TREE TRIMMING
- mayors office
- Neighborhood services
- Neighborhood services
- Neighborhood Services re Tempe Community Center Complex Master Plan
- Non-emergency 8311 / water main break
- non-emergency police
- non-emergency police
- non-emergency police
- non-emergency police
- non-waste water and green composting
- online payments
- operator
- park
- Parking enforcement
- PARKING PERMITS ONLINE
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks & Recreation
- Parks / development services



- Police
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- Police
- Pubic works - 311
- Public works
- Public works
- PUBLIC WORKS-WATER AND SEWER
- random
- Re: trash pickup, can't recall dept.
- Rebates for treebate
- Recreation
- Recreation
- Recycling
- Recycling
- Recycling
- Recycling
- Recycling
- residential property clean up
- Restaurant permit.
- Re-zoning.
- SANITATION
- Services
- Several
- sewer
- Smart program
- Solid waste
- Solid waste
- Solid waste



- Solid waste
- Solid waste
- Solid waste
- sanitation
- street dept
- Street light department
- STREET MAINTENANCE
- STREET MAINTENANCE
- Streets
- Streets
- Streets
- Streets
- Streets
- Streets
- Streets
- SurePay—water
- TAX INVOICE PAPERWORK
- Tempe 311
- Tempe 311
- Tempe 311
- Tempe 311
- Tempe 311
- Tempe 311
- Tempe 311
- Tempe 311
- Tempe 311
- Tempe 311
- Tempe 311
- Tempe 311
- Tempe 311 and Tempe PD
- Tempe 311 App
- Tempe 311 App
- Tempe Alarm registration
- TEMPE CLASSES-EDNA ARTS
- Tempe Water
- The police department
- Traffic
- Traffic
- Transportation
- TRANSPORTATION -ENGINEERS
- transportation/roads
- Trash
- Trash
- Trash
- Trash
- Trash

- trash
- Trash
- Trash
- Trash
- Trash
- Trash
- Trash can replacement
- used 311 app, works very well
- Utilities
- Utilities
- Utilities
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- Utilities
- Utilities
- Utilities
- Utilities
- Utilities
- Utilities
- Utilities
- Utilities payment
- Utilities/Water
- utilities/water
- Waste
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- Waste Management
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- Water
- Water
- Water







- yard maintenance
- Zoning

Q11a. Which single communication tool do you use most often to get City information?

The “word cloud” below represents the comments from the above question. Individual comments are on the following page.





- 311 call dept
- 311 Service Request Form
- 311 WEBSITE
- ABC 15
- ANYTHING IN THE MAIL
- App
- Arizona Republic newspaper
- AZ central
- AZ central
- Bill inserts
- By mail.
- By mail.
- Cell phone
- cell phone/social media
- city email
- city email
- city email
- city email
- city email
- city email subscription
- city email subscription
- city email subscription
- City emails, blogs, and newsletters
- city job sites
- city meetings
- City newsletters delivered via e-mail.
- CITY SOCIAL MEDIA
- city social media
- city social media
- city videos and emails
- city water bill newsletter
- City website
- City website
- City website
- City website
- City website
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- City website
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- City website
- City website











- Newsletter
- Newsletter
- Newsletter
- Newsletter
- Newsletter
- Newsletter in the water bill
- Newsletter in the water bill
- Newsletter in the water bill
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Nextdoor
- Nextdoor
- Non-emergency police department.
- Nor
- Online
- Online
- Online
- Our neighborhood email
- PC
- Phone
- Phone
- Phone
- Phone
- Phone
- Phone
- Phone
- Phone
- Phone
- Phone
- Phone
- Phone
- Phone
- Phone
- Phone
- Phone news app.
- Phone with Internet
- Phone, tv
- phone, and website
- Radio







- Tempe.gov
- Tempe.gov
- Tempe.gov
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- Tempe.gov
- Tempe.gov
- Tempe.gov
- TEMPE.GOV WRANGLER NEWS
- The letter that comes in the mail with my city of Tempe utility bill
- The mail for now, did not know social media was a thing
- The water bill newsletter.
- The website
- The website
- To be honest I don't ever look up city information
- TV
- TV
- TV
- TV
- TV
- TV
- TV
- TV
- TV
- TV
- TV
- TV
- tv and radio
- TV News
- TV News























- A DOG PARK IN EVERY PARK
- A HOMELESS SHELTER
- A lot of homeless
- A LOT OF NEIGHBORHOOD WALLS THAT FACE THE MAIN ROADS LOOK REALLY RUN DOWN OR FALLING DOWN. LOOKS UNSAFE AND DUMPY
- A plan for dealing humanely with the homeless. I think that many of the religious organizations are doing a great job and they could be a source of help that the city could partner with. Please put any hidden agendas or unconscious biases aside.
- Access to city of Tempe gyms for wheelchair sports and wheeled sports like roller skating - we aren't allowed anywhere
- add infrastructure to address traffic and speeding
- ADDING AND IMPROVING NEIGHBORHOOD STREET LAMPS
- Address the homeless taking over our parks and open spaces
- Address traffic issues around ASU - road closures/construction during peak academic year.
- ADDRESSING THE NEEDS OF HOMELESS-SAFETY OF NEIGHBORHOODS AND PERMANENT RESIDENTS
- Addressing there homeless crisis in the parks. They are unusable for families because of the situation.
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing and density. Downtown is a mess.
- Affordable housing and livable wages
- Affordable housing, including discouraging predatory real estate investors driving up rental prices.
- Affordable housing. Housing prices in the city are skyrocketing for no good reason, except in my opinion to exclude or remove a certain demographic from the city. With the number of homeless on the streets already why is the city doing nothing to protect the citizens that live in, work in, shop in, and support the city of Tempe?!?
- affordable housing/homelessness (goes hand in hand)
- ALLEY CLEAN UP
- Alley way maintenance enforcement. With Fire risk, seems the staffing could be increased to monitor and enforce alley way issues.
- Allow Tempe PD to enforce all laws (i.e. Urban Camping). Stop catering to people that choose to do drugs, steal, deface property, and trash our parks. Please keep residents safe on the dedicated pedestrian paths by enforcing the law against motorized vehicles.
- Ally maintenance has suffered for many years



- appearance of neighborhoods
- Appearance of the city
- Attract better businesses to Mills Ave
- Availability of after school care, parents are scrambling.
- Balance growth with pedestrian scale.
- Be a progressive city. Culture, tech, climate, politics, inclusiveness
- Better and more efficient police services
- better traffic control . More safety along the new Electric Car path
- bike lanes, sidewalks
- bolster public safety services
- Bring back the red light runners traffic cam
- Bring life back to downtown. Live music. Less corporate chains and more unique to Tempe venues like the good old days that attracted people to the area. Tempe Town Lake events. Mill Avenue is dead which is something I never thought I would see in my 30 years here. It's horrific. No reason to even go down there as there are no good businesses, no entertainment, and no parking.
- build an NHL arena
- Bums and homeless invading neighborhoods, businesses, and street corners
- business dev and police services
- business development
- Business development
- Business development and quality of K-12 school.
- Can Tempe install additional video cameras in neighborhoods to deter vehicle break-ins at night?
- CATCHING GRAFITTI CRIMINALS
- Centralize downtown community beyond college aged adults and gifters
- city appearance
- City cleanliness
- city financial.
- City infrastructure
- City infrastructure including streets and sidewalks.
- City infrastructure to maintain/improve services.
- CITY SAFETY, HUMAN AND ANIMAL, PICK UP FERAL CATS
- city streets
- city streets
- city streets and sidewalks
- Citywide covid mitigation requirements (masks indoors all facilities and businesses)
- City-wide WiFi should be brought back and invested in. Let a huge opportunity to be an innovator die in the 2000s.
- clean up alley, too much trash and flies. we are concerned that our block fence will be damaged by trucks in the alley
- clean up Mill ave./work with homeless
- Clean up our City! Do something with the homeless.

- Cleaning up of front yards, weeds old broken down cars, etc. Very ugly to look at when so many do a good job of keeping it clean, and so many others don't care.
- climate change
- Climate change preparedness (heat, water, air quality)
- Code enforcement for residential and commercial properties and alleyways North of US 60. Trash, weeds, dead trees, apartment complexes, and streets are out of control.
- college residential disturbances
- Communication. Internet access via cable, fiber optic, wifi. What happened to WAZ WiFi? The infrastructure currently in place is old and broken and the city does nothing
- Community Cat Program - TNR
- Community Health & Safety
- community service
- condition of city streets
- condition of city streets including residential areas
- CONDITION OF CITY STREETS, SIDEWALKS
- condition of city streets/sidewalks
- condition of streets and sidewalks and lights
- Condition of Tempe City streets. It seems like Chandler is going through a phase of street improvements and repairs but not Tempe. The work ends at the Tempe City boundaries.
- Conditions of City streets and sidewalks.
- Construction and traffic delays
- construction on roads, traffic delays
- CONTINUE THE GOOD WORK OF RECYCLING PROGRAM-SOLID WASTE MANAGEMENT
- Convince the coyotes to move to Tempe!
- cost of housing
- COVID prepared and resolution
- Covid prevention - e.g. Vaccines and masks
- COVID vaccine outreach/COVID safety. We appreciate your stance and focus. Keep it up!
- Covid. Need to get a handle on this virus.
- Create more opportunities to walk, bike or transit.
- crime
- crime
- crime
- crime
- Crime and public safety
- Crime prevention in under served neighborhoods.
- Day care for adults w disabilities. Dog parks in every park.
- Deal with the homeless issues, especially around freeway on-ramps
- Decent staffing
- Decreasing density downtown. We can't go downtown anymore. Too dense. The city has ruined downtown
- Deferred maintenance of municipal buildings and parks.
- Defund the police

- Defunding the police and investing in social services and restorative justice measures
- Develop an action plan that will guide and preserve Tempe as we deal with climate change
- Develop more plans to address homelessness within Tempe.
- develop youth specific sports parks
- DISABILITY SERVICES
- DISSOLVE THE CORPORATION
- diversity
- DIVERT FROM POLICE, INVEST IN SOCIAL/HUMAN SERVICES
- Do not plant trees that make pool maintenance a nightmare and increase costs.
- Dog parks.
- Don't build an arena for the Coyotes.
- Drain the town lake
- Economic / business development
- ECONOMIC AND BUSINESS DEVELOPMENT
- ECONOMIC AND BUSINESS DEVELOPMENT
- economic business development
- Economic developments
- Economic developments
- Economic stability
- Economic/business development
- economic/business development
- economic/business development
- Economic/business development
- EDUCATION STAFFING AND FUNDING
- Elderly
- enforce the panhandling laws and eliminate encampments. Divert to shelters.
- enforce traffic laws
- Enforcement of speed limits, stop signs, etc.
- Enhance the safety of business and homes
- Ensure all parks and recreational services are repaired, updated and/or operational once children are able to receive a Covid-19 vaccination.
- Ensure emergency response is fully funded and that people who are homeless do not make camp in residential neighborhoods.
- EXPAND ORBIT SERVICE SOUTH OF THE 60
- fair and consistent policing
- Figure out the issue with the homeless. The homeless population in Tempe has only got worse over the years
- Fill the damn pot holes on our streets!
- FIND A SOLUTION FOR HOMELESS EVERYWHERE IN OUR STREET.
- Find a way to ban burning of firewood. The point source pollution from my neighbors severely impacts my family because of asthma attacks set off by neighbors burning wood. These folks aren't burning wood to heat their homes or to cook. Wood fires, both in outdoor and indoor



fireplaces are just for aesthetics. Seems really trivial unless your watching a child struggle to breath because of this stupid behavior.

- Fix McKemy and Orion streets and sidewalks. They're being torn up by the buses coming out of TUHSD office. We called the city and there was no plans to fix these roads in the years to come. Where's the priority to fix our streets and sidewalks? North Tempe gets the priority.
- Fix the city streets. Tempe was the best on the valley for road upkeep. Now it is one of the worst.
- Fix the homelessness issue in Tempe
- Fix the lazy homeless issue
- Fix the roads. Too many potholes.
- fix the sewers
- fix the streets
- fix the streets
- Fix the streets and make them safer for pedestrians.
- FIX TRAFFIC DELAYS-SCHEDULE ROADWORK TO NOT IMPACT ALL SAME DIRECTION
- focus more on local business and affordable housing
- Focus on helping small business get back on their feet
- focus on road construction , one project at a time
- focus on safe and clean parks
- focus on sustainability, green efforts
- fund police
- General safety - we have too much petty crime.
- Get a handle on making recycling at least cost neutral for the city. We were sold on recycling years ago being told that it would generate a profit within a couple of years. It never has and probably never will.
- Get homeless people out of parks, public buildings, bus stops and intersections.
- GET PEOPLE BACK TO WORK
- GET RID OF ALL THE HOMELESS EVERYWHERE IN TEMPE
- Get rid of the DRUG PROBLEM
- Get the Coyotes an arena here!!!!
- Get the drugs off the streets.
- Get the homeless camps out of the community
- Get the homeless out of library and city parks.
- GET THE HOMELESS OUT OF TEMPE.
- Getting ASU off all the committees and putting permanent residents on them instead
- Getting mental health care to the unhoused population
- Getting out of the way of real progress. Stop canceling city festivals!!!!
- Give more attention to South Tempe...we don't get parks service or street maintenance like our Northern neighbors.
- GLOBAL WARMING, WHAT CAN WE DO LOCALLY TO HELP.
- Go back to the City spraying the weeds in alleys. Years ago, the City of Tempe used to provide this service. There are many rentals in Tempe, which homeowners pay 1.8% rental tax to the



- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless
- Homeless & trash left behind
- Homeless and the trash and crime that sometimes is associated with it.
- Homeless and transient population.
- Homeless in neighborhoods
- Homeless is increasing. Panhandling is increasingly. How are you going to handle the issue?
- homeless strategy discussion
- Homeless/transient population.
- Homelessness and affordable housing.
- Homelessness and affordable housing. These two are one to me
- Homelessness and beggars on the freeway exits
- homelessness and low income housing, employment - anything that would help the most in need, especially those who are about to or have recently fallen through the cracks and need a hand up
- HOMELESSNESS AND THE ASSOCIATED MENTAL ISSUES
- Homelessness and transient population
- HOMELESSNESS IMPACTING NEIGHBORHOODS
- Homelessness is resulting in petty thefts near areas of congregation in addition to encampments and trash/ littering/ loitering and soliciting. Causing our community to look run down with the trash from these instances ending up down freeway embankments, business entrances and neighborhoods. What is being done to address this issue because other neighboring communities like Scottsdale don't have litter in the freeway entrances/exits or litter from panhandlers in front of businesses or at entry into neighborhoods. The families in our neighborhood work hard on their homes /landscaping and it's bringing down the neighborhood (Price Southbound and Northbound with the major intersecting streets.)
- Homelessness through supportive programs
- Homelessness. Something has to be done to help them get off the streets.
- Homelessness. The new mobile cooling center gives me some peace of mind with how hot it gets here. I'm glad there'll be less people suffering from the heat. More stuff like that, please.
- Homelessness. We need a safe place and services for them.
- Homelessness/drug abuse
- Homelessness/drug abuse
- Homelessness/transient issues
- Homelessness/vagrant activity. I actually emailed Cory woods regarding this issue directly. I understand it is a difficult problem, but in the last 10 years of owning a home in Tempe. The vagrant problem has grown dramatically. It ruins the public spaces with garbage and keeps people from using them. Some of the underpasses on the bike path(which is a awesome bike

path) around the beach park are just filled with collected trash and homeless. The riverbed is becoming a urban camp ground. It needs to be a zero tolerance policy for this.

- Homelessness--develop programs to get people in jobs and housing.
- housing access
- Housing affordability.
- Housing for all
- How are we being proactive to support and protect the policemen?
- How can we keep Tempe an affordable place to live?
- How Tempe can be the leader in the Valley against climate change.
- How to resolve the rise in homelessness.
- How will you secure adequate water resources for the future?
- HUMAN SERVICES FUNDING
- I am concerned about the rapid increase in housing prices. It is going to have a harmful effect on what is currently a very vibrant community.
- I have too many to list, that for me, are equal important.
- I think the conservation and re-use of water is incredibly important, as we are in a drought state and water availability is only continuing to get worse. It's disturbing to me how many people in my neighborhood have lawns.
- I wish bulk pickup was more often
- I'm grateful for Mayor Woods' and the Council's leadership and focus on supporting citizens - there seems to be an increase in drug using indigents; I know that there has been a big push recently for finding housing for the unhoused, perhaps we could next focus on mental health resources and interventions to reduce the number of drug addled indigents.
- Improve access to services for unhoused people
- Improve neighborhood lighting.
- Improve public transit.
- Improve roads/traffic flow
- Improve safety on the streets for cyclists and pedestrians and take associated steps to reduce traffic and make Tempe a more bike-able, walkable, public transit friendly city.
- Improve the roads in neighborhoods.
- improve traffic delays in construction zones
- Improve water usage in public spaces, medians, parks
- improved social services for unhoused
- IMPROVEMENT OF BUSINESSES AND APPEARANCE ALONG SCOTTSDALE RD
- Improvement of city appearances.
- Improving parks and playgrounds
- Improving regional social/human services
- Improving the downtown.
- Increase affordable housing; should have no one on the streets. Realize this takes a city, county, state, national governments to resolve.
- increase number of police officers
- Infrastructure
- Infrastructure



- Infrastructure
- Infrastructure
- Infrastructure
- Infrastructure
- Infrastructure improvements geared toward addressing climate change
- Infrastructure...streets and ensuring broadband for all
- INFRASTRUCTURE-TRAFFIC FLOW AROUND DT TEMPE AND ASU
- Insure that homeowners, businesses, and municipal concerns keep sidewalks and public walkways free of obstructions. It is very frustrating to have to leave sidewalks because of overhang of limbs and debris.
- invest in south Tempe. Recycle education
- It is hard to own a business in Tempe, city departments don't talk to each other, process is cumbersome, difficult and frustrating.
- I've lived in the same house for 25 years, safety has improved very little.
- Keep alleys clean more often.
- Keep our police officers safe!!!
- Keep our politics in check. As a resident, I don't want to be overly governed and taxed and want to keep our freedoms. I have concerns about the large population growth and that it brings in the overly restrictive policies and taxation of Cities and states like Los Angeles and California.
- Keeping neighborhoods desirable
- Keeping Tempe great
- Keeping the City safe and clean.
- Keeping the homeless away from the street corner.
- Keeping young girls safe at ASU
- landscaping maintenance
- less construction, homeless issue in parks
- less high rise buildings
- Less new apartments and more owner occupied housing (houses, condos, town homes, small houses, etc.).
- Library services fully restored
- Light rail for south Tempe
- LIMIT DEVELOPMENT OF DOWNTOWN. NEED MORE LOCAL BUSINESSES
- Limitations on single family residences being converted to college rentals in neighborhoods north of US60 freeway. PD needs to ENFORCE City's party ordinances.
- Local business development.
- Long term water supply in AZ. Do not want to experience water shortage like what CA is going through.
- Lower city taxes (especially the "temporary" transportation tax that became permanent somehow!
- Maintaining a balance with our bustling new residents and senior residences and not giving priority to loud music and bars. There has to be a balance
- Maintaining the safety and appearance (livability) of Tempe.
- Maintenance of city streets

- Make a regularly updated web site showing all parking areas in downtown Tempe, with indications and links as to which are free or paid, in which hours, and which company (if any) manages that area. I hate to go downtown, because every time I do, I have to start from zero to re-study how and where to park, and what app I might need. One place to go for updated info would make it easier and more likely that people would visit downtown more.
- make it quicker and easier to get a home improvement permit. I paid over \$1500 for a permit weeks ago and no response. Chandler has a far better process to get a permit and it is cheaper. Tempe is more expensive, customer service is poor, technology and website is ancient, instructions are poor. It is the worst website I have seen or used in years. It's at least 20 years behind the times.
- Make light rail more safe. We quit using it due to drunken homeless thugs owning the cab, with threatening screaming, foul language etc. it is not a safe place for seniors, woman, children, or anyone not ready to rumble.
- Make Tempe's police force a "model" of greatness in America.
- Make the city safer!
- Making sure there is adequate information on recycling.
- Many cities have seen a significant increase in crime in the past two years. Our city is no exception. I would like our representatives to focus on making our city a safer place to live.
- mask mandates in schools
- Maybe do more sweeps to prevent the homelessness colonies and panhandlers from popping up. There is trash left behind in these areas is horrendous at times. I have seen a lady shooting up at a bus stop on southern and mcclintock by the Sprouts. My car was gotten into and I must have scared this person off when opening the garage door early in the morning while leaving for work. I had a person come into my court yard probably around 2-3 am years ago. The police officer was great and responded fast too. Pretty much do not let Tempe become like Los Angeles.
- Misuse of funds intended for primary & secondary schools
- more affordable housing. Clean up at parks.
- More affordable housing. I own a few properties I rent out I don't price gouge I don't raise rent, and I have a list 500 people long wanting to rent from me because they have NO other options. I know greed is something you can police, but I feel horrible for all these people having no options to live in our beautiful city.
- more bike trails
- More comprehensive recycling, including expanding the organic waste collection program
- more diversity downtown
- More help for struggling homeowners with major home repairs via grants or low interest loans or ???
- more help to provide the homeless shelter
- More locally owned restaurants- less fast food and chain restaurants
- more police
- More police presence patrolling neighborhoods and small businesses (QT, Chase, McDonalds, etc.).
- MORE SERVICES FOR PEOPLE EXPERIENCING HOMELESSNESS

- more social programs
- more walkable in South Tempe
- Moving out the transients
- multimodal and vision zero
- My biggest concern is traffic.
- My water rate. I place blame on this directly on Laura Kuby. In the quest for building downtown Tempe, she was personally responsible for pushing a "billing based on usage" rate which has pushed my summer water bills well over \$200 each month. Why is this important to me? I bought into the dream that was Tempe over 40 years ago and bought a home in 85283. We have a pool, a fair size backyard with grass for the kids and pets, fruit trees, vegetable gardens, and landscaping. The front yard is water conservative with rock and low water desert plants. Maintaining this lifestyle takes water. South Tempe homeowners are now being slapped with higher water bills, while apartment/multi-housing dwellers with no lawns, pools or landscaping needs because their water usage never exceeds the artificial standard being applied. To the best of my knowledge, the City of Tempe pays the same rate per gallon of water to SRP no matter who/how the water is used. To single out homeowners and raise their rates because of usage is discriminatory and absolutely ridiculous. We're the ones that pay property taxes and have helped Tempe build to become what it is today. In essence, Tempe is developing their downtown waterfront agenda based on our backs. Those that chose to live in expensive condos and apartments near downtown have nowhere near the water usage requirements that single-family homeowners do. If you haven't gathered by now that this issue pisses me off absolutely immensely, then maybe I haven't been clear enough. WATER IS IMPORTANT TO LIVING HERE. CHARGE EVERYONE THE EXACT SAME RATE WHETHER THEY USE 2 GALLONS A MONTH OR 2000 GALLONS A MONTH. Period. Kill Kuby's braindead usage based surcharge on my water bill!
- Neighborhood road repair.
- NEIGHBORHOODS
- Neighbors recycle left out front for days and days.
- new lights needed for traffic. issues where newly built apartments have created traffic
- No more COVID B.S.
- NO TRANSIENT TENTS, HOMELESS
- Non-violent response for law enforcement becoming default; suitable response for non-violent calls
- not a question but a thank you for what your doing
- Not making Tempe corporate-owned and be more entrepreneur and Tempe/Arizona native owned businesses.
- One of the biggest problems is so much trash laying around on many corners of Tempe. The city should make a regular practice to clean up the many corners that have bags of trash left by the homeless.
- Only 6 residents in a group home in Tempe
- Open the Hockey Stadium (Coyotes)
- Outdoor art and music, armature and professional, as a place for residents to hang out on weekends.
- Pandemic safety, prosperity and health.

- Park cleanliness and safety
- parks
- passenger train service to other cities
- pedestrian and bike safety
- PERSONALLY CONCERNED HOW LANDSCAPING ISSUES MAKE IT DIFFICULT TO SEE TRAFFIC COMING AND ALSO HOW IT AFFECTS MY YARD/POOL AREA.
- Plan for economic growth
- Please close the alleys and give individual residences garbage barrels similar to what Mesa has done.
- Please control the petty crime rate. Most of us love living in Tempe. It's a vibrant and diverse community with so many wonderful programs (pre-Covid). But the crime has gotten a few of us scared and worried and some neighbors are thinking of relocating.
- Please do something to help with affordable housing it is too expensive to live here now!
- Please help eliminate the transients within the city. It has always been an issue but since COVID it has gotten worse and the attention seems to have fallen off. The area around city hall, parks, and other vacant lots are transient hotels. It is especially disgusting around City Hall and Mill Avenue. It is not putting the city's best foot forward with visitors and residents as that is supposed to be a main attraction. I try to avoid most parks and city hall because of the trash and homeless camps.
- please keep airplane traffic south of Curry Road.
- police accountability
- police and fire protection
- Police at 101 and Guadalupe, traffic coming off the freeway are traveling at very high speeds
- Police presence in the neighborhoods
- police reform
- Police reform
- Police reform. It impacts the entire community.
- POLICE RELATIONSHIPS WITH UNDERSERVED COMMUNITIES. RACIAL AND ECONOMIC DIVERSITY IN POLICING. COMMUNITY AWARENESS OF POLICE RESPONSIBILITIES.
- Police services
- Police services
- Police services
- Police services
- Police services
- Police services, good pay and more officers
- Police Services. Police have been all over the media nationwide for responding to emotional crises. While I don't believe this is the ultimate function of the police, I do believe they deserve the training and/or resources to respond to such crises as they are typically the first point of contact/respondents.
- Police Training - In regards to citizen safety and public relations. With recent events I believe I need to feel comfortable when confronted by police for any reason, I don't want to feel like I need to be on my guard because I don't know how that police officer may react to anything I say or ask.



- Political self improvement
- pollution/ air quality
- Provide lots of activities for the children...so they don't close so quickly!
- Public Health & Safety - continue mask mandates and mandate COVID-19 vaccinations and address white supremacy (they are interrelated). All factors are impacting the lives of others and damaging our economy.
- PUBLIC SAFETY AND CLEANUP-HOMELESS
- Public transportation - light rails
- QUALITY AND APPEARANCE OF ROADS AND HOW LITTERED THEY ARE AT EVERY CORNER WITH PANHANDLERS.
- QUALITY AND SAFETY OF BUSINESSES AND HOMES
- Quality and safety of businesses and homes.
- Reallocation of police budget to less militarized community support services.
- Really listening and be open to new ways of integrating Sustainability in our land and in the humans that live here.
- Recycling
- Recycling
- Recycling
- Recycling
- reduce homeless in downtown, Mill Ave
- Reduce traffic noise on the 101 Diamond grinded freeway between baseline and Chandler Blvd. Improve with the use of rubberized Asphalt, more trees and better barrier walls for sound reduction.
- Reducing carbon emissions.
- Reducing hard drug availability and services to help people get off these drugs would increase safety in local businesses and neighborhoods in my area, and allow EMS to focus on non-drug related medical issues. Thus reducing response times.
- Relocation of Coyotes and arena to Tempe
- Removing the homeless population in Tempe town lake. It is extremely out of control.
- rental houses, some are real blights.
- rental properties by ASU students. Focus South of ASU and Mill Ave
- renters and college student renters create extreme noise and trash our neighborhoods
- Repair roads!
- REPAIRING CITY ROADS IN NEIGHBORHOODS
- Require code compliance by all homeowners.
- residential services before big business. Make commercial space more affordable for small businesses(local).
- Resolving (preventing) the issue of single family residences being turned into multi tenant "30-day rental apartments, dormitories and hotels", thus preserving the integrity and safety for children and families in these neighborhoods.
- Respect the work of our community police department.
- Resurface our streets.
- RESURFACE THE STREETS IN OUR NEIGHBORHOOD

- road maintenance/traffic
- Roads
- Roads
- Roads and sidewalks
- Roads and streets are in serious need of maintenance followed by declining water quality. Roads are number one.
- Roadwork is a constant pain, and disrupts bike paths. I'd prefer to bike to work, and bike paths on major thoroughfares are critical to help with the drastic increase in traffic, and difficulty in parking in downtown Tempe.
- Safety
- Safety
- Safety for all residents via community policing
- Safety for pedestrians.
- Safety in neighborhoods (re homeless/drugs/etc.)
- safety in streets
- safety is biggest, roads are pitch dark and there is building and roads construction everywhere which disrupts traffic. More trees, Tempe is most arid dry and hottest city around phoenix area. There are not enough shades, trees and water stations in summer to help people who don't have cars. The bus stops can have water stations and vending machines.
- Safety of neighborhoods
- Safety of our homes and businesses
- safety of residents
- safety- police
- Seems small but the bike lanes put in on Broadway, West of Rural feel very unsafe with a wall and narrower car lanes. If a large truck in the right lane went into the bike lane, there's no where to go but the wall. Therefore, it is safer to use the frontage road. After you ride by the South driveway to the laundromat, there is a patch of gravel you have to ride over because the sidewalk is at too sharp of a right angle. You can see the tire marks on the gravel that is frequented. It would be nice to put a triangle of concrete to extend the sidewalk over that frequented bicycle crossing section. Thank you!
- Services for older adults (50 yrs. ) !
- Sidewalk night safety
- Slow down the inappropriate dense development in the downtown. Expect more. The out of state developers could make more contributions to help with our homeless and the scarcity of workforce housing. Let's not become LA Jolla.
- Social and Human Services
- SOCIAL AND HUMAN SERVICES
- SOCIAL AND HUMAN SERVICES
- SOCIAL JUSTICE
- social service -assistance for the homeless
- social services
- social services
- social services

- social services, work programs
- social/human services
- social/human services
- social/human services
- Speed of road repairs.
- Speeding
- Speeding on city streets
- Speeding on our streets and to have a more visible police presence in communities
- Speeding. I don't always go the speed limit, but over the last year I increasingly hear cars and motorcycles racing down the nearest major street (Elliot). Over the last 2-3 years the noise has continued to increase.
- Start on the improvement of Redden Park! We need an updated park there! There isn't even a single bench to sit on at the current park and way outdated. I know they were supposed to start this summer, but haven't seen anything yet.
- Start putting multi-housing projects in your neighborhoods for a change.
- start supporting the police more & less support for those having agendas against them
- stop building high rise buildings. Tempe has lost its quaintness.
- stop giving tax breaks to big developers
- Stop making this a dense city. You serve rich and push out poor. The more liberal this city gets the crappier you treat poor people. Oh and we're in a desert. We don't have unlimited water and yet you act like we have unlimited resources.
- Stop mask mandates for school children, the vaccinated, and businesses. Please know the risk and it's up to them to handle it at this point in this pandemic.
- Stop raising water and trash rates!!!
- Stop urban sprawl. Stop letting developers build tall buildings. Implement building height restrictions. Stop letting developers do whatever they want. Preserve what is here. It is unbelievable (and in my view wrong) that some dumb developer wanted his building on Scottsdale Rd., not Rural, and the city changed the name of the street. It's absurd that that happened. Allow for the building of small, eco-friendly, affordable housing with lots of shade and green spaces. Implement rent control. Plant as many desert, low maintenance, greenery in every nook and cranny of the city, even parking lots. The past city councils failed to stop the ridiculousness that surrounds "A" mountain. There is almost no natural land left. It so sad and disheartening. Measures must be taken to off set the congestion, heat, and poor air quality. Tempe should be the leader in affordable housing, preservation, and combatting global warming. NOT growth. Which has snow-balled into over-growth. Which brings congestion, in the form of more traffic, taxed sewer system, hotter temperatures, worse air quality. Please stop benefitting big business and do what's in the best interest of the people that vote for you. Governments have continually done what's best for businesses under the guise of economic growth. People will move away if they can't afford to live here, or it's too crowded, or so hot, they can't afford their utility bill. Dream big. Economic growth is pointless if nobody can afford anything. There are cities that have no homeless people. <https://caufsociety.com/cities-solving-homelessness/> Tempe should be one of them. This might sound like more than one thing. But in reality it's all related. I answered previously that I have not used most of what Tempe has to offer in the last 12 months. That is only due to the pandemic. Before the pandemic my husband

and I have used and enjoyed much of what the city has to offer. The city should celebrate it's success in that area and move onto affordable housing, cooling/cleaning the air, and preservation.

- STOP with the high rise building
- STRATEGIC PLANNING FOR WATER USAGE AND CONSERVATION
- street conditions
- Street maintenance
- street repair
- street repair/maintenance
- Streets
- Streets
- Streets
- Streets
- streets & sidewalks
- streets & sidewalks
- streets & sidewalks
- Streets in the neighborhoods. They are starting to break and create mini potholes with asphalt chunks on neighborhood streets
- Support for homeless. Awareness that senior citizens are not always able to manage or afford lawn services. Ability to haul items for bulk pick up keep yard weed free. All of which contribute to appearance and safety. Many seniors are able to live independently but may need help with physical tasks and repairs. On limited income some may not be able to afford these services.
- Support for homeless/mentally ill
- Support of our police department. Fully funding the department and hiring additional staff to support and protect this city.
- Support our first responders, especially the police- while all 1st are critical, the police have a difficult role on a good day. Give them what they need to execute safely
- support our police
- Support public safety- let the police do their work- give them the money they need. Laws in the macro, compassion in the micro. Enforce/enact panhandling and homeless laws. Help for those that want it- inhospitable to those that don't- move on to California.
- SUPPORTING THE COMMUNITY CAT FEEDING AND TNR EFFORTS
- Supporting the well-being of its residents
- Sustainability
- Sustainability! Tempe has a long way to go to reduce garbage waste, reduce traffic/pollution, reduce excessive water usage, etc. They should focus on native revegetation and enhancing public transportation.
- Taking a proactive response to the COVID-19 pandemic.
- Tear down the horrendous development downtown.
- Teen and youth outreach and jobs training.
- Tell us where our tax dollars are going EXPLICITLY
- TEMPE CODE COMPLIANCE IS A JOKE. MY NEIGHBORHOOD IS NOT AN HOA AND WEEDS AFTER RAIN IN MY GRAVEL LANDSCAPING SHOULD NOT BE A PRIORITY FOR THE CITY.



- TEMPE'S RESPONSE TO CLIMATE CHANGE.
- The condition of neighborhood since the rental properties increase. My neighborhood changed from a nice clean area to a junk yard with cars parked everywhere and yards a mess!
- The homeless population
- The Police Department. Worst around. I am pro police for the record, but Tempe police are horrible.
- The police force should be eliminated or at least dramatically reduced. Tempe police belittled me, insulted me, and tried to goad me into attacking them. They sat there and tried to come up with as many crimes to charge me with as they could think of. They didn't tell me what they were doing or why, and they lied. I hate them with the fire of a thousand suns. I vote against paying taxes that goes in any way to fund those people or pay their salaries or make their lives better or easier. If this is who we get as cops then I don't want a police force at all. I can take care of myself. Good thing, too, since Tempe police have never solved any crime that I have every reported to them. Ever. In 30 years.
- The streets.
- The traffic delays due to all the construction
- There needs to be more resources for the victims of the Opioid pandemic.
- To clean up the park of homeless people. I really enjoyed taking My kids to the park. Now I feel a little uneasy when I see the amount of homeless people at the parks. I don't feel safe with the kids.
- To focus on development, maintenance, and safety of family- and elder-friendly neighborhoods rather than the current proliferation of expensive high-rise apartment buildings
- To get rid of the homeless beggars on the side of the freeway off ramps. They are a sign of failed police enforcement and a weak and dirty city.
- Too many homeless camps.
- Too many potholes and major cracks in streets and sidewalks
- traffic
- traffic
- traffic
- Traffic congestion
- Traffic congestion on Rural Rd between Elliott and the 202 both directions North and South!!!
- Traffic delays
- Traffic delays
- Traffic delays
- Traffic delays
- Traffic delays due to Urban development/lack of street widening in heavily developed areas like ASU and downtown.
- TRAFFIC ENFORCEMENT
- TRAFFIC IN TEMPE
- Traffic measures to improve bike and overall safety and flow, things like replacing traditional intersections with roundabouts.
- traffic on Scottsdale on Friday and Saturday nights there are drag races and very loud cars.
- Traffic safety

- Traffic safety
- Traffic safety
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- Traffic safety
- Traffic safety and calming.
- traffic safety. As Tempe grows, increasing pedestrian friendly
- Traffic safety/homelessness
- Traffic signal length (too short now and lots of red light runners) and getting all in sync. Having to stop at every light when following the speed limit is ridiculous!
- Traffic, safety and speed. And enforcement.
- Traffic. I work at ASU and I am not kidding when I say, I am looking for another job because the traffic particularly with construction shows horrible city management. It can take 30 to go 1/4 mile. The students don't follow walk signs. It's dangerous, bad for the environment, and a horrible waste of my time.
- Transients
- trash/waste/alleys
- Turn down the bureaucracy and encourage the departments to make decisions that are innovative and not conservative. It seems like anytime there is a new or innovative idea the City departments find a way to stop it. Legal "risk", insurance, public perception, etc. have all been used as plausible reasons to say NO, but how about we find a way to say YES.
- upkeep on rental property
- vagrancy, panhandling, eliminate subsidized housing
- Vagrants. Panhandling. And how it creates an undesirable perception of the I-10 and Baseline area. Please and Thank you!
- walkability, pedestrian safety
- WASTE MANAGEMENT AND RECYCLING INNOVATION
- Water
- Water
- Water conservation
- Water conservation
- Water conservation education and reporting on wasteful water situations. Like water sprinklers running in the streets regularly.
- Water management
- water problem down the road
- WATERLINES
- We live in NW Tempe. For years, slum lords like Rentals Tempe (Tim Wright) and rentals like his have been a blight on our neighborhood. Countless pleas to the Mayor and Counsel have for the most part been a waste of time (they all campaign on neighborhoods but once elected, side with the developers, rental operations and large landowners). Thank God for Jeff Tamulevich and his team. our heroes. Without them, our neighborhood would be a mess. Please continue to properly fund this crucial department. With that said, I very strongly disagree with the council

decision to suspend enforcement of residential 311 violations during Covid. Makes no sense since most folks were spending more time at home. This gave rental operations, the thorn in our sides, a pass and they took full advantage of it. Finally, it appears that Tempe stopped enforcing parking violations in permitted areas. I haven't see the traffic enforcement truck in a few years and when I rarely see police patrolling our neighborhood, they pass by parking violations without issuing a citation.

- weed & grass in gravel yards- rental parking
- What is the city going to do with Hayden Mill and the Hayden House? Is Hayden Mill ever be preserved? Now that restoration has happened at the Hayden Home will it be open to the public, become part of the historical open houses when the restart, or something else?
- What may we do as a community to assist persons (individuals and families) experiencing homelessness?
- When are high rises going to stop being built. Tempe has list its culture and lost the spirit of tempe. Especially when A mountain is blocked. Rent is so ridiculous and the high rise apts are outrageously priced. The high rises have no use for tempe residents and only has brought tons more congestion and pollution especially by the college. Students are even now unsafe to walk or bike campus with all the traffic now. I hate having to ever go downtown or thru it now. It's been torn up for way too long also. Don't even like to go to the events at tempe town lake because it's too over crowded. Parking is atrocious etc. I am moving to chandler soon because of all this.
- When will you improve the intersection of Southern and Country Club Way? We probably need a double red light on Southern. People run that light frequently and get into accidents.
- WHY did we allow the rubberized asphalt to be removed from loop 101?
- Why does Tempe try help the homeless when they don't want to work and jobs are available. Stop pot smoking
- Why does the police department not have relationships with neighborhoods any longer? I never see a police officer unless a crime has been committed or a helicopter is flying overhead.
- With so many renters on my street, I feel the landlords (especially VRBO) do not inform their renters about the rules of trash, recycle and how to treat the alley.
- Would be nice if trash and recycle were done on the same day.





- a diverse city of people. ages, race, ethnicities, religions, food!
- A quiet progressive place
- A very Beautiful and Friendly Community and Neighborhoods.
- ACCESS TO EVERYTHING
- accessibility
- Accessibility to parks/community services.
- Activities
- Activities
- Aesthetics
- affordability
- alley compost
- Amount of trees and plants makes Tempe cooler in summer.
- anti-right-wing-extremism
- Any city employee I've been in contact with has always tried to help to the best of their ability. Haven't experienced the "that's not my job" mentality.
- Appearance
- Appearance
- Appearance
- appearance
- Appearance
- Appearance - Little to no Graffiti
- Appearance of bike paths.
- Appearance of city
- architecture & design
- ARCHITECTURE DESIGN FOR NEW BUILDINGS
- area
- Artists
- Arts
- Arts community
- Arts program
- as Tempe grows, it has embraced walkability
- ASU
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- ASU
- ASU
- ASU, my alma mater
- beautiful
- beautiful city
- Beautifully kept city
- Beauty
- Beauty & cleanliness of the parks.
- Bike paths
- Bike paths
- Bike paths
- Bike paths
- Bike paths
- bike paths are awesome
- biking & walking paths
- BUS SERVICE
- BUSINESS DEVELOPMENT

- canal bike path
- Center for the arts
- CENTRAL LOCATED-EASY ACCESS TO SHOPPING
- central location
- CITY GOVERNMENT
- CITY IS CLEAN
- City is overall well kept
- City Layout
- City of Tempe
- Clean
- Clean
- Clean
- Clean
- Clean
- Clean
- Clean and safe city to live in.
- Clean city
- Clean city
- Clean public spaces
- clean streets
- Clean, quiet and green neighborhoods.
- Cleanliness
- Cleanliness
- Cleanliness
- Cleanliness
- Cleanliness of major roadways areas
- Cleanliness of the city
- Climate change awareness
- Climate change planning
- close to everything
- code enforcement
- College town
- Communication of City activities and efforts
- Community
- Community
- community engagement
- Community involvement
- Community oriented
- Compost program
- Composting
- condition of streets and parks
- conservation of coyotes
- Continuously tries to inform/educate the public.





- diversity
- diversity
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- diversity
- Diversity
- Diversity & Inclusion
- Diversity & Inclusion
- Diversity & Inclusion
- Diversity and acceptance
- DIVERSITY IF PROMOTED
- DIVERSITY OF RESIDENTS
- Diversity of the Executive branch of City governance
- Diversity of things to do/see
- DOCTORS
- DOG FRIENDLY-DOG PARKS
- DOWNTOWN
- downtown Mill ave
- Downtown tempe
- EASE OF FREEWAY PROXIMITY/ACCESS
- EASY TO GET AROUND
- easy to live here
- ECONOMIC DEVELOPMENT
- Economic growth
- Edna arts
- Education
- Education level of population
- Education opportunities
- EFFORTS TO ADDRESS HEAT STRESS
- Emergency medical services
- EMT/FIRE DEPT
- entertainment options
- environmental
- Fairly easy to get around
- Fall outdoor activities
- Family focus
- Feels like a vibrant city
- FIRE AND PARAMEDIC AMBULANCE

- fire and rescue
- Fire Dept
- Fire Dept
- Fire Dept
- Fire Dept
- flourishing local business
- Focus on arts
- Forward thinking
- Forward thinking
- Forward thinking
- Forward thinking
- Forward thinking growth has put Tempe as a leader in developing the next phase of the Phoenix area
- Free public transportation
- Freeway accessibility
- GENERAL QUALITY OF LIVING
- good mask leadership
- Good overall appearance
- Great city.
- Great neighborhoods that are close to everything
- Green initiatives
- greenways
- greenways
- Growing diversity
- growing opportunities
- Growth
- Growth
- Growth
- Growth
- growth over last 40 yrs.
- Habitat for Humanity 3D printed house
- Heritage
- Historic district
- Historic neighborhoods.
- Historical landmarks
- History
- History
- History
- History and heritage
- homey-feeling of our city
- Hosting the Ironman
- housing
- How beautiful tempe is

- How clean it is.
- How the city really tries to keep up on the beautification of sidewalks and street areas.
- How well the city is updating
- I am proud to live here.
- I feel Tempe is constantly moving towards being inclusionary of all age groups.
- I LIKE COREY WOODS AS OUR MAYOR
- I live in a relatively quiet and neighborhood.
- I think Tempe is the best city to live in, in Maricopa County
- Image
- Image
- Image
- In certain areas Tempe still feels 'small' town.
- Inclusion
- Inclusion
- Inclusive community
- Inclusive reputation
- Income diversity
- informative
- IT HAS A LAKE
- It has provided a place to live and grow.
- It is a beautiful City.
- it is beautiful
- IT IS CONSTANTLY REBUILDING TO MAKE IT A HOT SPOT
- It's neighborhoods
- It's Quiet
- It's Tempe
- Its history
- ITS LOCATION IN THE CENTER OF MARICOPA COUNTY
- It's not Mesa.
- Joel Navarro
- JUST MOVED TO TEMPE FROM CALIFORNIA
- Kiwanis Park
- Kiwanis Park
- Kiwanis Park
- Kiwanis Park
- Kiwanis Park
- Kiwanis Park
- KIWANIS REC CENTER
- lake
- Landlocked City that has grown
- Large parks
- Leader in the region
- liberal, inclusion
- library

- LIBRARY-SUMMER READING WAS GREAT FOR OUR KIDS
- LIFESTYLE
- Light Rail
- LITTLE RIGHT NOW AFTER LIVING HERE FOR 40 YEARS.
- LIVING
- Location
- Location
- Location
- Location
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- Location
- Location
- Location
- Location
- Location
- Location
- Location close to airport
- long term planning of city growth
- Long term water supply looks steady
- LOOK OF THE CITY
- Looks
- looks forward & plans
- Love the "college town" vibe in the middle of a major metropolitan area
- maintains high quality standards
- Many opportunities for entertainment, dining, hiking, walking, biking, socializing, etc.
- Many years of pride in how we looked
- MAYOR-BRIGHT AND ARTICULATE
- Mill Ave
- Mill Ave
- Mill street development
- mix of residents
- Mixture of different ethnic groups
- Modern city
- More liberal policies than other suburbs in the Valley.
- Most of the time areas are clean, but lately Tempe has not enforced resident to have there properties cleaned up.
- MOSTLY CLEAN
- Moving to tempe in 1972 when it was flourishing
- Multi-generational
- museum
- My neighborhood had weathered and resisted being swallowed up by commercial ventures
- My property value
- Neighborhood feel





- Parks
- Parks
- Parks
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- Parks
- Parks
- Parks
- Parks
- Parks
- parks & green spaces
- Parks and recreation
- Parks and recreation
- Parks and walking/biking paths
- Parks are incredible
- Parks are nice and clean.
- Parks are well kept.
- Parks are well maintained with many sports facilities
- Parks like Papago and A Mountain
- Parks system
- Parks, recreation opportunities
- Parks/playground/green spaces
- parks
- Partnership with ASU
- Pedestrian/bike friendly
- people are diverse and kind, for the most part
- People are friendly
- people respect
- PEOPLE WHO LIVE HERE
- Planning i.e. signage, parks, schools, family friendly, etc..
- plants
- Police
- Police
- Police
- Police
- Police have been helpful
- police/fire response
- politically progressive
- profile
- Progressive
- Progressive

- Progressive
- Progressive
- Progressive and liberal thinking
- Progressive City
- Progressive city government
- progressive nature of tourism potential
- PROGRESSIVE POLITICAL NEWS
- progressive, focused on helping all members of community such as homeless and seniors.
- Promotion of the arts.(MAMA Fest, Tempe arts center, Gamage
- Property values
- PROUD OF ITS FORWARD THINKING GOVERNMENT
- Proud of our neighborhood park.
- Proximity to airport
- Public safety
- public transit
- Public transit improvements
- Public transportation
- Public transportation
- Public transportation
- public transportation options
- Public transportation services
- Quality and appearance of neighborhoods
- quality decision making
- QUALITY OF GREEN ORGANICS AND COMPOST PROGRAM
- quality of homes
- Quality of life
- Quality of life
- Quality of life
- Quality of life
- Quality of life
- Quality of life
- Quality of life
- Quality of life
- Quality of life
- quality of people
- Quality of roads
- Quantity of parks
- Quiet neighborhoods
- RECREATION
- Recreation opportunities
- recycling covered by the city
- Recycling programs
- Recycling programs
- Recycling programs

- Re-design high quality playgrounds at the parks.
- redevelopment of community and urban areas
- Reputation
- Reputation
- Reputation
- Residential neighborhoods are inviting
- Residential trash, recycling and bulk services.
- revamp Mill ave
- Road services
- Rules and regulations on City parks
- Safety
- Safety
- Safety
- Safety
- Safety
- Safety
- Safety at Tempe Beach.
- School excellence
- schools
- schools
- schools
- schools
- schools
- Sense of community
- sense of community
- Sense of community
- Social life
- Somewhat progressive
- Special events and community
- spring/fall art shows
- start by fixing streets & roadways
- Still can be a nice quiet spot in the city
- Street condition
- STRONG NEIGHBORHOODS
- Sunshine
- Sunshine
- TEMP BEACH PARK EVENTS
- Tempe first responders
- Tempe is a beautiful city and the landscaping of the city looks great
- Tempe planting more trees.
- Tempe Public Schools
- TEMPE TOWN CENTER
- Tempe Town Lake





- The place
- THE QUALITY AND QUANTITY OF PARKS-BICYCLE ACCESS ALSO
- The quality of teachers at Tempe public schools.
- The schools, K-12 and post secondary
- THE SMALL BUSINESSES
- THE STEPS THAT TEMPE HAS TAKEN TO PROTECT CITIZENS FROM COVID
- there's a general vibrancy about this city
- Thriving downtown
- Tidy
- too many buildings
- traffic around ASU
- tree bate
- university/downtown
- Upward mobility
- Variety and availability of outdoor activities.
- variety of activities
- VERY CLEAN CITY
- vision for sustainability
- Walkability
- WALKABILITY AND BIKEABILITY
- walkable city
- Walking by canal
- walking trails
- walking/bike paths
- walkways on canal
- We can learn, work and play here.
- We're not Phoenix
- Well maintained
- We're not Mesa!
- wide streets
- Working with ASU for the betterment of the city
- Working with ASU near downtown
- Young and old mix population.
- Zero Waste Day
- Zero Waste Day







- ASU
- ASU
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- ASU
- ASU
- ASU
- ASU - Continuing to grow
- ASU AND DOWNTOWN/MILL AVE/TOWN CORE
- ASU is here and a great representation
- ASU support as city partnership
- ASUI
- ASU-WE ARE BOTH ALUMNIS
- Attention to aesthetics
- ATTENTION TO CLIMATE CHANGE
- ATTENTION TO NEIGHBORHOOD AND LIVING ENVIRONMENTS
- ATTENTION TO THE ENVIRONMENT
- Attractive area to live with all age groups.
- Availability and diversity of outdoor recreation areas
- Availability of hiking trails.
- Awesome mayor
- beach park
- Beauty of the city
- Being home to ASU and being able to hire many ASU students and graduates at my business, who went on to accomplish great things.
- bike and walking paths
- Bike lanes
- bike lanes
- bike paths
- Bike paths
- Bike paths are nice around the city. Wish there could be more drivers driving safely around the cyclist.
- bike paths, parks
- Bike/walking paths
- BIKING PATHS EVERYWHERE IN THE CITY
- Borders defined
- budget
- Business
- business development

- Canal/ bike paths
- cant enjoy tempe anymore
- Care of the earth, greener = better
- CENTER OF ARIZONA TO EVERYTHING
- Child care options
- Children's programs
- Citizen participation in Boards and commissions
- CITY GOVERN,ENT
- City history
- CITY IS CLEAN
- City is not maintained and kept clean.
- City management. I live on Mill ave, across from Kiwanis park. On Sundays the park is packed. Monday morning, city workers have it looking like no one's been there in weeks. Rarely do I see graffiti or out of control trash.
- city programs
- City services
- Classes/activities
- clean
- CLEAN
- Clean
- Clean
- CLEAN CITY NOT MUCH TRASH LAYING AROUND
- clean community
- Clean, generally well groomed
- Cleanliness
- Cleanliness
- cleanliness
- Cleanliness
- CLEANLINESS OF MY NEIGHBORHOOD
- Close to everything & airport
- Community
- community
- Composting
- Condition of older historical neighborhoods
- construction by ASU
- CONVENIENCE
- Convenience
- Corona Del Sol Wrestling Program
- Cost of living
- Cost of living
- cultural centers
- Culture
- CULTURE

- CURBSIDE RECYCLING AND BULK TRASH PICKUP
- customer service city services
- Development
- diverse and inclusive
- Diverse residents
- DIVERSITY
- diversity
- diversity
- Diversity
- Diversity
- Diversity
- Diversity
- diversity
- DIVERSITY
- DIVERSITY
- Diversity
- diversity
- Diversity
- diversity
- Diversity & Inclusion
- diversity and inclusive spirit
- diversity of businesses
- Diversity of population
- diversity of restaurants
- DIVERSITY, BETTER THAN SOME CITIES
- downtown
- Downtown
- Downtown
- Downtown life
- downtown Tempe & Tempe Lake
- Ease of access to work and shopping facilities
- ease of freeway access
- EASE OF GETTING FROM ONE PLACE TO ANOTHER
- Easy access to shopping
- Economic development
- Economic development in the area
- Education
- Education
- Education
- Education opportunities
- effort to improve alternate transportation
- efforts to be more sustainable
- efforts to enhance the number of vaccinated people

- efforts to include residents in decisions
- emergency services
- employment/business
- EMT
- EMT/Police/Fire depts
- energy efficient
- Enforce code restrictions for residential
- Environmental efforts
- Everything I need is close by
- Family Friendly
- Feeling safe
- Feels more diverse than Arcadia and predominate white suburbs.
- fire
- fire dept
- fire dept
- Fire service
- First responders
- FLOOD IRRIGATED PROPERTIES
- Focus on all generation of residents
- focused on sustainability, composting, native species,
- Forward thinking
- Free pre-k daycare
- Free programs
- Free public transportation to most of the City.
- friendly
- GAMMAGE
- gold courses
- good po9lice
- GOVERNMENT
- great local businesses
- Great outdoor options
- GREEN AREAS AND LAKE
- Green organics recycling program
- green spaces
- Green/recycling program
- Growth
- Growth
- healthy lifestyle - biking paths etc.
- helping people that need services
- HISTORIC PROPERTIES
- historical
- historical preservation
- History and generations of families that grew up here.



- Home values
- HOW CLEAN IT IS
- How diversified the city is with students, young families, older couples and wide range of different individuals
- how our City streets, main and neighborhoods are kept clean and trees and shrubs manicured.
- I feel a sense of belonging to my city. I choose to do things in Tempe when I could easily go to mesa or phoenix, but I choose to support Tempe.
- I feel very safe throughout the city of Tempe
- I LIKE THE PUBLIC PARKS
- I like what I am reading/seeing about Tempe's efforts to combat homelessness.
- I love the large parks like Kiwanis as well as the neighborhood parks.
- I'm proud of the history museum and it's activities. I really enjoyed the talks and other events. I've struggled with getting onto the online/Facebook seminars.
- Image
- improving infrastructure
- In my community, people being involved in community issues.
- INCLUSION
- INCLUSION-EXCEPT HOUSING
- inclusive
- inclusive
- inclusive
- INCLUSIVE COMMUNITY
- Inclusive community oriented planning
- INCLUSIVENESS
- Inclusivity
- Inclusivity
- INCREASED EFFORTS OF WATER CONSERVATION
- Increasing housing
- INFRASTRUCTURE
- Innovative
- Intelligent collaborative work with the university students in their areas of expertise
- invests in parks and public spaces
- It has a homey type feeling that Chandler and Gilbert do not.
- It honors neighborhood character
- it is a safe place
- It is innovative
- ITS A FUN PLACE TO BE-THERES USUALLY SOMETHING TO DO
- Its parks
- KidZone
- KIDZONE PROGRAMS
- Kindness of city workers
- Kiwanis
- Kiwanis park

- Kiwanis Park
- Kiwanis park
- Kiwanis park facility for kids
- Lake
- Landlocked
- landscaping
- Landscaping on major streets
- Large trees
- Leadership
- Library
- LIBRARY
- library
- Library
- library
- Library
- Library and museum
- light Rail
- light rail and streetcars
- Light rail/ Bus service
- light rail/bus svc
- Like
- LIVING CONDITIONS
- Living in tempe without the feel of big city
- Local businesses
- Local Businesses
- local transit services
- location
- location
- Location
- Location
- Location
- Location
- Location
- Location in the middle of growth
- Lots of amenities for residents.
- low crime
- low crime
- Maintained alleys
- Many years of how safe we were
- mask mandate
- MAYOR AND COUNCIL MEMBERS ARE MODERATE IN THEIR POLICIES
- medical emergency
- Medical Emergency services
- Mill Ave

- MILL AVE TOTALLY TURNED OVER TO ASU.
- Mill Avenue
- Mill Avenue activities (parades, Arts Festival)
- mill expansion
- MILL ST
- More diverse than other east valley cities.
- More progressive than its neighbors
- Most Progressive part of the Valley
- mountains
- Mulch program and treebate
- Multi-generational center
- Murals and public art
- Museum and Library services
- NATURAL-HEALTHY LIVING IS ENCOURAGED
- NEIGHBORHOODS
- Neighbors
- New building going up
- NICE PLACE TO LIVE
- No high-rises south of Southern yet
- Not having been assaulted by a crazy homeless person yet.
- Nothing else comes to mind.
- Number of parks, park and rec classes, community centers, library, museums, arts venues
- OPEN MINDEDNESS
- Opportunities for children's activities
- orbit
- Orbit transportation
- Orderly
- Organization of the City.
- Our art, science, and history museums and other cultural programs
- Our fire dept. is probably the best part of the city services.
- Our goal to increase tree cover
- Our Opportunities
- our police
- Our police department
- Our small-town atmosphere
- Our youth
- Overall Financial Health of City
- overall safety
- Pandemic response overall
- park
- parks
- Parks
- parks

- Parks
- parks
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- PARKS
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- parks
- PARKS
- Parks
- parks
- PARKS
- parks & pretty spots
- Parks & Rec programs
- parks and citizen programs
- Parks and paths
- Parks and Recreation
- parks are fantastic
- Parks/trails
- path development
- Peaceful city
- Pedestrian friendly
- Perceived safety of residents, at this time.
- Perfect size
- planning
- Police courtesy.
- Police department that is not always in the news for bad behavior
- police dept
- Police respond quickly.
- Police response
- Programs for youth and adults - recreation, arts, sports,
- Programs to help people
- Progressive
- PROGRESSIVE
- Progressive
- Progressive Governance
- Progressive planning
- Progressive Policies
- progressive values
- Progressive vision
- Promotes healthy lifestyle
- prosperous
- Proximity to everything
- PROXIMITY TO LARGE VENUES
- Proximity to sports venues



- public art
- PUBLIC ARTS AND PARKS
- Public facilities
- public library
- public transit options
- public transportation
- Public transportation
- Public transportation
- Quality and number of Public Spaces
- quality of businesses
- Quality of city (streets/parks/etc.
- QUALITY OF LIFE
- QUALITY OF LIFE
- Quality of life
- Quality of life in the city
- Quality of life is better than most cities.
- QUALITY OF NEIGHBORHOODS
- quality of roads, sidewalks
- Quality of the downtown area
- QUALITY OF THE SPACES IN AND AROUND DOWNTOWN TEMPE THE PAST 10 YEARS
- Quality of walking and biking paths
- QUALITY OF WATER CONSERVATION PROGRAMS
- quantity & quality of culture
- Reasonably safe
- Recent development along Mill and on the ASU campus
- recreation
- RECREATION
- Recreation and education services
- RECREATION FACILITIES
- recreational facilities
- recycle programs
- Recycling
- recycling
- Recycling
- Recycling
- recycling options
- Recycling programs
- Regulated growth
- Relatively progressive and tolerant political environment
- Relatively safe
- Relatively safe city with responsive police
- Religious organizations and respect for religions
- reputation

- reputation
- reputation
- Reputation
- Restaurants
- Restaurants
- restaurants and amenities
- restaurants/bars
- Retail development
- Road maintenance
- Rosa Inchausti
- safe
- Safe
- safe, clean, friendly
- safety
- safety
- Safety
- safety
- Safety
- safety
- SAFETY
- safety
- safety
- Safety
- school district
- school district
- Schools
- schools
- Schools
- schools
- schools
- schools
- Senior recreation and art services
- services
- Services
- SERVICES
- Services for homeless
- SHOPPING CONVENIENCE
- Small but mighty
- small size
- Social opportunities
- Some neighborhoods
- Sports, rec and library
- STABILITY OF NEIGHBORHOOD
- Street signs look nice

- Streets are maintained
- Sustainability
- Sustainability efforts
- Takes initiative on important issues
- Tempe beach
- Tempe Beach Park
- Tempe has programs for water and power saving
- Tempe is always home for me
- Tempe marketplace
- Tempe opportunities programs
- Tempe Park
- Tempe Parks
- tempe provides opportunities
- TEMPE TOWN LAKE
- Tempe Town Lake
- Tempe Town Lake
- Tempe Town Lake
- Tempe Town Lake
- tempe town lake
- Tempe Town Lake
- Tempe Town Lake appearance/area.
- Tempe town lake walking paths
- Tempe Town Lake/Kiwanis Park
- Tempe Towne Lake
- The Alamo which is now changed and the things around it
- The bikeability
- THE CITY CONSTANTLY TRIES TO IMPROVE
- The development
- The diverse small businesses
- The diversity and inclusion the City promotes.
- The efforts of Jeff Tamulevich and his code enforcement team in the face of general apathy from the rest of city government.
- The incredible Response time of emergency services. Saved my husband's life several years ago!
- The lake
- The majority of the city is very clean.
- The Mayor Corey Woods
- The Mill Avenue Bridge
- The number and variety of community class offerings
- THE NUMBER OF PEOPLE INVOLVED IN COMMUNITY SERVICE.
- the parks
- The people who live here (Neighbors)
- the progressivism
- THE RECYCLE PROGRAM

- The responsiveness of 311
- THE STEPS THAT TEMPE HAS TAKEN TO PROTECT BUSINESSES FROM IMPACT OF COVID
- The Tempe festival of the arts
- The Tempe Town Lake and downtown area.
- The vibrant culture
- THE WILLINGNESS TO ACCEPT NEW IDEAS-SUCH AS THE LIGHT RAIL AND THE AULDISAC ZERO CAR
- Thriving downtown community.
- Town Lake
- Town lake
- TOWN LAKE
- Town lake
- Town Lake
- Town Lake
- Town Lake
- town lake
- Town lake
- Town Lake
- Town Lake area
- Town Lake area
- traditions with ASU
- Traffic light signage (well done and very easy to read at night)
- Traffic and condition of streets are very good
- traffic flow
- Traffic lights work
- Traffic on streets
- traffic signage
- TRANSIT
- transportation
- Trash collection and alleys
- Trash, recycling, bulk trash services
- Trees
- Unique businesses
- University town
- Up keep of landscape
- Valuing diversity
- Variety of public transportation
- Very good services to homes, such as water / energy / garbage collection / internet access / street lights
- Vibrant diverse community
- Walkable Areas
- Walking and biking paths
- walking paths



- WASTE SERVICES
- Well maintained streets
- Well run - good leadership who are both accountable and responsible
- Working to be progressive on issues that help people. All people
- Youthfulness of city





- ASU
- ASU and diversity
- ASU Campus
- ASU campus
- ATTRACTIVE TO USE BEACH AREA
- AVAILABILITY OF ALL SERVICES
- Beautiful parks and great transportation
- beauty and skyline
- beauty of city
- being a part of the cactus league ( Halos fan)
- Big events
- Bike access
- bike friendly
- Bike friendly.
- Bike lanes are great. Keep adding more
- Bike paths
- bike trails
- Bike/Walking
- biking paths
- biking paths
- Bringing in more jobs
- bulk-trash pick up
- BUSES
- Business support
- businesses / restaurants
- By and large an attractive place
- Canal path
- Canals
- cares about residents
- Central location
- City government is results oriented and plans for the future
- City leaders.
- City maintenances of trees grass eco. Along streets
- City parks
- City Programs and Events
- CITY SERVICES
- CITY SERVICES
- CITY SERVICES
- city services
- City services are good.
- City trying to improve standing of the City.
- city utility programs
- clean



- clean
- Clean streets
- Clean up of graffiti
- cleanliness
- CLEANLINESS
- Cleanliness
- Cleanliness of the City.
- Close to shopping and recreation.
- Commercial development strategies
- Communication
- Communication from city
- communications
- communities
- COMMUNITY AND EMBRACING THE ARTS
- Community Engagement
- community engagement
- Community outreach.
- Community programs
- COMPOSTING
- Conservation
- Continued efforts to refurbish parks. More is needed.
- Corona Del Sol Wrestling Program
- COVID 19 INFORMATION SERVICES
- crime free
- Cultural Diversity
- decent city to live in overall
- Density / Growing UPWARD i.e.; architecture, towers, etc.
- development ASU research park
- DIVERSE OFFERINGS FOR PUBLIC PROGRAMS AND ENGAGEMENT
- Diversity
- diversity
- Diversity
- DIVERSITY
- diversity
- Diversity
- Diversity
- Diversity
- downtown
- Downtown
- Downtown
- Downtown Mill Ave.
- EASE OF ACCESS
- EASE OF ACCESS TO EVERYTHING
- easy access

- Easy to navigate with a grid system
- Economic growth
- education
- Education opportunities
- Efforts to improve transportation to neighborhoods
- emergency services
- emergency services
- Entertainment
- Entertainment
- ENTERTAINMENT CHOICES
- environment
- ethics
- events
- Events
- EVERYTHING I NEED IS CLOSE
- EXCELLENT SCHOOLS
- Family been here for 4 generations
- Family-friendly
- Favorite city in AZ
- Fiber optic internet
- fire and medical services
- Fire department
- Fire Department
- Fire dept
- First responders
- Fiscal management
- focus in diversity and inclusion
- Food banks
- food options (diversity)
- Forward looking/planning
- Free Orbit rides
- Free transportation
- Friendly police
- FUN PLACE TO LIVE
- Fun, vibrant, outgoing, up-to-date
- Gammage.
- Garbage
- General progressive attitude of the city elected personnel
- Geographic location
- Getz developmental preschool
- golf courses
- Golfing and outdoor recreation
- Good community feel.

- good people
- good place to raise children
- Good restaurants
- Good restaurants
- good schools
- Good utility and protection services
- Government efforts to make this a nice city to live in.
- Great parks and services
- Great recycle and compost programs.
- Great selection of local businesses
- Green Initiatives
- Growing business development
- Growing up in tempe when the culture meant something
- growth
- Hayden Butte and Papago park
- high level of peace of mind living here
- historic
- historical areas
- Historical preservation (sorry I meant Scottsdale)
- Home of ASU
- Home of ASU
- Hope improvements and conservation rebates offered by the City.
- How some council people are very involved on Social Media.
- I APPRECIATE ACCESS TO CURBSIDE RECYCLING
- I like living in a city like Tempe that has such a great reputation, even though there are many college students that sometimes tend to bring a city down.
- I like that building construction is continuing although we are locked in by surrounding cities
- I like the community involvement. I really enjoyed the Bike Ride events and was impressed with the turnout in years past. I LOVE the free shirts too to show off where I live.
- I love how close we are to everything.
- I LOVE ihelp. more services like ihelp would be amazing. I would love to pay more taxes to people in need. we need to make public transportation WAY better. I have a car and I am fine but so many people need better options
- I love our downtown area
- I love that I have interacted with several members of City Council and Mayor and they are all very personable and kind people. It's good to be in a small but well educated city!
- I never feel unsafe.
- I was raised here and it was always a safe and well cared for city.
- I've enjoyed the Pyle Center a great deal. I'm waiting for the day when I'm comfortable enough to rejoin my activities.
- Importance of history but also importance of smart growth for the future
- Importance of the transportation in the neighborhoods
- inclusive

- Inclusive
- Inclusive attitude
- INNOVATION
- interest in residents
- Investment in making the city more bike friendly
- investment in neighborhoods
- invests in walking and biking enhancements
- Involvement in programs like Dementia program
- IRRIGATION
- It seeks input from residents
- It's a City that cares about quality of life
- It's a liberal thinking town
- Job opportunities and education.
- Kind
- Knowing that my local government cares about its citizens
- lake
- Lakes
- Layout
- leadership
- level of education
- liberal values
- liberal, reasonable leadership
- LIBRARY
- LIBRARY
- Library
- library
- library
- Library
- LIBRARY AND HISTORICAL MUSEUM
- Library and Tempe History Museum
- Light Rail Stations
- livelihood
- Local businesses over corporations (food and entertainment)
- Local businesses.
- LOCAL SMALL BUSINESSES-NOT CHAINS
- location
- lots of businesses to shop & eat
- LOTS OF DIFFERENT AGES AND CULTURES
- Lots of great places to eat
- lots of music, food and sports
- LOTS OF PARKS AND TRAILS WOT WALK MY DOG.
- Lots of shade
- lots to do



- LOVE MEYER PARK-CANT WAIT FOR UPDATES
- Low-cost activities for all ages.
- Lower sales taxes than most cities.
- Lushness of landscaping in public areas.
- Maintaining a reasonable cost of living
- Making public Health a priority and how we have responded during the pandemic
- Many years of how we took care our citizens
- market place
- Mill Ave
- MILL AVE
- MILL AVE
- Mill Ave is a fun destination.
- mill ave street-scape and historical bldgs.
- Mill Avenue
- Mill avenue
- modern but comfy
- More inclusive than other county cities.
- more liberal than other cities
- MORE TREES THAN OTHER CITIES
- Most of the retail did survive COVID in spite of Council
- Mostly a safe place to live
- Multiple cultures.
- Municipal Golf courses
- Museum
- My business has been thriving in Tempe for 36 years. We attract people from all over the valley, jobs from all over the world, and attracted a good acquisition offer from an out of state firm.
- My house not having been broken into yet.
- My neighborhood, Warner Ranch.
- My neighbors - a sense of community, that we are there for each other.
- Name recognition in country
- Neighborhood
- Neighborhood associations instead of HOAs
- Neighborhood/community
- neighborhoods south of the 60
- nice place to raise children
- Nightlife
- No traffic nightmares
- None
- offering accessible option
- OPEN MINDED CITY
- Opportunity
- Orbit
- Orbit

- Orbit circulators
- ORBIT SHUTTLE
- orbit system
- Order environment
- Our ability to provide services to all residents regardless of SES
- Our Accessibility (on multiple levels)
- our local fire dept.
- OUR PARKS
- our people
- Our Police Officers and Fire Personal are always kind and friendly in my interactions with them.
- Our public transit system.
- Our transportation system
- Outdoor opportunities
- Outstanding Fire Department
- Overall balance of the city and services.
- Overall behavior
- Overall maintenance of infrastructure and streets
- Overall sense if safety very good
- Overall the city staff is great and their care and attention shows
- Papago
- papago mts
- Park
- parks
- parks
- parks
- Parks
- PARKS
- PARKS
- parks
- Parks
- Parks - I love the park areas, yet see some opportunity still
- PARKS AND OPEN SPACES
- Parks and Recreation Areas
- Parks being remodeled and renewed in our neighborhoods.
- Parks outdoor spaces
- parks/bike lanes
- People
- People
- People oriented
- people running the city services
- Physical appearance and location
- Place of Cultural events
- places/ things to do

- PLACING IMPORTANCE ON INFRASTRUCTURE
- planting tree
- Police
- Police & Fire departments (Police could use some training but still proud of them for what they do for our community)
- POLICE AND FIRE
- Police and fire department.
- police are active and visible
- POLICE CONTACT AND ATTITUDE
- Police Department
- Police department. I'm Hispanic and I've never felt more safe and respected in my whole life. I'm 50.
- Police Forces
- Police patrol
- POLICING
- PRESERVATION OF FLOOD IRRIGATION
- Pretty
- Programs
- Progressive
- Progressive city
- Progressive policies
- Promotion of recycling activities
- proximity to ASU and MCC
- proximity to events, businesses, schools
- Public transport
- PUBLIC TRANSPORT
- PUBLIC TRANSPORTATION
- PUBLIC TRANSPORTATION
- Push for growth
- Pyle Center and Historic Museum
- QUALITY OF ENERGY CONSERVATION PROGRAMS
- quality of life
- quality of life
- QUALITY OF LIFE
- Quality of life
- Quality of life.
- Reasonably inclusive
- REASONABLY QUIET AND LIVED IN NEIGHBORHOODS
- Recreation
- Recreation
- RECRETION
- recycling program
- recycling program for plants

- Recycling programs
- Recycling/ household collection center
- Redevelopment of unused or distressed areas
- Relatively safe
- RELIABLE WATER, SANITATION, AND UTILITIES AVAILABLE
- Reputation
- residents
- Respect for Police
- restaurants
- Retail stores and restaurants.
- Rio Salado Project
- Risk Taking
- Roads in our neighborhood were just repaired and they were done right, not just resurfaced but ripped up and new asphalt was put in.
- Rollings Hill GC
- safe depts- progressive
- SAFE GROCERY STORES IN MY AREA AND DURING THE DAY
- Safe neighborhoods
- safe neighborhoods
- Safety
- Safety
- safety
- Safety
- Safety
- Safety.
- School district
- schools
- schools
- Schools
- Schools
- Seems like it is well run
- Seems to be fairly progressive
- selection of businesses
- Senior citizens programs
- sense of community
- Sense of community
- Sense of safety in South Tempe
- Services that the public library 'complex' offers at a low or free cost
- Shared roadways ( bike lane)
- SHOPPING
- Slipp Program
- Small business
- Social initiatives



- Social people
- Space
- sports/rec
- Still relatively low key
- Striving for moderate growth
- Support for all kinds of people
- Support for the arts
- Support of the Tempe schools
- sustainability
- Sustainability - recycling/ household hazardous waste program
- Sustainability with water issues, trash & recycling, composting
- Taxes go toward wonderful services for residents.
- TCA
- TEMPE
- TEMPE ACTION FOOD BANK
- Tempe is not afraid to follow the Science.
- Tempe is starting green organics program
- Tempe lake
- Tempe neighbors helping neighbors, Kid Zone, other such programs
- Tempe Today news letter
- Tempe Town Lake
- TEMPE TOWN LAKE
- Tempe town lake
- Tempe's diversity
- That I don't live in north Tempe
- THE ABILITY OF CITY COUNCIL AND OTHER AGENCIES TO WORK TOGETHER INTERNALLY AND EXTERNALLY TO GET BIG PROJECTS LIKE LIGHTRAIL.
- The ability to engage with local leaders, especially Mayor Woods directly with quality of life issues.
- The amount of healthy food options are endless
- The availability and variety of food establishments
- THE CITY PROMOTES INCLUSION OF ALL
- The desire to continue driving towards making Tempe a place where people want to live and work.
- THE DIVERSE OPTIONS AVAILABLE FOR GROCERY SHOPPING
- The efforts of the city to address the needs of the less fortunate. Very well done in this regard.
- THE GOOD RELATIONSHIP BETWEEN CITY AND ASU
- The job opportunities
- The library is working hard to keep people informed and the complex is wonderful in accommodating people.
- The local restaurants we have.
- The orbit (free public transportation)
- the positive quality of life

- The quick response on issues
- The residents and government employees that make Tempe overall a great place to live.
- The University
- THE UNIVERSITY LOCATED HERE
- THE WAY THE CITY VALUES OUR ENVIRONMENT AND NATURAL SPACES
- The weather
- Ties to ASU programs and activities
- too many drinking places
- Town Lake
- Town Lake
- Town lake
- Town lake
- Traffic control
- Transparency
- Transparency in government
- Transportation
- Transportation Options
- TRASH AND MAIL PEOPLE ARE GREAT
- try hard to make Tempe a quality city
- trying to help the homeless
- unique foods/restaurants
- University town
- urban to suburban diversity
- Used to be live music. That scene is dead. Can't think of anything else.
- USUALLY GOOD LEADERSHIP
- utility dept
- Utility operators
- Very good management on the traffic, roads and trees
- Vibrant food options
- Visibility of police support.
- WALKING AND BICYCLE PATHS
- Waste management programs
- water specialists at city hall
- We have everything and it's close by
- we have mostly non elected right wing members- tempe
- Websites
- WELL CARE FOR
- Well maintained roads make it easy to get around (and into other cities)
- well managed
- Well managed funds and great direction to bring businesses to the city.
- well planned
- well planned
- Work opportunities

- Zero Waste Days





- a huge thank you to all that are striving to make Tempe a happy healthy community
- A senior living center should never had been built on mill avenue/downtown tempe, and the homeless population needs to be removed from temple town lake.
- Add shade and benches to our bus stops, south of Baseline road.
- address the homeless problem
- Address the traffic congestion.
- Affordable housing program review would be an attribute.
- All of our Public Schools need better traffic management for pickup and drop-off. Speed humps in residential neighborhoods to curb excessive speed should be more readily and easily available rather than jumping through the Hoops you have to do now to get one put in
- All the green lawns in front of businesses make me pessimistic about efforts to conserve water. During construction, sometimes it looks like more road is blocked off then is necessary.
- Alleys and dumping is an issue
- alleys are full of debris
- An individual who is a Code Inspector M. Glab needs to be reprimanded for intimidation! Instead of going after major residential property violators. He has a tendency of bothering residential property owners who don't have any real violations that affects the neighborhood. If this individual is not controlled of his recklessness someone is liable to cite him and the City of Tempe for harassment and intimidation in civil court law. You have been WARNED!
- Are homeless living in "A" Mountain?
- As a place people want to live and do business, Tempe pretty much nailed it. But the growth is too much. We moved here because it was not Phoenix, it was not L.A. But past city councils have it allowed it to become so. It's now time to stop the madness. Don't let developers continue to destroy Tempe. I attended ASU in the 90's and have lived here ever since. I would like to stay. But it's become just another over-crowded, overly expensive city. All the great things that bring people here are still here, but without mitigating the greed of landlords and developers, the lack of natural land, and increased congestion, people will move and all those tall buildings will be empty. One of the most frustrating buildings that went up are the condos on Mill. Literally a building for rich college kids or rich anyone. They're so expensive. We don't need that. Nobody needs that. Tempe is a college town. It is a suburb. It is a retirement community. The beauty of Tempe is that it is all of these things simultaneously. College kids, families, retirees should all benefit from each other. Learn from other cities. Let college kids live at retirement communities for free for helping out the seniors. Have pre-school at retirement communities. Shelter cats and dogs at retirement communities. Build sustainable, affordable housing for veterans and families. Not crazy expensive condos and apartments. This is all very doable. It's been done elsewhere. Tempe can do it too. Thank you for your time and service. I know you can't please everyone. But please be a government that stops favoring big business over the people.
- Brush near intersection corners needs increased maintenance for driving visibility.
- BULK PICK UP SEEMS ALWAYS 2 WEEKS LATE; ADD SAFETY CROSSWALK ON MCCLINTOCK BETWEEN WARNER AND RAY
- Bums and homeless are overrunning our area businesses, street corners, Library complex, and neighborhood. Too many rental houses are not licensed through the City nor are the quantity of people in them being controlled.

- Care of Animal Shelters.
- Check the street condition of the Orbit bus routes. The new larger ORBIT buses (and unrelated construction equipment) may be wearing the roads more rapidly than normal.
- City has poor communication on major tax incentives they provide for development. Too many tax breaks for developers. Also there are inadequate facilities and services for the homeless.
- City ordinances to keep us safe need to be enforced- my dogs have been attacked by unleashed dogs in parks. We have had many close calls on walks with bikes and scooters speeding past us on sidewalks.
- City pools--too few, outdated, don't compare with nearby communities, need to be open longer--more hours summer and longer season (May-Oct). City parks/playgrounds, ditto. Kiwanis is overrun by numbers of kids and there are few other options. Last time I was there pre-teen kids were messing with switchblades on the same equipment where small children were running and playing. Other cities have much nicer parks/playgrounds. Updated equipment, less crowded, better shade features, etc. It is inconvenient, but we usually make the drive...
- CITY SHOULD MAINTAIN ROADS, POLICE AND FIRE STATIONS ARE PRIORITY.
- Climate change! Concerned about encouraging population growth in an area with limited water resources. We need to prepare not just for the next year or 10 years, but for the next 20 to 30 years and beyond. Do we have water? Is our power reliable, affordable, clean, and sustainable? Is our air quality healthy? Are we prepared for significant weather events like extreme temperatures and damaging winds? Will we have power and clean water after significant weather events? Can we prepare our residents to manage poor air quality from wildfires?
- code enforcement is corrupt.
- college rentals need more control for disturbances.
- Concerned about density in city center and how that impacts adjacent historical neighborhoods. Traffic and parking on streets in those neighborhoods is a safety issue for the residents that must be addressed.
- consider traffic before building more
- construction/development has me relocating out of tempe.
- cox and comcast are scum
- Cox internet needs competition.
- Do not defund the police.
- Dog parks need to be better.
- Doing a great Job!
- Don't enforce Covid mask.
- Downtown Tempe has been ruined with development. Bigger is not always better. STOP. Also time to reform the Council meetings. They run too long. Council members don't all have to chime in on every issue.
- Email is better communication than paper mailers. I would vote on community initiatives and participate more if notifications were emailed. We have compost service?
- EMPTY BUILDINGS LIKE THE OLD ALBERTSONS ON GUADALUPE-RURAL ATTRACTS A LOT OF OVERNITE PARKERS-LOOKS RUNDOWN
- ENCOURAGE MORE LAW ENFORCEMENT.
- enforce mask mandate in city indoor facilities

- enforce no begging on bridges
- ENFORCE STRICTER TEXT AND DRIVE
- Enforcement of appearance of city in areas outside immediate area surrounding ASU would be nice...residential and business. Need to ensure weeds, deteriorating structures , garbage etc. are addressed/ enforced.
- enjoyed recycling program until recently.
- EXTEND THE LIGHT RAIL TO N TEMPE
- Farmer Ave, where I work, is a narrow street. Bad traffic and soon to get much worse. The dense development should not have been allowed. The Farmer Arts giveaway to Hurlmantle is criminal.
- feral cats are a public health crisis.
- fix the roads in South Tempe
- fixed income, higher property taxes not good
- focus on conservation
- focus on older neighborhoods
- FOLLOW MESA ARTS MODEL
- For the highest city taxes in the Valley, golf for residents should be cheaper (as it used to be), local band concerts at Tempe Beach Park should be free, and stop tearing out perfectly good landscape and streets to "beautify" them.
- get Arizona coyotes arena
- Get rid of the drug problem in the city. Prosecute and execute.
- good police/fire services.
- Hated to see businesses that were forced to close during Mill Ave cable car construction. You could have done more to help them. Traffic congestion due to ASU and State Farm is insane. Neighborhoods feel segregated from the town center.
- help the homeless better
- helping homeless still need more
- homeless
- Homeless are a problem
- Homeless are using parks as shelters. Will be nice to have volunteer opportunities to help them.
- Homeless is a real issue
- homeless people is a big issue.
- homeless population
- Homeless, drug smoking smell
- How about some water harvesting program like City of Tucson has? I love classes and design instruction offered by Watershed Management Group to improve look and function of residential landscaping. Ultimately, it is attracting good businesses to Tempe that will keep our city flourishing. So glad we have Ikea and Tempe Marketplace, and new development around ASU. We also need to continue to protect and cherish our desert and open spaces like Papago Park and Tempe Town Lake to ensure quality of life remains high.
- HOW CAN WE HELP KEEP OUR NEIGHBORHOOD METH-HARD DRUG FREE? we WANT TO HELP
- How things can be improved.

- I always brag to my family that I live in Tempe. Some of my family live in north Scottsdale, Flagstaff, Paradise valley. Been there, done that. For some reason Tempe blends with me. I would not want to live anywhere else. I don't care how much money I have, Tempe will always be my home.
- I am blind and sidewalks are not safe- no steps at end of sidewalks
- I am glad I bought a house here.
- I am happy living in Tempe. Overall a good city to live in as all the amenities are available. My family biggest concern sustainable water supply in AZ.
- I am highly annoyed with Orbit services. Large busses do not belong in neighborhood streets: they are noisy and frequently drive in a manner dangerous to both pedestrians and cyclists. I am particularly annoyed with routes that take these busses in front of my house on McAllister Ave and along College Ave which I travel with my bicycle several times weekly. In their master plan for the Library Complex, the city now proposes to route these busses behind my house on the west side of the Pyle center. I pray that this does not get approved and funded.
- I am so sick of residential high rises - we need affordable housing for the people who work and live here.
- I am very satisfied with the public transportation. I used it before Covid.
- I been living in my home for over 25 years and Tempe has been really nice to live in. I don't want see homeless people taking over our streets and parks. There needs to be a law about not having them in residential areas. It will make the neighborhood look dirty and run down.
- I decided one day at 8 months pregnant to live like I didn't have a credit card or a car just to see how it was. it was freaking hard. the bus stops barely have any shade, there not enough seating, and even just a fan run off solar would be a god send to people waiting. it was hell. and I had to do it once, this is some peoples day to day. something to think about. try taking the bus 8 months pregnant in June. you will add shade to every freaking bus stop there is I promise you
- I do not follow Tempe government very closely but the city all in all is a wonderful place to live and raise a family, I would recommend living here to anyone.
- I don't like the buildings along Rio Salado. Eye sore
- I don't understand why there is more water lines and plants being planted along Rural Road (between Elliot and Warner) and Guadalupe Road looks desolate. Maybe this is a neighborhood improvement but it looks like City property. I currently do not use the library and recreation but I will in the future. I love how that has worked with lives, throughout our years.
- I feel like we are too beholden to the lawyers and risk management people. The City seems to always says Yes to Development and NO to new and fun and innovative things (events, programs, website, etc.). My experience with the city is that if someone has an idea the City says they support it, then slowly kill it with bureaucracy.
- I had a recent problem with my water meter, where after several days of investigation, the city determined that my end point had been switched with my neighbors. That meant I've been paying their water bill (and vice versa) since they were installed. The meter services rep (Cory Lowe) told me that it was up to me whether to audit the accounts and rebill my for my actual usage and also rebill the neighbor for their actual usage. I think policy should be that the city will automatically audit every instance when a similar problem has been found instead of leaving it up to homeowners. Policy should be that the City always bills for actual usage and will either debit or credit the homeowner when a problem is discovered. Also, this discovery of switched



end points was a result of Smart Water email notifying me of continuous usage over several weeks, which indicated a leak somewhere. The email said there were several thousand gallons of missing water, so we started to consider a slab leak because there was no evidence of visible water damage anywhere inside or outside the house. I called a plumber, who verified that the meter wasn't measuring the amount of water SmartWater thought we were using. I told Cory that this process had been stressful for me and I now realized that the actual leak was at my neighbor's house. I told Cory that I was debating telling her since she might have water damage, but Cory strongly recommended that I not share this information with the neighbor. I can't understand why he'd say that since that's one of the main purposes of having smart meters in the first place. We want to conserve water and avoid potential water damage at our properties.

- I hate the new LED street lights, too bright.
- I HAVE CONCERNS ABOUT MY NEIGHBOR'S SECURITY CAMERA WHICH CREATES PRIVACY ISSUES FOR ME.
- I have greatly appreciated Mayor Woods and his team. I have been able to personally discuss issues, particularly the increased noise from the 101 Diamond grinding project and how it has affected my families quality of life. Mayor Woods and his team have been responsive, attentive and always willing to help/listen. I can tell they really care about Tempe and its residents.
- I have lived in Tempe for 43 years and defunding the Police department in any way is completely unacceptable in my eyes.
- I have lived in Tempe for over 30 years and am very happy to be here. I am thankful for the leadership we have and for the Police & Fire Department(s) we have. I believe our leadership is doing a great job. Thank you!
- I like it here.
- I LIKE THE DIVERSITY AND INCLUSIVENESS
- I live near Caroline Lane and McClintock. Please fix the potholes. they have been getting worse since March. Is anyone checking the major streets for potholes? Tempe should provide a green recycling bin for yard and compostable waste. Prices for water, waste and permits are high, I question the value of moving from Chandler to Tempe.
- I love living in this city.
- I love tempe and would like to keep it beautiful place to live and to enjoy for future families.
- I love Tempe. I have been here almost 50 years. You have come far in getting information out to the people. You are working with families to help them live well with pre K, classes, parks. You are helping grow affordable housing opportunities and reducing the homeless issues. I have great faith in the leadership of my city to move into the future with a plan that provides opportunities for all, economic, social and recreational.
- I love Tempe. It's a well run city. I've lived here for 20 years. I've been so pleased with all the information your website provides and have felt very safe with the pandemic measures that have been taken.
- I love the 311 App!
- I love the neighborhood name signs that went up!
- I LOVE THE TREE CANOPIES IDEA, BUT WE COULD BE DOING SO MUCH MORE
- I love to walk for health and exercise. I hate to continually have to leave the sidewalks and pathways because of overhanging tree branches and protruding bushes
- I moved here in 1964. The development of new high rises downtown is an ABSOLUTE DISASTER.

- I really miss when we had Flugtag at Tempe Town Lake please bring it back! I've been telling people about when we had it and so far everyone has been interested.
- I SUPPORT ANY IMPROVEMENT ON ROADS.
- I think that the city is too concerned about the weed enforcement. I don't think the City of Tempe should act like an HMO.
- I think Tempe gets carried away with things like being a bike friendly city. The atrocious handling of McClintock being a prime example. I drive the stretch where traffic lanes (one added back after public cry) were eliminated for bike paths at great expense. Driving that stretch 4 times a day two bikes were the most I ever saw and most days it was no bikes. Tempe spend a lot of money creating wide sidewalks to accommodate bikes years ago and then started adding bike paths in the roadways anyway. They are very unsafe for cars and bikes when a car is forced to turn right from what amounts to an inside lane because of the bike path.
- I think there's too much attention paid to pedestrian and bike paths at the expense of traffic congestion.
- I used to be proud of the small town feel of Tempe but the drive to build high density apartments and condos has totally changed the Tempe vibe. The traffic is horrible and the corridor along Rural between Apache and the 202 is totally unwelcoming.
- I was so disappointed with the way TD3 is run. The mandates were not developmentally appropriate for children and the teaching practices are outdated. We had such a bad experience that I pulled my child from the neighborhood school and moved her to a private school. I tell EVERYONE that TD3 is terrible and as an educator do not support the teaching and decisions forced by the district. We wanted to like the school and feel involved in the community but cannot allows the decision that we're made. Very sad.
- I will like the availability of drinking water and benches along the canal walking paths and an overall push to encourage residents to engage in walking for fitness during the cooler months.
- I wish one didn't have to go into the library to renew the on-line reading card.
- I wish there was more low cost senior living options
- I wish there was something we could do about the homeless in our City.
- I wish there were more trees, shade.
- I wish we had public pools here.
- I would be interested in learning more about the city's recycle programs. I add my recyclables to my blue barrel but I always wonder if the materials I include are recycled, what happens once the truck leaves my neighborhood, and what else I could do to make the program more effective to optimize the quantity of recycled materials. I would love to take a tour and learn more about the recycling process used by the city and/or have more details on the city's recycling program available on the city website.
- I would like the City to continue to address the homeless issue; work with ADOT to clean up the freeway overpasses.
- I would love to see more setbacks for development. Makes the streets seem more open and spacious. Help connect community with police. It would be nice to have dedicated neighborhood officers that people could get to know on a personal level... like "officer friendly" for a square mile or 2. More after school and weekend activities for kids at the community centers.
- I would really like to see the Police Department go back to community policing.

- I would volunteer for community services if I can find where I am needed.
- I'm a life long resident of Tempe(45 years) and I'm extremely disappointed in the lack of affordable housing and the influx of "luxury" apartments that have priced out a lot of the residents.
- If it was up to me I'd dump the entire council and have new elections. We have the worst police dept in the state filled with corruption and officers that don't give a damn about the people they serve, We pay taxes and we get garbage for what we pay. As a resident who has lived in this city for more than 40 years, I have watched this city go from a model to going down hill.
- I'm concerned about some of the current and past members of the city council. Maybe there should be some better vetting for interested parties.
- I'm still very upset that the city blocked my RV gate onto College when they did the traffic calming landscape. Why was it blocked and when will the city correct this? [REDACTED]
- In taking this survey, I realize I am not involved enough with, or knowledgeable enough of, City processes and services!
- increase funding to fire/police and parks. Drastically reduce funding to human services.
- Is it possible to apply psychological testing to applicants for police positions. It might be possible to weed out persons who later on might be a liability to the department.
- It has been a blessing to live and work in this diverse, progressive, exciting but also serene and beautiful community for 35 years.
- IT IS OFTEN DIFFICULT TO NAVIGATE THE CITY'S WEBSITE
- It is ridiculous that a board lay on Southern Ave underpass of 10 for a year, without being cleared up. Does Tempe not do street sweeping? Additionally traffic enforcement on Southern at Potter is non-existent. The light at Southern and Potter could be timed better, or should be set up to trip when a vehicle approaches the intersection from the north or south, to not make people sit for at least 5 minutes waiting for the light to change.
- It's a really bad look for the online city council meetings that council members do not have their cameras turned on. They should be on with the council members visible for the entire meeting. This is unprofessional as it's handled now. We have no way to know if they are actually paying attention.
- It's encouraging that you're conducting surveys like this.
- It's good to see the city growing but I'm unhappy with all the high rise buildings that have gone up near ASU
- I've lived here 35 years. I love it. I wish there were more community outdoor restaurants, similar to Postino's.
- I've lived here for almost 5 years and Tempe has changed significantly during that time, I love this city and have enjoyed seeing it grow. I think that too many apartment buildings are being built and not enough other services(grocery stores/shops) to support them in a walkable distance leading to too many cars and congestion. If Tempe started to make things more walkable that would help alleviate the issue. More bike lanes/sidewalks would be helpful as well.
- I've lived in Tempe since 1973 and have never entertained the thought of living elsewhere until recently. If this over development we see happening north of the railroad tracks moves south then my husband and I will be leaving.

- Keep it up!
- keep streets clean
- Keep trying. We still have a ways to go.
- Keep up the good work on managing the weeds and dead tree issues in the neighbors and streets. Especially in the neighborhoods that don't have HOAs to help them.
- LACK OF COMMUNICATION. I HAVE TO CALL TO HAVE OUR STREET CLEANED.
- lack of maintenance for landscaping along streets and sidewalks- embarrassing
- Less cops, more funding for Orbit. Establish a city SmartCar program/ride share. The elderly need more benches and places to rest along long sidewalks.
- Lived in Tempe for 37 years and it has really changed. My hopes, it will always serve it's residents and their quality of life, more then the big businesses that have moved into the area.
- localize by neighborhood the available volunteer opportunities
- Love Tempe
- Lower property taxes
- make daley park safe again
- MAPLE-ASH STREET LIGHTING IS AWFUL AND DANGEROUS-CANT SEE BAD SIDEWALK
- MCCLINTOCK POOL NEEDS TO BE AVAILABLE YEAR ROUND FOR SWIMMING LESSONS
- Me and my wife will move from Tempe eventually. We were looking and than the housing market boomed. When it cools down we are leaving for sure to the Gilbert or San Tan Valley area. I check the crime map regularly and the amount of drug offenses is scary in Tempe. My father lives on the west side and does not have nearly amount of drug offenses. These drug offenders probably cause other crimes in Tempe too. I have a coworker that lives north of me in Tempe and he is looking to move out now. I hate to say I think in the next 10 years I can see Tempe becoming like San Francisco or Los Angeles. Hopefully I have moved away by than.
- More about programs and services for those over 50
- more free parking on Mill Ave
- More green spaces and a little less glass and steel downtown. Bring back some brick.
- more options for bulk trash and composting
- MORE ORBIT ROUTES; MORE LOCAL BUSINESSES ALONG MILL
- more pedestrian friendly
- More public parking downtown, less apartment complexes.
- More public toilets and benches, restful garden spots.
- more seminars on gardening, rainwater collections, environmental issues
- More solar, wind power. Less parking with new construction in Downtown promote transit and other options. Create more edible landscapes/ food forests. Affordable housing. Address homelessness by collaboration with other entities. Finish town lake amenities on north side.
- most bike lanes on streets are not kept clean from debris/glass, please change this
- Most of my answers to the survey were categorized as "don't know." This was not for lack of interest but more lack of communication on the part of the City.
- my answer for traffic management is related to making sure traffic lights are synced so when you leave one intersection and drive the speed limit, the next intersection should be green as well, Helps promote driving at speed limit.
- My husband has been in Tempe 53 yrs. and has watched it grow.



- My kids feel nauseous at playgrounds near baseball and softball fields, the smell of the material used on the infield is pungent and overpowering. Could something natural and non-scented be used.
- My neighborhood is going downhill. Taxes keep going up.
- need a compassionate solution for homeless.
- Need better restaurants.
- Need better/more responsive left turn arrows.
- Need food access. Homeless services need additional support.
- Need More Protection street Bike Lanes to be very safe from many cars. Most Bike Lanes on Street and roads are not kept clean from glass, sharp rocks, junks, etc.
- need more shaded areas along Town Lake
- Need more support for small businesses. Need to make it easier to update permanent signage.
- NEED TO BE MORE BICYCLE FRIENDLY
- Need to fix our neighborhood streets
- Need to ticket those running red lights and stop signs.
- Neighborhoods need to be more equitable, with quality lighting, trees, grass, picnic structures, and other seating spaces for people to gather. Be creative, but make it beautiful! Also, more and better bike lanes, with actual room to ride...at least 4 ft of asphalt!
- New city lighting is very poor. It is far too blue and bright to be safe at night. The glare makes it incredibly difficult to see pedestrians and cyclists, a large and growing portion of Tempe. I am not impressed with the amount of energy wasted on lighting, and the lack of concern for the night sky. The lighting is not within IDA recommendations, in spite of what some Tempe staff believe.
- NO HOA IN OUR NEIGHBORHOOD SO THE RECREATIONAL VEHICLES ARE PARKED IN VIOLATION OF COVENANTS. DEAD FRONT YARDS BRINGS DOWN VALUE OF OUR PROPERTY.
- no more high-rises- we need more affordable housing
- Older parks need updates. Need water filling stations. Bigger parks
- On ballot initiatives, you ought to separate funding for police from funding for fire and medical services. I would vote for anything medical or fire reasonably needs to do their jobs better. But if the ballot simply says "public safety" then I vote against it because I will not voluntarily give anything to the police department, except perhaps a good swift kick in the behind. I often tell people that the police are the biggest threat to my continued happiness, health, and safety. They are much more likely to harm me than a random criminal. I don't want my taxes to fund the police force. I resent them. Someone ought to do to them what they do to us. Fair is fair.
- our backyard gets flooded when it rains in the alley
- Our police are great, we need more of them.
- PAY ATTENTION TO APPEARANCE OF PETERSON PARK SUBDIVISION AND THE ACCUMULATION OF JUNK ON PRIVATE PROPERTIES AND THE INCREASE OF RATS
- Personally, I'd like to see increased collaboration on bike paths along canals. Tempe is great so far, maybe bridge/tunnels over/under major street crossings for higher safety?
- plant more trees.
- Please add more in the Tempe Times. I always make a point to read those when my bill arrives.

- Please address the homeless issue. We need more splash pads in South Tempe. McClintock needs to be widened in South Tempe
- Please change the zoning classification for the empty lot at the corner of Rural and Warner. It's gross and ridiculous that a giant, empty dirt lot in a prime area is just sitting there.
- Please do not let recent events cause Police defunding or disregard to Public Safety
- Please do something about street speeding
- PLEASE do something with Hayden Flour Mill - ANYTHING! Re designate, and ALLOW local youth (Little League) use of Gonzales ball field!
- PLEASE DON'T PLANT SO MANY PLANTS WHEN REDOING THE STREET LANDSCAPING. THOSE TINY NEW PLANTS GET LARGE AND OVERGROWN AND NOT MAINTAINED OFTEN ENOUGH.
- Please enforce curfew. We see LOTS of young boys out walking around in the middle of the night. Later to find out cars are being broken in to, shots are fired (most likely in to the air since we don't hear about shootings on the news), graffiti, etc.
- Please focus on allowing families to live throughout the city and not feel like they need to move to south Tempe or the surrounding towns. I love living close to downtown and enjoy the proximity to the Tempe Town Lake, A-Mountain and the great fun restaurants. I'm worried about the increase in the homeless population that has been growing at my local park (Clark) and this has deterred us from using the park. I've also noticed that some of the surrounding properties have become distressed which makes the neighborhood feel less livable. I understand its not the cities problem but any assistance to correct the issues would be greatly appreciated.
- Please give green bin free.
- Please give North Tempe to Scottsdale. Then we could pull out of our driveways without fear. Scottsdale is adding multi-housing projects on the outside of neighborhoods, not inside the neighborhoods. Side streets over loaded with traffic, with less enforcement.
- Please improve/add bike/multi-use paths and more adequate lighting, but also where there are no bike paths, please repair the sidewalks. it's dangerous out there.
- Please maintain police, fire departments and road repairs as the top 3 priorities. We do not need to be pushed into doing energy conservation initiatives.
- Please make construction sites clean up when done.
- please make Mills Ave better
- PLEASE OFFER BULK TRASH PICKUP FOR CARPET ROLLS
- Please resurface Warner Road between Rural and McClintock! It is long overdue.
- please schedule road resurfacing.
- PLEASE START A CITY-OWNED INTERNET SERVICE COMPANY
- Please start more programs or / and shelter for the homeless
- please stop building apartments.
- Please work on the homeless program in city. We request that Tempe not set up camps, which are usually located in lower income neighborhoods, such as ours. This would also drive down home values and decreases and quality of life for residents
- Please, please, please, preserve the history of this town. It seems to be doing fairly good job. I think for the near future, mid century architecture needs to be seriously added to the history priorities.

- Pls stop using Roundup in Parks and on city property in general...would prefer a Citywide ban.
- police operations need better training. they are rude and unresponsive
- POOR ENFORCEMENT OF CITY CODES IN NEIGHBORHOOD.
- Prioritize enforcement of traffic regulations to make the city safer.
- private development
- Private development=poverty for many.
- Proactive policing, need to feel safe.
- Protect our bicyclists
- PROUD TO CALL TEMPE HOME, I WISH WE COULD REDUCE RED LIGHT RUNNERS.
- proud to live here
- Question 12 above was somewhat odd. Nonetheless, future competition with internet service providers would be nice.
- quit cutting police funds
- Recycle collection trucks speed thru our neighborhood.
- recycling has so many restrictions - it's not worth your time or mine.
- Regardless of my complaints, Tempe is better in every way than most cities of its size.
- Repair the streets, please
- Road construction is terrible
- Safety, safety, safety..... without feeling safe in a community, many people (who can afford it) will move to newer areas with less crimes.
- Seems to be over enforcement of yard vegetation to the extent neighbors have been forced to get rid of wildflowers while not enough enforcement of problematic yard growth like overgrown trees, cacti impacting use of sidewalks or being unsightly. No enforcement of yards that have dead bushes or barely any ground cover, only enforcement on "weeds."
- sidewalks
- SIGNAL LIGHTS SHOULD BE CONSISTENT
- social programs need more funding
- Some of the houses in central tempe need to be cleaned up.
- Some plants on both sides of road like Mesa. Putting cheap plants/trees looks tacky.
- Sometimes the questions are very hard to answer, because overall, I love what Tempe is trying to do and what they are doing. It's a beautiful city and I love living here. I love what ASU is doing downtown and I love that the city is bringing in a lot of business and new development. I want us to keep rehabbing the downtown and have a really big focus on maintenance of existing infrastructure, public parks, and spaces. I think the biggest issues has become the homeless and vagrant issue, it seems we are tolerating the litter and panhandling that is going on in the city. It's hard to keep up these areas when they are constantly being left with trash and people living/sleeping in the parks and public spaces. There are so many times I see them rummaging through the trash and leaving it everywhere or Sleeping on benches on mill ave/ the park and the bridge. I like living here, I like paying taxes here and I love my older Tempe neighborhood. My wife and I have spent a lot of money improving our home and our neighborhood and I appreciate Tempe rehabbing the elementary and middle school in our area. It would be great to focus on keeping the city, neighborhood and parks clean and useable by enforcing the residential code compliance and addressing the vagrant/homeless issue.

- SORRY BECAUSE OF THE DIRECTION THAT THE CITY POLITICAL LANDSCAPE HAS BEEN GOING THE LAST 4 PLUS YEARS-ALL I NOTICE IS THE BAD ESPECIALLY WHATS HAPPENING IN K-12-TOO MANY LIES
- South Tempe kicks in tons of tax revenue yet is utterly ignored in both community/park arts, orbit routes, and general acknowledgment as a city priority. We pay a lot of money to live in South TEMPE yet are treated like we're just the neighbors in Chandler- there are no Tempe services nor Tempe "look and feel" and so every political campaign cycle we're told you all know and agree ...yet it NEVER changes.
- SOUTH TEMPE NEIGHBORHOOD STREETS NEED ATTENTION
- Stay focused on the core mission of any municipal government which is police, fire, sanitation, utilities, and filling the pot holes. Less of these ESG initiatives. Aggressively deal with the transient population taking over public spaces, specifically Mill Avenue and Tempe Town Lake. Mill Avenue has become irrelevant in the East Valley for dining and entertainment options. Go study the changes that Chandler, Gilbert and Mesa have done in their downtown areas and make a plan.
- STAY FOCUSED ON YOUR RESIDENTS
- STAY THE COURSE
- Stop big business and corporations from coming in and forcing inflation, cost of living to raise, and the politics these establishments bring.
- Stop building luxury apartments & developments. We need more affordable housing and small locally owned businesses. New developments are unnecessary and are ruining Tempe.
- Stop building luxury apartments. The new street car is dumb. Fix Spence the street is awful.
- STOP BUILDING LUXURY RESIDENCES-WE NEED AFFORDABLE HOUSING
- stop building, too crowded
- STOP CANCELLING OUR FESTIVALS!! THERE IS NO REASON WHY TEMPE OKTOBERFEST SHOULD HAVE BEEN CANCELLED WHEN SO MANY OTHER FESTIVALS AROUND THE VALLEY AND STATE CONTINUE TO GO SMOOTHLY! PLEASE ALSO ALLOW THE TEMPE ARTS FESTIVALS TO CONTINUE!! (The all-caps was intentional. We are frustrated by the above.)
- Stop mask mandates. Give people a choice.
- Stop private business from mandating vaccinations.
- stop rent gauging
- Stop with the High rises. It's ridiculous.
- Street lighting on Mill Ave is very poor.
- street repairs and cleaning.
- streets are horrible
- Strive to maintain and provide the same level of attention as other affluent areas of the city.
- Take care of Papago Park, Lo Piano, and Tempe Beach Park. Stop taking sections away for more useless parking (i.e. new parking lot for the zoo). Papago Park could use more love with dedicated trail signage and combatting the trash and growing spider trail problem. This should also be applied to Lo Piano Park.
- tempe is an island of sanity in a mostly off-the-wall state, AZ
- Tempe has enormous potential, but it needs a commitment to forms of urban planning that build community, especially within neighborhoods. Increment in small parks, ensuring traffic



safety that makes them livable— bikeable, walkable, etc. commercial development should be coupled to and leveraged for producing genuine public spaces that have features (playgrounds, shade) that will lead to their actual use. Pretty grass surrounding shines buildings does nothing for community. Small parks, places to walk, sit etc. do. Traffic is bad and getting worse with densification. The solution is not sprawl but to wean people off reliance on their vehicles for local transport. Think systematically about how to do this. Many people drive their kids 1 to 2 miles to our kids school because the roads are dangerous or poorly set up for biking. That is hundreds of cars in the road that don't need to be. (My kids bike, in spite of the fact that scary traffic situations are far from rare even on the 25mph roads they travel on— and where people often drive close to double that). How can Amsterdam in the rain be unidirectional more billable than flat, sunny Tempe? The failure lies not with the place or the people, but in the design of the city. Reduce speed limits, close off some streets, encourage people to circulate on foot, encounter neighbors, visit parks, etc. it will build community, quality of life, health, safety and more fully tap into the extraordinary potential of this city— a city full of promise that for some reason has too little will or too much inertia to live up to it.

- Tempe is a great City and my wife and I are proud to be residents of Tempe!!!
- Tempe is a wonderful place to live
- Tempe is dirty and unsafe at night. Police don't respond to garage or car break-ins, but will have 3 cops on a j-walking student.
- Tempe is my home.
- Tempe is over developed!
- Tempe is overdeveloped. Should never have allowed such tall buildings. Now it's corporations above citizens.
- Tempe pride has been such a "thing" for so many years. (I have lived here since 1973) It has pulled us together as a community. It's slipping. Fear impalpable. There is a feeling now that people come and go now... and that people are more volatile and unstable. COVID 19 makes it hard for every community but we had definitely changed BEFORE COVID. I volunteered with Care 7 for years and watched my neighborhood closely. I love this place. I'm worried. I don't pine for the way it used to be.. I want the excitement of things that change with the times. But I want our new families to FEEL about Tempe way we all used to feel. I want them to carry that pride and pass it to their children. That's what carried us this far and for so long.
- Tempe rental tax is extremely high.
- Tempe seems to be trying to create specific culture, instead of fostering all the organic culture of the community.
- Thank You
- Thank You
- THANK YOU FOR ALL YOU DO
- Thank you for all you do to help Tempe be a place I want to live.
- Thank you for being cooperative and understanding when it came to addressing yard violations. As long as I made progress to improving my yard, you didn't fine me and I thank you for that
- Thanks for asking.
- THE ADA RAMP PROJECT IN THE NEIGHBORHOOD DID NOT INCLUDE RAMPS ENTERING AND EXITING THE NEIGHBORHOOD

- The buildings being erected around Mill and the "old town" are destroying the look and feel of the area
- The bums on the freeway off-ramps need to be removed! They make the city look dingy and dirty and poor. They lower property values and discourage investment.
- THE HOMELESS ARE OUT OF CONTROL. THE K-12 SCHOOLS ARE HORRIBLE.
- THE HOMELESS POPULATION IS GETTING WORSE.
- The homeless problem is so bad I put my house on the market.
- The image of our city is imperil! Please clean it up!
- The name "Tempe Town Lake" stinks.
- THE NEIGHBORHOOD I LIVE IN DOES NOT HAVE AN HOA. TEMPE CODE COMPLIANCE SHOULD HAVE BETTER THINGS TO DO THAN HARASS ME ABOUT WEEDS IN MY GRAVEL AND THREATEN ME WITH FINES. I CANNOT AFFORD TO PAY A LANDSCAPING COMPANY TO TAKE CARE OF MY YARD. FIX THE CRIME PROBLEM CAUSING THEFT FROM MY PROPERTY ON AN ALMOST MONTHLY BASIS, THEN MAYBE I COULD AFFORD TO TAKE CARE OF THE PROPERTY SINCE I WONT BE REPLACING STOLEN TOOLS, BIKES, AND MOTORCYCLES.
- The only way to create a safer more vibrant Tempe is by defunding the police and investing in services that keep our community safe. Homeless people in Tempe need to stop being harassed by police and start being listened to and supported so we can reduce homelessness in Tempe. Also while we're at it, more investment in light rail!
- The process to reserve a ball field is antiquated and bogged down with unnecessary government bureaucracy. It should all be online with availability calendars for each facility. Right now it is the opposite of transparent and easy
- The shrubbery along streets are nice BUT they can obscure the view of traffic especially on mill/ rural and McClintock. The middle lanes in high traffic intersections need to be blocked especially on mill and southern and rural and southern. I always are almost hit by left turning cars before the intersection.
- The single biggest setback in my 50 years here is the downtown towers. They are a big money-grab embarrassment to those of us who have been here a long time.
- The streetcar should not drain resources from Orbit
- The streets are in terrible condition. It seems like we spend a lot of money on public transportation and I don't see much ridership. A big waste of tax dollars. I love our police, fire dept., and garbage services I've never had a bad experience with any of them.
- The Tempe Street Car was, is and will always be an expensive bad idea. Bulk trash/Greens pick-up needs improvement (i.e. be on time). Fix the roads and streets. No Coyotes stadium, Please!
- The vagrant/homeless is ridiculous.
- The zoning hearing signs need to have more prominent , put a QR code on them so a citizen can scan it and read later. I saw one at Guadalupe/McClintock, yes you have to get out of your vehicle to read it, but a QR code would let you scan it , quickly go back to your car and read it there, or later. I never saw one for McClintock/Baseline where Raising Caine's is now open. I would have gone to a public session to protest it if I had known about it. The construction last summer caused unnecessary traffic congestion for several months. And it should have been required to be set further back on the lot.
- There are a ton of roaches at Svob park. And, frequent standing water. Curious as to how the bug and pest control is conducted.

- There are problems in the residential neighborhoods north of the US60 freeway. Homeless population is causing increased crime. Increased rentals in single family homes is causing deteriorated neighborhoods, increased frequency of unchecked parties.
- There is a lot of change and I feel it is for the better. We have an amazing opportunity to be the premier city in the valley and the growth has definitely made changes for the better. The lake area development is awesome. My only wish is the same attention is put forth to improve Apache Blvd. The light rail redevelopment is a little behind
- There needs to be more shelter for homeless. Rehabilitation so they would be able to live in house or apartment. Lower the price of the apartments.
- This has been difficult to fill out. It makes me realize that I'm not necessarily taking advantage of my city resources as much as I could.
- This idea we have of vegetative growth at private residence is upside down it is not in respect or understanding of the land and what is need for regeneration
- To keep this a great city to live in requires constant effort and vigilance. There are two public safety issues within a block of my home. [REDACTED]
- Too many high rise, high cost apartments going up
- Too many homeless at Daley Park
- Too much high density housing.
- Too much turn-around for small businesses. Failure rate of new small businesses is terrible due to seasonality of college residents, not just during Covid. City needs to be more proactive about warning and supporting potential new business owners.
- Traffic is bad close to As , too much glass and steel high rises.
- TRAFFIC IS GETTING BAD
- Traffic is horrible. Construction traffic is worse.
- Traffic speed is terrible and dangerous.
- TRAIN POLICE TO IDENTIFY WHEN SOMEONE IS INJURED IN AN ACCIDENT-AND IF THAT PERSON NEEDS MEDICAL TREATMENT INSTEAD OF SAYING THEY ARE FINE
- Transients are a huge problem
- Unhoused people need more support and services and we need more affordable housing.
- Update parks with trees and shrubs.
- use to like small college town environment, not anymore. too much building make it hotter
- Vagrant's hang8ng out at the local bus stops are unsettling.
- water is being wasted in parks and public areas, sprinklers spraying into streets. Lighting in public places is sending lumens off into the sky causing night blindness and is ugly. Cover and direct lights.
- Water is too expensive
- We are looking like Phoenix, crowded and congested. Too many fast food places. Where are family restaurants?
- We are very concerned about traffic flow in our neighborhood and have run into some roadblocks with support in this area. I know you were working on this and hope it will impact us positively in the near future. Thank you!
- We love living here and will look into a lot of the things we learned about on this survey.
- We need energy efficient sidewalk lighting. With minimal light pollution

- We need more affordable housing options.
- We need our neighborhoods streets fixed desperately.
- we need to support our homeless way better
- WE WOULD LOVE TO CLOSE OFF OUR ALLEY-HOW CAN WE MAKE THAT HAPPEN?
- What are "we" not taking advantage of reclaimed water, the Kyrene water reclamation site, and all the unused effluent from our many treatment plants. The Riverview treatment plant (202 & 101) dumps hundreds of thousands of gallons of precious water in the river bottom when it could be used elsewhere.
- What does my water and garbage bill go up every year? Or those departments being run responsibly when it comes to cost?
- When I moved here we would go to Mill Ave a lot. One day I thought, "I wonder where downtown is." Downtown to me always meant a variety of stores, city hall, police station, a "main street", post office. You know, like Chandler or Gilbert or even Phoenix. Imagine my surprise to find out Mill Ave was it! It's the only downtown I've been in that is almost exclusively bars, restaurants, and boutiques.
- When we retire we WILL move out, we're tired of all the neighborhood theft and break ins. Security cameras, alarm systems and self armed protection is no way to relax in our 'golden years'
- why is the city removing alley trash bins?
- Why the transient population is allowed to take over our parks, bridges and green spaces and trash them?
- Wish there was less construction on rural road.
- With the I-10 improvements. Now is the time to partner with Guadalupe to improve the i-10 frontage. It looks like a 3rd world country and is an embarrassment to those looking to invest in our city. Need to align and improve streets like Chandler and Mesa do or if they are unwilling to improve and invest, consider annexing them.
- Work on a way to promote more owner occupied housing. No more apartments for 10 or 20 years.
- Work to keep our single-family zoned neighborhoods as SINGLE-FAMILY!! I would like SERIOUS efforts to stop short term ""vacation type"" rentals and to stop having SINGLE-FAMILY homes rented to multiple people at one time (i.e. 4, 5, 6 or more college students). It is hard to enjoy living in Tempe when I have to wonder if this is another night that I have to contact Tempe PD to stop loud, party-like, behavior. These two issues seem to be things that can be handled by pressure/large fees to property owners. Or simply enforce the city code. Property owners know darn well when they are renting a place as a short term rental and they especially know when they are allowing many students and not a single family to rent their property.
- Working class is getting squeezed out of town. Sky rises everywhere with a transit system designed for people with no cars and who don't need to get outside of the city. I am being boxed in. I live on Apache and McClintock and live in HELL. I can't even drive to Rural without chaos. Traffic is horrific! I never go to business here in Tempe other than fast food because asking my friends to meet me at a restaurant with limited or no parking is a pain. It sucks to live in a place I can't even use anymore. Can't wait to leave. I've lived here 30 years and now bits a city designed for millennial with no cars who work from home. Tempe used to be awesome. Nothing unique about living here anymore. Downtown Phoenix and even Gilbert have cooler



downtown areas people can actually come from their homes and gather. Tempe has turned into a mini Manhattan, but a far cry from that great city with so much to do and see. City council has ruined this place sadly.

- WOULD LIKE TO SEE MORE DONE FOR HOMELESS AND AFFORDABLE HOUSING. ALSO WONDER IF THERE ISN'T TOO MUCH DEVELOPMENT TOO FAST. OVERALL IT IS GOOD BUT WORRIED ABOUT CHARACTER OF TOWN LAKE.
- Would like to see more initiatives for development of residential solar and water conservation. More protected bike lanes on major streets.
- Would like to see more officers patrolling the neighborhoods more often.
- You are doing well.
- YOU DONT DO MUCH FOR RECYCLING OR SOLAR POWER;ASU DOMINATES EVENTS;TOO MUCH BUILDING