



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

Dear Fellow Tempe Resident,

Re: 2022 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.

Corey Woods
Mayor

Jennifer Adams
Councilmember

Arlene Chin
Councilmember

Doreen Garlid
Councilmember

Berdetta Hodge
Councilmember

Randy Keating
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.

The results of this survey, along with previous years' surveys, can be found on our website: www.tempe.gov/surveys.

Please call Wydale K. Holmes, Strategic Initiatives Manager, 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,


Corey Woods
Mayor

2022 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 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 services provided by the Fire Department	5	4	3	2	1	9	0
3. Quality of ambulance services	5	4	3	2	1	9	0
4. Quality of local police services	5	4	3	2	1	9	0
5. Enforcement of local traffic laws	5	4	3	2	1	9	0
6. Efforts by the City to prevent crime	5	4	3	2	1	9	0
7. Overall feeling of safety in the City	5	4	3	2	1	9	0
8. Feeling of safety in your neighborhood	5	4	3	2	1	9	0
9. 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

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

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

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

9a. Please answer each of the following questions with regard to your overall experience.

	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.

- | | |
|---|---|
| <input type="checkbox"/> (1) Fire services | <input type="checkbox"/> (14) Tempe Center for the Arts |
| <input type="checkbox"/> (2) Tempe Public Library | <input type="checkbox"/> (15) Recreation programs/services |
| <input type="checkbox"/> (3) Parks | <input type="checkbox"/> (16) Performing and Visual arts classes (Edna Arts classes, Free Art Friday) |
| <input type="checkbox"/> (4) Walking/biking trails | <input type="checkbox"/> (17) Arts in the Parks |
| <input type="checkbox"/> (5) City athletic fields | <input type="checkbox"/> (18) Household Products Collection Center |
| <input type="checkbox"/> (6) Kid Zone | <input type="checkbox"/> (19) Escalante Multi-generational Center |
| <input type="checkbox"/> (7) Police services | <input type="checkbox"/> (20) North Temple Multi-Generational Center |
| <input type="checkbox"/> (8) Bus, Orbit, light rail service, or streetcar | <input type="checkbox"/> (21) Westside Multi-Generational Center |
| <input type="checkbox"/> (9) City golf courses | <input type="checkbox"/> (22) Pyle Adult Recreation Center |
| <input type="checkbox"/> (10) City swimming pools | <input type="checkbox"/> (23) Human services |
| <input type="checkbox"/> (11) Kiwanis Recreation Center | <input type="checkbox"/> (24) Solid Waste (trash), recycling, and green organics/composting |
| <input type="checkbox"/> (12) Tempe 311 | <input type="checkbox"/> (25) Residential/permitting |
| <input type="checkbox"/> (13) Tempe History Museum | <input type="checkbox"/> (26) Emergency medical services |

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

- | | |
|---|---|
| <input type="checkbox"/> (1) Economic/business development | <input type="checkbox"/> (14) Historical preservation |
| <input type="checkbox"/> (2) Appearance of the City | <input type="checkbox"/> (15) Condition of City streets |
| <input type="checkbox"/> (3) Maintenance of City buildings | <input type="checkbox"/> (16) Condition of City sidewalks |
| <input type="checkbox"/> (4) Police services | <input type="checkbox"/> (17) City infrastructure (e.g., bridges, waterlines) |
| <input type="checkbox"/> (5) Art, recreation programs, and library services | <input type="checkbox"/> (18) Quality and safety of businesses and homes |
| <input type="checkbox"/> (6) Customer service | <input type="checkbox"/> (19) Traffic delays |
| <input type="checkbox"/> (7) Services for Older Adults (50 yrs+) | <input type="checkbox"/> (20) Multimodal (streetcar, bus, etc.) |
| <input type="checkbox"/> (8) Social/Human services | <input type="checkbox"/> (21) Traffic safety (Vision Zero) |
| <input type="checkbox"/> (9) Fire services | <input type="checkbox"/> (22) Transit service frequency |
| <input type="checkbox"/> (10) Water/Wastewater (sewer) | <input type="checkbox"/> (23) Disability services |
| <input type="checkbox"/> (11) Neighborhoods | <input type="checkbox"/> (24) Emergency medical services |
| <input type="checkbox"/> (12) Parks | <input type="checkbox"/> (25) Fire prevention services |
| <input type="checkbox"/> (13) Solid Waste (trash), recycling, and green organics/composting | |

12. 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?

13. 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 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 Public Library	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 Tempe Center for the Arts programs	5	4	3	2	1	9	0
21.	The value of Public Art to the City (e.g., art on streets, pathways, city buildings)	5	4	3	2	1	9	0
22.	Quality of Tempe History Museum exhibits and programs	5	4	3	2	1	9	0
23.	Quality of arts programs (e.g., Arts in the Parks, Edna Arts classes, Free Art Friday)	5	4	3	2	1	9	0
24.	Adequacy of street lighting	5	4	3	2	1	9	0
25.	Quality of landscape maintenance along streets/sidewalks	5	4	3	2	1	9	0
26.	Overall condition of your neighborhood	5	4	3	2	1	9	0
27.	Appearance of residential property	5	4	3	2	1	9	0
28.	Maintenance of private property	5	4	3	2	1	9	0
29.	Condition of the alley near your home (if applicable)	5	4	3	2	1	9	0
30.	City enforcement of alley maintenance codes	5	4	3	2	1	9	0
31.	Overall enforcement of City property maintenance codes	5	4	3	2	1	9	0
32.	City enforcement of property maintenance codes and the appearance of commercial properties	5	4	3	2	1	9	0
33.	City enforcement of property maintenance codes and the appearance of residential properties	5	4	3	2	1	9	0
34.	City enforcement of allowable construction work hours (Summer 6am-7pm, Winter 7am-7pm)	5	4	3	2	1	9	0
35.	City efforts to enforce the clean-up of junk, debris, and trash on residential private property	5	4	3	2	1	9	0
36.	City efforts to enforce the mowing and cutting of weeds/grass on residential private property	5	4	3	2	1	9	0

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
37.	City efforts to enforce deteriorated landscape maintenance on residential private property	5	4	3	2	1	9	0
38.	The value of Special Events to the City	5	4	3	2	1	9	0
39.	Access to Human services/Social services	5	4	3	2	1	9	0
40.	Tempe's engagement and inclusion of those living with dementia, their care partners, and their families	5	4	3	2	1	9	0
41.	Residential trash collection services	5	4	3	2	1	9	0
42.	Residential recycling services	5	4	3	2	1	9	0
43.	Bulk trash pickup/removal services	5	4	3	2	1	9	0

14. 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?

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

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

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

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

16. Please 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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
6.	Management of traffic flow on City streets	5	4	3	2	1	9	0
7.	Quality of local transit service (bus, rail, Orbit, streetcar)	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. **When creating Tempe’s General Plan 2050, please rank in order of importance the issues facing the community, where 1 is “Most Important” and 5 is “Least Important.”**

___ Land Use ___ Sustainability ___ Mobility ___ Housing ___ Economic Development

19. **HOUSING: When thinking about population growth, please rank in order of importance the types of new housing Tempe should encourage over the next 30 years, where 1 is “Most Important” and 5 is “Least Important.”**

___ Detached homes, townhomes, and condominiums ___ Mid-rise apartment, and condominium development
 ___ Homes above shops or offices ___ High-rise apartment and condominium development
 ___ Small apartment and condominium developments

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

21. **What else would you like us to know?** _____

22. **Please answer each of the following by circling yes or no.**

1.	Does your home have an alley?	Yes	No
2.	Do you have cable television?	Yes	No
3.	Do you have access to internet at home?	Yes	No
4.	Do you have a Smart Phone?	Yes	No
5.	Are you a full-time student?	Yes	No
6.	Have you visited Downtown Tempe during the past year?	Yes	No
7.	Have you used public transit during the past year?	Yes	No
8.	Do you, or a member of your household have a disability?	Yes	No
9.	Do you own your home?	Yes	No

- 23. 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
- 24. What is your age?**
 (1) 18-34 (2) 35-44 (3) 45-54 (4) 55-64 (5) 65-74 (6) 75+
- 25. What gender do you identify with?**
 (1) Male (2) Female (3) Non-Conforming (4) Prefer not to answer
- 26. How many children in each of the following age groups live in Tempe with you? [Please write "99" for NONE if not applicable.]**
Ages 0-5: _____ Ages 6-13: _____ Ages 14-17: _____ NONE: _____
- 27. Which of the following best describes your race/ethnicity? [Check all that apply.]**
 (01) Asian or Asian Indian (05) Native Hawaiian or other Pacific Islander
 (02) Black or African American (06) Hispanic, Spanish, or Latino/a/x
 (03) American Indian or Alaska Native (99) Other: _____
 (04) White
- 28. Primary language:** (1) English (2) Spanish (3) Other: _____
- 29. Which of the following best describes your home?** (1) Single-Family (2) Other: _____
- 30. What barriers do you feel are preventing you from using the internet to connect with education, government services, social media, and information? [Check all that apply.]**
 (1) Cost of service (4) Lack of or inadequate devices
 (2) I don't know how to find what I need (5) Lack of choice for internet providers
 (3) Training and education on how to use the internet (6) Other: _____
- 31. What is the highest level of education that you have completed?**
 (1) Less than high school (3) Some college (5) Graduate degree
 (2) High school (4) 4-year college
- 32. 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
- 33. Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. The top of the ladder (10) represents the best possible life for you and the bottom of the ladder (0) represents the worst possible life for you. On which step of the ladder would you say you personally feel you stand at this time? _____**
- 34. On which step (0 to 10) do you think you will stand about five years from now? _____**
- 35. Would you be willing to participate in future surveys sponsored by the City of Tempe?**
 (1) Yes [Answer 33a.] (2) No
- 35a. Please provide your contact information.**
Mobile Phone Number: _____
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/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.