



THE NCSTM
The National Citizen SurveyTM

Surprise, AZ

Technical Appendices

2015



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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

| Please rate each of the following aspects of quality of life in Surprise: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|-----------|-------|------|-------|------|------|------|------|-------|-------|
| | % | N | % | N | % | N | % | N | % | N |
| Surprise as a place to live | 39% | N=123 | 51% | N=160 | 10% | N=31 | 1% | N=3 | 100% | N=316 |
| Your neighborhood as a place to live | 46% | N=146 | 39% | N=124 | 11% | N=35 | 4% | N=14 | 100% | N=319 |
| Surprise as a place to raise children | 28% | N=61 | 47% | N=105 | 21% | N=47 | 3% | N=7 | 100% | N=220 |
| Surprise as a place to work | 28% | N=52 | 31% | N=59 | 27% | N=52 | 14% | N=26 | 100% | N=190 |
| Surprise as a place to visit | 23% | N=68 | 43% | N=130 | 24% | N=72 | 10% | N=30 | 100% | N=300 |
| Surprise as a place to retire | 43% | N=120 | 42% | N=116 | 10% | N=29 | 4% | N=11 | 100% | N=276 |
| The overall quality of life in Surprise | 31% | N=98 | 54% | N=173 | 13% | N=41 | 2% | N=5 | 100% | N=318 |

Table 2: Question 2

| Please rate each of the following characteristics as they relate to Surprise as a whole: | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|-------|------|------|------|------|-------|-------|
| | % | N | % | N | % | N | % | N | % | N |
| Overall feeling of safety in Surprise | 35% | N=112 | 53% | N=171 | 9% | N=29 | 3% | N=11 | 100% | N=322 |
| Overall ease of getting to the places you usually have to visit | 30% | N=94 | 43% | N=135 | 20% | N=64 | 7% | N=24 | 100% | N=316 |
| Quality of overall natural environment in Surprise | 24% | N=78 | 56% | N=178 | 17% | N=54 | 3% | N=8 | 100% | N=318 |
| Overall "built environment" of Surprise (including overall design, buildings and parks) | 23% | N=72 | 58% | N=181 | 15% | N=48 | 4% | N=13 | 100% | N=313 |
| Health and wellness opportunities in Surprise | 32% | N=91 | 48% | N=139 | 15% | N=43 | 5% | N=15 | 100% | N=289 |
| Overall opportunities for education and enrichment | 17% | N=44 | 40% | N=103 | 30% | N=76 | 13% | N=32 | 100% | N=255 |
| Overall economic health of Surprise | 18% | N=48 | 51% | N=136 | 27% | N=71 | 4% | N=12 | 100% | N=267 |
| Sense of community | 19% | N=57 | 43% | N=129 | 29% | N=88 | 10% | N=29 | 100% | N=304 |
| Overall image or reputation of Surprise | 27% | N=82 | 50% | N=153 | 17% | N=52 | 7% | N=22 | 100% | N=309 |

Table 3: Question 3

| Please indicate how likely or unlikely you are to do each of the following: | Very likely | | Somewhat likely | | Somewhat unlikely | | Very unlikely | | Total | |
|---|-------------|-------|-----------------|------|-------------------|------|---------------|------|-------|-------|
| | % | N | % | N | % | N | % | N | % | N |
| Recommend living in Surprise to someone who asks | 57% | N=182 | 31% | N=98 | 7% | N=21 | 5% | N=16 | 100% | N=317 |
| Remain in Surprise for the next five years | 64% | N=197 | 25% | N=78 | 7% | N=21 | 4% | N=13 | 100% | N=310 |

Table 4: Question 4

| Please rate how safe or unsafe you feel: | Very safe | | Somewhat safe | | Neither safe nor unsafe | | Somewhat unsafe | | Very unsafe | | Total | |
|---|-----------|-------|---------------|-------|-------------------------|------|-----------------|-----|-------------|-----|-------|-------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| In your neighborhood during the day | 70% | N=222 | 22% | N=71 | 5% | N=15 | 2% | N=7 | 0% | N=1 | 100% | N=316 |
| In Surprise's commercial areas during the day | 58% | N=177 | 36% | N=110 | 4% | N=11 | 2% | N=6 | 0% | N=0 | 100% | N=303 |

Table 5: Question 5

| Please rate each of the following characteristics as they relate to Surprise as a whole: | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|------|------|-------|------|-------|------|------|-------|-------|
| | % | N | % | N | % | N | % | N | % | N |
| Traffic flow on major streets | 10% | N=32 | 36% | N=117 | 37% | N=118 | 17% | N=54 | 100% | N=321 |
| Ease of public parking | 22% | N=69 | 51% | N=159 | 23% | N=72 | 3% | N=8 | 100% | N=308 |

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| Please rate each of the following characteristics as they relate to Surprise as a whole: | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|-------|------|------|------|------|-------|-------|
| Ease of travel by car in Surprise | 15% | N=49 | 52% | N=164 | 29% | N=91 | 4% | N=14 | 100% | N=318 |
| Ease of travel by public transportation in Surprise | 7% | N=11 | 20% | N=29 | 11% | N=16 | 62% | N=92 | 100% | N=148 |
| Ease of travel by bicycle in Surprise | 12% | N=24 | 38% | N=73 | 35% | N=68 | 14% | N=27 | 100% | N=191 |
| Ease of walking in Surprise | 21% | N=59 | 46% | N=129 | 22% | N=61 | 10% | N=29 | 100% | N=278 |
| Availability of paths and walking trails | 23% | N=61 | 35% | N=94 | 27% | N=71 | 15% | N=41 | 100% | N=268 |
| Air quality | 21% | N=65 | 47% | N=142 | 28% | N=86 | 4% | N=12 | 100% | N=305 |
| Cleanliness of Surprise | 38% | N=121 | 50% | N=160 | 11% | N=35 | 1% | N=3 | 100% | N=320 |
| Overall appearance of Surprise | 36% | N=116 | 51% | N=164 | 11% | N=36 | 1% | N=3 | 100% | N=319 |
| Public places where people want to spend time | 18% | N=52 | 51% | N=149 | 25% | N=73 | 6% | N=19 | 100% | N=292 |
| Variety of housing options | 24% | N=66 | 54% | N=149 | 18% | N=49 | 5% | N=13 | 100% | N=276 |
| Availability of affordable quality housing | 23% | N=62 | 53% | N=146 | 21% | N=57 | 3% | N=10 | 100% | N=275 |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 21% | N=58 | 44% | N=120 | 26% | N=71 | 9% | N=25 | 100% | N=274 |
| Recreational opportunities | 23% | N=69 | 44% | N=130 | 23% | N=69 | 9% | N=28 | 100% | N=297 |
| Availability of affordable quality food | 26% | N=83 | 46% | N=147 | 22% | N=69 | 6% | N=20 | 100% | N=319 |
| Availability of affordable quality health care | 22% | N=62 | 57% | N=161 | 17% | N=48 | 5% | N=14 | 100% | N=285 |
| Availability of preventive health services | 21% | N=55 | 56% | N=148 | 19% | N=50 | 5% | N=13 | 100% | N=266 |
| Availability of affordable quality mental health care | 16% | N=24 | 39% | N=56 | 28% | N=41 | 17% | N=25 | 100% | N=146 |

Table 6: Question 6

| Please rate each of the following characteristics as they relate to Surprise as a whole: | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|------|------|-------|------|------|------|------|-------|-------|
| Availability of affordable quality child care/preschool | 8% | N=8 | 50% | N=52 | 32% | N=33 | 11% | N=11 | 100% | N=105 |
| K-12 education | 10% | N=15 | 47% | N=71 | 25% | N=37 | 19% | N=28 | 100% | N=152 |
| Adult educational opportunities | 11% | N=20 | 33% | N=62 | 41% | N=78 | 15% | N=28 | 100% | N=187 |
| Opportunities to attend cultural/arts/music activities | 12% | N=31 | 35% | N=90 | 35% | N=91 | 17% | N=45 | 100% | N=257 |
| Opportunities to participate in religious or spiritual events and activities | 31% | N=76 | 48% | N=118 | 20% | N=48 | 1% | N=3 | 100% | N=245 |
| Employment opportunities | 7% | N=15 | 24% | N=47 | 45% | N=88 | 24% | N=46 | 100% | N=195 |
| Shopping opportunities | 19% | N=60 | 41% | N=127 | 31% | N=98 | 9% | N=27 | 100% | N=312 |
| Cost of living in Surprise | 16% | N=48 | 53% | N=164 | 28% | N=88 | 3% | N=9 | 100% | N=309 |
| Overall quality of business and service establishments in Surprise | 12% | N=36 | 56% | N=172 | 28% | N=88 | 4% | N=14 | 100% | N=310 |
| Vibrant commercial area | 11% | N=33 | 43% | N=130 | 33% | N=99 | 14% | N=42 | 100% | N=304 |
| Overall quality of new development in Surprise | 15% | N=43 | 43% | N=122 | 33% | N=92 | 9% | N=26 | 100% | N=283 |
| Opportunities to participate in social events and activities | 12% | N=34 | 47% | N=129 | 32% | N=88 | 9% | N=25 | 100% | N=276 |
| Opportunities to volunteer | 23% | N=47 | 50% | N=102 | 22% | N=44 | 5% | N=11 | 100% | N=203 |
| Opportunities to participate in community matters | 16% | N=36 | 47% | N=107 | 28% | N=63 | 10% | N=22 | 100% | N=228 |
| Openness and acceptance of the community toward people of diverse backgrounds | 17% | N=43 | 54% | N=137 | 22% | N=56 | 7% | N=17 | 100% | N=253 |
| Neighborliness of residents in Surprise | 13% | N=41 | 46% | N=141 | 31% | N=95 | 9% | N=28 | 100% | N=306 |

Table 7: Question 7

| Please indicate whether or not you have done each of the following in the last 12 months. | No | | Yes | | Total | |
|---|-----|-------|-----|-------|-------|-------|
| Made efforts to conserve water | 9% | N=29 | 91% | N=292 | 100% | N=321 |
| Made efforts to make your home more energy efficient | 23% | N=73 | 77% | N=246 | 100% | N=319 |
| Observed a code violation or other hazard in Surprise | 50% | N=159 | 50% | N=157 | 100% | N=316 |

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| Please indicate whether or not you have done each of the following in the last 12 months. | No | | Yes | | Total | |
|---|-----|-------|-----|-------|-------|-------|
| Household member was a victim of a crime in Surprise | 92% | N=293 | 8% | N=25 | 100% | N=318 |
| Reported a crime to the police in Surprise | 85% | N=272 | 15% | N=47 | 100% | N=319 |
| Stocked supplies in preparation for an emergency | 77% | N=246 | 23% | N=72 | 100% | N=318 |
| Campaigned or advocated for an issue, cause or candidate | 88% | N=278 | 12% | N=39 | 100% | N=316 |
| Contacted the City of Surprise (in-person, phone, email or web) for help or information | 54% | N=173 | 46% | N=146 | 100% | N=319 |
| Contacted Surprise elected officials (in-person, phone, email or web) to express your opinion | 89% | N=283 | 11% | N=35 | 100% | N=318 |

Table 8: Question 8

| In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Surprise? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|---|------------------------|------|-------------------|-------|----------------------|-------|------------|-------|-------|-------|
| Used Surprise recreation centers or their services | 15% | N=46 | 17% | N=53 | 27% | N=84 | 41% | N=129 | 100% | N=313 |
| Visited a neighborhood park or City park | 16% | N=52 | 27% | N=86 | 30% | N=93 | 27% | N=83 | 100% | N=314 |
| Used Surprise public libraries or their services | 9% | N=29 | 23% | N=73 | 35% | N=112 | 33% | N=105 | 100% | N=319 |
| Participated in religious or spiritual activities in Surprise | 15% | N=46 | 22% | N=69 | 14% | N=44 | 50% | N=157 | 100% | N=316 |
| Attended a City-sponsored event | 2% | N=5 | 5% | N=17 | 38% | N=122 | 55% | N=175 | 100% | N=319 |
| Used bus or other public transportation instead of driving | 1% | N=4 | 2% | N=5 | 4% | N=12 | 93% | N=298 | 100% | N=319 |
| Carpooled with other adults or children instead of driving alone | 15% | N=48 | 12% | N=38 | 12% | N=37 | 62% | N=196 | 100% | N=319 |
| Walked or biked instead of driving | 11% | N=37 | 15% | N=47 | 17% | N=53 | 57% | N=182 | 100% | N=318 |
| Volunteered your time to some group/activity in Surprise | 5% | N=16 | 11% | N=35 | 8% | N=26 | 76% | N=240 | 100% | N=317 |
| Participated in a club | 5% | N=17 | 9% | N=28 | 7% | N=23 | 79% | N=250 | 100% | N=318 |
| Talked to or visited with your immediate neighbors | 31% | N=99 | 38% | N=121 | 23% | N=72 | 9% | N=29 | 100% | N=320 |
| Done a favor for a neighbor | 17% | N=54 | 23% | N=72 | 38% | N=121 | 22% | N=70 | 100% | N=318 |

Table 9: Question 9

| Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|--|------------------------|-----|-------------------|------|----------------------|------|------------|-------|-------|-------|
| Attended a local public meeting | 0% | N=1 | 1% | N=2 | 17% | N=53 | 82% | N=258 | 100% | N=313 |
| Watched (online or on television) a local public meeting | 1% | N=4 | 5% | N=15 | 18% | N=55 | 76% | N=239 | 100% | N=314 |

Table 10: Question 10

| Please rate the quality of each of the following services in Surprise: | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|-------|------|------|------|------|-------|-------|
| Police services | 38% | N=109 | 50% | N=143 | 8% | N=23 | 3% | N=9 | 100% | N=284 |
| Fire services | 51% | N=133 | 46% | N=120 | 2% | N=6 | 0% | N=0 | 100% | N=258 |
| Ambulance or emergency medical services | 48% | N=105 | 47% | N=103 | 4% | N=9 | 1% | N=2 | 100% | N=219 |
| Crime prevention | 27% | N=66 | 58% | N=143 | 11% | N=26 | 4% | N=10 | 100% | N=245 |
| Fire prevention and education | 30% | N=62 | 58% | N=123 | 9% | N=20 | 3% | N=6 | 100% | N=210 |
| Traffic enforcement | 18% | N=50 | 48% | N=130 | 24% | N=65 | 10% | N=28 | 100% | N=274 |
| Street repair | 20% | N=60 | 46% | N=135 | 26% | N=76 | 8% | N=25 | 100% | N=297 |
| Street cleaning | 33% | N=100 | 50% | N=149 | 13% | N=38 | 4% | N=13 | 100% | N=301 |
| Street lighting | 25% | N=75 | 59% | N=180 | 13% | N=40 | 3% | N=9 | 100% | N=304 |
| Sidewalk maintenance | 24% | N=69 | 58% | N=169 | 15% | N=43 | 3% | N=10 | 100% | N=291 |

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| Please rate the quality of each of the following services in Surprise: | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|-------|------|------|------|------|-------|-------|
| Traffic signal timing | 18% | N=52 | 44% | N=131 | 22% | N=66 | 16% | N=48 | 100% | N=296 |
| Bus or transit services | 10% | N=12 | 23% | N=28 | 13% | N=15 | 54% | N=65 | 100% | N=121 |
| Garbage collection | 45% | N=136 | 47% | N=142 | 6% | N=19 | 1% | N=3 | 100% | N=300 |
| Recycling | 41% | N=120 | 46% | N=132 | 10% | N=30 | 3% | N=8 | 100% | N=290 |
| Yard waste pick-up | 30% | N=65 | 47% | N=103 | 13% | N=29 | 9% | N=20 | 100% | N=218 |
| Storm water drainage | 27% | N=75 | 46% | N=128 | 22% | N=59 | 5% | N=13 | 100% | N=275 |
| Drinking water | 26% | N=74 | 40% | N=115 | 24% | N=70 | 10% | N=29 | 100% | N=288 |
| Sewer services | 29% | N=82 | 55% | N=153 | 14% | N=38 | 2% | N=5 | 100% | N=278 |
| Power (electric and/or gas) utility | 29% | N=86 | 55% | N=164 | 12% | N=37 | 4% | N=11 | 100% | N=298 |
| Utility billing | 18% | N=53 | 48% | N=145 | 25% | N=75 | 9% | N=27 | 100% | N=300 |
| City parks | 32% | N=88 | 53% | N=149 | 13% | N=36 | 2% | N=6 | 100% | N=279 |
| Recreation programs or classes | 23% | N=48 | 54% | N=114 | 17% | N=36 | 6% | N=13 | 100% | N=213 |
| Recreation centers or facilities | 29% | N=66 | 49% | N=114 | 16% | N=37 | 6% | N=14 | 100% | N=231 |
| Land use, planning and zoning | 15% | N=32 | 42% | N=92 | 34% | N=75 | 9% | N=20 | 100% | N=219 |
| Code enforcement (weeds, abandoned buildings, etc.) | 15% | N=36 | 46% | N=106 | 30% | N=71 | 8% | N=20 | 100% | N=232 |
| Animal control | 21% | N=49 | 52% | N=122 | 20% | N=47 | 6% | N=14 | 100% | N=233 |
| Economic development | 15% | N=35 | 51% | N=122 | 25% | N=61 | 9% | N=22 | 100% | N=240 |
| Health services | 19% | N=47 | 63% | N=157 | 13% | N=32 | 5% | N=13 | 100% | N=249 |
| Public library services | 38% | N=96 | 50% | N=126 | 9% | N=23 | 2% | N=6 | 100% | N=251 |
| Public information services | 23% | N=55 | 58% | N=135 | 16% | N=38 | 3% | N=6 | 100% | N=233 |
| Cable television | 16% | N=40 | 49% | N=120 | 28% | N=69 | 7% | N=18 | 100% | N=247 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 22% | N=34 | 46% | N=71 | 21% | N=32 | 11% | N=16 | 100% | N=154 |
| Preservation of natural areas such as open space, farmlands and greenbelts | 16% | N=40 | 47% | N=118 | 26% | N=65 | 11% | N=26 | 100% | N=249 |
| City-sponsored special events | 22% | N=52 | 52% | N=121 | 19% | N=45 | 7% | N=18 | 100% | N=235 |
| Overall customer service by Surprise employees (police, receptionists, planners, etc.) | 29% | N=76 | 53% | N=139 | 13% | N=34 | 5% | N=14 | 100% | N=264 |
| Services to seniors | 24% | N=43 | 55% | N=98 | 15% | N=26 | 5% | N=10 | 100% | N=178 |
| Services to youth | 18% | N=27 | 54% | N=80 | 20% | N=30 | 8% | N=12 | 100% | N=149 |
| Services to low-income people | 13% | N=16 | 37% | N=47 | 37% | N=47 | 13% | N=16 | 100% | N=126 |

Table 11: Question 11

| Overall, how would you rate the quality of the services provided by each of the following? | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|------|------|-------|------|-------|------|------|-------|-------|
| The City of Surprise | 22% | N=64 | 59% | N=172 | 15% | N=45 | 4% | N=11 | 100% | N=292 |
| The Federal Government | 3% | N=8 | 32% | N=82 | 40% | N=104 | 25% | N=65 | 100% | N=259 |

Table 12: Question 12

| Please rate the following categories of Surprise government performance: | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|------|------|-------|------|------|------|------|-------|-------|
| The value of services for the taxes paid to Surprise | 14% | N=39 | 52% | N=139 | 25% | N=68 | 8% | N=22 | 100% | N=268 |
| The overall direction that Surprise is taking | 18% | N=48 | 54% | N=142 | 19% | N=51 | 8% | N=21 | 100% | N=262 |
| The job Surprise government does at welcoming citizen involvement | 13% | N=28 | 45% | N=99 | 33% | N=72 | 9% | N=20 | 100% | N=219 |
| Overall confidence in Surprise government | 13% | N=33 | 52% | N=127 | 26% | N=63 | 9% | N=22 | 100% | N=245 |
| Generally acting in the best interest of the community | 16% | N=40 | 47% | N=121 | 27% | N=69 | 10% | N=26 | 100% | N=256 |

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| Please rate the following categories of Surprise government performance: | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|------|------|-------|------|------|------|------|-------|-------|
| Being honest | 17% | N=36 | 46% | N=98 | 28% | N=61 | 9% | N=18 | 100% | N=213 |
| Treating all residents fairly | 17% | N=40 | 50% | N=114 | 22% | N=50 | 11% | N=25 | 100% | N=229 |

Table 13: Question 13

| Please rate how important, if at all, you think it is for the Surprise community to focus on each of the following in the coming two years: | Essential | | Very important | | Somewhat important | | Not at all important | | Total | |
|---|-----------|-------|----------------|-------|--------------------|------|----------------------|------|-------|-------|
| Overall feeling of safety in Surprise | 63% | N=200 | 32% | N=101 | 5% | N=15 | 0% | N=1 | 100% | N=317 |
| Overall ease of getting to the places you usually have to visit | 46% | N=144 | 45% | N=140 | 9% | N=28 | 1% | N=2 | 100% | N=313 |
| Quality of overall natural environment in Surprise | 29% | N=93 | 51% | N=160 | 18% | N=57 | 2% | N=5 | 100% | N=315 |
| Overall "built environment" of Surprise (including overall design, buildings, parks and transportation systems) | 30% | N=95 | 54% | N=171 | 14% | N=46 | 1% | N=5 | 100% | N=316 |
| Health and wellness opportunities in Surprise | 31% | N=98 | 47% | N=149 | 19% | N=60 | 3% | N=9 | 100% | N=315 |
| Overall opportunities for education and enrichment | 40% | N=126 | 40% | N=123 | 16% | N=49 | 4% | N=13 | 100% | N=312 |
| Overall economic health of Surprise | 49% | N=154 | 39% | N=122 | 11% | N=34 | 2% | N=6 | 100% | N=316 |
| Sense of community | 38% | N=119 | 45% | N=143 | 15% | N=47 | 2% | N=6 | 100% | N=315 |

Table 14: Question 14

| How much of a priority, if any, should the following projects be for the city to address in the next 3 years? | High priority | | Medium priority | | Not a priority | | Total | |
|---|---------------|-------|-----------------|-------|----------------|------|-------|-------|
| Connected trail system | 31% | N=88 | 39% | N=111 | 31% | N=88 | 100% | N=287 |
| Completed streets | 65% | N=199 | 30% | N=94 | 5% | N=15 | 100% | N=307 |
| Internal circulator system (public city-only bus/van service) | 32% | N=91 | 42% | N=120 | 26% | N=74 | 100% | N=285 |
| Protecting White Tank Mountain Regional Park open space | 57% | N=165 | 35% | N=102 | 8% | N=24 | 100% | N=291 |
| Investing in water resources | 63% | N=191 | 35% | N=106 | 2% | N=7 | 100% | N=303 |
| Multi-purpose recreation complex w/ pool | 31% | N=92 | 40% | N=118 | 29% | N=86 | 100% | N=297 |
| Build more parks | 25% | N=73 | 47% | N=138 | 28% | N=83 | 100% | N=294 |

Table 15: Question 15

| With limited dollars in the General Fund (the city's checking account), to what degree would you support the following funding sources for capital improvement projects, such as street improvements, new parks, fire stations, recreation facilities and more? | Strongly support | | Somewhat support | | Somewhat oppose | | Strongly oppose | | Total | |
|---|------------------|------|------------------|-------|-----------------|------|-----------------|-------|-------|-------|
| General Obligation Bonds (secondary property tax) | 7% | N=18 | 34% | N=87 | 28% | N=72 | 31% | N=81 | 100% | N=258 |
| Property tax increase | 5% | N=14 | 21% | N=61 | 28% | N=80 | 46% | N=131 | 100% | N=286 |
| Sales tax increase | 6% | N=16 | 22% | N=62 | 24% | N=69 | 49% | N=140 | 100% | N=287 |
| Road tax (pay for road projects only) | 9% | N=27 | 36% | N=101 | 25% | N=72 | 29% | N=84 | 100% | N=284 |
| Recreation tax (pay for parks, pools, trails, etc. only) | 13% | N=38 | 31% | N=89 | 28% | N=80 | 27% | N=76 | 100% | N=282 |
| Special taxing district | 5% | N=12 | 20% | N=45 | 33% | N=73 | 42% | N=92 | 100% | N=222 |

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Table 16: Question 16

| Currently, Public Safety Personnel are paid using General Fund dollars; the same fund used to pay for street repair, park maintenance, fire stations, etc. To increase funding to pay for more projects, to what degree would you support a public safety tax to pay for Police and Fire-Medical personnel? | Percent | Number |
|---|---------|--------|
| Strongly support | 21% | N=55 |
| Somewhat support | 45% | N=121 |
| Somewhat oppose | 20% | N=53 |
| Strongly oppose | 14% | N=39 |
| Total | 100% | N=268 |

Table 17: Question 17

| Please indicate how much of a source you consider the following to be for obtaining information about city government, services and events: | Major source | | Minor source | | Not a source | | Total | |
|---|--------------|-------|--------------|-------|--------------|-------|-------|-------|
| City website (www.surpriseaz.gov) | 65% | N=190 | 23% | N=66 | 12% | N=36 | 100% | N=291 |
| Progress Magazine (mailed quarterly) | 54% | N=159 | 36% | N=107 | 10% | N=30 | 100% | N=295 |
| Surprise 11 (local government TV channel) | 24% | N=70 | 27% | N=80 | 49% | N=142 | 100% | N=293 |
| City Social Media (Twitter, Facebook, YouTube) | 20% | N=57 | 33% | N=97 | 47% | N=139 | 100% | N=293 |
| City Council meetings | 21% | N=63 | 34% | N=98 | 45% | N=130 | 100% | N=291 |
| Talking with City officials | 20% | N=58 | 29% | N=83 | 51% | N=149 | 100% | N=289 |
| Local media (newspaper, radio, TV) | 47% | N=137 | 34% | N=100 | 19% | N=56 | 100% | N=293 |
| Word-of-mouth | 28% | N=82 | 39% | N=112 | 33% | N=94 | 100% | N=288 |
| City Notify Me email news releases; council newsletters | 29% | N=85 | 37% | N=107 | 34% | N=97 | 100% | N=289 |

Table 18: Question D1

| How often, if at all, do you do each of the following, considering all of the times you could? | Never | | Rarely | | Sometimes | | Usually | | Always | | Total | |
|--|-------|------|--------|------|-----------|-------|---------|-------|--------|-------|-------|-------|
| Recycle at home | 6% | N=18 | 2% | N=5 | 7% | N=23 | 13% | N=41 | 73% | N=231 | 100% | N=318 |
| Purchase goods or services from a business located in Surprise | 1% | N=2 | 0% | N=1 | 6% | N=18 | 55% | N=173 | 39% | N=122 | 100% | N=316 |
| Eat at least 5 portions of fruits and vegetables a day | 3% | N=8 | 12% | N=37 | 41% | N=129 | 25% | N=80 | 19% | N=60 | 100% | N=314 |
| Participate in moderate or vigorous physical activity | 2% | N=6 | 11% | N=33 | 35% | N=110 | 32% | N=102 | 20% | N=65 | 100% | N=315 |
| Read or watch local news (via television, paper, computer, etc.) | 3% | N=9 | 7% | N=23 | 17% | N=54 | 23% | N=73 | 50% | N=158 | 100% | N=316 |
| Vote in local elections | 12% | N=39 | 6% | N=18 | 12% | N=37 | 22% | N=69 | 48% | N=152 | 100% | N=315 |

Table 19: Question D2

| Would you say that in general your health is: | Percent | Number |
|---|---------|--------|
| Excellent | 18% | N=57 |
| Very good | 45% | N=143 |
| Good | 30% | N=96 |
| Fair | 6% | N=19 |
| Poor | 1% | N=3 |
| Total | 100% | N=318 |

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Table 20: Question D3

| What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be: | Percent | Number |
|--|---------|--------|
| Very positive | 8% | N=25 |
| Somewhat positive | 18% | N=58 |
| Neutral | 54% | N=171 |
| Somewhat negative | 16% | N=52 |
| Very negative | 4% | N=14 |
| Total | 100% | N=319 |

Table 21: Question D4

| What is your employment status? | Percent | Number |
|---------------------------------------|---------|--------|
| Working full time for pay | 50% | N=159 |
| Working part time for pay | 7% | N=23 |
| Unemployed, looking for paid work | 6% | N=18 |
| Unemployed, not looking for paid work | 3% | N=10 |
| Fully retired | 35% | N=111 |
| Total | 100% | N=319 |

Table 22: Question D5

| Do you work inside the boundaries of Surprise? | Percent | Number |
|--|---------|--------|
| Yes, outside the home | 23% | N=70 |
| Yes, from home | 7% | N=21 |
| No | 70% | N=216 |
| Total | 100% | N=307 |

Table 23: Question D6

| How many years have you lived in Surprise? | Percent | Number |
|--|---------|--------|
| Less than 2 years | 17% | N=55 |
| 2 to 5 years | 23% | N=72 |
| 6 to 10 years | 25% | N=80 |
| 11 to 20 years | 33% | N=106 |
| More than 20 years | 1% | N=4 |
| Total | 100% | N=318 |

Table 24: Question D7

| Which best describes the building you live in? | Percent | Number |
|--|---------|--------|
| One family house detached from any other houses | 91% | N=289 |
| Building with two or more homes (duplex, townhome, apartment or condominium) | 8% | N=25 |
| Mobile home | 0% | N=1 |
| Other | 1% | N=3 |
| Total | 100% | N=318 |

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Table 25: Question D8

| Is this house, apartment or mobile home... | Percent | Number |
|--|---------|--------|
| Rented | 18% | N=58 |
| Owned | 82% | N=257 |
| Total | 100% | N=315 |

Table 26: Question D9

| About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)? | Percent | Number |
|---|---------|--------|
| Less than \$300 per month | 3% | N=8 |
| \$300 to \$599 per month | 11% | N=33 |
| \$600 to \$999 per month | 27% | N=83 |
| \$1,000 to \$1,499 per month | 39% | N=121 |
| \$1,500 to \$2,499 per month | 16% | N=48 |
| \$2,500 or more per month | 4% | N=13 |
| Total | 100% | N=306 |

Table 27: Question D10

| Do any children 17 or under live in your household? | Percent | Number |
|---|---------|--------|
| No | 73% | N=231 |
| Yes | 27% | N=86 |
| Total | 100% | N=318 |

Table 28: Question D11

| Are you or any other members of your household aged 65 or older? | Percent | Number |
|--|---------|--------|
| No | 61% | N=193 |
| Yes | 39% | N=125 |
| Total | 100% | N=318 |

Table 29: Question D12

| How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.) | Percent | Number |
|--|---------|--------|
| Less than \$25,000 | 12% | N=35 |
| \$25,000 to \$49,999 | 23% | N=71 |
| \$50,000 to \$99,999 | 42% | N=126 |
| \$100,000 to \$149,999 | 17% | N=50 |
| \$150,000 or more | 6% | N=19 |
| Total | 100% | N=302 |

Table 30: Question D13

| Are you Spanish, Hispanic or Latino? | Percent | Number |
|--|---------|--------|
| No, not Spanish, Hispanic or Latino | 89% | N=274 |
| Yes, I consider myself to be Spanish, Hispanic or Latino | 11% | N=36 |
| Total | 100% | N=310 |

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Table 31: Question D14

| What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.) | Percent | Number |
|---|---------|--------|
| American Indian or Alaskan Native | 2% | N=7 |
| Asian, Asian Indian or Pacific Islander | 6% | N=18 |
| Black or African American | 6% | N=17 |
| White | 85% | N=260 |
| Other | 5% | N=17 |

Total may exceed 100% as respondents could select more than one option.

Table 32: Question D15

| In which category is your age? | Percent | Number |
|--------------------------------|---------|--------|
| 18 to 24 years | 1% | N=2 |
| 25 to 34 years | 20% | N=63 |
| 35 to 44 years | 13% | N=41 |
| 45 to 54 years | 21% | N=66 |
| 55 to 64 years | 10% | N=33 |
| 65 to 74 years | 19% | N=61 |
| 75 years or older | 16% | N=49 |
| Total | 100% | N=315 |

Table 33: Question D16

| What is your sex? | Percent | Number |
|-------------------|---------|--------|
| Female | 54% | N=169 |
| Male | 46% | N=143 |
| Total | 100% | N=311 |

Table 34: Question D17

| Do you consider a cell phone or landline your primary telephone number? | Percent | Number |
|---|---------|--------|
| Cell | 63% | N=198 |
| Land line | 20% | N=64 |
| Both | 17% | N=53 |
| Total | 100% | N=316 |

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Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 35: Question 1

| Please rate each of the following aspects of quality of life in Surprise: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|-----------|-------|------|-------|------|------|------|------|------------|-------|-------|-------|
| Surprise as a place to live | 39% | N=123 | 51% | N=160 | 10% | N=31 | 1% | N=3 | 0% | N=0 | 100% | N=316 |
| Your neighborhood as a place to live | 45% | N=146 | 38% | N=124 | 11% | N=35 | 4% | N=14 | 1% | N=3 | 100% | N=321 |
| Surprise as a place to raise children | 19% | N=61 | 33% | N=105 | 15% | N=47 | 2% | N=7 | 30% | N=96 | 100% | N=317 |
| Surprise as a place to work | 17% | N=52 | 19% | N=59 | 16% | N=52 | 8% | N=26 | 40% | N=126 | 100% | N=315 |
| Surprise as a place to visit | 21% | N=68 | 41% | N=130 | 23% | N=72 | 10% | N=30 | 6% | N=18 | 100% | N=318 |
| Surprise as a place to retire | 37% | N=120 | 36% | N=116 | 9% | N=29 | 3% | N=11 | 14% | N=44 | 100% | N=320 |
| The overall quality of life in Surprise | 31% | N=98 | 54% | N=173 | 13% | N=41 | 2% | N=5 | 1% | N=3 | 100% | N=321 |

Table 36: Question 2

| Please rate each of the following characteristics as they relate to Surprise as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|-------|------|-------|------|------|------|------|------------|------|-------|-------|
| Overall feeling of safety in Surprise | 35% | N=112 | 53% | N=171 | 9% | N=29 | 3% | N=11 | 0% | N=0 | 100% | N=322 |
| Overall ease of getting to the places you usually have to visit | 30% | N=94 | 43% | N=135 | 20% | N=64 | 7% | N=24 | 0% | N=0 | 100% | N=316 |
| Quality of overall natural environment in Surprise | 24% | N=78 | 56% | N=178 | 17% | N=54 | 3% | N=8 | 1% | N=3 | 100% | N=321 |
| Overall "built environment" of Surprise (including overall design, buildings and parks) | 22% | N=72 | 57% | N=181 | 15% | N=48 | 4% | N=13 | 2% | N=6 | 100% | N=319 |
| Health and wellness opportunities in Surprise | 28% | N=91 | 43% | N=139 | 14% | N=43 | 5% | N=15 | 10% | N=32 | 100% | N=321 |
| Overall opportunities for education and enrichment | 14% | N=44 | 32% | N=103 | 24% | N=76 | 10% | N=32 | 20% | N=65 | 100% | N=320 |
| Overall economic health of Surprise | 15% | N=48 | 43% | N=136 | 22% | N=71 | 4% | N=12 | 16% | N=51 | 100% | N=318 |
| Sense of community | 18% | N=57 | 41% | N=129 | 28% | N=88 | 9% | N=29 | 5% | N=15 | 100% | N=319 |
| Overall image or reputation of Surprise | 26% | N=82 | 48% | N=153 | 16% | N=52 | 7% | N=22 | 4% | N=12 | 100% | N=321 |

Table 37: Question 3

| Please indicate how likely or unlikely you are to do each of the following: | Very likely | | Somewhat likely | | Somewhat unlikely | | Very unlikely | | Don't know | | Total | |
|---|-------------|-------|-----------------|------|-------------------|------|---------------|------|------------|------|-------|-------|
| Recommend living in Surprise to someone who asks | 56% | N=182 | 31% | N=98 | 7% | N=21 | 5% | N=16 | 2% | N=5 | 100% | N=322 |
| Remain in Surprise for the next five years | 62% | N=197 | 24% | N=78 | 7% | N=21 | 4% | N=13 | 3% | N=10 | 100% | N=320 |

Table 38: Question 4

| Please rate how safe or unsafe you feel: | Very safe | | Somewhat safe | | Neither safe nor unsafe | | Somewhat unsafe | | Very unsafe | | Don't know | | Total | |
|---|-----------|-------|---------------|-------|-------------------------|------|-----------------|-----|-------------|-----|------------|-----|-------|-------|
| In your neighborhood during the day | 70% | N=222 | 22% | N=71 | 5% | N=15 | 2% | N=7 | 0% | N=1 | 0% | N=1 | 100% | N=317 |
| In Surprise's commercial areas during the day | 57% | N=177 | 35% | N=110 | 4% | N=11 | 2% | N=6 | 0% | N=0 | 2% | N=8 | 100% | N=311 |

Table 39: Question 5

| Please rate each of the following characteristics as they relate to Surprise as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|------|------|-------|------|-------|------|------|------------|-------|-------|-------|
| Traffic flow on major streets | 10% | N=32 | 36% | N=117 | 37% | N=118 | 17% | N=54 | 0% | N=0 | 100% | N=321 |
| Ease of public parking | 22% | N=69 | 50% | N=159 | 23% | N=72 | 3% | N=8 | 4% | N=12 | 100% | N=320 |
| Ease of travel by car in Surprise | 15% | N=49 | 51% | N=164 | 28% | N=91 | 4% | N=14 | 1% | N=2 | 100% | N=320 |
| Ease of travel by public transportation in Surprise | 3% | N=11 | 9% | N=29 | 5% | N=16 | 29% | N=92 | 53% | N=164 | 100% | N=312 |

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| Please rate each of the following characteristics as they relate to Surprise as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|-------|------|-------|------|------|------|------|------------|-------|-------|-------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| Ease of travel by bicycle in Surprise | 8% | N=24 | 23% | N=73 | 22% | N=68 | 9% | N=27 | 39% | N=124 | 100% | N=315 |
| Ease of walking in Surprise | 19% | N=59 | 41% | N=129 | 19% | N=61 | 9% | N=29 | 11% | N=35 | 100% | N=313 |
| Availability of paths and walking trails | 19% | N=61 | 30% | N=94 | 22% | N=71 | 13% | N=41 | 16% | N=49 | 100% | N=318 |
| Air quality | 20% | N=65 | 45% | N=142 | 27% | N=86 | 4% | N=12 | 5% | N=15 | 100% | N=319 |
| Cleanliness of Surprise | 38% | N=121 | 50% | N=160 | 11% | N=35 | 1% | N=3 | 0% | N=0 | 100% | N=320 |
| Overall appearance of Surprise | 36% | N=116 | 51% | N=164 | 11% | N=36 | 1% | N=3 | 0% | N=1 | 100% | N=320 |
| Public places where people want to spend time | 16% | N=52 | 47% | N=149 | 23% | N=73 | 6% | N=19 | 8% | N=27 | 100% | N=319 |
| Variety of housing options | 21% | N=66 | 47% | N=149 | 15% | N=49 | 4% | N=13 | 12% | N=38 | 100% | N=315 |
| Availability of affordable quality housing | 19% | N=62 | 46% | N=146 | 18% | N=57 | 3% | N=10 | 14% | N=44 | 100% | N=319 |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 18% | N=58 | 38% | N=120 | 22% | N=71 | 8% | N=25 | 14% | N=44 | 100% | N=318 |
| Recreational opportunities | 22% | N=69 | 41% | N=130 | 22% | N=69 | 9% | N=28 | 7% | N=23 | 100% | N=320 |
| Availability of affordable quality food | 26% | N=83 | 46% | N=147 | 22% | N=69 | 6% | N=20 | 0% | N=0 | 100% | N=319 |
| Availability of affordable quality health care | 19% | N=62 | 50% | N=161 | 15% | N=48 | 4% | N=14 | 11% | N=35 | 100% | N=320 |
| Availability of preventive health services | 17% | N=55 | 47% | N=148 | 16% | N=50 | 4% | N=13 | 16% | N=52 | 100% | N=318 |
| Availability of affordable quality mental health care | 8% | N=24 | 18% | N=56 | 13% | N=41 | 8% | N=25 | 54% | N=168 | 100% | N=314 |

Table 40: Question 6

| Please rate each of the following characteristics as they relate to Surprise as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|------|------|-------|------|------|------|------|------------|-------|-------|-------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| Availability of affordable quality child care/preschool | 3% | N=8 | 17% | N=52 | 11% | N=33 | 4% | N=11 | 67% | N=211 | 100% | N=316 |
| K-12 education | 5% | N=15 | 23% | N=71 | 12% | N=37 | 9% | N=28 | 51% | N=160 | 100% | N=313 |
| Adult educational opportunities | 6% | N=20 | 20% | N=62 | 24% | N=78 | 9% | N=28 | 41% | N=130 | 100% | N=317 |
| Opportunities to attend cultural/arts/music activities | 10% | N=31 | 29% | N=90 | 29% | N=91 | 14% | N=45 | 19% | N=59 | 100% | N=316 |
| Opportunities to participate in religious or spiritual events and activities | 24% | N=76 | 37% | N=118 | 15% | N=48 | 1% | N=3 | 23% | N=72 | 100% | N=317 |
| Employment opportunities | 5% | N=15 | 15% | N=47 | 28% | N=88 | 15% | N=46 | 38% | N=118 | 100% | N=313 |
| Shopping opportunities | 19% | N=60 | 40% | N=127 | 31% | N=98 | 8% | N=27 | 2% | N=5 | 100% | N=317 |
| Cost of living in Surprise | 15% | N=48 | 52% | N=164 | 28% | N=88 | 3% | N=9 | 3% | N=8 | 100% | N=318 |
| Overall quality of business and service establishments in Surprise | 11% | N=36 | 54% | N=172 | 28% | N=88 | 4% | N=14 | 2% | N=7 | 100% | N=317 |
| Vibrant commercial area | 10% | N=33 | 41% | N=130 | 31% | N=99 | 13% | N=42 | 4% | N=13 | 100% | N=317 |
| Overall quality of new development in Surprise | 14% | N=43 | 39% | N=122 | 29% | N=92 | 8% | N=26 | 10% | N=32 | 100% | N=315 |
| Opportunities to participate in social events and activities | 11% | N=34 | 40% | N=129 | 28% | N=88 | 8% | N=25 | 13% | N=41 | 100% | N=318 |
| Opportunities to volunteer | 15% | N=47 | 32% | N=102 | 14% | N=44 | 3% | N=11 | 36% | N=113 | 100% | N=316 |
| Opportunities to participate in community matters | 12% | N=36 | 34% | N=107 | 20% | N=63 | 7% | N=22 | 27% | N=85 | 100% | N=314 |
| Openness and acceptance of the community toward people of diverse backgrounds | 13% | N=43 | 43% | N=137 | 18% | N=56 | 5% | N=17 | 20% | N=63 | 100% | N=316 |
| Neighborliness of residents in Surprise | 13% | N=41 | 44% | N=141 | 30% | N=95 | 9% | N=28 | 4% | N=12 | 100% | N=317 |

Table 41: Question 7

| Please indicate whether or not you have done each of the following in the last 12 months. | No | | Yes | | Total | |
|---|-----|-------|-----|-------|-------|-------|
| | % | N | % | N | % | N |
| Made efforts to conserve water | 9% | N=29 | 91% | N=292 | 100% | N=321 |
| Made efforts to make your home more energy efficient | 23% | N=73 | 77% | N=246 | 100% | N=319 |
| Observed a code violation or other hazard in Surprise | 50% | N=159 | 50% | N=157 | 100% | N=316 |
| Household member was a victim of a crime in Surprise | 92% | N=293 | 8% | N=25 | 100% | N=318 |

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| Please indicate whether or not you have done each of the following in the last 12 months. | No | | Yes | | Total | |
|---|-----|-------|-----|-------|-------|-------|
| Reported a crime to the police in Surprise | 85% | N=272 | 15% | N=47 | 100% | N=319 |
| Stocked supplies in preparation for an emergency | 77% | N=246 | 23% | N=72 | 100% | N=318 |
| Campaigned or advocated for an issue, cause or candidate | 88% | N=278 | 12% | N=39 | 100% | N=316 |
| Contacted the City of Surprise (in-person, phone, email or web) for help or information | 54% | N=173 | 46% | N=146 | 100% | N=319 |
| Contacted Surprise elected officials (in-person, phone, email or web) to express your opinion | 89% | N=283 | 11% | N=35 | 100% | N=318 |

Table 42: Question 8

| In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Surprise? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|---|------------------------|------|-------------------|-------|----------------------|-------|------------|-------|-------|-------|
| Used Surprise recreation centers or their services | 15% | N=46 | 17% | N=53 | 27% | N=84 | 41% | N=129 | 100% | N=313 |
| Visited a neighborhood park or City park | 16% | N=52 | 27% | N=86 | 30% | N=93 | 27% | N=83 | 100% | N=314 |
| Used Surprise public libraries or their services | 9% | N=29 | 23% | N=73 | 35% | N=112 | 33% | N=105 | 100% | N=319 |
| Participated in religious or spiritual activities in Surprise | 15% | N=46 | 22% | N=69 | 14% | N=44 | 50% | N=157 | 100% | N=316 |
| Attended a City-sponsored event | 2% | N=5 | 5% | N=17 | 38% | N=122 | 55% | N=175 | 100% | N=319 |
| Used bus or other public transportation instead of driving | 1% | N=4 | 2% | N=5 | 4% | N=12 | 93% | N=298 | 100% | N=319 |
| Carpooled with other adults or children instead of driving alone | 15% | N=48 | 12% | N=38 | 12% | N=37 | 62% | N=196 | 100% | N=319 |
| Walked or biked instead of driving | 11% | N=37 | 15% | N=47 | 17% | N=53 | 57% | N=182 | 100% | N=318 |
| Volunteered your time to some group/activity in Surprise | 5% | N=16 | 11% | N=35 | 8% | N=26 | 76% | N=240 | 100% | N=317 |
| Participated in a club | 5% | N=17 | 9% | N=28 | 7% | N=23 | 79% | N=250 | 100% | N=318 |
| Talked to or visited with your immediate neighbors | 31% | N=99 | 38% | N=121 | 23% | N=72 | 9% | N=29 | 100% | N=320 |
| Done a favor for a neighbor | 17% | N=54 | 23% | N=72 | 38% | N=121 | 22% | N=70 | 100% | N=318 |

Table 43: Question 9

| Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|--|------------------------|-----|-------------------|------|----------------------|------|------------|-------|-------|-------|
| Attended a local public meeting | 0% | N=1 | 1% | N=2 | 17% | N=53 | 82% | N=258 | 100% | N=313 |
| Watched (online or on television) a local public meeting | 1% | N=4 | 5% | N=15 | 18% | N=55 | 76% | N=239 | 100% | N=314 |

Table 44: Question 10

| Please rate the quality of each of the following services in Surprise: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|-------|------|-------|------|------|------|------|------------|-------|-------|-------|
| Police services | 35% | N=109 | 46% | N=143 | 7% | N=23 | 3% | N=9 | 9% | N=29 | 100% | N=313 |
| Fire services | 42% | N=133 | 38% | N=120 | 2% | N=6 | 0% | N=0 | 18% | N=55 | 100% | N=313 |
| Ambulance or emergency medical services | 33% | N=105 | 33% | N=103 | 3% | N=9 | 1% | N=2 | 30% | N=94 | 100% | N=314 |
| Crime prevention | 21% | N=66 | 46% | N=143 | 8% | N=26 | 3% | N=10 | 22% | N=68 | 100% | N=313 |
| Fire prevention and education | 20% | N=62 | 39% | N=123 | 6% | N=20 | 2% | N=6 | 32% | N=100 | 100% | N=311 |
| Traffic enforcement | 16% | N=50 | 42% | N=130 | 21% | N=65 | 9% | N=28 | 12% | N=37 | 100% | N=311 |
| Street repair | 19% | N=60 | 43% | N=135 | 24% | N=76 | 8% | N=25 | 5% | N=16 | 100% | N=313 |
| Street cleaning | 32% | N=100 | 48% | N=149 | 12% | N=38 | 4% | N=13 | 4% | N=12 | 100% | N=313 |
| Street lighting | 24% | N=75 | 57% | N=180 | 13% | N=40 | 3% | N=9 | 3% | N=9 | 100% | N=313 |
| Sidewalk maintenance | 22% | N=69 | 54% | N=169 | 14% | N=43 | 3% | N=10 | 7% | N=22 | 100% | N=313 |
| Traffic signal timing | 17% | N=52 | 42% | N=131 | 21% | N=66 | 16% | N=48 | 4% | N=14 | 100% | N=310 |

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| Please rate the quality of each of the following services in Surprise: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|-------|------|-------|------|------|------|------|------------|-------|-------|-------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| Bus or transit services | 4% | N=12 | 9% | N=28 | 5% | N=15 | 22% | N=65 | 60% | N=180 | 100% | N=301 |
| Garbage collection | 43% | N=136 | 45% | N=142 | 6% | N=19 | 1% | N=3 | 4% | N=13 | 100% | N=314 |
| Recycling | 38% | N=120 | 42% | N=132 | 9% | N=30 | 3% | N=8 | 8% | N=25 | 100% | N=314 |
| Yard waste pick-up | 21% | N=65 | 33% | N=103 | 10% | N=29 | 7% | N=20 | 29% | N=90 | 100% | N=308 |
| Storm water drainage | 24% | N=75 | 41% | N=128 | 19% | N=59 | 4% | N=13 | 12% | N=36 | 100% | N=311 |
| Drinking water | 24% | N=74 | 37% | N=115 | 22% | N=70 | 9% | N=29 | 8% | N=24 | 100% | N=312 |
| Sewer services | 26% | N=82 | 49% | N=153 | 12% | N=38 | 2% | N=5 | 11% | N=35 | 100% | N=313 |
| Power (electric and/or gas) utility | 27% | N=86 | 53% | N=164 | 12% | N=37 | 4% | N=11 | 5% | N=14 | 100% | N=312 |
| Utility billing | 17% | N=53 | 46% | N=145 | 24% | N=75 | 9% | N=27 | 4% | N=14 | 100% | N=314 |
| City parks | 28% | N=88 | 47% | N=149 | 11% | N=36 | 2% | N=6 | 12% | N=36 | 100% | N=315 |
| Recreation programs or classes | 16% | N=48 | 37% | N=114 | 12% | N=36 | 4% | N=13 | 32% | N=100 | 100% | N=312 |
| Recreation centers or facilities | 21% | N=66 | 37% | N=114 | 12% | N=37 | 5% | N=14 | 25% | N=79 | 100% | N=310 |
| Land use, planning and zoning | 10% | N=32 | 30% | N=92 | 24% | N=75 | 7% | N=20 | 28% | N=87 | 100% | N=306 |
| Code enforcement (weeds, abandoned buildings, etc.) | 12% | N=36 | 34% | N=106 | 23% | N=71 | 6% | N=20 | 25% | N=76 | 100% | N=309 |
| Animal control | 16% | N=49 | 39% | N=122 | 15% | N=47 | 5% | N=14 | 25% | N=77 | 100% | N=309 |
| Economic development | 11% | N=35 | 39% | N=122 | 20% | N=61 | 7% | N=22 | 23% | N=71 | 100% | N=311 |
| Health services | 15% | N=47 | 51% | N=157 | 10% | N=32 | 4% | N=13 | 19% | N=59 | 100% | N=308 |
| Public library services | 31% | N=96 | 41% | N=126 | 8% | N=23 | 2% | N=6 | 19% | N=59 | 100% | N=310 |
| Public information services | 18% | N=55 | 44% | N=135 | 12% | N=38 | 2% | N=6 | 24% | N=75 | 100% | N=309 |
| Cable television | 13% | N=40 | 39% | N=120 | 22% | N=69 | 6% | N=18 | 20% | N=64 | 100% | N=311 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 11% | N=34 | 23% | N=71 | 10% | N=32 | 5% | N=16 | 50% | N=155 | 100% | N=309 |
| Preservation of natural areas such as open space, farmlands and greenbelts | 13% | N=40 | 39% | N=118 | 22% | N=65 | 9% | N=26 | 18% | N=54 | 100% | N=304 |
| City-sponsored special events | 17% | N=52 | 39% | N=121 | 14% | N=45 | 6% | N=18 | 24% | N=73 | 100% | N=308 |
| Overall customer service by Surprise employees (police, receptionists, planners, etc.) | 25% | N=76 | 46% | N=139 | 11% | N=34 | 4% | N=14 | 13% | N=41 | 100% | N=305 |
| Services to seniors | 14% | N=43 | 32% | N=98 | 9% | N=26 | 3% | N=10 | 42% | N=129 | 100% | N=307 |
| Services to youth | 9% | N=27 | 26% | N=80 | 10% | N=30 | 4% | N=12 | 52% | N=160 | 100% | N=309 |
| Services to low-income people | 5% | N=16 | 15% | N=47 | 15% | N=47 | 5% | N=16 | 59% | N=180 | 100% | N=305 |

Table 45: Question 11

| Overall, how would you rate the quality of the services provided by each of the following? | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|------|------|-------|------|-------|------|------|------------|------|-------|-------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| The City of Surprise | 21% | N=64 | 55% | N=172 | 14% | N=45 | 3% | N=11 | 7% | N=21 | 100% | N=314 |
| The Federal Government | 3% | N=8 | 26% | N=82 | 33% | N=104 | 21% | N=65 | 17% | N=53 | 100% | N=312 |

Table 46: Question 12

| Please rate the following categories of Surprise government performance: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|------|------|-------|------|------|------|------|------------|------|-------|-------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| The value of services for the taxes paid to Surprise | 12% | N=39 | 45% | N=139 | 22% | N=68 | 7% | N=22 | 14% | N=44 | 100% | N=312 |
| The overall direction that Surprise is taking | 15% | N=48 | 45% | N=142 | 16% | N=51 | 7% | N=21 | 16% | N=52 | 100% | N=313 |
| The job Surprise government does at welcoming citizen involvement | 9% | N=28 | 32% | N=99 | 23% | N=72 | 7% | N=20 | 29% | N=91 | 100% | N=310 |
| Overall confidence in Surprise government | 11% | N=33 | 41% | N=127 | 20% | N=63 | 7% | N=22 | 21% | N=64 | 100% | N=308 |
| Generally acting in the best interest of the community | 13% | N=40 | 39% | N=121 | 22% | N=69 | 8% | N=26 | 18% | N=55 | 100% | N=310 |
| Being honest | 12% | N=36 | 32% | N=98 | 20% | N=61 | 6% | N=18 | 31% | N=96 | 100% | N=309 |

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| Please rate the following categories of Surprise government performance: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|------|------|-------|------|------|------|------|------------|------|-------|-------|
| | 13% | N=40 | 37% | N=114 | 16% | N=50 | 8% | N=25 | 26% | N=80 | 100% | N=308 |
| Treating all residents fairly | | | | | | | | | | | | |

Table 47: Question 13

| Please rate how important, if at all, you think it is for the Surprise community to focus on each of the following in the coming two years: | Essential | | Very important | | Somewhat important | | Not at all important | | Total | |
|---|-----------|-------|----------------|-------|--------------------|------|----------------------|------|-------|-------|
| | | | | | | | | | | |
| Overall feeling of safety in Surprise | 63% | N=200 | 32% | N=101 | 5% | N=15 | 0% | N=1 | 100% | N=317 |
| Overall ease of getting to the places you usually have to visit | 46% | N=144 | 45% | N=140 | 9% | N=28 | 1% | N=2 | 100% | N=313 |
| Quality of overall natural environment in Surprise | 29% | N=93 | 51% | N=160 | 18% | N=57 | 2% | N=5 | 100% | N=315 |
| Overall "built environment" of Surprise (including overall design, buildings, parks and transportation systems) | 30% | N=95 | 54% | N=171 | 14% | N=46 | 1% | N=5 | 100% | N=316 |
| Health and wellness opportunities in Surprise | 31% | N=98 | 47% | N=149 | 19% | N=60 | 3% | N=9 | 100% | N=315 |
| Overall opportunities for education and enrichment | 40% | N=126 | 40% | N=123 | 16% | N=49 | 4% | N=13 | 100% | N=312 |
| Overall economic health of Surprise | 49% | N=154 | 39% | N=122 | 11% | N=34 | 2% | N=6 | 100% | N=316 |
| Sense of community | 38% | N=119 | 45% | N=143 | 15% | N=47 | 2% | N=6 | 100% | N=315 |

Table 48: Question 14

| How much of a priority, if any, should the following projects be for the city to address in the next 3 years? | High priority | | Medium priority | | Not a priority | | Don't know | | Total | |
|---|---------------|-------|-----------------|-------|----------------|------|------------|------|-------|-------|
| | | | | | | | | | | |
| Connected trail system | 28% | N=88 | 35% | N=111 | 28% | N=88 | 9% | N=29 | 100% | N=316 |
| Completed streets | 63% | N=199 | 30% | N=94 | 5% | N=15 | 3% | N=8 | 100% | N=315 |
| Internal circulator system (public city-only bus/van service) | 29% | N=91 | 39% | N=120 | 24% | N=74 | 8% | N=26 | 100% | N=311 |
| Protecting White Tank Mountain Regional Park open space | 53% | N=165 | 32% | N=102 | 8% | N=24 | 7% | N=23 | 100% | N=313 |
| Investing in water resources | 61% | N=191 | 34% | N=106 | 2% | N=7 | 4% | N=12 | 100% | N=315 |
| Multi-purpose recreation complex w/ pool | 29% | N=92 | 38% | N=118 | 27% | N=86 | 6% | N=18 | 100% | N=315 |
| Build more parks | 23% | N=73 | 44% | N=138 | 26% | N=83 | 6% | N=20 | 100% | N=314 |

Table 49: Question 15

| With limited dollars in the General Fund (the city's checking account), to what degree would you support the following funding sources for capital improvement projects, such as street improvements, new parks, fire stations, recreation facilities and more? | Strongly support | | Somewhat support | | Somewhat oppose | | Strongly oppose | | Don't know | | Total | |
|---|------------------|------|------------------|-------|-----------------|------|-----------------|-------|------------|------|-------|-------|
| | | | | | | | | | | | | |
| General Obligation Bonds (secondary property tax) | 6% | N=18 | 28% | N=87 | 23% | N=72 | 26% | N=81 | 17% | N=51 | 100% | N=310 |
| Property tax increase | 5% | N=14 | 19% | N=61 | 26% | N=80 | 42% | N=131 | 8% | N=26 | 100% | N=312 |
| Sales tax increase | 5% | N=16 | 20% | N=62 | 22% | N=69 | 45% | N=140 | 7% | N=21 | 100% | N=309 |
| Road tax (pay for road projects only) | 9% | N=27 | 32% | N=101 | 23% | N=72 | 27% | N=84 | 9% | N=29 | 100% | N=313 |
| Recreation tax (pay for parks, pools, trails, etc. only) | 12% | N=38 | 28% | N=89 | 26% | N=80 | 24% | N=76 | 10% | N=31 | 100% | N=314 |
| Special taxing district | 4% | N=12 | 14% | N=45 | 23% | N=73 | 30% | N=92 | 29% | N=90 | 100% | N=312 |

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Table 50: Question 16

| Currently, Public Safety Personnel are paid using General Fund dollars; the same fund used to pay for street repair, park maintenance, fire stations, etc. To increase funding to pay for more projects, to what degree would you support a public safety tax to pay for Police and Fire-Medical personnel? | Percent | Number |
|---|---------|--------|
| Strongly support | 19% | N=55 |
| Somewhat support | 42% | N=121 |
| Somewhat oppose | 18% | N=53 |
| Strongly oppose | 13% | N=39 |
| Don't know | 8% | N=24 |
| Total | 100% | N=292 |

Table 51: Question 17

| Please indicate how much of a source you consider the following to be for obtaining information about city government, services and events: | Major source | | Minor source | | Not a source | | Total | |
|---|--------------|-------|--------------|-------|--------------|-------|-------|-------|
| City website (www.surpriseaz.gov) | 65% | N=190 | 23% | N=66 | 12% | N=36 | 100% | N=291 |
| Progress Magazine (mailed quarterly) | 54% | N=159 | 36% | N=107 | 10% | N=30 | 100% | N=295 |
| Surprise 11 (local government TV channel) | 24% | N=70 | 27% | N=80 | 49% | N=142 | 100% | N=293 |
| City Social Media (Twitter, Facebook, YouTube) | 20% | N=57 | 33% | N=97 | 47% | N=139 | 100% | N=293 |
| City Council meetings | 21% | N=63 | 34% | N=98 | 45% | N=130 | 100% | N=291 |
| Talking with City officials | 20% | N=58 | 29% | N=83 | 51% | N=149 | 100% | N=289 |
| Local media (newspaper, radio, TV) | 47% | N=137 | 34% | N=100 | 19% | N=56 | 100% | N=293 |
| Word-of-mouth | 28% | N=82 | 39% | N=112 | 33% | N=94 | 100% | N=288 |
| City Notify Me email news releases; council newsletters | 29% | N=85 | 37% | N=107 | 34% | N=97 | 100% | N=289 |

Table 52: Question D1

| How often, if at all, do you do each of the following, considering all of the times you could? | Never | | Rarely | | Sometimes | | Usually | | Always | | Total | |
|--|-------|------|--------|------|-----------|-------|---------|-------|--------|-------|-------|-------|
| Recycle at home | 6% | N=18 | 2% | N=5 | 7% | N=23 | 13% | N=41 | 73% | N=231 | 100% | N=318 |
| Purchase goods or services from a business located in Surprise | 1% | N=2 | 0% | N=1 | 6% | N=18 | 55% | N=173 | 39% | N=122 | 100% | N=316 |
| Eat at least 5 portions of fruits and vegetables a day | 3% | N=8 | 12% | N=37 | 41% | N=129 | 25% | N=80 | 19% | N=60 | 100% | N=314 |
| Participate in moderate or vigorous physical activity | 2% | N=6 | 11% | N=33 | 35% | N=110 | 32% | N=102 | 20% | N=65 | 100% | N=315 |
| Read or watch local news (via television, paper, computer, etc.) | 3% | N=9 | 7% | N=23 | 17% | N=54 | 23% | N=73 | 50% | N=158 | 100% | N=316 |
| Vote in local elections | 12% | N=39 | 6% | N=18 | 12% | N=37 | 22% | N=69 | 48% | N=152 | 100% | N=315 |

Table 53: Question D2

| Would you say that in general your health is: | Percent | Number |
|---|---------|--------|
| Excellent | 18% | N=57 |
| Very good | 45% | N=143 |
| Good | 30% | N=96 |
| Fair | 6% | N=19 |
| Poor | 1% | N=3 |
| Total | 100% | N=318 |

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Table 54: Question D3

| What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be: | Percent | Number |
|--|---------|--------|
| Very positive | 8% | N=25 |
| Somewhat positive | 18% | N=58 |
| Neutral | 54% | N=171 |
| Somewhat negative | 16% | N=52 |
| Very negative | 4% | N=14 |
| Total | 100% | N=319 |

Table 55: Question D4

| What is your employment status? | Percent | Number |
|---------------------------------------|---------|--------|
| Working full time for pay | 50% | N=159 |
| Working part time for pay | 7% | N=23 |
| Unemployed, looking for paid work | 6% | N=18 |
| Unemployed, not looking for paid work | 3% | N=10 |
| Fully retired | 35% | N=111 |
| Total | 100% | N=319 |

Table 56: Question D5

| Do you work inside the boundaries of Surprise? | Percent | Number |
|--|---------|--------|
| Yes, outside the home | 23% | N=70 |
| Yes, from home | 7% | N=21 |
| No | 70% | N=216 |
| Total | 100% | N=307 |

Table 57: Question D6

| How many years have you lived in Surprise? | Percent | Number |
|--|---------|--------|
| Less than 2 years | 17% | N=55 |
| 2 to 5 years | 23% | N=72 |
| 6 to 10 years | 25% | N=80 |
| 11 to 20 years | 33% | N=106 |
| More than 20 years | 1% | N=4 |
| Total | 100% | N=318 |

Table 58: Question D7

| Which best describes the building you live in? | Percent | Number |
|--|---------|--------|
| One family house detached from any other houses | 91% | N=289 |
| Building with two or more homes (duplex, townhome, apartment or condominium) | 8% | N=25 |
| Mobile home | 0% | N=1 |
| Other | 1% | N=3 |
| Total | 100% | N=318 |

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Table 59: Question D8

| Is this house, apartment or mobile home... | Percent | Number |
|--|---------|--------|
| Rented | 18% | N=58 |
| Owned | 82% | N=257 |
| Total | 100% | N=315 |

Table 60: Question D9

| About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)? | Percent | Number |
|---|---------|--------|
| Less than \$300 per month | 3% | N=8 |
| \$300 to \$599 per month | 11% | N=33 |
| \$600 to \$999 per month | 27% | N=83 |
| \$1,000 to \$1,499 per month | 39% | N=121 |
| \$1,500 to \$2,499 per month | 16% | N=48 |
| \$2,500 or more per month | 4% | N=13 |
| Total | 100% | N=306 |

Table 61: Question D10

| Do any children 17 or under live in your household? | Percent | Number |
|---|---------|--------|
| No | 73% | N=231 |
| Yes | 27% | N=86 |
| Total | 100% | N=318 |

Table 62: Question D11

| Are you or any other members of your household aged 65 or older? | Percent | Number |
|--|---------|--------|
| No | 61% | N=193 |
| Yes | 39% | N=125 |
| Total | 100% | N=318 |

Table 63: Question D12

| How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.) | Percent | Number |
|--|---------|--------|
| Less than \$25,000 | 12% | N=35 |
| \$25,000 to \$49,999 | 23% | N=71 |
| \$50,000 to \$99,999 | 42% | N=126 |
| \$100,000 to \$149,999 | 17% | N=50 |
| \$150,000 or more | 6% | N=19 |
| Total | 100% | N=302 |

Table 64: Question D13

| Are you Spanish, Hispanic or Latino? | Percent | Number |
|--|---------|--------|
| No, not Spanish, Hispanic or Latino | 89% | N=274 |
| Yes, I consider myself to be Spanish, Hispanic or Latino | 11% | N=36 |
| Total | 100% | N=310 |

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Table 65: Question D14

| What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.) | Percent | Number |
|---|---------|--------|
| American Indian or Alaskan Native | 2% | N=7 |
| Asian, Asian Indian or Pacific Islander | 6% | N=18 |
| Black or African American | 6% | N=17 |
| White | 85% | N=260 |
| Other | 5% | N=17 |

Total may exceed 100% as respondents could select more than one option.

Table 66: Question D15

| In which category is your age? | Percent | Number |
|--------------------------------|---------|--------|
| 18 to 24 years | 1% | N=2 |
| 25 to 34 years | 20% | N=63 |
| 35 to 44 years | 13% | N=41 |
| 45 to 54 years | 21% | N=66 |
| 55 to 64 years | 10% | N=33 |
| 65 to 74 years | 19% | N=61 |
| 75 years or older | 16% | N=49 |
| Total | 100% | N=315 |

Table 67: Question D16

| What is your sex? | Percent | Number |
|-------------------|---------|--------|
| Female | 54% | N=169 |
| Male | 46% | N=143 |
| Total | 100% | N=311 |

Table 68: Question D17

| Do you consider a cell phone or landline your primary telephone number? | Percent | Number |
|---|---------|--------|
| Cell | 63% | N=198 |
| Land line | 20% | N=64 |
| Both | 17% | N=53 |
| Total | 100% | N=316 |

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Surprise chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Surprise’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Surprise’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Surprise’s rating to the benchmark.

In that final column, Surprise’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Surprise residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

| Benchmark Database Characteristics | |
|------------------------------------|---------|
| Region | Percent |
| New England | 3% |
| Middle Atlantic | 5% |
| East North Central | 15% |
| West North Central | 13% |
| South Atlantic | 22% |
| East South Central | 3% |
| West South Central | 7% |
| Mountain | 16% |
| Pacific | 16% |
| Population | Percent |
| Less than 10,000 | 10% |
| 10,000 to 24,999 | 22% |
| 25,000 to 49,999 | 23% |
| 50,000 to 99,999 | 22% |
| 100,000 or more | 23% |

National Benchmark Comparisons

Table 69: Community Characteristics General

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| The overall quality of life in Surprise | 85% | 175 | 397 | Similar |
| Overall image or reputation of Surprise | 76% | 142 | 296 | Similar |
| Surprise as a place to live | 89% | 159 | 340 | Similar |
| Your neighborhood as a place to live | 85% | 96 | 262 | Similar |
| Surprise as a place to raise children | 75% | 212 | 331 | Similar |
| Surprise as a place to retire | 86% | 19 | 314 | Higher |
| Overall appearance of Surprise | 88% | 50 | 309 | Higher |

Table 70: Community Characteristics by Facet

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|----------------------------|---|------------------|------|-------------------------------------|-------------------------|
| Safety | Overall feeling of safety in Surprise | 88% | 99 | 226 | Similar |
| | In your neighborhood during the day | 93% | 145 | 302 | Similar |
| | In Surprise's commercial areas during the day | 94% | 120 | 256 | Similar |
| Mobility | Overall ease of getting to the places you usually have to visit | 72% | 74 | 142 | Similar |
| | Availability of paths and walking trails | 58% | 155 | 265 | Similar |
| | Ease of walking in Surprise | 68% | 119 | 246 | Similar |
| | Ease of travel by bicycle in Surprise | 51% | 134 | 250 | Similar |
| | Ease of travel by public transportation in Surprise | 27% | 110 | 125 | Lower |
| | Ease of travel by car in Surprise | 67% | 122 | 253 | Similar |
| | Ease of public parking | 74% | 20 | 118 | Higher |
| | Traffic flow on major streets | 46% | 173 | 298 | Similar |
| Natural Environment | Quality of overall natural environment in Surprise | 80% | 110 | 234 | Similar |
| | Cleanliness of Surprise | 88% | 52 | 227 | Higher |
| | Air quality | 68% | 127 | 210 | Similar |
| Built Environment | Overall "built environment" of Surprise (including overall design, buildings and parks) | 81% | 27 | 136 | Higher |
| | Overall quality of new development in Surprise | 58% | 109 | 242 | Similar |
| | Availability of affordable quality housing | 76% | 5 | 254 | Higher |
| | Variety of housing options | 78% | 27 | 233 | Higher |
| | Public places where people want to spend time | 69% | 59 | 129 | Similar |
| Economy | Overall economic health of Surprise | 69% | 59 | 141 | Similar |
| | Vibrant commercial area | 54% | 49 | 126 | Similar |
| | Overall quality of business and service establishments in Surprise | 67% | 106 | 227 | Similar |
| | Cost of living in Surprise | 69% | 4 | 135 | Higher |
| | Shopping opportunities | 60% | 108 | 252 | Similar |
| | Employment opportunities | 31% | 144 | 266 | Similar |
| | Surprise as a place to visit | 66% | 78 | 149 | Similar |
| | Surprise as a place to work | 59% | 149 | 305 | Similar |
| Recreation and Wellness | Health and wellness opportunities in Surprise | 80% | 43 | 138 | Similar |
| | Availability of affordable quality mental health care | 55% | 38 | 118 | Similar |
| | Availability of preventive health services | 76% | 52 | 191 | Similar |
| | Availability of affordable quality health care | 78% | 40 | 215 | Similar |
| | Availability of affordable quality food | 72% | 55 | 191 | Similar |
| Recreational opportunities | 67% | 129 | 258 | Similar | |

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| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--------------------------|---|------------------|------|-------------------------------------|-------------------------|
| | Fitness opportunities (including exercise classes and paths or trails, etc.) | 65% | 86 | 133 | Similar |
| Education and Enrichment | Overall opportunities for education and enrichment | 57% | 99 | 136 | Similar |
| | Opportunities to participate in religious or spiritual events and activities | 79% | 70 | 171 | Similar |
| | Opportunities to attend cultural/arts/music activities | 47% | 166 | 251 | Similar |
| | Adult educational opportunities | 44% | 101 | 123 | Similar |
| | K-12 education | 57% | 180 | 224 | Lower |
| | Availability of affordable quality child care/preschool | 58% | 95 | 213 | Similar |
| Community Engagement | Opportunities to participate in social events and activities | 59% | 124 | 214 | Similar |
| | Neighborhoodliness of Surprise | 60% | 78 | 131 | Similar |
| | Openness and acceptance of the community toward people of diverse backgrounds | 71% | 78 | 244 | Similar |
| | Opportunities to participate in community matters | 63% | 119 | 227 | Similar |
| | Opportunities to volunteer | 73% | 98 | 221 | Similar |

Table 71: Governance General

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Services provided by the City of Surprise | 81% | 155 | 385 | Similar |
| Overall customer service by Surprise employees (police, receptionists, planners, etc.) | 82% | 125 | 320 | Similar |
| Value of services for the taxes paid to Surprise | 66% | 76 | 346 | Similar |
| Overall direction that Surprise is taking | 73% | 52 | 277 | Similar |
| Job Surprise government does at welcoming citizen involvement | 58% | 91 | 264 | Similar |
| Overall confidence in Surprise government | 65% | 36 | 136 | Similar |
| Generally acting in the best interest of the community | 63% | 44 | 136 | Similar |
| Being honest | 63% | 49 | 132 | Similar |
| Treating all residents fairly | 67% | 34 | 135 | Similar |
| Services provided by the Federal Government | 35% | 156 | 205 | Similar |

Table 72: Governance by Facet

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|----------|--|------------------|------|-------------------------------------|-------------------------|
| Safety | Police services | 89% | 100 | 382 | Similar |
| | Fire services | 98% | 70 | 309 | Similar |
| | Ambulance or emergency medical services | 95% | 91 | 298 | Similar |
| | Crime prevention | 85% | 71 | 306 | Similar |
| | Fire prevention and education | 88% | 84 | 243 | Similar |
| | Animal control | 74% | 73 | 294 | Similar |
| | Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 69% | 89 | 240 | Similar |
| Mobility | Traffic enforcement | 66% | 163 | 326 | Similar |
| | Street repair | 66% | 69 | 371 | Higher |
| | Street cleaning | 83% | 15 | 275 | Higher |
| | Street lighting | 84% | 10 | 270 | Higher |
| | Sidewalk maintenance | 82% | 7 | 275 | Higher |

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| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--------------------------|--|------------------|------|-------------------------------------|-------------------------|
| | Traffic signal timing | 62% | 41 | 214 | Similar |
| | Bus or transit services | 33% | 172 | 182 | Lower |
| Natural Environment | Garbage collection | 93% | 39 | 307 | Similar |
| | Recycling | 87% | 76 | 313 | Similar |
| | Yard waste pick-up | 77% | 116 | 227 | Similar |
| | Drinking water | 66% | 183 | 291 | Similar |
| | Preservation of natural areas such as open space, farmlands and greenbelts | 63% | 108 | 218 | Similar |
| | Storm water drainage | 74% | 48 | 314 | Similar |
| Built Environment | Sewer services | 84% | 67 | 275 | Similar |
| | Power (electric and/or gas) utility | 84% | 40 | 139 | Similar |
| | Utility billing | 66% | 77 | 121 | Similar |
| | Land use, planning and zoning | 57% | 64 | 254 | Similar |
| | Code enforcement (weeds, abandoned buildings, etc.) | 61% | 87 | 314 | Similar |
| | Cable television | 65% | 24 | 163 | Similar |
| Economy | Economic development | 65% | 62 | 242 | Similar |
| Recreation and Wellness | City parks | 85% | 122 | 284 | Similar |
| | Recreation programs or classes | 77% | 147 | 297 | Similar |
| | Recreation centers or facilities | 78% | 87 | 241 | Similar |
| | Health services | 82% | 45 | 167 | Similar |
| Education and Enrichment | City-sponsored special events | 74% | 54 | 145 | Similar |
| | Public library services | 88% | 124 | 299 | Similar |
| Community Engagement | Public information services | 81% | 47 | 246 | Similar |

Table 73: Participation General

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Sense of community | 61% | 153 | 261 | Similar |
| Recommend living in Surprise to someone who asks | 88% | 126 | 235 | Similar |
| Remain in Surprise for the next five years | 89% | 59 | 230 | Similar |
| Contacted Surprise (in-person, phone, email or web) for help or information | 46% | 132 | 267 | Similar |

Table 74: Participation by Facet

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---------------------|--|------------------|------|-------------------------------------|-------------------------|
| Safety | Stocked supplies in preparation for an emergency | 23% | 113 | 122 | Lower |
| | Did NOT report a crime to the police | 85% | 28 | 132 | Similar |
| | Household member was NOT a victim of a crime | 92% | 57 | 227 | Similar |
| Mobility | Used bus or other public transportation instead of driving | 7% | 90 | 109 | Much lower |
| | Carpooled with other adults or children instead of driving alone | 38% | 91 | 128 | Similar |
| | Walked or biked instead of driving | 43% | 109 | 132 | Lower |
| Natural Environment | Made efforts to conserve water | 91% | 22 | 123 | Similar |
| | Made efforts to make your home more energy efficient | 77% | 61 | 123 | Similar |
| | Recycle at home | 93% | 75 | 214 | Similar |
| Built Environment | Did NOT observe a code violation or other hazard in Surprise | 50% | 66 | 124 | Similar |

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| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--------------------------|---|------------------|------|-------------------------------------|-------------------------|
| Economy | NOT experiencing housing costs stress | 71% | 78 | 210 | Similar |
| | Purchase goods or services from a business located in Surprise | 99% | 8 | 128 | Similar |
| | Economy will have positive impact on income | 26% | 103 | 212 | Similar |
| | Work inside boundaries of Surprise | 30% | 97 | 128 | Lower |
| Recreation and Wellness | Used Surprise recreation centers or their services | 59% | 80 | 199 | Similar |
| | Visited a neighborhood park or City park | 73% | 206 | 230 | Similar |
| | Eat at least 5 portions of fruits and vegetables a day | 86% | 45 | 125 | Similar |
| | Participate in moderate or vigorous physical activity | 88% | 35 | 126 | Similar |
| Education and Enrichment | In very good to excellent health | 63% | 67 | 127 | Similar |
| | Used Surprise public libraries or their services | 67% | 96 | 200 | Similar |
| | Participated in religious or spiritual activities in Surprise | 50% | 80 | 169 | Similar |
| | Attended City-sponsored event | 45% | 91 | 129 | Similar |
| Community Engagement | Campaigned or advocated for an issue, cause or candidate | 12% | 115 | 120 | Similar |
| | Contacted Surprise elected officials (in-person, phone, email or web) to express your opinion | 11% | 115 | 127 | Similar |
| | Volunteered your time to some group/activity in Surprise | 24% | 197 | 219 | Lower |
| | Participated in a club | 21% | 150 | 197 | Similar |
| | Talked to or visited with your immediate neighbors | 91% | 66 | 128 | Similar |
| | Done a favor for a neighbor | 78% | 92 | 124 | Similar |
| | Attended a local public meeting | 18% | 153 | 219 | Similar |
| | Watched (online or on television) a local public meeting | 24% | 116 | 184 | Similar |
| | Read or watch local news (via television, paper, computer, etc.) | 90% | 23 | 127 | Similar |
| | Vote in local elections | 82% | 90 | 212 | Similar |

Communities included in national comparisons

The communities included in Surprise’s comparisons are listed on the following pages along with their population according to the 2010 Census.

| | | | |
|--------------------------------|---------|----------------------------------|---------|
| Adams County, CO | 441,603 | Arlington County, VA | 207,627 |
| Airway Heights city, WA | 6,114 | Arvada city, CO | 106,433 |
| Albany city, OR | 50,158 | Asheville city, NC | 83,393 |
| Albemarle County, VA | 98,970 | Ashland city, OR | 20,078 |
| Albert Lea city, MN | 18,016 | Ashland town, VA | 7,225 |
| Algonquin village, IL | 30,046 | Aspen city, CO | 6,658 |
| Aliso Viejo city, CA | 47,823 | Auburn city, AL | 53,380 |
| Altoona city, IA | 14,541 | Auburn city, WA | 70,180 |
| American Canyon city, CA | 19,454 | Augusta CCD, GA | 134,777 |
| Ames city, IA | 58,965 | Aurora city, CO | 325,078 |
| Andover CDP, MA | 8,762 | Austin city, TX | 790,390 |
| Ankeny city, IA | 45,582 | Bainbridge Island city, WA | 23,025 |
| Ann Arbor city, MI | 113,934 | Baltimore city, MD | 620,961 |
| Annapolis city, MD | 38,394 | Bartonville town, TX | 1,469 |
| Apache Junction city, AZ | 35,840 | Battle Creek city, MI | 52,347 |
| Apple Valley town, CA | 69,135 | Bay City city, MI | 34,932 |
| Arapahoe County, CO | 572,003 | Baytown city, TX | 71,802 |
| Arkansas City city, AR | 366 | Bedford city, TX | 46,979 |
| Arlington city, TX | 365,438 | Bedford town, MA | 13,320 |

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| | | | |
|-----------------------------------|---------|----------------------------------|-----------|
| Bellevue city, WA | 122,363 | Columbus city, WI..... | 4,991 |
| Bellingham city, WA | 80,885 | Commerce City city, CO..... | 45,913 |
| Beltrami County, MN | 44,442 | Concord city, CA | 122,067 |
| Benbrook city, TX..... | 21,234 | Concord town, MA..... | 17,668 |
| Bend city, OR..... | 76,639 | Cookeville city, TN | 30,435 |
| Benicia city, CA | 26,997 | Coon Rapids city, MN | 61,476 |
| Bettendorf city, IA..... | 33,217 | Copperas Cove city, TX..... | 32,032 |
| Billings city, MT | 104,170 | Coronado city, CA | 18,912 |
| Blaine city, MN..... | 57,186 | Corvallis city, OR..... | 54,462 |
| Bloomfield Hills city, MI | 3,869 | Creve Coeur city, MO | 17,833 |
| Bloomington city, MN | 82,893 | Cross Roads town, TX | 1,563 |
| Blue Springs city, MO | 52,575 | Crystal Lake city, IL..... | 40,743 |
| Boise City city, ID..... | 205,671 | Dacono city, CO..... | 4,152 |
| Boone County, KY | 118,811 | Dade City city, FL..... | 6,437 |
| Boulder city, CO | 97,385 | Dakota County, MN | 398,552 |
| Bowling Green city, KY | 58,067 | Dallas city, OR | 14,583 |
| Brentwood city, MO..... | 8,055 | Dallas city, TX..... | 1,197,816 |
| Brentwood city, TN | 37,060 | Danville city, KY | 16,218 |
| Brighton city, CO..... | 33,352 | Dardenne Prairie city, MO | 11,494 |
| Bristol city, TN | 26,702 | Davenport city, IA | 99,685 |
| Broken Arrow city, OK | 98,850 | Davidson town, NC..... | 10,944 |
| Brookfield city, WI..... | 37,920 | Dayton city, OH | 141,527 |
| Brookline CDP, MA | 58,732 | Decatur city, GA..... | 19,335 |
| Broomfield city, CO | 55,889 | Del Mar city, CA | 4,161 |
| Brownsburg town, IN | 21,285 | Delray Beach city, FL..... | 60,522 |
| Bryan city, TX | 76,201 | Denison city, TX..... | 22,682 |
| Burien city, WA | 33,313 | Denton city, TX | 113,383 |
| Burleson city, TX..... | 36,690 | Denver city, CO..... | 600,158 |
| Cabarrus County, NC..... | 178,011 | Derby city, KS..... | 22,158 |
| Cambridge city, MA | 105,162 | Des Peres city, MO | 8,373 |
| Canton city, SD..... | 3,057 | Destin city, FL..... | 12,305 |
| Cape Coral city, FL | 154,305 | Dorchester County, MD | 32,618 |
| Cape Girardeau city, MO..... | 37,941 | Dothan city, AL | 65,496 |
| Carlisle borough, PA | 18,682 | Douglas County, CO | 285,465 |
| Carlsbad city, CA | 105,328 | Dover city, NH | 29,987 |
| Carroll city, IA..... | 10,103 | Dublin city, CA | 46,036 |
| Cartersville city, GA | 19,731 | Duluth city, MN..... | 86,265 |
| Cary town, NC | 135,234 | Duncanville city, TX..... | 38,524 |
| Casa Grande city, AZ..... | 48,571 | Durham city, NC | 228,330 |
| Casper city, WY | 55,316 | Eagle town, CO | 6,508 |
| Castine town, ME | 1,366 | East Baton Rouge Parish, LA..... | 440,171 |
| Castle Pines North city, CO | 10,360 | East Grand Forks city, MN..... | 8,601 |
| Castle Rock town, CO..... | 48,231 | East Lansing city, MI | 48,579 |
| Centennial city, CO..... | 100,377 | Eau Claire city, WI | 65,883 |
| Centralia city, IL..... | 13,032 | Eden Prairie city, MN | 60,797 |
| Chambersburg borough, PA | 20,268 | Edgerton city, KS | 1,671 |
| Chandler city, AZ | 236,123 | Edgewater city, CO | 5,170 |
| Chanhassen city, MN | 22,952 | Edina city, MN..... | 47,941 |
| Chapel Hill town, NC | 57,233 | Edmond city, OK..... | 81,405 |
| Charlotte city, NC..... | 731,424 | Edmonds city, WA | 39,709 |
| Charlotte County, FL | 159,978 | El Cerrito city, CA | 23,549 |
| Charlottesville city, VA | 43,475 | El Dorado County, CA | 181,058 |
| Chattanooga city, TN..... | 167,674 | El Paso city, TX | 649,121 |
| Chesterfield County, VA..... | 316,236 | Elk Grove city, CA | 153,015 |
| Chippewa Falls city, WI | 13,661 | Elk River city, MN..... | 22,974 |
| Citrus Heights city, CA | 83,301 | Elko New Market city, MN | 4,110 |
| Clackamas County, OR | 375,992 | Elmhurst city, IL..... | 44,121 |
| Clarendon Hills village, IL | 8,427 | Encinitas city, CA | 59,518 |
| Clayton city, MO..... | 15,939 | Englewood city, CO | 30,255 |
| Clearwater city, FL | 107,685 | Erie town, CO | 18,135 |
| Cleveland Heights city, OH..... | 46,121 | Escambia County, FL | 297,619 |
| Clive city, IA | 15,447 | Estes Park town, CO | 5,858 |
| Clovis city, CA | 95,631 | Fairview town, TX | 7,248 |
| College Park city, MD | 30,413 | Farmington Hills city, MI..... | 79,740 |
| College Station city, TX..... | 93,857 | Fayetteville city, NC..... | 200,564 |
| Colleyville city, TX | 22,807 | Fishers town, IN | 76,794 |
| Collinsville city, IL | 25,579 | Flower Mound town, TX..... | 64,669 |
| Columbia city, MO..... | 108,500 | Forest Grove city, OR | 21,083 |
| Columbia city, SC | 129,272 | Fort Collins city, CO..... | 143,986 |
| Columbia Falls city, MT | 4,688 | Fort Smith city, AR | 86,209 |

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| | | | |
|---------------------------------|---------|---------------------------------|-----------|
| Fort Worth city, TX..... | 741,206 | Jefferson County, CO | 534,543 |
| Fountain Hills town, AZ..... | 22,489 | Jefferson County, NY..... | 116,229 |
| Franklin city, TN..... | 62,487 | Jerome city, ID | 10,890 |
| Fredericksburg city, VA..... | 24,286 | Johnson City city, TN..... | 63,152 |
| Fremont city, CA | 214,089 | Johnston city, IA | 17,278 |
| Friendswood city, TX | 35,805 | Jupiter town, FL..... | 55,156 |
| Fruita city, CO..... | 12,646 | Kalamazoo city, MI..... | 74,262 |
| Gahanna city, OH..... | 33,248 | Kansas City city, KS..... | 145,786 |
| Gaithersburg city, MD..... | 59,933 | Kansas City city, MO..... | 459,787 |
| Galveston city, TX | 47,743 | Keizer city, OR..... | 36,478 |
| Gardner city, KS..... | 19,123 | Kenmore city, WA | 20,460 |
| Geneva city, NY | 13,261 | Kennedale city, TX | 6,763 |
| Georgetown city, TX..... | 47,400 | Kennett Square borough, PA..... | 6,072 |
| Gilbert town, AZ..... | 208,453 | Kettering city, OH | 56,163 |
| Gillette city, WY | 29,087 | Key West city, FL | 24,649 |
| Glendora city, CA | 50,073 | King County, WA..... | 1,931,249 |
| Glenview village, IL | 44,692 | Kirkland city, WA..... | 48,787 |
| Globe city, AZ | 7,532 | Kirkwood city, MO | 27,540 |
| Golden Valley city, MN..... | 20,371 | Knoxville city, IA | 7,313 |
| Goodyear city, AZ | 65,275 | La Mesa city, CA | 57,065 |
| Grafton village, WI..... | 11,459 | La Plata town, MD..... | 8,753 |
| Grand Blanc city, MI..... | 8,276 | La Porte city, TX | 33,800 |
| Grand Island city, NE | 48,520 | La Vista city, NE..... | 15,758 |
| Grass Valley city, CA..... | 12,860 | Lafayette city, CO | 24,453 |
| Greeley city, CO | 92,889 | Laguna Beach city, CA..... | 22,723 |
| Green Valley CDP, AZ..... | 21,391 | Laguna Hills city, CA..... | 30,344 |
| Greenville city, NC..... | 84,554 | Laguna Niguel city, CA | 62,979 |
| Greenwich town, CT..... | 61,171 | Lake Oswego city, OR | 36,619 |
| Greenwood Village city, CO..... | 13,925 | Lake Stevens city, WA | 28,069 |
| Greer city, SC | 25,515 | Lake Worth city, FL | 34,910 |
| Guilford County, NC | 488,406 | Lake Zurich village, IL | 19,631 |
| Gunnison County, CO | 15,324 | Lakeville city, MN | 55,954 |
| Gurnee village, IL..... | 31,295 | Lakewood city, CO | 142,980 |
| Hailey city, ID..... | 7,960 | Lane County, OR..... | 351,715 |
| Haines Borough, AK | 2,508 | Larimer County, CO..... | 299,630 |
| Hallandale Beach city, FL..... | 37,113 | Las Cruces city, NM..... | 97,618 |
| Hamilton city, OH..... | 62,477 | Las Vegas city, NV | 583,756 |
| Hanover County, VA | 99,863 | Lawrence city, KS..... | 87,643 |
| Harrisonburg city, VA | 48,914 | League City city, TX | 83,560 |
| Harrisonville city, MO | 10,019 | Lee's Summit city, MO | 91,364 |
| Hayward city, CA | 144,186 | Lehi city, UT | 47,407 |
| Henderson city, NV | 257,729 | Lenexa city, KS | 48,190 |
| Herndon town, VA..... | 23,292 | Lewis County, NY | 27,087 |
| High Point city, NC | 104,371 | Lewisville city, TX..... | 95,290 |
| Highland Park city, IL..... | 29,763 | Libertyville village, IL..... | 20,315 |
| Highlands Ranch CDP, CO | 96,713 | Lincoln city, NE | 258,379 |
| Hillsborough town, NC..... | 6,087 | Lindsborg city, KS | 3,458 |
| Holland city, MI..... | 33,051 | Littleton city, CO | 41,737 |
| Honolulu County, HI..... | 953,207 | Livermore city, CA..... | 80,968 |
| Hooksett town, NH..... | 13,451 | Lombard village, IL | 43,165 |
| Hopkins city, MN | 17,591 | Lone Tree city, CO | 10,218 |
| Hopkinton town, MA..... | 14,925 | Long Grove village, IL | 8,043 |
| Hoquiam city, WA | 8,726 | Longmont city, CO | 86,270 |
| Horry County, SC | 269,291 | Longview city, TX..... | 80,455 |
| Hudson city, OH..... | 22,262 | Los Alamos County, NM..... | 17,950 |
| Hudson town, CO..... | 2,356 | Louisville city, CO..... | 18,376 |
| Hudsonville city, MI..... | 7,116 | Lynchburg city, VA | 75,568 |
| Huntersville town, NC..... | 46,773 | Lynnwood city, WA | 35,836 |
| Hurst city, TX..... | 37,337 | Macomb County, MI | 840,978 |
| Hutchinson city, MN | 14,178 | Madison city, WI | 233,209 |
| Hutto city, TX | 14,698 | Manhattan Beach city, CA..... | 35,135 |
| Hyattsville city, MD | 17,557 | Mankato city, MN | 39,309 |
| Independence city, MO..... | 116,830 | Maple Grove city, MN | 61,567 |
| Indian Trail town, NC | 33,518 | Maple Valley city, WA | 22,684 |
| Indianola city, IA..... | 14,782 | Maricopa County, AZ | 3,817,117 |
| Iowa City city, IA | 67,862 | Martinez city, CA..... | 35,824 |
| Issaquah city, WA | 30,434 | Maryland Heights city, MO..... | 27,472 |
| Jackson County, MI..... | 160,248 | Matthews town, NC..... | 27,198 |
| James City County, VA | 67,009 | McAllen city, TX | 129,877 |
| Jefferson City city, MO..... | 43,079 | McDonough city, GA..... | 22,084 |

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| | | | |
|-------------------------------------|---------|--------------------------------|-----------|
| McKinney city, TX..... | 131,117 | Parker town, CO | 45,297 |
| McMinnville city, OR | 32,187 | Parkland city, FL | 23,962 |
| Medford city, OR..... | 74,907 | Pasadena city, CA | 137,122 |
| Menlo Park city, CA | 32,026 | Pasco city, WA | 59,781 |
| Mercer Island city, WA | 22,699 | Pasco County, FL | 464,697 |
| Meridian charter township, MI | 39,688 | Pearland city, TX..... | 91,252 |
| Meridian city, ID | 75,092 | Peoria city, AZ | 154,065 |
| Merriam city, KS..... | 11,003 | Peoria city, IL | 115,007 |
| Mesa County, CO | 146,723 | Peoria County, IL | 186,494 |
| Miami Beach city, FL | 87,779 | Petoskey city, MI | 5,670 |
| Miami city, FL | 399,457 | Pflugerville city, TX | 46,936 |
| Middleton city, WI..... | 17,442 | Phoenix city, AZ | 1,445,632 |
| Midland city, MI | 41,863 | Pinal County, AZ | 375,770 |
| Milford city, DE | 9,559 | Pinehurst village, NC | 13,124 |
| Milton city, GA | 32,661 | Piqua city, OH..... | 20,522 |
| Minneapolis city, MN | 382,578 | Pitkin County, CO..... | 17,148 |
| Mission Viejo city, CA | 93,305 | Plano city, TX | 259,841 |
| Modesto city, CA | 201,165 | Platte City city, MO..... | 4,691 |
| Monterey city, CA..... | 27,810 | Plymouth city, MN..... | 70,576 |
| Montgomery County, VA..... | 94,392 | Pocatello city, ID..... | 54,255 |
| Monticello city, UT..... | 1,972 | Polk County, IA..... | 430,640 |
| Monument town, CO | 5,530 | Pompano Beach city, FL | 99,845 |
| Mooreville town, NC..... | 32,711 | Port Huron city, MI..... | 30,184 |
| Morristown city, TN..... | 29,137 | Port Orange city, FL | 56,048 |
| Morrisville town, NC | 18,576 | Portland city, OR..... | 583,776 |
| Moscow city, ID | 23,800 | Post Falls city, ID | 27,574 |
| Mountain Village town, CO..... | 1,320 | Prince William County, VA..... | 402,002 |
| Mountlake Terrace city, WA | 19,909 | Prior Lake city, MN | 22,796 |
| Muscatine city, IA | 22,886 | Provo city, UT | 112,488 |
| Naperville city, IL | 141,853 | Pueblo city, CO | 106,595 |
| Needham CDP, MA | 28,886 | Purcellville town, VA..... | 7,727 |
| New Braunfels city, TX | 57,740 | Queen Creek town, AZ | 26,361 |
| New Brighton city, MN..... | 21,456 | Radnor township, PA..... | 31,531 |
| New Hanover County, NC | 202,667 | Ramsey city, MN | 23,668 |
| New Orleans city, LA | 343,829 | Rapid City city, SD | 67,956 |
| New Smyrna Beach city, FL | 22,464 | Raymore city, MO | 19,206 |
| Newberg city, OR..... | 22,068 | Redmond city, WA | 54,144 |
| Newport Beach city, CA | 85,186 | Rehoboth Beach city, DE | 1,327 |
| Newport News city, VA | 180,719 | Reno city, NV..... | 225,221 |
| Newton city, IA | 15,254 | Reston CDP, VA | 58,404 |
| Noblesville city, IN | 51,969 | Richmond city, CA..... | 103,701 |
| Nogales city, AZ..... | 20,837 | Richmond Heights city, MO..... | 8,603 |
| Norfolk city, VA..... | 242,803 | Rifle city, CO..... | 9,172 |
| North Richland Hills city, TX..... | 63,343 | River Falls city, WI | 15,000 |
| Northglenn city, CO..... | 35,789 | Riverdale city, UT..... | 8,426 |
| Novato city, CA | 51,904 | Riverside city, CA | 303,871 |
| Novi city, MI | 55,224 | Riverside city, MO | 2,937 |
| O'Fallon city, IL..... | 28,281 | Rochester Hills city, MI..... | 70,995 |
| O'Fallon city, MO..... | 79,329 | Rock Hill city, SC..... | 66,154 |
| Oak Park village, IL | 51,878 | Rockford city, IL | 152,871 |
| Oakland city, CA | 390,724 | Rockville city, MD..... | 61,209 |
| Oakland Park city, FL..... | 41,363 | Rogers city, MN | 8,597 |
| Oakley city, CA | 35,432 | Rolla city, MO | 19,559 |
| Ogdensburg city, NY | 11,128 | Roselle village, IL..... | 22,763 |
| Oklahoma City city, OK..... | 579,999 | Rosemount city, MN | 21,874 |
| Olathe city, KS | 125,872 | Roseville city, MN | 33,660 |
| Old Town city, ME | 7,840 | Roswell city, GA | 88,346 |
| Olmsted County, MN | 144,248 | Round Rock city, TX..... | 99,887 |
| Olympia city, WA | 46,478 | Royal Oak city, MI..... | 57,236 |
| Orland Park village, IL | 56,767 | Saco city, ME..... | 18,482 |
| Oshkosh city, WI..... | 66,083 | Sahuarita town, AZ | 25,259 |
| Oshemo charter township, MI..... | 21,705 | Sammamish city, WA..... | 45,780 |
| Otsego County, MI | 24,164 | San Anselmo town, CA | 12,336 |
| Overland Park city, KS..... | 173,372 | San Antonio city, TX..... | 1,327,407 |
| Oviedo city, FL..... | 33,342 | San Carlos city, CA..... | 28,406 |
| Paducah city, KY | 25,024 | San Diego city, CA | 1,307,402 |
| Palm Coast city, FL..... | 75,180 | San Francisco city, CA | 805,235 |
| Palo Alto city, CA | 64,403 | San Jose city, CA | 945,942 |
| Papillion city, NE | 18,894 | San Juan County, NM | 130,044 |
| Park City city, UT | 7,558 | San Marcos city, CA..... | 83,781 |

The National Citizen Survey™

| | | | |
|----------------------------------|---------|-----------------------------------|---------|
| San Marcos city, TX..... | 44,894 | Temecula city, CA | 100,097 |
| San Rafael city, CA..... | 57,713 | Tempe city, AZ | 161,719 |
| Sandy Springs city, GA | 93,853 | Temple city, TX..... | 66,102 |
| Sanford city, FL..... | 53,570 | The Woodlands CDP, TX..... | 93,847 |
| Sangamon County, IL..... | 197,465 | Thornton city, CO..... | 118,772 |
| Santa Clarita city, CA..... | 176,320 | Thousand Oaks city, CA..... | 126,683 |
| Santa Fe County, NM..... | 144,170 | Tigard city, OR..... | 48,035 |
| Santa Monica city, CA..... | 89,736 | Tracy city, CA | 82,922 |
| Sarasota County, FL..... | 379,448 | Tualatin city, OR | 26,054 |
| Savage city, MN | 26,911 | Tulsa city, OK | 391,906 |
| Scarborough CDP, ME | 4,403 | Twin Falls city, ID | 44,125 |
| Schaumburg village, IL..... | 74,227 | Tyler city, TX | 96,900 |
| Scott County, MN | 129,928 | Umatilla city, OR | 6,906 |
| Scottsdale city, AZ | 217,385 | Upper Arlington city, OH..... | 33,771 |
| Seaside city, CA | 33,025 | Urbandale city, IA | 39,463 |
| SeaTac city, WA..... | 26,909 | Vail town, CO..... | 5,305 |
| Sevierville city, TN..... | 14,807 | Vancouver city, WA | 161,791 |
| Shawnee city, KS | 62,209 | Vestavia Hills city, AL | 34,033 |
| Sheboygan city, WI | 49,288 | Victoria city, MN..... | 7,345 |
| Shoreview city, MN | 25,043 | Virginia Beach city, VA..... | 437,994 |
| Shorewood city, MN | 7,307 | Wake Forest town, NC..... | 30,117 |
| Shorewood village, IL..... | 15,615 | Walnut Creek city, CA..... | 64,173 |
| Shorewood village, WI..... | 13,162 | Washington County, MN | 238,136 |
| Sioux Center city, IA | 7,048 | Washington town, NH | 1,123 |
| Sioux Falls city, SD..... | 153,888 | Washoe County, NV | 421,407 |
| Skokie village, IL..... | 64,784 | Watauga city, TX | 23,497 |
| Snellville city, GA | 18,242 | Wauwatosa city, WI | 46,396 |
| Snowmass Village town, CO..... | 2,826 | Waverly city, IA | 9,874 |
| South Kingstown town, RI | 30,639 | Weddington town, NC | 9,459 |
| South Lake Tahoe city, CA..... | 21,403 | Wentzville city, MO..... | 29,070 |
| South Portland city, ME | 25,002 | West Carrollton city, OH | 13,143 |
| Southborough town, MA | 9,767 | West Chester borough, PA | 18,461 |
| Southlake city, TX | 26,575 | West Des Moines city, IA | 56,609 |
| Sparks city, NV | 90,264 | West Richland city, WA..... | 11,811 |
| Spokane Valley city, WA | 89,755 | Western Springs village, IL | 12,975 |
| Spring Hill city, KS..... | 5,437 | Westerville city, OH..... | 36,120 |
| Springboro city, OH..... | 17,409 | Westlake town, TX..... | 992 |
| Springfield city, MO | 159,498 | Westminster city, CO..... | 106,114 |
| Springfield city, OR | 59,403 | Weston town, MA..... | 11,261 |
| Springville city, UT | 29,466 | Wheat Ridge city, CO | 30,166 |
| St. Charles city, IL..... | 32,974 | White House city, TN..... | 10,255 |
| St. Cloud city, FL..... | 35,183 | Wichita city, KS..... | 382,368 |
| St. Cloud city, MN | 65,842 | Williamsburg city, VA..... | 14,068 |
| St. Joseph city, MO | 76,780 | Wilmington city, NC..... | 106,476 |
| St. Louis County, MN..... | 200,226 | Wilsonville city, OR..... | 19,509 |
| St. Louis Park city, MN..... | 45,250 | Winchester city, VA | 26,203 |
| Stallings town, NC..... | 13,831 | Windsor town, CO..... | 18,644 |
| State College borough, PA | 42,034 | Windsor town, CT | 29,044 |
| Steamboat Springs city, CO | 12,088 | Winnetka village, IL..... | 12,187 |
| Sterling Heights city, MI | 129,699 | Winston-Salem city, NC | 229,617 |
| Sugar Grove village, IL | 8,997 | Winter Garden city, FL..... | 34,568 |
| Sugar Land city, TX..... | 78,817 | Woodbury city, MN..... | 61,961 |
| Summit city, NJ..... | 21,457 | Woodland city, CA..... | 55,468 |
| Summit County, UT | 36,324 | Woodland city, WA..... | 5,509 |
| Sunnyvale city, CA | 140,081 | Wrentham town, MA | 10,955 |
| Surprise city, AZ..... | 117,517 | Yakima city, WA..... | 91,067 |
| Suwanee city, GA..... | 15,355 | York County, VA..... | 65,464 |
| Tacoma city, WA..... | 198,397 | Yorktown town, IN..... | 9,405 |
| Takoma Park city, MD | 16,715 | | |
| Tamarac city, FL | 60,427 | | |

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Surprise funded this research. Please contact Diane Arthur of the Surprise Marketing and Communications Department at diane.arthur@surpriseaz.gov if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

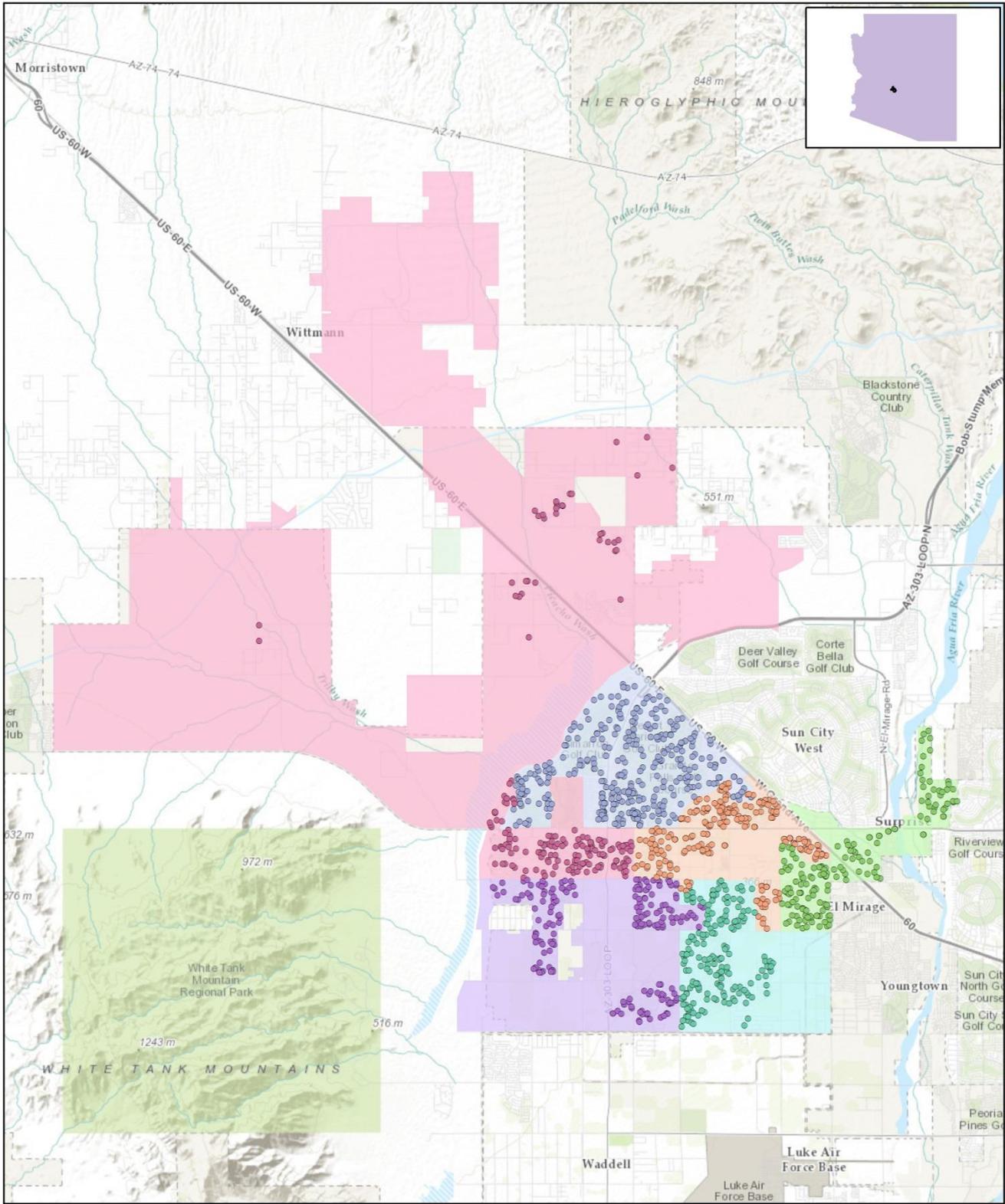
Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Surprise were eligible to participate in the survey. A list of all households within the zip codes serving Surprise was purchased based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Surprise households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Surprise boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the six City Council Districts.

To choose the 1,400 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

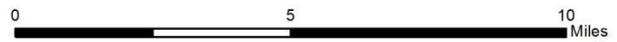
An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Figure 1: Location of Survey Recipients



Survey Recipients in Surprise, AZ

- In District 1 ● In District 3 ● In District 5 ● District 1 ● District 3 ● District 5
- In District 2 ● In District 4 ● In District 6 ● District 2 ● District 4 ● District 6



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on September 28, 2015. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Manager inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Respondents could also opt to take the survey online. Completed surveys were collected over the following seven weeks.

About 12% of the 1,400 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,235 households that received the survey, 322 completed the survey, providing an overall response rate of 26%. Of the 1,235 completed surveys, 17 were completed online. Additionally, responses were tracked by geographic subarea; response rates by Council District ranged from 18% to 43%.

Table 75: Survey Response Rates by Council District

| | Number mailed | Undeliverable | Eligible | Returned | Response rate |
|------------|---------------|---------------|----------|----------|---------------|
| District 1 | 180 | 7 | 173 | 38 | 22% |
| District 2 | 364 | 86 | 278 | 120 | 43% |
| District 3 | 190 | 13 | 177 | 38 | 21% |
| District 4 | 186 | 20 | 166 | 38 | 23% |
| District 5 | 298 | 36 | 262 | 55 | 21% |
| District 6 | 182 | 3 | 179 | 33 | 18% |
| Overall | 1,400 | 165 | 1,235 | 322 | 26% |

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.¹

The margin of error for the City of Surprise survey is no greater than plus or minus five percentage points around any given percent reported for the entire sample (322 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Surprise. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics

¹ A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

The National Citizen Survey™

used for weighting were housing tenure (rent or own), housing unit type (attached or detached), race, ethnicity, sex and age. The results of the weighting scheme are presented in the following table.

Table 76: Surprise, AZ 2015 Weighting Table

| Characteristic | Population Norm | Unweighted Data | Weighted Data |
|---------------------------|-----------------|-----------------|---------------|
| Housing | | | |
| Rent home | 21% | 9% | 18% |
| Own home | 79% | 91% | 82% |
| Detached unit | 91% | 95% | 91% |
| Attached unit | 9% | 5% | 9% |
| Race and Ethnicity | | | |
| White | 84% | 87% | 81% |
| Not white | 16% | 13% | 19% |
| Not Hispanic | 85% | 93% | 89% |
| Hispanic | 15% | 7% | 11% |
| Sex and Age | | | |
| Female | 53% | 60% | 54% |
| Male | 47% | 40% | 46% |
| 18-34 years of age | 27% | 7% | 21% |
| 35-54 years of age | 32% | 25% | 34% |
| 55+ years of age | 41% | 68% | 45% |
| Females 18-34 | 14% | 6% | 14% |
| Females 35-54 | 16% | 14% | 17% |
| Females 55+ | 22% | 39% | 23% |
| Males 18-34 | 13% | 1% | 7% |
| Males 35-54 | 16% | 11% | 17% |
| Males 55+ | 19% | 28% | 22% |
| Council Districts | | | |
| District 1 | 13% | 12% | 14% |
| District 2 | 27% | 37% | 25% |
| District 3 | 14% | 12% | 14% |
| District 4 | 13% | 12% | 15% |
| District 5 | 19% | 17% | 21% |
| District 6 | 14% | 10% | 11% |

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Appendix D: Survey Materials

Dear Surprise Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about our community. Results are anonymous and will help us identify city strengths and areas in which we can improve so that we may provide the best services to you. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,



Bob Wingenroth
City Manager

Dear Surprise Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about our community. Results are anonymous and will help us identify city strengths and areas in which we can improve so that we may provide the best services to you. Your survey will arrive in a few days.

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City Manager

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Thank you for helping create a better City!

Sincerely,



Bob Wingenroth
City Manager



City of Surprise
16000 N. Civic Center Plaza
Surprise, AZ 85374

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Surprise
16000 N. Civic Center Plaza
Surprise, AZ 85374

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Surprise
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Permit NO. 94



City of Surprise
16000 N. Civic Center Plaza
Surprise, AZ 85374

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



623.222.1000 • Phone
623.222.1002 • TTY
623.222.1001 • Fax

16000 N. Civic Center Plaza
Surprise, AZ 85374

October 2015

Dear City of Surprise Resident:

Please help us shape the future of Surprise! You have been selected at random to participate in the 2015 Surprise Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Surprise make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

www.n-r-c.com/survey/surpriseaz.htm

If you have any questions about the survey please call 623-222-1422.

Thank you for your time and participation!

Sincerely,

A handwritten signature in black ink that reads "Bob Wingenroth".

Bob Wingenroth
City Manager





623.222.1000 • Phone
623.222.1002 • TTY
623.222.1001 • Fax

16000 N. Civic Center Plaza
Surprise, AZ 85374

October 2015

Dear City of Surprise Resident:

Here's a second chance if you haven't already responded to the 2015 Surprise Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Surprise! You have been selected at random to participate in the 2015 Surprise Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Surprise make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

www.n-r-c.com/survey/surpriseaz.htm

If you have any questions about the survey please call 623-222-1422.

Thank you for your time and participation!

Sincerely,

A handwritten signature in black ink that reads "Bob Wingenroth". The signature is written in a cursive, flowing style.

Bob Wingenroth
City Manager



The City of Surprise 2015 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Surprise:

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|--|------------------|-------------|-------------|-------------|-------------------|
| Surprise as a place to live..... | 1 | 2 | 3 | 4 | 5 |
| Your neighborhood as a place to live..... | 1 | 2 | 3 | 4 | 5 |
| Surprise as a place to raise children..... | 1 | 2 | 3 | 4 | 5 |
| Surprise as a place to work..... | 1 | 2 | 3 | 4 | 5 |
| Surprise as a place to visit..... | 1 | 2 | 3 | 4 | 5 |
| Surprise as a place to retire..... | 1 | 2 | 3 | 4 | 5 |
| The overall quality of life in Surprise..... | 1 | 2 | 3 | 4 | 5 |

2. Please rate each of the following characteristics as they relate to Surprise as a whole:

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|--|------------------|-------------|-------------|-------------|-------------------|
| Overall feeling of safety in Surprise..... | 1 | 2 | 3 | 4 | 5 |
| Overall ease of getting to the places you usually have to visit..... | 1 | 2 | 3 | 4 | 5 |
| Quality of overall natural environment in Surprise..... | 1 | 2 | 3 | 4 | 5 |
| Overall "built environment" of Surprise (including overall design, buildings and parks)..... | 1 | 2 | 3 | 4 | 5 |
| Health and wellness opportunities in Surprise..... | 1 | 2 | 3 | 4 | 5 |
| Overall opportunities for education and enrichment..... | 1 | 2 | 3 | 4 | 5 |
| Overall economic health of Surprise..... | 1 | 2 | 3 | 4 | 5 |
| Sense of community..... | 1 | 2 | 3 | 4 | 5 |
| Overall image or reputation of Surprise..... | 1 | 2 | 3 | 4 | 5 |

3. Please indicate how likely or unlikely you are to do each of the following:

| | <i>Very likely</i> | <i>Somewhat likely</i> | <i>Somewhat unlikely</i> | <i>Very unlikely</i> | <i>Don't know</i> |
|---|--------------------|------------------------|--------------------------|----------------------|-------------------|
| Recommend living in Surprise to someone who asks..... | 1 | 2 | 3 | 4 | 5 |
| Remain in Surprise for the next five years..... | 1 | 2 | 3 | 4 | 5 |

4. Please rate how safe or unsafe you feel:

| | <i>Very safe</i> | <i>Somewhat safe</i> | <i>Neither safe nor unsafe</i> | <i>Somewhat unsafe</i> | <i>Very unsafe</i> | <i>Don't know</i> |
|--|------------------|----------------------|--------------------------------|------------------------|--------------------|-------------------|
| In your neighborhood during the day..... | 1 | 2 | 3 | 4 | 5 | 6 |
| In Surprise's commercial areas during the day..... | 1 | 2 | 3 | 4 | 5 | 6 |

5. Please rate each of the following characteristics as they relate to Surprise as a whole:

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|---|------------------|-------------|-------------|-------------|-------------------|
| Traffic flow on major streets..... | 1 | 2 | 3 | 4 | 5 |
| Ease of public parking..... | 1 | 2 | 3 | 4 | 5 |
| Ease of travel by car in Surprise..... | 1 | 2 | 3 | 4 | 5 |
| Ease of travel by public transportation in Surprise..... | 1 | 2 | 3 | 4 | 5 |
| Ease of travel by bicycle in Surprise..... | 1 | 2 | 3 | 4 | 5 |
| Ease of walking in Surprise..... | 1 | 2 | 3 | 4 | 5 |
| Availability of paths and walking trails..... | 1 | 2 | 3 | 4 | 5 |
| Air quality..... | 1 | 2 | 3 | 4 | 5 |
| Cleanliness of Surprise..... | 1 | 2 | 3 | 4 | 5 |
| Overall appearance of Surprise..... | 1 | 2 | 3 | 4 | 5 |
| Public places where people want to spend time..... | 1 | 2 | 3 | 4 | 5 |
| Variety of housing options..... | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality housing..... | 1 | 2 | 3 | 4 | 5 |
| Fitness opportunities (including exercise classes and paths or trails, etc.)..... | 1 | 2 | 3 | 4 | 5 |
| Recreational opportunities..... | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality food..... | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality health care..... | 1 | 2 | 3 | 4 | 5 |
| Availability of preventive health services..... | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality mental health care..... | 1 | 2 | 3 | 4 | 5 |

6. Please rate each of the following characteristics as they relate to Surprise as a whole:

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|---|------------------|-------------|-------------|-------------|-------------------|
| Availability of affordable quality child care/preschool..... | 1 | 2 | 3 | 4 | 5 |
| K-12 education..... | 1 | 2 | 3 | 4 | 5 |
| Adult educational opportunities..... | 1 | 2 | 3 | 4 | 5 |
| Opportunities to attend cultural/arts/music activities..... | 1 | 2 | 3 | 4 | 5 |
| Opportunities to participate in religious or spiritual events and activities..... | 1 | 2 | 3 | 4 | 5 |
| Employment opportunities..... | 1 | 2 | 3 | 4 | 5 |
| Shopping opportunities..... | 1 | 2 | 3 | 4 | 5 |
| Cost of living in Surprise..... | 1 | 2 | 3 | 4 | 5 |
| Overall quality of business and service establishments in Surprise..... | 1 | 2 | 3 | 4 | 5 |
| Vibrant commercial area..... | 1 | 2 | 3 | 4 | 5 |
| Overall quality of new development in Surprise..... | 1 | 2 | 3 | 4 | 5 |
| Opportunities to participate in social events and activities..... | 1 | 2 | 3 | 4 | 5 |
| Opportunities to volunteer..... | 1 | 2 | 3 | 4 | 5 |
| Opportunities to participate in community matters..... | 1 | 2 | 3 | 4 | 5 |
| Openness and acceptance of the community toward people of diverse backgrounds..... | 1 | 2 | 3 | 4 | 5 |
| Neighborliness of residents in Surprise..... | 1 | 2 | 3 | 4 | 5 |

7. Please indicate whether or not you have done each of the following in the last 12 months.

| | <i>No</i> | <i>Yes</i> |
|--|-----------|------------|
| Made efforts to conserve water..... | 1 | 2 |
| Made efforts to make your home more energy efficient..... | 1 | 2 |
| Observed a code violation or other hazard in Surprise (weeds, abandoned buildings, etc.)..... | 1 | 2 |
| Household member was a victim of a crime in Surprise..... | 1 | 2 |
| Reported a crime to the police in Surprise..... | 1 | 2 |
| Stocked supplies in preparation for an emergency..... | 1 | 2 |
| Campaigned or advocated for an issue, cause or candidate..... | 1 | 2 |
| Contacted the City of Surprise (in-person, phone, email or web) for help or information..... | 1 | 2 |
| Contacted Surprise elected officials (in-person, phone, email or web) to express your opinion..... | 1 | 2 |

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Surprise?

| | <i>2 times a week or more</i> | <i>2-4 times a month</i> | <i>Once a month or less</i> | <i>Not at all</i> |
|---|-----------------------------------|------------------------------|---------------------------------|-----------------------|
| Used Surprise recreation centers or their services..... | 1 | 2 | 3 | 4 |
| Visited a neighborhood park or City park..... | 1 | 2 | 3 | 4 |
| Used Surprise public libraries or their services..... | 1 | 2 | 3 | 4 |
| Participated in religious or spiritual activities in Surprise..... | 1 | 2 | 3 | 4 |
| Attended a City-sponsored event..... | 1 | 2 | 3 | 4 |
| Used bus or other public transportation instead of driving..... | 1 | 2 | 3 | 4 |
| Carpooled with other adults or children instead of driving alone..... | 1 | 2 | 3 | 4 |
| Walked or biked instead of driving..... | 1 | 2 | 3 | 4 |
| Volunteered your time to some group/activity in Surprise..... | 1 | 2 | 3 | 4 |
| Participated in a club..... | 1 | 2 | 3 | 4 |
| Talked to or visited with your immediate neighbors..... | 1 | 2 | 3 | 4 |
| Done a favor for a neighbor..... | 1 | 2 | 3 | 4 |

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

| | <i>2 times a week or more</i> | <i>2-4 times a month</i> | <i>Once a month or less</i> | <i>Not at all</i> |
|--|-----------------------------------|------------------------------|---------------------------------|-----------------------|
| <u>Attended</u> a local public meeting..... | 1 | 2 | 3 | 4 |
| <u>Watched</u> (online or on television) a local public meeting..... | 1 | 2 | 3 | 4 |

The City of Surprise 2015 Citizen Survey

10. Please rate the quality of each of the following services in Surprise:

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|--|------------------|-------------|-------------|-------------|-------------------|
| Police services | 1 | 2 | 3 | 4 | 5 |
| Fire services..... | 1 | 2 | 3 | 4 | 5 |
| Ambulance or emergency medical services | 1 | 2 | 3 | 4 | 5 |
| Crime prevention..... | 1 | 2 | 3 | 4 | 5 |
| Fire prevention and education..... | 1 | 2 | 3 | 4 | 5 |
| Traffic enforcement | 1 | 2 | 3 | 4 | 5 |
| Street repair | 1 | 2 | 3 | 4 | 5 |
| Street cleaning | 1 | 2 | 3 | 4 | 5 |
| Street lighting..... | 1 | 2 | 3 | 4 | 5 |
| Sidewalk maintenance | 1 | 2 | 3 | 4 | 5 |
| Traffic signal timing..... | 1 | 2 | 3 | 4 | 5 |
| Bus or transit services..... | 1 | 2 | 3 | 4 | 5 |
| Garbage collection..... | 1 | 2 | 3 | 4 | 5 |
| Recycling | 1 | 2 | 3 | 4 | 5 |
| Yard waste pick-up | 1 | 2 | 3 | 4 | 5 |
| Storm water drainage | 1 | 2 | 3 | 4 | 5 |
| Drinking water..... | 1 | 2 | 3 | 4 | 5 |
| Sewer services | 1 | 2 | 3 | 4 | 5 |
| Power (electric and/or gas) utility..... | 1 | 2 | 3 | 4 | 5 |
| Utility billing..... | 1 | 2 | 3 | 4 | 5 |
| City parks..... | 1 | 2 | 3 | 4 | 5 |
| Recreation programs or classes..... | 1 | 2 | 3 | 4 | 5 |
| Recreation centers or facilities | 1 | 2 | 3 | 4 | 5 |
| Land use, planning and zoning..... | 1 | 2 | 3 | 4 | 5 |
| Code enforcement (weeds, abandoned buildings, etc.) | 1 | 2 | 3 | 4 | 5 |
| Animal control..... | 1 | 2 | 3 | 4 | 5 |
| Economic development | 1 | 2 | 3 | 4 | 5 |
| Health services | 1 | 2 | 3 | 4 | 5 |
| Public library services | 1 | 2 | 3 | 4 | 5 |
| Public information services | 1 | 2 | 3 | 4 | 5 |
| Cable television..... | 1 | 2 | 3 | 4 | 5 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)..... | 1 | 2 | 3 | 4 | 5 |
| Preservation of natural areas such as open space, farmlands and greenbelts..... | 1 | 2 | 3 | 4 | 5 |
| City-sponsored special events | 1 | 2 | 3 | 4 | 5 |
| Overall customer service by Surprise employees (police, receptionists, planners, etc.)..... | 1 | 2 | 3 | 4 | 5 |
| Services to seniors | 1 | 2 | 3 | 4 | 5 |
| Services to youth..... | 1 | 2 | 3 | 4 | 5 |
| Services to low-income people | 1 | 2 | 3 | 4 | 5 |

11. Overall, how would you rate the quality of the services provided by each of the following?

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|------------------------------|------------------|-------------|-------------|-------------|-------------------|
| The City of Surprise | 1 | 2 | 3 | 4 | 5 |
| The Federal Government | 1 | 2 | 3 | 4 | 5 |

12. Please rate the following categories of Surprise government performance:

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|--|------------------|-------------|-------------|-------------|-------------------|
| The value of services for the taxes paid to Surprise | 1 | 2 | 3 | 4 | 5 |
| The overall direction that Surprise is taking..... | 1 | 2 | 3 | 4 | 5 |
| The job Surprise government does at welcoming citizen involvement..... | 1 | 2 | 3 | 4 | 5 |
| Overall confidence in Surprise government | 1 | 2 | 3 | 4 | 5 |
| Generally acting in the best interest of the community | 1 | 2 | 3 | 4 | 5 |
| Being honest..... | 1 | 2 | 3 | 4 | 5 |
| Treating all residents fairly | 1 | 2 | 3 | 4 | 5 |

13. Please rate how important, if at all, you think it is for the Surprise community to focus on each of the following in the coming two years:

| | <i>Essential</i> | <i>Very important</i> | <i>Somewhat important</i> | <i>Not at all important</i> |
|---|------------------|-----------------------|---------------------------|-----------------------------|
| Overall feeling of safety in Surprise | 1 | 2 | 3 | 4 |
| Overall ease of getting to the places you usually have to visit..... | 1 | 2 | 3 | 4 |
| Quality of overall natural environment in Surprise | 1 | 2 | 3 | 4 |
| Overall “built environment” of Surprise (including overall design, buildings, parks and transportation systems) | 1 | 2 | 3 | 4 |
| Health and wellness opportunities in Surprise | 1 | 2 | 3 | 4 |
| Overall opportunities for education and enrichment..... | 1 | 2 | 3 | 4 |
| Overall economic health of Surprise..... | 1 | 2 | 3 | 4 |
| Sense of community..... | 1 | 2 | 3 | 4 |

14. How much of a priority, if any, should the following projects be for the city to address in the next 3 years?

| | <i>High priority</i> | <i>Medium priority</i> | <i>Not a priority</i> | <i>Don't know</i> |
|--|----------------------|------------------------|-----------------------|-------------------|
| Connected trail system..... | 1 | 2 | 3 | 4 |
| Completed streets | 1 | 2 | 3 | 4 |
| Internal circulator system (public city-only bus/van service)..... | 1 | 2 | 3 | 4 |
| Protecting White Tank Mountain Regional Park open space | 1 | 2 | 3 | 4 |
| Investing in water resources..... | 1 | 2 | 3 | 4 |
| Multi-purpose recreation complex w/ pool..... | 1 | 2 | 3 | 4 |
| Build more parks..... | 1 | 2 | 3 | 4 |

15. With limited dollars in the General Fund (the city’s checking account), to what degree would you support the following funding sources for capital improvement projects, such as street improvements, new parks, fire stations, recreation facilities and more?

| | <i>Strongly support</i> | <i>Somewhat support</i> | <i>Somewhat oppose</i> | <i>Strongly oppose</i> | <i>Don't know</i> |
|---|-------------------------|-------------------------|------------------------|------------------------|-------------------|
| General Obligation Bonds (secondary property tax) | 1 | 2 | 3 | 4 | 5 |
| Property tax increase | 1 | 2 | 3 | 4 | 5 |
| Sales tax increase | 1 | 2 | 3 | 4 | 5 |
| Road tax (pay for road projects only)..... | 1 | 2 | 3 | 4 | 5 |
| Recreation tax (pay for parks, pools, trails, etc. only)..... | 1 | 2 | 3 | 4 | 5 |
| Special taxing district..... | 1 | 2 | 3 | 4 | 5 |

16. Currently, Public Safety Personnel are paid using General Fund dollars; the same fund used to pay for street repair, park maintenance, fire stations, etc. To increase funding to pay for more projects, to what degree would you support a public safety tax to pay for Police and Fire-Medical personnel?

Strongly support Somewhat support Somewhat oppose Strongly oppose Don't know

17. Please indicate how much of a source you consider the following to be for obtaining information about city government, services and events:

| | <i>Major source</i> | <i>Minor source</i> | <i>Not a source</i> |
|---|---------------------|---------------------|---------------------|
| City website (www.surpriseaz.gov)..... | 1 | 2 | 3 |
| Progress Magazine (mailed quarterly)..... | 1 | 2 | 3 |
| Surprise 11 (local government TV channel) | 1 | 2 | 3 |
| City Social Media (Twitter, Facebook, YouTube)..... | 1 | 2 | 3 |
| City Council meetings..... | 1 | 2 | 3 |
| Talking with City officials | 1 | 2 | 3 |
| Local media (newspaper, radio, TV) | 1 | 2 | 3 |
| Word-of-mouth..... | 1 | 2 | 3 |
| City <i>Notify Me</i> email news releases; council newsletters..... | 1 | 2 | 3 |

The City of Surprise 2015 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

| | <i>Never</i> | <i>Rarely</i> | <i>Sometimes</i> | <i>Usually</i> | <i>Always</i> |
|--|--------------|---------------|------------------|----------------|---------------|
| Recycle at home | 1 | 2 | 3 | 4 | 5 |
| Purchase goods or services from a business located in Surprise | 1 | 2 | 3 | 4 | 5 |
| Eat at least 5 portions of fruits and vegetables a day | 1 | 2 | 3 | 4 | 5 |
| Participate in moderate or vigorous physical activity | 1 | 2 | 3 | 4 | 5 |
| Read or watch local news (via television, paper, computer, etc.) | 1 | 2 | 3 | 4 | 5 |
| Vote in local elections..... | 1 | 2 | 3 | 4 | 5 |

D2. Would you say that in general your health is:

- Excellent Very good Good Fair Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive Somewhat positive Neutral Somewhat negative Very negative

D4. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D5. Do you work inside the boundaries of Surprise?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Surprise?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

D7. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D8. Is this house, apartment or mobile home...

- Rented
 Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- No Yes

D11. Are you or any other members of your household aged 65 or older?

- No Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D15. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D16. What is your sex?

- Female Male

D17. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



City of Surprise
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