

THE NCSTM
The National Citizen SurveyTM

Surprise, AZ

Comparisons by Demographic Subgroups

2015



NRC
National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA

Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by length of residency, housing tenure, sex, age and whether the respondent always or usually votes in local elections.

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

The margin of error for this report is generally 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.

Notable differences between demographic subgroups included the following:

- Within the facet of general Community Characteristics, residents who had lived in Surprise for 5 years or less, were female or were age 18-34 tended to give higher ratings. Those who rented their homes or were female tended to give more positive ratings to aspects of Mobility, but opinions varied by age: residents age 55 or older gave higher ratings for the overall ease of getting to places they usually have to visit and to traffic flow on major streets, while respondents age 18-34 gave higher ratings for ease of travel by car and by public transportation. Residents who owned their homes, were male or age 35-54 tended to give lower ratings to aspects of Economy than their counterparts.
- Few differences in opinion were observed for aspects of Governance across demographic groups. Residents who were age 18-34 or did not always or usually vote in local elections tended to rate general aspects of Governance more favorably than others in the community, while those who owned their homes or were age 35-54 tended to give less favorable ratings to aspects of Mobility.
- Participation rates tended to vary across demographic groups. Those who rented their homes or were female were less likely to have contacted the City of Surprise for help or information, to have made efforts to make their homes more energy efficient or to report being under housing cost stress; however, renters were more likely than homeowners to have stocked supplies for an emergency, to have visited a neighborhood park or City park and to believe that the economy would have a positive impact on their income in the next six months. Generally, residents age 55 or older were least likely to participate in aspects of Recreation and Wellness or Education and Enrichment than their counterparts. Residents who were age 18-34 or didn't vote in local elections were least likely to have participated in aspects of Community Engagement.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
The overall quality of life in Surprise	90%	80%	84%	81%	86%	90%	81%	95%	75%	89%	90%	84%	86%	85%
Overall image or reputation of Surprise	85%	64%	74%	80%	75%	82%	69%	89%	64%	82%	76%	77%	76%	76%
Surprise as a place to live	94%	83%	87%	86%	91%	94%	84%	96%	83%	92%	91%	87%	90%	89%
Your neighborhood as a place to live	88%	75%	88%	83%	85%	88%	81%	90%	76%	89%	90%	82%	85%	85%
Surprise as a place to raise children	83%	77%	64%	76%	76%	83%	67%	78%	74%	75%	75%	69%	78%	75%
Surprise as a place to retire	90%	81%	84%	85%	86%	89%	84%	85%	80%	92%	91%	76%	90%	86%
Overall appearance of Surprise	91%	90%	82%	95%	87%	90%	86%	100%	84%	89%	79%	92%	86%	88%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Overall feeling of safety in Surprise	92%	78%	90%	86%	88%	90%	86%	93%	82%	91%	90%	84%	89%	88%
In your neighborhood during the day	96%	81%	97%	91%	93%	95%	91%	89%	91%	94%	100%	88%	94%	93%
In Surprise's commercial areas during the day	98%	91%	93%	93%	95%	96%	94%	100%	93%	94%	93%	95%	94%	94%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Overall ease of getting to the places you usually have to visit	68%	71%	78%	71%	73%	80%	65%	61%	69%	82%	79%	64%	77%	72%
Traffic flow on major streets	50%	40%	48%	58%	44%	54%	39%	41%	37%	58%	58%	51%	45%	46%
Ease of public parking	75%	76%	70%	93%	70%	83%	66%	82%	68%	80%	70%	80%	71%	74%
Ease of travel by car in Surprise	72%	62%	63%	77%	65%	77%	56%	82%	53%	72%	71%	77%	63%	67%
Ease of travel by public transportation in Surprise	27%	38%	18%	30%	27%	35%	20%	61%	18%	24%	15%	42%	20%	27%
Ease of travel by bicycle in Surprise	52%	60%	39%	71%	46%	62%	40%	65%	49%	51%	37%	73%	43%	51%
Ease of walking in Surprise	66%	67%	70%	84%	64%	72%	64%	59%	65%	78%	69%	70%	67%	68%
Availability of paths and walking trails	59%	56%	57%	65%	56%	66%	49%	54%	54%	67%	56%	59%	57%	58%

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Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Quality of overall natural environment in Surprise	85%	77%	77%	86%	79%	83%	77%	87%	72%	85%	83%	83%	79%	80%
Air quality	81%	60%	60%	77%	66%	68%	70%	75%	68%	70%	58%	72%	66%	68%
Cleanliness of Surprise	90%	90%	84%	95%	87%	89%	88%	93%	85%	92%	82%	86%	89%	88%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Overall "built environment" of Surprise (including overall design, buildings and parks)	82%	82%	77%	93%	78%	85%	77%	90%	75%	83%	78%	85%	79%	81%
Public places where people want to spend time	72%	66%	66%	72%	68%	70%	68%	71%	63%	77%	63%	68%	68%	69%
Variety of housing options	81%	71%	78%	84%	76%	80%	76%	91%	67%	81%	84%	77%	77%	78%
Availability of affordable quality housing	80%	67%	77%	64%	79%	75%	79%	89%	72%	75%	69%	77%	76%	76%
Overall quality of new development in Surprise	59%	58%	56%	58%	58%	66%	52%	78%	42%	65%	61%	65%	55%	58%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Overall economic health of Surprise	68%	68%	69%	67%	69%	77%	62%	84%	51%	77%	77%	74%	66%	69%
Surprise as a place to work	57%	69%	53%	74%	55%	69%	49%	83%	43%	58%	61%	72%	51%	59%
Surprise as a place to visit	71%	60%	65%	79%	64%	69%	66%	56%	62%	77%	78%	59%	69%	66%
Employment opportunities	35%	30%	30%	41%	30%	38%	24%	48%	20%	31%	38%	33%	30%	31%
Shopping opportunities	59%	59%	60%	68%	59%	64%	58%	61%	52%	69%	63%	63%	59%	60%
Cost of living in Surprise	73%	71%	62%	73%	69%	74%	66%	88%	64%	68%	60%	78%	65%	69%
Overall quality of business and service establishments in Surprise	73%	69%	58%	75%	65%	77%	59%	74%	61%	73%	67%	66%	67%	67%
Vibrant commercial area	58%	52%	50%	63%	52%	62%	46%	65%	45%	62%	49%	57%	52%	54%

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Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Health and wellness opportunities in Surprise	76%	84%	80%	80%	80%	84%	75%	84%	66%	85%	90%	80%	79%	80%
Fitness opportunities (including exercise classes and paths or trails, etc.)	56%	70%	70%	78%	62%	73%	56%	64%	47%	78%	86%	73%	61%	65%
Recreational opportunities	61%	76%	67%	82%	64%	72%	64%	62%	58%	79%	82%	67%	67%	67%
Availability of affordable quality food	72%	70%	74%	70%	73%	79%	66%	84%	61%	73%	85%	74%	71%	72%
Availability of affordable quality health care	73%	76%	84%	82%	78%	83%	74%	96%	60%	83%	86%	83%	76%	78%
Availability of preventive health services	72%	74%	81%	78%	76%	80%	74%	96%	62%	78%	85%	81%	74%	76%
Availability of affordable quality mental health care	67%	42%	55%	76%	50%	61%	46%	67%	39%	64%	57%	64%	49%	55%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Overall opportunities for education and enrichment	60%	56%	55%	58%	57%	66%	48%	60%	49%	60%	73%	60%	56%	57%
Availability of affordable quality child care/preschool	72%	49%	52%	61%	58%	63%	56%	75%	44%	65%	57%	51%	60%	58%
K-12 education	58%	62%	53%	83%	52%	59%	58%	74%	50%	57%	60%	65%	54%	57%
Adult educational opportunities	39%	48%	47%	56%	42%	56%	32%	42%	20%	58%	68%	55%	39%	44%
Opportunities to attend cultural/arts/music activities	57%	40%	42%	75%	41%	49%	47%	66%	29%	51%	57%	52%	45%	47%
Opportunities to participate in religious or spiritual events and activities	82%	76%	78%	78%	79%	79%	81%	81%	73%	84%	83%	74%	81%	79%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Opportunities to participate in social events and activities	58%	64%	55%	61%	59%	66%	51%	68%	49%	59%	68%	65%	57%	59%
Opportunities to volunteer	69%	69%	77%	88%	71%	73%	76%	81%	64%	77%	77%	82%	70%	73%
Opportunities to participate in community matters	62%	59%	67%	74%	61%	72%	56%	80%	46%	69%	68%	68%	60%	63%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Openness and acceptance of the community toward people of diverse backgrounds	74%	64%	72%	76%	70%	73%	70%	91%	55%	75%	73%	69%	72%	71%
Neighborliness of residents in Surprise	60%	59%	61%	64%	59%	66%	52%	69%	45%	64%	75%	62%	58%	60%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
The City of Surprise	85%	74%	81%	77%	82%	81%	82%	92%	68%	85%	93%	77%	83%	81%
The value of services for the taxes paid to Surprise	74%	57%	65%	75%	65%	66%	67%	85%	54%	70%	68%	71%	65%	66%
The overall direction that Surprise is taking	81%	65%	68%	80%	71%	79%	67%	91%	62%	73%	71%	78%	70%	73%
The job Surprise government does at welcoming citizen involvement	49%	62%	63%	79%	53%	62%	55%	54%	57%	62%	64%	69%	53%	58%
Overall confidence in Surprise government	74%	66%	56%	67%	65%	67%	66%	91%	54%	67%	59%	74%	63%	65%
Generally acting in the best interest of the community	67%	59%	61%	71%	61%	70%	57%	86%	44%	67%	70%	76%	58%	63%
Being honest	72%	59%	58%	73%	61%	70%	57%	100%	42%	64%	68%	75%	58%	63%
Treating all residents fairly	71%	64%	65%	67%	68%	70%	67%	90%	48%	74%	74%	72%	65%	67%
Overall customer service by Surprise employees (police, receptionists, planners, etc.)	88%	77%	79%	86%	81%	84%	81%	91%	75%	86%	81%	83%	81%	82%
The Federal Government	35%	40%	31%	28%	36%	39%	32%	44%	27%	35%	43%	43%	31%	35%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Police services	90%	86%	88%	96%	87%	92%	85%	92%	77%	96%	99%	83%	91%	89%
Fire services	99%	97%	98%	100%	98%	98%	99%	96%	97%	100%	100%	96%	99%	98%
Ambulance or emergency medical services	94%	93%	96%	91%	96%	96%	94%	100%	88%	98%	97%	96%	94%	95%
Crime prevention	89%	81%	85%	92%	84%	87%	85%	91%	79%	90%	82%	87%	84%	85%
Fire prevention and education	88%	85%	89%	92%	87%	90%	88%	95%	84%	90%	85%	91%	87%	88%
Animal control	82%	61%	74%	86%	70%	76%	72%	87%	62%	77%	83%	75%	72%	74%

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Percent rating positively (e.g., excellent/good)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	75%	70%	57%	76%	66%	69%	70%	80%	56%	78%	65%	77%	64%	69%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Traffic enforcement	56%	75%	70%	79%	63%	70%	63%	72%	53%	72%	78%	73%	62%	66%
Street repair	70%	72%	56%	85%	61%	69%	64%	77%	58%	72%	59%	74%	63%	66%
Street cleaning	82%	88%	79%	91%	81%	85%	81%	93%	72%	87%	88%	87%	81%	83%
Street lighting	85%	85%	80%	95%	81%	86%	84%	93%	76%	88%	86%	83%	84%	84%
Sidewalk maintenance	85%	83%	77%	91%	80%	84%	82%	96%	75%	84%	79%	87%	80%	82%
Traffic signal timing	69%	60%	54%	66%	61%	62%	64%	82%	48%	64%	63%	69%	59%	62%
Bus or transit services	24%	53%	30%	40%	32%	42%	24%	40%	26%	42%	30%	37%	33%	33%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Garbage collection	92%	94%	92%	95%	92%	92%	94%	93%	92%	95%	92%	89%	94%	93%
Recycling	87%	81%	91%	87%	87%	88%	87%	76%	91%	89%	91%	70%	94%	87%
Yard waste pick-up	77%	80%	75%	69%	79%	79%	76%	94%	65%	79%	85%	76%	77%	77%
Drinking water	60%	74%	64%	63%	67%	65%	69%	76%	58%	70%	68%	73%	62%	66%
Preservation of natural areas such as open space, farmlands and greenbelts	75%	64%	51%	65%	63%	70%	57%	76%	52%	73%	55%	65%	62%	63%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Storm water drainage	80%	75%	66%	78%	73%	72%	78%	86%	69%	71%	82%	69%	75%	74%
Sewer services	85%	83%	85%	85%	85%	84%	88%	92%	77%	91%	93%	82%	86%	84%
Power (electric and/or gas) utility	83%	81%	87%	87%	83%	86%	83%	81%	77%	92%	91%	85%	83%	84%
Utility billing	60%	74%	65%	70%	65%	73%	60%	62%	61%	73%	73%	67%	66%	66%

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Percent rating positively (e.g., excellent/good)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Land use, planning and zoning	57%	58%	55%	63%	55%	61%	54%	56%	50%	68%	57%	60%	55%	57%
Code enforcement (weeds, abandoned buildings, etc.)	57%	64%	62%	73%	58%	62%	62%	63%	56%	69%	60%	64%	60%	61%
Cable television	63%	64%	68%	74%	63%	71%	60%	67%	65%	64%	69%	70%	63%	65%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Economic development	66%	68%	61%	70%	65%	70%	60%	91%	48%	67%	61%	77%	59%	65%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
City parks	89%	80%	84%	90%	84%	87%	85%	92%	83%	88%	79%	84%	85%	85%
Recreation programs or classes	76%	80%	74%	87%	75%	79%	77%	84%	78%	73%	78%	75%	77%	77%
Recreation centers or facilities	80%	80%	74%	88%	76%	81%	76%	88%	78%	72%	78%	81%	76%	78%
Health services	80%	86%	80%	85%	81%	83%	82%	93%	74%	83%	83%	87%	79%	82%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Public library services	87%	88%	90%	96%	87%	89%	90%	87%	88%	91%	92%	91%	87%	88%
City-sponsored special events	76%	79%	66%	93%	69%	79%	69%	82%	72%	75%	67%	81%	70%	74%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Public information services	78%	85%	81%	86%	80%	83%	81%	96%	77%	80%	79%	81%	81%	81%

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Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Sense of community	62%	55%	67%	70%	60%	70%	53%	74%	49%	64%	72%	66%	59%	61%
Recommend living in Surprise to someone who asks	87%	88%	89%	83%	90%	93%	84%	88%	84%	92%	94%	87%	89%	88%
Remain in Surprise for the next five years	86%	89%	93%	83%	91%	91%	87%	84%	87%	96%	91%	85%	91%	89%
Contacted the City of Surprise (in-person, phone, email or web) for help or information	44%	54%	41%	27%	49%	37%	54%	45%	54%	38%	38%	37%	49%	46%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Was NOT the victim of a crime	95%	84%	94%	89%	93%	92%	93%	97%	86%	95%	94%	99%	89%	92%
Did NOT report a crime	89%	82%	85%	87%	86%	83%	89%	90%	82%	87%	87%	93%	82%	85%
Stocked supplies in preparation for an emergency	26%	25%	19%	33%	20%	21%	26%	22%	30%	17%	21%	22%	23%	23%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Walked or biked instead of driving	51%	35%	38%	49%	41%	40%	46%	50%	35%	56%	22%	33%	47%	43%
Carpooled with other adults or children instead of driving alone	36%	47%	35%	42%	38%	42%	35%	56%	38%	32%	28%	40%	39%	38%
Used bus or other public transportation instead of driving	5%	11%	6%	8%	6%	9%	3%	11%	3%	7%	7%	7%	7%	7%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Recycle at home	91%	96%	93%	80%	95%	90%	96%	86%	98%	95%	85%	85%	96%	93%
Made efforts to make your home more energy efficient	76%	75%	79%	66%	79%	72%	83%	82%	76%	73%	83%	72%	79%	77%
Made efforts to conserve water	86%	96%	94%	85%	92%	86%	98%	84%	91%	93%	97%	89%	92%	91%

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Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
NOT under housing cost stress	67%	72%	76%	56%	75%	64%	81%	75%	77%	70%	57%	70%	72%	71%
Did NOT observe a code violation	52%	47%	50%	56%	49%	53%	47%	47%	41%	57%	61%	57%	47%	50%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Purchase goods or services from a business located in Surprise	100%	99%	98%	100%	99%	99%	99%	100%	100%	99%	96%	99%	99%	99%
Economy will have positive impact on income	31%	23%	23%	41%	23%	28%	25%	45%	30%	19%	7%	31%	24%	26%
Work in Surprise	28%	43%	22%	41%	28%	29%	33%	45%	43%	18%	4%	41%	25%	30%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Used Surprise recreation centers or their services	72%	59%	43%	65%	57%	62%	54%	78%	66%	48%	32%	56%	60%	59%
Visited a neighborhood park or City park	80%	80%	61%	87%	71%	73%	74%	93%	81%	67%	41%	77%	72%	73%
Eat at least 5 portions of fruits and vegetables a day	87%	87%	84%	88%	86%	88%	83%	97%	88%	79%	79%	87%	85%	86%
Participate in moderate or vigorous physical activity	89%	86%	87%	92%	87%	89%	87%	100%	91%	81%	74%	89%	87%	88%
Reported being in "very good" or "excellent" health	65%	64%	60%	54%	65%	70%	57%	77%	73%	56%	38%	58%	65%	63%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Used Surprise public libraries or their services	73%	67%	60%	67%	66%	69%	64%	68%	66%	71%	58%	64%	69%	67%
Participated in religious or spiritual activities in Surprise	43%	54%	59%	53%	50%	55%	45%	69%	46%	46%	44%	52%	50%	50%
Attended a City-sponsored event	48%	53%	37%	34%	48%	43%	47%	55%	52%	41%	24%	38%	48%	45%

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Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Campaigned or advocated for an issue, cause or candidate	6%	19%	15%	14%	12%	10%	15%	0%	18%	15%	13%	3%	17%	12%
Contacted Surprise elected officials (in-person, phone, email or web) to express your opinion	6%	16%	13%	9%	12%	5%	18%	0%	16%	15%	10%	1%	16%	11%
Volunteered your time to some group/activity in Surprise	18%	28%	30%	14%	27%	25%	23%	16%	24%	33%	18%	10%	31%	24%
Participated in a club	16%	24%	26%	7%	25%	22%	19%	7%	12%	34%	34%	12%	25%	21%
Talked to or visited with your immediate neighbors	90%	90%	92%	86%	93%	89%	94%	94%	88%	95%	89%	89%	92%	91%
Done a favor for a neighbor	69%	83%	84%	58%	83%	78%	77%	71%	70%	89%	82%	75%	79%	78%
Attended a local public meeting	16%	19%	18%	11%	19%	15%	20%	11%	15%	24%	19%	6%	22%	18%
Watched (online or on television) a local public meeting	21%	25%	26%	16%	25%	18%	30%	11%	32%	23%	22%	18%	26%	24%
Read or watch local news (via television, paper, computer, etc.)	89%	85%	95%	89%	90%	86%	95%	82%	89%	94%	97%	85%	92%	90%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Overall feeling of safety in Surprise	97%	89%	97%	98%	94%	98%	92%	100%	93%	95%	95%	94%	95%	95%
Overall ease of getting to the places you usually have to visit	92%	88%	90%	97%	89%	91%	92%	89%	93%	89%	92%	90%	90%	90%
Quality of overall natural environment in Surprise	81%	74%	83%	94%	77%	83%	77%	79%	74%	89%	81%	88%	77%	80%
Overall "built environment" of Surprise (including overall design, buildings, parks and transportation systems)	89%	79%	81%	93%	82%	81%	88%	90%	83%	83%	81%	85%	84%	84%
Health and wellness opportunities in Surprise	75%	71%	87%	88%	76%	83%	73%	67%	73%	87%	89%	86%	75%	78%
Overall opportunities for education and enrichment	80%	75%	83%	96%	76%	87%	73%	81%	81%	82%	75%	92%	75%	80%
Overall economic health of Surprise	79%	89%	95%	98%	85%	91%	84%	73%	89%	94%	91%	89%	86%	87%
Sense of community	84%	79%	84%	85%	83%	88%	78%	86%	82%	84%	82%	89%	80%	83%

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Table 29: Custom Line Items for Question 10

Please rate the quality of each of the following services in Surprise: (Percent rating as "excellent" or "good").	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Services to seniors	79%	85%	76%	90%	78%	75%	89%	83%	83%	80%	80%	79%	80%	80%
Services to youth	66%	71%	80%	80%	70%	75%	71%	78%	64%	82%	85%	72%	72%	72%
Services to low-income people	33%	49%	67%	57%	49%	48%	56%	52%	46%	50%	69%	55%	47%	50%

Table 30: Priority of City Projects

How much of a priority, if any, should the following projects be for the city to address in the next 3 years? (Percent rating as "high priority" or "medium priority").	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
Connected trail system	65%	64%	60%	79%	60%	65%	61%	70%	64%	63%	53%	74%	59%	63%
Completed streets	91%	95%	94%	95%	92%	95%	91%	92%	98%	93%	85%	92%	93%	93%
Internal circulator system (public city-only bus/van service)	65%	70%	69%	83%	65%	68%	68%	64%	66%	78%	63%	70%	67%	68%
Protecting White Tank Mountain Regional Park open space	87%	80%	85%	89%	84%	86%	83%	89%	84%	88%	76%	80%	88%	85%
Investing in water resources	95%	88%	97%	93%	94%	94%	94%	100%	93%	95%	87%	95%	94%	94%
Multi-purpose recreation complex w/ pool	73%	67%	59%	72%	65%	65%	68%	71%	75%	62%	51%	67%	67%	67%
Build more parks	78%	59%	61%	67%	67%	66%	68%	85%	72%	59%	48%	69%	67%	67%

Table 31: Funding Sources for Capital Improvement Projects

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?	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
General Obligation Bonds (secondary property tax)	34%	35%	34%	37%	34%	30%	40%	25%	38%	41%	26%	28%	37%	34%
Property tax increase	29%	14%	25%	29%	23%	23%	26%	23%	29%	25%	14%	20%	26%	24%
Sales tax increase	27%	28%	21%	37%	22%	25%	27%	12%	37%	27%	15%	26%	26%	25%
Road tax (pay for road projects only)	45%	31%	44%	55%	38%	41%	43%	43%	42%	44%	34%	42%	40%	41%
Recreation tax (pay for parks, pools, trails, etc. only)	45%	35%	38%	49%	38%	44%	36%	42%	46%	39%	29%	44%	39%	40%
Special taxing district	23%	19%	12%	23%	17%	18%	19%	11%	22%	24%	11%	17%	19%	18%

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Table 32: Support for Public Safety Tax

	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
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?	58%	63%	62%	73%	59%	71%	50%	58%	70%	61%	42%	72%	55%	60%

Table 33: Sources of City Information

Please indicate how much of a source you consider the following to be for obtaining information about city government, services and events: (Percent "major source" or "minor source").	Length of residency			Housing tenure		Sex		Age				Votes in local elections (always or usually)		Overall
	5 years or less	6 to 10 years	11 years or more	Rent	Own	Female	Male	18-34	35-54	55-74	75+	No	Yes	
City website (www.surpriseaz.gov)	94%	86%	80%	89%	87%	90%	85%	100%	94%	86%	62%	86%	88%	88%
Progress Magazine (mailed quarterly)	86%	94%	92%	92%	90%	92%	88%	89%	91%	90%	94%	86%	92%	90%
Surprise 11 (local government TV channel)	53%	48%	51%	73%	45%	51%	52%	34%	53%	62%	52%	55%	49%	51%
City Social Media (Twitter, Facebook, YouTube)	62%	51%	43%	59%	51%	58%	45%	60%	63%	44%	38%	53%	53%	53%
City Council meetings	57%	51%	56%	69%	51%	59%	51%	57%	48%	65%	49%	57%	55%	55%
Talking with City officials	43%	45%	57%	55%	47%	51%	45%	32%	47%	59%	56%	46%	50%	49%
Local media (newspaper, radio, TV)	80%	83%	80%	85%	80%	83%	78%	86%	69%	88%	85%	84%	79%	81%
Word-of-mouth	63%	79%	63%	64%	67%	72%	60%	73%	68%	66%	59%	68%	67%	67%
City Notify Me email news releases; council newsletters	71%	66%	61%	64%	67%	73%	59%	70%	66%	69%	61%	61%	69%	66%