



THE NCSTM
The National Citizen SurveyTM

Surprise, AZ

Comparisons by Demographic Subgroups

2018



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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 (rent or own), sex, age and whether they always or usually voted 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 all respondents (N=335) is generally no greater than plus or minus five percentage points around any given percent. The margin of error for subgroups is less precise. 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:

- Residents who voted with less frequency in local elections tended to give more positive ratings to aspects of Community Characteristics than those who voted always or usually.
- Within Community Characteristics, homeowners were more likely than renters to positively rate most aspects of Built Environment and Recreation and Wellness. Respondents age 18-34 tended to give less positive ratings to Education and Enrichment and Community Engagement than residents who were older.
- Homeowners were more likely than renters to give favorable marks to services related to Mobility, Natural Environment and Built Environment.
- Residents less than age 35 were less likely than those who were older to indicate that they planned to remain in Surprise for the next five years and gave lower evaluations to the sense of community in Surprise. Younger respondents were also less likely to rate most aspects as essential or very important with one exception: they placed higher importance on health and wellness opportunities in Surprise than their older counterparts.

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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	83%	84%	86%	79%	85%	88%	82%	81%	81%	90%	90%	95%	80%	84%
Overall image or reputation of Surprise	69%	75%	75%	62%	75%	72%	75%	63%	73%	79%	82%	75%	71%	73%
Surprise as a place to live	87%	87%	93%	90%	89%	87%	93%	87%	90%	91%	94%	98%	86%	89%
Your neighborhood as a place to live	82%	68%	85%	62%	83%	80%	79%	52%	83%	91%	95%	73%	82%	80%
Surprise as a place to raise children	83%	64%	86%	96%	75%	77%	81%	86%	74%	85%	64%	87%	74%	78%
Surprise as a place to retire	97%	82%	88%	98%	88%	89%	91%	92%	86%	88%	96%	94%	87%	89%
Overall appearance of Surprise	93%	83%	77%	78%	86%	82%	87%	87%	88%	83%	73%	92%	80%	84%

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	90%	77%	89%	87%	87%	87%	86%	83%	84%	89%	93%	83%	88%	86%
In your neighborhood during the day	99%	87%	96%	99%	94%	92%	98%	95%	94%	94%	95%	94%	95%	95%
In Surprise's commercial areas during the day	97%	85%	94%	94%	92%	91%	94%	100%	89%	92%	91%	96%	91%	93%

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%	59%	74%	61%	70%	73%	64%	60%	71%	71%	73%	63%	70%	68%
Traffic flow on major streets	54%	39%	48%	45%	48%	41%	55%	37%	56%	44%	51%	48%	47%	48%
Ease of public parking	71%	60%	70%	57%	71%	69%	67%	71%	69%	66%	64%	77%	64%	68%
Ease of travel by car in Surprise	64%	51%	59%	55%	59%	59%	58%	58%	61%	58%	58%	58%	58%	59%
Ease of travel by public transportation in Surprise	16%	4%	17%	4%	14%	11%	11%	13%	9%	23%	6%	11%	14%	13%
Ease of travel by bicycle in Surprise	50%	41%	40%	44%	43%	45%	42%	55%	44%	39%	36%	44%	42%	44%
Ease of walking in Surprise	62%	52%	71%	56%	64%	60%	66%	60%	62%	64%	67%	65%	61%	62%
Availability of paths and walking trails	59%	49%	61%	57%	57%	51%	63%	41%	60%	61%	71%	54%	57%	57%

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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	74%	64%	69%	60%	72%	68%	72%	58%	74%	71%	79%	70%	69%	69%
Air quality	79%	68%	61%	62%	71%	66%	73%	77%	72%	66%	57%	80%	65%	69%
Cleanliness of Surprise	93%	84%	79%	76%	87%	82%	88%	87%	89%	84%	76%	92%	82%	85%

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)	76%	65%	69%	67%	71%	71%	71%	70%	73%	71%	67%	76%	67%	70%
Public places where people want to spend time	62%	59%	68%	44%	67%	62%	64%	52%	67%	69%	65%	69%	60%	63%
Variety of housing options	72%	65%	76%	51%	76%	75%	68%	70%	65%	79%	81%	84%	66%	72%
Availability of affordable quality housing	77%	51%	65%	48%	70%	75%	55%	59%	62%	76%	68%	65%	66%	66%
Overall quality of new development in Surprise	70%	57%	60%	77%	60%	62%	65%	69%	57%	64%	66%	66%	61%	62%

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	67%	60%	66%	79%	63%	62%	68%	57%	60%	75%	71%	72%	61%	65%
Surprise as a place to work	46%	41%	58%	57%	45%	45%	51%	42%	43%	67%	61%	55%	46%	48%
Surprise as a place to visit	55%	55%	75%	53%	65%	62%	66%	51%	59%	71%	83%	66%	62%	63%
Employment opportunities	28%	38%	47%	40%	37%	25%	50%	32%	37%	41%	55%	37%	38%	38%
Shopping opportunities	62%	56%	62%	60%	60%	49%	73%	57%	64%	59%	59%	70%	55%	60%
Cost of living in Surprise	74%	59%	56%	60%	64%	68%	58%	66%	58%	68%	61%	74%	58%	63%
Overall quality of business and service establishments in Surprise	68%	47%	70%	72%	62%	59%	70%	65%	61%	63%	73%	74%	59%	64%
Vibrant commercial areas	68%	48%	49%	65%	53%	51%	61%	57%	57%	54%	51%	57%	53%	55%

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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	74%	62%	80%	72%	73%	70%	76%	63%	68%	82%	84%	79%	70%	73%
Fitness opportunities (including exercise classes and paths or trails, etc.)	66%	47%	73%	57%	66%	66%	62%	55%	62%	67%	78%	71%	60%	64%
Recreational opportunities	64%	51%	63%	45%	63%	59%	62%	59%	52%	70%	63%	69%	56%	60%
Availability of affordable quality food	76%	50%	75%	72%	68%	69%	69%	61%	67%	74%	78%	62%	72%	69%
Availability of affordable quality health care	71%	63%	72%	47%	74%	68%	71%	60%	67%	76%	75%	66%	71%	69%
Availability of preventive health services	70%	73%	69%	48%	76%	69%	72%	65%	71%	72%	72%	69%	70%	70%
Availability of affordable quality mental health care	60%	43%	44%	34%	54%	52%	47%	49%	51%	53%	45%	58%	46%	50%

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	54%	46%	67%	70%	54%	51%	65%	49%	54%	64%	69%	64%	54%	57%
Availability of affordable quality child care/preschool	41%	52%	50%	65%	45%	36%	68%	44%	47%	57%	65%	65%	42%	48%
K-12 education	39%	47%	58%	32%	49%	39%	58%	39%	53%	53%	41%	46%	48%	48%
Adult educational opportunities	35%	41%	52%	30%	47%	37%	52%	22%	47%	54%	56%	42%	45%	45%
Opportunities to attend cultural/arts/music activities	38%	33%	52%	37%	44%	42%	43%	17%	49%	49%	54%	33%	46%	43%
Opportunities to participate in religious or spiritual events and activities	61%	75%	82%	65%	77%	70%	80%	46%	87%	80%	84%	75%	74%	75%

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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	54%	53%	59%	54%	57%	48%	67%	43%	60%	59%	64%	63%	53%	56%
Opportunities to volunteer	55%	59%	77%	43%	71%	62%	70%	35%	73%	72%	80%	59%	68%	66%
Opportunities to participate in community matters	53%	59%	63%	45%	61%	57%	62%	30%	72%	57%	64%	55%	60%	59%
Openness and acceptance of the community toward people of diverse backgrounds	70%	69%	72%	54%	73%	67%	74%	54%	77%	74%	72%	64%	73%	71%
Neighborliness of residents in Surprise	62%	54%	60%	54%	60%	53%	67%	56%	58%	62%	66%	63%	57%	59%

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	86%	74%	73%	74%	79%	78%	79%	87%	73%	76%	79%	85%	74%	77%
The value of services for the taxes paid to Surprise	55%	52%	51%	14%	59%	51%	57%	41%	55%	60%	51%	52%	52%	52%
The overall direction that Surprise is taking	65%	54%	64%	58%	63%	54%	71%	55%	62%	66%	65%	62%	61%	61%
The job Surprise government does at welcoming citizen involvement	62%	60%	57%	72%	59%	52%	69%	60%	63%	55%	57%	73%	55%	59%
Overall confidence in Surprise government	57%	55%	49%	40%	55%	49%	57%	43%	49%	61%	59%	52%	53%	53%
Generally acting in the best interest of the community	64%	47%	54%	42%	57%	53%	58%	46%	51%	61%	68%	57%	54%	55%
Being honest	67%	50%	54%	38%	60%	56%	59%	53%	54%	60%	68%	51%	59%	57%
Treating all residents fairly	79%	58%	58%	58%	66%	65%	65%	81%	58%	63%	64%	70%	63%	65%
Overall customer service by Surprise employees (police, receptionists, planners, etc.)	84%	69%	72%	86%	73%	76%	75%	85%	68%	76%	81%	70%	78%	75%
The Federal Government	48%	44%	51%	39%	49%	52%	43%	59%	49%	43%	34%	50%	47%	48%

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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	96%	78%	81%	83%	85%	87%	82%	92%	75%	89%	91%	92%	82%	85%
Fire services	99%	93%	92%	98%	94%	96%	93%	100%	91%	95%	96%	95%	94%	94%
Ambulance or emergency medical services	95%	86%	92%	90%	91%	95%	88%	100%	84%	94%	92%	95%	89%	91%
Crime prevention	91%	64%	73%	65%	78%	73%	79%	80%	68%	81%	82%	82%	73%	76%
Fire prevention and education	86%	58%	81%	85%	76%	75%	80%	75%	73%	86%	78%	73%	79%	77%
Animal control	71%	74%	69%	67%	72%	72%	70%	76%	69%	70%	69%	76%	68%	71%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	57%	56%	60%	42%	62%	54%	60%	78%	59%	57%	30%	90%	49%	58%

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	74%	59%	68%	80%	65%	66%	69%	68%	70%	64%	66%	75%	65%	67%
Street repair	79%	57%	53%	53%	64%	61%	62%	71%	58%	68%	48%	76%	57%	62%
Street cleaning	90%	82%	68%	55%	83%	82%	74%	79%	75%	82%	82%	80%	79%	79%
Street lighting	83%	64%	80%	63%	81%	81%	74%	71%	73%	84%	87%	71%	80%	77%
Sidewalk maintenance	85%	77%	78%	71%	82%	79%	81%	82%	82%	79%	71%	84%	79%	80%
Traffic signal timing	55%	47%	47%	46%	51%	50%	50%	35%	62%	48%	51%	42%	53%	50%
Bus or transit services	25%	12%	20%	8%	22%	20%	17%	19%	17%	24%	24%	22%	19%	20%

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%	95%	89%	80%	95%	93%	91%	88%	89%	96%	95%	93%	91%	92%
Recycling	88%	94%	87%	77%	92%	95%	83%	88%	85%	94%	93%	90%	89%	89%
Yard waste pick-up	80%	70%	81%	62%	81%	67%	89%	77%	68%	84%	94%	74%	80%	78%
Drinking water	59%	56%	69%	48%	65%	60%	65%	63%	60%	64%	68%	56%	65%	63%
Preservation of natural areas such as open space, farmlands and greenbelts	76%	61%	52%	50%	66%	62%	63%	66%	69%	55%	53%	60%	64%	63%

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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	75%	66%	70%	54%	74%	62%	79%	69%	63%	80%	75%	68%	72%	71%
Sewer services	82%	82%	85%	68%	86%	78%	89%	76%	82%	90%	84%	83%	83%	83%
Power (electric and/or gas) utility	59%	65%	77%	40%	74%	58%	78%	46%	64%	82%	84%	60%	71%	68%
Utility billing	62%	59%	71%	42%	71%	61%	69%	48%	64%	75%	76%	58%	67%	65%
Land use, planning and zoning	53%	43%	43%	40%	47%	40%	51%	48%	45%	47%	41%	47%	45%	46%
Code enforcement (weeds, abandoned buildings, etc.)	74%	61%	53%	83%	60%	58%	67%	78%	60%	57%	53%	68%	60%	63%
Cable television	69%	64%	54%	64%	61%	53%	68%	89%	57%	55%	54%	77%	54%	60%

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	62%	51%	56%	73%	54%	51%	63%	51%	57%	62%	55%	66%	53%	57%

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	92%	75%	78%	78%	83%	81%	84%	83%	83%	81%	84%	86%	80%	82%
Recreation programs or classes	64%	69%	77%	60%	74%	68%	77%	54%	79%	77%	73%	63%	74%	71%
Recreation centers or facilities	74%	82%	77%	76%	79%	75%	81%	77%	79%	79%	72%	84%	74%	77%
Health services	74%	74%	79%	65%	78%	75%	77%	77%	68%	80%	85%	77%	75%	76%

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	95%	74%	89%	87%	87%	87%	87%	100%	79%	83%	85%	96%	82%	87%
City-sponsored special events	53%	62%	69%	38%	66%	56%	69%	54%	64%	62%	70%	47%	66%	62%

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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	74%	78%	78%	77%	77%	71%	84%	65%	82%	77%	81%	79%	75%	77%

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	56%	49%	61%	46%	58%	54%	58%	39%	58%	65%	61%	50%	59%	56%
Recommend living in Surprise to someone who asks	87%	87%	92%	78%	91%	89%	89%	81%	89%	93%	98%	98%	85%	89%
Remain in Surprise for the next five years	83%	92%	89%	65%	92%	91%	84%	76%	87%	95%	100%	87%	88%	88%
Contacted the City of Surprise (in-person, phone, email or web) for help or information	42%	39%	42%	58%	37%	46%	33%	36%	47%	41%	36%	34%	45%	42%

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	91%	79%	91%	82%	90%	89%	86%	84%	82%	95%	95%	90%	88%	88%
Did NOT report a crime	86%	77%	80%	81%	82%	86%	75%	78%	73%	89%	90%	84%	80%	81%
Stocked supplies in preparation for an emergency	21%	29%	22%	29%	22%	18%	28%	28%	26%	20%	16%	23%	24%	24%

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	48%	37%	48%	55%	44%	48%	43%	52%	43%	45%	42%	53%	42%	45%
Carpooled with other adults or children instead of driving alone	47%	54%	48%	62%	47%	54%	43%	77%	38%	42%	45%	56%	46%	49%
Used bus or other public transportation instead of driving	8%	2%	5%	14%	3%	5%	5%	11%	3%	4%	5%	5%	5%	5%

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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	95%	100%	95%	92%	97%	98%	96%	100%	97%	95%	92%	97%	96%	96%
Made efforts to make your home more energy efficient	68%	69%	80%	46%	78%	73%	73%	52%	78%	84%	75%	66%	76%	73%
Made efforts to conserve water	91%	87%	92%	92%	90%	87%	94%	94%	87%	93%	90%	96%	87%	90%

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	74%	75%	76%	68%	77%	78%	71%	67%	81%	74%	75%	74%	76%	75%
Did NOT observe a code violation	60%	61%	48%	52%	57%	55%	55%	58%	48%	62%	57%	64%	52%	56%

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	98%	98%	99%	100%	98%	99%	98%	100%	96%	100%	100%	100%	98%	98%
Economy will have positive impact on income	35%	34%	44%	42%	37%	32%	45%	18%	56%	35%	37%	28%	43%	38%
Work in Surprise	33%	35%	27%	57%	25%	35%	27%	49%	41%	15%	4%	33%	30%	31%

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	71%	68%	54%	76%	61%	67%	60%	76%	73%	50%	43%	62%	64%	63%
Visited a neighborhood park or City park	88%	87%	71%	93%	78%	79%	84%	100%	92%	69%	46%	87%	78%	81%
Eat at least 5 portions of fruits and vegetables a day	78%	74%	87%	81%	80%	88%	72%	71%	86%	80%	83%	71%	85%	81%
Participate in moderate or vigorous physical activity	88%	83%	87%	95%	85%	93%	79%	84%	94%	82%	77%	79%	90%	86%
Reported being in "very good" or "excellent" health	68%	73%	57%	72%	64%	66%	65%	83%	63%	62%	45%	72%	62%	65%

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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	57%	72%	57%	41%	65%	67%	54%	69%	66%	49%	59%	54%	64%	61%
Participated in religious or spiritual activities in Surprise	44%	48%	47%	48%	46%	47%	44%	53%	38%	42%	60%	50%	44%	46%
Attended a City-sponsored event	54%	43%	47%	57%	47%	58%	39%	54%	55%	42%	37%	35%	55%	48%

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	7%	9%	23%	23%	11%	14%	12%	13%	12%	17%	11%	1%	20%	14%
Contacted Surprise elected officials (in-person, phone, email or web) to express your opinion	20%	9%	15%	10%	16%	17%	12%	7%	20%	20%	7%	5%	20%	15%
Volunteered your time to some group/activity in Surprise	31%	29%	32%	29%	31%	37%	24%	35%	25%	30%	39%	28%	32%	31%
Participated in a club	25%	24%	32%	19%	30%	32%	21%	12%	18%	40%	51%	16%	32%	28%
Talked to or visited with your immediate neighbors	90%	99%	85%	81%	93%	94%	88%	86%	85%	97%	97%	86%	92%	91%
Done a favor for a neighbor	71%	91%	77%	44%	86%	84%	73%	62%	78%	87%	90%	76%	79%	79%
Attended a local public meeting	17%	12%	26%	6%	21%	19%	17%	5%	17%	28%	27%	7%	24%	19%
Watched (online or on television) a local public meeting	19%	20%	24%	3%	25%	26%	15%	11%	22%	24%	31%	8%	28%	22%
Read or watch local news (via television, paper, computer, etc.)	72%	76%	90%	54%	86%	76%	85%	53%	84%	89%	96%	73%	83%	80%

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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	88%	94%	90%	81%	92%	90%	91%	81%	94%	94%	93%	98%	87%	90%
Overall ease of getting to the places you usually have to visit	76%	81%	90%	65%	87%	86%	79%	57%	95%	88%	86%	69%	90%	83%
Quality of overall natural environment in Surprise	63%	75%	84%	72%	75%	66%	84%	57%	82%	79%	78%	73%	75%	74%
Overall "built environment" of Surprise (including overall design, buildings, parks and transportation systems)	78%	80%	76%	75%	79%	82%	74%	77%	75%	84%	72%	78%	78%	78%
Health and wellness opportunities in Surprise	70%	68%	82%	72%	75%	75%	74%	64%	74%	80%	86%	63%	80%	74%
Overall opportunities for education and enrichment	83%	80%	78%	82%	79%	86%	73%	94%	81%	73%	70%	80%	80%	80%
Overall economic health of Surprise	80%	92%	91%	85%	88%	89%	86%	82%	91%	91%	78%	86%	88%	87%
Sense of community	79%	74%	77%	79%	77%	80%	74%	82%	72%	80%	74%	81%	76%	77%

Table 29: Line Additions to 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	84%	79%	73%	80%	77%	77%	79%	81%	81%	78%	69%	81%	76%	77%
Services to youth	61%	50%	70%	88%	56%	53%	70%	57%	61%	65%	63%	76%	54%	60%
Services to low-income people	62%	72%	43%	56%	52%	59%	44%	49%	54%	53%	50%	65%	50%	52%

Table 30: City Priorities

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	59%	58%	58%	68%	56%	65%	51%	56%	53%	65%	61%	49%	63%	59%
Completed streets	99%	89%	94%	100%	93%	98%	90%	90%	96%	96%	94%	87%	98%	94%
Internal circulator system (public city-only bus/van service)	72%	67%	67%	66%	69%	69%	69%	65%	65%	71%	80%	67%	70%	69%
Protecting White Tank Mountain Regional Park open space	90%	96%	90%	96%	90%	90%	93%	94%	95%	88%	85%	92%	92%	92%
Investing in water resources	96%	99%	91%	100%	94%	92%	98%	94%	91%	98%	99%	92%	96%	95%
Multi-purpose recreation complex w/ pool	62%	57%	54%	49%	59%	61%	53%	58%	61%	52%	61%	61%	56%	57%
Build more parks	64%	66%	57%	52%	63%	67%	56%	59%	67%	59%	59%	59%	63%	62%

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Table 31: Citywide Transit System

Currently, the city pays an outside contractor to manage the Ridechoice/Paratransit transportation service for ADA, senior and income-qualified individuals and contracts with Valley Metro to provide one bus route that travels from the city to Phoenix for all customers. With limited dollars in the General Fund (the city's checking account), to what degree would you support or oppose the following additional funding sources for a citywide transit system which would include a public city-only circulator bus/van service, express bus routes that connect to the greater Phoenix region, and a city-operated Cab Subsidy Program to replace Ridechoice/Paratransit? (Percent "strongly support" or "somewhat support").	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) - for vehicles only	27%	23%	35%	44%	27%	24%	35%	27%	32%	26%	32%	22%	
Property tax increase	19%	9%	22%	33%	15%	15%	20%	14%	22%	16%	18%	4%	24%	18%
New transit sales tax	28%	31%	34%	25%	32%	28%	33%	27%	38%	29%	23%	27%	33%	31%

Table 32: 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)	95%	97%	89%	96%	93%	95%	92%	100%	99%	88%	77%	93%	
Progress Magazine (mailed quarterly)	82%	87%	90%	87%	86%	89%	85%	93%	82%	86%	88%	86%	86%	86%
Surprise TV (local government TV channel)	42%	49%	57%	39%	51%	41%	57%	43%	49%	49%	60%	48%	50%	49%
City Social Media (Twitter, Facebook, YouTube, Nextdoor, etc.)	73%	75%	53%	78%	64%	71%	61%	93%	70%	51%	36%	71%	63%	65%
City Council meetings	55%	65%	57%	49%	60%	51%	67%	42%	72%	57%	55%	49%	63%	58%
Talking with City officials	49%	51%	56%	50%	53%	46%	59%	24%	68%	54%	56%	34%	60%	52%
Local media (newspaper, radio, TV)	74%	58%	78%	62%	73%	67%	76%	57%	69%	79%	88%	59%	77%	71%
Word-of-mouth	79%	61%	68%	77%	68%	71%	68%	77%	69%	65%	69%	73%	68%	70%
City Notify Me email news releases; council newsletters	66%	56%	62%	52%	64%	56%	69%	56%	66%	60%	63%	58%	63%	61%