



THE NCSTM
The National Citizen SurveyTM

Surprise, AZ
Open-ended Responses
2018



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



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

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The National Citizen Survey™
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

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 includes the verbatim responses to an open-ended question included on The NCS 2018 survey for Surprise. Additional reports and the technical appendices are available under separate cover.

Respondents were asked to record their opinions about citizen engagement in the following question:

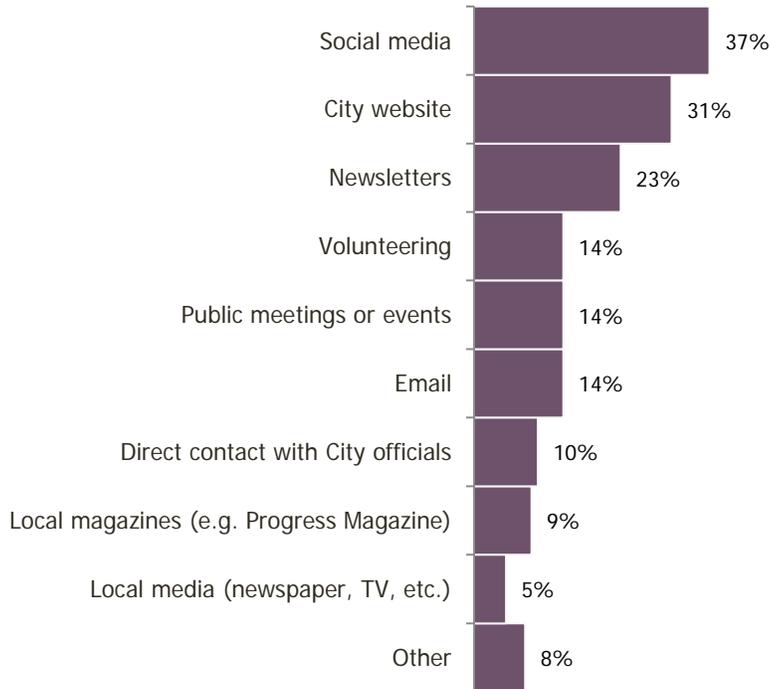
- Residents can engage with local government in many ways (a few examples are: staying informed via the city website, newsletters or engaging with the city's social media; communicating with staff or councilmembers; attending or watching council meetings; or participating in or volunteering for community events and committees). How would you prefer to engage with your City government?

The verbatim responses were categorized by topic area and those topics are reported in the following chart with the percent of responses given in each category. Because some comments from residents covered more than a single topic, each topic mentioned by a resident was categorized and counted in the following chart. Verbatim comments that contain more than one topic appear only once (in the category of the first topic listed), however the analysis counts each of the first three topic areas given by all respondents regardless where those topics appeared in the comment.

Results from the open-ended question are best understood by reviewing the frequencies that summarize responses as well as the actual verbatim responses themselves. A total of 335 surveys were completed by Surprise residents; of these, 153 respondents wrote in responses for the open-ended question. Thinking about their preferred methods of engaging with the City of Surprise, residents were most likely to write in a comment related to social media (37%), the City website (31%) or newsletters (23%). About 14% of respondents mentioned volunteering, public meetings or events, or email in their comment and about 1 in 10 mentioned direct contact with local officials, a local magazine or some other method of engagement. About 5% of respondents made a comment unrelated to the question and another 3% indicated "don't know" or that they were not interested in engaging; while these comments have been included in the verbatim responses, they have been excluded from Figure 1 on the following page.

Figure 1: Preferred Methods of Resident Engagement

Residents can engage with local government in many ways (a few examples are: staying informed via the city website, newsletters or engaging with the city's social media; communicating with staff or councilmembers; attending or watching council meetings; or participating in or volunteering for community events and committees). How would you prefer to engage with your City government?



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

Verbatim Responses to Open-ended Question

The following pages contain the respondents' verbatim responses as written on the survey or entered in the web survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas.

Residents can engage with local government in many ways (a few examples are: staying informed via the city website, newsletters or engaging with the city's social media; communicating with staff or councilmembers; attending or watching council meetings; or participating in or volunteering for community events and committees). How would you prefer to engage with your City government?

Social media

- City's social media.
- I think social media will be the best to reach the most people.
- Social media and volunteering.
- Social media or email.
- Social media, newsletters by mail or email.
- Social media.
- Social media.
- Social media.
- Social media; direct communication w/ staff and officials; newsletter; attend council meetings.
- Through social media.

City website

- City website
- City website & newspaper.
- City website- a place to get information. Note: Please work out a land use program w/ Costco.
- City website and email access to government officials.
- City website- volunteering at events- town hall meetings.
- City website, newsletter.
- City website, newsletters.
- City website, TV.
- City website.
- I prefer to stay informed though the city websites, newsletters and through social media.
- It varies, depending on existing need but most likely on website or via telephone.
- Online websites/forums
- Visiting the city's website and social media.
- Web site, face to face contact.
- Website & newsletters.
- Website & newsletters.
- Website & social media.
- Website- newsletters, volunteer.
- Website or in person.
- Website, emails, social media.
- Website, newsletter, progress magazine.
- Website, newsletters and community events.

- Website, newsletters, council members email.
- Website, newsletters, e-mail.
- Website, newsletters, social media.
- Website, newsletters.
- Website, newsletters.
- Website, newsletters.
- Website.
- Website/ TV & radio updates/ polls.
- Website: email I would like to volunteer for community events in the future.

Newsletters

- By weekly/ bi- weekly newsletter. Q & A website.
- Frequent- low cost (not 4 color expensive brochures) concise communications containing pro/ con, info and without political agendas. Pet. Projects candidly identified.
- Mail & internet.
- mailed newsletter
- News letters.
- News letters.
- Newsletter, social media.
- Newsletter.
- Newsletters & social media.
- Newsletters & watching council meetings.
- Newsletters & website.
- newsletters and emails
- Newsletters, emails, progress mag.
- Newsletters, e-mails.
- Newsletters, website.
- Newsletters.
- Newsletters/ social media.
- Quarterly newsletter.
- Staying informed by newsletter and website.

Volunteering

- Participating in or volunteering for community events.
- Volunteer, social media.
- Volunteering for community events.
- Volunteering, i.e Sundancers @ city sponsored events.

Public meetings or events

- At local gatherings.
- Attend meetings.

- Attending council meetings/ volunteering for community events and committees.
- City council meetings. Town Hall meetings.
- Council meetings.
- Council members & meetings.
- I like hearing other peoples opinions after a city council meeting or having talks to them in person.
- If could attend meetings in the early evenings. Project like putting gate around park was an unnecessary expense-using Ball park to concerts when not in use.
- Information meetings- notices of upcoming decisions.
- Neighborhood meeting. Do we recycle glass here?
- Officials should visit surprise 3x a year hold public meeting at Ball Park- open for discussion & questions!
- Public forum.
- Quick hello or conversation at a community event.
- Town Hall meetings.
- Town hall meetings.
- Watching council meetings, newsletters.

Email

- Email- news.
- Email would be great if council members would respond at all!
- E-mail, progress magazine, social media.
- Email.
- Email.
- Email.
- E-mail.
- emails
- E-newsletters & city website.
- Through e-mail or social media.
- Via email and opportunities to chat with council members and city officials.

Direct contact with City officials

- communicating with council members and attending council meetings. With the limited cable service provided for the area, televised events for surprise is not available.
- Communicating with staff or council members, better availability of city codes- plans- online.
- Communication with staff and council members and news letter.
- Face to face and social media.
- I would love to engage personally and explain why we should not have buses or trains, they bring in rif raf.

Local magazines (e.g. Progress Magazine)

- I like the magazine & social media.
- Magazine.
- Progress magazine is good.
- Progress magazine.
- Thru magazines each month or website.

Local media (newspaper, TV, etc.)

- Free newspaper.
- Media.
- Newspaper, website, informational meetings, email.
- Newspaper.
- Not at all! Will read the paper & watch the news!
- Surprise newspaper, TV, radio, website or emails. I look at Facebook occasionally too.
- TV & websites- Arizona Paper.

- TV channel.

Other

- All of the above, although I have only been here two weeks.
- All of the above.
- As a property owner, we should have voting rights on property matters as taxes etc. Regardless of residence requirement.
- Call them when I need them.
- Elections.
- I would like to have a phone# where I can call and be attended when my voice is not heard in a meeting.
- I would prefer an online relationship - assuming the Government is willing to engage honestly and in a timely manner.
- Put up a website for and labeled as: "what's new and happening surprise". In it, follow the title. The city sites are too convoluted and it seems like the city is deliberately trying to make it tough to maneuver on the site.
- Staying informed and having surveys like this actually used!
- Via telephone or in person.

Unrelated comment

- Fix the streets & lights to be safer! Stop giving traf tickets for minor issues. Stop harassing teen drivers.
- Have them look into red light runners and start enforcing it!!!
- Note- this thing should be longer with the same questions- reads like Phil test!
- Promised no price hike with water billing when it went to the city. As soon as it happened \$2.00^.
- This survey was a joke- you had no space for voicing concerns such as extremely poor zoning (dozens of strip malls with empty bldgs) or our beliefs that no one really listens to citizens (repeated bond elections because they aren't passed). What a waste of time and money especially since these will go in the trash- business as usual.
- To speak to those in charge of roads. Our cul-de-sac in Coyote Lake are awful. They put a slurry mixture down & now all that we have are large cracks & pebbles. Very poor- need a new coat of asphalt to solve our problem.
- We need recycle bins (La Borgata apartments).

Don't know/I don't want to engage

- I can't physically engage in anything new.
- I do not wish to engage with local government.
- I have no desire to engage city government. I've emailed my council person numerous times & not one time received a response. I live in Coyote Lakes & feel the city does very little for us. We never see police presence. City of surprise does nothing for our community.
- I live in Sun City Grand, a retirement community!
- I'm a part timer in SCG no contact at all.
- It seems to work as it is.
- Just recently became full- time resident so just figuring everything out.
- My age is 92 I would not participate.
- No preference.
- Not at all.