



THE NCSTM
The National Citizen SurveyTM

Surprise, AZ

Supplemental Online Survey Results

2018



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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.

About this Report

As part of its participation in The National Citizen Survey™, the City of Surprise conducted a mailed survey of 1,500 residents. Surveys were mailed to randomly selected households in February 2018 and data were collected through mid-March. After the official data collection period was underway (see the report, *The National Citizen Survey: Community Livability Report, Surprise, AZ, 2018*), the City made available a web-based survey to its residents through a link on the City's website. Visitors to the site were able to complete the survey from March 5 – March 19, 2018 and 454 surveys were received.

This report contains the results of this administration of the web-based survey that have not been weighted to current population estimates of Surprise.

Complete Survey Responses

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=”).

Responses excluding “don’t know”

Table 1: Question 1

Please rate each of the following aspects of quality of life in Surprise:	Excellent		Good		Fair		Poor		Total	
Surprise as a place to live	46%	N=207	44%	N=199	9%	N=41	1%	N=6	100%	N=453
Your neighborhood as a place to live	48%	N=215	41%	N=184	10%	N=43	2%	N=9	100%	N=451
Surprise as a place to raise children	44%	N=161	41%	N=150	13%	N=48	3%	N=10	100%	N=369
Surprise as a place to work	18%	N=57	31%	N=99	28%	N=89	23%	N=75	100%	N=320
Surprise as a place to visit	24%	N=105	39%	N=170	29%	N=128	9%	N=38	100%	N=441
Surprise as a place to retire	49%	N=200	38%	N=156	10%	N=40	3%	N=12	100%	N=408
The overall quality of life in Surprise	37%	N=168	50%	N=226	11%	N=50	2%	N=8	100%	N=452

Table 2: Question 2

Please rate each of the following characteristics as they relate to Surprise as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Surprise	37%	N=168	49%	N=220	13%	N=57	1%	N=6	100%	N=451
Overall ease of getting to the places you usually have to visit	22%	N=100	44%	N=197	24%	N=109	10%	N=44	100%	N=450
Quality of overall natural environment in Surprise	29%	N=128	50%	N=221	17%	N=75	4%	N=19	100%	N=443
Overall "built environment" of Surprise (including overall design, buildings and parks)	20%	N=89	50%	N=225	22%	N=100	8%	N=34	100%	N=448
Health and wellness opportunities in Surprise	29%	N=124	47%	N=202	18%	N=79	6%	N=27	100%	N=432
Overall opportunities for education and enrichment	18%	N=71	44%	N=177	29%	N=117	9%	N=38	100%	N=403
Overall economic health of Surprise	17%	N=68	52%	N=212	26%	N=107	4%	N=18	100%	N=405
Sense of community	22%	N=98	45%	N=196	25%	N=110	8%	N=33	100%	N=437
Overall image or reputation of Surprise	28%	N=123	48%	N=210	19%	N=84	4%	N=17	100%	N=434

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	
Recommend living in Surprise to someone who asks	58%	N=261	32%	N=142	5%	N=22	5%	N=23	100%	N=448
Remain in Surprise for the next five years	66%	N=291	23%	N=102	6%	N=27	5%	N=20	100%	N=440

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	
In your neighborhood during the day	72%	N=321	21%	N=95	3%	N=13	3%	N=15	0%	N=2	100%	N=446
In Surprise's commercial areas during the day	55%	N=242	37%	N=164	5%	N=20	3%	N=11	0%	N=1	100%	N=438

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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	6%	N=29	28%	N=124	39%	N=174	27%	N=123	100%	N=450
Ease of public parking	19%	N=83	48%	N=209	26%	N=112	7%	N=32	100%	N=436
Ease of travel by car in Surprise	16%	N=71	43%	N=193	31%	N=138	10%	N=46	100%	N=448
Ease of travel by public transportation in Surprise	0%	N=1	4%	N=10	10%	N=25	86%	N=222	100%	N=258
Ease of travel by bicycle in Surprise	10%	N=29	34%	N=100	33%	N=98	23%	N=69	100%	N=296
Ease of walking in Surprise	19%	N=76	45%	N=184	25%	N=100	11%	N=46	100%	N=406
Availability of paths and walking trails	16%	N=62	37%	N=143	28%	N=107	18%	N=70	100%	N=382
Air quality	17%	N=76	49%	N=211	29%	N=124	6%	N=24	100%	N=435
Cleanliness of Surprise	37%	N=166	51%	N=227	11%	N=50	1%	N=4	100%	N=447
Overall appearance of Surprise	36%	N=160	52%	N=232	11%	N=48	2%	N=7	100%	N=447
Public places where people want to spend time	20%	N=88	45%	N=199	26%	N=113	9%	N=40	100%	N=440
Variety of housing options	25%	N=103	51%	N=214	19%	N=80	5%	N=22	100%	N=419
Availability of affordable quality housing	23%	N=91	46%	N=183	24%	N=96	8%	N=30	100%	N=400
Fitness opportunities (including exercise classes and paths or trails, etc.)	21%	N=85	44%	N=181	26%	N=107	9%	N=39	100%	N=412
Recreational opportunities	21%	N=88	43%	N=182	26%	N=112	11%	N=45	100%	N=427
Availability of affordable quality food	22%	N=100	44%	N=195	23%	N=103	11%	N=49	100%	N=447
Availability of affordable quality health care	28%	N=118	47%	N=198	19%	N=78	6%	N=23	100%	N=417
Availability of preventive health services	27%	N=109	49%	N=196	19%	N=74	5%	N=18	100%	N=397
Availability of affordable quality mental health care	17%	N=36	32%	N=68	25%	N=53	26%	N=55	100%	N=212

Table 6: Question 6

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
Availability of affordable quality child care/preschool	19%	N=34	33%	N=61	28%	N=52	20%	N=36	100%	N=183
K-12 education	20%	N=56	41%	N=118	25%	N=71	14%	N=40	100%	N=285
Adult educational opportunities	14%	N=39	37%	N=106	32%	N=91	17%	N=47	100%	N=283
Opportunities to attend cultural/arts/music activities	12%	N=50	37%	N=150	31%	N=125	20%	N=80	100%	N=405
Opportunities to participate in religious or spiritual events and activities	34%	N=115	49%	N=165	12%	N=40	4%	N=14	100%	N=334
Employment opportunities	6%	N=17	27%	N=81	41%	N=124	27%	N=82	100%	N=304
Shopping opportunities	14%	N=62	37%	N=163	35%	N=155	15%	N=66	100%	N=446
Cost of living in Surprise	19%	N=83	51%	N=227	28%	N=123	3%	N=14	100%	N=447
Overall quality of business and service establishments in Surprise	14%	N=60	51%	N=227	30%	N=132	5%	N=24	100%	N=443
Vibrant commercial areas	10%	N=44	39%	N=169	34%	N=146	16%	N=69	100%	N=428
Overall quality of new development in Surprise	16%	N=66	44%	N=186	26%	N=112	14%	N=59	100%	N=423
Opportunities to participate in social events and activities	17%	N=70	44%	N=180	29%	N=120	10%	N=43	100%	N=413
Opportunities to volunteer	29%	N=90	47%	N=147	17%	N=52	7%	N=22	100%	N=311

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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
Opportunities to participate in community matters	23%	N=80	47%	N=166	24%	N=86	6%	N=23	100%	N=355
Openness and acceptance of the community toward people of diverse backgrounds	19%	N=70	56%	N=202	17%	N=63	7%	N=27	100%	N=362
Neighborliness of residents in Surprise	18%	N=78	43%	N=188	29%	N=126	10%	N=43	100%	N=435

Table 7: 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	13%	N=59	87%	N=393	100%	N=452
Made efforts to make your home more energy efficient	24%	N=107	76%	N=344	100%	N=451
Observed a code violation or other hazard in Surprise (weeds, abandoned buildings, etc.)	58%	N=263	42%	N=188	100%	N=451
Household member was a victim of a crime in Surprise	92%	N=414	8%	N=38	100%	N=452
Reported a crime to the police in Surprise	82%	N=370	18%	N=82	100%	N=452
Stocked supplies in preparation for an emergency	79%	N=358	21%	N=93	100%	N=451
Campaigned or advocated for an issue, cause or candidate	77%	N=347	23%	N=104	100%	N=451
Contacted the City of Surprise (in-person, phone, email or web) for help or information	51%	N=230	49%	N=222	100%	N=452
Contacted Surprise elected officials (in-person, phone, email or web) to express your opinion	79%	N=356	21%	N=94	100%	N=450

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	
	%	N	%	N	%	N	%	N	%	N
Used Surprise recreation centers or their services	10%	N=43	16%	N=73	31%	N=139	43%	N=196	100%	N=451
Visited a neighborhood park or City park	19%	N=84	30%	N=134	36%	N=160	16%	N=71	100%	N=449
Used Surprise public libraries or their services	8%	N=38	20%	N=88	38%	N=172	34%	N=151	100%	N=449
Participated in religious or spiritual activities in Surprise	9%	N=42	18%	N=79	13%	N=60	60%	N=270	100%	N=451
Attended a City-sponsored event	3%	N=12	8%	N=35	57%	N=258	32%	N=145	100%	N=450
Used bus or other public transportation instead of driving	1%	N=3	0%	N=2	0%	N=2	98%	N=444	100%	N=451
Carpooled with other adults or children instead of driving alone	14%	N=64	11%	N=51	12%	N=55	62%	N=280	100%	N=450
Walked or biked instead of driving	6%	N=27	11%	N=51	20%	N=92	62%	N=281	100%	N=451
Volunteered your time to some group/activity in Surprise	7%	N=33	8%	N=38	17%	N=77	67%	N=303	100%	N=451
Participated in a club	8%	N=35	7%	N=32	11%	N=49	74%	N=334	100%	N=450
Talked to or visited with your immediate neighbors	35%	N=159	32%	N=145	24%	N=106	9%	N=41	100%	N=451
Done a favor for a neighbor	13%	N=60	22%	N=97	44%	N=199	21%	N=92	100%	N=448

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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	1%	N=5	4%	N=17	26%	N=118	69%	N=311	100%	N=451
Watched (online or on television) a local public meeting	2%	N=9	7%	N=31	26%	N=116	65%	N=296	100%	N=452

Table 10: Question 10

Please rate the quality of each of the following services in Surprise:	Excellent		Good		Fair		Poor		Total	
Police services	49%	N=197	41%	N=166	9%	N=37	1%	N=6	100%	N=406
Fire services	62%	N=213	34%	N=117	3%	N=10	1%	N=3	100%	N=343
Ambulance or emergency medical services	58%	N=178	39%	N=119	2%	N=6	2%	N=6	100%	N=309
Crime prevention	33%	N=119	44%	N=157	18%	N=66	5%	N=17	100%	N=359
Fire prevention and education	37%	N=104	49%	N=140	12%	N=33	2%	N=6	100%	N=283
Traffic enforcement	23%	N=88	40%	N=153	25%	N=97	12%	N=48	100%	N=386
Street repair	24%	N=105	50%	N=217	18%	N=77	8%	N=35	100%	N=434
Street cleaning	36%	N=155	49%	N=210	12%	N=50	3%	N=14	100%	N=429
Street lighting	30%	N=134	50%	N=226	15%	N=66	5%	N=22	100%	N=448
Sidewalk maintenance	30%	N=130	51%	N=220	15%	N=63	4%	N=15	100%	N=428
Traffic signal timing	11%	N=48	36%	N=159	33%	N=146	21%	N=94	100%	N=447
Bus or transit services	2%	N=4	6%	N=11	8%	N=15	83%	N=148	100%	N=178
Garbage collection	56%	N=247	37%	N=166	5%	N=22	2%	N=8	100%	N=443
Recycling	53%	N=233	37%	N=164	6%	N=28	3%	N=15	100%	N=440
Yard waste pick-up	40%	N=121	40%	N=120	9%	N=26	11%	N=34	100%	N=301
Storm water drainage	35%	N=125	52%	N=185	10%	N=37	3%	N=11	100%	N=358
Drinking water	25%	N=104	41%	N=167	22%	N=89	12%	N=49	100%	N=409
Sewer services	38%	N=154	54%	N=220	7%	N=30	1%	N=6	100%	N=410
Power (electric and/or gas) utility	29%	N=130	42%	N=186	19%	N=86	10%	N=43	100%	N=445
Utility billing	20%	N=91	41%	N=183	25%	N=114	13%	N=60	100%	N=448
City parks	32%	N=131	55%	N=229	11%	N=44	2%	N=10	100%	N=414
Recreation programs or classes	33%	N=95	47%	N=136	13%	N=38	6%	N=18	100%	N=287
Recreation centers or facilities	32%	N=100	50%	N=153	12%	N=38	6%	N=17	100%	N=308
Land use, planning and zoning	12%	N=39	40%	N=135	29%	N=98	19%	N=62	100%	N=334
Code enforcement (weeds, abandoned buildings, etc.)	20%	N=71	52%	N=184	21%	N=74	7%	N=25	100%	N=354
Animal control	27%	N=81	51%	N=155	16%	N=49	6%	N=17	100%	N=302
Economic development	14%	N=54	44%	N=165	30%	N=111	12%	N=43	100%	N=373
Health services	25%	N=91	53%	N=189	16%	N=59	6%	N=21	100%	N=360
Public library services	46%	N=162	46%	N=164	7%	N=23	1%	N=4	100%	N=353
Public information services	29%	N=95	52%	N=173	15%	N=49	4%	N=13	100%	N=330

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Please rate the quality of each of the following services in Surprise:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Cable television	16%	N=54	36%	N=123	26%	N=87	22%	N=74	100%	N=338
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	19%	N=36	44%	N=83	25%	N=48	12%	N=23	100%	N=190
Preservation of natural areas such as open space, farmlands and greenbelts	20%	N=75	45%	N=170	23%	N=87	11%	N=42	100%	N=374
City-sponsored special events	27%	N=103	51%	N=192	18%	N=69	3%	N=12	100%	N=376
Overall customer service by Surprise employees (police, receptionists, planners, etc.)	37%	N=136	49%	N=179	12%	N=46	2%	N=8	100%	N=369
Services to seniors	37%	N=90	42%	N=103	14%	N=35	7%	N=17	100%	N=245
Services to youth	21%	N=54	46%	N=117	21%	N=55	12%	N=30	100%	N=256
Services to low-income people	18%	N=27	30%	N=45	30%	N=45	21%	N=32	100%	N=149

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	
	%	N	%	N	%	N	%	N	%	N
The City of Surprise	30%	N=131	53%	N=228	14%	N=60	3%	N=11	100%	N=430
The Federal Government	7%	N=24	35%	N=121	38%	N=132	21%	N=72	100%	N=349

Table 12: Question 12

Please rate the following categories of Surprise government performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Surprise	18%	N=75	46%	N=193	29%	N=119	7%	N=30	100%	N=417
The overall direction that Surprise is taking	17%	N=73	47%	N=207	25%	N=111	10%	N=45	100%	N=436
The job Surprise government does at welcoming citizen involvement	21%	N=73	45%	N=157	24%	N=83	10%	N=36	100%	N=349
Overall confidence in Surprise government	16%	N=66	43%	N=181	29%	N=123	11%	N=47	100%	N=417
Generally acting in the best interest of the community	16%	N=67	44%	N=183	28%	N=116	12%	N=50	100%	N=416
Being honest	17%	N=63	45%	N=167	25%	N=93	12%	N=46	100%	N=369
Treating all residents fairly	19%	N=67	48%	N=166	21%	N=71	12%	N=42	100%	N=346

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	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Surprise	74%	N=338	24%	N=107	2%	N=8	0%	N=1	100%	N=454
Overall ease of getting to the places you usually have to visit	46%	N=211	45%	N=206	7%	N=31	1%	N=6	100%	N=454
Quality of overall natural environment in Surprise	36%	N=162	48%	N=217	15%	N=68	1%	N=6	100%	N=453
Overall "built environment" of Surprise (including overall design, buildings, parks and transportation systems)	37%	N=168	46%	N=209	15%	N=69	2%	N=8	100%	N=454
Health and wellness opportunities in Surprise	32%	N=146	47%	N=212	19%	N=84	2%	N=11	100%	N=453
Overall opportunities for education and enrichment	43%	N=195	40%	N=180	16%	N=71	2%	N=7	100%	N=453
Overall economic health of Surprise	57%	N=260	36%	N=165	6%	N=25	1%	N=4	100%	N=454
Sense of community	40%	N=181	43%	N=194	15%	N=67	1%	N=6	100%	N=448

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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	
	%	N	%	N	%	N	%	N
Connected trail system	21%	N=91	44%	N=186	35%	N=149	100%	N=426
Completed streets	66%	N=294	32%	N=142	2%	N=11	100%	N=447
Internal circulator system (public city-only bus/van service)	31%	N=127	38%	N=154	31%	N=129	100%	N=410
Protecting White Tank Mountain Regional Park open space	63%	N=278	31%	N=139	6%	N=25	100%	N=442
Investing in water resources	69%	N=304	28%	N=125	3%	N=11	100%	N=440
Multi-purpose recreation complex w/ pool	27%	N=118	39%	N=174	34%	N=151	100%	N=443
Build more parks	25%	N=113	49%	N=219	25%	N=112	100%	N=444

Table 15: Question 15

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?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
	%	N	%	N	%	N	%	N	%	N
General Obligation Bonds (secondary property tax) - for vehicles only	13%	N=58	37%	N=163	21%	N=93	28%	N=123	100%	N=437
Property tax increase	6%	N=24	28%	N=120	29%	N=124	38%	N=164	100%	N=432
New transit sales tax	11%	N=46	34%	N=149	24%	N=104	31%	N=135	100%	N=434

Table 16: Question 16

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	
	%	N	%	N	%	N	%	N
City website (www.surpriseaz.gov)	75%	N=336	21%	N=94	5%	N=21	100%	N=451
Progress Magazine (mailed quarterly)	33%	N=148	48%	N=218	19%	N=84	100%	N=450
Surprise TV (local government TV channel)	13%	N=57	31%	N=140	56%	N=255	100%	N=452
City Social Media (Twitter, Facebook, YouTube, Nextdoor, etc.)	54%	N=244	29%	N=130	17%	N=76	100%	N=450
City Council meetings	19%	N=87	45%	N=201	36%	N=163	100%	N=451
Talking with City officials	17%	N=75	38%	N=171	46%	N=206	100%	N=452
Local media (newspaper, radio, TV)	27%	N=120	44%	N=197	30%	N=133	100%	N=450

Table 17: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	2%	N=7	2%	N=8	2%	N=11	17%	N=75	78%	N=349	100%	N=450

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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	
Purchase goods or services from a business located in Surprise	0%	N=2	1%	N=5	12%	N=54	60%	N=269	27%	N=120	100%	N=450
Eat at least 5 portions of fruits and vegetables a day	2%	N=7	18%	N=79	40%	N=181	30%	N=133	11%	N=47	100%	N=447
Participate in moderate or vigorous physical activity	3%	N=14	14%	N=61	41%	N=182	29%	N=130	14%	N=61	100%	N=448
Read or watch local news (via television, paper, computer, etc.)	4%	N=20	11%	N=51	21%	N=96	31%	N=137	32%	N=144	100%	N=448
Vote in local elections	6%	N=26	4%	N=16	8%	N=36	23%	N=103	60%	N=267	100%	N=448

Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	16%	N=71
Very good	47%	N=211
Good	30%	N=135
Fair	6%	N=26
Poor	1%	N=5
Total	100%	N=448

Table 19: 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	14%	N=64
Somewhat positive	29%	N=129
Neutral	45%	N=204
Somewhat negative	11%	N=49
Very negative	1%	N=5
Total	100%	N=451

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	52%	N=235
Working part time for pay	10%	N=45
Unemployed, looking for paid work	2%	N=7
Unemployed, not looking for paid work	6%	N=26
Fully retired	30%	N=135
Total	100%	N=448

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Table 21: Question D5

Do you work inside the boundaries of Surprise?	Percent	Number
Yes, outside the home	23%	N=100
Yes, from home	11%	N=50
No	66%	N=288
Total	100%	N=438

Table 22: Question D6

How many years have you lived in Surprise?	Percent	Number
Less than 2 years	12%	N=56
2 to 5 years	25%	N=112
6 to 10 years	24%	N=107
11 to 20 years	37%	N=165
More than 20 years	2%	N=10
Total	100%	N=450

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	96%	N=401
Building with two or more homes (duplex, townhome, apartment or condominium)	3%	N=14
Mobile home	0%	N=0
Other	0%	N=1
Total	100%	N=416

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	9%	N=39
Owned	91%	N=376
Total	100%	N=415

Table 25: 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	5%	N=23
\$300 to \$599 per month	8%	N=34
\$600 to \$999 per month	18%	N=80
\$1,000 to \$1,499 per month	38%	N=167
\$1,500 to \$2,499 per month	27%	N=117
\$2,500 or more per month	4%	N=17
Total	100%	N=438

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Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	58%	N=241
Yes	42%	N=177
Total	100%	N=418

Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	65%	N=273
Yes	35%	N=145
Total	100%	N=418

Table 28: 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	2%	N=10
\$25,000 to \$49,999	15%	N=65
\$50,000 to \$99,999	44%	N=188
\$100,000 to \$149,999	27%	N=113
\$150,000 or more	12%	N=49
Total	100%	N=425

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	93%	N=417
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=31
Total	100%	N=448

Table 30: 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	1%	N=4
Asian, Asian Indian or Pacific Islander	3%	N=14
Black or African American	3%	N=13
White	93%	N=402
Other	5%	N=20

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

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Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=5
25 to 34 years	10%	N=44
35 to 44 years	27%	N=122
45 to 54 years	20%	N=92
55 to 64 years	16%	N=72
65 to 74 years	20%	N=90
75 years or older	6%	N=26
Total	100%	N=451

Table 32: Question D16

What is your sex?	Percent	Number
Female	63%	N=195
Male	37%	N=115
Total	100%	N=310

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	71%	N=220
Land line	10%	N=32
Both	18%	N=57
Total	100%	N=309

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 34: 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	46%	N=207	44%	N=199	9%	N=41	1%	N=6	0%	N=1	100%	N=454
Your neighborhood as a place to live	48%	N=215	41%	N=184	10%	N=43	2%	N=9	0%	N=1	100%	N=452
Surprise as a place to raise children	36%	N=161	33%	N=150	11%	N=48	2%	N=10	18%	N=83	100%	N=452
Surprise as a place to work	13%	N=57	22%	N=99	20%	N=89	17%	N=75	29%	N=131	100%	N=451
Surprise as a place to visit	23%	N=105	38%	N=170	28%	N=128	8%	N=38	2%	N=10	100%	N=451
Surprise as a place to retire	44%	N=200	35%	N=156	9%	N=40	3%	N=12	10%	N=44	100%	N=452
The overall quality of life in Surprise	37%	N=168	50%	N=226	11%	N=50	2%	N=8	0%	N=0	100%	N=452

Table 35: 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	37%	N=168	49%	N=220	13%	N=57	1%	N=6	0%	N=1	100%	N=452
Overall ease of getting to the places you usually have to visit	22%	N=100	44%	N=197	24%	N=109	10%	N=44	0%	N=0	100%	N=450
Quality of overall natural environment in Surprise	29%	N=128	49%	N=221	17%	N=75	4%	N=19	1%	N=6	100%	N=449
Overall "built environment" of Surprise (including overall design, buildings and parks)	20%	N=89	50%	N=225	22%	N=100	8%	N=34	0%	N=1	100%	N=449
Health and wellness opportunities in Surprise	28%	N=124	45%	N=202	18%	N=79	6%	N=27	4%	N=17	100%	N=449
Overall opportunities for education and enrichment	16%	N=71	39%	N=177	26%	N=117	8%	N=38	10%	N=46	100%	N=449
Overall economic health of Surprise	15%	N=68	47%	N=212	24%	N=107	4%	N=18	10%	N=44	100%	N=449
Sense of community	22%	N=98	44%	N=196	25%	N=110	7%	N=33	2%	N=10	100%	N=447
Overall image or reputation of Surprise	27%	N=123	47%	N=210	19%	N=84	4%	N=17	3%	N=14	100%	N=448

Table 36: 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	58%	N=261	32%	N=142	5%	N=22	5%	N=23	0%	N=2	100%	N=450
Remain in Surprise for the next five years	65%	N=291	23%	N=102	6%	N=27	4%	N=20	2%	N=7	100%	N=447

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Table 37: 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	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	72%	N=321	21%	N=95	3%	N=13	3%	N=15	0%	N=2	0%	N=1	100%	N=447
In Surprise's commercial areas during the day	54%	N=242	37%	N=164	4%	N=20	2%	N=11	0%	N=1	2%	N=8	100%	N=446

Table 38: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	6%	N=29	28%	N=124	39%	N=174	27%	N=123	0%	N=0	100%	N=450
Ease of public parking	19%	N=83	47%	N=209	25%	N=112	7%	N=32	2%	N=10	100%	N=446
Ease of travel by car in Surprise	16%	N=71	43%	N=193	31%	N=138	10%	N=46	0%	N=0	100%	N=448
Ease of travel by public transportation in Surprise	0%	N=1	2%	N=10	6%	N=25	50%	N=222	42%	N=190	100%	N=448
Ease of travel by bicycle in Surprise	6%	N=29	22%	N=100	22%	N=98	15%	N=69	34%	N=152	100%	N=448
Ease of walking in Surprise	17%	N=76	41%	N=184	22%	N=100	10%	N=46	9%	N=41	100%	N=447
Availability of paths and walking trails	14%	N=62	32%	N=143	24%	N=107	16%	N=70	15%	N=65	100%	N=447
Air quality	17%	N=76	47%	N=211	28%	N=124	5%	N=24	3%	N=12	100%	N=447
Cleanliness of Surprise	37%	N=166	51%	N=227	11%	N=50	1%	N=4	0%	N=0	100%	N=447
Overall appearance of Surprise	36%	N=160	52%	N=232	11%	N=48	2%	N=7	0%	N=0	100%	N=447
Public places where people want to spend time	20%	N=88	45%	N=199	25%	N=113	9%	N=40	2%	N=7	100%	N=447
Variety of housing options	23%	N=103	48%	N=214	18%	N=80	5%	N=22	6%	N=27	100%	N=446
Availability of affordable quality housing	20%	N=91	41%	N=183	21%	N=96	7%	N=30	11%	N=47	100%	N=447
Fitness opportunities (including exercise classes and paths or trails, etc.)	19%	N=85	40%	N=181	24%	N=107	9%	N=39	8%	N=35	100%	N=447
Recreational opportunities	20%	N=88	41%	N=182	25%	N=112	10%	N=45	4%	N=19	100%	N=446
Availability of affordable quality food	22%	N=100	44%	N=195	23%	N=103	11%	N=49	0%	N=0	100%	N=447
Availability of affordable quality health care	26%	N=118	44%	N=198	17%	N=78	5%	N=23	7%	N=29	100%	N=446
Availability of preventive health services	24%	N=109	44%	N=196	17%	N=74	4%	N=18	11%	N=50	100%	N=447
Availability of affordable quality mental health care	8%	N=36	15%	N=68	12%	N=53	12%	N=55	52%	N=234	100%	N=446

Table 39: 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	8%	N=34	14%	N=61	12%	N=52	8%	N=36	59%	N=267	100%	N=450
K-12 education	13%	N=56	26%	N=118	16%	N=71	9%	N=40	36%	N=161	100%	N=446
Adult educational opportunities	9%	N=39	24%	N=106	20%	N=91	10%	N=47	37%	N=165	100%	N=448
Opportunities to attend cultural/arts/music activities	11%	N=50	34%	N=150	28%	N=125	18%	N=80	9%	N=42	100%	N=447
Opportunities to participate in religious or spiritual events and activities	26%	N=115	37%	N=165	9%	N=40	3%	N=14	25%	N=113	100%	N=447

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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
Employment opportunities	4%	N=17	18%	N=81	28%	N=124	18%	N=82	32%	N=143	100%	N=447
Shopping opportunities	14%	N=62	36%	N=163	35%	N=155	15%	N=66	0%	N=2	100%	N=448
Cost of living in Surprise	19%	N=83	51%	N=227	27%	N=123	3%	N=14	0%	N=1	100%	N=448
Overall quality of business and service establishments in Surprise	13%	N=60	51%	N=227	30%	N=132	5%	N=24	1%	N=3	100%	N=446
Vibrant commercial areas	10%	N=44	38%	N=169	33%	N=146	16%	N=69	4%	N=17	100%	N=445
Overall quality of new development in Surprise	15%	N=66	42%	N=186	25%	N=112	13%	N=59	5%	N=21	100%	N=444
Opportunities to participate in social events and activities	16%	N=70	40%	N=180	27%	N=120	10%	N=43	7%	N=33	100%	N=446
Opportunities to volunteer	20%	N=90	33%	N=147	12%	N=52	5%	N=22	30%	N=136	100%	N=447
Opportunities to participate in community matters	18%	N=80	37%	N=166	19%	N=86	5%	N=23	20%	N=91	100%	N=446
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=70	45%	N=202	14%	N=63	6%	N=27	19%	N=84	100%	N=446
Neighborliness of residents in Surprise	17%	N=78	42%	N=188	28%	N=126	10%	N=43	3%	N=12	100%	N=447

Table 40: 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	13%	N=59	87%	N=393	100%	N=452
Made efforts to make your home more energy efficient	24%	N=107	76%	N=344	100%	N=451
Observed a code violation or other hazard in Surprise (weeds, abandoned buildings, etc.)	58%	N=263	42%	N=188	100%	N=451
Household member was a victim of a crime in Surprise	92%	N=414	8%	N=38	100%	N=452
Reported a crime to the police in Surprise	82%	N=370	18%	N=82	100%	N=452
Stocked supplies in preparation for an emergency	79%	N=358	21%	N=93	100%	N=451
Campaigned or advocated for an issue, cause or candidate	77%	N=347	23%	N=104	100%	N=451
Contacted the City of Surprise (in-person, phone, email or web) for help or information	51%	N=230	49%	N=222	100%	N=452
Contacted Surprise elected officials (in-person, phone, email or web) to express your opinion	79%	N=356	21%	N=94	100%	N=450

Table 41: 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	
	%	N	%	N	%	N	%	N	%	N
Used Surprise recreation centers or their services	10%	N=43	16%	N=73	31%	N=139	43%	N=196	100%	N=451
Visited a neighborhood park or City park	19%	N=84	30%	N=134	36%	N=160	16%	N=71	100%	N=449
Used Surprise public libraries or their services	8%	N=38	20%	N=88	38%	N=172	34%	N=151	100%	N=449
Participated in religious or spiritual activities in Surprise	9%	N=42	18%	N=79	13%	N=60	60%	N=270	100%	N=451
Attended a City-sponsored event	3%	N=12	8%	N=35	57%	N=258	32%	N=145	100%	N=450
Used bus or other public transportation instead of driving	1%	N=3	0%	N=2	0%	N=2	98%	N=444	100%	N=451
Carpooled with other adults or children instead of driving alone	14%	N=64	11%	N=51	12%	N=55	62%	N=280	100%	N=450
Walked or biked instead of driving	6%	N=27	11%	N=51	20%	N=92	62%	N=281	100%	N=451
Volunteered your time to some group/activity in Surprise	7%	N=33	8%	N=38	17%	N=77	67%	N=303	100%	N=451
Participated in a club	8%	N=35	7%	N=32	11%	N=49	74%	N=334	100%	N=450

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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	
	%	N	%	N	%	N	%	N	%	N
Talked to or visited with your immediate neighbors	35%	N=159	32%	N=145	24%	N=106	9%	N=41	100%	N=451
Done a favor for a neighbor	13%	N=60	22%	N=97	44%	N=199	21%	N=92	100%	N=448

Table 42: 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	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	1%	N=5	4%	N=17	26%	N=118	69%	N=311	100%	N=451
Watched (online or on television) a local public meeting	2%	N=9	7%	N=31	26%	N=116	65%	N=296	100%	N=452

Table 43: Question 10

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
Police services	44%	N=197	37%	N=166	8%	N=37	1%	N=6	10%	N=46	100%	N=452
Fire services	47%	N=213	26%	N=117	2%	N=10	1%	N=3	24%	N=107	100%	N=450
Ambulance or emergency medical services	39%	N=178	26%	N=119	1%	N=6	1%	N=6	32%	N=143	100%	N=452
Crime prevention	26%	N=119	35%	N=157	15%	N=66	4%	N=17	21%	N=93	100%	N=452
Fire prevention and education	23%	N=104	31%	N=140	7%	N=33	1%	N=6	37%	N=168	100%	N=451
Traffic enforcement	20%	N=88	34%	N=153	22%	N=97	11%	N=48	14%	N=64	100%	N=450
Street repair	23%	N=105	48%	N=217	17%	N=77	8%	N=35	3%	N=15	100%	N=449
Street cleaning	35%	N=155	47%	N=210	11%	N=50	3%	N=14	4%	N=19	100%	N=448
Street lighting	30%	N=134	50%	N=226	15%	N=66	5%	N=22	1%	N=3	100%	N=451
Sidewalk maintenance	29%	N=130	49%	N=220	14%	N=63	3%	N=15	5%	N=24	100%	N=452
Traffic signal timing	11%	N=48	35%	N=159	32%	N=146	21%	N=94	1%	N=3	100%	N=450
Bus or transit services	1%	N=4	2%	N=11	3%	N=15	33%	N=148	61%	N=275	100%	N=453
Garbage collection	55%	N=247	37%	N=166	5%	N=22	2%	N=8	2%	N=9	100%	N=452
Recycling	52%	N=233	36%	N=164	6%	N=28	3%	N=15	2%	N=11	100%	N=451
Yard waste pick-up	27%	N=121	26%	N=120	6%	N=26	8%	N=34	34%	N=152	100%	N=453
Storm water drainage	28%	N=125	41%	N=185	8%	N=37	2%	N=11	21%	N=93	100%	N=451
Drinking water	23%	N=104	37%	N=167	20%	N=89	11%	N=49	9%	N=42	100%	N=451
Sewer services	34%	N=154	49%	N=220	7%	N=30	1%	N=6	9%	N=42	100%	N=452
Power (electric and/or gas) utility	29%	N=130	41%	N=186	19%	N=86	10%	N=43	2%	N=7	100%	N=452
Utility billing	20%	N=91	40%	N=183	25%	N=114	13%	N=60	1%	N=4	100%	N=452
City parks	29%	N=131	51%	N=229	10%	N=44	2%	N=10	8%	N=37	100%	N=451
Recreation programs or classes	21%	N=95	30%	N=136	8%	N=38	4%	N=18	36%	N=164	100%	N=451
Recreation centers or facilities	22%	N=100	34%	N=153	8%	N=38	4%	N=17	32%	N=142	100%	N=450
Land use, planning and zoning	9%	N=39	30%	N=135	22%	N=98	14%	N=62	26%	N=117	100%	N=451

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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
Code enforcement (weeds, abandoned buildings, etc.)	16%	N=71	41%	N=184	16%	N=74	6%	N=25	22%	N=97	100%	N=451
Animal control	18%	N=81	35%	N=155	11%	N=49	4%	N=17	33%	N=147	100%	N=449
Economic development	12%	N=54	37%	N=165	25%	N=111	10%	N=43	17%	N=77	100%	N=450
Health services	20%	N=91	42%	N=189	13%	N=59	5%	N=21	20%	N=91	100%	N=451
Public library services	36%	N=162	36%	N=164	5%	N=23	1%	N=4	22%	N=100	100%	N=453
Public information services	21%	N=95	38%	N=173	11%	N=49	3%	N=13	27%	N=122	100%	N=452
Cable television	12%	N=54	27%	N=123	19%	N=87	16%	N=74	25%	N=115	100%	N=453
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	N=36	18%	N=83	11%	N=48	5%	N=23	58%	N=261	100%	N=451
Preservation of natural areas such as open space, farmlands and greenbelts	17%	N=75	38%	N=170	19%	N=87	9%	N=42	17%	N=79	100%	N=453
City-sponsored special events	23%	N=103	42%	N=192	15%	N=69	3%	N=12	17%	N=77	100%	N=453
Overall customer service by Surprise employees (police, receptionists, planners, etc.)	30%	N=136	40%	N=179	10%	N=46	2%	N=8	18%	N=82	100%	N=451
Services to seniors	20%	N=90	23%	N=103	8%	N=35	4%	N=17	46%	N=206	100%	N=451
Services to youth	12%	N=54	26%	N=117	12%	N=55	7%	N=30	43%	N=196	100%	N=452
Services to low-income people	6%	N=27	10%	N=45	10%	N=45	7%	N=32	67%	N=302	100%	N=451

Table 44: 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	29%	N=131	51%	N=228	13%	N=60	2%	N=11	4%	N=17	100%	N=447
The Federal Government	5%	N=24	27%	N=121	30%	N=132	16%	N=72	22%	N=96	100%	N=445

Table 45: 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	17%	N=75	43%	N=193	26%	N=119	7%	N=30	8%	N=34	100%	N=451
The overall direction that Surprise is taking	16%	N=73	46%	N=207	25%	N=111	10%	N=45	3%	N=15	100%	N=451
The job Surprise government does at welcoming citizen involvement	16%	N=73	35%	N=157	18%	N=83	8%	N=36	23%	N=102	100%	N=451
Overall confidence in Surprise government	15%	N=66	40%	N=181	27%	N=123	10%	N=47	8%	N=34	100%	N=451
Generally acting in the best interest of the community	15%	N=67	41%	N=183	26%	N=116	11%	N=50	8%	N=35	100%	N=451
Being honest	14%	N=63	37%	N=167	21%	N=93	10%	N=46	18%	N=82	100%	N=451
Treating all residents fairly	15%	N=67	37%	N=166	16%	N=71	9%	N=42	23%	N=102	100%	N=448

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Table 46: 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	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Surprise	74%	N=338	24%	N=107	2%	N=8	0%	N=1	100%	N=454
Overall ease of getting to the places you usually have to visit	46%	N=211	45%	N=206	7%	N=31	1%	N=6	100%	N=454
Quality of overall natural environment in Surprise	36%	N=162	48%	N=217	15%	N=68	1%	N=6	100%	N=453
Overall "built environment" of Surprise (including overall design, buildings, parks and transportation systems)	37%	N=168	46%	N=209	15%	N=69	2%	N=8	100%	N=454
Health and wellness opportunities in Surprise	32%	N=146	47%	N=212	19%	N=84	2%	N=11	100%	N=453
Overall opportunities for education and enrichment	43%	N=195	40%	N=180	16%	N=71	2%	N=7	100%	N=453
Overall economic health of Surprise	57%	N=260	36%	N=165	6%	N=25	1%	N=4	100%	N=454
Sense of community	40%	N=181	43%	N=194	15%	N=67	1%	N=6	100%	N=448

Table 47: 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	
	%	N	%	N	%	N	%	N	%	N
Connected trail system	20%	N=91	41%	N=186	33%	N=149	6%	N=25	100%	N=451
Completed streets	65%	N=294	31%	N=142	2%	N=11	1%	N=4	100%	N=451
Internal circulator system (public city-only bus/van service)	28%	N=127	34%	N=154	29%	N=129	9%	N=39	100%	N=449
Protecting White Tank Mountain Regional Park open space	62%	N=278	31%	N=139	6%	N=25	2%	N=10	100%	N=452
Investing in water resources	68%	N=304	28%	N=125	2%	N=11	2%	N=10	100%	N=450
Multi-purpose recreation complex w/ pool	26%	N=118	38%	N=174	33%	N=151	2%	N=9	100%	N=452
Build more parks	25%	N=113	48%	N=219	25%	N=112	2%	N=8	100%	N=452

Table 48: Question 15

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?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
General Obligation Bonds (secondary property tax) - for vehicles only	13%	N=58	37%	N=163	21%	N=93	28%	N=123	0%	N=0	100%	N=437
Property tax increase	6%	N=24	28%	N=120	29%	N=124	38%	N=164	0%	N=0	100%	N=432
New transit sales tax	11%	N=46	34%	N=149	24%	N=104	31%	N=135	0%	N=0	100%	N=434

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Table 49: Question 16

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	
	Percent	N	Percent	N	Percent	N	Percent	N
City website (www.surpriseaz.gov)	75%	N=336	21%	N=94	5%	N=21	100%	N=451
Progress Magazine (mailed quarterly)	33%	N=148	48%	N=218	19%	N=84	100%	N=450
Surprise TV (local government TV channel)	13%	N=57	31%	N=140	56%	N=255	100%	N=452
City Social Media (Twitter, Facebook, YouTube, Nextdoor, etc.)	54%	N=244	29%	N=130	17%	N=76	100%	N=450
City Council meetings	19%	N=87	45%	N=201	36%	N=163	100%	N=451
Talking with City officials	17%	N=75	38%	N=171	46%	N=206	100%	N=452
Local media (newspaper, radio, TV)	27%	N=120	44%	N=197	30%	N=133	100%	N=450

Table 50: 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	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Recycle at home	2%	N=7	2%	N=8	2%	N=11	17%	N=75	78%	N=349	100%	N=450
Purchase goods or services from a business located in Surprise	0%	N=2	1%	N=5	12%	N=54	60%	N=269	27%	N=120	100%	N=450
Eat at least 5 portions of fruits and vegetables a day	2%	N=7	18%	N=79	40%	N=181	30%	N=133	11%	N=47	100%	N=447
Participate in moderate or vigorous physical activity	3%	N=14	14%	N=61	41%	N=182	29%	N=130	14%	N=61	100%	N=448
Read or watch local news (via television, paper, computer, etc.)	4%	N=20	11%	N=51	21%	N=96	31%	N=137	32%	N=144	100%	N=448
Vote in local elections	6%	N=26	4%	N=16	8%	N=36	23%	N=103	60%	N=267	100%	N=448

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	16%	N=71
Very good	47%	N=211
Good	30%	N=135
Fair	6%	N=26
Poor	1%	N=5
Total	100%	N=448

Table 52: 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	14%	N=64
Somewhat positive	29%	N=129
Neutral	45%	N=204
Somewhat negative	11%	N=49
Very negative	1%	N=5
Total	100%	N=451

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Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	52%	N=235
Working part time for pay	10%	N=45
Unemployed, looking for paid work	2%	N=7
Unemployed, not looking for paid work	6%	N=26
Fully retired	30%	N=135
Total	100%	N=448

Table 54: Question D5

Do you work inside the boundaries of Surprise?	Percent	Number
Yes, outside the home	23%	N=100
Yes, from home	11%	N=50
No	66%	N=288
Total	100%	N=438

Table 55: Question D6

How many years have you lived in Surprise?	Percent	Number
Less than 2 years	12%	N=56
2 to 5 years	25%	N=112
6 to 10 years	24%	N=107
11 to 20 years	37%	N=165
More than 20 years	2%	N=10
Total	100%	N=450

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	96%	N=401
Building with two or more homes (duplex, townhome, apartment or condominium)	3%	N=14
Mobile home	0%	N=0
Other	0%	N=1
Total	100%	N=416

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	9%	N=39
Owned	91%	N=376
Total	100%	N=415

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Table 58: 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	5%	N=23
\$300 to \$599 per month	8%	N=34
\$600 to \$999 per month	18%	N=80
\$1,000 to \$1,499 per month	38%	N=167
\$1,500 to \$2,499 per month	27%	N=117
\$2,500 or more per month	4%	N=17
Total	100%	N=438

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	58%	N=241
Yes	42%	N=177
Total	100%	N=418

Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	65%	N=273
Yes	35%	N=145
Total	100%	N=418

Table 61: 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	2%	N=10
\$25,000 to \$49,999	15%	N=65
\$50,000 to \$99,999	44%	N=188
\$100,000 to \$149,999	27%	N=113
\$150,000 or more	12%	N=49
Total	100%	N=425

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	93%	N=417
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=31
Total	100%	N=448

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Table 63: 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	1%	N=4
Asian, Asian Indian or Pacific Islander	3%	N=14
Black or African American	3%	N=13
White	93%	N=402
Other	5%	N=20

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

Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=5
25 to 34 years	10%	N=44
35 to 44 years	27%	N=122
45 to 54 years	20%	N=92
55 to 64 years	16%	N=72
65 to 74 years	20%	N=90
75 years or older	6%	N=26
Total	100%	N=451

Table 65: Question D16

What is your sex?	Percent	Number
Female	63%	N=195
Male	37%	N=115
Total	100%	N=310

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	71%	N=220
Land line	10%	N=32
Both	18%	N=57
Total	100%	N=309

Verbatim Responses to Open Ended Question

The following pages contain the respondents' verbatim responses as entered in the web survey and have not been edited for spelling or grammar. Responses have been organized in alphabetical order.

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?

- #1 email newsletters, but no social media
- All of the above
- All of the above. I get alerts when public meeting agendas are ready, but it would be nice if we could get the meeting minutes sent to us as well (just like subscribing to newsletters, we could subscribe to meeting minutes). I'd like more opportunities like 'coffee with a cop' - those more frequently and not always early in the morning - and similar happenings with other city groups (fire/medical, development, planners, elected folks, etc). Maybe do once a month and rotate attendees.
- Announcement for meetings and emails.
- As a working mom with two young kids, I don't have time to attend meetings so social media is just fine for me.
- belonging to a commission or watching the Council meeting would be the best way for me. I also like media to pursue the Council to get to the truth. We have a few Council members that don't have a mind of their own and we need the media to expose them for what they are.
- By email....if they reply.
- By having a 'hot-line' website link to report what is important AND having the city personnel be pro-active in getting the issues completed on a timely basis.
- Call them
- Carrying out more surveys what citizens most.
- Children safety is
- Citizen engagement with government is changing like society. People continue to desire convenient online sources for information. However, have to retain traditional sources to meet all segments.
- city email
- City social media and participating /volunteering in city events
- city website
- city website
- City web-site and email updates
- City Website and newsletters
- City website and newsletters.
- City website and the newsletters
- city website and twitter.
- City website and/or meeting with officials
- City website, city's social media, email.
- City website, newsletters and the Surprise's social media.
- City website, Progress Magazine, Surprise TV
- Coffee with councilman, one on one time meeting councilman at council chambers, facebook with council member asking public questions, letter writing for sensitive matters.
- Council person meetings WERE useful but not so much anymore.
- Email
- Email
- Email
- email

- Email and social media such as Facebook
- email blasts
- Email community website
- Email would be best
- Email would be great
- Emails
- Emails
- E-mails are best for me. I do not believe my council rep listens to what I have to say but does what the mayor wants him to do. He does not represent the people of his district.
- Face to face.
- Facebook
- Facebook
- Facebook
- Facebook and city website.
- Factual, timely, and easy to read electronic information is essential to busy working families.
- I have had very good communication thru Surprise.gov
- I like the quarterly magazine and would like to actually read more about what the city is doing. I know our current mayor ran originally on 'No Water Increases', and our water has been increased, a lot. I don't really know what the mayor is standing for, she never talks where I have heard anything, so what is the city really doing? My grandsons played in your summer baseball program, when a lightening storm came, they didn't even call the players off the field. I have seen nothing within our city, that says they know anything about what the people need, want or like. Other than the same celebrations that have been celebrated for the past 20 years or so, I haven't really seen much the city has done to make like in Surprise better. Mayor Shaffer was a wonderful visionary from where much of current day Surprise began, I miss that type of vision and drive to get this city to be noticed or respected, there is so much potential here that the city doesn't seem to know how to make this a Great City, we are just a small city hidden behind larger Arizona cities. This town needs to be known for something, something grand, I just don't see anyone in our city doing that.
- I like the YouTube Channel, the magazine, and emailing. I think the city does a pretty good job to keep everyone informed. I also like Todd Tande's Surprise Facebook group.
- I prefer to attend meetings but do not always have the time. I think an information and resources app would be beneficial for a city like ours.
- I prefer to watch the City Council meetings on TV and/or check the website for more information.
- I really value the newsletters via email and mail and obtain all my information there.
- I very much appreciated the monthly get together gathering that Jim Hayden held. He listened to our concerns, asked us to be involved. He brought along representatives from the city, police and fire. I wish I had the courage to go to City meetings to try and voice my opinions and/or ideas. Especially regarding the proposed City Center.
- I watch council meetings and email council members to express any concerns I may have.
- If Todd Tande would stop blocking people from information released on Facebook (City of Surprise Community News) it would be great, unfortunately he is afraid of opposing viewpoints
- In person
- In Person
- In person at meetings or online via social media (Facebook, Nextdoor or surpriseaz.gov website).
- In the last 2-4 years you've allowed unchecked rental prices to outpace the income of the elderly as well as low to middle income and will be known as the city that forced out the lowly. Purchasing a home is one thing but you best check out the homeless and the families bunched up together to make ends meet. Unless you have your name on a lease you are considered to be homeless according to the Federal Government. You better keep that in mind when your numbers start going up for domestic calls, unruly kids, all the other things that go astray when you have too much tension in a home. How about some Federal Housing for the Elderly with rent subsidies they can afford. How about taking care of your old folks not worrying about a new pool or a park.....
- Local Media
- Local news
- Local t.v., city council, council members, and local newspaper.

- Mail or Email
- Mail or social media
- Make things accessible for parents. Many of us do not have the option of attending meetings as they are late at night and children will not sit still throughout the process.
- Need to encourage small industries Leave nature to occupy their normal paths. Essential to plan future infrastructure.
- Newsletter
- Newsletter, social media
- Newsletters
- newsletters
- Newsletters Watching council meetings Participating in events
- Newsletters and social media
- newsletters or website
- newsletters via email and written publications
- newsletters, website, newspaper, volunteering
- newsletters. No to social media as many people are not involved with that.
- Newspapers and newsletters
- Next door
- Next Door
- Notify Me seems to work best to see items of interest that are coming up. The issue is there is never enough notice of events - its getting better but need to work on promoting local events on a larger scale and weeks in advance (not just days before).
- on line
- online
- Online
- Online and mailed communication.
- Online and via the press
- Personally. I spend hours on computers, so I can find what I need to get, but the Website is like a phone directory, very factual but has no sense of what I want or would like to have in the City. Can never get a live person on the phone. IF - IF they call back it can be weeks later!
- Print and media
- Public Meeting
- Reading the newspaper
- Social media
- Social media
- social media
- Social media
- Social media
- Social media
- Social media
- Social media
- Social media
- Social media
- Social media
- Social media
- Social media
- Social media and email
- Social media for regular information. Council meetings and agendas. I would like to have more opportunities to hear directly from council members. Public meet and greets etc..
- Social media has been the best way thus far. I would like to attend more city council meetings but I never realize they are happening until the day of.
- Social media is #1
- Social media or email, which can be immediate, and allows feedback.

- Social media or other type of electronic communication with council members. We work M-F and are generally not available for City Council meetings, as much as I'd like to participate in them. After conversing with Councilman Remley, regarding the NYE sounds-like-a-war-zone neighborhood fireworks because the SPD can't do anything about it, I had planned on going to go to the next one but was still at work when the meeting started.
- Social Media via Facebook
- social media, email, texts
- Social media, meetings
- social media, newsletters,
- Social Media, TV Broadcasting, Website(s),
- social media, volunteering
- Social media.
- Social media.
- Social media. Many thanks to Todd Tande, the Surprise Police Department and others for their use of Facebook, Next Door and the social media outlets to keep us informed.
- Talking with city officials and attending meetings.
- The city website.
- The garbage person who picks up is very rude. He doesn't take it when a car parks near it when it is out of your control! He also has not picked it up when something is wrong. Even when you put your trash to close to each other.
- The quarterly magazine publication, and the social media announcements is how I preference keeping informed. I am a busy working mom, that has no time to seek out news in the local paper, and I don't have time to sit in at Council meetings, or watch boring cable tv. I am an active participant in all surveys and info sessions that I can attend virtually. I read the emails, and open ones that are relevant to me. I do have to admit that I am one to toss the city news magazine after a quick glance.
- This survey has made me realized that I am not involved in my City government. I need to start going to meetings, and making an effort again, like i did when we first moved here.
- Through participation.
- via city website and emails
- Via newsletter
- Watching Surprise TV
- We are aware of our council members monthly meetings and consistently pay attention to the email notifications. When the quarterly newsletter comes around we also read through that. Although we are not involved with local government or Community we are very aware of what's going on. At the moment work mostly content where it's heading so we let them do their jobs.
- website
- Website
- Website
- Website
- Website
- Website
- Website & social media
- Website , email
- Website and city emails. They are very good.
- Website and email notifications of events.
- website, communication with staff or councilmembers
- Website, facebook
- Website, newsletters, social media.