

# **Surprise, AZ**

## **The National Community Survey**

Report of Results  
2021

**Report by:**



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## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Surprise. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts at Polco’s National Research Center.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:



- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 427 residents of the City of Surprise collected from February 5, 2021 to March 26, 2021. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2021 survey was 16%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Surprise.



### How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Surprise’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Surprise residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Surprise’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Surprise’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2021 ratings compare to other communities’ ratings from the past five years.

## Trends over time

Trend data for Surprise represent important comparison data and should be examined for improvements or declines\*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2017 and 2021 surveys, the change is statistically significant.

\* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

## Methods

### Selecting survey recipients

All households within the City of Surprise were eligible to participate in the survey. A list of all households within the zip codes serving Surprise was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Surprise households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Surprise boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the six districts. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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

### Conducting the survey

The 2,700 randomly selected households received mailings beginning on February 5, 2021 and the survey remained open for seven weeks. For 1,200 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 4% of the 2,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,605 households that received the invitations to participate, 427 completed the survey, providing an overall response rate of 16%. The response rate was calculated using AAPOR’s response rate #2\* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Surprise survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (427 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Surprise. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on March 12, 2021. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at ..

### Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of Surprise. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, area, Hispanic origin, housing type, housing tenure, sex, and race. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	3%	15%	23%
	35-54	20%	37%	33%
	55+	77%	48%	43%
Area	District 1	14%	20%	19%
	District 2	36%	25%	23%
	District 3	16%	12%	16%
	District 4	10%	12%	12%
	District 5	12%	15%	15%
	District 6	12%	15%	15%
Hispanic origin	No, not Spanish, Hispanic, or Latino	95%	84%	84%
	Spanish, Hispanic, or Latino	5%	16%	16%
Housing tenure	Own	90%	74%	74%
	Rent	10%	26%	26%
Housing type	Attached	6%	8%	9%
	Detached	94%	92%	91%
Race	Not white	14%	15%	14%
	White alone	86%	85%	86%
Race & Hispanic origin	Not white alone	20%	27%	26%
	White alone, not Hispanic or Latino	80%	73%	74%
Sex	Female	51%	53%	53%
	Male	49%	47%	47%
Sex/age	Female 18-34	2%	8%	12%
	Female 35-54	15%	19%	17%
	Female 55+	35%	26%	23%
	Male 18-34	1%	7%	11%
	Male 35-54	5%	18%	16%
	Male 55+	42%	22%	20%

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

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

## Contact

The City of Surprise funded this research. Please contact Diane Arthur of the City of Surprise at [diane.arthur@surpriseaz.gov](mailto:diane.arthur@surpriseaz.gov) if you have any questions about the survey.

## Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

\* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

\* Targets come from the 2010 Census and 2017 American Community Survey

## Highlights

### **Residents enjoy a high quality of life in Surprise and give positive marks to the community.**

At least 9 in 10 survey respondents gave excellent or good ratings to the overall quality of life in Surprise and the city as a place to live. About 90% of the residents reported they would recommend living in Surprise to someone who asks and planned to remain in the city for the next five years. These ratings were all on par with the performance of Surprise's previous surveys, along with ratings from other communities across the nation.

### **Surprise's economic health is a top priority for residents.**

When asked which areas of community livability the City of Surprise should focus on in the next two years, residents indicated that the city's economic health was one of the most important areas to focus on, with 96% rating this as essential or very important. About 88% of residents gave excellent or good ratings to the overall economic health of Surprise, a score that was higher than the national benchmark and improved from 2018 to 2021. Residents' assessments of economic development and the cost of living in Surprise were also higher than the national benchmarks, with 7 in 10 community members giving high marks. From 2018 to 2021, evaluations of Surprise as a place to work, the overall quality of business and service establishments, the vibrancy of the commercial area, employment opportunities, and economic development improved. However, fewer residents in 2021 believed the economy would have a positive impact on their family income in the next six months than in 2018, a trend that may be impacted by the COVID-19 crisis.

### **While public transportation may be an area of opportunity in Surprise, community members appreciate mobility in the city overall.**

Public transportation in Surprise provides an area of opportunity for the city. Around 4 in 10 community members gave positive marks to the overall quality of public transportation in Surprise, which was lower than the national benchmark and declined from 2018 to 2021. Respondents' reviews of bus or transit services and the ease of travel by public transportation in Surprise were also below the national benchmarks, with about 2 in 10 or less rating these as excellent or good.

However, residents were pleased with most mobility-related aspects and services. Respondents' evaluations of street cleaning (83%), sidewalk maintenance (82%), street lighting (78%), ease of public parking (78%), and street repair (70%) were outstanding and higher than the national benchmarks. Additionally, residents gave higher reviews to ease of public parking, ease of travel by car and bicycle, ease of walking, traffic signal timing, and street repair in 2021 compared to 2018.

### **Residents appreciate their local government and express support for City initiatives.**

Roughly 8 in 10 respondents rated the quality of services provided by the City of Surprise, the city treating residents with respect, and the overall customer service provided by city employees as excellent or good.

Residents were also asked to indicate their support or opposition to various funding strategies. About two-thirds of respondents strongly or somewhat supported creating a dedicated fee to fund Public Safety and thus allow the city to shift more money to the General Fund to pay for other city services and operations. Just over half (58%) of community members strongly or somewhat supported using General Obligation Bonds to help Surprise fund capital improvement projects, while a primary property tax increase, sales tax increase, or a new dedicated tax were only supported by about 37% of respondents.

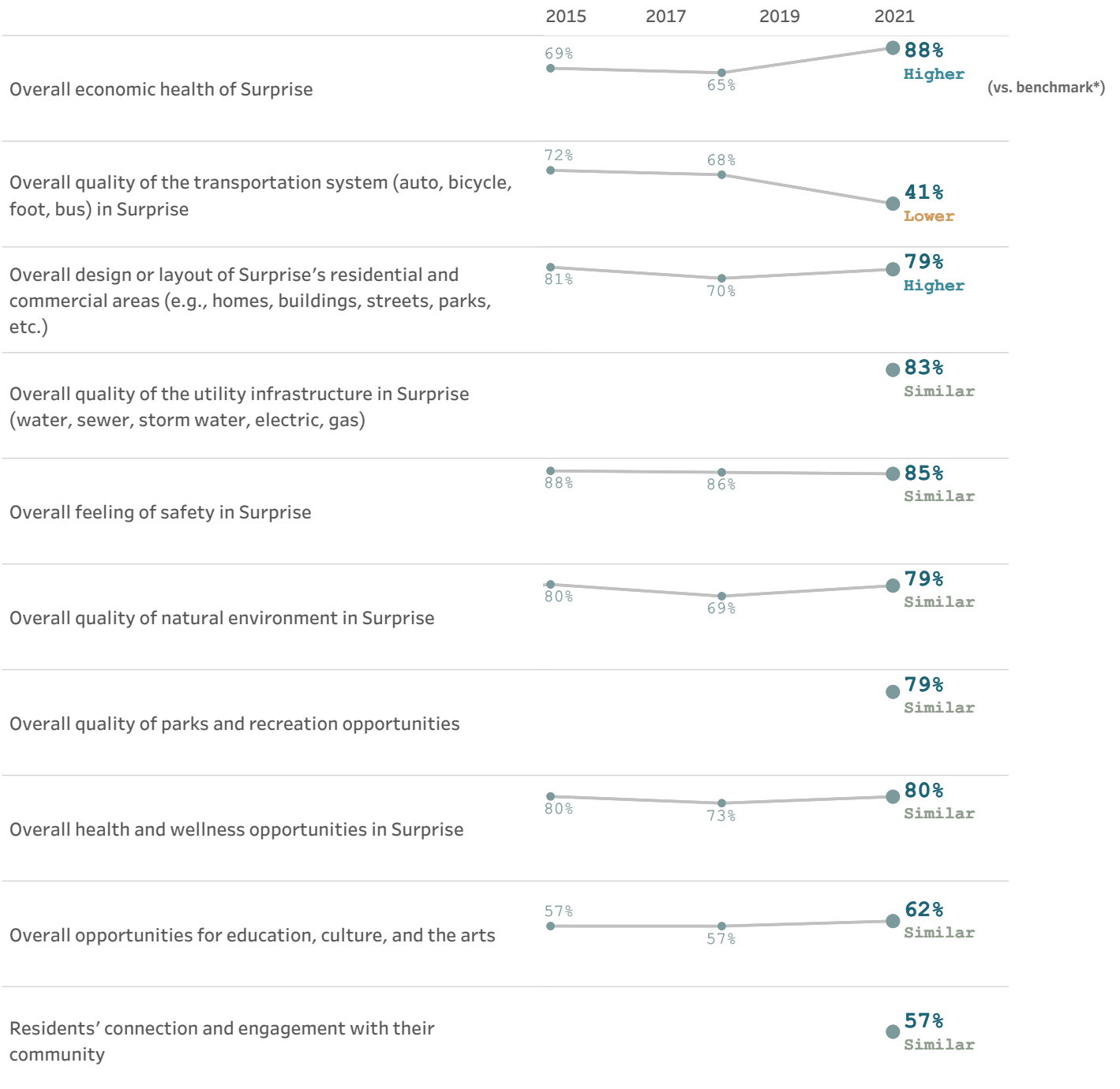
When asked about which projects should be addressed by the city in the coming three years, residents indicated that topics related to natural resources and areas were a priority. Specifically, 97% of residents believed increasing the city's assured water supply was either a high priority or medium priority. About 8 in 10 respondents indicated that protecting White Tank Mountain Regional Park and preserving open space were a priority for the community. In addition to the priority placed on natural areas, about 8 in 10 residents felt that widening streets to eliminate forced merges and adding sidewalks, bike lanes, and landscaping were a high or medium priority. Projects that were less of a priority for community members included creating a public city-only bus/van service (54%), building more parks/sports fields (51%), developing a connected trail system (44%), and adding a new co..

## Facets of livability

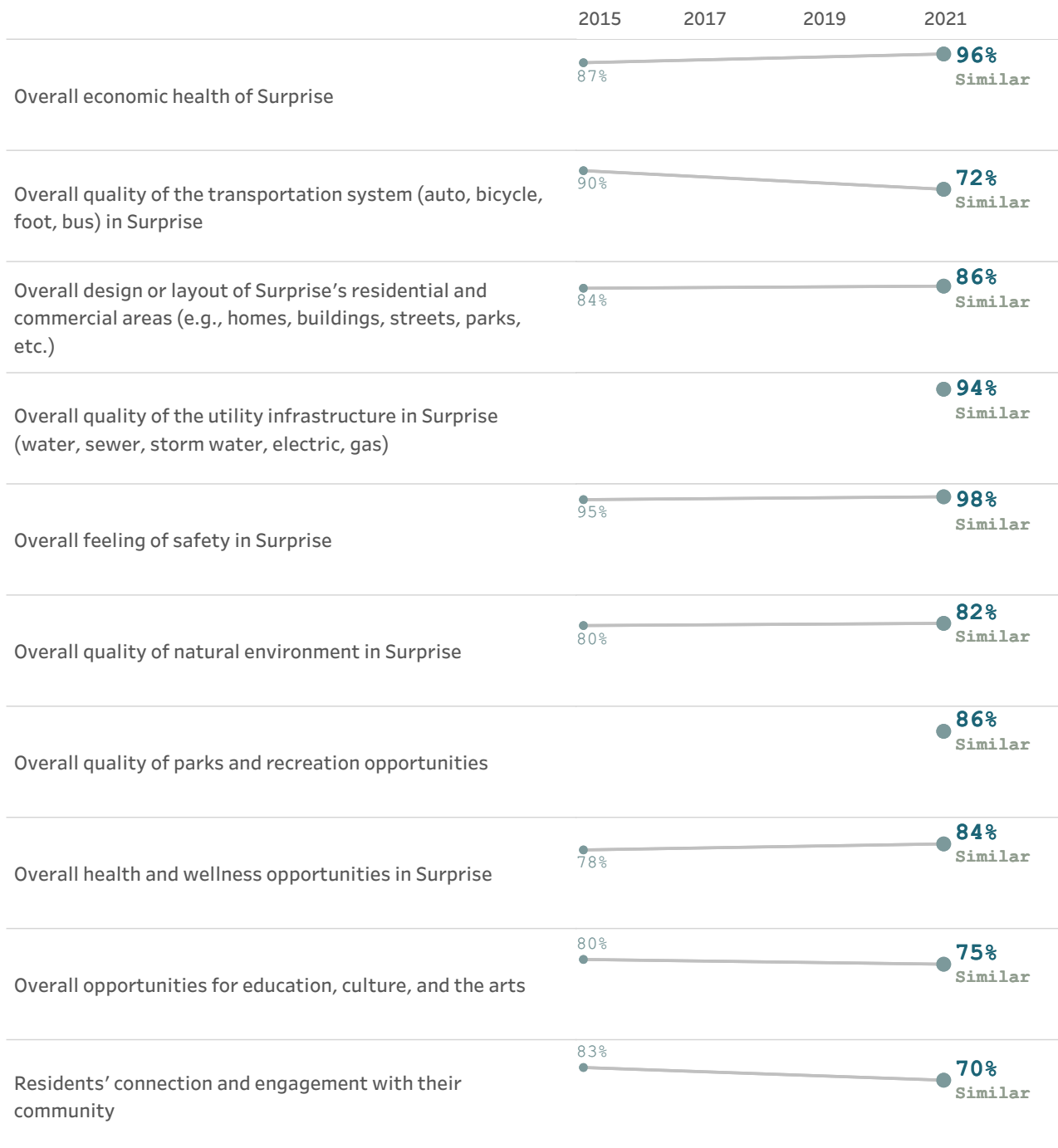
Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Surprise as a whole.  
(% excellent or good)



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 or very important)



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



## Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

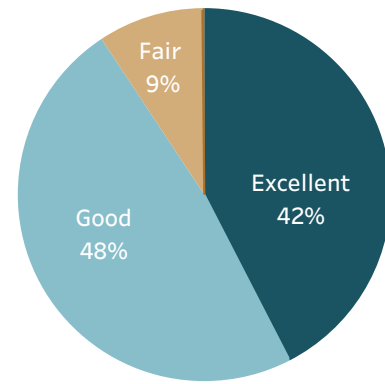
To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 79% or more of respondents were considered of “higher quality” and those with ratings lower than 79% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 85% or more of respondents. Services were rated as “less important” if they received a rating of less than 85%. This classification uses the median ratings for quality and importance to divide the services in half.

The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



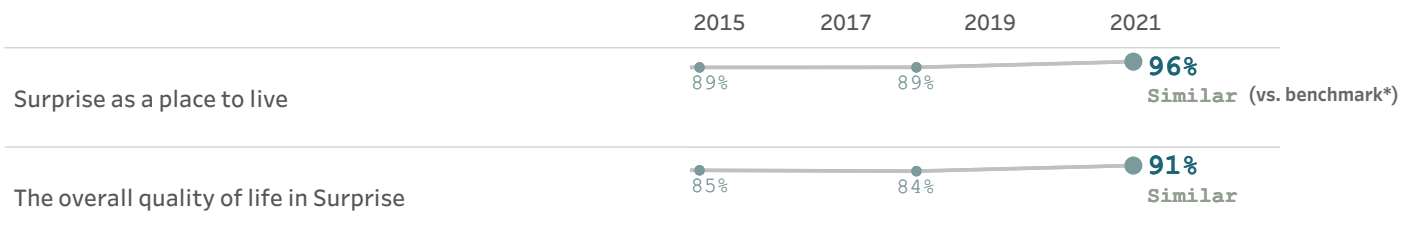
The overall quality of life in Surprise, 2021



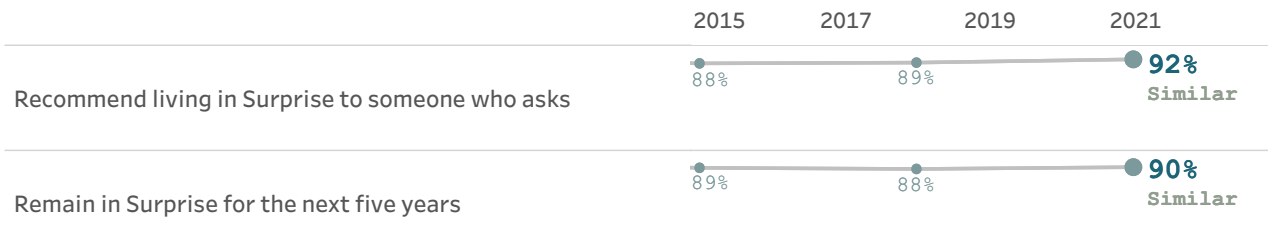
## Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

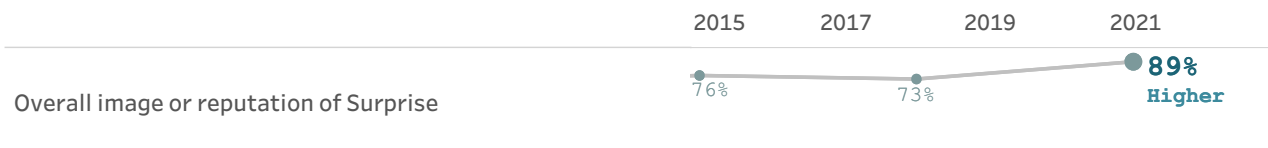
Please rate each of the following aspects of quality of life in Surprise.  
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.  
(% very or somewhat likely)

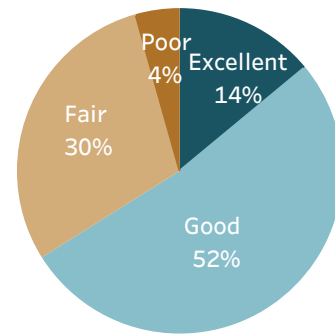


Please rate each of the following in the Surprise community.  
(% excellent or good)



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

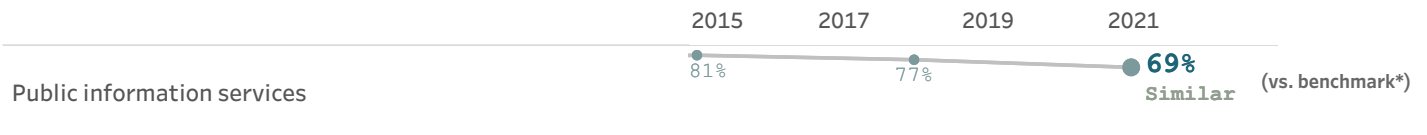
Overall confidence in Surprise government, 2021



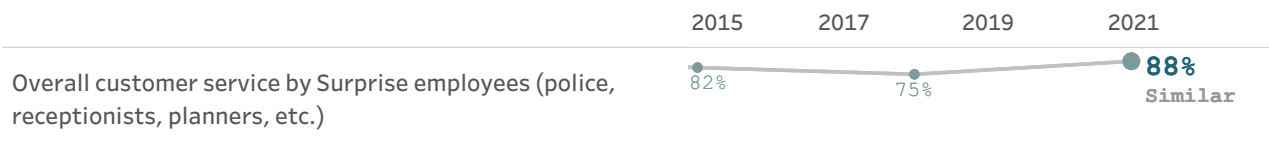
## Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

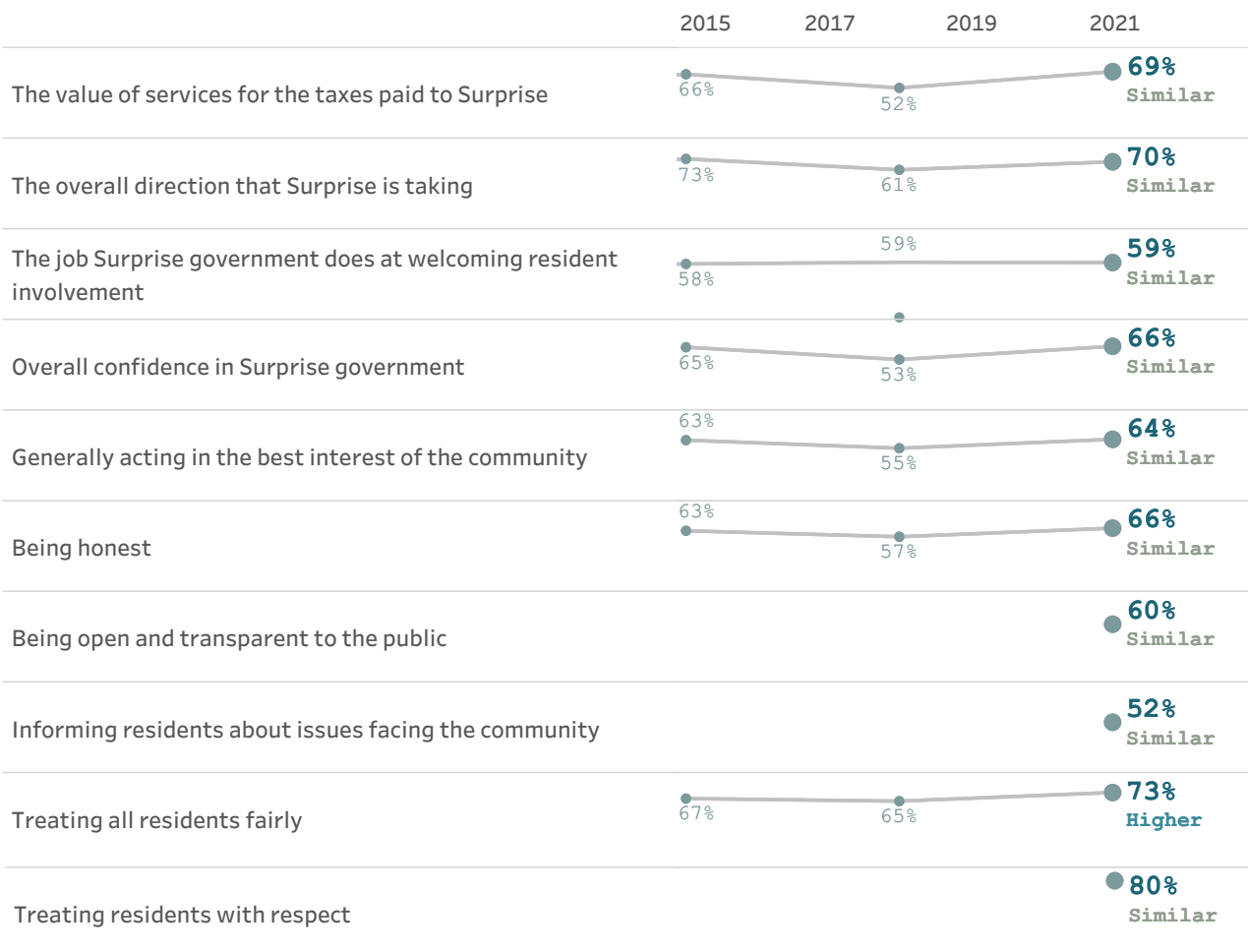
Please rate the quality of each of the following services in Surprise.  
(% excellent or good)



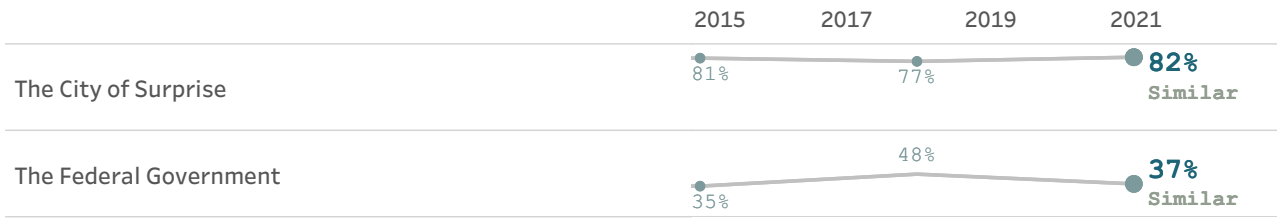
Please rate the quality of each of the following services in Surprise.  
(% excellent or good)



Please rate the following categories of Surprise government performance.  
(% excellent or good)



**Overall, how would you rate the quality of the services provided by each of the following?**  
(% excellent or good)

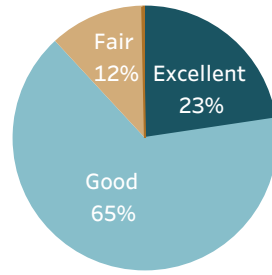


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

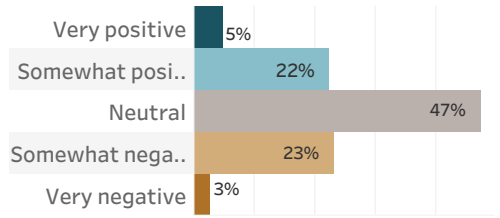
## Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

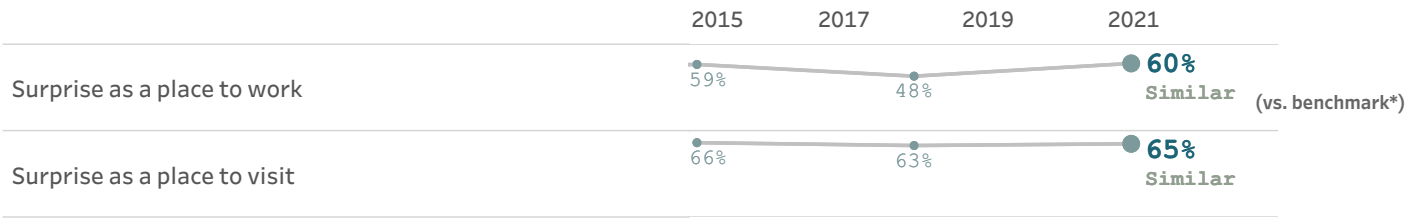
Overall economic health of Surprise, 2021



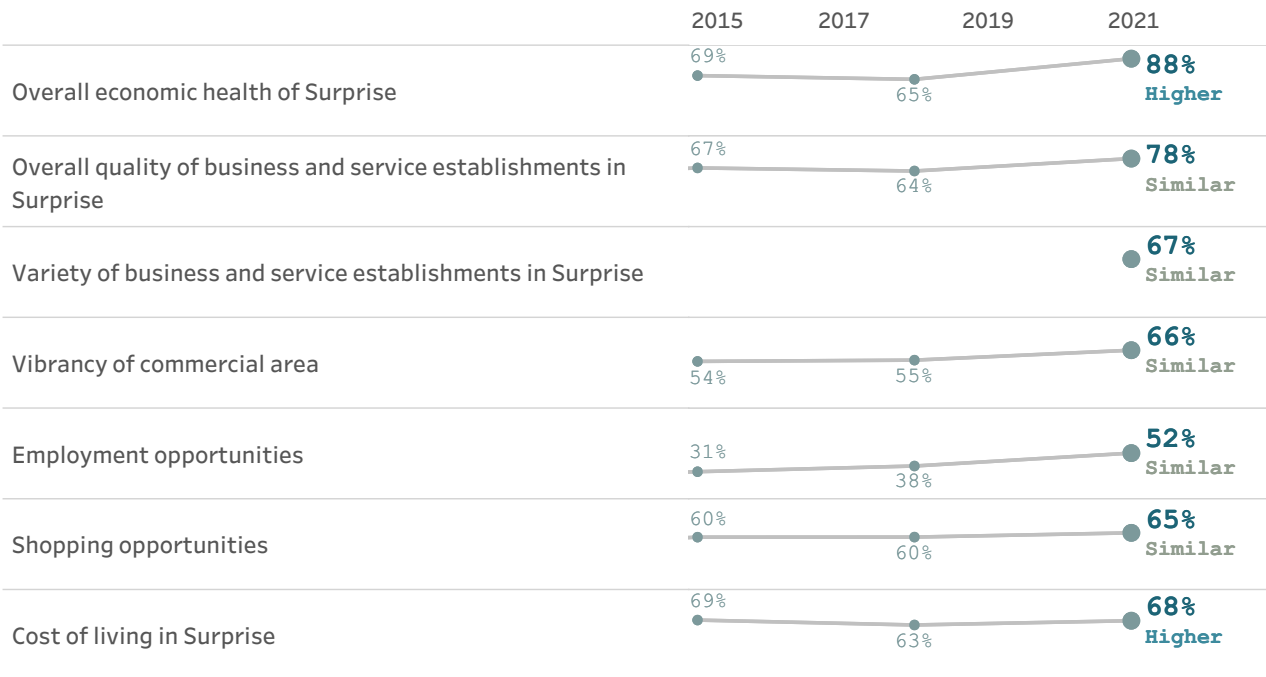
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following aspects of quality of life in Surprise. (% excellent or good)



Please rate each of the following characteristics as they relate to Surprise as a whole. (% excellent or good)

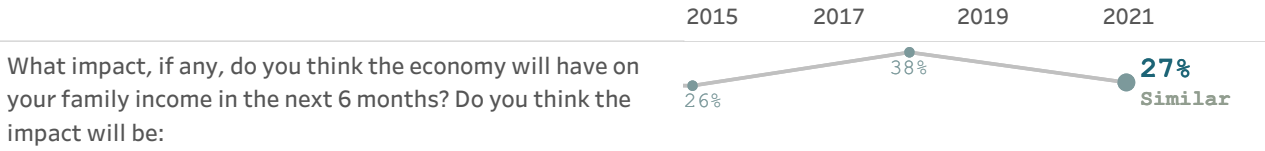


Please rate the quality of each of the following services in Surprise. (% excellent or good)



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

(% very or somewhat positive)

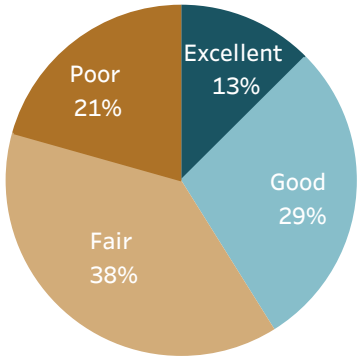


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

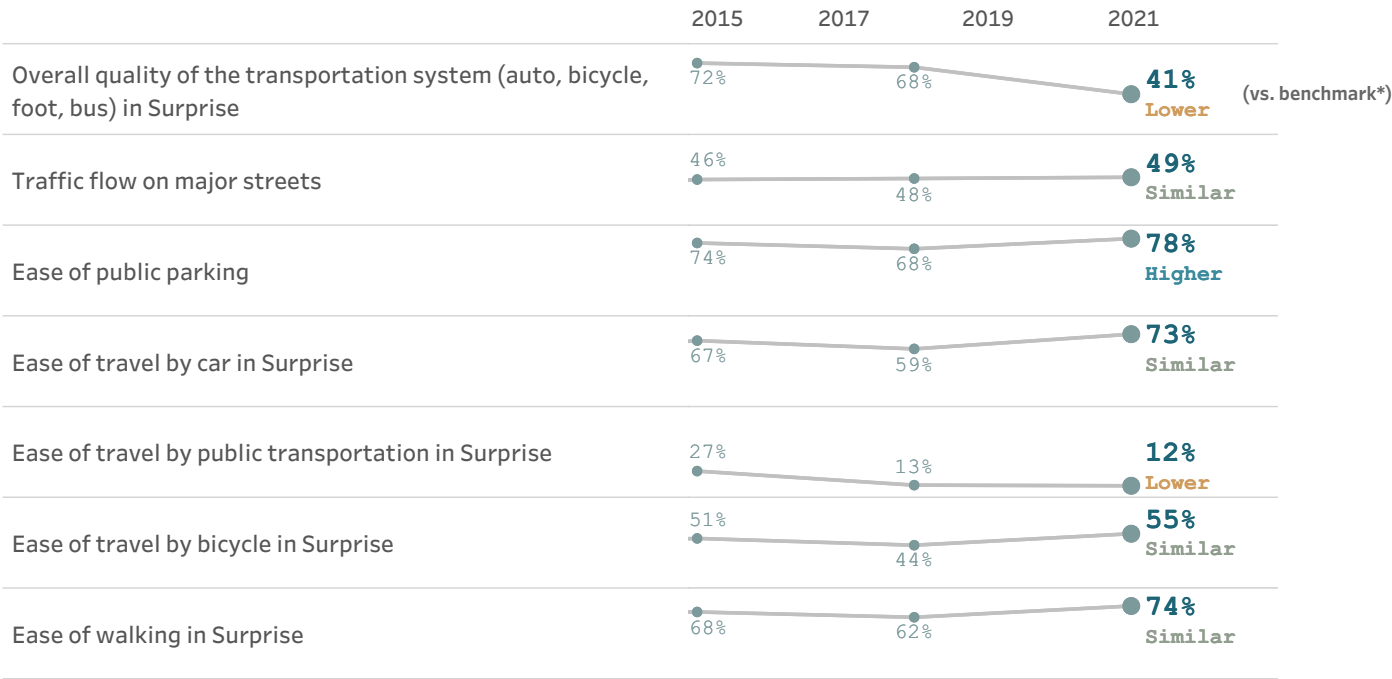
Overall quality of the transportation system in Surprise, 2021

**Mobility**

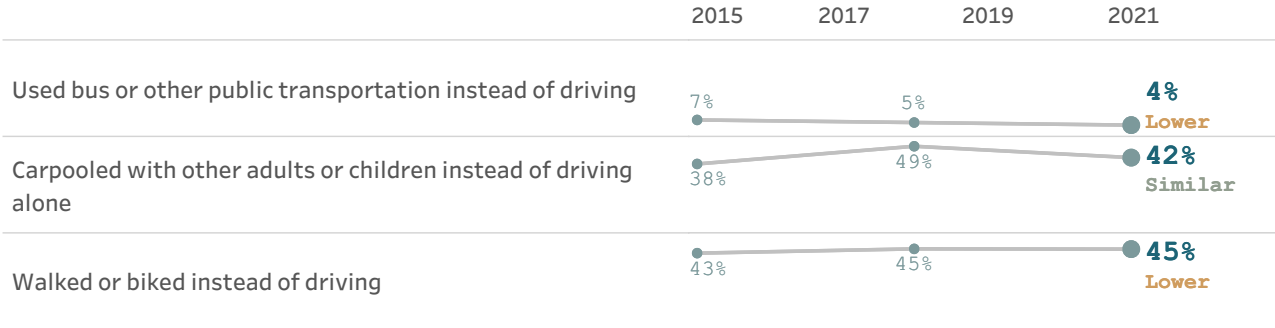
The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.



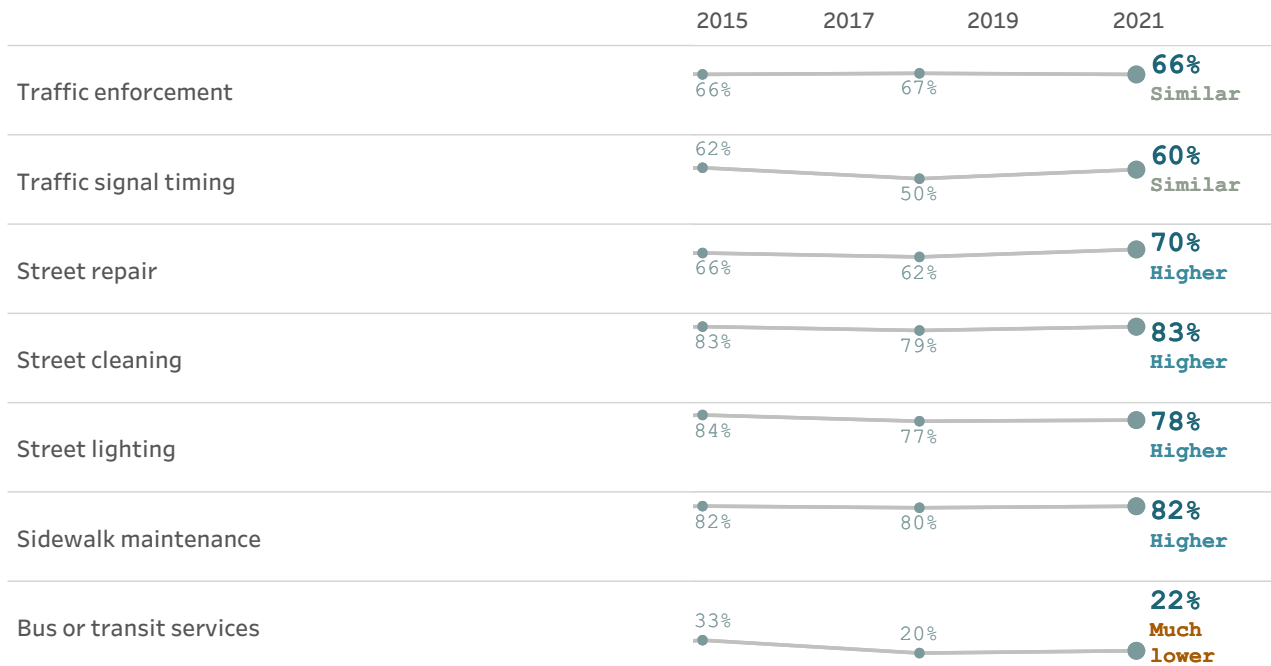
Please rate each of the following characteristics as they relate to Surprise as a whole. (% excellent or good)



Please indicate whether or not you have done each of the following in the last 12 months. (% yes)



**Please rate the quality of each of the following services in Surprise.  
(% excellent or good)**

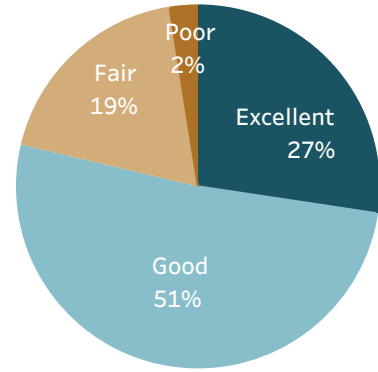


Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



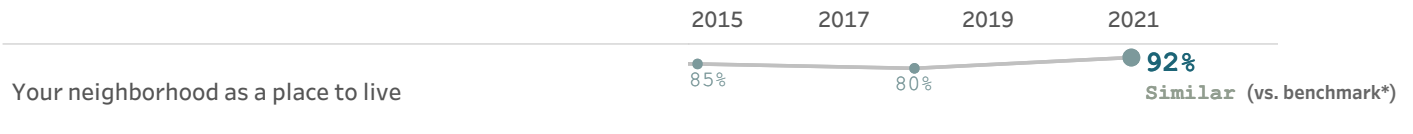
Overall design or layout of Surprise's residential and commercial areas, 2021



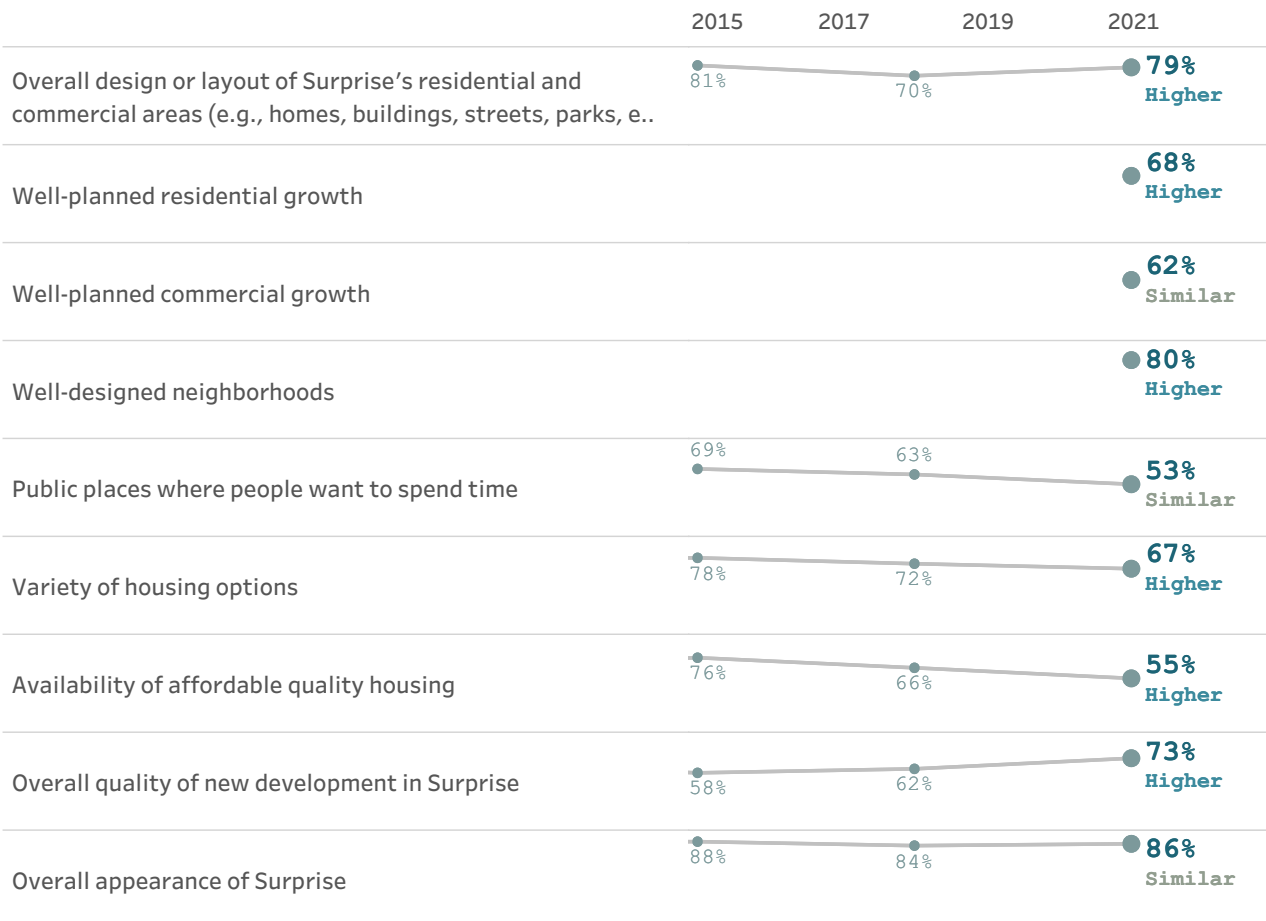
## Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

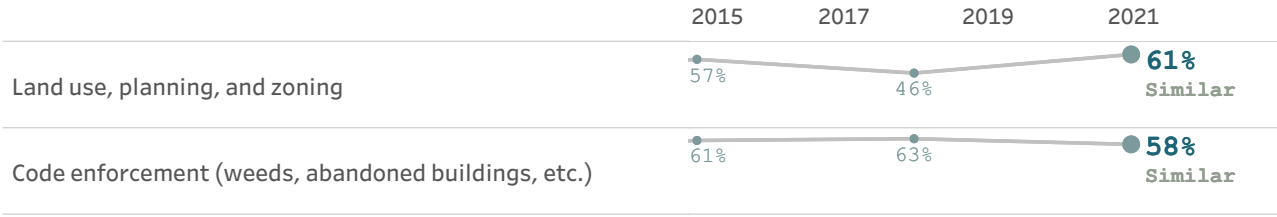
Please rate each of the following aspects of quality of life in Surprise.  
(% excellent or good)



Please rate each of the following characteristics as they relate to Surprise as a whole.  
(% excellent or good)



Please rate the quality of each of the following services in Surprise.  
 (% excellent or good)

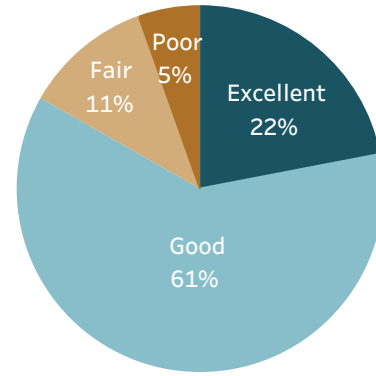


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

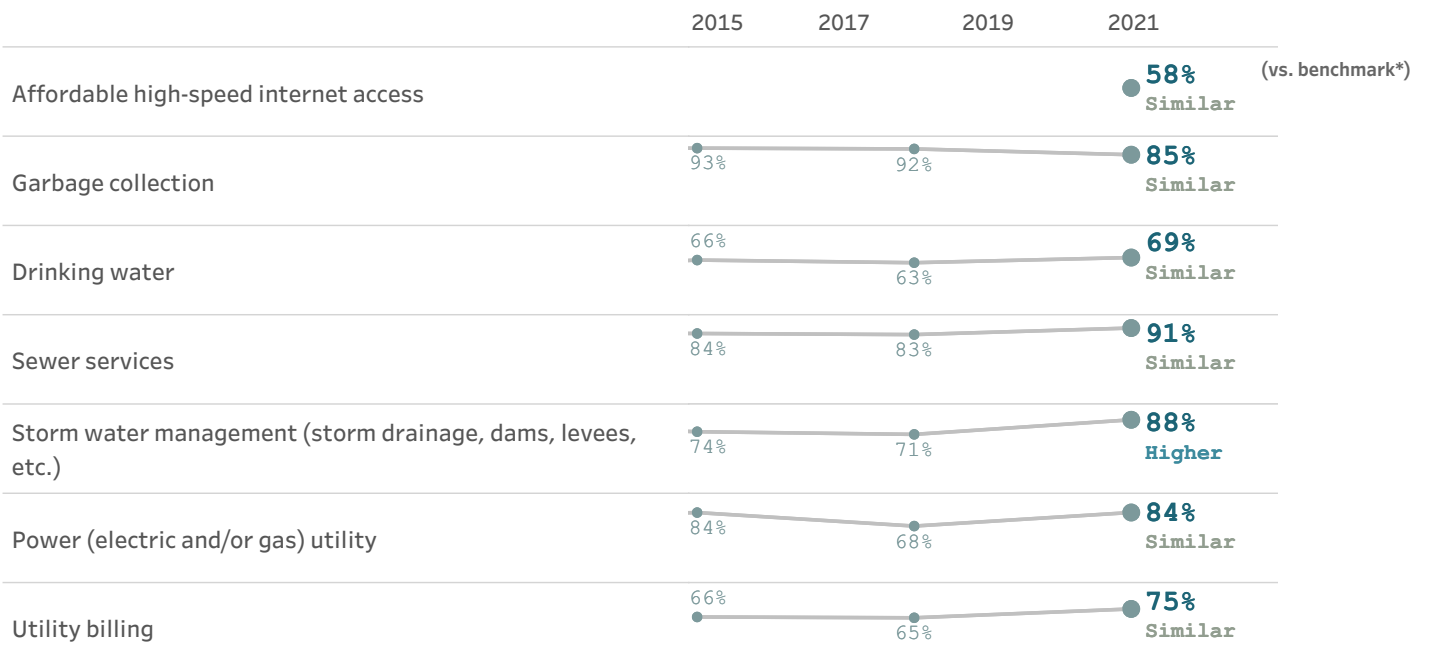
Overall quality of the utility infrastructure in Surprise, 2021

## Utilities

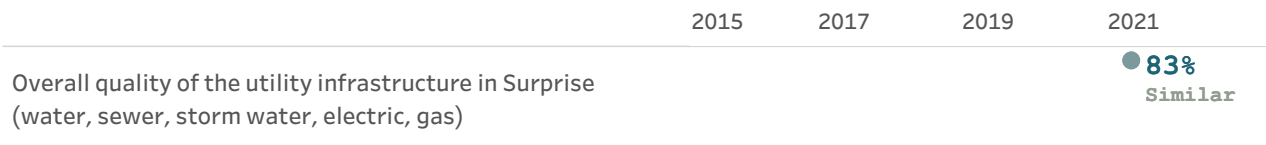
Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.



Please rate the quality of each of the following services in Surprise.  
(% excellent or good)



Please rate each of the following characteristics as they relate to Surprise as a whole.  
(% excellent or good)

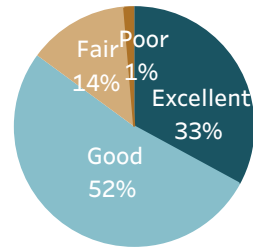


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

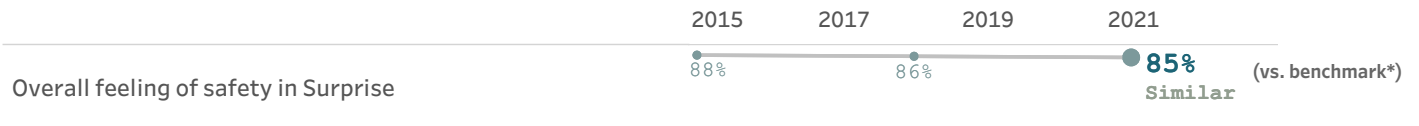
# Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

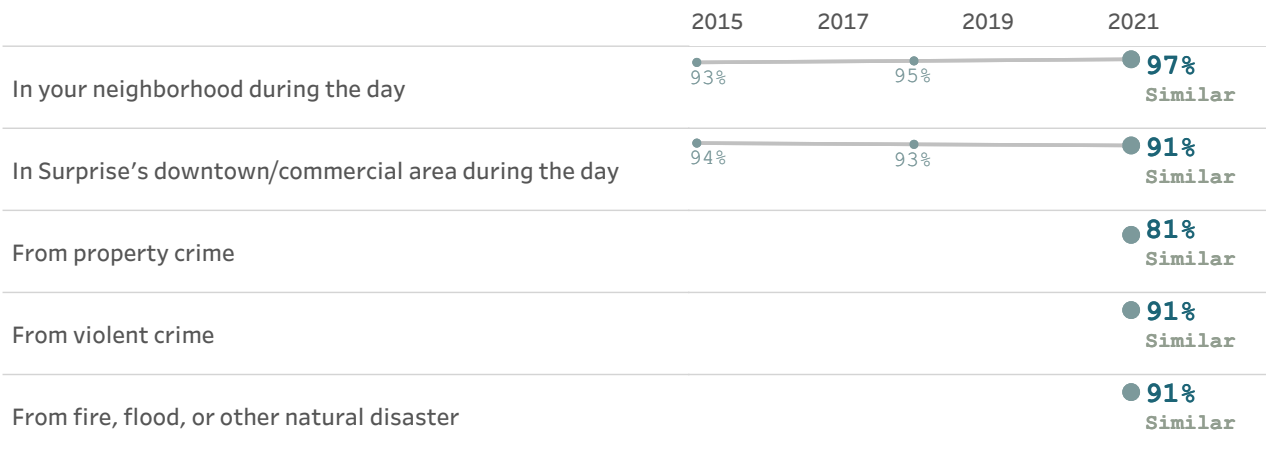
Overall feeling of safety in Surprise, 2021



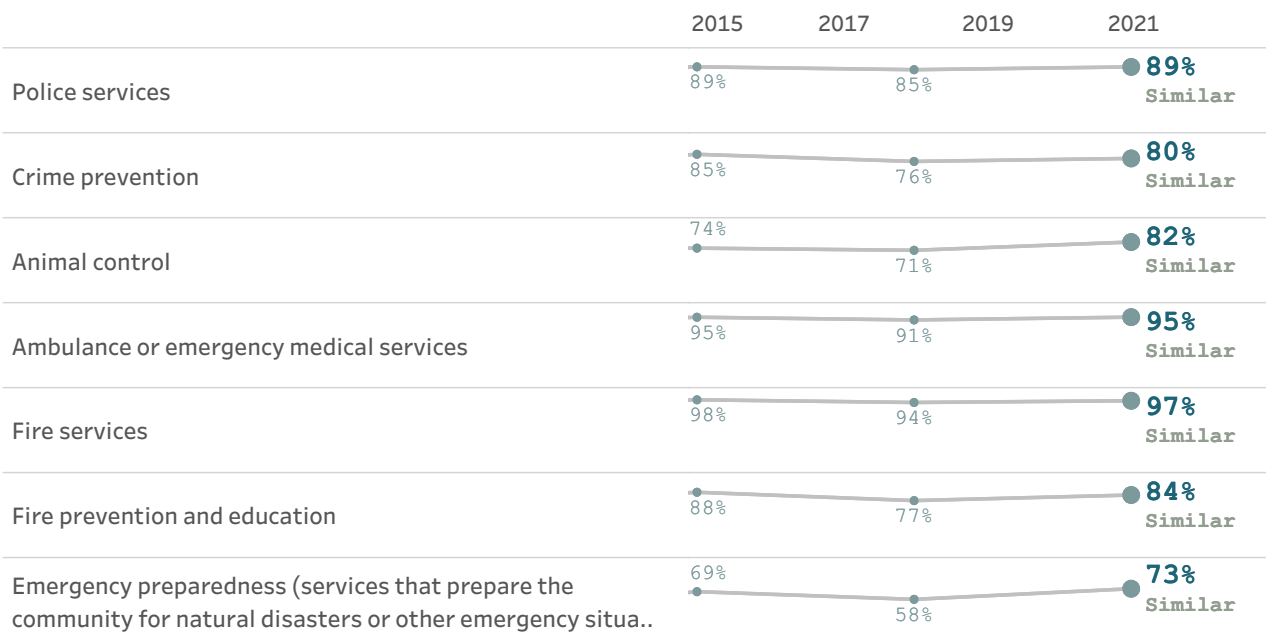
Please rate each of the following characteristics as they relate to Surprise as a whole. (% excellent or good)



Please rate how safe or unsafe you feel: (% very or somewhat safe)



Please rate the quality of each of the following services in Surprise. (% excellent or good)

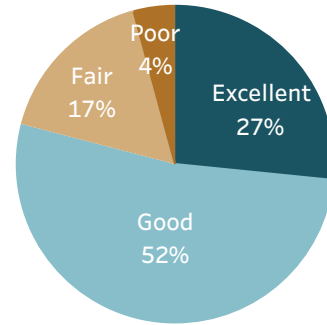


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

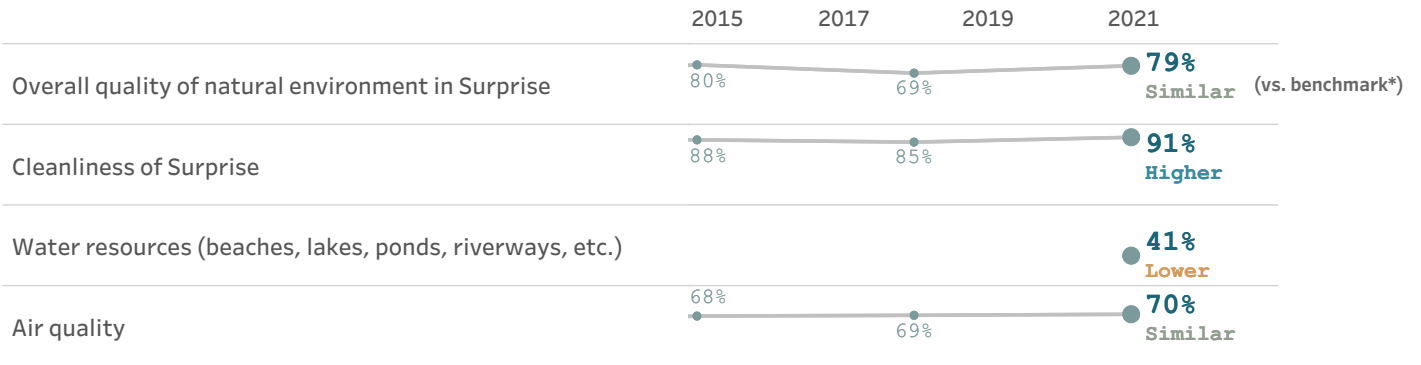
Overall quality of natural environment in Surprise, 2021

## Natural environment

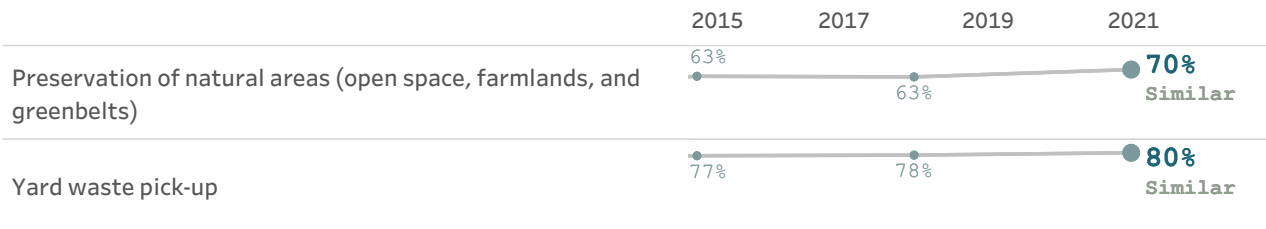
The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.



Please rate each of the following characteristics as they relate to Surprise as a whole. (% excellent or good)



Please rate the quality of each of the following services in Surprise. (% excellent or good)

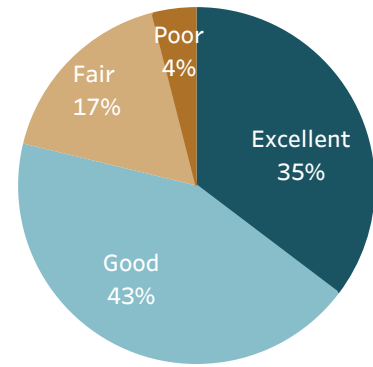


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

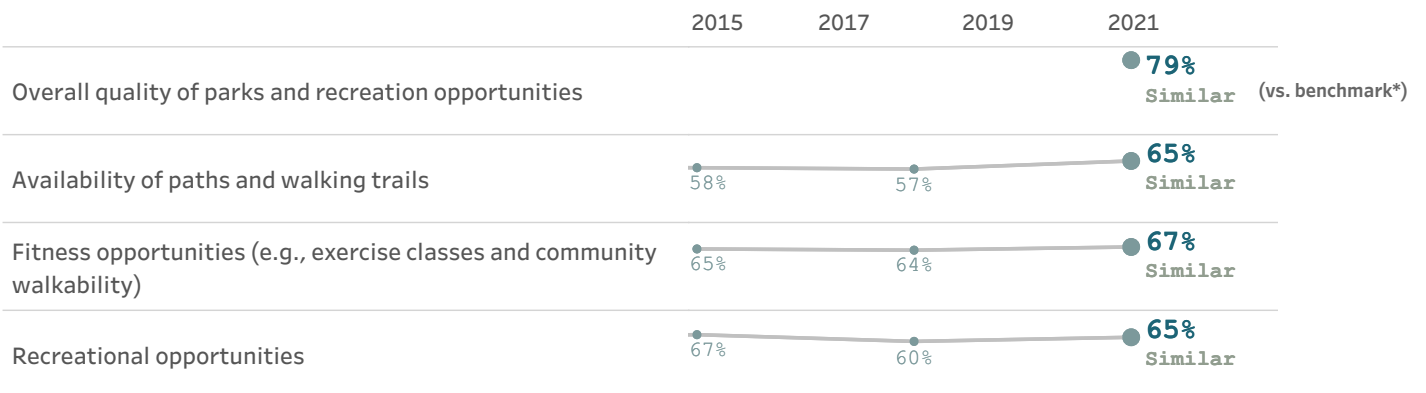
Overall quality of parks and recreation opportunities, 2021

## Parks and recreation

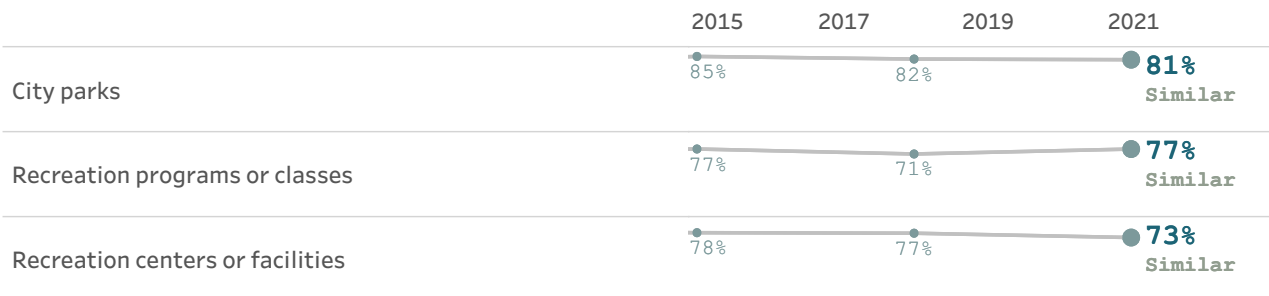
“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”  
 - National Recreation and Park Association



Please rate each of the following characteristics as they relate to Surprise as a whole.  
 (% excellent or good)



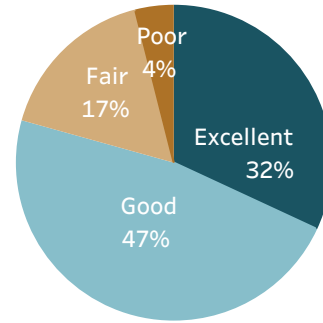
Please rate the quality of each of the following services in Surprise.  
 (% excellent or good)



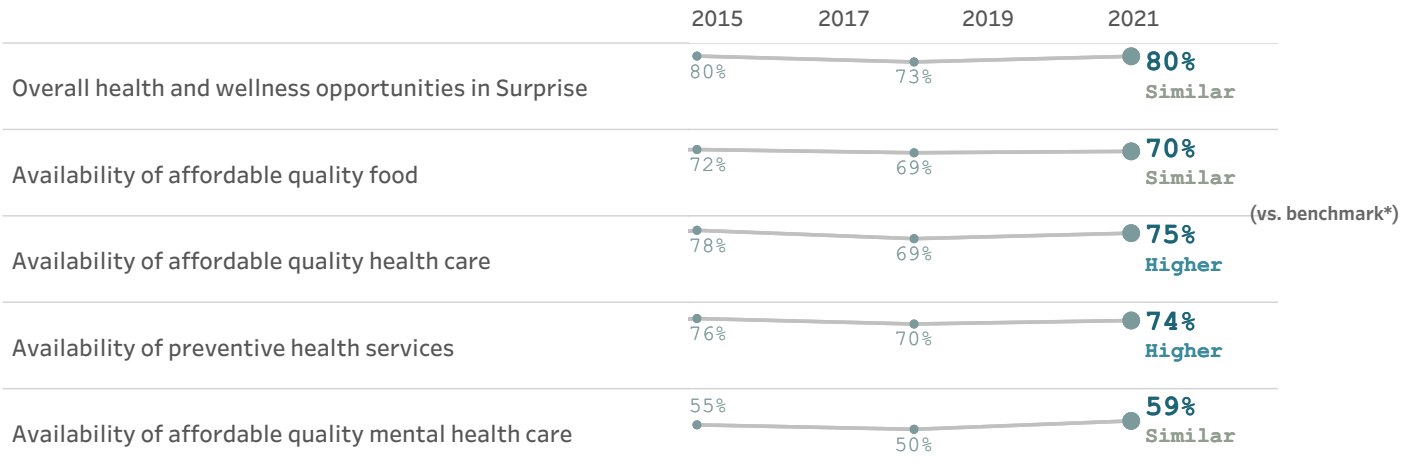
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Health and wellness

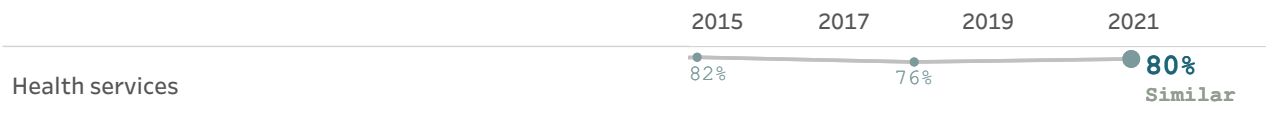
The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.



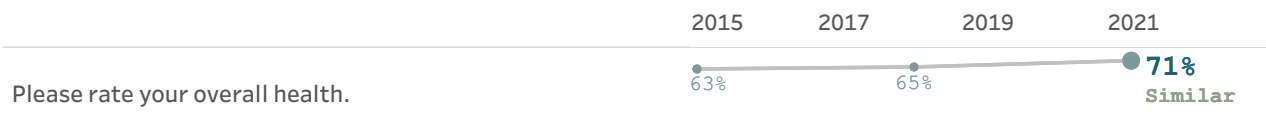
Please rate each of the following characteristics as they relate to Surprise as a whole. (% excellent or good)



Please rate the quality of each of the following services in Surprise. (% excellent or good)



Please rate your overall health. (% excellent or very good)

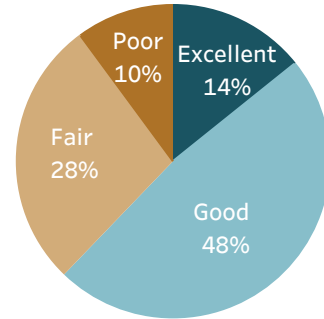


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall opportunities for education, culture and the arts, 2021

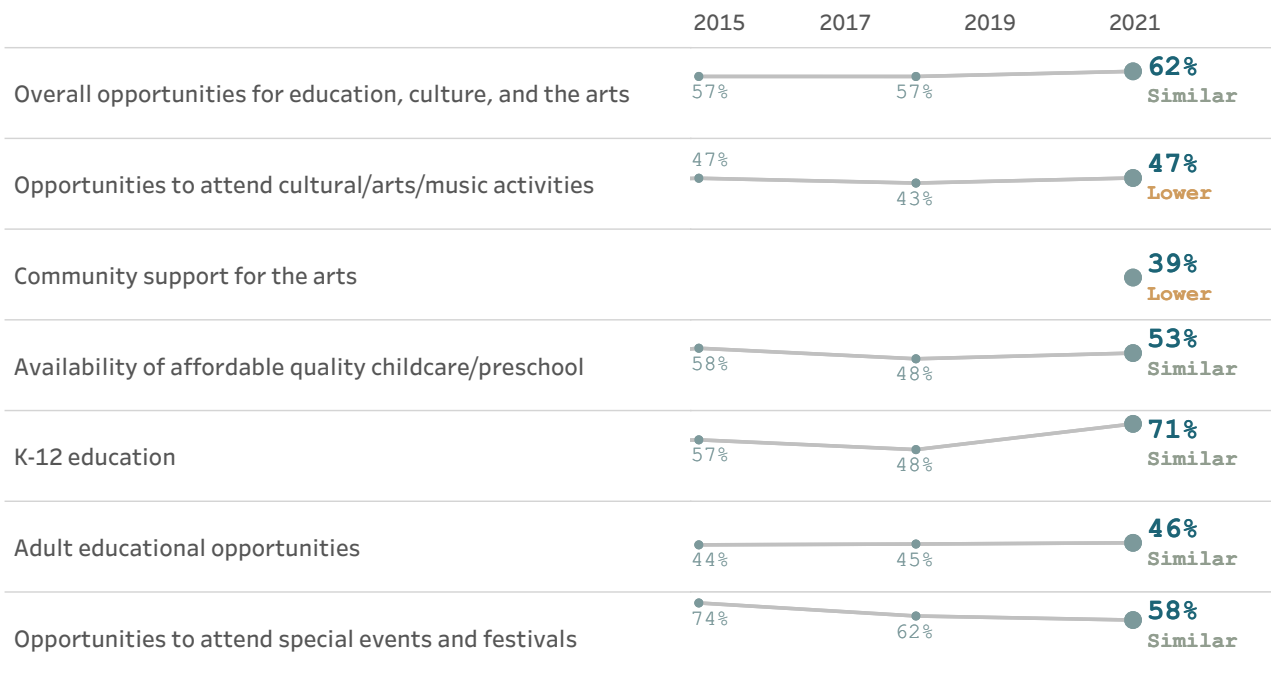
## Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

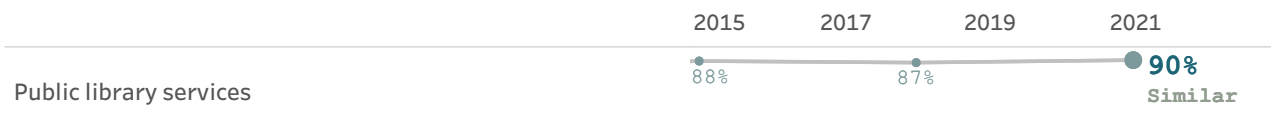


Please rate each of the following characteristics as they relate to Surprise as a whole. (% excellent or good)

(vs. benchmark\*)



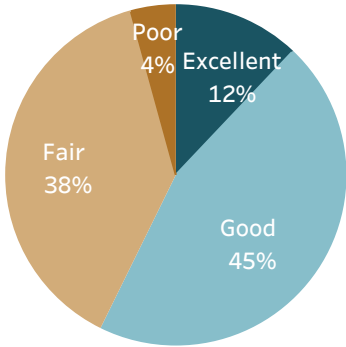
Please rate the quality of each of the following services in Surprise. (% excellent or good)



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



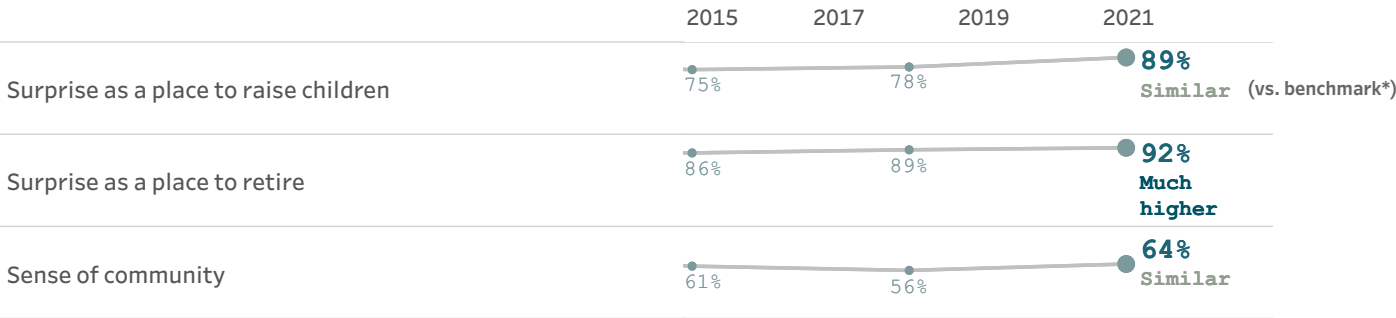
Residents' connection and engagement with their community, 2021



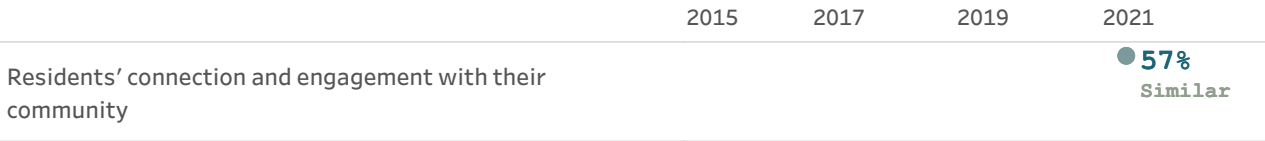
## Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

Please rate each of the following aspects of quality of life in Surprise.  
(% excellent or good)



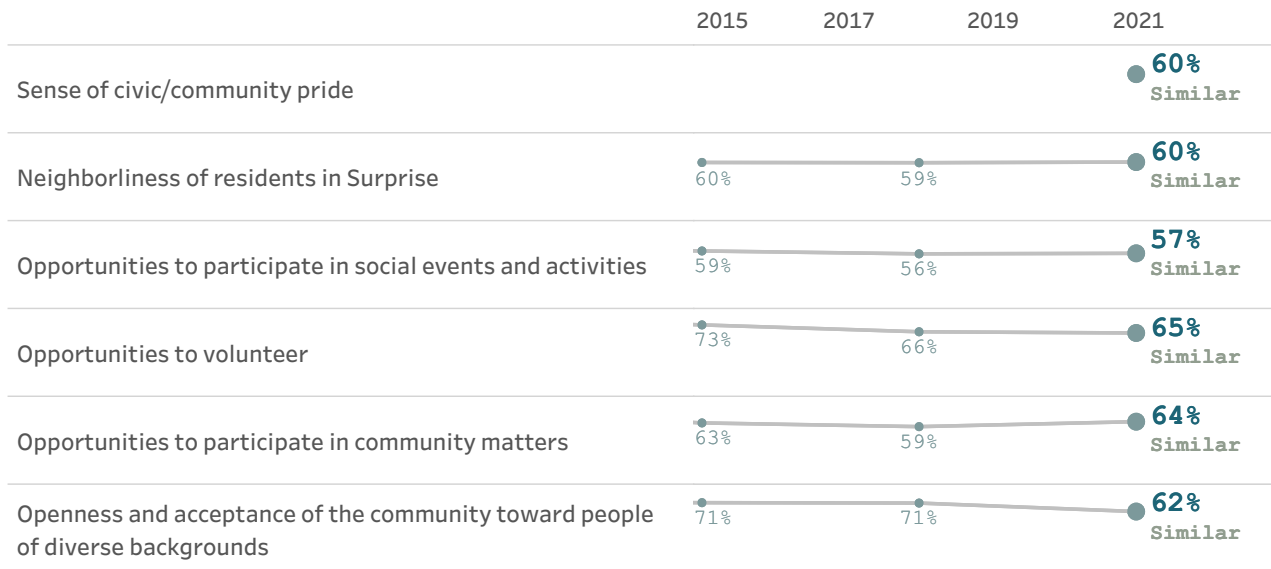
Please rate each of the following characteristics as they relate to Surprise as a whole.  
(% excellent or good)



Please rate the job you feel the Surprise community does at each of the following.  
(% excellent or good)



Please also rate each of the following in the Surprise community.  
 (% excellent or good)

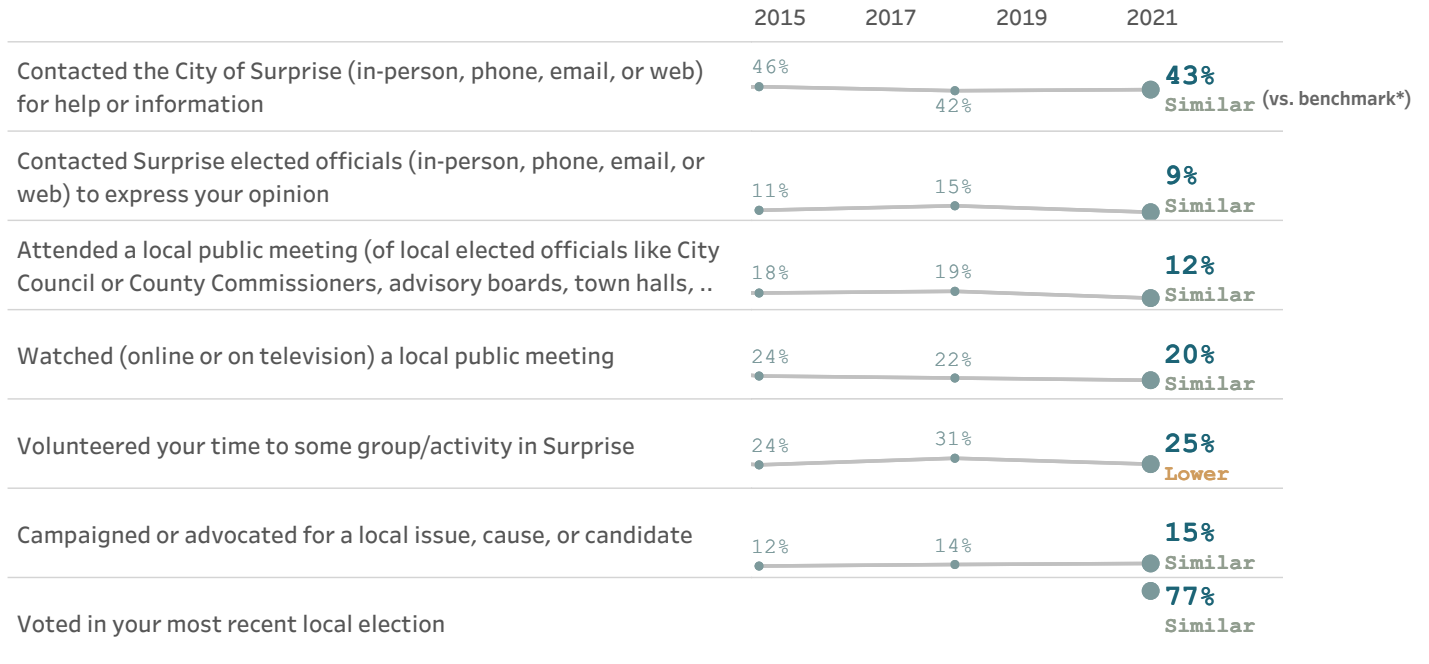


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Residents' participation levels

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

(% yes)



In general, how many times do you:





























(% a few times a week or more)



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Custom questions

Below are the results of each custom question on the survey. Below are the complete set of responses to each custom question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter below.

	The General Fund serves as the City's operating account and funds the majority of city services and their operational costs, with approximately 50% dedicated to Public Safety (e.g., Police and Fire-Medical) and 50% appropriated to other city services, such as recreational facilities and street repair. As the city grows, more funding is require..	Strongly support		23%
		Somewhat support		42%
		Somewhat oppose		17%
		Strongly oppose		18%
<b>Growth in Surprise means an increase in the need for capital improvement projects such as new roads, fire stations, police substations and parks/recreation facilities. Operation costs for these projects would come from the General Fund. How much would you support or oppose each of the following funding sources to help pay for the construction of future capital improvement projects?</b>	General Obligation Bonds (a voter approved, sun setting secondary property tax)	Strongly support		18%
		Somewhat support		40%
		Somewhat oppose		17%
		Strongly oppose		26%
	Primary property tax increase	Strongly support		4%
		Somewhat support		33%
		Somewhat oppose		24%
		Strongly oppose		39%
	Sales tax increase	Strongly support		8%
		Somewhat support		29%
		Somewhat oppose		18%
		Strongly oppose		45%
	New dedicated tax (e.g., dedicating a new tax for a specific funding use - road tax, safety tax, etc.)	Strongly support		6%
		Somewhat support		31%
		Somewhat oppose		25%
		Strongly oppose		39%
<b>How much of a priority, if any, should the following projects be for the City to address in the next 3 years?</b>	Connected trail system	High priority		9%
		Medium priority		35%
		Low priority		36%
		Not a priority		20%
	Widening streets to eliminate forced merges, and adding sidewalks, bike lanes, landscaping, etc.	High priority		32%
		Medium priority		46%
		Low priority		18%
		Not a priority		4%

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



## Open-ended questions

Surprise included open-ended questions on their survey. The verbatim responses were categorized by topic area and those topics are reported below with the percent of responses given in each category. Because some comments from residents covered more than a single topic, those verbatim responses are grouped by the first topic listed in each comment.

The table below includes all responses from the scientific and open participation survey responses.

### What is the single most important public recreation amenity you think is missing from Surprise?

Sports facilities or recreational centers	31%
Parks, multi-use trails/paths, and environment	25%
Arts, entertainment, dining, and shopping	11%
Downtown, local economy and infrastructure improvements	9%
Family and youth activities	7%
None/NA/Don't know/?	17%

## National benchmark tables

This table contains the comparisons of Surprise’s results to those from other communities. The first column shows the comparison of Surprise’s rating to the benchmark. Surprise’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Surprise residents is statistically similar to or different than the benchmark. The second column is Surprise’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Surprise’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Surprise’s result -- that is what percent of surveyed communities had a lower rating than Surprise.

			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in Surprise.</b>	Surprise as a place to live	Similar	96%	86	360	77
	Your neighborhood as a place to live	Similar	92%	58	301	81
	Surprise as a place to raise children	Similar	89%	141	360	61
	Surprise as a place to work	Similar	60%	166	345	53
	Surprise as a place to visit	Similar	65%	144	289	51
	Surprise as a place to retire	Much higher	92%	8	347	98
	The overall quality of life in Surprise	Similar	91%	77	397	81
	Sense of community	Similar	64%	134	300	56
<b>Please rate each of the following characteristics as they relate to Surprise as a whole.</b>	Overall economic health of Surprise	Higher	88%	50	274	82
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Lower	41%	257	276	8
	Overall design or layout of Surprise’s residential and commercial area..	Higher	79%	25	269	91
	Overall quality of the utility infrastructure in Surprise (water, sewer, s..	Similar	83%	22	61	65
	Overall feeling of safety in Surprise	Similar	85%	156	343	55
	Overall quality of natural environment in Surprise	Similar	79%	163	279	42
	Overall quality of parks and recreation opportunities	Similar	79%	37	62	42
	Overall health and wellness opportunities in Surprise	Similar	80%	72	271	74
	Overall opportunities for education, culture, and the arts	Similar	62%	179	270	34
	Residents’ connection and engagement with their community	Similar	57%	32	61	49
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Surprise to someone who asks	Similar	92%	83	286	72
	Remain in Surprise for the next five years	Similar	90%	45	279	84
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	97%	112	329	67
	In Surprise’s downtown/commercial area during the day	Similar	91%	148	308	53

<b>Please rate how safe or unsafe you feel:</b>	From property crime	Similar	81%	35	72	53
	From violent crime	Similar	91%	34	72	54
	From fire, flood, or other natural disaster	Similar	91%	4	61	94
<b>Please rate the job you feel the Surprise community does at each of the following.</b>	Making all residents feel welcome	Similar	81%	14	61	78
	Attracting people from diverse backgrounds	Similar	65%	12	61	81
	Valuing/respecting residents from diverse backgrounds	Similar	71%	11	61	83
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Higher	76%	5	61	92
<b>Please rate each of the following in the Surprise community.</b>	Overall quality of business and service establishments in Surprise	Similar	78%	68	277	76
	Variety of business and service establishments in Surprise	Similar	67%	28	60	55
	Vibrancy of commercial area	Similar	66%	71	255	73
	Employment opportunities	Similar	52%	102	302	67
	Shopping opportunities	Similar	65%	120	290	59
	Cost of living in Surprise	Higher	68%	6	272	98
	Overall image or reputation of Surprise	Higher	89%	64	338	82
<b>Please also rate each of the following in the Surprise community.</b>	Traffic flow on major streets	Similar	49%	162	316	49
	Ease of public parking	Higher	78%	32	240	87
	Ease of travel by car in Surprise	Similar	73%	110	302	64
	Ease of travel by public transportation in Surprise	Lower	12%	225	247	10
	Ease of travel by bicycle in Surprise	Similar	55%	139	303	55
	Ease of walking in Surprise	Similar	74%	128	303	58
	Well-planned residential growth	Higher	68%	11	63	83
	Well-planned commercial growth	Similar	62%	15	63	77
	Well-designed neighborhoods	Higher	80%	8	63	88
	Public places where people want to spend time	Similar	53%	188	264	30
	Variety of housing options	Higher	67%	50	280	83
	Availability of affordable quality housing	Higher	55%	51	299	84
	Overall quality of new development in Surprise	Higher	73%	32	290	90
	Overall appearance of Surprise	Similar	86%	80	332	76
	Cleanliness of Surprise	Higher	91%	63	304	80
	Water resources (beaches, lakes, ponds, riverways, etc.)	Lower	41%	50	57	14
	Air quality	Similar	70%	203	256	22



<b>Please also rate each of the following in the Surprise community.</b>	Availability of paths and walking trails	Similar	65%	175	300	42
	Fitness opportunities (e.g., exercise classes and community walkabilit..	Similar	67%	150	260	43
	Recreational opportunities	Similar	65%	189	289	35
	Availability of affordable quality food	Similar	70%	79	255	70
	Availability of affordable quality health care	Higher	75%	46	269	83
	Availability of preventive health services	Higher	74%	40	250	85
	Availability of affordable quality mental health care	Similar	59%	68	247	73
	Opportunities to attend cultural/arts/music activities	Lower	47%	228	288	22
	Community support for the arts	Lower	39%	51	61	18
	Availability of affordable quality childcare/preschool	Similar	53%	115	265	57
	K-12 education	Similar	71%	166	265	38
	Adult educational opportunities	Similar	46%	207	255	20
	Sense of civic/community pride	Similar	60%	34	61	46
	Neighborliness of residents in Surprise	Similar	60%	157	266	41
	Opportunities to participate in social events and activities	Similar	57%	176	270	36
	<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Opportunities to attend special events and festivals	Similar	58%	210	278
Opportunities to volunteer		Similar	65%	165	270	40
Opportunities to participate in community matters		Similar	64%	145	275	48
Openness and acceptance of the community toward people of diverse ..		Similar	62%	82	296	73
Contacted the City of Surprise (in-person, phone, email, or web) for hel..		Similar	43%	202	325	38
Contacted Surprise elected officials (in-person, phone, email, or web) t..		Similar	9%	259	264	3
Attended a local public meeting (of local elected officials like City Coun..		Similar	12%	251	267	7
Watched (online or on television) a local public meeting		Similar	20%	158	242	35
Volunteered your time to some group/activity in Surprise		Lower	25%	233	271	15
Campaigned or advocated for a local issue, cause, or candidate		Similar	15%	218	253	15
Voted in your most recent local election		Similar	77%	35	61	44
Used bus or other public transportation instead of driving		Lower	4%	220	229	5
<b>Please rate the quality of each of the following services in Surprise.</b>	Carpooled with other adults or children instead of driving alone	Similar	42%	120	258	54
	Walked or biked instead of driving	Lower	45%	205	264	23
	Public information services	Similar	69%	151	280	47
Economic development	Higher	71%	40	280	86	

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
































Traffic enforcement	Similar	66%	186	341	46
Traffic signal timing	Similar	60%	84	267	69
Street repair	Higher	70%	19	328	95
Street cleaning	Higher	83%	19	291	94
Street lighting	Higher	78%	32	321	91
Sidewalk maintenance	Higher	82%	9	293	97
Bus or transit services	Much lower	22%	226	240	7
Land use, planning, and zoning	Similar	61%	49	291	84
Code enforcement (weeds, abandoned buildings, etc.)	Similar	58%	73	345	79
Affordable high-speed internet access	Similar	58%	20	58	67
Garbage collection	Similar	85%	130	319	60
Drinking water	Similar	69%	164	286	43
Sewer services	Similar	91%	35	290	88
Storm water management (storm drainage, dams, levees, etc.)	Higher	88%	13	317	96
Power (electric and/or gas) utility	Similar	84%	81	198	60
Utility billing	Similar	75%	103	242	58
Police services	Similar	89%	117	387	70
Crime prevention	Similar	80%	119	342	66
Animal control	Similar	82%	51	304	84
Ambulance or emergency medical services	Similar	95%	150	307	52
Fire services	Similar	97%	143	335	58
Fire prevention and education	Similar	84%	154	280	46
Emergency preparedness (services that prepare the community for na..	Similar	73%	111	280	61
Preservation of natural areas (open space, farmlands, and greenbelts)	Similar	70%	93	259	65
Yard waste pick-up	Similar	80%	133	265	51
City parks	Similar	81%	188	300	38
Recreation programs or classes	Similar	77%	94	297	69
Recreation centers or facilities	Similar	73%	117	272	58
Health services	Similar	80%	50	235	79
Public library services	Similar	90%	128	299	58
Overall customer service by Surprise employees (police, receptionists, ..	Similar	88%	48	356	87
































<b>Please rate the following categories of Surprise government performance.</b>	The value of services for the taxes paid to Surprise	Similar	69%	64	361	83
	The overall direction that Surprise is taking	Similar	70%	46	311	86
	The job Surprise government does at welcoming resident involvement	Similar	59%	121	313	62
	Overall confidence in Surprise government	Similar	66%	51	273	82
	Generally acting in the best interest of the community	Similar	64%	79	277	72
	Being honest	Similar	66%	71	269	74
	Being open and transparent to the public	Similar	60%	26	62	59
	Informing residents about issues facing the community	Similar	52%	33	67	52
	Treating all residents fairly	Higher	73%	18	273	94
	Treating residents with respect	Similar	80%	7	61	89
<b>Overall, how would you rate the quality of the services provided by each ..</b>	The City of Surprise	Similar	82%	122	365	67
	The Federal Government	Similar	37%	163	258	38
<b>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.</b>	Overall economic health of Surprise	Higher	96%	10	251	97
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Similar	72%	161	251	36
	Overall design or layout of Surprise's residential and commercial area..	Similar	86%	50	251	81
	Overall quality of the utility infrastructure in Surprise (water, sewer, s..	Higher	94%	6	61	91
	Overall feeling of safety in Surprise	Higher	98%	6	251	98
	Overall quality of natural environment in Surprise	Similar	82%	123	251	51
	Overall quality of parks and recreation opportunities	Similar	86%	10	61	84
	Overall health and wellness opportunities in Surprise	Higher	84%	11	250	96
	Overall opportunities for education, culture, and the arts	Similar	75%	147	251	42
	Residents' connection and engagement with their community	Similar	70%	205	252	19
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, laptop, or table..	Similar	94%	37	61	41
	Access the internet from your cell phone	Similar	93%	29	61	54
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Similar	77%	45	61	28
	Use or check email	Similar	97%	28	61	55
	Share your opinions online	Similar	40%	6	61	91
	Shop online	Higher	68%	3	61	96
	Please rate your overall health.	Similar	71%	59	259	78
What impact, if any, do you think the economy will have on your family..	Similar	27%	162	262	39	

## Complete set of frequencies
































This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Surprise.	Question	Rating	Frequency	
			Percentage	Count
Surprise as a place to live	Surprise as a place to live	Excellent	49%	10
		Good	47%	10
		Fair	4%	1
		Poor	0%	0
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent	50%	11
		Good	41%	9
		Fair	7%	2
		Poor	1%	0
Surprise as a place to raise children	Surprise as a place to raise children	Excellent	38%	8
		Good	51%	11
		Fair	10%	2
		Poor	1%	0
Surprise as a place to work	Surprise as a place to work	Excellent	24%	5
		Good	35%	8
		Fair	33%	7
		Poor	7%	2
Surprise as a place to visit	Surprise as a place to visit	Excellent	23%	5
		Good	42%	9
		Fair	26%	6
		Poor	9%	2
Surprise as a place to retire	Surprise as a place to retire	Excellent	52%	11
		Good	39%	9
		Fair	7%	2
		Poor	2%	0
The overall quality of life in Surprise	The overall quality of life in Surprise	Excellent	42%	9
		Good	48%	11
		Fair	9%	2
		Poor	0%	0

<b>Please rate each of the following aspects of quality of life in Surprise.</b>	Sense of community	Excellent		19%
		Good		45%
		Fair		32%
		Poor		4%
<b>Please rate each of the following characteristics as they relate to Surprise as a whole.</b>	Overall economic health of Surprise	Excellent		23%
		Good		65%
		Fair		12%
		Poor		0%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Surprise	Excellent		13%
		Good		29%
		Fair		38%
		Poor		21%
	Overall design or layout of Surprise's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		27%
		Good		51%
		Fair		19%
		Poor		2%
	Overall quality of the utility infrastructure in Surprise (water, sewer, storm water, electric, gas)	Excellent		22%
		Good		61%
		Fair		11%
		Poor		5%
	Overall feeling of safety in Surprise	Excellent		33%
		Good		52%
		Fair		14%
		Poor		1%
	Overall quality of natural environment in Surprise	Excellent		27%
		Good		52%
		Fair		17%
		Poor		4%
	Overall quality of parks and recreation opportunities	Excellent		35%
		Good		43%
		Fair		17%

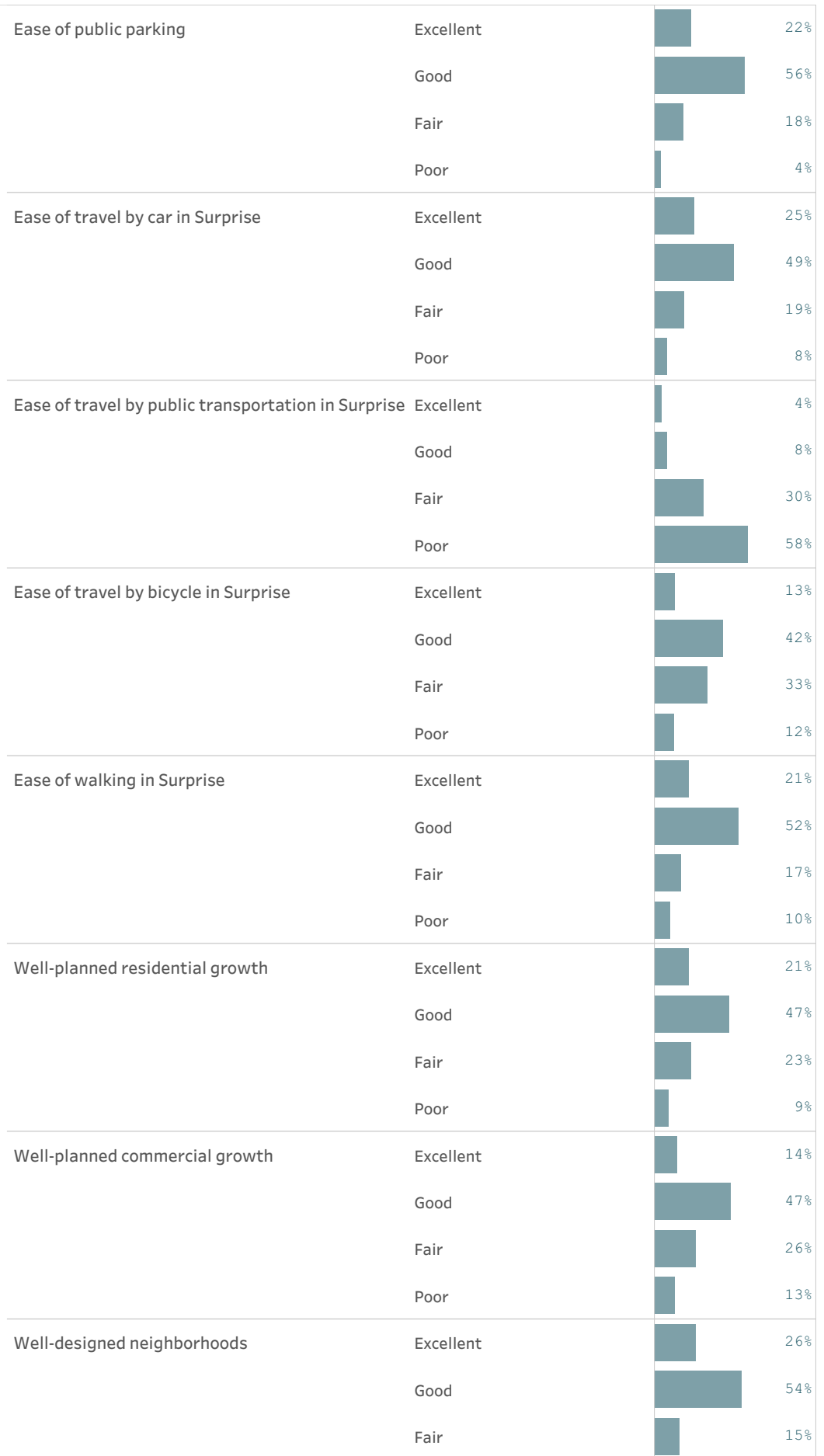
<b>Please rate each of the following characteristics as they relate to Surprise as a whole.</b>	Overall quality of parks and recreation opportunities	Poor		4%	
	Overall health and wellness opportunities in Surprise	Excellent		32%	
		Good		47%	
		Fair		17%	
		Poor		4%	
	Overall opportunities for education, culture, and the arts	Excellent		14%	
		Good		48%	
		Fair		28%	
		Poor		10%	
	Residents' connection and engagement with their community	Excellent		12%	
		Good		45%	
		Fair		38%	
		Poor		4%	
	<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Surprise to someone who asks	Very likely		55%
			Somewhat likely		37%
			Somewhat unlikely		5%
Very unlikely				2%	
Remain in Surprise for the next five years		Very likely		68%	
		Somewhat likely		21%	
		Somewhat unlikely		7%	
		Very unlikely		4%	
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe		79%	
		Somewhat safe		18%	
		Neither safe nor unsafe		1%	
		Somewhat unsafe		2%	
	In Surprise's downtown/commercial area during the day	Very safe		61%	
		Somewhat safe		30%	
		Neither safe nor unsafe		6%	
		Somewhat unsafe		2%	
		Very unsafe		0%	
	From property crime	Very safe		31%	

<b>Please rate how safe or unsafe you feel:</b>	From property crime	Somewhat safe		50%
		Neither safe nor unsafe		9%
		Somewhat unsafe		8%
		Very unsafe		1%
	From violent crime	Very safe		53%
		Somewhat safe		38%
		Neither safe nor unsafe		6%
		Somewhat unsafe		3%
		Very unsafe		0%
	From fire, flood, or other natural disaster	Very safe		66%
		Somewhat safe		25%
		Neither safe nor unsafe		9%
		Somewhat unsafe		0%
Very unsafe			0%	
<b>Please rate the job you feel the Surprise community does at each of the following.</b>	Making all residents feel welcome	Excellent		26%
		Good		55%
		Fair		15%
		Poor		4%
	Attracting people from diverse backgrounds	Excellent		27%
		Good		39%
		Fair		28%
		Poor		7%
	Valuing/respecting residents from diverse backgrounds	Excellent		30%
		Good		42%
		Fair		23%
		Poor		6%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		29%
		Good		47%
		Fair		17%
		Poor		7%
	<b>Please rate each of the following in the Surprise community.</b>	Overall quality of business and service establishments in Surprise	Excellent	

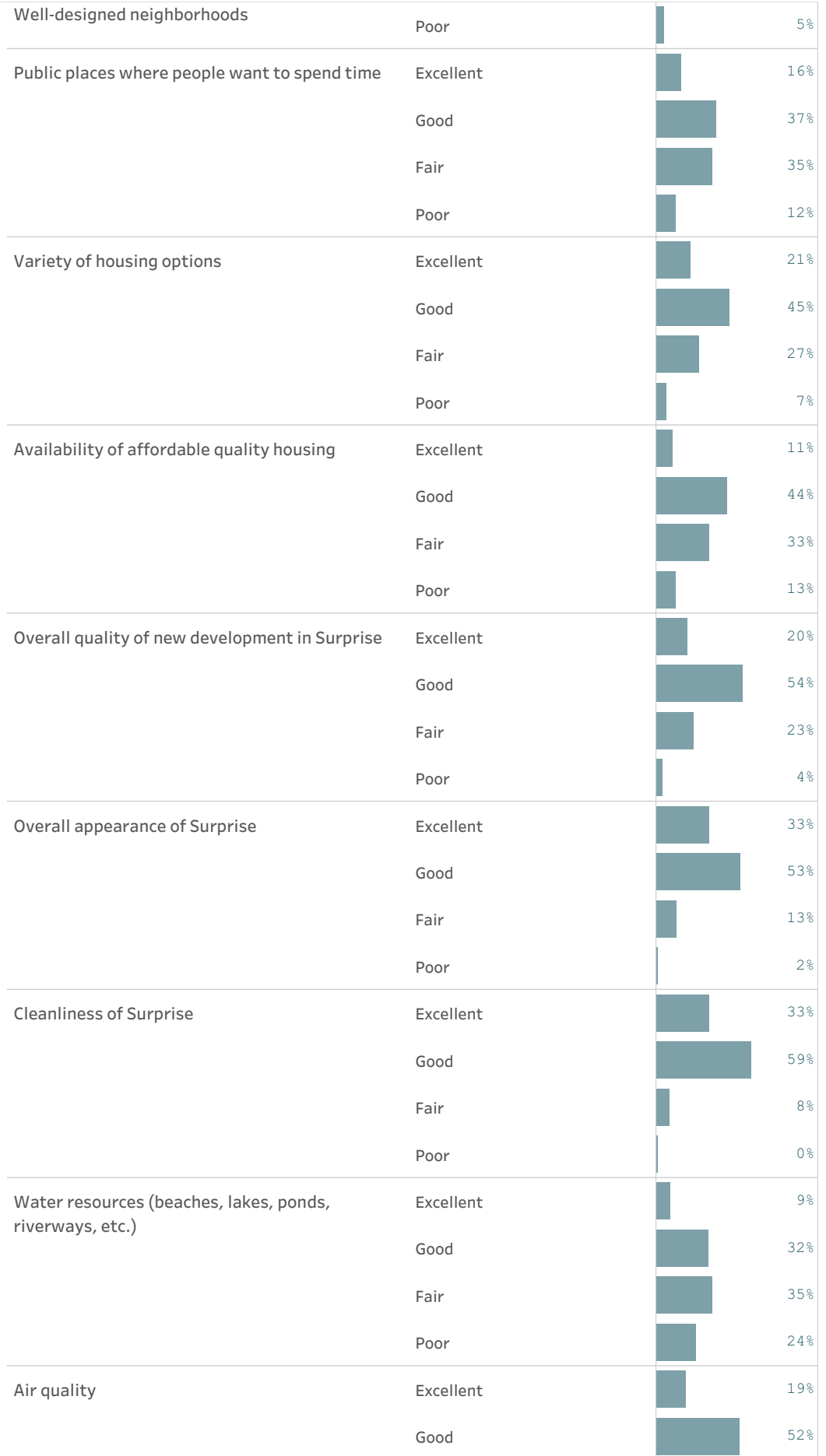
<b>Please rate each of the following in the Surprise community.</b>	Overall quality of business and service establishments in Surprise	Good		57%
		Fair		17%
		Poor		5%
Variety of business and service establishments in Surprise	Excellent		22%	
	Good		45%	
	Fair		25%	
	Poor		9%	
Vibrancy of commercial area	Excellent		19%	
	Good		47%	
	Fair		24%	
	Poor		10%	
Employment opportunities	Excellent		13%	
	Good		39%	
	Fair		34%	
	Poor		14%	
Shopping opportunities	Excellent		18%	
	Good		47%	
	Fair		24%	
	Poor		11%	
Cost of living in Surprise	Excellent		16%	
	Good		52%	
	Fair		29%	
	Poor		3%	
Overall image or reputation of Surprise	Excellent		33%	
	Good		56%	
	Fair		10%	
	Poor		1%	
<b>Please also rate each of the following in the Surprise community.</b>	Traffic flow on major streets	Excellent		8%
		Good		41%
		Fair		33%
		Poor		18%

































Please also rate each of the following in the Surprise community.

































































**Please also rate each of the following in the Surprise community.**

































































Please also rate each of the following in the Surprise community.

Air quality	Fair		22%
	Poor		7%
Availability of paths and walking trails	Excellent		21%
	Good		44%
	Fair		23%
	Poor		12%
Fitness opportunities (e.g., exercise classes and community walkability)	Excellent		21%
	Good		46%
	Fair		29%
	Poor		4%
Recreational opportunities	Excellent		15%
	Good		49%
	Fair		26%
	Poor		9%
Availability of affordable quality food	Excellent		26%
	Good		45%
	Fair		25%
	Poor		4%
Availability of affordable quality health care	Excellent		29%
	Good		46%
	Fair		21%
	Poor		4%
Availability of preventive health services	Excellent		32%
	Good		42%
	Fair		22%
	Poor		4%
Availability of affordable quality mental health care	Excellent		18%
	Good		41%
	Fair		22%
	Poor		19%
Opportunities to attend cultural/arts/music activities	Excellent		7%

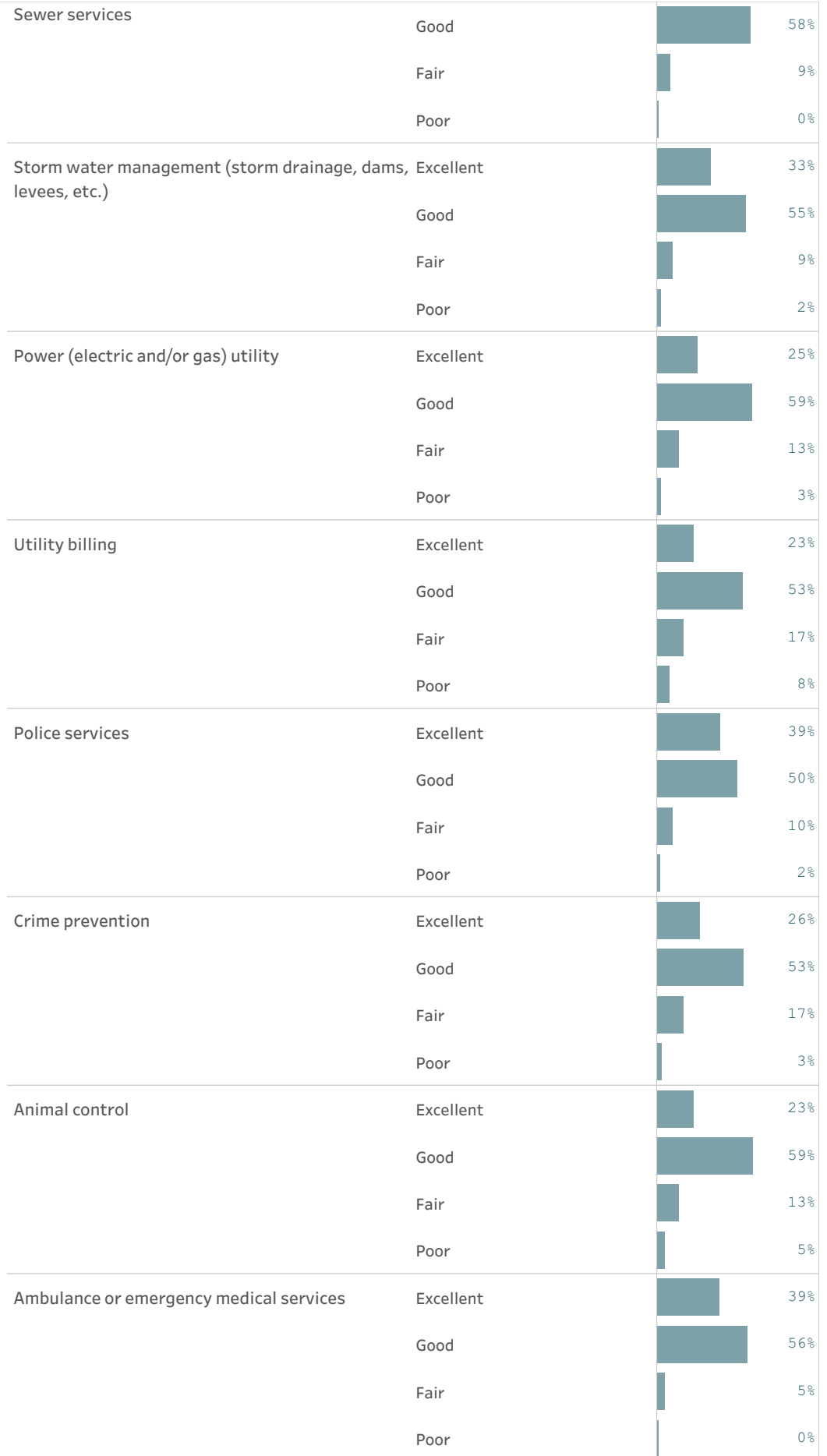
Please also rate each of the following in the Surprise community.				
Opportunities to attend cultural/arts/music activities	Good		40%	
	Fair		33%	
	Poor		20%	
Community support for the arts	Excellent		10%	
	Good		30%	
	Fair		42%	
	Poor		19%	
Availability of affordable quality childcare/preschool	Excellent		10%	
	Good		43%	
	Fair		39%	
	Poor		7%	
K-12 education	Excellent		16%	
	Good		55%	
	Fair		23%	
	Poor		6%	
Adult educational opportunities	Excellent		9%	
	Good		36%	
	Fair		32%	
	Poor		22%	
Sense of civic/community pride	Excellent		18%	
	Good		42%	
	Fair		34%	
	Poor		6%	
Neighborliness of residents in Surprise	Excellent		18%	
	Good		42%	
	Fair		30%	
	Poor		10%	
Opportunities to participate in social events and activities	Excellent		12%	
	Good		44%	
	Fair		36%	
	Poor		8%	

<b>Please also rate each of the following in the Surprise community.</b>	Opportunities to attend special events and festivals	Excellent		14%
		Good		44%
		Fair		33%
		Poor		9%
Opportunities to volunteer	Excellent		18%	
	Good		46%	
	Fair		30%	
	Poor		5%	
Opportunities to participate in community matters	Excellent		15%	
	Good		48%	
	Fair		28%	
	Poor		8%	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		29%	
	Good		33%	
	Fair		26%	
	Poor		12%	
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Surprise (in-person, phone, email, or web) for help or information	No		57%
		Yes		43%
	Contacted Surprise elected officials (in-person, phone, email, or web) to express your opinion	No		91%
		Yes		9%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HO..	No		88%
		Yes		12%
	Watched (online or on television) a local public meeting	No		80%
		Yes		20%
	Volunteered your time to some group/activity in Surprise	No		75%
		Yes		25%
	Campaigned or advocated for a local issue, cause, or candidate	No		85%
		Yes		15%
	Voted in your most recent local election	No		23%
		Yes		77%
Used bus or other public transportation instead of driving	No		96%	

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Used bus or other public transportation instead of driving	Yes		4%
	Carpooled with other adults or children instead of driving alone	No		58%
		Yes		42%
	Walked or biked instead of driving	No		55%
		Yes		45%
	<b>Please rate the quality of each of the following services in Surprise.</b>	Public information services	Excellent	
Good				56%
Fair				28%
Poor				3%
Economic development		Excellent		19%
		Good		52%
		Fair		27%
		Poor		3%
Traffic enforcement		Excellent		16%
		Good		50%
		Fair		21%
		Poor		13%
Traffic signal timing		Excellent		13%
		Good		46%
		Fair		27%
		Poor		13%
Street repair	Excellent		17%	
	Good		53%	
	Fair		25%	
	Poor		5%	
Street cleaning	Excellent		31%	
	Good		52%	
	Fair		16%	
	Poor		1%	
Street lighting	Excellent		23%	
	Good		55%	

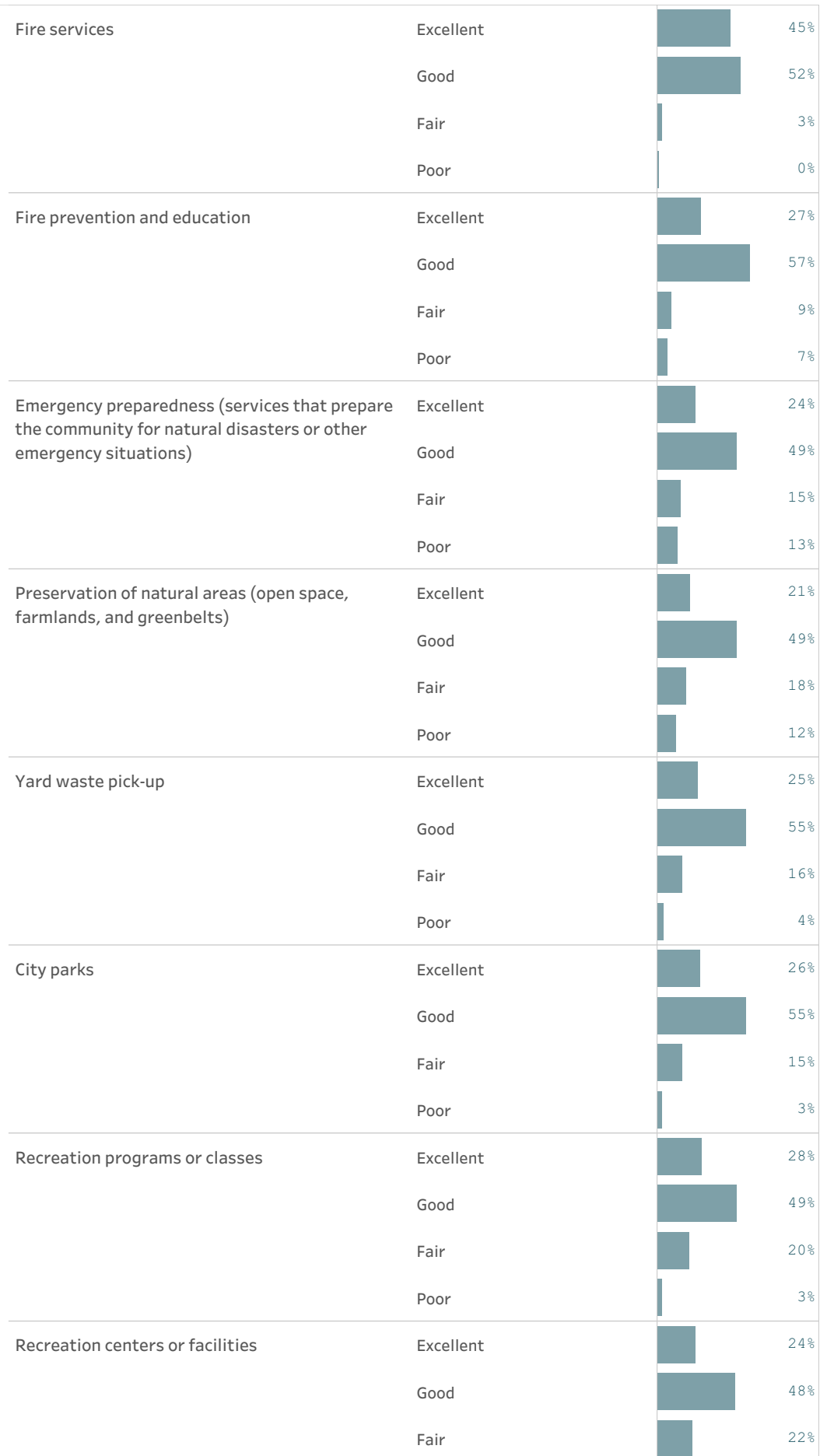
Please rate the quality of each of the following services in Surprise.			
Street lighting	Fair		19%
	Poor		2%
Sidewalk maintenance	Excellent		23%
	Good		59%
	Fair		17%
	Poor		1%
Bus or transit services	Excellent		3%
	Good		19%
	Fair		22%
	Poor		56%
Land use, planning, and zoning	Excellent		14%
	Good		47%
	Fair		31%
	Poor		8%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		18%
	Good		40%
	Fair		33%
	Poor		10%
Affordable high-speed internet access	Excellent		23%
	Good		35%
	Fair		22%
	Poor		20%
Garbage collection	Excellent		39%
	Good		46%
	Fair		10%
	Poor		5%
Drinking water	Excellent		23%
	Good		45%
	Fair		25%
	Poor		6%
Sewer services	Excellent		33%

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



































































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


































Please rate the quality of each of the following services in Surprise.			
Recreation centers or facilities	Poor		6%
	Excellent		27%
	Good		52%
	Fair		19%
	Poor		1%
Public library services	Excellent		37%
	Good		52%
	Fair		10%
	Poor		0%
Overall customer service by Surprise employees (police, receptionists, planners, etc.)	Excellent		35%
	Good		53%
	Fair		11%
	Poor		1%
Please rate the following categories of Surprise government performance.	Excellent		9%
	Good		60%
	Fair		28%
	Poor		3%
The overall direction that Surprise is taking	Excellent		20%
	Good		49%
	Fair		26%
	Poor		5%
The job Surprise government does at welcoming resident involvement	Excellent		13%
	Good		46%
	Fair		27%
	Poor		14%
Overall confidence in Surprise government	Excellent		14%
	Good		52%
	Fair		30%
	Poor		4%
Generally acting in the best interest of the community	Excellent		16%
	Good		47%

<b>Please rate the following categories of Surprise government performance.</b>	Generally acting in the best interest of the community	Fair		30%
		Poor		6%
Being honest		Excellent		18%
		Good		47%
		Fair		29%
		Poor		5%
Being open and transparent to the public		Excellent		17%
		Good		43%
		Fair		32%
		Poor		8%
Informing residents about issues facing the community		Excellent		16%
		Good		36%
		Fair		32%
		Poor		15%
Treating all residents fairly		Excellent		26%
		Good		48%
		Fair		22%
		Poor		4%
Treating residents with respect		Excellent		28%
		Good		52%
		Fair		17%
		Poor		3%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Surprise	Excellent		24%
		Good		58%
		Fair		15%
		Poor		3%
	The Federal Government	Excellent		6%
		Good		31%
		Fair		39%
		Poor		24%
<b>Please rate how important, if at all, you think it is for the Surprise</b>	Overall economic health of Surprise	Essential		57%

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.	Topic	Importance Level	Percentage	
			Bar	Value
Overall economic health of Surprise		Very important		39%
		Somewhat important		4%
Overall quality of the transportation system (auto, bicycle, foot, bus) in Surprise		Essential		30%
		Very important		42%
		Somewhat important		26%
		Not at all important		2%
Overall design or layout of Surprise's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)		Essential		33%
		Very important		53%
		Somewhat important		12%
		Not at all important		2%
Overall quality of the utility infrastructure in Surprise (water, sewer, storm water, electric, gas)		Essential		56%
		Very important		38%
		Somewhat important		6%
		Not at all important		0%
Overall feeling of safety in Surprise		Essential		69%
		Very important		29%
		Somewhat important		2%
Overall quality of natural environment in Surprise		Essential		35%
		Very important		47%
		Somewhat important		17%
		Not at all important		0%
Overall quality of parks and recreation opportunities		Essential		35%
		Very important		51%
		Somewhat important		13%
		Not at all important		2%
Overall health and wellness opportunities in Surprise		Essential		43%
		Very important		41%
		Somewhat important		15%
		Not at all important		1%
Overall opportunities for education, culture, and the arts		Essential		35%
		Very important		40%


















<b>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.</b>	Overall opportunities for education, culture, and the arts	Somewhat important		21%
		Not at all important		4%
	Residents' connection and engagement with their community	Essential		25%
		Very important		45%
Somewhat important			27%	
Not at all important			3%	
The General Fund serves as the City's operating account and funds the majority of city services and their operational costs, with approximately 50% dedicated to Public Safety (e.g., Police and Fire-Medical) and 50% appropriated to other city services, such as recreational facilities and street repair. As the city grows, more funding is require..	Strongly support		23%	
	Somewhat support		42%	
	Somewhat oppose		17%	
	Strongly oppose		18%	
<b>Growth in Surprise means an increase in the need for capital improvement projects such as new roads, fire stations, police substations and parks/recreation facilities. Operation costs for these projects would come from the General Fund. How much would you support or oppose each of the following funding sources to help pay for the construction of future capital improvement projects?</b>	General Obligation Bonds (a voter approved, sun setting secondary property tax)	Strongly support		18%
		Somewhat support		40%
		Somewhat oppose		17%
		Strongly oppose		26%
	Primary property tax increase	Strongly support		4%
		Somewhat support		33%
		Somewhat oppose		24%
		Strongly oppose		39%
	Sales tax increase	Strongly support		8%
		Somewhat support		29%
		Somewhat oppose		18%
		Strongly oppose		45%
	New dedicated tax (e.g., dedicating a new tax for a specific funding use - road tax, safety tax, etc.)	Strongly support		6%
		Somewhat support		31%
		Somewhat oppose		25%
		Strongly oppose		39%
<b>How much of a priority, if any, should the following projects be for the City to address in the next 3 years?</b>	Connected trail system	High priority		9%
		Medium priority		35%
		Low priority		36%
		Not a priority		20%
	Widening streets to eliminate forced merges, and adding sidewalks, bike lanes, landscaping, etc.	High priority		32%

<b>How much of a priority, if any, should the following projects be for the City to address in the next 3 years?</b>	Widening streets to eliminate forced merges, and adding sidewalks, bike lanes, landscaping, etc.	Medium priority		46%
		Low priority		18%
		Not a priority		4%
Public city-only bus/van service		High priority		20%
		Medium priority		34%
		Low priority		28%
		Not a priority		19%
Protecting White Tank Mountain Regional Park		High priority		41%
		Medium priority		41%
		Low priority		15%
		Not a priority		4%
Increasing the city's assured water supply		High priority		70%
		Medium priority		27%
		Low priority		2%
		Not a priority		0%
New community pool		High priority		10%
		Medium priority		22%
		Low priority		34%
		Not a priority		34%
Build more parks/sport fields		High priority		16%
		Medium priority		35%
		Low priority		29%
		Not a priority		20%
Preserving open space in city growth areas		High priority		30%
		Medium priority		48%
		Low priority		17%
		Not a priority		5%
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, laptop, or tablet computer	Several times a day		83%
		Once a day		4%
		A few times a week		7%
		Every few weeks		0%

<b>In general, how many times do you:</b>	Access the internet from your home using a computer, laptop, or tablet computer	Less often or never		6%
	Access the internet from your cell phone	Several times a day		84%
		Once a day		4%
		A few times a week		4%
		Every few weeks		2%
		Less often or never		5%
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.		Several times a day		53%
		Once a day		15%
		A few times a week		9%
		Every few weeks		4%
		Less often or never		19%
Use or check email		Several times a day		80%
		Once a day		13%
		A few times a week		4%
		Every few weeks		1%
		Less often or never		2%
Share your opinions online		Several times a day		16%
		Once a day		7%
		A few times a week		17%
		Every few weeks		9%
		Less often or never		50%
Shop online		Several times a day		14%
		Once a day		6%
		A few times a week		48%
		Every few weeks		24%
		Less often or never		8%
Please rate your overall health.		Excellent		28%
		Very good		43%
		Good		22%
		Fair		7%
What impact, if any, do you think the economy will have on your family income in the next 6 months?	Very positive		5%	

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:	Somewhat positive		22%
	Neutral		47%
	Somewhat negative		23%
	Very negative		3%
How many years have you lived in Surprise?	Less than 2 years		20%
	2-5 years		21%
	6-10 years		19%
	11-20 years		33%
	More than 20 years		7%
Which best describes the building you live in?	One family house detached from any other houses		90%
	Building with two or more homes (duplex, townhome, apa..		8%
	Mobile home		0%
	Other		2%
Do you rent or own your home?	Rent		26%
	Own		74%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	Less than \$500		6%
	\$500 to \$999		17%
	\$1,000 to \$1,499		24%
	\$1,500 to \$1,999		36%
	\$2,000 to \$2,499		5%
	\$2,500 to \$2,999		6%
	\$3,000 to \$3,499		3%
	\$3,500 or more		3%
Do any children 17 or under live in your household?	No		67%
	Yes		33%
Are you or any other members of your household aged 65 or older?	No		54%
	Yes		46%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		3%
	\$25,000 to \$49,999		17%
	\$50,000 to \$74,999		23%
	\$75,000 to \$99,999		22%



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.)	\$100,000 to \$149,999		21%
	\$150,000 or more		14%
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino		100%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		0%
	Asian, Asian Indian, or Pacific Islander		0%
	Black or African American		5%
	White		89%
	Other		10%
In which category is your age?	25-34 years		15%
	35-44 years		14%
	45-54 years		23%
	55-64 years		9%
	65-74 years		22%
	75 years or older		16%
What is your gender?	Female		53%
	Male		47%
	Identify in another way		0%

## Comparison of Responses by Respondent Characteristics

This dashboard allows the user to specify which demographics to include in the table using the dropdown menu below. Responses have been summarized to show only the proportion of respondents giving a positive answer; for example, the percent of respondents who rated the quality of life as excellent or good.

In the "Statistical significance" tab, you will find a tool to help determine the threshold values for statistically significant differences between groups.

		District 1	District 2	District 3	District 4	District 5	District 6
<b>Please rate each of the following aspects of quality of life in Surprise.</b>	Surprise as a place to live	97%	99%	97%	91%	99%	89%
	Your neighborhood as a place to live	90%	94%	96%	81%	94%	95%
	Surprise as a place to raise children	89%	89%	95%	74%	90%	94%
	Surprise as a place to work	37%	79%	57%	56%	68%	69%
	Surprise as a place to visit	52%	80%	63%	57%	67%	64%
	Surprise as a place to retire	91%	99%	95%	84%	88%	84%
	The overall quality of life in Surprise	91%	97%	97%	84%	85%	86%
	Sense of community	55%	79%	72%	56%	51%	61%
<b>Please rate each of the following characteristics as they relate to Surprise as a whole.</b>	Overall economic health of Surprise	93%	90%	95%	58%	92%	91%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Surprise	32%	42%	49%	28%	43%	54%
	Overall design or layout of Surprise's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	73%	77%	93%	70%	70%	92%
	Overall quality of the utility infrastructure in Surprise (water, sewer, storm water, electric, gas)	87%	88%	94%	58%	77%	87%
	Overall feeling of safety in Surprise	82%	90%	97%	69%	78%	90%
	Overall quality of natural environment in Surprise	82%	90%	95%	67%	62%	71%
	Overall quality of parks and recreation opportunities	77%	91%	75%	78%	62%	81%
	Overall health and wellness opportunities in Surprise	82%	95%	74%	71%	75%	67%
	Overall opportunities for education, culture, and the arts	61%	76%	62%	53%	36%	71%
	Residents' connection and engagement with their community	49%	68%	67%	63%	47%	49%
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Surprise to someone who asks	99%	92%	97%	95%	78%	94%
	Remain in Surprise for the next five years	88%	96%	96%	85%	87%	82%
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	98%	99%	97%	94%	95%	95%
	In Surprise's downtown/commercial area during the day	97%	86%	94%	95%	87%	91%
	From property crime	90%	82%	73%	85%	74%	77%

<b>Please rate how safe or unsafe you feel:</b>	From violent crime	97%	86%	99%	90%	81%	92%
	From fire, flood, or other natural disaster	95%	88%	100%	88%	91%	83%
<b>Please rate the job you feel the Surprise community does at each of the following.</b>	Making all residents feel welcome	77%	87%	91%	80%	66%	87%
	Attracting people from diverse backgrounds	56%	68%	80%	54%	72%	62%
	Valuing/respecting residents from diverse backgrounds	76%	71%	81%	51%	74%	69%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	73%	84%	76%	75%	87%	59%
<b>Please rate each of the following in the Surprise community.</b>	Overall quality of business and service establishments in Surprise	71%	87%	68%	86%	76%	73%
	Variety of business and service establishments in Surprise	65%	78%	55%	64%	64%	64%
	Vibrancy of commercial area	72%	79%	61%	45%	64%	60%
	Employment opportunities	33%	64%	60%	46%	68%	43%
	Shopping opportunities	67%	71%	56%	58%	57%	71%
	Cost of living in Surprise	66%	72%	80%	67%	47%	76%
	Overall image or reputation of Surprise	97%	88%	95%	89%	83%	80%
<b>Please also rate each of the following in the Surprise community.</b>	Traffic flow on major streets	38%	54%	79%	39%	36%	49%
	Ease of public parking	85%	69%	93%	68%	66%	92%
	Ease of travel by car in Surprise	78%	67%	95%	67%	62%	76%
	Ease of travel by public transportation in Surprise	2%	19%	21%	17%	10%	5%
	Ease of travel by bicycle in Surprise	36%	65%	75%	41%	38%	70%
	Ease of walking in Surprise	72%	77%	87%	55%	69%	80%
	Well-planned residential growth	68%	66%	93%	51%	65%	68%
	Well-planned commercial growth	71%	70%	73%	54%	49%	47%
	Well-designed neighborhoods	88%	82%	83%	65%	76%	75%
	Public places where people want to spend time	51%	59%	62%	58%	31%	58%
	Variety of housing options	66%	69%	84%	42%	67%	71%
	Availability of affordable quality housing	55%	58%	69%	42%	47%	55%
	Overall quality of new development in Surprise	72%	73%	92%	60%	59%	79%
	Overall appearance of Surprise	88%	85%	85%	74%	88%	90%
	Cleanliness of Surprise	94%	93%	99%	82%	93%	86%
	Water resources (beaches, lakes, ponds, riverways, etc.)	20%	43%	49%	44%	44%	50%
	Air quality	58%	74%	82%	66%	73%	73%

<b>Please also rate each of the following in the Surprise community.</b>	Availability of paths and walking trails	45%	82%	85%	43%	47%	78%
	Fitness opportunities (e.g., exercise classes and community walkability)	61%	86%	59%	41%	60%	73%
	Recreational opportunities	50%	83%	60%	42%	60%	78%
	Availability of affordable quality food	70%	76%	74%	53%	66%	75%
	Availability of affordable quality health care	72%	83%	69%	71%	74%	74%
	Availability of preventive health services	66%	81%	68%	72%	85%	73%
	Availability of affordable quality mental health care	50%	72%	46%	72%	64%	59%
	Opportunities to attend cultural/arts/music activities	28%	62%	43%	38%	51%	54%
	Community support for the arts	18%	48%	33%	41%	46%	45%
	Availability of affordable quality childcare/preschool	51%	80%	46%	68%	44%	45%
	K-12 education	85%	81%	72%	40%	55%	79%
	Adult educational opportunities	31%	65%	25%	59%	35%	52%
	Sense of civic/community pride	53%	69%	66%	51%	56%	62%
	Neighborliness of residents in Surprise	55%	66%	70%	75%	49%	46%
	Opportunities to participate in social events and activities	42%	64%	61%	46%	49%	75%
	Opportunities to attend special events and festivals	50%	63%	60%	41%	56%	74%
	Opportunities to volunteer	75%	74%	42%	44%	67%	73%
	Opportunities to participate in community matters	63%	65%	56%	42%	87%	72%
	Openness and acceptance of the community toward people of diverse backgrounds	66%	62%	68%	52%	76%	49%
	<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Surprise (in-person, phone, email, or web) for help or information	62%	34%	17%	35%	48%
Contacted Surprise elected officials (in-person, phone, email, or web) to express your opinion		10%	6%	11%	9%	9%	10%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town h..		19%	5%	2%	26%	12%	12%
Watched (online or on television) a local public meeting		16%	15%	17%	21%	33%	19%
Volunteered your time to some group/activity in Surprise		12%	28%	12%	20%	36%	43%
Campaigned or advocated for a local issue, cause, or candidate		10%	10%	11%	19%	20%	24%
Voted in your most recent local election		74%	84%	59%	66%	81%	92%
Used bus or other public transportation instead of driving		1%	7%	1%	8%	3%	0%
Carpooled with other adults or children instead of driving alone		40%	38%	38%	28%	49%	62%
Walked or biked instead of driving		41%	37%	46%	56%	52%	49%
<b>Please rate the quality of each of the following services in</b>	Public information services	47%	73%	81%	51%	95%	76%

Please rate the quality of each of the following services in Surprise.	2018						2019					
	Very good	Good	Fair	Poor	Very poor	Not rated	Very good	Good	Fair	Poor	Very poor	Not rated
Economic development	71%	63%	81%	51%	74%	88%	71%	63%	81%	51%	74%	88%
Traffic enforcement	55%	67%	82%	55%	70%	68%	55%	67%	82%	55%	70%	68%
Traffic signal timing	52%	63%	71%	45%	53%	73%	52%	63%	71%	45%	53%	73%
Street repair	69%	65%	91%	70%	50%	81%	69%	65%	91%	70%	50%	81%
Street cleaning	85%	87%	84%	68%	85%	83%	85%	87%	84%	68%	85%	83%
Street lighting	71%	87%	84%	73%	76%	76%	71%	87%	84%	73%	76%	76%
Sidewalk maintenance	90%	85%	84%	76%	78%	73%	90%	85%	84%	76%	78%	73%
Bus or transit services	7%	30%	35%	9%	20%	33%	7%	30%	35%	9%	20%	33%
Land use, planning, and zoning	69%	71%	77%	36%	50%	59%	69%	71%	77%	36%	50%	59%
Code enforcement (weeds, abandoned buildings, etc.)	41%	68%	74%	63%	43%	53%	41%	68%	74%	63%	43%	53%
Affordable high-speed internet access	52%	54%	79%	31%	74%	59%	52%	54%	79%	31%	74%	59%
Garbage collection	92%	88%	76%	79%	91%	75%	92%	88%	76%	79%	91%	75%
Drinking water	64%	75%	63%	62%	72%	70%	64%	75%	63%	62%	72%	70%
Sewer services	94%	94%	89%	80%	92%	93%	94%	94%	89%	80%	92%	93%
Storm water management (storm drainage, dams, levees, etc.)	92%	91%	88%	79%	84%	89%	92%	91%	88%	79%	84%	89%
Power (electric and/or gas) utility	79%	92%	73%	79%	89%	85%	79%	92%	73%	79%	89%	85%
Utility billing	78%	78%	74%	63%	67%	87%	78%	78%	74%	63%	67%	87%
Police services	87%	96%	97%	68%	91%	86%	87%	96%	97%	68%	91%	86%
Crime prevention	82%	89%	82%	63%	86%	68%	82%	89%	82%	63%	86%	68%
Animal control	96%	77%	98%	45%	84%	87%	96%	77%	98%	45%	84%	87%
Ambulance or emergency medical services	93%	99%	98%	80%	99%	94%	93%	99%	98%	80%	99%	94%
Fire services	98%	99%	98%	76%	99%	100%	98%	99%	98%	76%	99%	100%
Fire prevention and education	74%	88%	83%	67%	98%	92%	74%	88%	83%	67%	98%	92%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	75%	69%	62%	62%	78%	90%	75%	69%	62%	62%	78%	90%
Preservation of natural areas (open space, farmlands, and greenbelts)	79%	76%	75%	39%	58%	84%	79%	76%	75%	39%	58%	84%
Yard waste pick-up	86%	87%	69%	62%	85%	81%	86%	87%	69%	62%	85%	81%
City parks	79%	90%	82%	53%	92%	82%	79%	90%	82%	53%	92%	82%
Recreation programs or classes	66%	92%	79%	38%	68%	94%	66%	92%	79%	38%	68%	94%
Recreation centers or facilities	53%	89%	75%	43%	72%	93%	53%	89%	75%	43%	72%	93%
Health services	70%	87%	72%	67%	93%	83%	70%	87%	72%	67%	93%	83%

<b>Please rate the quality of each of the following services in Surprise.</b>	Public library services	97%	90%	97%	66%	90%	94%
	Overall customer service by Surprise employees (police, receptionists, planners, etc.)	89%	87%	98%	69%	97%	89%
<b>Please rate the following categories of Surprise government performance.</b>	The value of services for the taxes paid to Surprise	71%	75%	89%	53%	60%	66%
	The overall direction that Surprise is taking	74%	79%	80%	43%	65%	66%
	The job Surprise government does at welcoming resident involvement	60%	68%	66%	38%	52%	64%
	Overall confidence in Surprise government	67%	73%	79%	38%	73%	64%
	Generally acting in the best interest of the community	71%	71%	66%	39%	69%	59%
	Being honest	63%	78%	64%	44%	74%	66%
	Being open and transparent to the public	52%	66%	64%	34%	62%	82%
	Informing residents about issues facing the community	44%	64%	59%	29%	48%	64%
	Treating all residents fairly	89%	74%	82%	42%	79%	72%
	Treating residents with respect	87%	81%	96%	51%	85%	79%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Surprise	88%	87%	85%	56%	82%	85%
	The Federal Government	23%	43%	29%	38%	31%	58%
<b>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.</b>	Overall economic health of Surprise	96%	95%	100%	95%	89%	99%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Surprise	76%	81%	77%	79%	45%	70%
	Overall design or layout of Surprise's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	86%	83%	86%	79%	88%	96%
	Overall quality of the utility infrastructure in Surprise (water, sewer, storm water, electric, gas)	90%	90%	99%	96%	99%	96%
	Overall feeling of safety in Surprise	99%	97%	100%	97%	96%	98%
	Overall quality of natural environment in Surprise	84%	76%	78%	79%	83%	97%
	Overall quality of parks and recreation opportunities	88%	79%	85%	77%	88%	98%
	Overall health and wellness opportunities in Surprise	78%	82%	85%	88%	81%	96%
	Overall opportunities for education, culture, and the arts	65%	74%	52%	90%	78%	95%
	Residents' connection and engagement with their community	65%	63%	60%	80%	70%	90%
<b>Growth in Surprise means an increase in the need for capital improvement projects such as new roads, fire stations, police substations and parks/recreation facilities. Operation costs for these projects would come from ..</b>	The General Fund serves as the City's operating account and funds the majority of city services and their operational costs, ..	75%	55%	68%	42%	55%	44%
	General Obligation Bonds (a voter approved, sun setting secondary property tax)	49%	60%	39%	65%	46%	50%
	Primary property tax increase	37%	37%	26%	40%	33%	37%
	Sales tax increase	60%	27%	27%	24%	18%	53%
<b>How much of a priority, if any, should the following projects be</b>	New dedicated tax (e.g., dedicating a new tax for a specific funding use - road tax, safety tax, etc.)	39%	38%	40%	34%	27%	24%
	Connected trail system	44%	29%	51%	49%	41%	61%

<b>How much of a priority, if any, should the following projects be for the City to address in the next 3 years?</b>	Widening streets to eliminate forced merges, and adding sidewalks, bike lanes, landscaping, etc.	88%	67%	97%	78%	77%	67%
	Public city-only bus/van service	49%	59%	42%	65%	51%	48%
	Protecting White Tank Mountain Regional Park	71%	74%	96%	76%	80%	79%
	Increasing the city's assured water supply	93%	98%	90%	90%	99%	98%
	New community pool	34%	23%	42%	31%	37%	25%
	Build more parks/sport fields	40%	28%	70%	66%	45%	67%
	Preserving open space in city growth areas	79%	75%	74%	80%	70%	75%
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, laptop, or tablet computer	91%	99%	89%	91%	94%	96%
	Access the internet from your cell phone	98%	90%	100%	92%	83%	95%
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	74%	65%	98%	71%	82%	82%
	Use or check email	98%	98%	100%	97%	93%	96%
	Share your opinions online	25%	38%	45%	42%	43%	57%
	Shop online	71%	51%	80%	71%	77%	71%
	Please rate your overall health.	66%	71%	94%	50%	69%	77%
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 wi..	28%	29%	46%	37%	4%	23%	

## Statistical significance thresholds

Below you may select a demographic to find the thresholds for statistically significant differences between groups (i.e. the minimum difference between groups to be considered statistically significant based on the sample sizes). Use the drop down menu to the right to select demographic dimensions. If there were no responses within a specific demographic option, that option will not appear in the dashboard.

### Area

	District 1	District 2	District 3	District 4	District 5	District 6
District 1		15%	17%	20%	19%	19%
District 2	15%		14%	17%	16%	16%
District 3	17%	14%		19%	18%	18%
District 4	20%	17%	19%		20%	21%
District 5	19%	16%	18%	20%		19%
District 6	19%	16%	18%	21%	19%	



## Full trends

This table contains the trends over time for the City of Surprise. The combined “percent positive” responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2018 and 2021 surveys is greater than seven percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2010	2012	2015	2018	2021
<b>Please rate each of the following aspects of quality of life in Surprise.</b>	Surprise as a place to live	90%	90%	89%	89%	96%
	Your neighborhood as a place to live	87%	88%	85%	80%	92%
	Surprise as a place to raise children	80%	82%	75%	78%	89%
	Surprise as a place to work	51%	55%	59%	48%	60%
	Surprise as a place to visit			66%	63%	65%
	Surprise as a place to retire	80%	85%	86%	89%	92%
	The overall quality of life in Surprise	87%	86%	85%	84%	91%
	Sense of community	68%	73%	61%	56%	64%
<b>Please rate each of the following characteristics as they relate to Surprise as a whole.</b>	Overall economic health of Surprise			69%	65%	88%
	Overall quality of the transportation system (auto, bicycle, foot, bu..			72%	68%	41%
	Overall design or layout of Surprise’s residential and commercial a..			81%	70%	79%
	Overall quality of the utility infrastructure in Surprise (water, sew..					83%
	Overall feeling of safety in Surprise			88%	86%	85%
	Overall quality of natural environment in Surprise	68%	65%	80%	69%	79%
	Overall quality of parks and recreation opportunities					79%
	Overall health and wellness opportunities in Surprise			80%	73%	80%
	Overall opportunities for education, culture, and the arts			57%	57%	62%
	Residents’ connection and engagement with their community					57%
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Surprise to someone who asks	90%	93%	88%	89%	92%
	Remain in Surprise for the next five years	88%	94%	89%	88%	90%
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	92%	92%	93%	95%	97%

<b>Please rate how safe or unsafe you feel:</b>	In Surprise's downtown/commercial area during the day	86%	88%	94%	93%	91%
	From property crime	67%	71%			81%
	From violent crime	82%	83%			91%
	From fire, flood, or other natural disaster					91%
<b>Please rate the job you feel the Surprise community does at each of the following.</b>	Making all residents feel welcome					81%
	Attracting people from diverse backgrounds					65%
	Valuing/respecting residents from diverse backgrounds					71%
	Taking care of vulnerable residents (elderly, disabled, homeless, et..					76%
<b>Please rate each of the following in the Surprise community.</b>	Overall quality of business and service establishments in Surprise	65%	57%	67%	64%	78%
	Variety of business and service establishments in Surprise					67%
	Vibrancy of commercial area			54%	55%	66%
	Employment opportunities	23%	24%	31%	38%	52%
	Shopping opportunities	51%	49%	60%	60%	65%
	Cost of living in Surprise			69%	63%	68%
	Overall image or reputation of Surprise	73%	70%	76%	73%	89%
<b>Please also rate each of the following in the Surprise community.</b>	Traffic flow on major streets	29%	36%	46%	48%	49%
	Ease of public parking			74%	68%	78%
	Ease of travel by car in Surprise	40%	51%	67%	59%	73%
	Ease of travel by public transportation in Surprise			27%	13%	12%
	Ease of travel by bicycle in Surprise	43%	44%	51%	44%	55%
	Ease of walking in Surprise	58%	68%	68%	62%	74%
	Well-planned residential growth					68%
	Well-planned commercial growth					62%
	Well-designed neighborhoods					80%
	Public places where people want to spend time			69%	63%	53%
	Variety of housing options	77%	77%	78%	72%	67%
	Availability of affordable quality housing	71%	69%	76%	66%	55%
	Overall quality of new development in Surprise	70%	67%	58%	62%	73%

<b>Please also rate each of the following in the Surprise community.</b>	Overall appearance of Surprise	81%	87%	88%	84%	86%
	Cleanliness of Surprise	86%	92%	88%	85%	91%
	Water resources (beaches, lakes, ponds, riverways, etc.)					41%
	Air quality	62%	57%	68%	69%	70%
	Availability of paths and walking trails	51%	58%	58%	57%	65%
	Fitness opportunities (e.g., exercise classes and community walka..			65%	64%	67%
	Recreational opportunities	71%	65%	67%	60%	65%
	Availability of affordable quality food	75%	68%	72%	69%	70%
	Availability of affordable quality health care	67%	54%	78%	69%	75%
	Availability of preventive health services	69%	61%	76%	70%	74%
	Availability of affordable quality mental health care			55%	50%	59%
	Opportunities to attend cultural/arts/music activities	39%	42%	47%	43%	47%
	Community support for the arts					39%
	Availability of affordable quality childcare/preschool	57%	41%	58%	48%	53%
	K-12 education	58%	51%	57%	48%	71%
	Adult educational opportunities			44%	45%	46%
	Sense of civic/community pride					60%
	Neighborliness of residents in Surprise			60%	59%	60%
	Opportunities to participate in social events and activities	62%	62%	59%	56%	57%
	Opportunities to attend special events and festivals			74%	62%	58%
Opportunities to volunteer	74%	80%	73%	66%	65%	
Opportunities to participate in community matters	63%	74%	63%	59%	64%	
Openness and acceptance of the community toward people of diver..	79%	71%	71%	71%	62%	
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Surprise (in-person, phone, email, or web) for..	44%	40%	46%	42%	43%
	Contacted Surprise elected officials (in-person, phone, email, or we..			11%	15%	9%
	Attended a local public meeting (of local elected officials like City C..	21%	20%	18%	19%	12%
	Watched (online or on television) a local public meeting	46%	41%	24%	22%	20%
	Volunteered your time to some group/activity in Surprise	30%	38%	24%	31%	25%

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Campaigned or advocated for a local issue, cause, or candidate	12%	14%	15%			
	Voted in your most recent local election			77%			
	Used bus or other public transportation instead of driving	7%	5%	4%			
	Carpooled with other adults or children instead of driving alone	38%	49%	42%			
	Walked or biked instead of driving	43%	45%	45%			
<b>Please rate the quality of each of the following services in Surprise.</b>	Public information services	72%	76%	81%	77%	69%	
	Economic development	44%	49%	65%	57%	71%	
	Traffic enforcement	69%	71%	66%	67%	66%	
	Traffic signal timing	47%	53%	62%	50%	60%	
	Street repair	44%	63%	66%	62%	70%	
	Street cleaning	76%	78%	83%	79%	83%	
	Street lighting	69%	75%	84%	77%	78%	
	Sidewalk maintenance	68%	76%	82%	80%	82%	
	Bus or transit services	23%	17%	33%	20%	22%	
	Land use, planning, and zoning	54%	45%	57%	46%	61%	
	Code enforcement (weeds, abandoned buildings, etc.)	49%	53%	61%	63%	58%	
	Affordable high-speed internet access					58%	
	Garbage collection	92%	91%	93%	92%	85%	
	Drinking water	63%	54%	66%	63%	69%	
	Sewer services	77%	86%	84%	83%	91%	
	Storm water management (storm drainage, dams, levees, etc.)	63%	83%	74%	71%	88%	
	Power (electric and/or gas) utility	80%	78%	84%	68%	84%	
	Utility billing				66%	65%	75%
	Police services	82%	81%	89%	85%	89%	
	Crime prevention	73%	68%	85%	76%	80%	
Animal control	69%	71%	74%	71%	82%		
Ambulance or emergency medical services	91%	85%	95%	91%	95%		
Fire services	94%	88%	98%	94%	97%		

<b>Please rate the quality of each of the following services in Surprise.</b>	Fire prevention and education	80%	71%	88%	77%	84%
	Emergency preparedness (services that prepare the community for..	56%	41%	69%	58%	73%
	Preservation of natural areas (open space, farmlands, and greenbe..	59%	53%	63%	63%	70%
	Yard waste pick-up	72%	71%	77%	78%	80%
	City parks	80%	78%	85%	82%	81%
	Recreation programs or classes	75%	75%	77%	71%	77%
	Recreation centers or facilities	79%	80%	78%	77%	73%
	Health services	72%	72%	82%	76%	80%
	Public library services	85%	80%	88%	87%	90%
	Overall customer service by Surprise employees (police, receptioni..	82%	88%	82%	75%	88%
<b>Please rate the following categories of Surprise government performance.</b>	The value of services for the taxes paid to Surprise	56%	53%	66%	52%	69%
	The overall direction that Surprise is taking	58%	59%	73%	61%	70%
	The job Surprise government does at welcoming resident involvem..	52%	56%	58%	59%	59%
	Overall confidence in Surprise government			65%	53%	66%
	Generally acting in the best interest of the community			63%	55%	64%
	Being honest			63%	57%	66%
	Being open and transparent to the public					60%
	Informing residents about issues facing the community					52%
	Treating all residents fairly			67%	65%	73%
	Treating residents with respect					80%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Surprise	75%	81%	81%	77%	82%
	The Federal Government	38%	38%	35%	48%	37%
<b>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.</b>	Overall economic health of Surprise			87%		96%
	Overall quality of the transportation system (auto, bicycle, foot, bu..			90%		72%
	Overall design or layout of Surprise's residential and commercial a..			84%		86%
	Overall quality of the utility infrastructure in Surprise (water, sew..					94%
	Overall feeling of safety in Surprise			95%		98%
	Overall quality of natural environment in Surprise			80%		82%

<b>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.</b>	Overall quality of parks and recreation opportunities		86%			
	Overall health and wellness opportunities in Surprise	78%	84%			
	Overall opportunities for education, culture, and the arts	80%	75%			
	Residents' connection and engagement with their community	83%	70%			
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, laptop, or ta..		94%			
	Access the internet from your cell phone		93%			
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.		77%			
	Use or check email		97%			
	Share your opinions online		40%			
	Shop online		68%			
	Please rate your overall health.	63%	65%	71%		
	What impact, if any, do you think the economy will have on your fa..	13%	26%	26%	38%	27%

## Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Surprise conducted a survey of 2,700 residents. Survey invitations were mailed to randomly selected households and data were collected from February 5, 2021 to March 26, 2021. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Surprise. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on March 12, 2021. The survey remained open for two weeks and there were 469 responses.





























The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in the City of Surprise. The characteristics used for weighting were age, area, Hispanic origin, housing tenure, housing type, race, and sex. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

		Unweighted	Weighted	Target*
Age	18-34	9%	23%	23%
	35-54	36%	30%	33%
	55+	54%	46%	43%
Area	District 1	15%	20%	19%
	District 2	34%	24%	23%
	District 3	21%	16%	16%
	District 4	3%	13%	12%
	District 5	12%	14%	15%
	District 6	15%	13%	15%
Hispanic origin	No, not Spanish, Hispanic, or Latino	93%	83%	84%
	Yes, I consider myself to be Spanish, Hispa..	7%	17%	16%
Housing tenure	Own	96%	81%	74%
	Rent	4%	19%	26%
Housing type	Attached	2%	8%	9%
	Detached	98%	92%	91%
Race	Not white	10%	14%	14%
	White	90%	86%	86%
Race & Hispanic origin	Not white alone	17%	27%	26%
	White alone, not Hispanic or Latino	83%	73%	74%
Sex	Female	64%	52%	53%
	Male	36%	48%	47%
Sex/age	Female 18-34	7%	13%	12%
	Female 35-54	25%	15%	17%
	Female 55+	32%	25%	23%
	Male 18-34	2%	11%	11%
	Male 35-54	11%	15%	16%
	Male 55+	23%	21%	20%

































## Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

































	Using the map above as a reference, please indicate the District in Surprise in which you reside.	District 1		20%
		District 2		24%
		District 3		16%
		District 4		13%
		District 5		14%
		District 6		13%
		Not applicable		0%
<b>Please rate each of the following aspects of quality of life in Surprise.</b>	Surprise as a place to live	Excellent		35%
		Good		54%
		Fair		9%
		Poor		2%
	Your neighborhood as a place to live	Excellent		50%
		Good		38%
		Fair		10%
		Poor		2%
	Surprise as a place to raise children	Excellent		28%
		Good		49%
		Fair		17%
		Poor		6%
	Surprise as a place to work	Excellent		12%
		Good		33%
		Fair		33%
		Poor		22%
	Surprise as a place to visit	Excellent		12%
		Good		40%
		Fair		34%
		Poor		14%
	Surprise as a place to retire	Excellent		50%



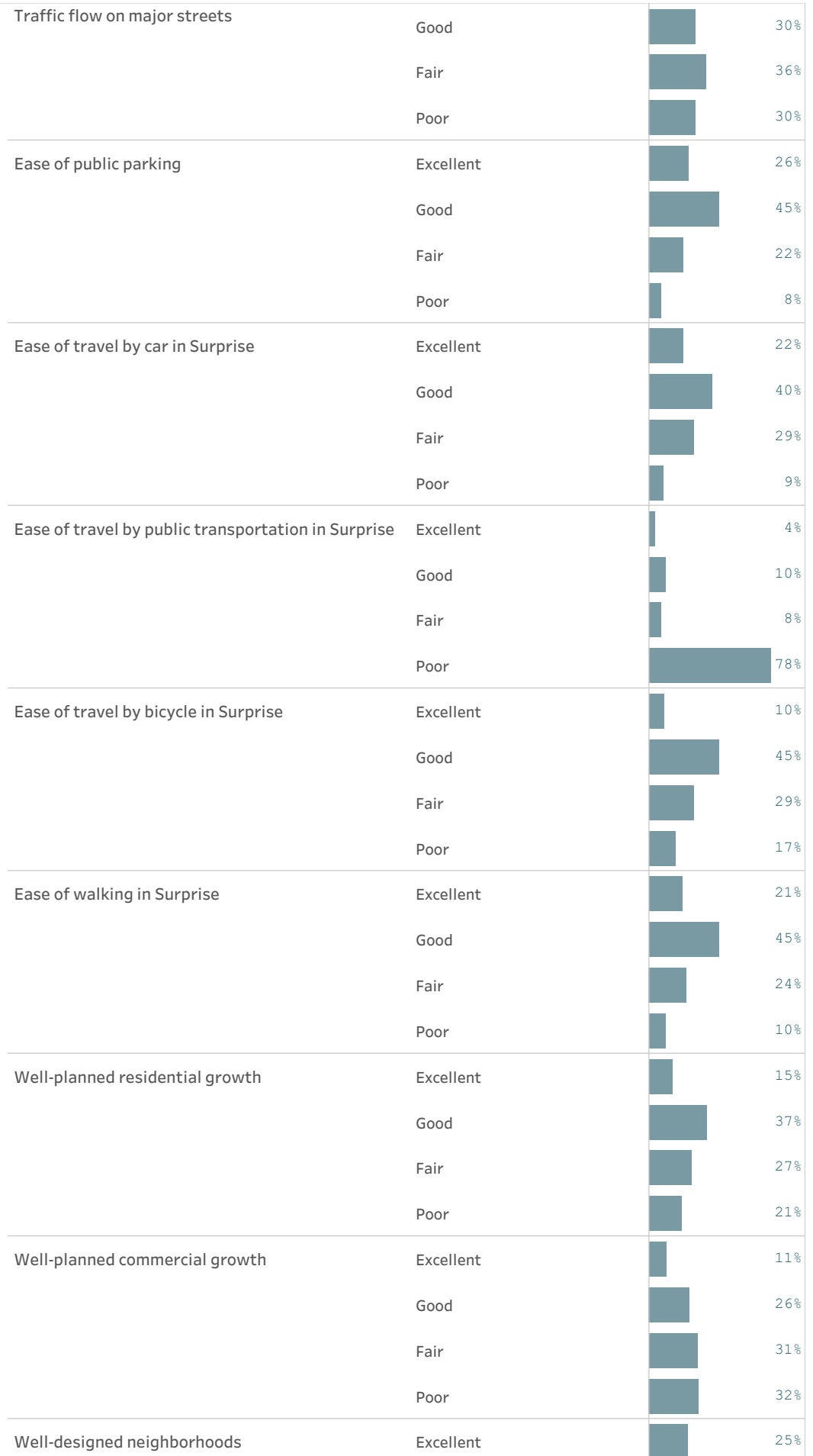
<b>Please rate each of the following aspects of quality of life in Surprise.</b>	Surprise as a place to retire	Good		31%
		Fair		16%
		Poor		3%
	The overall quality of life in Surprise	Excellent		27%
		Good		53%
		Fair		17%
		Poor		2%
	Sense of community	Excellent		14%
		Good		45%
Fair			27%	
Poor			13%	
<b>Please rate each of the following characteristics as they relate to Surprise as a whole.</b>	Overall economic health of Surprise	Excellent		17%
		Good		57%
		Fair		24%
		Poor		2%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Surprise	Excellent		5%
		Good		24%
		Fair		41%
		Poor		31%
	Overall design or layout of Surprise's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		15%
		Good		35%
		Fair		34%
		Poor		16%
Overall quality of the utility infrastructure in Surprise (water, sewer, storm water, electric, gas)	Excellent		24%	
	Good		50%	
	Fair		19%	
	Poor		6%	
Overall feeling of safety in Surprise	Excellent		34%	
	Good		48%	
	Fair		15%	
	Poor		3%	
Overall quality of natural environment in Surprise	Excellent		19%	

<b>Please rate each of the following characteristics as they relate to Surprise as a whole.</b>	Overall quality of natural environment in Surprise	Good		45%
		Fair		28%
		Poor		9%
	Overall quality of parks and recreation opportunities	Excellent		22%
		Good		46%
		Fair		21%
		Poor		11%
	Overall health and wellness opportunities in Surprise	Excellent		22%
		Good		50%
		Fair		21%
		Poor		7%
	Overall opportunities for education, culture, and the arts	Excellent		10%
Good			42%	
Fair			35%	
Poor			14%	
Residents' connection and engagement with their community	Excellent		9%	
	Good		43%	
	Fair		35%	
	Poor		13%	
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Surprise to someone who asks	Very likely		49%
		Somewhat likely		39%
		Somewhat unlikely		6%
		Very unlikely		6%
	Remain in Surprise for the next five years	Very likely		65%
		Somewhat likely		20%
		Somewhat unlikely		10%
		Very unlikely		5%
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe		77%
		Somewhat safe		19%
		Neither safe nor unsafe		3%
		Somewhat unsafe		1%
		Very unsafe		0%

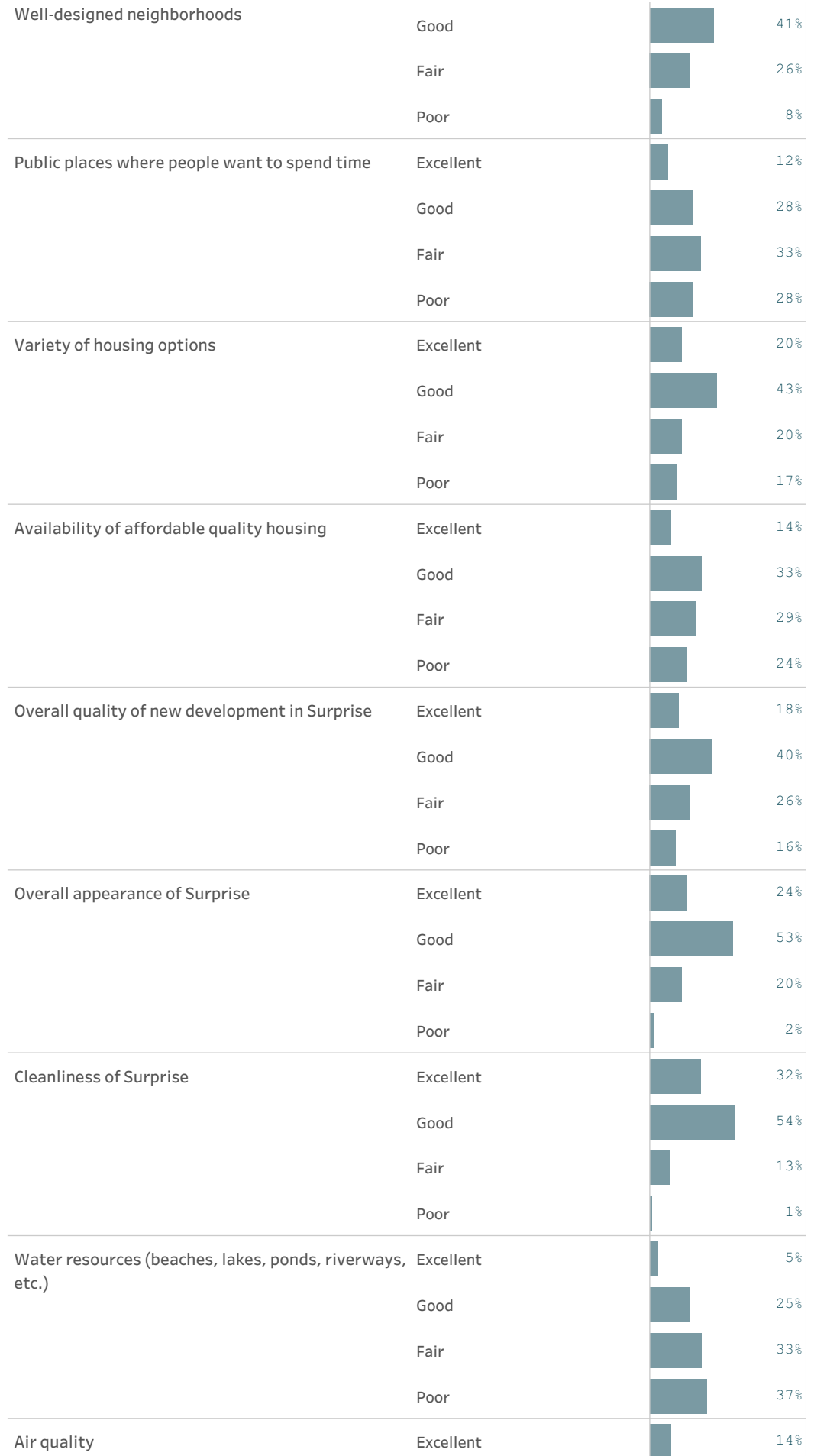
<b>Please rate how safe or unsafe you feel:</b>	In Surprise's downtown/commercial area during the day	Very safe		63%
		Somewhat safe		27%
		Neither safe nor unsafe		8%
		Somewhat unsafe		2%
		Very unsafe		0%
	From property crime	Very safe		29%
		Somewhat safe		45%
		Neither safe nor unsafe		9%
		Somewhat unsafe		13%
		Very unsafe		4%
	From violent crime	Very safe		55%
		Somewhat safe		34%
		Neither safe nor unsafe		6%
		Somewhat unsafe		5%
		Very unsafe		0%
	From fire, flood, or other natural disaster	Very safe		75%
		Somewhat safe		21%
		Neither safe nor unsafe		4%
		Somewhat unsafe		0%
	<b>Please rate the job you feel the Surprise community does at each of the following.</b>	Making all residents feel welcome	Excellent	
Good				51%
Fair				27%
Poor				4%
Attracting people from diverse backgrounds		Excellent		17%
		Good		47%
		Fair		24%
		Poor		12%
Valuing/respecting residents from diverse backgrounds		Excellent		21%
		Good		47%
		Fair		22%
		Poor		9%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)		Excellent		24%

<b>Please rate the job you feel the Surprise community does at each of the following.</b>	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Good		47%
		Fair		16%
		Poor		13%
<b>Please rate each of the following in the Surprise community.</b>	Overall quality of business and service establishments in Surprise	Excellent		14%
		Good		38%
		Fair		35%
		Poor		14%
	Variety of business and service establishments in Surprise	Excellent		13%
		Good		24%
		Fair		39%
		Poor		25%
	Vibrancy of commercial area	Excellent		11%
		Good		31%
		Fair		35%
		Poor		23%
Employment opportunities	Excellent		8%	
	Good		30%	
	Fair		34%	
	Poor		28%	
Shopping opportunities	Excellent		10%	
	Good		33%	
	Fair		33%	
	Poor		25%	
Cost of living in Surprise	Excellent		13%	
	Good		50%	
	Fair		28%	
	Poor		9%	
Overall image or reputation of Surprise	Excellent		23%	
	Good		48%	
	Fair		25%	
	Poor		4%	
<b>Please also rate each of the following in the Surprise community.</b>	Traffic flow on major streets	Excellent		4%

Please also rate each of the following in the Surprise community.



Please also rate each of the following in the Surprise community.



































































Please also rate each of the following in the Surprise community.

Air quality	Good		49%
	Fair		31%
	Poor		7%
Availability of paths and walking trails	Excellent		10%
	Good		37%
	Fair		37%
	Poor		17%
Fitness opportunities (e.g., exercise classes and community walkability)	Excellent		29%
	Good		48%
	Fair		15%
	Poor		9%
Recreational opportunities	Excellent		16%
	Good		44%
	Fair		27%
	Poor		12%
Availability of affordable quality food	Excellent		18%
	Good		41%
	Fair		28%
	Poor		12%
Availability of affordable quality health care	Excellent		25%
	Good		49%
	Fair		18%
	Poor		8%
Availability of preventive health services	Excellent		26%
	Good		51%
	Fair		19%
	Poor		5%
Availability of affordable quality mental health care	Excellent		14%
	Good		40%
	Fair		21%
	Poor		25%
Opportunities to attend cultural/arts/music activities	Excellent		7%

































Please also rate each of the following in the Surprise community.				
Opportunities to attend cultural/arts/music activities	Good		28%	
	Fair		38%	
	Poor		27%	
Community support for the arts	Excellent		11%	
	Good		35%	
	Fair		33%	
	Poor		22%	
Availability of affordable quality childcare/preschool	Excellent		14%	
	Good		29%	
	Fair		35%	
	Poor		22%	
K-12 education	Excellent		17%	
	Good		40%	
	Fair		27%	
	Poor		16%	
Adult educational opportunities	Excellent		10%	
	Good		44%	
	Fair		29%	
	Poor		18%	
Sense of civic/community pride	Excellent		14%	
	Good		48%	
	Fair		25%	
	Poor		13%	
Neighborliness of residents in Surprise	Excellent		15%	
	Good		44%	
	Fair		30%	
	Poor		11%	
Opportunities to participate in social events and activities	Excellent		11%	
	Good		36%	
	Fair		40%	
	Poor		14%	
Opportunities to attend special events and festivals	Excellent		10%	



<b>Please also rate each of the following in the Surprise community.</b>	Opportunities to attend special events and festivals	Good		40%
		Fair		31%
		Poor		19%
	Opportunities to volunteer	Excellent		28%
		Good		46%
		Fair		18%
		Poor		8%
	Opportunities to participate in community matters	Excellent		15%
		Good		44%
		Fair		28%
		Poor		13%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		22%
Good			43%	
Fair			18%	
Poor			17%	
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Surprise (in-person, phone, email, or web) for help or information	No		46%
		Yes		54%
	Contacted Surprise elected officials (in-person, phone, email, or web) to express your opinion	No		70%
		Yes		30%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood w..	No		71%
		Yes		29%
	Watched (online or on television) a local public meeting	No		55%
		Yes		45%
	Volunteered your time to some group/activity in Surprise	No		68%
		Yes		32%
	Campaigned or advocated for a local issue, cause, or candidate	No		76%
		Yes		24%
	Voted in your most recent local election	No		5%
		Yes		95%
	Used bus or other public transportation instead of driving	No		95%
Yes			5%	
Carpooled with other adults or children instead of driving alone	No		59%	

































<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Carpooled with other adults or children instead of driving alone	Yes		41%
	Walked or biked instead of driving	No		57%
		Yes		43%
<b>Please rate the quality of each of the following services in Surprise.</b>	Public information services	Excellent		19%
		Good		47%
		Fair		26%
		Poor		8%
	Economic development	Excellent		13%
		Good		40%
		Fair		34%
		Poor		13%
	Traffic enforcement	Excellent		18%
		Good		41%
		Fair		27%
		Poor		14%
	Traffic signal timing	Excellent		10%
		Good		34%
		Fair		34%
		Poor		22%
	Street repair	Excellent		24%
		Good		47%
		Fair		23%
		Poor		6%
Street cleaning	Excellent		29%	
	Good		51%	
	Fair		17%	
	Poor		4%	
Street lighting	Excellent		23%	
	Good		45%	
	Fair		26%	
	Poor		6%	
Sidewalk maintenance	Excellent		25%	

































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

Sidewalk maintenance	Good		54%
	Fair		17%
	Poor		4%
Bus or transit services	Excellent		8%
	Good		7%
	Fair		21%
	Poor		64%
Land use, planning, and zoning	Excellent		6%
	Good		29%
	Fair		28%
	Poor		38%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		14%
	Good		46%
	Fair		28%
	Poor		12%
Affordable high-speed internet access	Excellent		17%
	Good		33%
	Fair		26%
	Poor		23%
Garbage collection	Excellent		45%
	Good		39%
	Fair		9%
	Poor		6%
Drinking water	Excellent		24%
	Good		48%
	Fair		19%
	Poor		9%
Sewer services	Excellent		35%
	Good		51%
	Fair		12%
	Poor		2%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		35%

Please rate the quality of each of the following services in Surprise.				
Storm water management (storm drainage, dams, levees, etc.)	Good		51%	
	Fair		13%	
	Poor		1%	
Power (electric and/or gas) utility	Excellent		32%	
	Good		45%	
	Fair		16%	
	Poor		7%	
Utility billing	Excellent		22%	
	Good		44%	
	Fair		26%	
	Poor		8%	
Police services	Excellent		43%	
	Good		44%	
	Fair		10%	
	Poor		3%	
Crime prevention	Excellent		31%	
	Good		42%	
	Fair		20%	
	Poor		6%	
Animal control	Excellent		33%	
	Good		51%	
	Fair		15%	
	Poor		1%	
Ambulance or emergency medical services	Excellent		50%	
	Good		44%	
	Fair		5%	
	Poor		0%	
Fire services	Excellent		55%	
	Good		37%	
	Fair		7%	
	Poor		0%	
Fire prevention and education	Excellent		35%	

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

Fire prevention and education	Good		42%
	Fair		17%
	Poor		5%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		23%
	Good		45%
	Fair		23%
	Poor		10%
Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent		14%
	Good		41%
	Fair		22%
	Poor		23%
Yard waste pick-up	Excellent		26%
	Good		42%
	Fair		19%
	Poor		13%
City parks	Excellent		23%
	Good		50%
	Fair		20%
	Poor		6%
Recreation programs or classes	Excellent		21%
	Good		50%
	Fair		25%
	Poor		3%
Recreation centers or facilities	Excellent		23%
	Good		44%
	Fair		23%
	Poor		11%
Health services	Excellent		24%
	Good		52%
	Fair		14%
	Poor		9%
Public library services	Excellent		44%

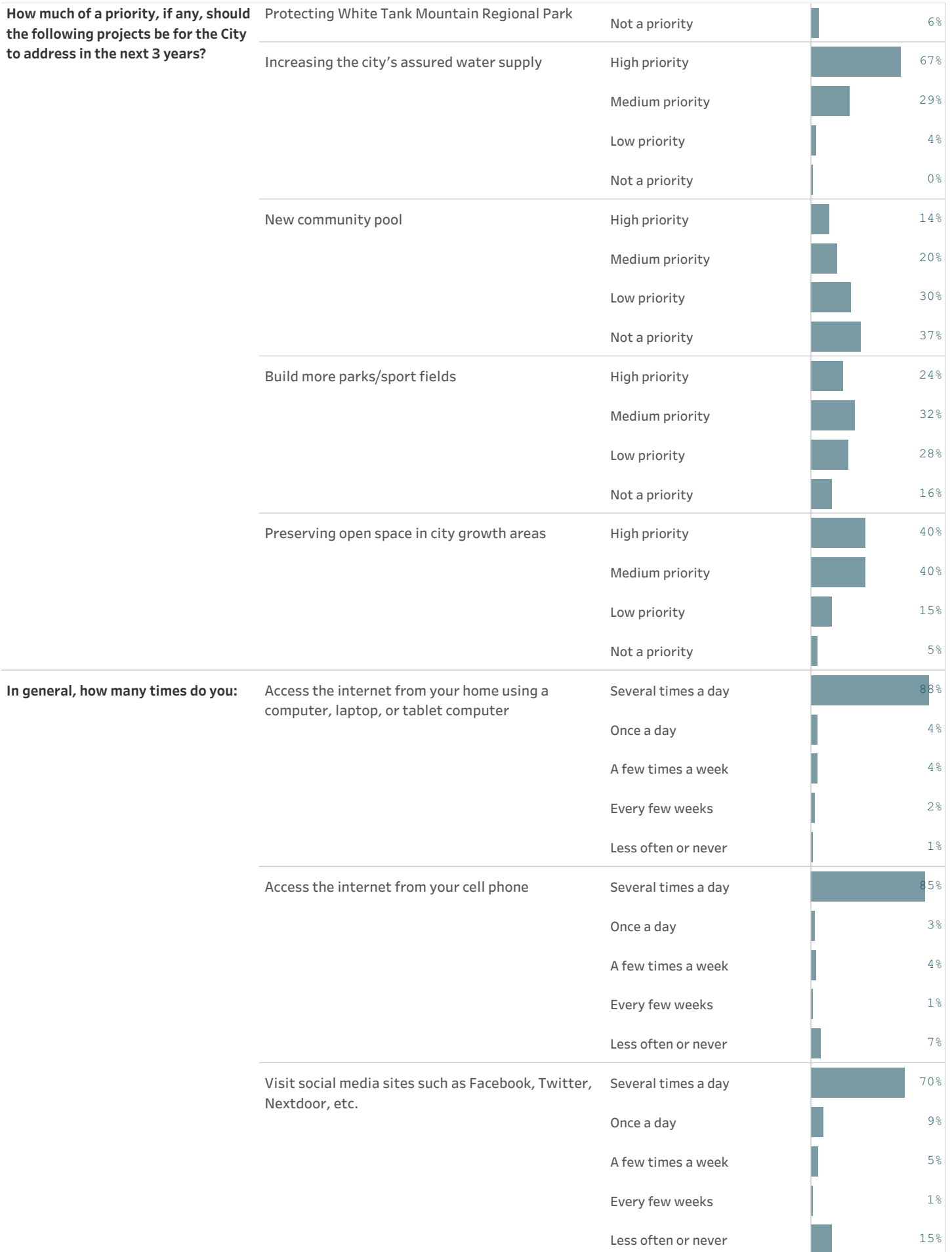
<b>Please rate the quality of each of the following services in Surprise.</b>	Public library services	Good		41%
		Fair		12%
		Poor		3%
	Overall customer service by Surprise employees (police, receptionists, planners, etc.)	Excellent		35%
Good			48%	
Fair			16%	
Poor			1%	
<b>Please rate the following categories of Surprise government performance.</b>	The value of services for the taxes paid to Surprise	Excellent		17%
		Good		43%
		Fair		29%
		Poor		11%
	The overall direction that Surprise is taking	Excellent		15%
		Good		38%
		Fair		29%
		Poor		18%
	The job Surprise government does at welcoming resident involvement	Excellent		13%
		Good		40%
		Fair		32%
		Poor		14%
Overall confidence in Surprise government	Excellent		13%	
	Good		40%	
	Fair		28%	
	Poor		19%	
Generally acting in the best interest of the community	Excellent		13%	
	Good		40%	
	Fair		27%	
	Poor		20%	
Being honest	Excellent		16%	
	Good		43%	
	Fair		29%	
	Poor		12%	
Being open and transparent to the public	Excellent		15%	

<b>Please rate the following categories of Surprise government performance.</b>	Being open and transparent to the public	Good		41%
		Fair		29%
		Poor		15%
	Informing residents about issues facing the community	Excellent		15%
		Good		37%
		Fair		27%
		Poor		21%
	Treating all residents fairly	Excellent		26%
		Good		45%
		Fair		18%
		Poor		11%
	Treating residents with respect	Excellent		26%
Good			44%	
Fair			23%	
Poor			7%	
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Surprise	Excellent		21%
		Good		51%
		Fair		26%
		Poor		2%
	The Federal Government	Excellent		4%
		Good		24%
		Fair		36%
		Poor		36%
<b>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.</b>	Overall economic health of Surprise	Essential		61%
		Very important		36%
		Somewhat important		3%
		Not at all important		0%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Surprise	Essential		36%
		Very important		32%
		Somewhat important		28%
		Not at all important		4%
	Overall design or layout of Surprise's residential and commercial areas (e.g., homes, buildings,	Essential		45%

































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.				
Overall design or layout of Surprise’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Very important		44%	
	Somewhat important		11%	
Overall quality of the utility infrastructure in Surprise (water, sewer, storm water, electric, gas)	Essential		44%	
	Very important		43%	
	Somewhat important		12%	
Overall feeling of safety in Surprise	Essential		62%	
	Very important		31%	
	Somewhat important		5%	
	Not at all important		2%	
Overall quality of natural environment in Surprise	Essential		33%	
	Very important		47%	
	Somewhat important		19%	
	Not at all important		1%	
Overall quality of parks and recreation opportunities	Essential		40%	
	Very important		48%	
	Somewhat important		13%	
	Not at all important		0%	
Overall health and wellness opportunities in Surprise	Essential		26%	
	Very important		50%	
	Somewhat important		22%	
	Not at all important		2%	
Overall opportunities for education, culture, and the arts	Essential		23%	
	Very important		49%	
	Somewhat important		23%	
	Not at all important		6%	
Residents’ connection and engagement with their community	Essential		20%	
	Very important		48%	
	Somewhat important		30%	
	Not at all important		2%	
The General Fund serves as the City’s operating account and funds the majority of city services and their operational costs, with approximately 50% dedicated to Public Safety (e.g., Police and Fire-Medical) and 50% appropriated to other city	Strongly support		26%	
	Somewhat support		39%	
	Somewhat oppose		15%	



	services, such as recreational facilities and street repair. As the city grows, more funding is required ..	Strongly oppose		21%
<b>Growth in Surprise means an increase in the need for capital improvement projects such as new roads, fire stations, police substations and parks/recreation facilities. Operation costs for these projects would come from the General Fund. How much would you support or oppose each of the following funding sources to help pay for the construction of future capital improvement projects?</b>	General Obligation Bonds (a voter approved, sun setting secondary property tax)	Strongly support		22%
		Somewhat support		39%
		Somewhat oppose		12%
		Strongly oppose		27%
	Primary property tax increase	Strongly support		6%
		Somewhat support		19%
		Somewhat oppose		26%
		Strongly oppose		48%
	Sales tax increase	Strongly support		5%
		Somewhat support		30%
		Somewhat oppose		25%
		Strongly oppose		41%
New dedicated tax (e.g., dedicating a new tax for a specific funding use - road tax, safety tax, etc.)	Strongly support		9%	
	Somewhat support		27%	
	Somewhat oppose		30%	
	Strongly oppose		34%	
<b>How much of a priority, if any, should the following projects be for the City to address in the next 3 years?</b>	Connected trail system	High priority		15%
		Medium priority		28%
		Low priority		34%
		Not a priority		23%
	Widening streets to eliminate forced merges, and adding sidewalks, bike lanes, landscaping, etc.	High priority		43%
		Medium priority		42%
		Low priority		10%
		Not a priority		5%
	Public city-only bus/van service	High priority		17%
		Medium priority		34%
		Low priority		20%
		Not a priority		28%
Protecting White Tank Mountain Regional Park	High priority		54%	
	Medium priority		26%	
	Low priority		14%	



<b>In general, how many times do you:</b>	Use or check email	Several times a day	86%
		Once a day	9%
		A few times a week	4%
		Every few weeks	1%
Share your opinions online	Several times a day	20%	
	Once a day	6%	
	A few times a week	22%	
	Every few weeks	14%	
	Less often or never	38%	
Shop online	Several times a day	19%	
	Once a day	10%	
	A few times a week	43%	
	Every few weeks	24%	
	Less often or never	5%	
Please rate your overall health.	Excellent	27%	
	Very good	45%	
	Good	18%	
	Fair	9%	
	Poor	1%	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive	9%	
	Somewhat positive	25%	
	Neutral	42%	
	Somewhat negative	19%	
	Very negative	5%	
How many years have you lived in Surprise?	Less than 2 years	8%	
	2-5 years	22%	
	6-10 years	23%	
	11-20 years	37%	
	More than 20 years	11%	
Which best describes the building you live in?	One family house detached from any other houses	92%	
	Building with two or more homes (duplex, townhome, apa..	8%	
	Mobile home	1%	

Do you rent or own your home?	Rent		19%
	Own		81%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	Less than \$500		7%
	\$500 to \$999		12%
	\$1,000 to \$1,499		38%
	\$1,500 to \$1,999		34%
	\$2,000 to \$2,499		5%
	\$2,500 to \$2,999		1%
	\$3,000 to \$3,499		3%
	\$3,500 or more		0%
Do any children 17 or under live in your household?	No		58%
	Yes		42%
Are you or any other members of your household aged 65 or older?	No		57%
	Yes		43%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		3%
	\$25,000 to \$49,999		15%
	\$50,000 to \$74,999		24%
	\$75,000 to \$99,999		24%
	\$100,000 to \$149,999		23%
	\$150,000 or more		11%
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino		100%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		0%
	Asian, Asian Indian, or Pacific Islander		2%
	Black or African American		3%
	White		88%
	Other		8%
In which category is your age?	18-24 years		0%
	25-34 years		23%
	35-44 years		15%
	45-54 years		16%
	55-64 years		10%
	65-74 years		26%

