



CITY OF SURPRISE, AZ 2010

Report of Open-ended Question

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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Surprise staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Surprise staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

ABOUT CLOSED-ENDED AND OPEN-ENDED QUESTIONS

Questions can either be asked in a closed-ended or open-ended manner. A closed-ended question is one where a set of response options is listed on the survey. Those taking the survey respond to each option listed. Open-ended questions have no answer choices from which respondents select their response. Instead, respondents must “create” their own answers and state them in their own words. The verbatim responses are categorized by topic area using codes. An “other” category is used for responses falling outside the coded categories. In general, a code is assigned when at least 5-10% of responses will fit the code.

Advantages of an open-ended question include:

- Responses are not prompted, allowing respondents to provide answers that are not anticipated or well known.
- This type of question tends to capture response options that come to mind most quickly.
- The final result can be richer, since verbatim responses are included in an appendix, giving you and others a chance to “hear” the voice of respondents in their own words.
- There is a smaller risk of missing important dimensions.

VERBATIMS

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

- What are the three biggest changes the City of Surprise could make that would encourage you to remain a resident of the city for the next five to ten years?

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

Results from the open-ended question are best understood by reviewing the table of frequencies that summarize responses as well as the actual verbatim responses themselves.

Question 18d: What are the three biggest changes the City of Surprise could make that would encourage you to remain a resident of the city for the next five to ten years?	
	Percent of Respondents
Transportation - traffic, public transit, East/West corridor	46%
Better/more retail, restaurants, mall	30%
Economic development/employment	20%
Recreation and cultural opportunities	18%
Taxes and budget - fiscal responsibility, tax rates	16%
Public safety - safety services, crime prevention	15%
Infrastructure- road repair, storm drainage, etc.	13%
Code enforcement, appearance, cleanliness, landscaping	11%
Schools and youth services	10%
Growth and planning, zoning, permits	10%
303 Loop	9%
Governance	6%
Health and human services	4%
Don't know/Nothing	5%
Other	17%
Total may exceed 100% as respondents could select more than one category.	

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VERBATIM RESPONSES TO OPEN-ENDED QUESTIONS

The following pages contain the respondents' verbatim responses as written on the survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas, according to the first response given.

WHAT ARE THE THREE BIGGEST CHANGES THE CITY OF SURPRISE COULD MAKE THAT WOULD ENCOURAGE YOU TO REMAIN A RESIDENT OF THE CITY FOR THE NEXT FIVE TO TEN YEARS?

Transportation - traffic, public transit, East/West corridor

- A local bus system throughout Surprise, Traffic lights to accommodate power wheelchairs to X streets, Upheld curfews for adolescents and teens by police & sheriff.
- Add a bus, More jobs, Extend the 303.
- Add a freeway connecting to hwy 101 around cactus, Bring in a family fun park - mini golf, roller skate park, etc., Add a bowling alley.
- Additional accesses across Aqua Fria river, Encourage variety of retailers (IKEA, Crate - barrel, etc) to locate in Surprise, Promote two-way senior citizen/ K-12 mentoring programs.
- Alleviation of traffic on Bell Rd & Grand Ave, No more sales tax increases.
- Better access in/out of city, More retail shopping i.e. mall, Change in police mentality - they look for every reason to stop you - it's uncomfortable.
- Better access to major highways, More recreational opportunities, Less snowbirds.
- Better east/west access to Surprise, Shopping mall.
- Better public transportation, Large department stores.
- Better traffic control, Public transportation, Hospital.
- Better traffic flow - increase options for travel, More local parks, Increase home values.
- Better traffic flow and control on major streets, Development of major shopping centers, Seamless interaction within city departments.
- Better traffic flow on Bell Grand, More up-scale shopping - dullards, Macys, etc, Committee rail to downtown Phoenix.
- Better traffic flow on Bell Rd, Better shopping - nearest mall is at Arrowhead! More senior activities - not just for Sun City Grand!.
- Better transit bus services! , Local college providing more course process financial, More affordable homes low - income family.
- Bring the light rail system to Surprise, Please stop building homes and businesses, let's keep a "Small town" image, We need one or two more roads for entry/exit to and from Surprise to the East.
- Bus service on Bell Rd to SanValley parkway.
- Bus service on Bell Road daily.
- Bus transportation to Phoenix more often, Keeping dial a ride here, More kids (young adults) activities.
- City-wide affordable transportation, Getting more major retail giants, i.e. Penney's, sears, etc. to locate here, more fore thought in planning budgets instead of dumping on residents by raising taxes to bail the city out, 4.) Fill the empty new buildings that exist now before approving new building permits.
- Commuter rail, More public transportation, Keep taxes down.

- Continue road improvements such as widening Litchfield, Greenway & Dysart, Attract more employers - - more jobs in the city will spur growth, Attract businesses / entertainment that will draw people from the valley to our town - - We get more exposure & sales tax revenue, which leads to a growing city & higher property values. For instance, people will drive over 40 miles to visit an IKEA or a bass pro shop - - It's an attraction.
- Control summer traffic, Small commuter buses traversing sub divisions - taking, Residents to businesses, schools, library etc.
- Ease of travel to Phoenix and other surrounding areas, Less construction, speedy construction!! Light rail to the west side would be great!!
- Easier access to light rail, and other towns, More shopping/retail choices, Make getting in & out of Surprise easier. Bell & Grand too congested.
- Easier travel in and out of city less lights, Smoother roads not so many potholes & wider roads, Improved district, Dysart, schools.
- Enforce speed limit on Bell Rd, Enforce red light running, Snr limit on drivers license's.
- Express rail to Phoenix, Large shopping center.
- Fix Bell Road, Adjust light at Bell/Grand Ave to move traffic.
- Fix Bell Road, Get better eating Places, Shops are the same at ever center.
- Fix the east-west commute, Get Prasada moving.
- Flow of traffic improve roads.
- Get traffic under control, Remove the meth addicts here in the old town site, Have affordable after school programs for the children in the old town site give them hope for a better future by keeping them busy and out of trouble. Don't forget about the old town site. We were here 1st. We count too! Give us something to believe in. Thank you.
- Good bus service.
- I only have I issue and that is the traffic congestion, Getting out to Surprise is bad once you get here driving, Around Surprise is good it is just the commute from other parts of the valley that are bad.
- Improve East - West traffic (be reduce Bell Road traffic), Reduce sales tax (restaurants, etc.), Improve postal services.
- Improve East and West travel routes besides Bell and 303 Road, Implement an affordable bus service.
- Improve traffic conditions, Key taxes affordable for retired senior citizens, Do not impose a food tax on groceries, etc.
- Improve traffic flow - Bell - Grand 303, Keep taxes reasonable, Keep the police and fire fighters Visible.
- Improve traffic flow across Agua Fria River, Closer shopping center, Synchronize traffic lights to improve traffic flow.
- Improve traffic flow, Encourage business/manufacturing to locate to Surprise, Develop stadium areas.
- Improve traffic flow, More parks/outdoor activities, More shopping/dining.
- Improve traffic flow/enforcement on main arteries, Set small business into vacant store fronts, Being bigger stores/mall into community.
- Improve traffic low.
- Improve transportation to Phoenix where 2 work, Major shopping center (like Arrowhead mall), Hold cultural activities (create multi-cultural event center).
- Increase speed limit on cotton lane between Waddell & Green way, More public transportation, More activities the family could afford.
- Light rail or commuter rail, More restaurants that are upscale, Better traffic control under hwys.

- Light rail, Keep police & fire departments well staffed, Closer watch & more careful use of budget \$, (Too many mistakes)!
- Make Bell 2 layer larger.
- More buses 24 hr. Service, Renters invited to HMO-meetings, Available rental properties c/o section 8 - Included in Surprise paper.
- Need city buses! Need taxi service! Need mall.
- Provide paid local bus service, Encourage more up scale restaurants, Improve congestion on some major roads.
- Public Transportation, Employment Opportunities, Safety & Cleanliness.
- Public transportation, Higher end retail, Montessori schools R-12.
- Reduce traffic congestion - we need wider roads/more lanes/more streets, Shopping, Gas stations, closer than the current 8 miles to nearest convinces store, Bridges over the Aqua Fria in a few places, 4.) Pressure the county to build some connecting roads on their property, 5.) We need more ingress/egress from our area.
- Street improvements - specifically traffic control, Economic development, Facilities for youth (Skate park, etc.)
- There needs to be public transportation so people can get to work, Surprise has been around for 50 yrs & there is no opportunity for people to work, It need to develop place where people can go to enjoy there self (entertainment) even the Surprises new paper tell you of things to do in Sun City, Sun city west young town, not much in Surprise. When is speak to people of all ages they all say the same thing not much here.
- Traffic - complete Grand Ave & 303 to the 17, Bring in major stores- shopping - clothing, Keep doing what you're doing - planting trees along roadways - keeping our city clean & attractive - Thank you!
- Traffic control (slow drivers in the left lane), Trees blocking line of sight at intersections, Pot holes in the streets.
- Traffic control lights.
- Traffic control, Public rail service, Better retail outlets.
- Traffic, Businesses, Government.
- Transit bus service, Keeping the lights on in the neighborhoods, Better responds to 911 calls, because no one responded for 23 minutes when I had a rupture stomach arotor. Only by the grace of god I am a live.
- Transportation to & from Phoenix.
- Transportation to sky harbor, Local professional industries (Engineering, Hi tech), Higher education & clean up DUSD.
- Transportation, Cultural focus, Support for public education.
- We need a closer freeway, 101 is far away, We are brand new to Surprise, We moved here 2 1/2 weeks ago.
- We need bus services into Phx, Keep weed clean in vacant building, More restaurant not so many chains farmers market.
- Widen Litchfield!
- Widening Bell Rd - traffic awful, More sidewalks - too much dirt.
- Winter Grand Ave, In stall more dept Stores.

Better/more retail, restaurants, mall

- Add restaurants to Bell Park area, Bring the mall to Surprise, Finish loop job.
- Addition of local non-chain restaurants (fine dining), Jo Ann's or Hobby lobby craft stores, More interaction between Sun City Grand residents & others in community.
- Attract employers to Surprise, Expand/develop medical corridor, Al eve traffic congestion.

- Better & more variety of dining experience not chains, Easier way to go east! Traffic is harried, More jobs not fast food type etc. Work to executed.
- Better jobs, Stabilize taxes, Don't get run down.
- Better retail/business planning, Improve traffic flow during winter months.
- Better shopping & restaurants.
- Bring in excellent shopping & restaurants.
- Bring in more industry, Create more job's.
- Bring in more jobs, Maintain recreation facilities, Provide more opportunities for seniors in volunteering, participating on committees.
- Bring more jobs, More diverse - backgrounds in Govt, Better communication lines.
- Build a mall, Improve traffic flow, Be able to sell my house and by one & more land.
- Build a shopping mall with upscale dept. Stores, Encourage higher end restaurants to open in Surprise, Everything else is just right!
- Build grocery stores & gas station by desert oasis, Fix the flooding of 163rd when it rains, Connect roads to the 303.
- Build shopping mall.
- Concentrate on economic development, Complete unfinished offices & retail, Get moving on Prasada.
- Continue economic development, Maintain road system, Continue with good police and fire services.
- Continue mall being built along 303.
- Continue retail growth, Greatly improve traffic flow on Grand Ave & Bell Road.
- Costco, Expand library, Improve traffic.
- Do not allow so many low class commercial business, How many gas stations do we need, Be selective on building appearance.
- Downtown or city center (like palm coast Florida did), 2. Enclosed public pool for year round use, Recreation center (Similar to Rio vista in Peoria), 4.) Lower speed limit too fast for amount of traffic.

Economic development/employment

- Economy - job security, More restaurants/stores - Texas Roadhouse, mall! More entertainment - full rec center, bowling alley, etc.
- Fashion mall, Bus transport, Upscale restaurants.
- Fill the empty offices & stores, Reduce rent & give incentives, More upscale resources - bring back the art museum & more restaurants like Eureka Grill!
- Find renters for the empty buildings (businesses).
- Finish Prasada, Add more youth activities, Make traffic lights operate at 45 mph, 4.) Widen Greenway Road @ Parkview to Litchfield rd.
- Get the mall built (Hurry), More restaurants to eat at, Bus or train service to downtown for jury duty, not the bus service we have how leave at 5 or 6 am in the morning can't get home until 6 or 7 pm at night. No thank you.
- Get the shopping mall built.
- Help to provide a means for good jobs, Help to recover the crashing housing values.
- Higher end eating establishments, Improve schools, Encourage new businesses to occupy new construction that is now sitting vacant.
- Improve in shopping, Improve more restaurant, More light's at park's by subdivision's.
- Increase employment.
- Increase retail shopping opportunities, Keep Bell Ave in better condition, Don't raise taxes.

- Increase the availability of jobs, Keep making it a “small town” atmosphere, Enlarge the park as city grows.
- Install signage for new construction of stores, Complete the stadium area - it's an eyesore, Finish synchronizing traffic lights & finish Bell Rd. Construction & landscaping.
- Job growth, Entertainment venues, non-chain restaurants, bowling alley/arcades, theaters, Traffic on Bell Rd Improved.
- Jobs - Manufacturing, Tech, Professional, Transportation - better roads! Lower taxes.
- Jobs! , Crime prevention, Recreational activities - family - free.
- Jobs, Jobs, Jobs.
- Local mall, Prasada, Complete 303 hwy, Complete Grand Ave.
- Major mall - Costco, Lute rail into city.
- Mall - shopping, Complete street work, Spend money like it is personal funds.
- More business.
- More clothing shops - Penneys etc.
- More jobs for locals only, Better traffic controls - game time & accidents, Give incentives to hire “Older” workers.
- More jobs, More outlets/inlets for commuting to Eastbound, More business - not all restaurants - major dept stores cost co, Bowling.
- More local job opportunities, Complete the road reconstruction, No secrets - more open to the constituents more.
- More restaurants (black angus), Retail stores (Jo Ann Fabrics) (Hobby & Lobby), Better access on roads east & west.
- More restaurants (not fast food), Opportunities for live performances, A mall in/near Surprise.
- More restaurants, More retail other than Walmart.
- More restaurants, More shopping, 303 expressway to I-10.
- More retail development, Less noise from Locke AFB, Better facilities for seniors at the new center.
- More retail shops - like dress & clothing, More lanes on Grand.
- More retail stores (Macys-etc), Alternative road other than Bell, Venues for shows (entertainment).
- More retail! I leave the city a lot to shop, Improve major streets. Goodyear has 1/2 the population but better roads, Finish loop 303 sooner. Current 2 lane road is bad. City of Goodyear, AZ looks nicer. Painted light poles, fancier looking traffic signals, nicer road landscaping. If Surprise did those things a bit better, it would be a much nicer place to live.
- More retail, More upscale dining, Get a new mayor.
- More shopping locations with variety, More walking paths/bike trails, More education opportunities.
- More shopping options, More food choices, Improve traffic flow along Bell Rd.
- More shopping, Traffic on Bell Road - bad.
- More upscale shopping/dining, Honest open government, Road improvements/better highway access.
- Need influx of good high paying jobs in Surprise, Improve flow of east-west traffic & develop 303, Bring in bowling alleys, skating rinks, miniature golf, etc.
- New businesses, Street repair/resurfacing, Improved financial controls.
- New retail centers, New job opportunities, Improve traffic flow.
- Other than retail employment opportunities, Finish Prasada development, Find creative, innovative ways to use existing but vacant office and retail spaces.
- Perhaps more job opportunities but no major changes required otherwise.
- Restaurants - higher end, Shopping - decent mall, Costco.

- Retail (e.g.) mall ?? Costco ??, Main street & artery congestion, Make senior center more locally centered.
- Shopping centers (Prasada when?), More community parks/centers, Excellent education system & accessible public transportation.
- Shopping mall, Arcades, Children's entertainment options.
- Shopping mall, More restaurants, More activities for teens.
- Shopping mall, More restaurants.
- Shopping mall, Put a bridge across river to relieve traffic on Bell Rd, More parks.
- Speed up on the mall. You want more people to be in Surprise, make that a priority, Lights for traffic signals suck work on timing, More shops, old navy, justice (clothing stores).
- The shopping mall! it's been talked about for at least 5 yrs, Family parks i.e.; enchanted island, More police patrolling.
- Upscale dining, The mall? , Traffic.
- Upscale shopping, Better restaurants, Repaired streets (Bell rd, Grand Ave).
- We like it here, as long as we can stay employed we plan to stay, More notice when a traffic lane is closed a head!
- Would like to see an Indoor mall, Would like to see Surprise develop industrial areas for job growth, Would like to see city manager & council on the same page with visions & future plans in future growth for the city of Surprise, 4.) Housing market in the last 5 years drive the prices of houses to high a new is way down. Would like to see a far market value on homes.

Recreation and cultural opportunities

- Bring in that bowling alley! , Bring in some aerospace/defense jobs. (Honeywell, Lockheed), Continue working traffic issue along Bell Rd. Make 303 a freeway Fix timing on stoplight Greenway / Litchfield.
- Build more parks with walk and bike paths, Providing better transportation to downtown Phoenix, We need more health services.
- Increase good cultural opportunities, Be sure it is a safe place to live, Have excellent medical care.
- Lower the cost of the wild life world zoo (so that it is more affordable to us Surprise), Plant more flowers around the city to make, It look more inviting.
- More fun events in parks, Less empty home & more police presence, A recycling center-have to take the kids to Phoenix to recycle.
- Provide some kind of entertainment for neighborhood kids to get involved with, Better HOA's to ensure cleaner neighborhoods, City council needs to stop their petty little Juvenile fighting with each other and act like professional adults they should be!
- Theater - live, Museum like, Farmers market There is really nothing here unless you like ball games.
- Would love to see a bowling alley in Surprise, We need more safe & inexpensive "Hang out" for teens, Kids would love to have a "Bike-skate" park in Surprise we are foster parents & we'd like to see a place where kids can go to be with other kids to play (or hang out) may be to play. Basket ball, volley ball or street hockey. A place with table & chairs perhaps with a snack bar open between 6-9 pm for cheap drinks & snacks for young dating or meeting other kids. Something to do to stay out of trouble & at the same time, we parents know where they are.

Taxes and budget - fiscal responsibility, tax rates

- Attention to budget !! Hire qualified people.
- Balance Budget, Lower taxes, Build schools - not semi educational campuses.

- Be more responsible to tax payers in spending, Quit trying to expand city limits, Cut back to trying to “Grow” Surprise as expansion cost more - you get more crime, more traffic, more social problems.
- Become financially prudent, Specify specifics/details of & to be spent - not ambiguous as was the bond issue, Not increase city headcount when economy recovers.
- Budget based upon income - not expenses, Stop wasting money, Maintain streets.
- Change school tax for residents of SSG - We have no children going to school.
- Control spending, Reduce the budget.
- Decrease taxes, Stop spending, No borrowing.
- Don't raise taxes, Do something beside just talk about it.
- Don't raise taxes-staff must take pay-cuts-even up to 20-25%, have neighborhood parties encourage by police and fire attending, Art - nothing- if you don't line in a retirement (55+) community for artist. Why does the defunct art center have to move to Peoria? offering the heard vacancy was too little, too late.
- Don't waste money, Don't close library or parks, Don't pay mileage or car allowance to city employees.
- Eliminate the waste in city government, Quite trying to attract more population to Surprise, Cap unnecessary expansion expenses such as the costs involved in tennis complex and Surprise recreation depts. that leas losing money with high salary costs to operate!
- Find additional avenues to “decrease”, traffic issues, offer jobs w/ better pay.
- Hold real estate taxes as low as possible, Hold watts & sewer prices as low as possible, Enforce traffic safety.
- Keep spending in line, especially for administrative costs, Start patrolling the street instead of setting up speed traps, Do not keep raising taxes-keep them low since that's why many people moved here, do not imitate California.
- Keep tax rate at current level.
- Keep taxes and property taxes low, Have better bus service to other cities and commuter trains, Lengthen left turns lanes and make more right turn lanes or main throughways, I would pay a tax within moderation for a west valley/or county bus service that connects to city buses for Peoria, Glendale and Phoenix. We need a commuter train & indoor mall. Keep taxes low reduce spending live our a budget.
- Keeps taxes low, No taxes on food, More recreational opportunities for seniors.
- Live with in budget, Fix streets, Adjust to economic conditions.
- Live within the budget in these tough economic times, Minimal tax increases, Economic development on a large scale will have to wait for a stronger economy & an influence of more people to support the taxes needed to expand.
- Low housing tax, Keep population & new housing from expending.
- Lower home taxes as values went down, Bus or oil services.
- Lower sales tax - food - & meds - no tax!!!
- Lower sales tax, Don't build any more commercial bldg until the once we have are rental, Take care of the existing roads we have (pot holes).
- Lower taxes especially a retirement comm. (school)? , More commuter service, Less medical buildings and supermarkets and more recreation like movie theaters, bowling alleys, miniature golf courses.
- Lower taxes, City employees taking pay cut, Police patrolling our street at least every 6 months, 4.) Time the traffic lights on Grand Ave & Bell Rd, 5.) Stop the trucks from using “Engine braking” at Sunrise & Grand, 6.) City of Surprise charging excessive rates for our street lights, 7.) Deport the hundreds of “Illegal” living in Surprise.
- Lower taxes, Resurface imperial lane.

- Lower taxes, Stop spending money on unnecessary projects like, the friendly bridge beautification - how unnecessary a real waste of tax payer money, Don't spend money you don't have!
- Lower the sales tax, Lower property taxes, Bring in more retail.
- Manage expenses, Control costs.
- No tax increases, Stop spending, Reduce employees.
- No tax increases.
- No tax on food. I strongly oppose. We pay, a high tax in Surprise. my visitors agree.
- Stop raising taxes, Stop increasing city fees, Stop increasing county fees.
- Stop spending money, you don't have, Light rail.
- Stop wasting tax dollars, like almost \$1, million, to move new city offices 01 to 4 floor, for security, Reasons!

Public safety - safety services, crime prevention

- Continue to make Surprise a safe place to live, Continue to keep crime near a low level, Increase shopping & retail opportunities.
- Crack down on undesirable youth walking our streets, Put a ban on excessively loud mufflers a radios, No talking on cell phones or texting while, driving. NO BOOM BOXES.) Bus service.
- Crime prevention, Traffic flow improvement, Encourage job opportunities/creation.
- Keep crime low, Keep taxes under control, More major stores/medical.
- Keep crime low, Keep the city clean, Keep the traffic moving.
- Maintain level of police, fire, and emergency services, Balance the budget thru cost cutting and increase fees, Solve the problem of joint use of school district and city facilities supported by citizen taxes.
- Public safety, Quality public education, Job growth opportunities.
- Safety, More public service, More bus or transit service to all Surprise.
- Safety-gated community that keep residents safe, More jobs/business growth, Lower taxes.

Infrastructure- road repair, storm drainage, etc.

- Better roads - rain/run off.
- Better street upgrades, More streets that let us get out of Surprise, Better traffic control.
- Change water/sewer companies, Finish Prasad mall, More (another) college outlet.
- Complete road repair, I plan on dieing here!
- Fix the roads on Bell, I get someone who know how to patch pot holes, Build a bowery alley, Finish the 303.
- Improve major road systems, Encourage upscale restaurants and retailers, Maintain budget responsibility & maintain tax rate.
- Improve quality of road surfaces, Improve street congestion (Bell Road), Attract more retail business to residence don't have to go to other communities to shop.
- Improve roads (Bell Rd especially).
- Improvements to Bell Rd, Less renters more homeowners - pride, Encouragement of community involvement.
- Keep the roads in good shape, Keep the young kids off the streets.
- Pare Bell Rd west with new material to cut down nice, Put round about on west Bell Rd, Replace trees, bushes its when they die or are cut down!
- PEG the sewer charges to the amount of water used - e.g. \$ 3 per 1000 gallons of water used, Make the police more visible.

Code enforcement, appearance, cleanliness, landscaping

- Better code enforcement of weeds, trash etc, More public transit (more times to Phx), More police/fire to respond and traffic control on weekend nights.
- Better weed control - on side of roads, houses, etc, Stronger enforced HOA's to keep yards cleaner, Better ways into Phoenix.
- Clean up East side of Litchfield Road near waste facility, Opt for major retail complex, i.e. National dept stores, Provide for improved traffic E/W - Bell Road esp.
- Control neighbor's pet cats that dirty on other peoples property dogs are controlled why not cats, Give full support to the schools.
- Do more to clean up foreclosed properties, Encourage better stores to keep sales tax dollars here.
- Enforce noise laws regarding loud motor cycles, Boom boxes med escalator systems on Bell Rd. With a zero to leered over the speed limit. At present we are unable to a good nights rest for the above reasons or can not use our patio because of the noise, Lower the speed limit on Bell Rd to 35 or 40 miles then enforce, Photo enforce red light running laws.
- Get rid of grass in between lanes, save water- stones, Shut down street lights during day & stadium lights, Fill vacant buildings with business.
- Keep foreclosed properties in good condition, Less section 8 housing availability, Definitely decent public transportation, 4.) Better quality of education in the schools, 5.) More services provided to summer programs for side in the summer that aren't so costly.
- Make sure our streets & common area's are kept in good repair & clean, If cracks are filled, in streets, then go over entire street with black sealant, Immediately after they are filled so that the cracks are not highlighted by the black filler used - Especially in residential areas & streets.
- More & better enforcement for yards filled with weeds, Patrol neighborhoods to check for cars parked on the street for more then 24 hrs.
- Need to clean up rentals.
- Start cracking down on the graffiti and tagger, Have more police present in the neighborhoods, Stop increasing the HOA dues. Can't afford it anymore.
- Up keep on abandoned homes & buildings, Traffic on Bell Rd (widen), Services available in Surprise more shopping, retail & restaurants.

Schools and youth services

- Better schools - class size, programs, Traffic conditions, Decent taxes.
- Improve education system, Maintain low crime rate, Good, qualified, complete doctors, excellent, clean hospitals, quality staff, 4.) Encourage more high end businesses to locate here, 5.) Traffic - keep trucks & slow drivers to right lanes on Bell Road and Grand Ave.
- Improve schools, Establish and maintain a reasonable budget free of special interest, Establish a strong and positive police relationship with senior community.
- Improve the education standard, Support the arts.
- Improve the school district, More activities for teens to keep them out of trouble, Mall (more shopping - adversity).
- Increase taxes for schools, Increase taxes for schools, Increase taxes for schools, It is shameful to decrease teachers salaries! The state, legislators and districts should all be ashamed of themselves! The children are our future, our teachers need to pay their bills or they will leave and sack groceries and make more money.
- Provide more educational and recreational opportunities for children.
- Schools, Taxes, Economy.

- Support educational system, Finish Road work on Bell, Draw new businesses to area by continuing having a great school system & community resources for residents.
- To allow outside vendors for children's extracurricular activities, not just the city of Surprise programs. More choices are better and in the past, I have found the city of Surprise programs lacking.

Growth and planning, zoning, permits

- Continue growth w/a variety of businesses, Continue upkeep of city - cleanliness, Roads etc, Continue w/ keeping crime down.
- Deny permits for more mining or asphalt plants, Monitor our quality, Improve public transportation.
- Do not grow housing too fast, Make sure there are good sound barriers to I 303, Make traffic alternatives to Bell.
- Don't get any bigger. We're too big now.
- Good land planning, public transportation to Phoenix, Planned commercial development.
- Have a sound over city planning for job growth and area specific space allocation, Develop a plan for a diverse city that can be self sustaining, Be involved as a partner in goal directed education system designed to prepare all its citizens through diverse and outcome oriented measurements.
- Improve zoning, Reduce population growth, Reduce business growth.
- Keep the small town image alive, So far we have a wonderful police security keep it up, Try to keep housing fore closure down & business open.
- Lay off more expansion in residential devel, Use in fighting w/ council, More job development in Surprise.
- Less high density housing, Improve traffic flow, Bring in top quality restaurants be, Cheese Cake Factory. Mimi's, Black Angus.
- New growth, Better education, More police & fire.
- No further dense multi-unit housing development, No further mall/retail shopping development, Attract more corporate/light or technical employers, 4.) Develop a central/downtown area, 5.) More trees along streets, in neighborhoods.
- Not to over grow, Traffic - heavy, Growth of small business.
- Promote people moving to Surprise - let people in other states know about Surprise. When most people from the northern states think of AZ think that Phoenix - Scottsdale are the only places to move to that's need to be improved, Attract more shopping & get it built, Post more sign stating speed.
- Slow growth, Low tax increases, Slow increase of property values.
- Slow or cease new home construction to avoid, Increased vacancies build more public parks w/ lighting, widen Bell Rd to 3 lanes from Grand to 303 in each direction.
- Stop building in Bell Rd area, Improve traffic flow (Bell Rd), Improve public transportation.
- Stop trying to be a big city, Improve future planning. Don't waste money, Improve student education, not school supervisor benefits.
- Tone down or reduce significantly commercial and residential develop, Get rid of speed control on highways! Raise minimum wage in Surprise!. Get the economy out of local republican dominance. We needed multi million dollar newly hall like a third arm. Have overweight policeman lose weight or lose jobs. All reduces like of motorcycles police vehicles.

303 Loop

- 303 completed & shopping mall, Bell Road to only way out need 1 or 2 more major arteries, More jobs
- Completion of loop 303, Bell Rd/Grand Ave, over pass, Completion of Prasada regional mall.
- Completion of loop 303, Completion of Prasada, Traffic flow & road improvements.
- Finish loop 303 construction to carefree Hwy, Mall/traffic on Bell to be reduced, Available city transit.
- Finish road projects Grand & 303.
- Widening loop 303 North/South.

Governance

- City council they realize they represent the citizens, not there ago, City council & school board that can only perceive solving problems by having C' spending more money, Slow growth & better manage; slow growth or more strip malls/shops & convenient stores (which are magnets for crime).
- Get a city council that understands the current economy.
- More accountability to the higher positions, Don't make us pay to change our street lights (They are going to leave us in the dark), Stop so many taxes to those who do not use public education.
- More community awareness- meet your neighbors staff, Safety in community activities, Better enforcement of neighborhood rules when police involved.
- Passing bond proposal (s).
- Really analyze the need for Govts, Evaluate the various public positions, Cut the Govts share of Surprise economy.
- See #15-part 4. [Listening to citizens]

Health and human services

- Attract a high-quality family practice medical facility, Attract corporate/office jobs to fill unused office buildings, Start a regular farmer's/community market.
- Increase senior center services, not cut them, Synchronize lights on Bell Rd. , Quit issuing building permits for commercial building until the empty buildings are 90% occupied.
- Make it easier to get to senior citizens programs, Program to help elder citizens get to dry's shopping, Mail pickup at all mail boxes.
- More free on low price senior services and transportation, Safer, More evening activities for families.
- Return of exercise & fitness for seniors - so many more closed! More quality malls with upscale stores in area (Surprise), More theaters - spread out over in Surprise.

Don't know/Nothing

- Don't know, just moved here.
- Don't know.
- I am a senior in SC Grand. I intend to remain.
- I don't plan to ever leave Surprise!
- Keep doing what you are doing. City is doing an excellent job.
- No problem, plan on staying here for the next 10 yrs.
- None - I'm military & must move.
- None.
- Not sure we are moving to NJ in 3 mos, Miss home.
- Not sure.

- Nothing! moving out of Surprise this year, Surprise sucks, Arizona sucks.
- Nothing! Moving to Virginia in 3 months - No jobs here. The summer heat blows, traffic in Surprise sucks ass. I'm gone!!
- Nothing, enjoy Surprise very much.
- Retired here - will always remain.
- We have our retirement life here for 4 ms a yr, & are not involved, Well be here until our health fails and we need to be around family.
- You do a good job I just don't take advantage of all you offer. I need to get more involved.

Other

- Ban backyard fire pits of any kind, I haven't been able to open a window at night because of all the smoke, Entire doctors to come to the area who except Medicare & Medicaid you have to travel to far to find quality of care, you must drive 10 miles to find a specialist of value. Family practice & internists are all most unheard of, Where is your subsidized housing, especially for your elderly. You guys are a branch of snobs. You only want the rich retired. on enter to the snowbirds.
- Change police attitude from “negative enforcement” to one of “Helpfulness”, Stop spending money on “Want” to Absolute need
- Change recycling to 2 times a month to save money, many of bins are less the 1/2 filled?
- Develop and/or in force stricter dog-barking/noise ordinances. This is the number one issue for me and many neighbors. Too many people have large or multiple dogs in homes/yards that are too small. Many people leave their dogs tied up or confined in very small areas - many times, for several hours or even days in a row. The result is a constant stream of dogs barking - disturbing the otherwise peaceful & quit enjoyment of the neighborhood.
- Do not install photo radar units.
- Get Luke Air Force base closed, Get Luke Air Force base closed, Get those damned jets out of my air space. They fly directly over out home on their approach to Luke!
- Get rid of HOA's, Hire more police officers, Nicer people @ the court's.
- I have been stopped by “Surprise police” 7 times over a 12 month period. My problem is every time my kids & I were either walking or riding our bikes! It's just creepy! Also domestic violence is no joke! Some of the officers seem to find it somewhat funny & unimportant!
- Keep AF base , Better Bell traffic control, More retail, less homes (new developments).
- New chief of police, More responsible spending by city, More services for kids (other than baseball, we have enough base ball diamonds!) skate parks, climbing walls more family parks.
- No more renters, No more “New” homes, Crime - lower it.
- Public parks need rest rooms!! facing to playground better, Local bus, More trees or shades for sidewalks!!!
- Put more street lights in the neighborhoods, Roads seem to flood to easily, Have lights at the neighborhood parks desert oasis area.
- Send all the illegal's back to Mexico or wherever they are from, Lower food taxes, user taxes, Stop giving illegal's free education, houses, food, medical care etc.
- Stop increasing HOA, Maintain properties that have been abandoned, Continue quality crime prevention to ensure safe schools & communities.
- Stop the neighbor across the street from committing, Technology crime - telephone, garage door & even, Into my television - the police can't prove it - (if it was not that problem - I would love Surprise.) “Sorry”
- Sun City Grand.
- The police to leave people alone (Quit harassing them), Lower taxes, Better schools.