



CITY OF SURPRISE, AZ 2012

DRAFT 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 remaining a resident of the city 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. 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.

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, 303	45%
Better/more retail, restaurants, mall	40%
Recreation and cultural opportunities	28%
Economic development/employment	19%
Schools and youth services	17%
Public safety - safety services, crime prevention	16%
Taxes and budget - fiscal responsibility, tax rates	13%
Code enforcement, appearance, cleanliness, landscaping	8%
Growth and planning, zoning, permits	7%
Infrastructure- road repair, storm drainage, etc.	6%
Governance	6%
Housing cost and housing assistance	5%
Health and human services	4%
Other	4%
Don't know/Nothing	2%
Total may exceed 100% as respondents could select more than one category.	

VERBATIM RESPONSES TO OPEN-ENDED QUESTIONS

The following pages contain the respondents' verbatim responses as written on the survey or entered in the Web survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas 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, 303

- 303 Hwy completion, 2. 303/Waddle major shopping center, 3. Housing market help for those of us who are upside down with our house.
- A rail system to downtown phoenix 2 East-west freeway 3 Outdoor. Indoor mall.
- Accessibility to public transportation, 2. More good & variety of eateries & groceries, 3. Please add an in-door heated pool as people with disabilities, like seniors, can exercise whole year time. Only retirement communities, like Sun City Grande have in-door heated pools & not every senior citizen can afford to live in these communities.
- Another East-West road besides Bell Rd, 2. More major stores Penny's - Dillard's etc., 3. City officials working better with each other.
- Another option beside Bell Rd to get from east to west, 2. Build & open an Oregon's restaurant.
- Bell road traffic & light timing, 2. Bus service within Surprise, 3. Freeways around the city.
- Better commute to and from valley, 2. More job opportunity, 3. More things to do.
- Better east/west roads and traffic flow, 2. More independent restaurants, less chairs. 3. More specialty retail stores.
- Better roads, 2. More retail growth.
- Better traffic & road conditions and access other than Bell Rd, 2. More trees and natural preservation or greenbelts, 3. Better city government that allows citizens more control.
- Better traffic control on Grand & Bell, 2. Clean up garbage & JCMK in outlying areas.
- Better travel from the west side to the east.
- Bicycle trails, 2. Preservation of natural areas, 3. Hazard material service.
- Build an underpass for Bell Rd at Grand Ave.
- Bus service - more "Buses", 2. More opportunity for the youth, 3. "Bus service".
- Bus service daily. Frequently day & evenings, 2. Improved library collection, 3. JC Penney n Macy's or Dillard's (I'll be here until I die (I'm 74 yrs.) & I'm very happy living here!)
- Bus service to & from Valley several times a day, 2. Greater participation of religious in public gathering, 3. Bringing quality stores to surprise.
- Bus service to colleges in Surprise and area, 2 Bus service to areas such as Wickenburg, 3. Neighborhoods without HOA's.
- Bus service to Phoenix, 2. Bus service to Arrowhead, 3. Better restaurants & shopping.
- Bus service, 2. More affordable homes, 3. And more jobs in the city.
- Bus service, 2. Rail service.
- Coef more east-west streets - roadways rather than Bell Rd.
- Commuter rail service! 2 Expanded bus service (near city hall) 3 expanded development around ball park

- Complete the 303 highway, 2. Widen the main artery roads so they are consistently able to support the traffic.
- Coordinate traffic lights so you're not always, 2. Stopping for 1 car when there's 50 cars in the other lanes a lot of gas is wasted with all the stopping between Cotton Lane and Grand.
- Develop 303 loop.
- Develop Deer Valley Rd as another east/west roadway.
- Ease traffic congestion on Bell and Grand, 2. Recruit some top line restaurants.
- East west travel - feeder from 303 to 101 around olive or Northern, 2. Raise speed limits in farm land area roads w/ timed lights, 3. Statler Rd to Litchfield trips N/S travel so you stop south again at Greenfield - lights need to be timed better there & on Bell Rd for easier flow.
- East-west freeway, 2. Low real estate taxes, 3. Increase police & firemen.
- East-west traffic improvement-bell breezeway, wad-dell are too busy most of the year keep making bike paths.
- Expansion of transit options, 2. Reduce traffic congestion on Bell Rd, 3. Increased job opportunities not just in food services.
- Expose better traffic control to better travel Bell Road need more lanes.
- Extending Light Rail to at Least Glendale if not Surprise.
- Finish the 303, 2. Open a Wal-mart, 3. Open more restaurants.
- Fix bill road.
- Fix traffic Flo on Bell Rd, 2. Fix traffic Flo on Grand Ave.
- Freeways between Surprise and the Valley, 2. Best schools, 3. Four-year college.
- I live in the Saguaro hires community facilities district, 2. More street & road repair & maintenance, 3. More police patrols & speed limit signs.
- Improve Bell Rd traffic flow, 2. Improve Grand Ave & Light Rail to PHX, 3. More good restaurants & shops, 4. More cultural events.
- Improve traffic flow East & West, 2. Improved shopping (Costco), 3. Upscale restaurants - In-n-Out, Mimi's.
- Improve traffic flow in surprise & access to freeways, 2. Lower sales tax/shopping mall or outlets, 3. Lower property tax.
- Improve traffic flow on Bell and Grand, 2. Have a Costco, 3. Commuter rail.
- Improve traffic flow on Bell Ave.
- Improve traffic flow, 2. 303 loop to be done & finished soon, 3. More recreation/parks.
- Improve traffic signal timing on Bell Rd., 2. Quit wasting money promoting different cultures, we are a culture of one - Americans, 3. Improve permit process - took me 5 months to get project approved that will enhance my neighborhood and community - too much red tape.
- Improve transportation Bell Rd and highway access, 2. More diversity (ethnic & cultural).
- Increase transportation options, 2. Improve expand roadways, freeways, 3. Growth in business, retail, employment.
- It is essential you consider commuter rail. Too many car's using too much gas, 2. We miss a Downtown care like Glendale, Scottsdale.
- Mass transit, 2. Larger industrial businesses, 3. More shopping malls and Costco.
- More roads for golf carts.
- Need it is transportation. I'm from N. California, By the sea there are many direction, Hops-in Hops out. I live in 10 years but still same.
- Offer another main road besides Bell.
- Proper timing of stop lights on Bell Rd.
- Public transportation, 2. More high end restaurants, 3 More high end shopping opportunities.
- Putting in a bus line, 2. Finding cheaper but safe housing, 3. Water & elec always so high cant get a elec box like SRP!

- Rail service, 2. Better traffic management.
- Reduce traffic on Bell Rd.
- Regional bus service, 2. Road condition within Surprise, 3. A better use of the taxes paid to the city of Surprise.
- Road improvement, 2. Availability of affordable quality housing, 3. Increase awareness of social activities.
- To perform and finish a lot of projects for Surprise, 2. Like 303 to freeway, redesigned streets and open, 3. A highway west to east on the north area.
- Traffic control, 2. Bigger variety of shops, malls, etc.
- Traffic flow, 2. Health services, 3. Keep tax's low.
- Traffic lights coordinated to better traffic flow, 2. Boys and girls club, 3. No photo cameras.
- Transit, 2. Jobs, 3. Ability to travel and access the valley.
- Use traffic circles (roundabouts) in stead of stop lights.
- We need a traffic cross over for the corner of Bell.
- Widen Bell Road more than it already is.
- 303 Hwy completion, 2. 303/Waddle major shopping center, 3. Housing market help for those of us who are upside down with our house.
- Complete the 303 highway, 2. Widen the main artery roads so they are consistently able to support the traffic.
- Develop 303 loop.
- East west travel - feeder from 303 to 101 around olive or Northern, 2. Raise speed limits in farm land area roads w/ timed lights, 3. Statler Rd to Litchfield trips N/S travel so you stop south again at greenfield - lights need to be timed better there & on Bell Rd for easier flow.
- Finish the 303, 2. Open a Wal-mart, 3. Open more restaurants.
- To perform and finish a lot of projects for Surprise, 2. Like 303 to freeway, redesigned streets and open, 3. A highway west to east on the north area.

Better/more retail, restaurants, mall

- "In & Out" "PF Chang", 2. Clean air, 3. More mom & pop restaurants, less chain restaurant.
- A convenience store closer to 163rd & Jo-max.
- A mall with lots of shopping, 2. Less traffic, better light timing.
- Add some upgraded restaurants.
- Addition of large shopping mall with stores such as Macy's, 2. Addition of 2 Costco, 3. Addition of fine dining restaurants.
- Allow better stores in the west valley side as Costco & a better mall.
- Better restaurants, 2. Better shopping, 3. Road repair.
- Better shopping & restaurants, 2. More green tree & lawn, 3. Less hot summers!
- Better shopping opportunities, 2. Better traffic management on Bell Road, 3. Stricter traffic law enforcement everywhere.
- Building of the mall would be very important, 2. Affordable recreational activities for families, 3. Better restaurants (healthy) & retail stores. We have nothing here. We travel to Sean-dale & Scottsdale to find all of the above. I'd rather spend my money here. We need a Costco, a mall, we need for facilities for kids. Ex: Skating rink, Baskin-n-Robbins, Rubios, basically everything
- Central shopping district, 2. Better east-west transportation, 3. More cultural opportunities museums, theaters for plays, symphonies, dance.
- Closer large mall, Arrowood is too far, 2. Another 1 or 2 movie house.
- Establish Costco & Texas Roadhouse.
- Good restaurants, 2. Another east-west connection, 3. Costco.

- I'm fairly satisfied, however I think a better job could be done in choosing, and attracting commercial projects, i.e., fewer fast food restaurants, retail, light industry that would provide jobs! Too late to save the farms, but I believe we need to preserve green space.
- Improve number of commercial stores - big box stores 2 Better - govt management.
- Improve quality of retail, 2. Performing arts/cultural events & facilities, 3. Public transportation.
- Mall, 2. 303.
- More breakfast restaurants, 2 More places like Dave & Busters for the non-drinking adults.
- More department stores/shopping.
- More food establishments, 2. More retail.
- More quality restaurants.
- More quality restaurants.
- More restaurants similar to Scottsdale.
- More restaurants, 2. Lower crime.
- More restaurants, 2. More family activities (bowling, malls, skating, chuck), 3. Lower recreation fees or discounts for repeat enroll-es.
- More restaurants, 2. Retail shopping, 3. Public transportation.
- More retail business, 2. Insure new business are highly moral, 3. Keep moving towards more open govt.
- More retail businesses, 2. Better roads, 3. Better Gov.
- More retail so we don't have to drive so far for essentials, 2. More cultural activities like concerts or shows or displays art shows quilt show etc. 3. A regular farmer's market.
- More retail stores & restaurants.
- More shopping-mall Cr Costco, 2. Traffic - so hard to get around, 3. Another college - community college.
- Need a major mall, or more quality shopping centers and restaurants. 2 Require HOA's to improve green spaces and play grounds-ours no longer maintains grassy areas-I would agree to an increase in fees to see the green spaces return. 3 Need public transportation, especially for seniors. 4 Keep public pools open longer in warm weather-time of use very limited seems a waste of a good source for kids and their parents. Just a suggestion-I use the library a lot and would have no objections to paying a yearly fee to renew my card-put & towards library improvements larger section for large print books & more programs for young children. Thank you!
- Put gas station & food store on 163, 2. Their isn't anything for young teens here to do one movie house doesn't do it, they hate it here!
- Quality dining, upper tier shopping, upscale mall nor dad 2 Traffic Improvement 3 More presents of power patrols in neighborhoods.
- Shopping - mall etc, 2. Hospital for surprise, 3. Entertainment.
- Shopping centers in surprise and restaurants 2 Crime preventions 3 Garbage collections.
- Shopping Mall & Movies.
- Shopping mall (indoor) more theater, 2. Costco, 3. Better school district.
- Shopping mall other than arrow head mall, 2. Bowling alley, 3. More fast food near Sun City Grand.
- Shopping mall which does not require travel to the east of the 101.
- Shopping mall, 2. Colleges, 3. Commuter rail between Surprise & the valley.
- Stop allowing Walmart to build! Why wasn't 3 enough? Now we have one on 303 & Waddel, 2. Provide public transportation so I could travel from 303 & Bell to downtown, 3. Keep crime activity down. Last month there was another home invasion (303 & Greenway), 4. Improve the school district! Dysart school district really needs some systemic changes & educational reform & accountability.

- Upgrade of shopping, restaurants, cultural venues.
- We need more places to eat like Super Salad or sweet farm, 2. Steak house to Resoltover I get upset when I have to go 77-2-54. We need a Costco @ this end of Bell. I co the end of Bell, We need nice places to shoppe & eat by Grand and the 303 or out a little past the 303.3. Lower sale tax I go where it is lower to go to eat. We go 3-4x a week the Arrow Head area.

Recreation and cultural opportunities

- A recreation center for the family (ie YMCA). 2. Great hearts academy chanter school to surprise 3 More walking paths for exerising/biking. 4 More pools for summer heat. Overall we love it here & are happy to have found surprise.
- Add municipal golf courses, 2. Provide east/west express way as alternative to Bell or Hwy 3. Have our own water service instead of A2 Am water.
- Bring YMCA on similar organization for youth/teens, 2. Drug prevention - community awareness of the epidemic, 3. The city of surprise is becoming known for!!!
- Continuance of family activity localities (Bowling, family fun park), 2. Development of shopping, 3. Increase in home value.
- Cultural events-plays-shows-(major) water park, amusement park, 2. Large mall like Scottsdale fashion square mall 3. Jobs! jobs! jobs!
- Don't be selfish with baseball & softball fields - We want little league! 2. No families can get together & play a game but all the fields are locked up! Including YBC - surprise farms let other teams/club use the facilities & Surprise families. We all paid for them w/ our tax dollars - they can only be used-as dictated by the "City of Surprise" parks & Rec-discontinuing !
- Golf course & 1st tee problem for kids, 2. Ayso soccer get the rec dept out!, 3. Partnership with sun cities for golf better parking,, joining mens club 45 & older courses would get more play.
- Maintain or create natural open space, 2. Support completion of 303 to 10, 3. Encourage continued growth of citizen awareness.
- More activities for seniors! (besides S.C. Grand) 2 Pool for seniors - exercise, walking (besides S.C. Grand) 3 Traffic control & safety - neighborhood watch - get to know neighbors!.
- More community events, 2. Tax credits for remaining homeowners, 3. Better recourse for homeowner's against neighbor harassment.
- More cultural events - plays, 2. Light rail to downtown and the airport.
- More family activities and parks, 2. Various businesses/shops, 3. More police patrol.
- More interesting cultural programs, 2. More sophisticated dining options, 3. More sophisticated shopping experiences. Yeah, I should have moved to Scottsdale.
- Promote the tennis center for visitor use, 2. Coordinate lights on Bell Rd, 3. Recruit retailers other than nail salons, pot stores.
- Provide time for seniors & adults to use the town pool, 2. During regular hours - even 1/2 hr would be good, 3. The pool is very crowded on most days and usually only one lane is open for swimming.
- Recreation center-bowling alley, 2. Mall, 3. More restaurants-PF charges, cheese cake factory, Texas road house etc.
- Safer bike trails, 2. Transport to airport (sky harbor).
- (sun cities restrict non residents) senior recreation leagues (ie:) softball, basketball, etc, 2. Movie theaters, 3 Bowling lanes.
- Tear down the 'Joe Johnson" tennis, 2. Complex and stop subsidizing money, 3. Grubbing political spoils. The tennis complex is a land grab that serves no true purpose. No other city on the planet has a tennis complex open to the public so long as you pay to play. Surprise park no longer has 2 free public courts. Thanks to the pickle ball conversation what a joke.

Economic development/employment

- Better civilian job opportunities, 2. Building a large shopping mall, 3. More horseback riding lesson locations in surprise.
- Better job opportunities (Good high paying jobs), 2. Better transportation options on free ways heading/east, 3. More fun recreation centers and things to do.
- Business growth, 2. Crime rate remain low, 3. Low taxes.
- Having just moves here from NJ-maybe a little, 2. Welcome kit? But I love it here so far, 3. As a single mom-maybe more industry other then retail?
- Improve & encourage more small business retailer, 2. Improve large schedules & add light rail Surprise to Phoenix, 3. Complete mall panned him years ago.
- Job growth, 2. Widen the north, south roads/dystart, 3. Litchfield/Bullard.
- Job opportunities (professional), 2. Arts and culture, 3. Bipartisan politics.
- Job's 2 Affordable housing 3 East/west corridor travel to/from Surprise.
- Jobs 2. Enforcement in animal control & weeds, 3. Surprise's government is difficult to work with the public. A "don't care" attitude.
- Jobs, 2. Jobs, 3. Jobs.
- More job opportunities with in service training, 2. Diverting some traffic from Bell Road.
- New jobs, 2. Transportation (public), 3. Medical facilities.
- Offer more jobs, full time, with healthcare benefits in the \$40,000 annual salary category - not related to finance, business management or health care fields.
- Professional job, 2. Fine arts & culture, 3. Upscale retail & dining.
- Quit acting like an HOA & focus on jobs & transportation, 2. The city needs more jobs!, 3. Quit trying to regulate every aspect of our lives!, 4. Have monthly trash pickup similar to Glendale's, 5. Have an in town recycle center for paint, batteries & other hazardous materials, 6. Get rid of photo speed traps! No to big brother!
- Solve city's economic problems.
- To have property values go back up as fast as they declined, 2. Create jobs that pay 20 to 30.00 an hour instead of 8 to 10.00 an hour, 3. East west rail freeway non stop to the east & central Phx and not just Bell & Dunlap.
- Work a great deal w/ small businesses.
- Work more on bringing in jobs, 2. Beautification of streets/landscaping/landscape, 3. Expansion of water recreation opportunities-west side, 4. Water rate decrease - advocacy for less expenses to homeowners. (HOA fees & high water = too much!)
- Working opportunities beyond healthcare & retail, 2. Insure proper balance between commercial & green space, 3. Attract upscale businesses.

Schools and youth services

- Allow teens 13-17 to be active in sports w/ city.
- College prep charter H. S., 2. Commuter rail travel into the valley (we work in town gas prices are killing us!)
- College, 2. Jr's & seniors sports, 3. Shopping centers.
- Continue to improve district schools, 2. Club/competitive soccer league for youth, 3. More choices for shopping & restaurants.
- Improve funding for education.
- More activities for young people (teens), 2. More pickle ball courts.

- More choice in charter schools - specifically in the arts or a Waldorf school, 2. Support for small businesses, 3. Support urban farm/gardening lifestyle.
- Public schools (better).
- Safe place for the youth to enjoy themselves, 2. Entertainment for family's.
- Schools - College's, 2. Managing water problems (cost), 3. Transportation throughout valley.
- Schools need improvement.
- Strong educational system, 2. Ease of small businesses to do business, 3. Strong police & fire departments.

Public safety - safety services, crime prevention

- Compensate our public safety personnel, 2. Keep our city safe & customer service, 3. Listen to citizens of Surprise.
- Control traffic better, 2. More retail, 3. Variety of rest.
- Crack down on small gang groups moving in, 2. Crack down on teen drug use, 3. Testing senior citizens for driving more often it is a problem that is becoming increasingly dangerous!!
- Crime prevention - more active police involvement/response, 2. Reduce low income housing, 3. More retail business like the plan for a shopping mall with higher-end retail shopping, 4. Keeping low-life, dirt bag criminals out of the city whom prey on our innocent residents and our property.
- Deter crime, 2. Continue cleanliness, 3. Lower water rate.
- Enforce the laws better, 2. Clean up the overall city, 3. Get rid of the self-serving politicians.
- Make Surprise police get in shape! They are all too fat!
- More handicapped parking in commercial (stores) areas.
- More police & fire decrease response times, 2. More police patrols in neighborhoods to decrease crime, 3. More traffic enforcement to decrease accidents & traffic related issues.
- Police services.
- Reevaluate speed limits around schools they're far too anal.
- Safety, 2. Keep clean, 3. Control, steady growth.
- Safety, more officers circulating the community, 2. More city jobs, 3. More lite areas.
- Weed out the people or kids causing trouble 2. We have had a few home invasions 3. Kids that don't go to school, up to no good.

Taxes and budget - fiscal responsibility, tax rates

- A real estate tax incentive for retirees/seniors, 2. Better dog barking/nuisance enforcement, 3. Better enforcement for abandoned houses.
- Balance budget - improve bond rating 2 Improve relationship w/ public (elected officials) 3 Create more traffic corridors w/ Phx. proper.
- Balance the budget, 2. Public transportation.
- Better controls of financial management.
- Better handling of money.
- Clean up Act - audit big down side.
- Clean up city hall, 2. Lower property taxes.
- Do not raise property taxes!
- Don't have a bond issue, 2. Don't try to grow to be someone we're not, 3. Demonstrate fiduciary responsibility.

- Don't raise taxes on boxes, 2. Stop overbuilding when up here so many vacant houses, 3. Change the way they recycle water add natural minerals to it. Stop using so many harsh chemicals. There is always a way to obtain and presence safe nontoxic water.
- Financial check and balances, 2. Limit outside staff travel.
- Fiscal responsibility, 2. Retail shopping center or mall, 3. Economic development/job creation.
- Get budget in order, 2. Require medics in ambulance.
- Get city hall - staff to cut cost & be accountable, 2. To have a city center, somewhere that's nice &, 3. You can go eat-shop-spend time-fountain area, 4. Inspections-inspector's improvement.
- Get control of the budget & keep it - and make it public, 2. Improve bike lanes and build bike and jogging paths, 3. Enforce regulations to ensure neighborhood standards.
- Getting the city's finances fixed and under control, 2. Recruit new businesses with a sound tax base and jobs, 3. Becoming a charter city with an elected city treasurer.
- Improve city finances, 2. Improve traffic flow, 3. Recruit better business.
- Improve financial handling and direction.
- Keep all taxes low.
- Keep property taxes low, 2. More youth programs, 3. More public transportation.
- Keep taxes under control 2. Keep up streets - paving 3. Good law enforcement
- Less school taxes for our seniors, 2. Better, much better bus service, 3. Better shopping at the w/ side of town.
- Less tax 10% is out outrageous, 2. Less traffic, 3. Better medical - lot of, 4. Less crime, 5. Better newspapers, 6. More privacy.
- Less taxes, 2. More pickle ball courts.
- Live with in a budget, 2. Don't spend taxpayers money or ego hosting project, 3. Fight the mining companies that surround Surprise that are polluting our air. We have the highest rate of long disease, 4. Stop wasting money on surveys, 5. You were elected to do a good, and honest job for the city.
- Low taxes, 2. Balance budget, 3. Maintain roads - traffic light set to move properly on Grand & Bell.
- Lower City of Surprise Sales Taxes. I'm not moving!
- Lower sales tax, 2. Avoid business closures, 3. Higher percentage of Caucasians.
- Lower taxes, 2. Control spending.
- Lower taxes.
- Lower to real estate taxes.
- Maintain financial integrity in budget, 2. Maintain streets & infrastructure, 3. Maintain police & fire services.
- Maintenance of common sense budget, 2. Get Surprise TV on DirecTV
- No tax-increase, 2. Uniform water bills.
- Revised/reduced sales tax. 2. Improved traffic flow on Bell Rd, timed lights etc. 3. More cultural opportunities, is theater, etc.
- Taxes road services, Hones Government, 2. Health services & traffic.
- Taxes, 2. Traffic, 3. Police & fire.
- Work on the city budget

Code enforcement, appearance, cleanliness, landscaping

- Add better landscaping to existing & new developments - residential & commercial, 2. Use design & architecture more like Scottsdale to give shopping area better curb appeal, 3. Figure out a way to cross the 101 without having to go over 40 blocks east on Bell. Also, add brighter

lighting along Bell & other parts of Surprise. That brighten up the areas, and looks good and also deters crime.

- Clean up the weeds - it's embarrassing, 2. We need more dining places (not generic), 3. Repaint those ugly big water pipes.
- Keep the city clean; appearance is everything, 2. Keep crime down, 3. Don't lay on code enforcement.
- Make Grand Ave attractive - plant trees/shrubs to block RR tracks, 2. Synchronize traffic lights on Grand & Bell, 3. Balance the budget.

Growth and planning, zoning, permits

- 12,000 sq. Ft. Or larger, lots for homes to be built on!, 2. Basement homes!, 3. High-paying, long-lasting, good quality jobs!.
- Control the growth, 2. Preserve natural views of the mountains, 3. Keep the neighborhoods clean and safe.
- Develop vacant land, 2. More shopping, beside Walmart & car dealers, 3. More festivals.
- Don't expand too fast, 2. Keep industrial development in deregulated areas, 3. Support lute our lace.
- Much less air traffic!, 2. Better public transportation, 3. Improve the air quality because so many people suffer from "valley fever".
- Slow down growth. Don't build commercial & then have variant, 2. Change zoning so houses aren't built so close together & create more open areas, 3. Keep taxes down, i.e. Do not raise them, especially school taxes.
- Stop building, 2. Better senior transport.
- Stop growing... Many years ago there were retired, 2. People of farmers - now crime & traffic, 3. But overall a wonderful place to leave! too hot!!!

Infrastructure- road repair, storm drainage, etc.

- Rethink fees charged for obtaining electric permit from the city a fee based on the % of the electrical work does not seem reasonable.

Governance

- Better city services, 2. Better police protection & crime prevention, 3. More jobs opportunities.
- Developing a strong partnership between city & public schools, 2. Inf. On what social issue the city is addressing (children, women, etc), 3. Balancing the city budget.
- Hire more Surprise residents for the city, especially the manager's positions, 2. Cut the budget for the council members (salary & retirement plan), 3. No fireworks for anyone and any occasion!!!
- Improve council performance - hire competent employees, 2. Provide essential local bus transportation, 3. Attract employers offering competitive salaries and opportunities.
- Working as a "team" in the city offices, 2. Putting the residents first, 3. Keeping a positive growth attitude.

Housing cost and housing assistance

- Affordable quality housing (seniors in Surprise), 2. More jobs, 3. Bus service it's a lot of seniors that don't want to live in Sun City.

- Change in housing market, 2. Better transportation, 3. Code enforcement.
- House value to go up, 2. Better education schools, 3. To lower taxes on house.
- More housing of services for retirees, 2. No more than moderate traffic, 3. Good air quality.
- More options for apartments, 2. A faster development for shopping centers to improve the wealthiness and preservation of Surprise City, 3. Overall create a better atmosphere with surroundings as, trees, plants, art, different monument's showing the history of Surprise, as well as the pride in it.
- Prices of housing, 2. Traffic on bell or grand.

Health and human services

- Better health services with more oversight, 2. Continued work toward resolving traffic problems, 3. Work to keep crime rate under control.
- Clean up the air, 2. Enforce issued violations (clean up around surprise), 3. Traffic flow on Bell Road (East of Grand).
- Improve air quality-less pollution 2 No Growth in Population 3 Public Transportation Support research for valley fever. Valley fever is an epidemic here, major reason to more.
- Improve quality of water, 2. Subsidize solar improvements to reduce cost, 3. Trash & recycle on same day. (too costly?).
- New hospital, 2. College, 3. Better roads.

Other

- Answer the phone when I call on hold for 25 min. waiting for recycle information - hung up, got tired of waiting!
- Friendliness, 2. Cleanliness, 3. Affordability.
- Get rid of all elected officials!!
- Go Green! Make Surprise the Solar City of the West! a model city for solar technology and environmental preservation 2. Get Educated! Raise the literacy and educational status of all by - Surprise schools should be the premier in the area, drawing families who want their elementary education to prepare children for college! Create a venue for Community education classes. This would be different from the Recreational Programs. Network of educators & quality teachers, market/promote the community education classes, monthly calender of community education classes. 3. Connect all green-ways - so one could ride a bike or walk along green-way paths from E to W and N to S - the entire way. Produce a map!
- If I was younger, 2. Lower assn fee, 3. Bring in Costco
- Improve "Surprise" reputation on local, state c national level, 2. Expanding recycling program/decrease times regular trash picked up, 3. City government - strive for open & honest governing and correct the financial problems from past years.
- Set up a welcome wagon package for new residents, 2. Expand the information on website, 3. Get a distributable town map.
- Stop the conflict in surprise city hall, 2. Freeways between Surprise and Valley.
- Survey too long!

Don't know/Nothing

- Here to stay.
- I don't know.

- Live in Grand - not impacted by city changes.
- No changes - live in Sun City Grand.
- None, we love living here.
- Not necessary - Retired here from cold & snow.
- Plan to stay in Surprise long after 10 yrs.
- They are doing very well I will remain a resident here.
- To soon to know.
- We love where we live - major stores are with in 2 miles.
- Weather, 2. Public services, 3. Health care.