



CITY OF SURPRISE, AZ 2010



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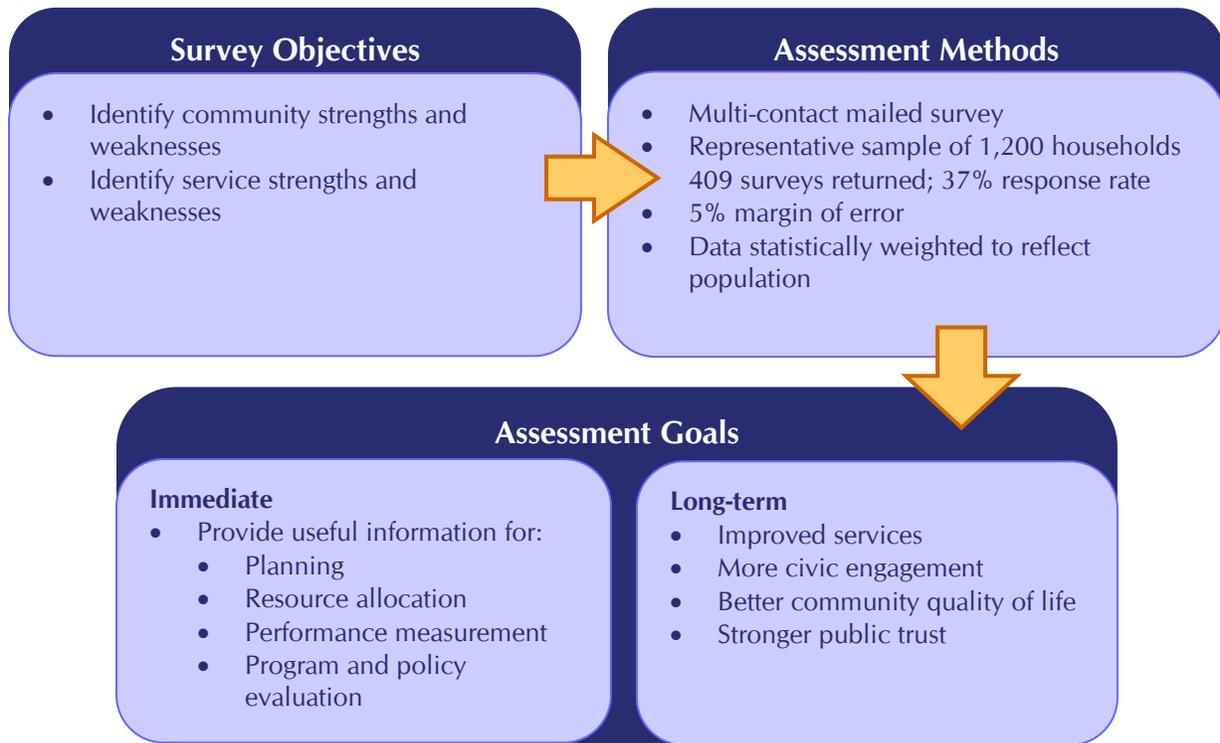
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SURVEY BACKGROUND

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 NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS



The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly 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. A total of 409 completed surveys were obtained, providing an overall response rate of 37%. Typically, response rates obtained on citizen surveys range from 25% to 40%.

The National Citizen Survey™ customized for the City of Surprise was developed in close cooperation with local jurisdiction staff. Surprise staff selected items from a menu of questions about services and community problems and provided the appropriate letterhead and signatures for mailings. City of Surprise staff also augmented The National Citizen Survey™ basic service through a variety of options including crosstabulation of results, an open-ended question and several policy questions.

UNDERSTANDING THE RESULTS

As shown in Figure 2, this report is based around respondents' reports about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

Margin of Error

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 confidence level, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the estimates made from the survey results. The confidence interval for the City of Surprise survey is no greater than plus or minus five percentage points around any given percent reported for the entire sample (409 completed surveys). A 95% confidence interval indicates that for every 100 random samples of this many residents, the population response to that question would be within the stated interval 95 times. For example, if 75% of residents rate a service as "excellent" or "good," then the 5% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 70% and 80%.

Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in the City of Surprise, but from City of Surprise services to services like them provided by other jurisdictions.

Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The City of Surprise chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Surprise Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons were available, the City of Surprise results were noted as being "above" the benchmark, "below" the benchmark or "similar to" the benchmark. This evaluation of "above," "below" or "similar to" comes from a statistical comparison of the City of Surprise's rating to the benchmark.

"Don't Know" Responses and Rounding

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 Appendix A. However, these responses have been removed from the analyses presented in the body of the

report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

EXECUTIVE SUMMARY

This report of the City of Surprise survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Most residents experience a good quality of life in the City of Surprise and believe the City is a good place to live. The overall quality of life in the City of Surprise was rated as “excellent” or “good” by 87% of respondents. Almost all report they plan on staying in the City of Surprise for the next five years.

A variety of characteristics of the community was evaluated by those participating in the study. The two characteristics receiving the most favorable ratings were the cleanliness and the overall appearance of Surprise. The two characteristics receiving the least positive ratings were ease of bus travel and employment opportunities in Surprise.

Ratings of community characteristics were compared to the benchmark database. Of the 31 characteristics for which comparisons were available, 13 were above the benchmark comparison, ten were similar to the benchmark comparison and eight were below.

Residents in the City of Surprise were somewhat civically engaged. While only 21% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 90% had provided help to a friend or neighbor. About one-third had volunteered their time to some group or activity in the City of Surprise, which was lower than the benchmark.

In general, survey respondents demonstrated strong trust in local government. A majority rated the overall direction being taken by the City of Surprise as “good” or “excellent.” This was higher than the benchmark. Those residents who had interacted with an employee of the City of Surprise in the previous 12 months gave high marks to those employees. Nearly all rated their overall impression of employees as “excellent” or “good.”

On average, residents gave favorable ratings to almost all local government services. City services rated were able to be compared to the benchmark database. Of the 37 services for which comparisons were available, 27 were above the benchmark comparison, eight were similar to the benchmark comparison and two were below.

A Key Driver Analysis was conducted for the City of Surprise which examined the relationships between ratings of each service and ratings of the City of Surprise's services overall. Those key driver services that correlated most strongly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Surprise can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Services found to be influential in ratings of overall service quality from the Key Driver Analysis were:

- Preservation of natural areas
- Street cleaning

COMMUNITY RATINGS

OVERALL COMMUNITY QUALITY

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The National Citizen Survey™ contained many questions related to quality of community life in the City of Surprise – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents’ commitment to the City of Surprise. Residents were asked whether they planned to move soon or if they would recommend the City of Surprise to others. Intentions to stay and willingness to make recommendations provide evidence that the City of Surprise offers services and amenities that work.

Most of the City of Surprise’s residents gave high ratings to their neighborhoods and the community as a place to live. Further, most reported they would recommend the community to others and plan to stay for the next five years.

FIGURE 3: RATINGS OF OVERALL COMMUNITY QUALITY

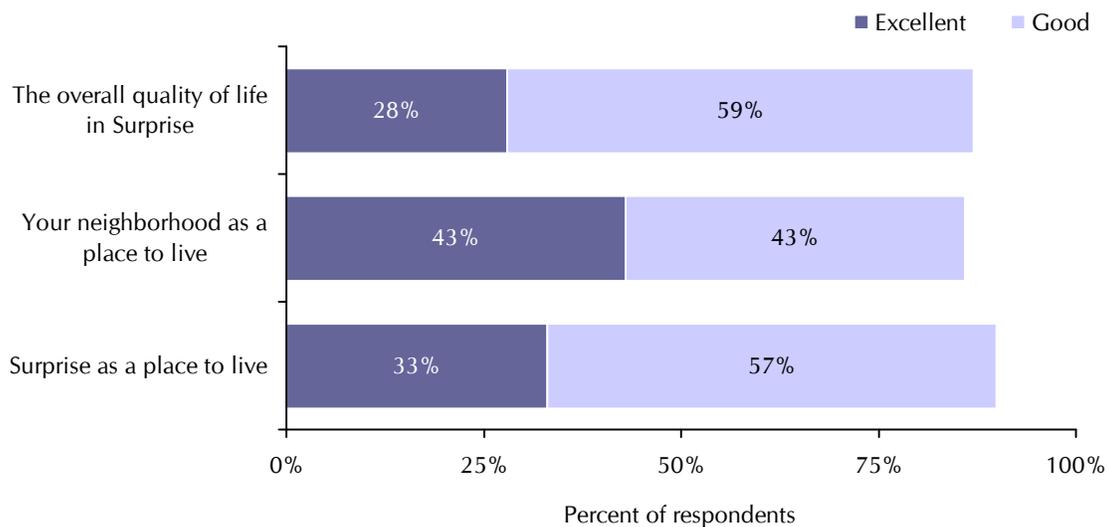


FIGURE 4: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY

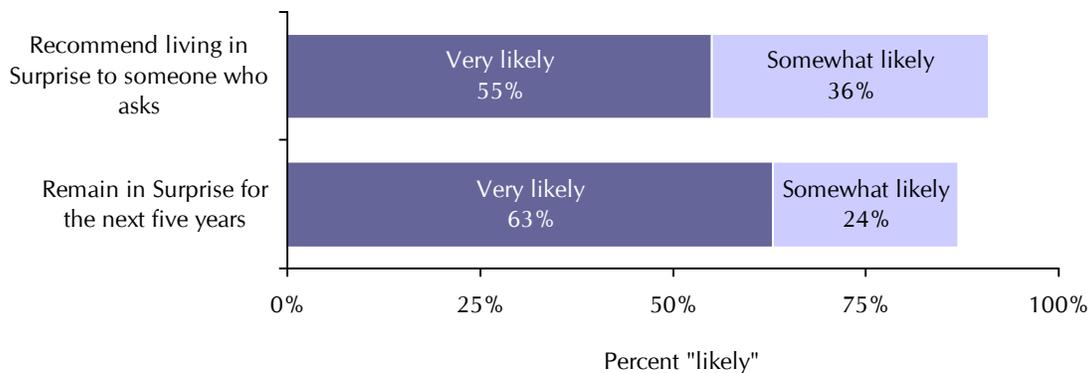


FIGURE 5: OVERALL COMMUNITY QUALITY BENCHMARKS

	Comparison to benchmark
Overall quality of life in Surprise	Above
Your neighborhood as place to live	Above
Surprise as a place to live	Above
Remain in Surprise for the next five years	Above
Recommend living in Surprise to someone who asks	Above

COMMUNITY DESIGN

Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given a list of six aspects of mobility to rate on a scale of “excellent,” “good,” “fair” and “poor.” Ease of walking was given the most positive rating, followed by the availability of paths and walking trails.

FIGURE 6: RATINGS OF TRANSPORTATION IN COMMUNITY

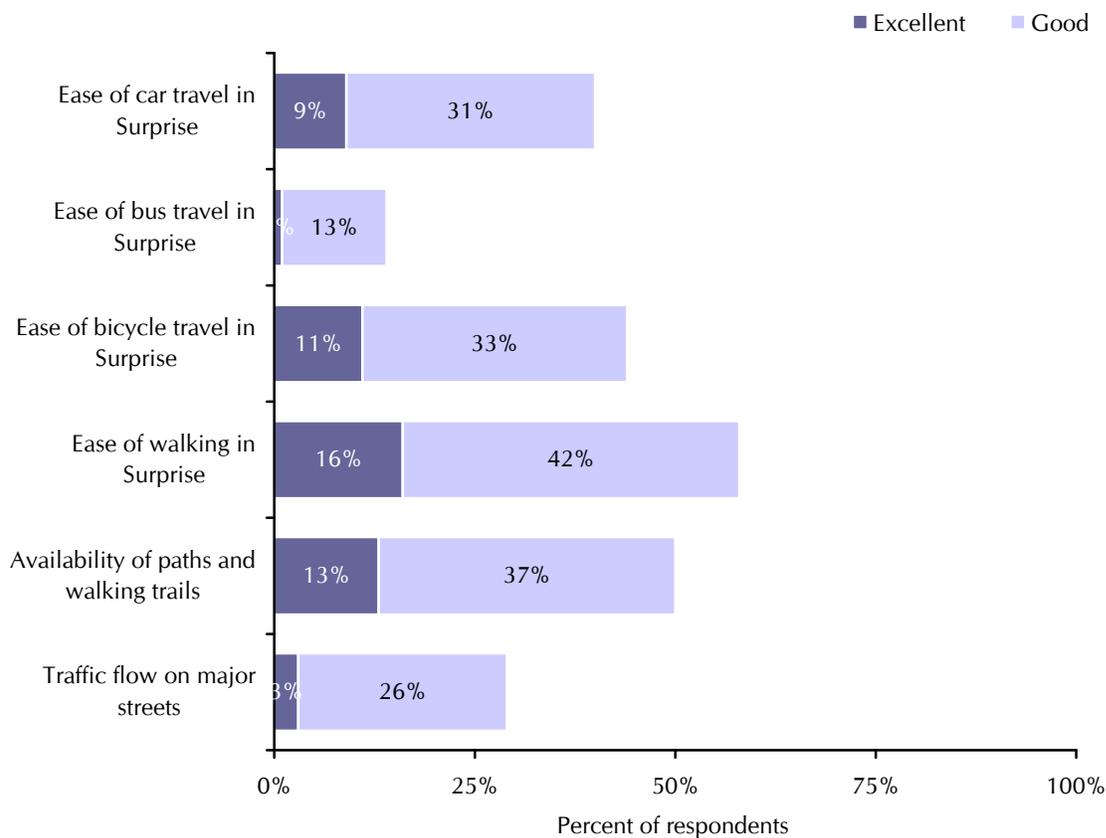


FIGURE 7: COMMUNITY TRANSPORTATION BENCHMARKS

	Comparison to benchmark
Ease of bus travel in Surprise	Below
Ease of car travel in Surprise	Below
Ease of walking in Surprise	Similar
Ease of bicycle travel in Surprise	Similar
Availability of paths and walking trails	Below
Traffic flow on major streets	Below

Seven transportation services were rated in Surprise. As compared to most communities across America, ratings tended to be mixed. Four were above the benchmark, one was below the benchmark and two were similar to the benchmark.

FIGURE 8: RATINGS OF TRANSPORTATION AND PARKING SERVICES

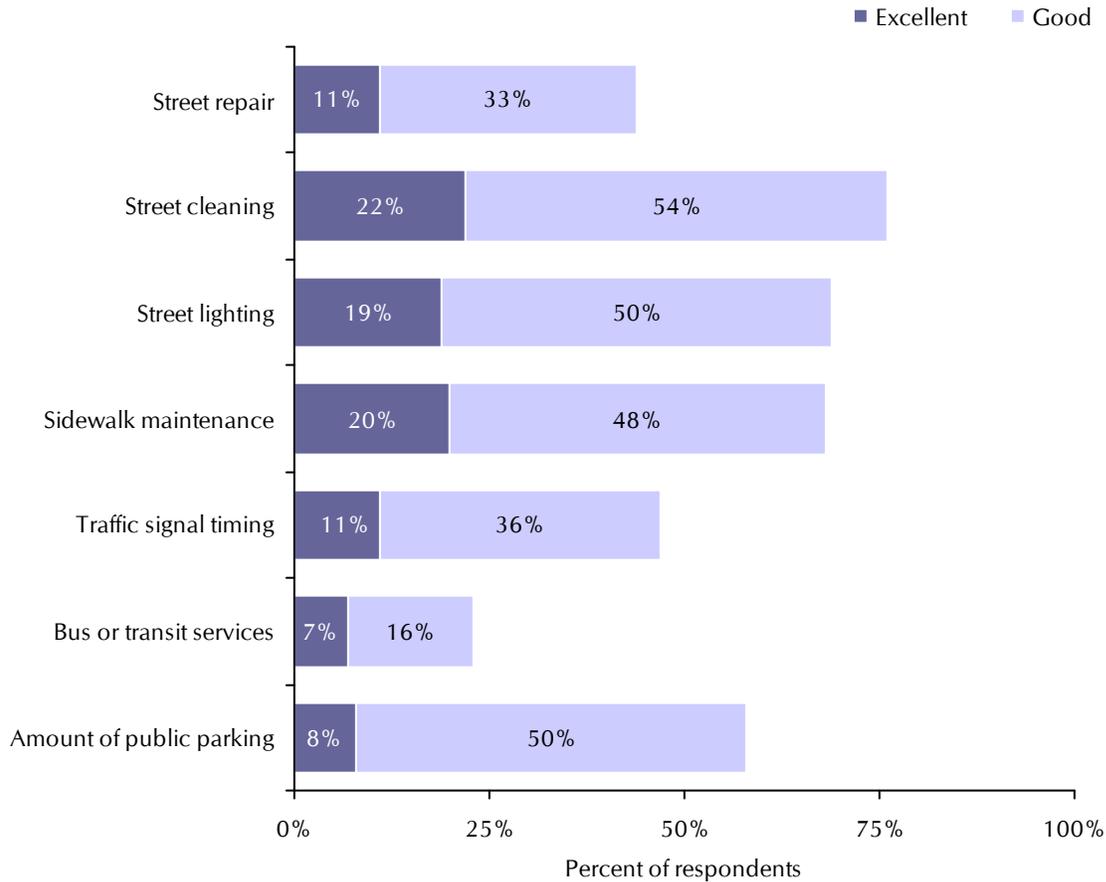


FIGURE 9: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	Comparison to benchmark
Street repair /maintenance	Similar
Street cleaning	Above
Street lighting	Above
Sidewalk maintenance	Above
Light timing	Similar
Bus or transit services	Below
Amount of public parking	Above

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use. However, 1% of work commute trips were made by transit.

FIGURE 10: FREQUENCY OF BUS USE IN LAST 12 MONTHS

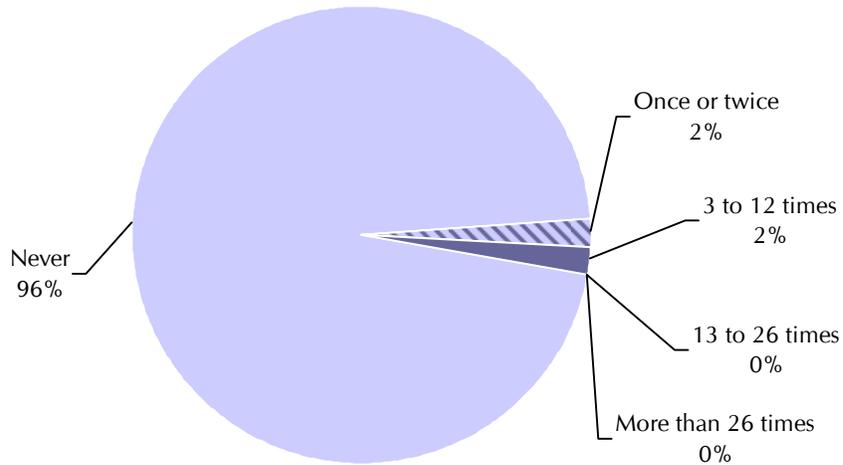
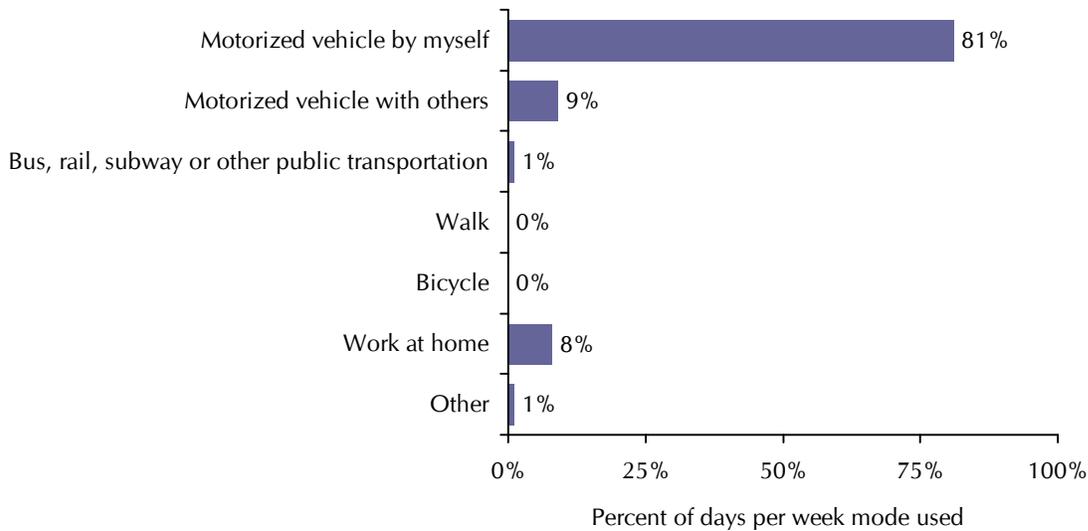


FIGURE 11: FREQUENCY OF BUS USE BENCHMARKS

Comparison to benchmark	
Ridden a local bus within Surprise	Less

FIGURE 12: MODE OF TRAVEL USED FOR WORK COMMUTE



Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt toward a single group, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents pay so much of their income to rent or mortgage that little remains to bolster their own quality of life or local business.

The survey of the City of Surprise residents asked respondents to reflect on the availability of affordable housing as well as the variety of housing options. The availability of affordable quality housing was rated as “excellent” or “good” by 70% of respondents, while the variety of housing options was rated as “excellent” or “good” by 77% of respondents. The rating of perceived affordable housing availability was better in the City of Surprise than the ratings, on average, in comparison jurisdictions.

FIGURE 13: RATINGS OF HOUSING IN COMMUNITY

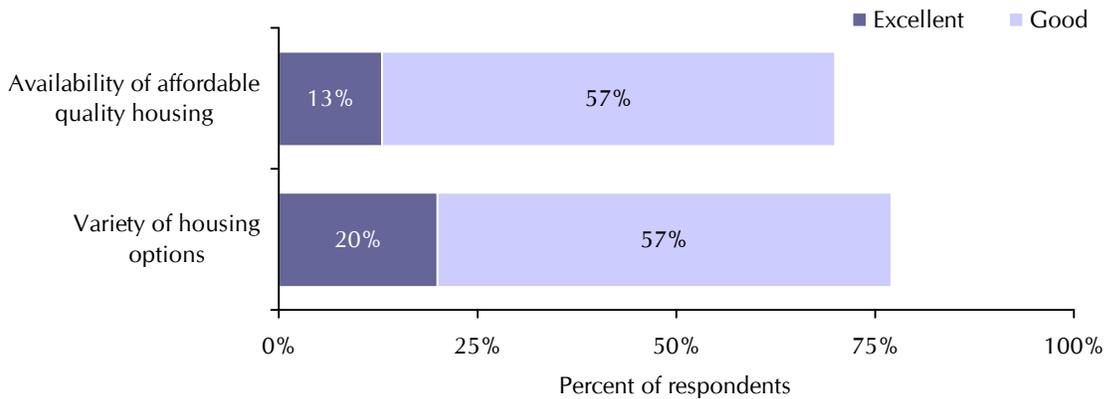


FIGURE 14: HOUSING CHARACTERISTICS BENCHMARKS

	Comparison to benchmark
Availability of affordable quality housing	Above
Variety of housing options	Above

To augment the perceptions of affordable housing in Surprise, the cost of housing as reported in the survey was compared to residents' reported monthly income to create a rough estimate of the proportion of residents of the City of Surprise experiencing housing cost stress. About 37% of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 15: PROPORTION OF RESPONDENTS WHOSE HOUSING COSTS ARE "AFFORDABLE"

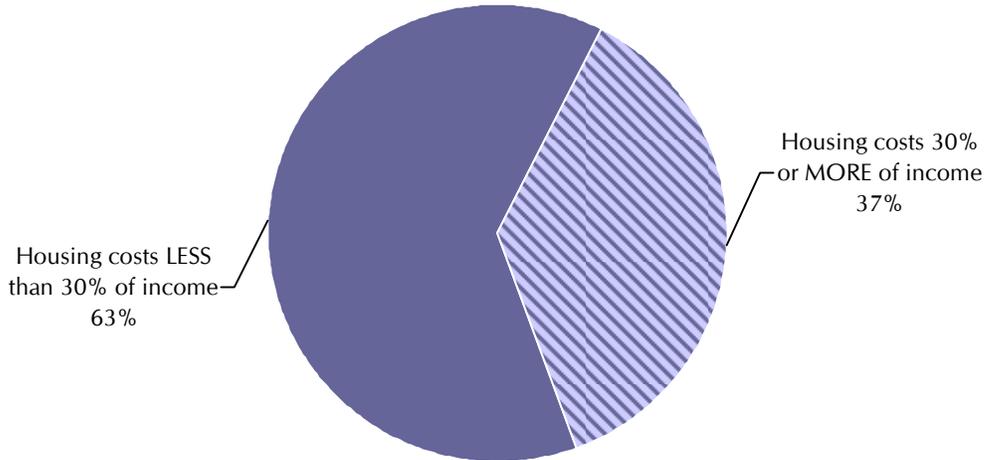


FIGURE 16: HOUSING COSTS BENCHMARKS

	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or more of income)	Similar

Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community’s overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the quality of new development, the appearance of the City of Surprise and the speed of population growth. Problems with the appearance of property were rated, and the quality of land use planning, zoning and code enforcement services were evaluated.

The overall quality of new development in the City of Surprise was rated as “excellent” by 17% of respondents and as “good” by an additional 52%. The overall appearance of Surprise was rated as “excellent” or “good” by 82% of respondents and was higher than the benchmark. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in the City of Surprise, 29% thought they were a “major” or “moderate” problem. The services of land use, planning and zoning, code enforcement and animal control were rated above the benchmark.

FIGURE 17: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT"

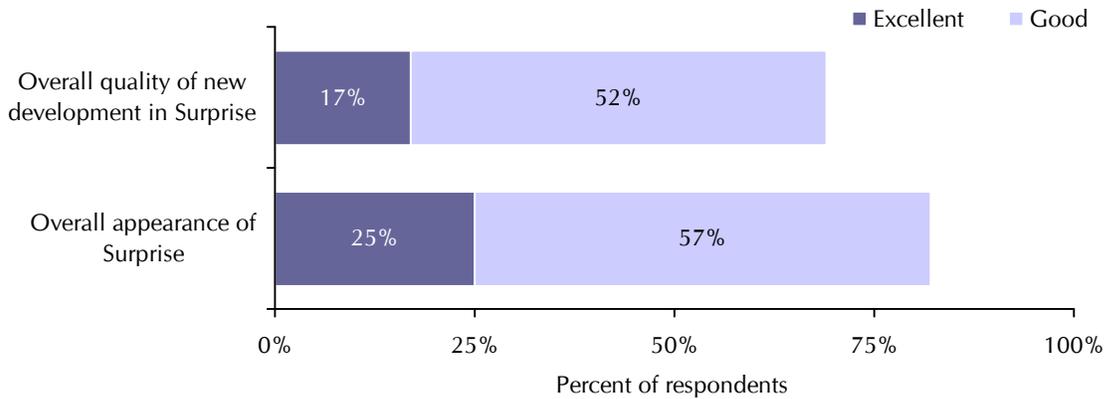


FIGURE 18: BUILT ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Quality of new development in City	Above
Overall appearance of Surprise	Above

FIGURE 19: RATINGS OF POPULATION GROWTH

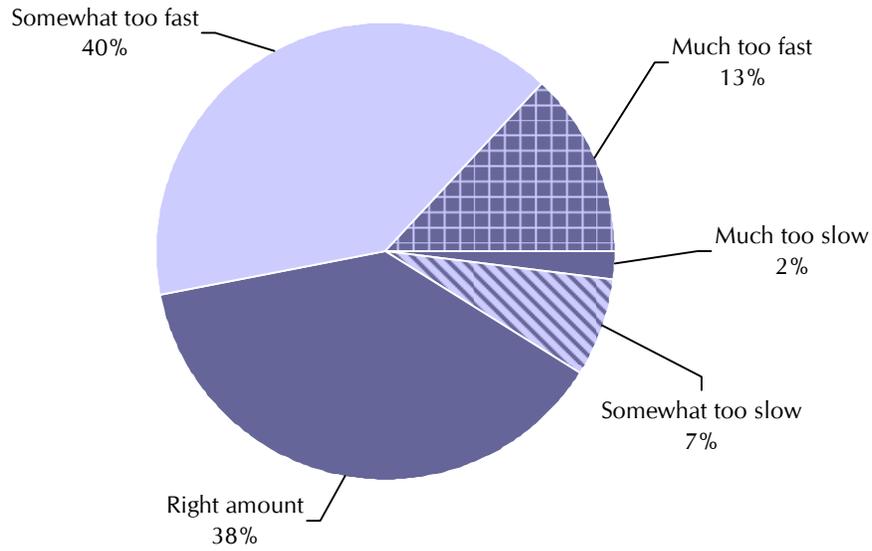


FIGURE 20: POPULATION GROWTH BENCHMARKS

Comparison to benchmark	
Population growth seen as too fast	More

FIGURE 21: RATINGS OF NUISANCE PROBLEMS

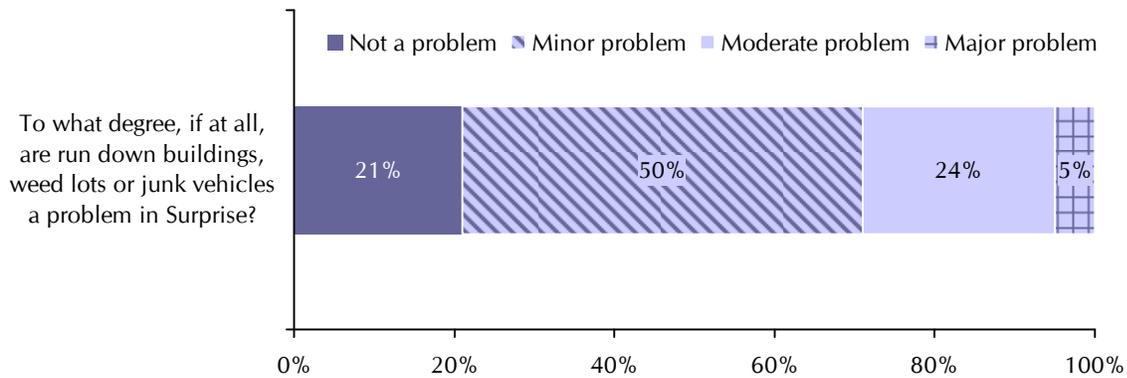


FIGURE 22: NUISANCE PROBLEMS BENCHMARKS

Comparison to benchmark	
Run down buildings, weed lots and junk vehicles are a "major" problem	Less

FIGURE 23: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES

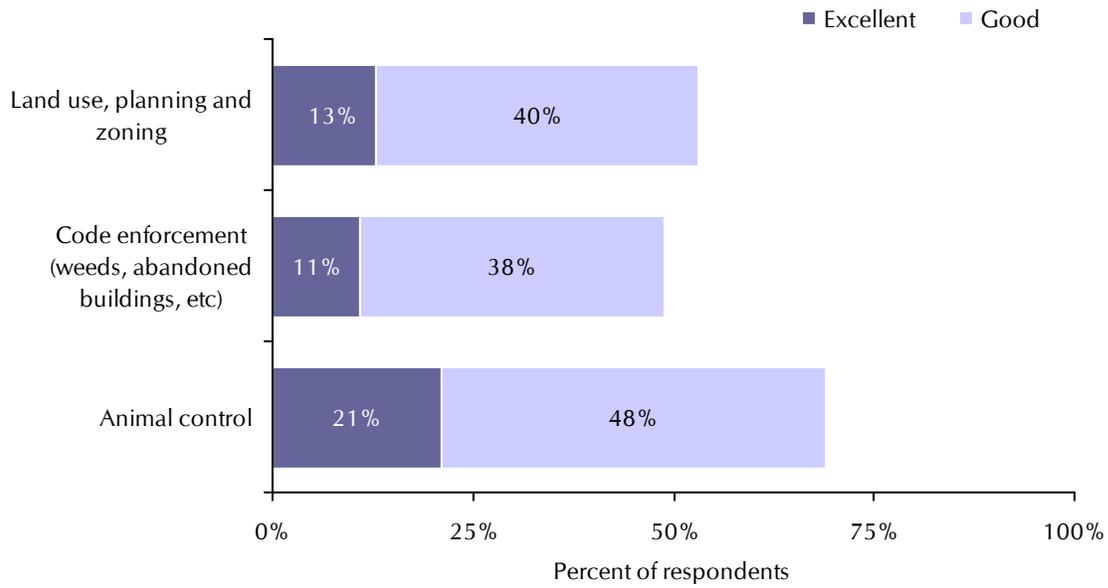


FIGURE 24: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	Comparison to benchmark
Land use, planning and zoning	Above
Code enforcement (weeds, abandoned buildings, etc)	Above
Animal control	Above

ECONOMIC SUSTAINABILITY

The health of the economy may color how residents perceive their environment and all the services that local government delivers. In particular, a strong or weak local economy will shape what residents think about job and shopping opportunities. Just as residents have an idea about the speed of local population growth, they have a sense of how fast job and shopping opportunities are growing.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated feature was the overall quality of business and service establishments in Surprise. Receiving the lowest rating was employment opportunities.

FIGURE 25: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES

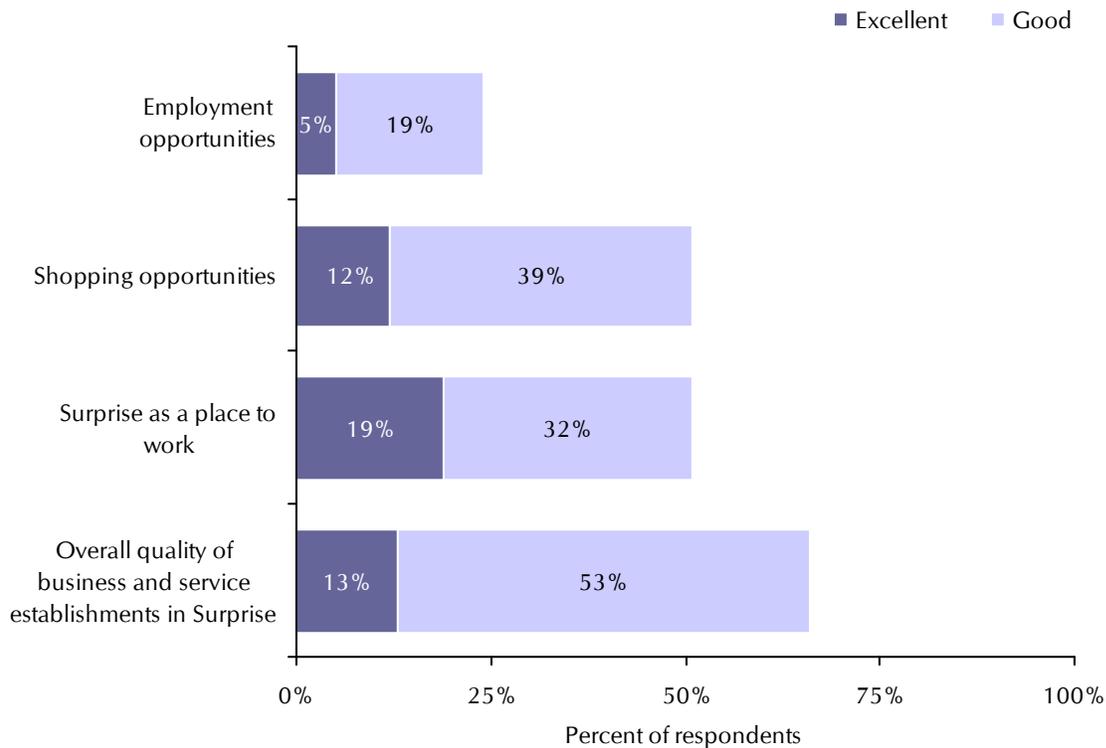


FIGURE 26: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Employment opportunities	Below
Shopping opportunities	Similar
Place to work	Below
Overall quality of business and service establishments in Surprise	Similar

Residents were asked to evaluate the speed of jobs growth and retail growth on scale from “much too slow” to “much too fast.” When asked about the rate of job growth in Surprise, 86% responded that it was “too slow,” while 48% reported retail growth as “too slow.” More residents in Surprise compared to other jurisdictions believed that retail growth was too slow and more residents believed that job growth was too slow.

FIGURE 27: RATINGS OF RETAIL AND JOB GROWTH

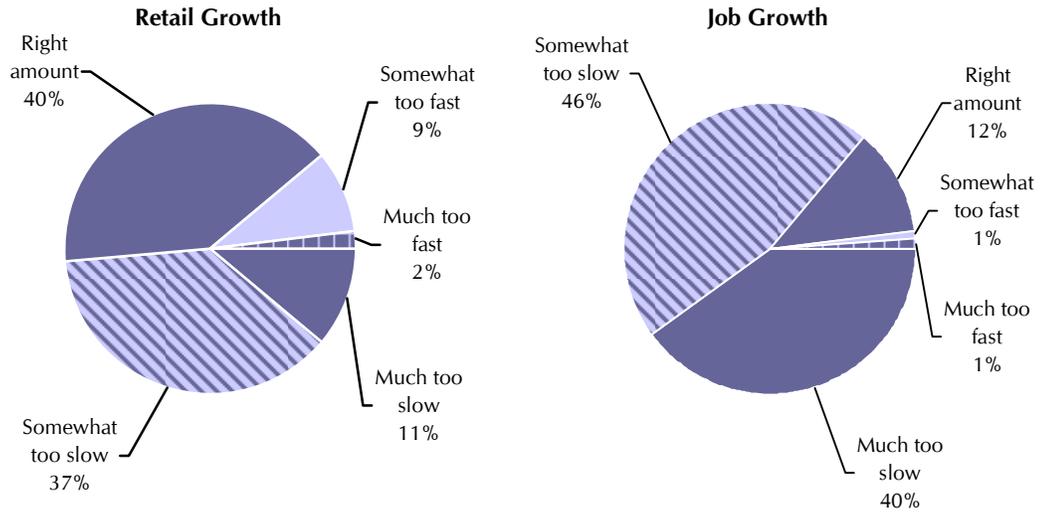


FIGURE 28: RETAIL AND JOB GROWTH BENCHMARKS

	Comparison to benchmark
Retail growth seen as too slow	More
Jobs growth seen as too slow	More

FIGURE 29: RATINGS OF ECONOMIC DEVELOPMENT SERVICES

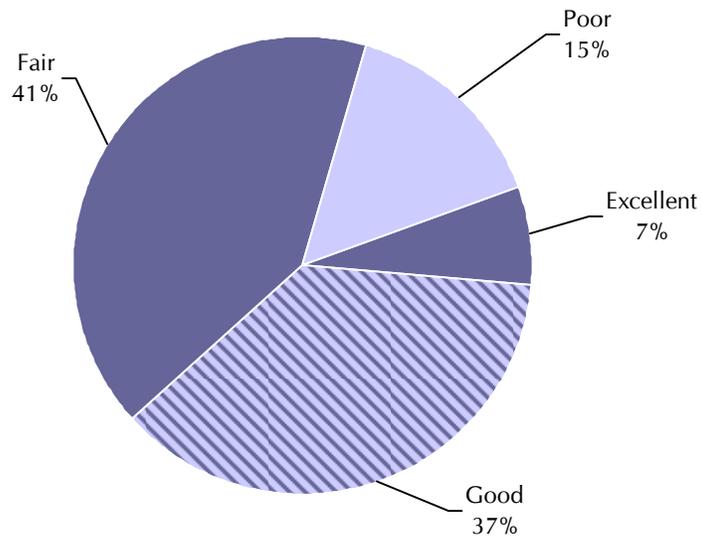


FIGURE 30: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

Comparison to benchmark	
Economic development	Similar

Residents were asked to reflect on their economic prospects in the near term. Thirteen percent of the City of Surprise residents expected that the coming six months would have a “somewhat” or “very” positive impact on their family, while 48% felt that the economic future would be “somewhat” or “very” negative. The percent of residents with an optimistic outlook on their household income was less than comparison jurisdictions.

FIGURE 31: RATINGS OF PERSONAL ECONOMIC FUTURE

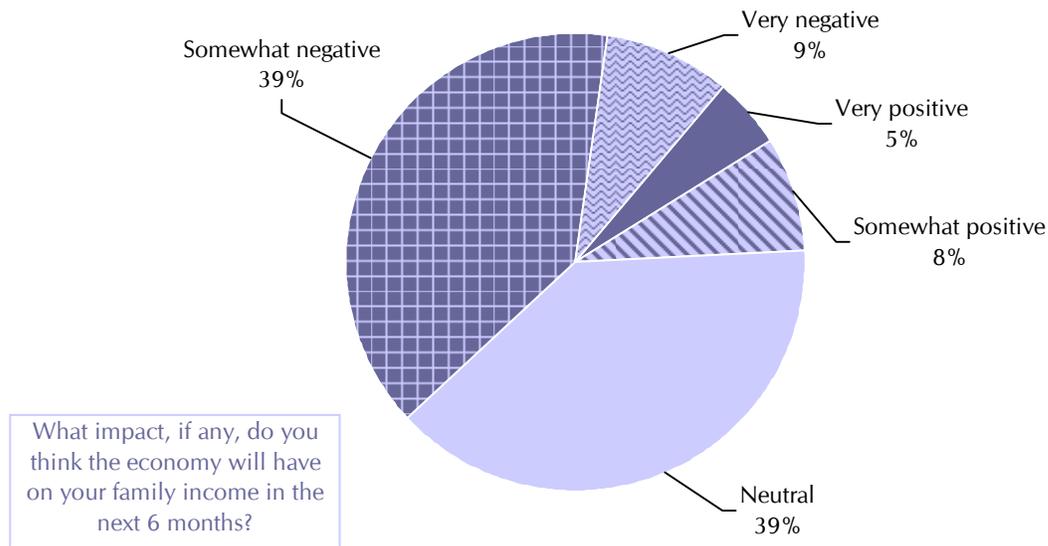


FIGURE 32: PERSONAL ECONOMIC FUTURE BENCHMARKS

	Comparison to benchmark
Positive impact of economy on household income	Below

PUBLIC SAFETY

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards, and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. Most gave positive ratings of safety in the City of Surprise. About 81% percent of those completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and 80% felt “very” or “somewhat” safe from environmental hazards. Daytime sense of safety was better than nighttime safety and neighborhoods felt safer than downtown.

FIGURE 33: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY

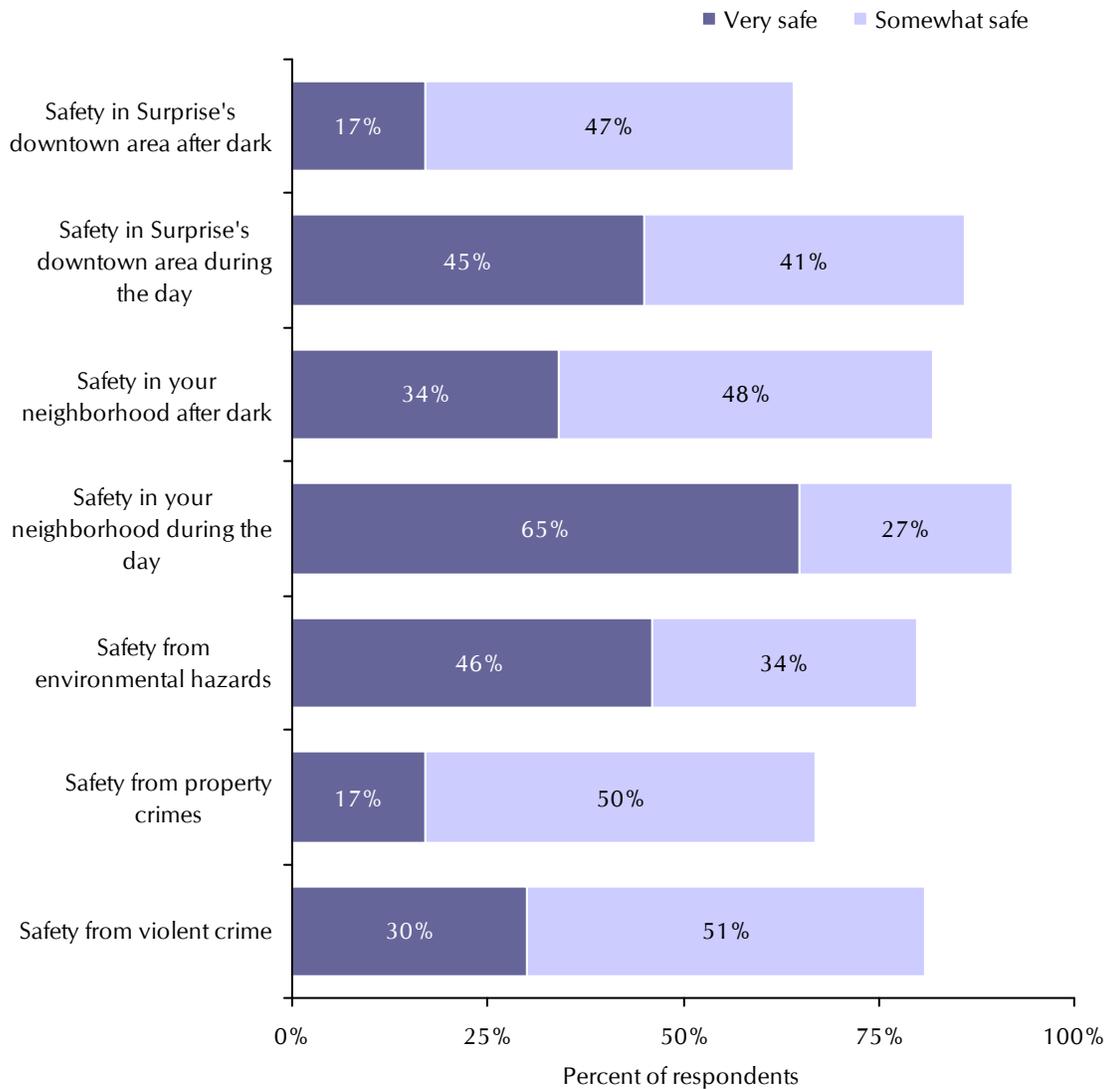


FIGURE 34: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	Comparison to benchmark
Safety in your neighborhood during the day	Similar
Safety in your neighborhood after dark	Above
Safety in Surprise's downtown area during the day	Similar
Safety in Surprise's downtown area after dark	Above
Safety from violent crime (e.g., rape, assault, robbery)	Above
Safety from property crimes (e.g., burglary, theft)	Above
Toxic waste or other environmental hazard(s)	Above

As assessed by the survey, 7% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 93% had reported it to police. Compared to other jurisdictions fewer Surprise residents had been victims of crime in the 12 months preceding the survey and more Surprise residents had reported their most recent crime victimization to the police.

FIGURE 35: CRIME VICTIMIZATION AND REPORTING

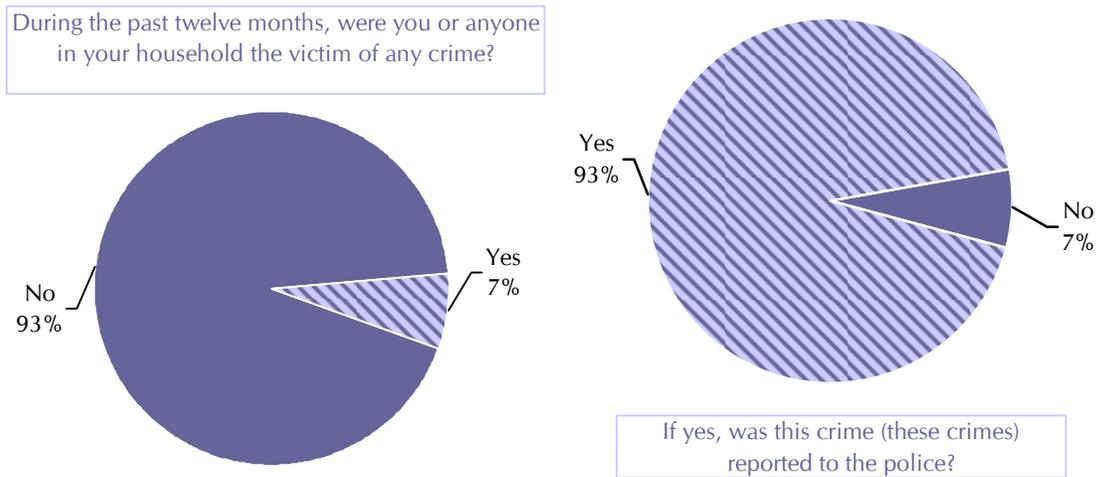


FIGURE 36: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	Comparison to benchmark
Victim of crime	Less
Reported crimes	More

Residents rated eight City public safety services; of these, six were rated above the benchmark comparison and two were rated similar to the benchmark comparison. Fire services and ambulance or emergency medical services received the highest ratings, while traffic enforcement and emergency preparedness received the lowest ratings.

FIGURE 37: RATINGS OF PUBLIC SAFETY SERVICES

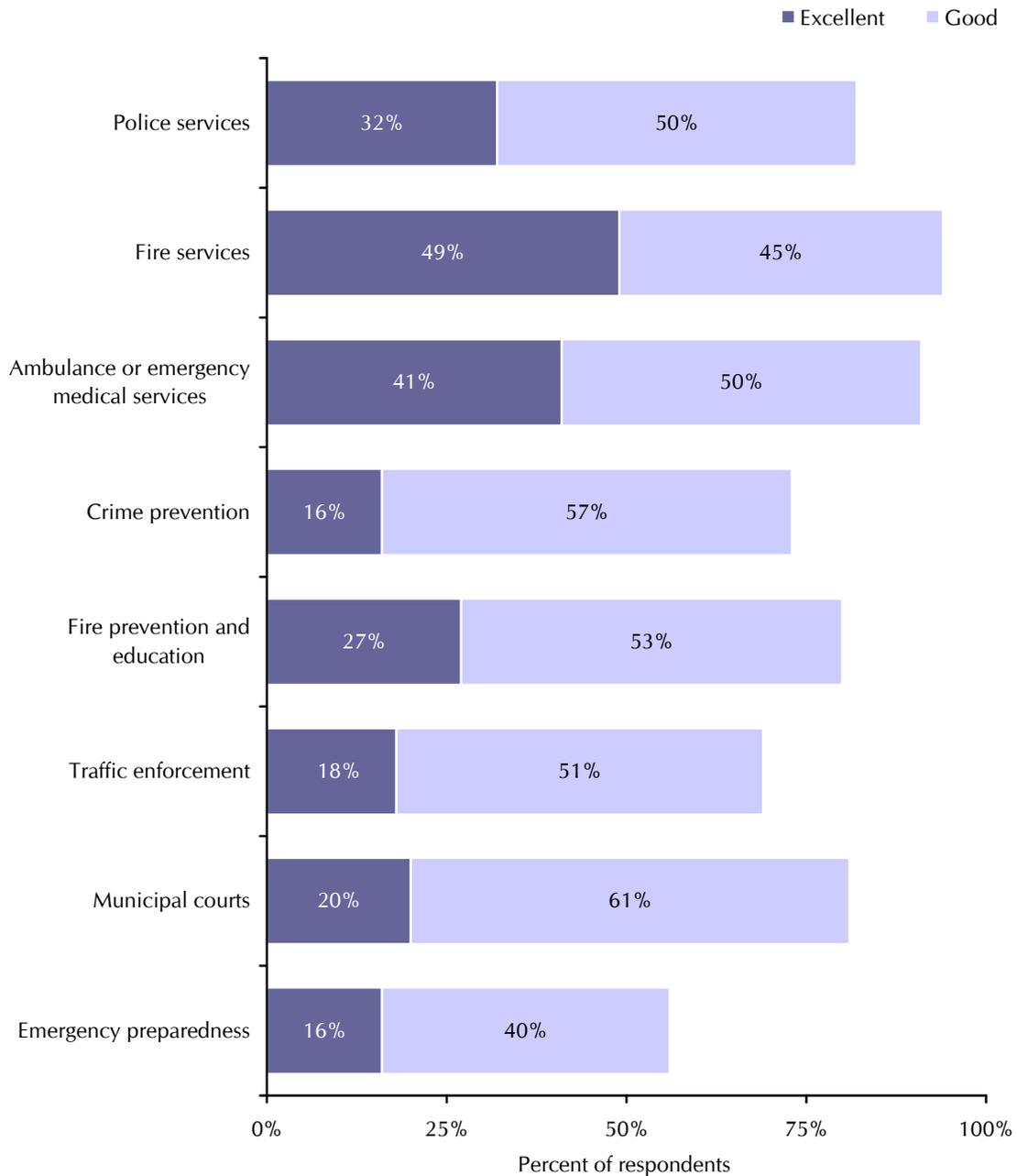


FIGURE 38: PUBLIC SAFETY SERVICES BENCHMARKS

	Comparison to benchmark
Police services	Above
Fire services	Above
EMS/ambulance	Similar
Crime prevention	Above
Fire prevention and education	Above
Traffic enforcement	Above
Courts	Above
Emergency preparedness	Similar

ENVIRONMENTAL SUSTAINABILITY

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going “Green”. These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears

Residents of the City of Surprise were asked to evaluate their local environment and the services provided to ensure its quality. The overall quality of the natural environment was rated as “excellent” or “good” by 67% of survey respondents. Cleanliness of Surprise received the highest rating and was above the benchmark.

FIGURE 39: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT

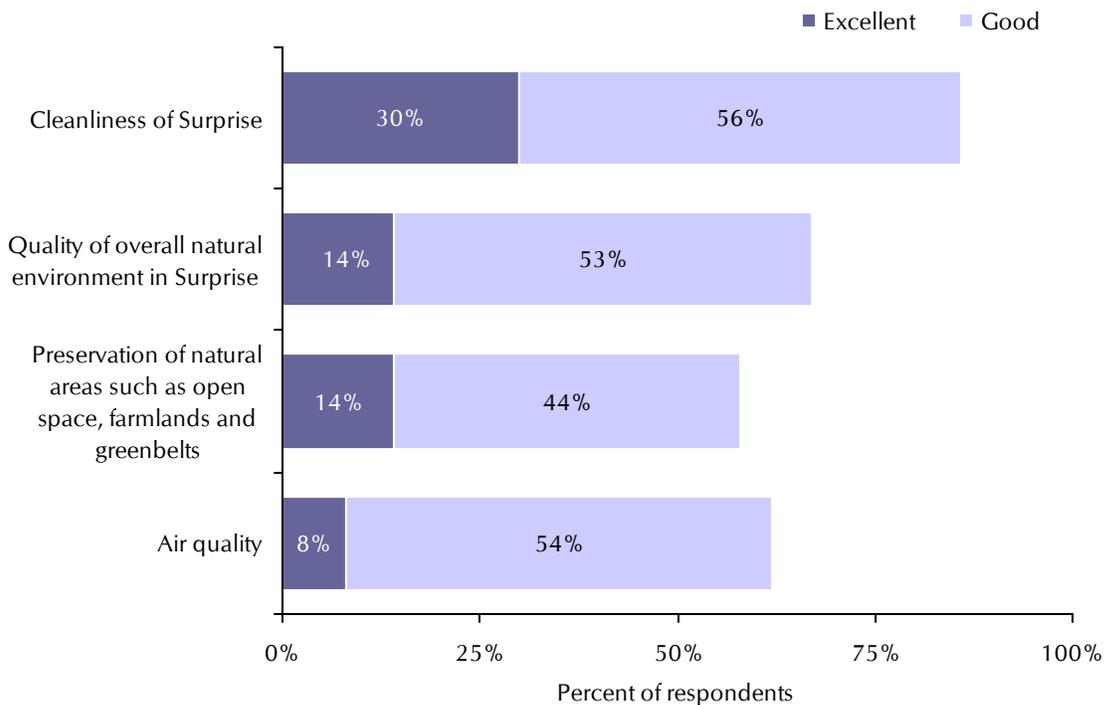


FIGURE 40: COMMUNITY ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Cleanliness of Surprise	Above
Quality of overall natural environment in Surprise	Similar
Preservation of natural areas such as open space, farmlands and greenbelts	Similar
Air quality	Below

Resident recycling was greater than recycling reported in comparison communities.

FIGURE 41: FREQUENCY OF RECYCLING IN LAST 12 MONTHS

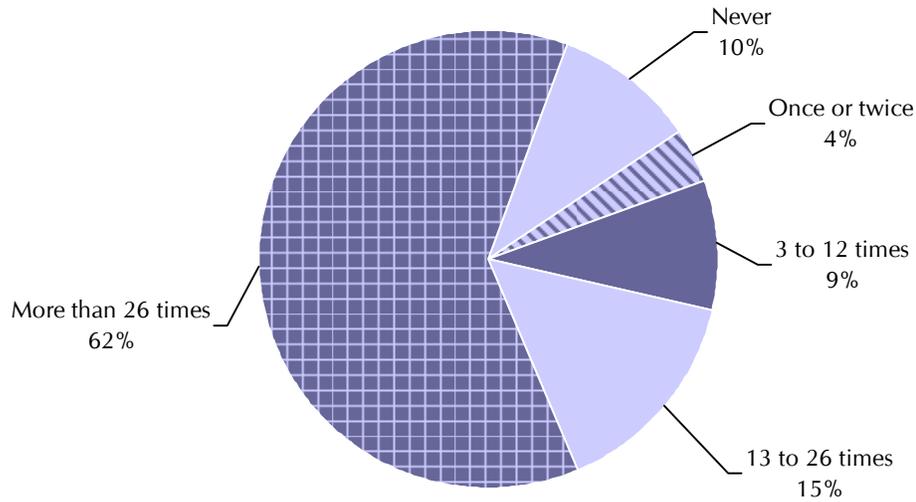


FIGURE 42: FREQUENCY OF RECYCLING BENCHMARKS

	Comparison to benchmark
Recycled used paper, cans or bottles from your home	More

Of the seven utility services rated by those completing the questionnaire, five were higher than the benchmark comparison and two were similar to the benchmark comparison.

FIGURE 43: RATINGS OF UTILITY SERVICES

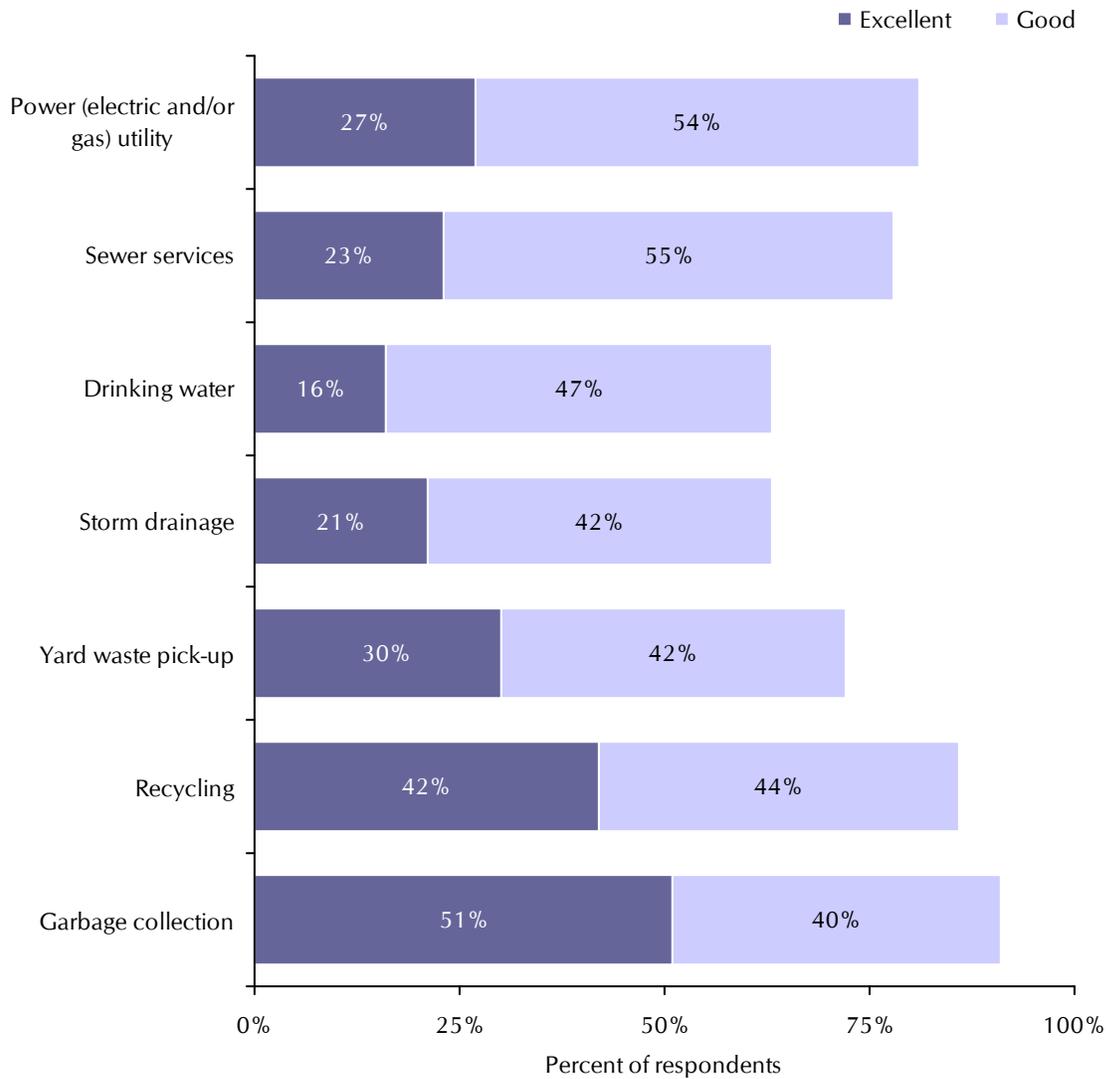


FIGURE 44: UTILITY SERVICES BENCHMARKS

	Comparison to benchmark
Power (electric and/or gas) utility	Above
Sewer services	Above
Drinking water	Similar
Storm drainage	Above
Yard waste pick-up	Similar
Recycling	Above
Garbage collection	Above

RECREATION AND WELLNESS

Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities vastly can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related to the community's parks and recreation services.

Recreation opportunities in the City of Surprise were rated positively as were services related to parks and recreation. City parks, recreation programs or classes and recreation centers or facilities were rated higher than the benchmark. Recreation opportunities received the lowest rating and was higher than the national benchmark.

Resident use of Surprise parks and recreation facilities tells its own story about the attractiveness and accessibility of those services. The percent of residents that used Surprise recreation centers was about the same as the percent of users in comparison jurisdictions. However, recreation program use in Surprise was lower than use in comparison jurisdictions.

FIGURE 45: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES

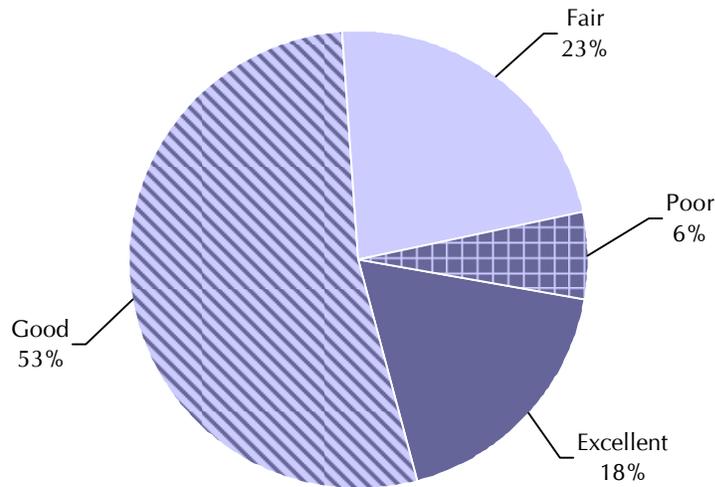


FIGURE 46: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

Comparison to benchmark	
Recreation opportunities	Above

FIGURE 47: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES

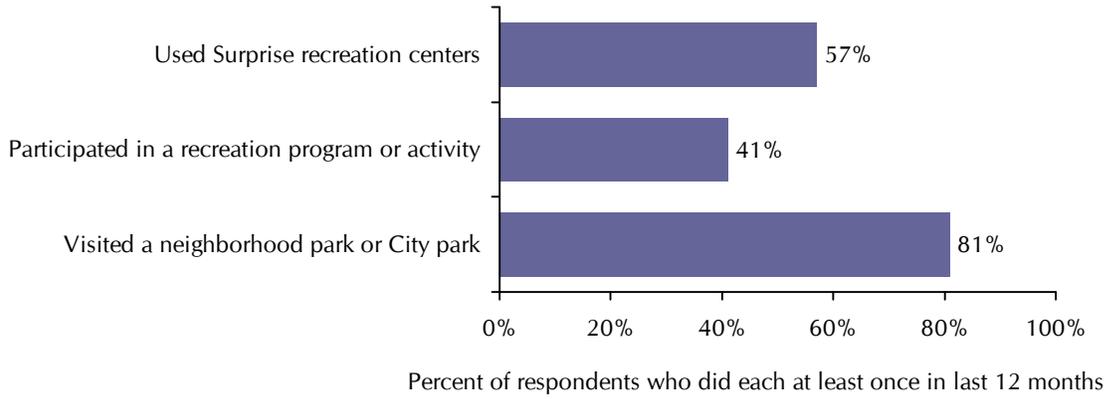


FIGURE 48: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Surprise recreation centers	Similar
Participated in a recreation program or activity	Less
Visited a neighborhood park or City park	Less

FIGURE 49: RATINGS OF PARKS AND RECREATION SERVICES

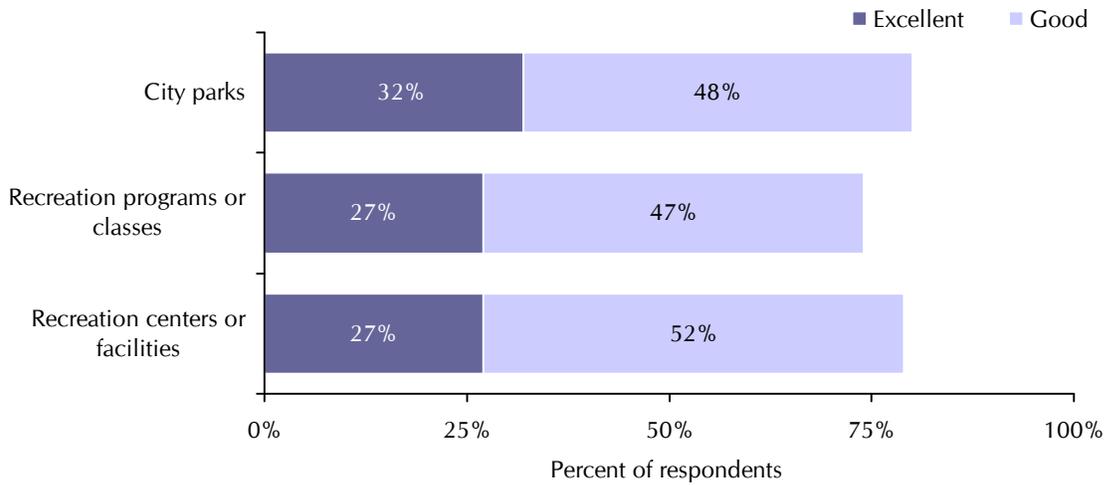


FIGURE 50: PARKS AND RECREATION SERVICES BENCHMARKS

	Comparison to benchmark
City parks	Above
Recreation programs or classes	Above
Recreation centers or facilities	Above

Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like an individual who simply goes to the office and returns home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring to business and individuals. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Opportunities to attend cultural activities were rated as “excellent” or “good” by 39% of respondents. Educational opportunities were rated as “excellent” or “good” by 44% of respondents.

About 70% of Surprise residents used a City library at least once in the 12 months preceding the survey. This participation rate for library use was similar to comparison jurisdictions.

FIGURE 51: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES

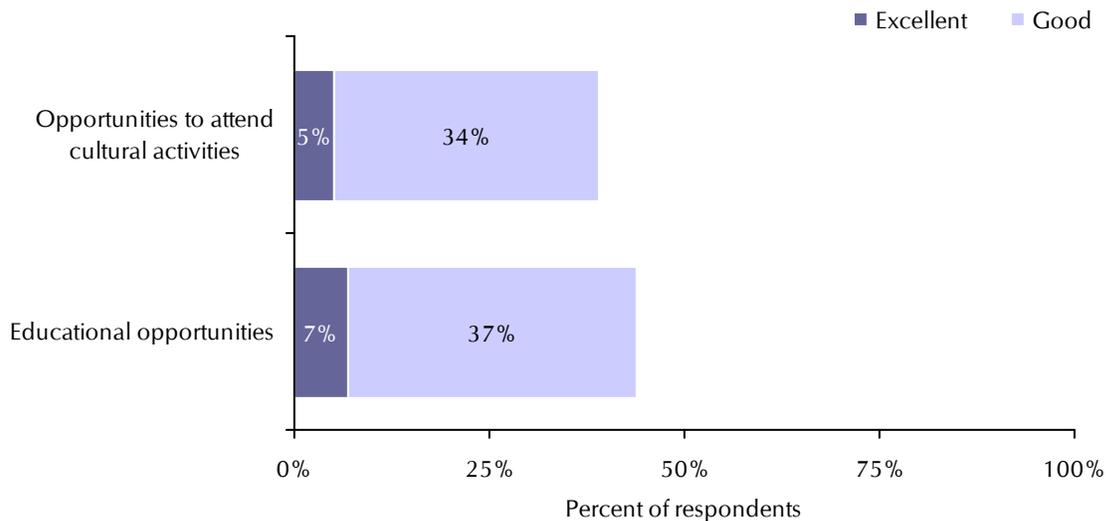


FIGURE 52: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to attend cultural activities	Below
Educational opportunities	Below

FIGURE 53: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES

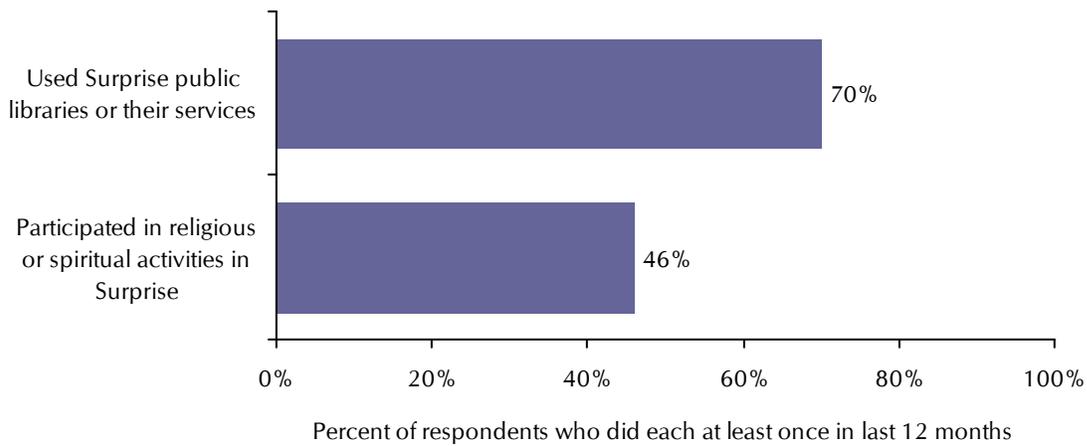


FIGURE 54: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Surprise public libraries or their services	Similar
Participated in religious or spiritual activities in Surprise	Less

FIGURE 55: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES

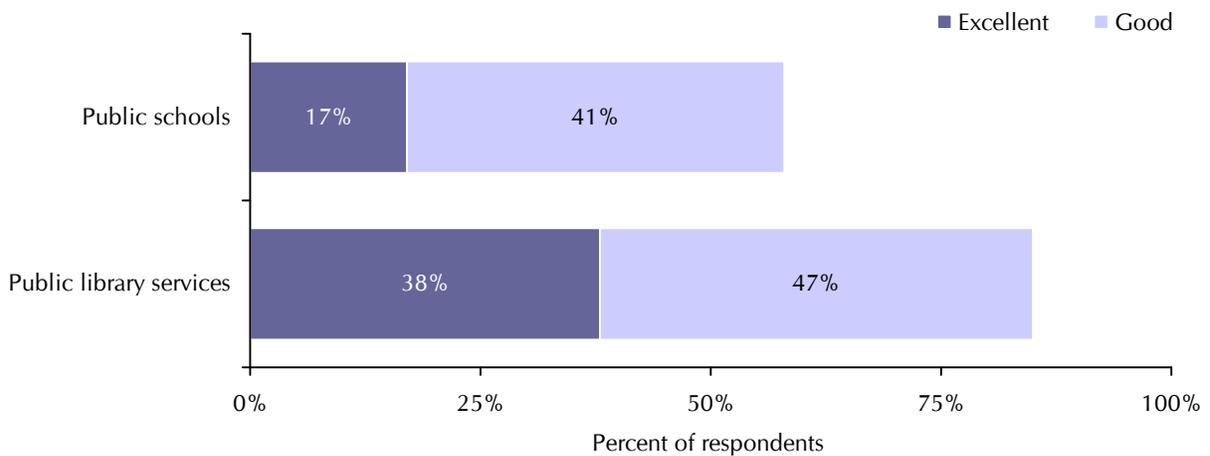


FIGURE 56: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

	Comparison to benchmark
Public schools	Below
Public library services	Above

Health and Wellness

Healthy residents have the wherewithal to contribute to the economy as volunteers or employees and they do not present a burden in cost and time to others. Although residents bear the primary responsibility for their good health, local government provides services that can foster that well being and that provide care when residents are ill.

Residents of the City of Surprise were asked to rate the community’s health services as well as the availability of health care, high quality affordable food and preventive health care services. The availability of affordable quality food was rated most positively for the City of Surprise, while the availability for affordable quality health care and preventive health services were rated less favorably by residents.

Among Surprise residents, 16% rated affordable quality health care as “excellent” while 50% rated it as “good.” Those ratings were above the ratings of comparison communities.

FIGURE 57: RATINGS OF COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES

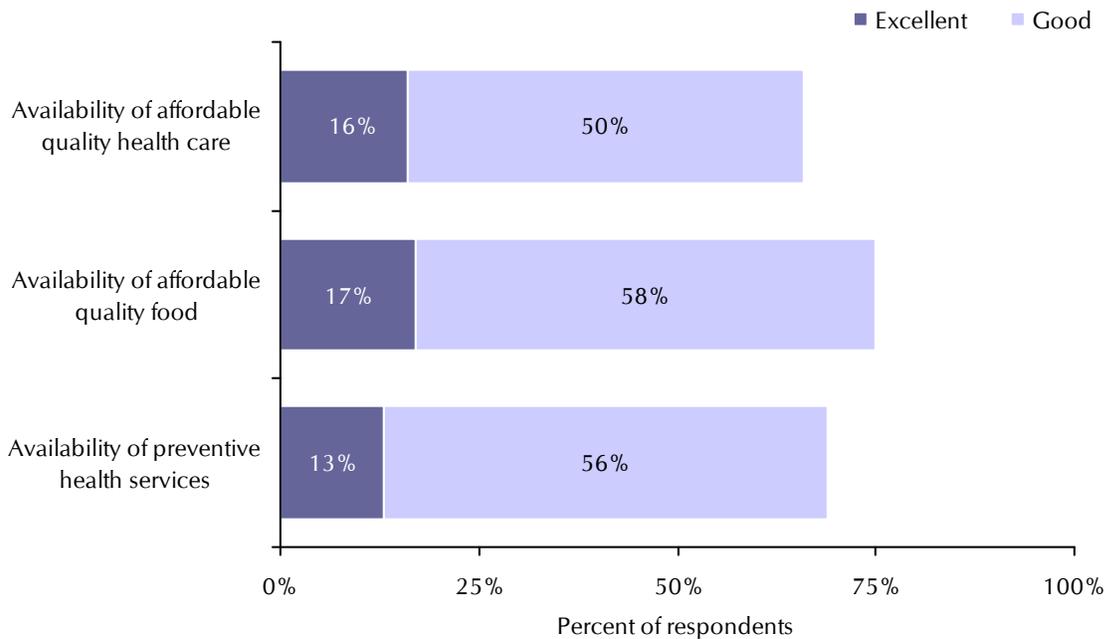


FIGURE 58: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Availability of affordable quality health care	Above
Availability of affordable quality food	Above
Availability of preventive health services	Above

Health services offered in the City of Surprise were rated “excellent” or “good” by 72% of respondents and were above the benchmark.

FIGURE 59: RATINGS OF HEALTH AND WELLNESS SERVICES

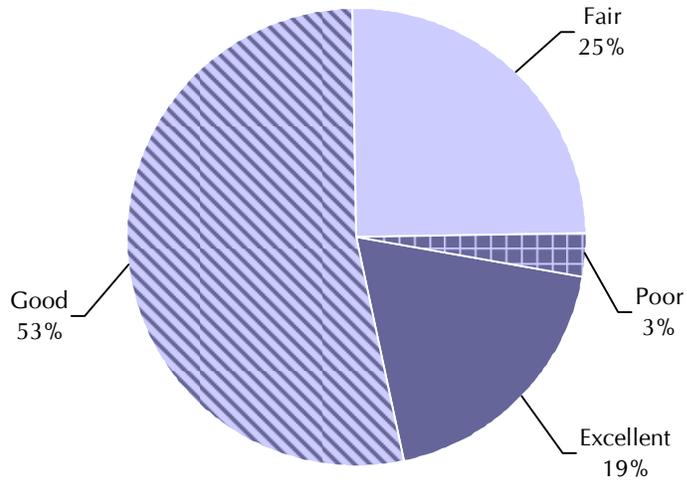


FIGURE 60: HEALTH AND WELLNESS SERVICES BENCHMARKS

Comparison to benchmark	
Health services	Above

COMMUNITY INCLUSIVENESS

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of the City of Surprise as a place to raise children or to retire. They were also questioned about the quality of services delivered to various population subgroups, including older adults, youth and residents with few resources. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

About eight in ten residents rated the City of Surprise as an “excellent” or “good” place to raise kids and a high percentage rated it as an excellent or good place to retire. Most residents felt that the local sense of community was “excellent” or “good.” A majority of survey respondents felt the City of Surprise was open and accepting towards people of diverse backgrounds. The availability of affordable quality child care was rated the lowest by residents but was higher than the benchmark.

FIGURE 61: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS

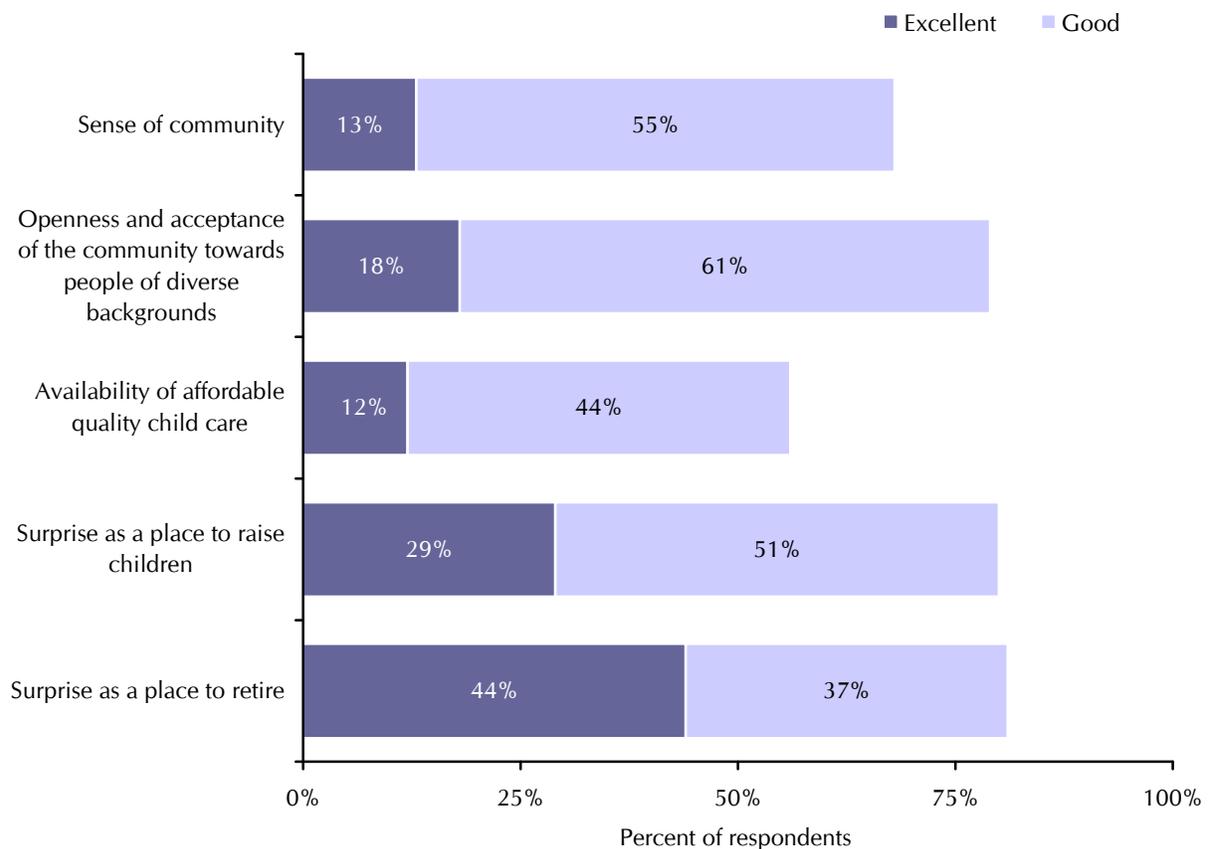


FIGURE 62: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	Comparison to benchmark
Sense of community	Similar
Openness and acceptance of the community toward people of diverse backgrounds	Above
Availability of affordable quality child care	Above
Surprise as a place to raise kids	Similar
Surprise as a place to retire	Above

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 53% to 75% with ratings of “excellent” or “good.” All three services were above the benchmark.

FIGURE 63: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS

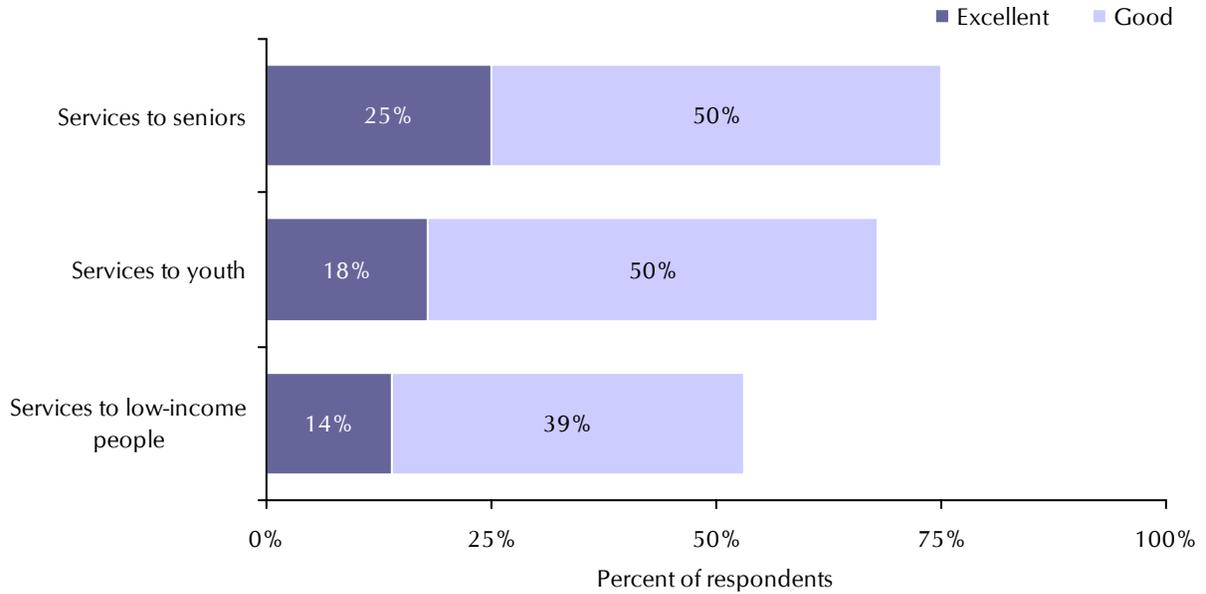


FIGURE 64: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

	Comparison to benchmark
Services to seniors	Above
Services to youth	Above
Services to low income residents	Above

CIVIC ENGAGEMENT

Government leaders, elected or hired, cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Elected officials and staff require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding your residents' level of connection to, knowledge of and participation in local government, the City can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. Communities with strong civic engagement may be more likely to see the benefits of programs intended to improve the quality of life of all residents and therefore would be more likely to support those new policies or programs.

Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of the City of Surprise. Survey participants rated the volunteer opportunities in the City of Surprise favorably. Opportunities to attend or participate in community matters were rated less favorably.

Ratings of civic engagement opportunities were similar to ratings from comparison jurisdictions where these questions were asked.

FIGURE 65: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES

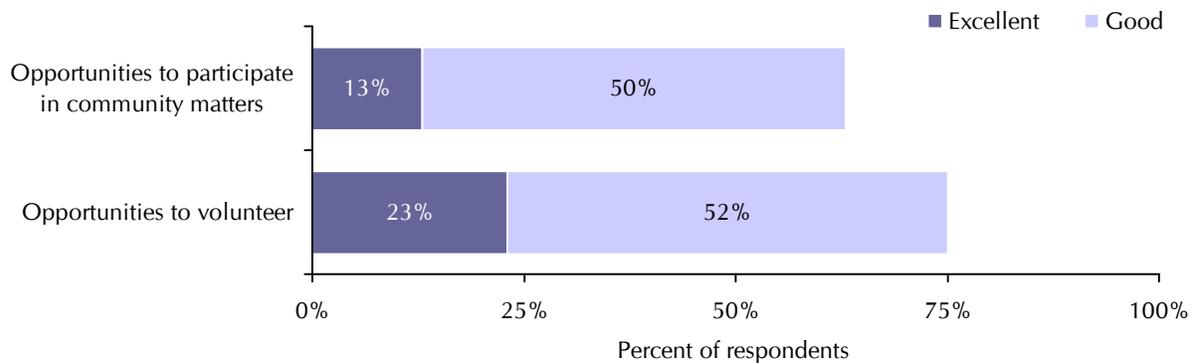


FIGURE 66: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in community matters	Similar
Opportunities to volunteer	Similar

Most of the participants in this survey had not attended a public meeting, volunteered time to a group or participated in a club in the 12 months prior to the survey, but the vast majority had helped a friend. The participation rates of these civic behaviors were compared to the rates in other jurisdictions. Those who had watched a meeting of local elected officials or other local public meeting on cable television showed similar rates of involvement. The other four civic engagement opportunities showed lower rates of involvement.

FIGURE 67: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES

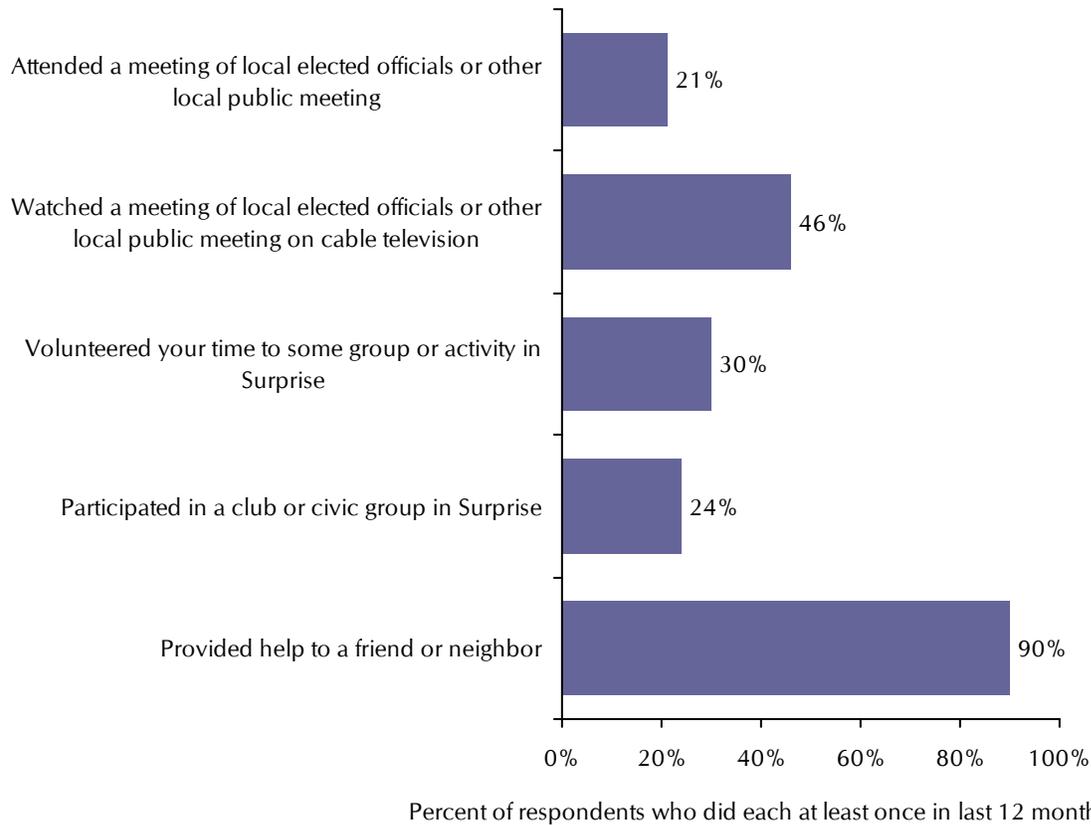


FIGURE 68: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	Less
Watched a meeting of local elected officials or other local public meeting on cable television	Similar
Volunteered your time to some group or activity in Surprise	Less
Participated in a club or civic group in Surprise	Less
Provided help to a friend or neighbor	Less

City of Surprise residents showed the largest amount of civic engagement in the area of electoral participation. Eighty-two percent reported they were registered to vote and 81% indicated they had voted in the last general election. This rate of self-reported voting was higher than that of comparison communities.

FIGURE 69: REPORTED VOTING BEHAVIOR

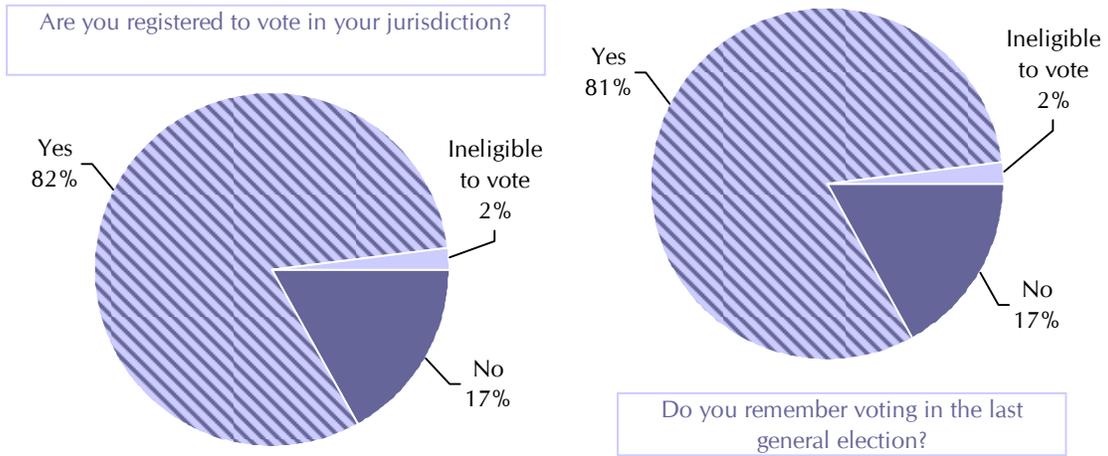


FIGURE 70: VOTING BEHAVIOR BENCHMARKS

	Comparison to benchmark
Registered to vote	Similar
Voted in last general election	More

Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the City of Surprise Web site in the previous 12 months, 68% reported they had done so at least once. Public information services were rated favorably compared to benchmark data.

FIGURE 71: USE OF INFORMATION SOURCES

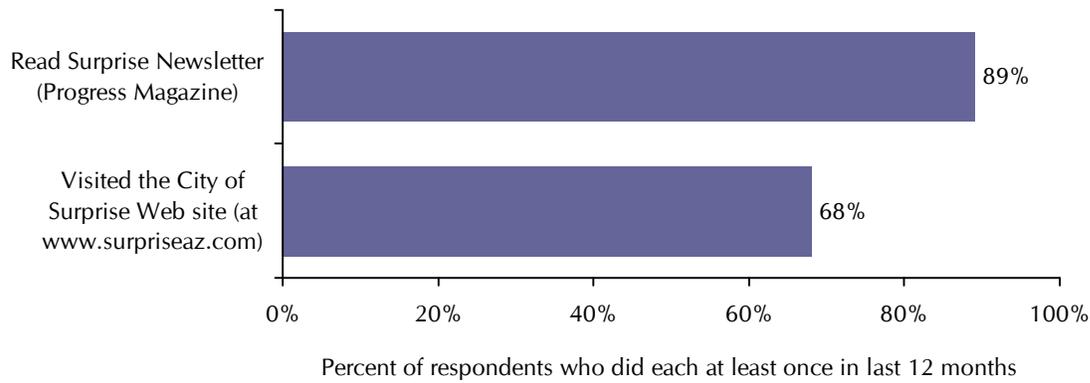


FIGURE 72: USE OF INFORMATION SOURCES BENCHMARKS

	Comparison to benchmark
Read Surprise Newsletter	More
Visited the City of Surprise Web site	More

FIGURE 73: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION

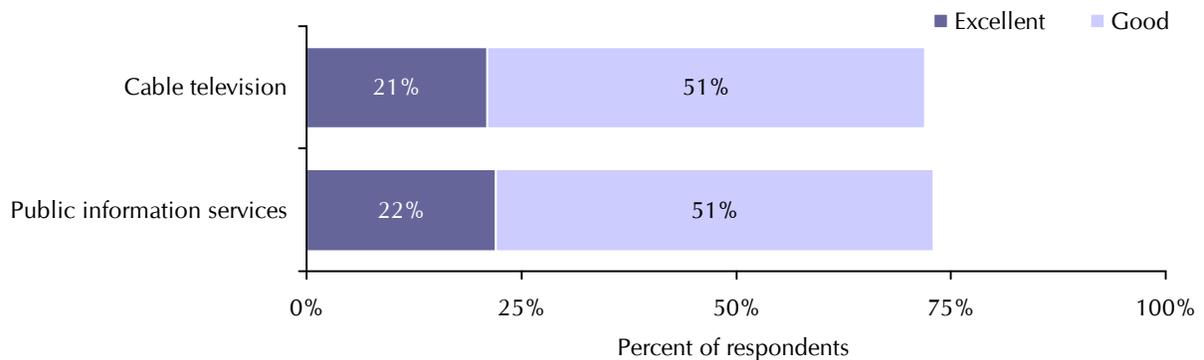


FIGURE 74: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

	Comparison to benchmark
Cable television	Above
Public information services	Above

Social Engagement

Opportunities to participate in social events and activities were rated as “excellent” or “good” by 62% of respondents, while even more rated opportunities to participate in religious or spiritual events and activities as “excellent” or “good.”

FIGURE 75: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES

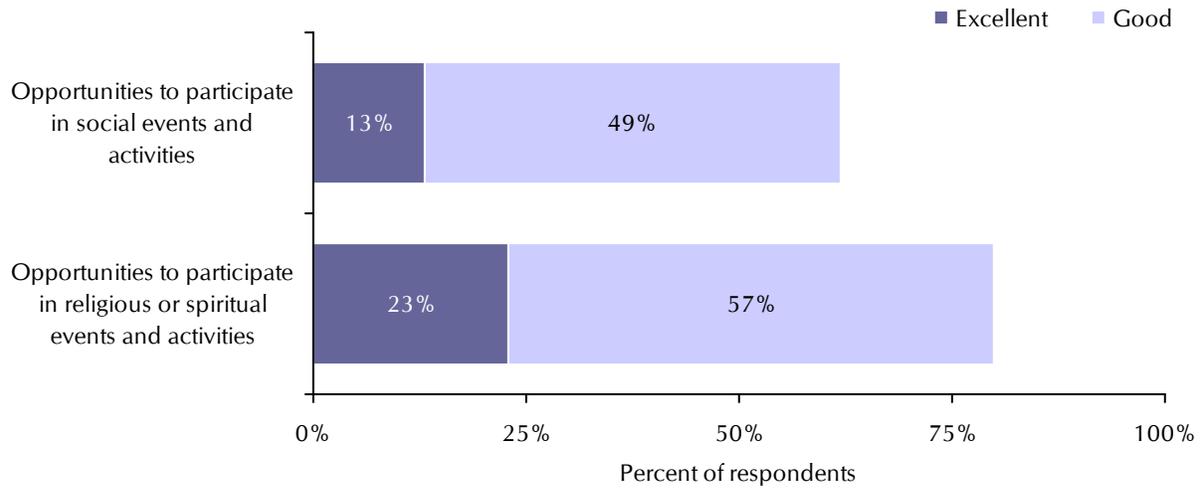


FIGURE 76: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in social events and activities	Similar
Opportunities to participate in religious or spiritual events	Similar

Residents in Surprise reported a fair amount of neighborliness. More than 83% indicated talking or visiting with their neighbors once a month or more frequently. This amount of contact with neighbors was about the same as the amount of contact reported in other communities.

FIGURE 77: CONTACT WITH IMMEDIATE NEIGHBORS

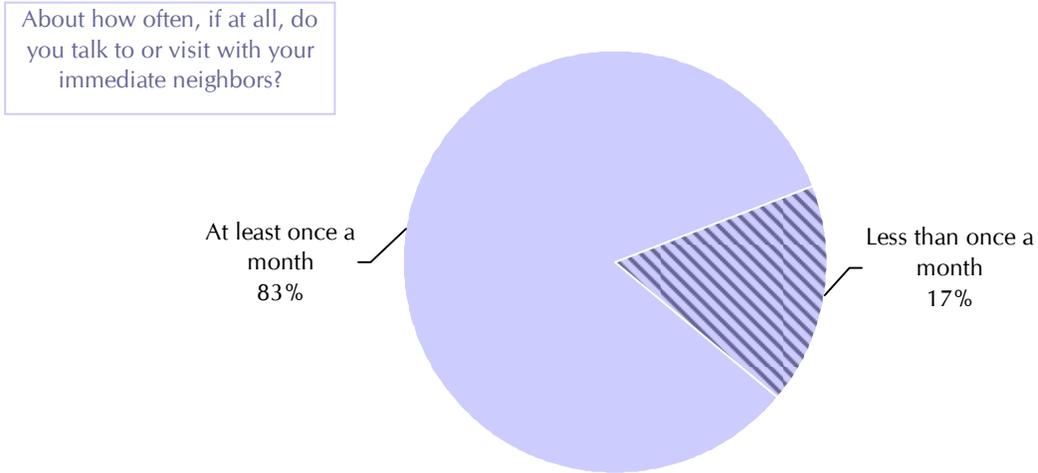


FIGURE 78: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

	Comparison to benchmark
Has contact with neighbors at least once per month	Similar

PUBLIC TRUST

When local government leaders are trusted, an environment of cooperation is more likely to surround all decisions they make. Cooperation leads to easier communication between leaders and residents and increases the likelihood that high value policies and programs will be implemented to improve the quality of life of the entire community. Trust can be measured in residents' opinions about the overall direction the City of Surprise is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by the City of Surprise could be compared to their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about the City of Surprise may be colored by their dislike of what all levels of government provide.

A majority of respondents felt that the value of services for taxes paid was "excellent" or "good." When asked to rate the job the City of Surprise does at listening to citizens, 45% rated it as "excellent" or "good." All five of these ratings were above the benchmark.

FIGURE 79: PUBLIC TRUST RATINGS

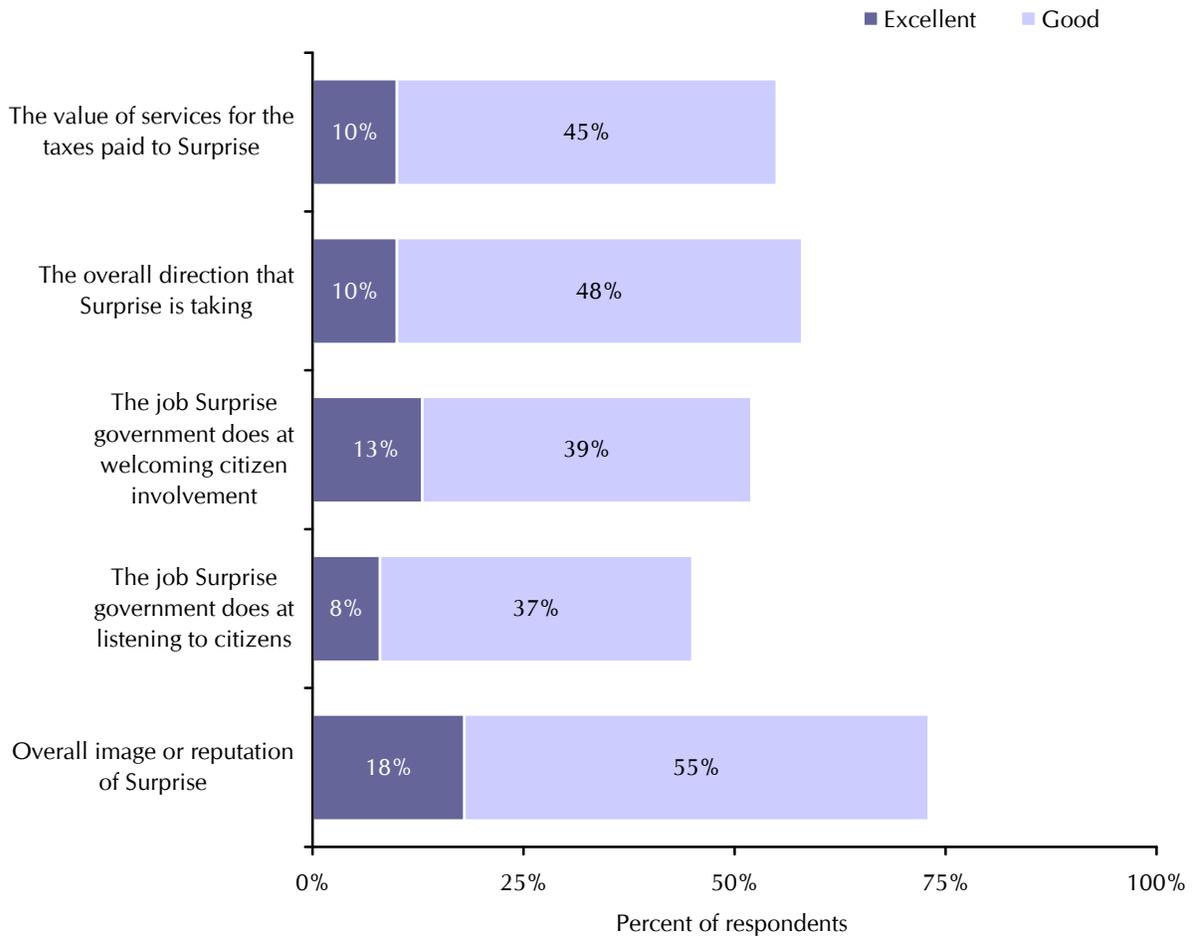


FIGURE 80: PUBLIC TRUST BENCHMARKS

	Comparison to benchmark
Value of services for the taxes paid to Surprise	Above
The overall direction that Surprise is taking	Above
Job Surprise government does at welcoming citizen involvement	Above
Job Surprise government does at listening to citizens	Above
Overall image or reputation of Surprise	Above

On average, residents of the City of Surprise gave the highest evaluations to their own local government and the lowest average rating to state government. The overall quality of services delivered by the City of Surprise was rated as “excellent” or “good” by 74% of survey participants. The City of Surprise’s rating was similar to the benchmark when compared to other communities.

FIGURE 81: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS

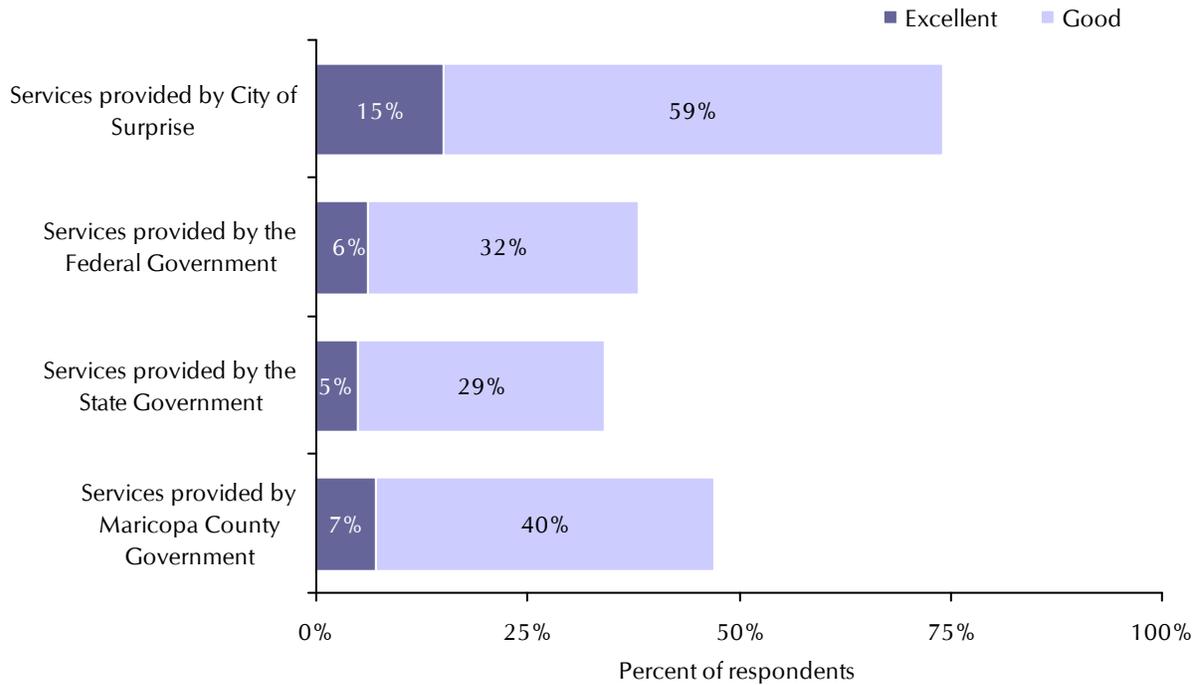


FIGURE 82: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	Comparison to benchmark
Services provided by the City of Surprise	Similar
Services provided by the Federal Government	Below
Services provided by the State Government	Below
Services provided by Maricopa County Government	Similar

City of Surprise Employees

The employees of the City of Surprise who interact with the public create the first impression that most residents have of the City of Surprise. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and even give traffic tickets are the collective face of the City of Surprise. As such, it is important to know about residents' experience talking with that "face." When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with the City of Surprise staff.

Those completing the survey were asked if they had been in contact with a City employee either in-person or over the phone in the last 12 months; the 44% who reported that they had been in contact (a percent that is lower than the benchmark comparison) were then asked to indicate overall how satisfied they were with the employee in their most recent contact. City employees were rated highly; 82% of respondents rated their overall impression as "excellent" or "good."

FIGURE 83: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH CITY EMPLOYEES IN PREVIOUS 12 MONTHS

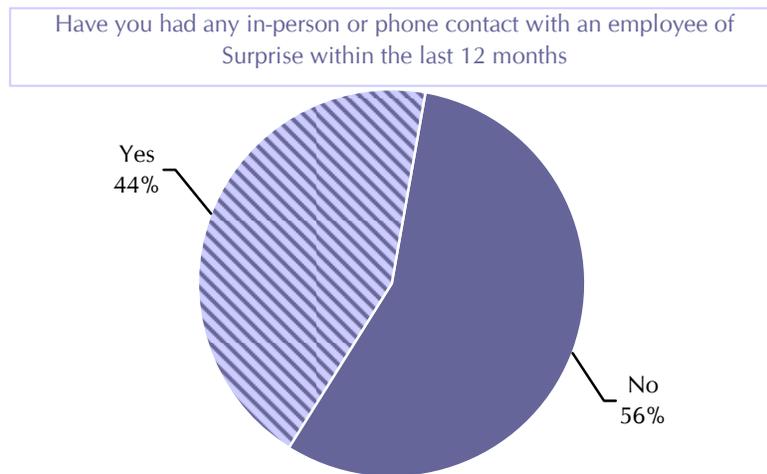


FIGURE 84: CONTACT WITH CITY EMPLOYEES BENCHMARKS

	Comparison to benchmark
Had contact with City employee(s) in last 12 months	Less

FIGURE 85: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT)

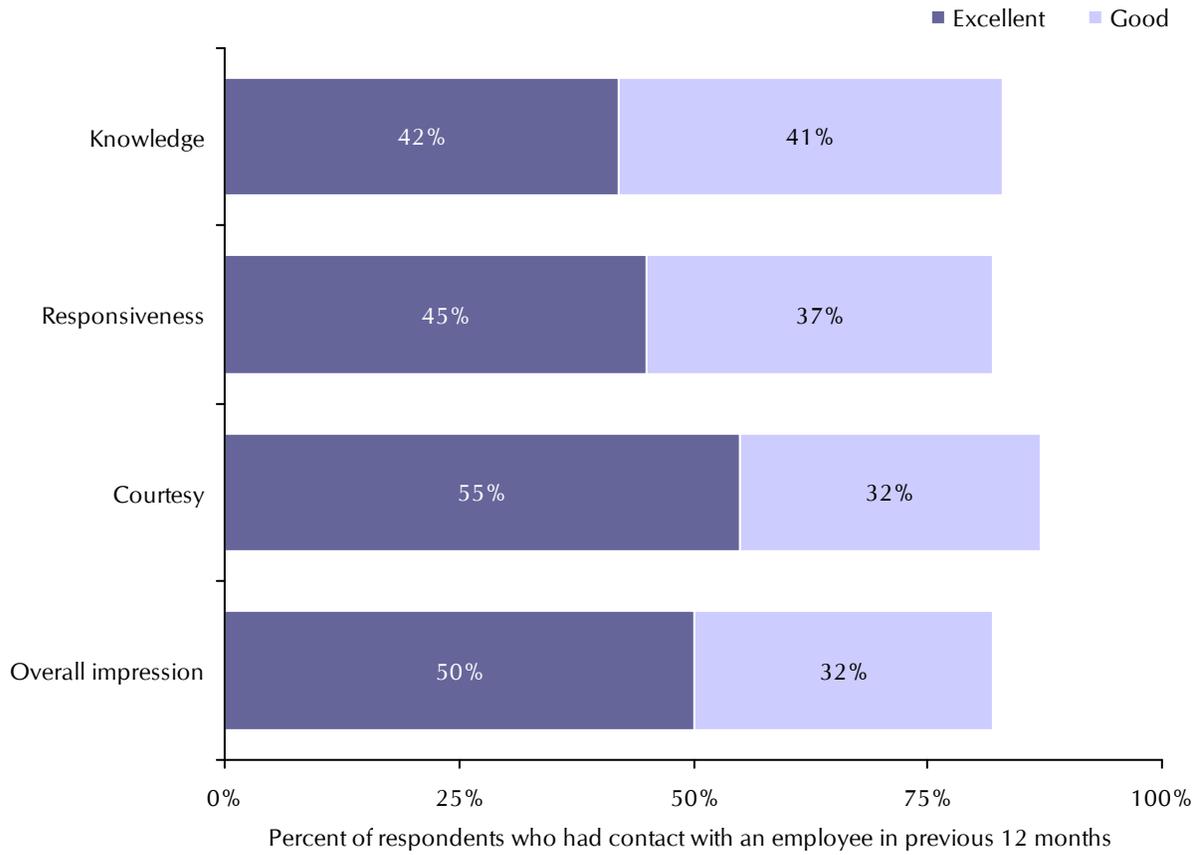


FIGURE 86: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	Comparison to benchmark
City employee knowledge	Above
City employee responsiveness	Above
City employee courteousness	Above
Overall impression	Above

FROM DATA TO ACTION

RESIDENT PRIORITIES

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis. The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. And core services are important. But by using Key Driver Analysis, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A Key Driver Analysis (KDA) was conducted for the City of Surprise by examining the relationships between ratings of each service and ratings of the City of Surprise's overall services. Those key driver services that correlated most highly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Surprise can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality.

Services found to be most strongly correlated with ratings of overall service quality from the Surprise Key Driver Analysis were:

- Preservation of natural areas
- Street cleaning

CITY OF SURPRISE ACTION CHART™

The 2010 City of Surprise Action Chart™ on the following page combines two dimensions of performance:

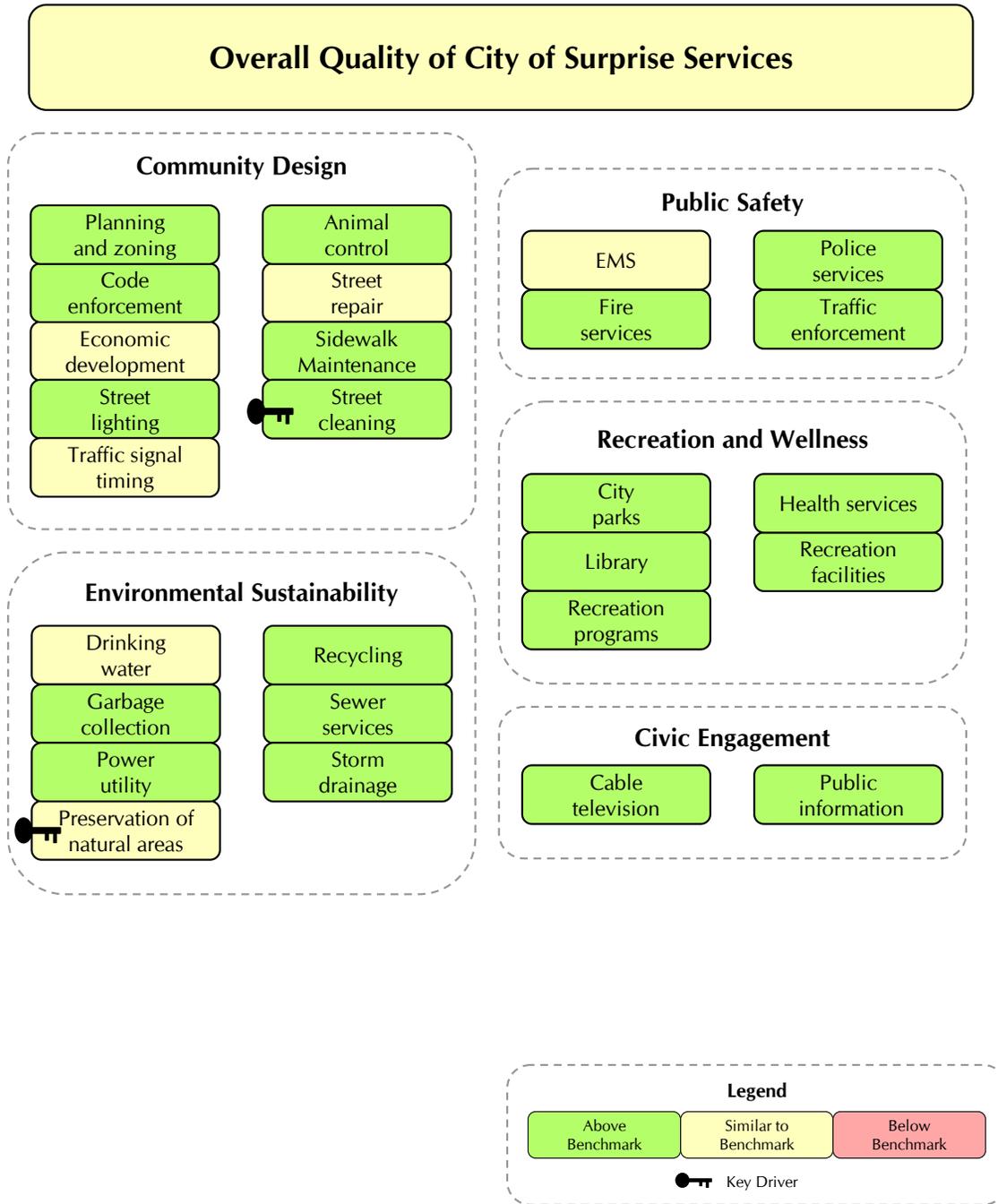
- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black key icon (🔑) next to a service box indicates that service is key (either core or key driver)

Twenty-seven services were included in the KDA for the City of Surprise. Of these, twenty-one were above the benchmark and six were similar to the benchmark. A key icon (🔑) indicates the two key drivers.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are not at least similar to the benchmark. In the case of Surprise, no key drivers were below the benchmark. Therefore, Surprise may wish to seek improvements to preservation of natural areas, as this key driver received ratings similar to other benchmark jurisdictions. More detail about interpreting results can be found in the next section.

Services with a high percent of respondents answering “don’t know” were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies, Frequencies Including “Don’t Know” Responses for the percent “don’t know” for each service.

FIGURE 87: CITY OF SURPRISE ACTION CHART



Using Your Action Chart™

The key drivers derived for the City of Surprise provide a list of those services that are uniquely related to overall service quality. Those key drivers are marked with the symbol of a key in the action chart. Because key driver results are based on a relatively small number of responses, the relationships or correlations that define the key drivers are subject to more variability than is seen when key drivers are derived from a large national dataset of resident responses. To benefit the City of Surprise, NRC lists the key drivers derived from tens of thousands of resident responses from across the country. This national list is updated periodically so that you can compare your key drivers to the key drivers from the entire NRC data set. Where your locally derived key drivers overlap national key drivers, it makes sense to focus even more strongly on your keys. Similarly, when your local key drivers overlap your core services, there is stronger argument to make for attending to your key drivers that overlap with core services. In the table on the following page, we have listed your key drivers, core services and the national key drivers and we have indicated, with shaded rows, the City of Surprise key drivers that overlap core services or the nationally derived keys.

FIGURE 88: KEY DRIVERS COMPARED

Service	City of Surprise Key Drivers	National Key Drivers	Core Services
Animal control			
Code enforcement			✓
Economic development		✓	
Land use planning and zoning		✓	
Light timing			
Sidewalk maintenance			
Street cleaning	✓		
Street lighting			
Street repair			✓
Drinking water			✓
Garbage collection			✓
Power utility			
Preservation of natural areas	✓		
Recycling			
Sewer			✓
Storm drainage			✓
EMS			✓
Fire			✓
Police services		✓	✓
Traffic enforcement			
City parks			
Health services			
Public library			
Public schools		✓	
Recreation centers or facilities			
Recreation programs or classes			
Cable television			
Public information services		✓	

POLICY QUESTIONS

“Don’t know” responses have been removed from the following questions, when applicable.

Policy Question 1	
To what extent do you support or oppose increasing taxes and/or fees to ensure that City services continue to be provided at current levels?	Percent of respondents
Strongly support	8%
Somewhat support	39%
Somewhat oppose	23%
Strongly oppose	29%
Total	100%

Policy Question 2					
Please indicate how likely or unlikely you would be to do the following in Surprise:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Use a local bus service throughout the City	12%	16%	14%	58%	100%
Pay a fee to ride a local bus service throughout the City	14%	20%	11%	55%	100%
Use commuter rail along Grand Avenue to a light rail connection in Phoenix, if you could leave your vehicle at a Park and Ride lot in Surprise	35%	21%	7%	38%	100%

**APPENDIX A: COMPLETE SURVEY
FREQUENCIES**

FREQUENCIES EXCLUDING "DON'T KNOW" RESPONSES

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Surprise:	Excellent	Good	Fair	Poor	Total
Surprise as a place to live	33%	57%	9%	1%	100%
Your neighborhood as a place to live	43%	43%	10%	3%	100%
Surprise as a place to raise children	29%	51%	17%	3%	100%
Surprise as a place to work	19%	32%	28%	22%	100%
Surprise as a place to retire	44%	37%	13%	7%	100%
The overall quality of life in Surprise	28%	59%	11%	2%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Surprise as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	13%	55%	27%	6%	100%
Openness and acceptance of the community towards people of diverse backgrounds	18%	61%	17%	4%	100%
Overall appearance of Surprise	25%	57%	17%	2%	100%
Cleanliness of Surprise	30%	56%	12%	2%	100%
Overall quality of new development in Surprise	17%	52%	25%	5%	100%
Variety of housing options	20%	57%	20%	3%	100%
Overall quality of business and service establishments in Surprise	13%	53%	27%	8%	100%
Shopping opportunities	12%	39%	35%	14%	100%
Opportunities to attend cultural activities	5%	34%	41%	19%	100%
Recreational opportunities	18%	53%	23%	6%	100%
Employment opportunities	5%	19%	38%	39%	100%
Educational opportunities	7%	37%	43%	13%	100%
Opportunities to participate in social events and activities	13%	49%	30%	7%	100%
Opportunities to participate in religious or spiritual events and activities	23%	57%	17%	3%	100%
Opportunities to volunteer	23%	52%	24%	1%	100%
Opportunities to participate in community matters	13%	50%	31%	6%	100%
Ease of car travel in Surprise	9%	31%	32%	28%	100%
Ease of bus travel in Surprise	1%	13%	26%	59%	100%
Ease of bicycle travel in Surprise	11%	33%	39%	18%	100%
Ease of walking in Surprise	16%	42%	31%	11%	100%
Availability of paths and walking trails	13%	37%	35%	14%	100%
Traffic flow on major streets	3%	26%	35%	37%	100%
Amount of public parking	8%	50%	34%	7%	100%
Availability of affordable quality housing	13%	57%	25%	4%	100%
Availability of affordable quality child care	12%	44%	36%	7%	100%
Availability of affordable quality health care	16%	50%	24%	9%	100%
Availability of affordable quality food	17%	58%	21%	4%	100%
Availability of preventive health services	13%	56%	24%	7%	100%
Air quality	8%	54%	29%	9%	100%
Quality of overall natural environment in Surprise	14%	53%	29%	4%	100%
Overall image or reputation of Surprise	18%	55%	22%	5%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Surprise over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	2%	7%	38%	40%	13%	100%
Retail growth (stores, restaurants, etc.)	11%	37%	40%	9%	2%	100%
Jobs growth	40%	46%	12%	1%	1%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Surprise?	Percent of respondents
Not a problem	21%
Minor problem	50%
Moderate problem	24%
Major problem	5%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in Surprise:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	30%	51%	13%	4%	1%	100%
Property crimes (e.g., burglary, theft)	17%	50%	17%	12%	4%	100%
Environmental hazards, including toxic waste	46%	34%	14%	5%	1%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	65%	27%	5%	3%	1%	100%
In your neighborhood after dark	34%	48%	9%	6%	3%	100%
In Surprise's downtown area during the day	45%	41%	9%	3%	2%	100%
In Surprise's downtown area after dark	17%	47%	20%	11%	5%	100%

Question 7: Crime Victim	
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	93%
Yes	7%
Total	100%

Question 8: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	7%
Yes	93%
Total	100%

Question 9: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Surprise?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Surprise public libraries or their services	30%	21%	27%	9%	12%	100%
Used Surprise recreation centers	43%	20%	24%	6%	6%	100%
Participated in a recreation program or activity	59%	22%	14%	3%	2%	100%
Visited a neighborhood park or City park	19%	23%	32%	12%	14%	100%
Ridden a local bus within Surprise	96%	2%	2%	0%	0%	100%
Attended a meeting of local elected officials or other local public meeting	79%	16%	3%	1%	0%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	54%	21%	20%	3%	2%	100%
Read Surprise Newsletter (Progress Magazine)	11%	22%	43%	14%	10%	100%
Visited the City of Surprise Web site (at www.surpriseaz.com)	32%	21%	30%	10%	8%	100%
Recycled used paper, cans or bottles from your home	10%	4%	9%	15%	62%	100%
Volunteered your time to some group or activity in Surprise	70%	11%	9%	4%	6%	100%
Participated in religious or spiritual activities in Surprise	54%	11%	12%	6%	16%	100%
Participated in a club or civic group in Surprise	76%	6%	8%	4%	6%	100%
Provided help to a friend or neighbor	10%	20%	38%	19%	14%	100%

Question 10: Neighborliness	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	18%
Several times a week	28%
Several times a month	27%
Once a month	10%
Several times a year	8%
Once a year or less	6%
Never	4%
Total	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Surprise:	Excellent	Good	Fair	Poor	Total
Police services	32%	50%	12%	6%	100%
Fire services	49%	45%	5%	0%	100%
Ambulance or emergency medical services	41%	50%	8%	1%	100%
Crime prevention	16%	57%	20%	7%	100%
Fire prevention and education	27%	53%	17%	3%	100%
Municipal courts	20%	61%	14%	5%	100%
Traffic enforcement	18%	51%	25%	6%	100%
Street repair	11%	33%	38%	18%	100%
Street cleaning	22%	54%	21%	3%	100%
Street lighting	19%	50%	22%	9%	100%
Sidewalk maintenance	20%	48%	28%	5%	100%
Traffic signal timing	11%	36%	32%	20%	100%
Bus or transit services	7%	16%	24%	53%	100%
Garbage collection	51%	40%	7%	1%	100%
Recycling	42%	44%	11%	2%	100%
Yard waste pick-up	30%	42%	17%	10%	100%
Storm drainage	21%	42%	26%	11%	100%
Drinking water	16%	47%	23%	14%	100%
Sewer services	23%	55%	21%	2%	100%
Power (electric and/or gas) utility	27%	54%	18%	2%	100%
City parks	32%	48%	18%	2%	100%
Recreation programs or classes	27%	47%	21%	4%	100%
Recreation centers or facilities	27%	52%	19%	2%	100%
Land use, planning and zoning	13%	40%	33%	13%	100%
Code enforcement (weeds, abandoned buildings, etc)	11%	38%	34%	17%	100%
Animal control	21%	48%	22%	9%	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Surprise:	Excellent	Good	Fair	Poor	Total
Economic development	7%	37%	41%	15%	100%
Health services	19%	53%	25%	3%	100%
Services to seniors	25%	50%	19%	5%	100%
Services to youth	18%	50%	24%	8%	100%
Services to low-income people	14%	39%	35%	12%	100%
Public library services	38%	47%	13%	2%	100%
Public information services	22%	51%	24%	4%	100%
Public schools	17%	41%	29%	13%	100%
Cable television	21%	51%	21%	7%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	16%	40%	29%	15%	100%
Preservation of natural areas such as open space, farmlands and greenbelts	14%	44%	28%	13%	100%

Question 12: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The City of Surprise	15%	59%	21%	4%	100%
The Federal Government	6%	32%	34%	28%	100%
The State Government	5%	29%	39%	26%	100%
Maricopa County Government	7%	40%	38%	15%	100%

Question 13: Contact with City Employees	
Have you had any in-person or phone contact with an employee of the City of Surprise within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	56%
Yes	44%
Total	100%

Question 14: City Employees					
What was your impression of the employee(s) of the City of Surprise in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	42%	41%	11%	5%	100%
Responsiveness	45%	37%	10%	8%	100%
Courtesy	55%	32%	5%	8%	100%
Overall impression	50%	32%	11%	7%	100%

Question 15: Government Performance					
Please rate the following categories of Surprise government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Surprise	10%	45%	37%	7%	100%
The overall direction that Surprise is taking	10%	48%	31%	11%	100%
The job Surprise government does at welcoming citizen involvement	13%	39%	37%	11%	100%
The job Surprise government does at listening to citizens	8%	37%	37%	17%	100%

Question 16: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Surprise to someone who asks	55%	36%	4%	5%	100%
Remain in Surprise for the next five years	63%	24%	6%	6%	100%

Question 17: Impact of the Economy	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents
Very positive	5%
Somewhat positive	8%
Neutral	39%
Somewhat negative	39%
Very negative	9%
Total	100%

Question 18a: Policy Question 1	
To what extent do you support or oppose increasing taxes and/or fees to ensure that City services continue to be provided at current levels?	Percent of respondents
Strongly support	8%
Somewhat support	39%
Somewhat oppose	23%
Strongly oppose	29%
Total	100%

Question 18b: Policy Question 2					
Please indicate how likely or unlikely you would be to do the following in Surprise:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Use a local bus service throughout the City	12%	16%	14%	58%	100%
Pay a fee to ride a local bus service throughout the City	14%	20%	11%	55%	100%
Use commuter rail along Grand Avenue to a light rail connection in Phoenix, if you could leave your vehicle at a Park and Ride lot in Surprise	35%	21%	7%	38%	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	41%
Yes, full-time	52%
Yes, part-time	7%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	81%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	9%
Bus, rail, subway or other public transportation	1%
Walk	0%
Bicycle	0%
Work at home	8%
Other	1%

Question D3: Length of Residency	
How many years have you lived in Surprise?	Percent of respondents
Less than 2 years	15%
2 to 5 years	32%
6 to 10 years	37%
11 to 20 years	14%
More than 20 years	1%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	89%
House attached to one or more houses (e.g., a duplex or townhome)	1%
Building with two or more apartments or condominiums	10%
Mobile home	0%
Other	0%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	16%
Owned by you or someone in this house with a mortgage or free and clear	84%
Total	100%

Question D6: Monthly Housing Cost	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)?	Percent of respondents
Less than \$300 per month	4%
\$300 to \$599 per month	15%
\$600 to \$999 per month	23%
\$1,000 to \$1,499 per month	34%
\$1,500 to \$2,499 per month	20%
\$2,500 or more per month	4%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	68%
Yes	32%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	64%
Yes	36%
Total	100%

Question D9: Household Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$24,999	10%
\$25,000 to \$49,999	24%
\$50,000 to \$99,999	46%
\$100,000 to \$149,000	16%
\$150,000 or more	4%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	90%
Yes, I consider myself to be Spanish, Hispanic or Latino	10%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	1%
Asian, Asian Indian or Pacific Islander	4%
Black or African American	4%
White	82%
Other	10%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	2%
25 to 34 years	22%
35 to 44 years	15%
45 to 54 years	16%
55 to 64 years	15%
65 to 74 years	18%
75 years or older	12%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	53%
Male	47%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	17%
Yes	82%
Ineligible to vote	2%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	17%
Yes	81%
Ineligible to vote	2%
Total	100%

FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in Surprise:	Excellent		Good		Fair		Poor		Don't know		Total	
	Surprise as a place to live	33%	129	57%	224	9%	36	1%	2	0%	0	100%
Your neighborhood as a place to live	43%	171	43%	170	10%	41	3%	11	0%	0	100%	393
Surprise as a place to raise children	21%	82	37%	145	12%	48	2%	9	27%	104	100%	389
Surprise as a place to work	12%	44	19%	73	17%	64	13%	50	40%	151	100%	382
Surprise as a place to retire	38%	145	32%	121	11%	43	6%	22	14%	53	100%	385
The overall quality of life in Surprise	28%	108	59%	232	11%	44	2%	6	0%	0	100%	390

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Surprise as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sense of community	12%	46	53%	203	26%	98	5%	20	4%	15	100%
Openness and acceptance of the community towards people of diverse backgrounds	16%	63	54%	214	15%	59	3%	13	11%	45	100%	394
Overall appearance of Surprise	25%	97	57%	223	17%	65	2%	8	0%	0	100%	394
Cleanliness of Surprise	30%	116	56%	220	12%	47	2%	7	0%	0	100%	391
Overall quality of new development in Surprise	17%	66	51%	197	24%	94	5%	20	3%	10	100%	387
Variety of housing options	19%	74	54%	207	19%	72	3%	10	6%	22	100%	385
Overall quality of business and service establishments in Surprise	12%	49	52%	205	27%	104	8%	31	1%	4	100%	393
Shopping opportunities	12%	48	39%	151	34%	135	14%	53	1%	5	100%	392
Opportunities to attend cultural activities	5%	18	30%	117	37%	142	17%	66	12%	45	100%	388
Recreational opportunities	17%	67	50%	195	21%	83	6%	22	6%	24	100%	391
Employment opportunities	3%	12	13%	49	26%	101	26%	102	32%	125	100%	389
Educational opportunities	6%	21	28%	108	33%	125	10%	39	24%	91	100%	384

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Surprise as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Opportunities to participate in social events and activities	12%	45	45%	174	28%	107	7%	26	9%	37	100%
Opportunities to participate in religious or spiritual events and activities	20%	77	49%	190	15%	57	2%	8	15%	57	100%	390
Opportunities to volunteer	18%	70	41%	161	19%	76	1%	4	21%	81	100%	391
Opportunities to participate in community matters	10%	40	41%	159	26%	98	5%	18	18%	69	100%	384
Ease of car travel in Surprise	9%	32	30%	116	31%	117	28%	105	3%	10	100%	380
Ease of bus travel in Surprise	1%	3	8%	31	16%	61	35%	136	40%	157	100%	389
Ease of bicycle travel in Surprise	8%	29	23%	88	27%	104	12%	48	30%	117	100%	387
Ease of walking in Surprise	15%	58	38%	148	28%	108	10%	40	10%	39	100%	394
Availability of paths and walking trails	12%	45	33%	126	31%	117	13%	49	12%	44	100%	381
Traffic flow on major streets	3%	10	26%	100	34%	133	36%	142	1%	5	100%	389
Amount of public parking	7%	27	44%	170	30%	115	6%	25	13%	50	100%	388
Availability of affordable quality housing	12%	47	51%	199	22%	85	4%	15	11%	43	100%	389
Availability of affordable quality child care	4%	17	16%	63	13%	51	3%	10	63%	245	100%	386
Availability of affordable quality health care	12%	48	38%	149	18%	71	7%	27	25%	97	100%	392
Availability of affordable quality food	17%	68	57%	225	20%	80	4%	17	1%	4	100%	393
Availability of preventive health services	10%	40	46%	177	19%	74	6%	22	19%	75	100%	388
Air quality	8%	32	52%	200	28%	107	9%	34	3%	12	100%	383
Quality of overall natural environment in Surprise	14%	53	52%	200	28%	107	4%	14	3%	12	100%	387
Overall image or reputation of Surprise	18%	71	54%	210	22%	86	4%	17	1%	6	100%	391

Question 3: Growth														
Please rate the speed of growth in the following categories in Surprise over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
	Population growth	1%	5	6%	24	34%	132	35%	138	12%	46	12%	47	100%
Retail growth (stores, restaurants, etc.)	10%	40	35%	138	37%	148	9%	35	2%	9	6%	25	100%	394
Jobs growth	25%	100	29%	113	8%	30	1%	3	1%	2	37%	145	100%	393

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Surprise?	Percent of respondents	Count
Not a problem	19%	72
Minor problem	45%	173
Moderate problem	22%	83
Major problem	4%	17
Don't know	11%	41
Total	100%	386

Question 5: Community Safety														
Please rate how safe or unsafe you feel from the following in Surprise:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Violent crime (e.g., rape, assault, robbery)	29%	115	50%	195	12%	48	4%	17	1%	5	3%	11	100%
Property crimes (e.g., burglary, theft)	16%	64	49%	193	17%	65	12%	46	4%	17	2%	6	100%	391
Environmental hazards, including toxic waste	42%	164	31%	122	13%	51	4%	17	1%	3	9%	36	100%	393

Question 6: Personal Safety														
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	In your neighborhood during the day	64%	254	26%	104	5%	18	3%	10	1%	4	1%	4	100%
In your neighborhood after dark	34%	134	48%	188	9%	36	6%	25	3%	10	0%	2	100%	395
In Surprise's downtown area during the day	38%	148	34%	135	8%	31	3%	10	2%	7	16%	62	100%	393
In Surprise's downtown area after dark	13%	52	36%	142	16%	62	8%	32	4%	16	22%	89	100%	394

Question 7: Crime Victim		
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	92%	354
Yes	7%	26
Don't know	1%	3
Total	100%	383

Question 8: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	7%	2
Yes	93%	24
Don't know	0%	0
Total	100%	26

Question 9: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Surprise?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Used Surprise public libraries or their services	30%	119	21%	83	27%	105	9%	37	12%	49	100%
Used Surprise recreation centers	43%	170	20%	78	24%	96	6%	25	6%	22	100%	392
Participated in a recreation program or activity	59%	228	22%	86	14%	54	3%	12	2%	8	100%	388
Visited a neighborhood park or City park	19%	75	23%	87	32%	124	12%	47	14%	54	100%	387
Ridden a local bus within Surprise	96%	377	2%	7	2%	7	0%	1	0%	1	100%	393
Attended a meeting of local elected officials or other local public meeting	79%	311	16%	63	3%	13	1%	4	0%	1	100%	392
Watched a meeting of local elected officials or other local public meeting on cable television	54%	211	21%	80	20%	79	3%	12	2%	7	100%	389
Read Surprise Newsletter (Progress Magazine)	11%	42	22%	86	43%	169	14%	56	10%	38	100%	391
Visited the City of Surprise Web site (at www.surpriseaz.com)	32%	123	21%	81	30%	115	10%	37	8%	30	100%	385
Recycled used paper, cans or bottles from your home	10%	39	4%	14	9%	33	15%	59	62%	234	100%	379
Volunteered your time to some group or activity in Surprise	70%	272	11%	42	9%	34	4%	16	6%	25	100%	388
Participated in religious or spiritual activities in Surprise	54%	213	11%	44	12%	48	6%	24	16%	62	100%	391
Participated in a club or civic group in Surprise	76%	300	6%	22	8%	32	4%	15	6%	24	100%	393
Provided help to a friend or neighbor	10%	39	20%	80	38%	148	19%	73	14%	54	100%	394

Question 10: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	18%	70
Several times a week	28%	108
Several times a month	27%	105
Once a month	10%	40
Several times a year	8%	29
Once a year or less	6%	23
Never	4%	14
Total	100%	389

Question 11: Service Quality												
Please rate the quality of each of the following services in Surprise:	Excellent		Good		Fair		Poor		Don't know		Total	
	Police services	28%	112	45%	175	11%	42	5%	19	11%	44	100%
Fire services	39%	152	36%	141	4%	17	0%	1	21%	82	100%	393
Ambulance or emergency medical services	30%	119	37%	144	6%	23	1%	3	27%	105	100%	393
Crime prevention	13%	52	46%	179	16%	64	6%	22	19%	75	100%	391
Fire prevention and education	17%	65	33%	127	10%	40	2%	7	39%	150	100%	389
Municipal courts	9%	37	28%	110	6%	25	2%	10	54%	209	100%	391
Traffic enforcement	15%	59	43%	169	22%	85	5%	20	14%	56	100%	390
Street repair	11%	41	32%	126	37%	144	17%	68	3%	11	100%	391
Street cleaning	21%	82	52%	204	20%	79	3%	12	3%	13	100%	389
Street lighting	19%	73	49%	194	21%	83	9%	35	2%	7	100%	393
Sidewalk maintenance	18%	71	44%	171	26%	99	5%	17	7%	27	100%	385
Traffic signal timing	11%	42	36%	136	32%	122	20%	76	1%	5	100%	380
Bus or transit services	3%	11	7%	27	10%	40	23%	87	57%	217	100%	382
Garbage collection	49%	191	38%	150	7%	26	1%	5	4%	17	100%	390
Recycling	39%	151	41%	159	10%	41	2%	9	8%	30	100%	390

Question 11: Service Quality												
Please rate the quality of each of the following services in Surprise:	Excellent		Good		Fair		Poor		Don't know		Total	
	Yard waste pick-up	20%	76	27%	105	11%	43	7%	26	36%	138	100%
Storm drainage	18%	71	38%	145	23%	90	10%	38	11%	41	100%	384
Drinking water	16%	61	45%	175	22%	85	14%	53	4%	17	100%	391
Sewer services	21%	82	51%	198	20%	75	2%	6	6%	25	100%	387
Power (electric and/or gas) utility	26%	102	53%	207	17%	68	2%	8	1%	5	100%	390
City parks	28%	108	42%	163	16%	61	1%	6	13%	52	100%	389
Recreation programs or classes	17%	64	29%	111	13%	49	2%	9	39%	153	100%	388
Recreation centers or facilities	19%	74	37%	142	13%	51	1%	5	29%	113	100%	385
Land use, planning and zoning	10%	37	30%	114	24%	94	10%	37	27%	104	100%	385
Code enforcement (weeds, abandoned buildings, etc)	9%	35	30%	119	27%	106	13%	51	20%	79	100%	390
Animal control	15%	59	36%	138	16%	62	7%	26	26%	99	100%	384
Economic development	6%	22	29%	111	32%	123	12%	47	21%	79	100%	382
Health services	15%	57	42%	161	20%	78	2%	9	21%	81	100%	386
Services to seniors	15%	58	30%	115	11%	43	3%	13	41%	159	100%	388
Services to youth	10%	37	26%	102	12%	48	4%	16	48%	184	100%	387
Services to low-income people	5%	20	15%	59	14%	53	5%	18	61%	236	100%	386
Public library services	32%	123	39%	153	11%	43	1%	5	17%	66	100%	390
Public information services	15%	59	36%	140	17%	66	3%	11	29%	114	100%	389
Public schools	10%	40	25%	97	17%	67	8%	30	40%	154	100%	388
Cable television	18%	71	43%	169	18%	69	6%	25	14%	55	100%	389
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	7%	26	17%	67	13%	48	7%	25	57%	216	100%	381
Preservation of natural areas such as open space, farmlands and greenbelts	11%	42	34%	130	22%	82	10%	39	22%	85	100%	378

Question 12: Government Services Overall												
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	The City of Surprise	15%	59	58%	226	20%	78	4%	17	3%	12	100%
The Federal Government	5%	20	29%	112	30%	118	25%	98	11%	42	100%	390
The State Government	5%	19	26%	101	35%	137	23%	90	11%	44	100%	390
Maricopa County Government	6%	24	36%	139	33%	131	13%	52	12%	45	100%	390

Question 13: Contact with City Employees		
Have you had any in-person or phone contact with an employee of the City of Surprise within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents	Count
No	56%	213
Yes	44%	170
Total	100%	383

Question 14: City Employees												
What was your impression of the employee(s) of the City of Surprise in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	Knowledge	42%	71	41%	69	11%	19	5%	9	1%	2	100%
Responsiveness	45%	76	36%	62	10%	16	8%	14	1%	1	100%	169
Courtesy	54%	92	32%	54	5%	8	8%	14	1%	1	100%	169
Overall impression	49%	83	32%	53	11%	18	7%	12	1%	1	100%	168

Question 15: Government Performance												
Please rate the following categories of Surprise government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	The value of services for the taxes paid to Surprise	9%	34	38%	149	32%	122	6%	23	16%	60	100%
The overall direction that Surprise is taking	10%	37	44%	171	29%	112	10%	39	7%	28	100%	387
The job Surprise government does at welcoming citizen involvement	10%	39	29%	113	28%	109	8%	31	24%	94	100%	387
The job Surprise government does at listening to citizens	6%	23	26%	102	26%	101	12%	46	29%	113	100%	385

Question 16: Recommendation and Longevity												
Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	Recommend living in Surprise to someone who asks	54%	214	35%	140	4%	17	5%	20	1%	3	100%
Remain in Surprise for the next five years	60%	234	23%	91	6%	23	6%	23	5%	20	100%	390

Question 17: Impact of the Economy		
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents	Count
Very positive	5%	19
Somewhat positive	8%	32
Neutral	39%	153
Somewhat negative	39%	152
Very negative	9%	34
Total	100%	390

Question 18a: Policy Question 1		
To what extent do you support or oppose increasing taxes and/or fees to ensure that City services continue to be provided at current levels?	Percent of respondents	Count
Strongly support	8%	29
Somewhat support	36%	142
Somewhat oppose	22%	84
Strongly oppose	27%	107
Don't know	7%	27
Total	100%	389

Question 18b: Policy Question 2												
Please indicate how likely or unlikely you would be to do the following in Surprise:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	Use a local bus service throughout the City	11%	45	15%	58	13%	52	55%	219	5%	20	100%
Pay a fee to ride a local bus service throughout the City	14%	54	19%	74	11%	42	52%	206	5%	21	100%	396
Use commuter rail along Grand Avenue to a light rail connection in Phoenix, if you could leave your vehicle at a Park and Ride lot in Surprise	34%	133	20%	79	7%	26	36%	143	4%	14	100%	394

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	41%	158
Yes, full-time	52%	202
Yes, part-time	7%	25
Total	100%	385

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	81%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	9%
Bus, rail, subway or other public transportation	1%
Walk	0%
Bicycle	0%
Work at home	8%
Other	1%

Question D3: Length of Residency		
How many years have you lived in Surprise?	Percent of respondents	Count
Less than 2 years	15%	60
2 to 5 years	32%	125
6 to 10 years	37%	144
11 to 20 years	14%	56
More than 20 years	1%	2
Total	100%	388

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	89%	346
House attached to one or more houses (e.g., a duplex or townhome)	1%	4
Building with two or more apartments or condominiums	10%	39
Mobile home	0%	1
Other	0%	1
Total	100%	391

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	16%	60
Owned by you or someone in this house with a mortgage or free and clear	84%	321
Total	100%	381

Question D6: Monthly Housing Cost		
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)?	Percent of respondents	Count
Less than \$300 per month	4%	14
\$300 to \$599 per month	15%	56
\$600 to \$999 per month	23%	89
\$1,000 to \$1,499 per month	34%	129
\$1,500 to \$2,499 per month	20%	75
\$2,500 or more per month	4%	15
Total	100%	378

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	68%	267
Yes	32%	126
Total	100%	393

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	64%	246
Yes	36%	140
Total	100%	386

Question D9: Household Income		
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Count
Less than \$24,999	10%	37
\$25,000 to \$49,999	24%	90
\$50,000 to \$99,999	46%	168
\$100,000 to \$149,000	16%	59
\$150,000 or more	4%	14
Total	100%	369

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	90%	339
Yes, I consider myself to be Spanish, Hispanic or Latino	10%	37
Total	100%	376

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	1%	5
Asian, Asian Indian or Pacific Islander	4%	16
Black or African American	4%	16
White	82%	314
Other	10%	37
Total may exceed 100% as respondents could select more than one option		

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	2%	8
25 to 34 years	22%	86
35 to 44 years	15%	58
45 to 54 years	16%	63
55 to 64 years	15%	56
65 to 74 years	18%	68
75 years or older	12%	46
Total	100%	385

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	53%	204
Male	47%	181
Total	100%	385

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	16%	63
Yes	80%	312
Ineligible to vote	2%	7
Don't know	2%	7
Total	100%	389

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	17%	65
Yes	80%	309
Ineligible to vote	2%	9
Don't know	1%	4
Total	100%	387

APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

SURVEY VALIDITY

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by City officials.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for

service quality play a role as well as the “objective” quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident’s report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward “oppressed groups,” likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents’ tendency to report what they think the “correct” response should be.

Research on the correlation of resident opinion about service quality and “objective” ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC’s own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be “objectively” worse than the highest rated fire services (expenditures per capita, response time, “professional” status of firefighters, breadth of services and training provided). Whether or not some research confirms the relationship between what residents think about a community and what can be seen “objectively” in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

SURVEY SAMPLING

“Sampling” refers to the method by which survey recipients were chosen. All households within the City of Surprise were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within the City of Surprise boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve the City of Surprise households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of the City of Surprise boundaries were removed from consideration.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households known to be within the City of Surprise. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in 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 cover letter accompanying the questionnaire.

SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning February 19, 2010. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. Completed surveys were collected over the following five weeks.

SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

Of the 1,200 surveys mailed, 88 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,112 households receiving the survey mailings, 409 completed the survey, providing a response rate of 37%. In general, response rates obtained on local government resident surveys range from 25% to 40%.

In theory, in 95 cases out of 100, the results based on the number of responses obtained will differ by no more than five percentage points in either direction from what would have been obtained had responses been collected from all City of Surprise adults. This difference from the presumed population finding is referred to as the sampling error (or the “margin of error” or 95% confidence interval”). For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders that may affect sample findings. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

SURVEY PROCESSING (DATA ENTRY)

Completed surveys received by NRC were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

SURVEY DATA WEIGHTING

The demographic characteristics of the survey sample were compared to those found in the 2006-2008 American Community Survey Census estimates for adults in the City of Surprise. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were housing tenure, race/ethnicity, sex and age, and geographic area. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups
- The importance to the community of correct ethnic representation

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. Data weighting can adjust up to 5 demographic variables. Several different weighting “schemes” may be tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the table on the following page.

Surprise Citizen Survey Weighting Table			
Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Rent home	18%	10%	16%
Own home	82%	90%	84%
Detached unit	93%	90%	89%
Attached unit	7%	10%	11%
Race and Ethnicity			
White alone, not Hispanic	75%	87%	77%
Hispanic and/or other race	25%	13%	23%
Sex and Age			
Female	52%	60%	53%
Male	48%	40%	47%
18-34 years of age	28%	9%	24%
35-54 years of age	32%	21%	32%
55+ years of age	39%	68%	44%
Females 18-34	15%	7%	15%
Females 35-54	16%	14%	16%
Females 55+	21%	39%	22%
Males 18-34	13%	3%	10%
Males 35-54	16%	8%	16%
Males 55+	19%	30%	22%
Geographic Area			
Area 1	25%	48%	28%
Area 2	35%	22%	34%
Area 3	37%	29%	35%
Area 4	3%	1%	3%

¹ Source: 2006-2008 ACS

SURVEY DATA ANALYSIS AND REPORTING

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, NRC has found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

“Don’t Know” Responses

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 Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called “In Search of Standards.” “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the Citizen Surveys book, but also in *Public Administration Review, Journal of Policy Analysis and Management*. Scholars who specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. &

Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service—one that closes most of its cases, solves most of its crimes and keeps the crime rate low—still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Surprise to the Benchmark Database

The City of Surprise chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Surprise Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most

questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons are available, Surprise results are noted as being “above” the benchmark, “below” the benchmark or “similar to” the benchmark. This evaluation of “above,” “below” or “similar to” comes from a statistical comparison of Surprise's rating to the benchmark (the rating from all the comparison jurisdictions where a similar question was asked).

APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of Surprise.

Dear Surprise Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Surprise. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

A handwritten signature in black ink, appearing to read "Lyn Truitt", written over a horizontal line.

Lyn Truitt
Mayor

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A handwritten signature in black ink, appearing to read "Lyn Truitt", written over a horizontal line.

Lyn Truitt
Mayor



16000 N. Civic Center Plaza
Surprise, AZ 85374

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



16000 N. Civic Center Plaza
Surprise, AZ 85374

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First Class Mail
US Postage
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Boulder, CO
Permit NO. 94



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PAID
Boulder, CO
Permit NO. 94



16000 N. Civic Center Plaza
Surprise, AZ 85374
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TTY: 623-222-1002

February 2010

Dear Surprise Resident:

The City of Surprise wants to know what you think about our community and municipal government. You have been randomly selected to participate in Surprise's 2010 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the City set benchmarks for tracking the quality of services provided to residents. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Surprise residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (623) 222-1400.

Please help us shape the future of Surprise. Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink that reads "Lyn Truitt". The signature is written in a cursive style with a large, stylized "L" and "T".

Lyn Truitt
Mayor



16000 N. Civic Center Plaza
Surprise, AZ 85374
Ph 623-222-1000
Fax 623-222-1001
TTY: 623-222-1002

February 2010

Dear Surprise Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Surprise wants to know what you think about our community and municipal government. You have been randomly selected to participate in the City of Surprise's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the City set benchmarks for tracking the quality of services provided to residents. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Surprise residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

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Please help us shape the future of Surprise. Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink that reads "Lyn Truitt". The signature is stylized and includes a large, sweeping flourish at the end.

Lyn Truitt
Mayor

The City of Surprise 2010 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Surprise:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Surprise as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Surprise as a place to raise children	1	2	3	4	5
Surprise as a place to work.....	1	2	3	4	5
Surprise as a place to retire	1	2	3	4	5
The overall quality of life in Surprise.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Surprise as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sense of community.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Overall appearance of Surprise	1	2	3	4	5
Cleanliness of Surprise.....	1	2	3	4	5
Overall quality of new development in Surprise.....	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Overall quality of business and service establishments in Surprise	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Ease of car travel in Surprise.....	1	2	3	4	5
Ease of bus travel in Surprise.....	1	2	3	4	5
Ease of bicycle travel in Surprise	1	2	3	4	5
Ease of walking in Surprise.....	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Traffic flow on major streets.....	1	2	3	4	5
Amount of public parking	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Availability of affordable quality child care	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of preventative health services.....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Quality of overall natural environment in Surprise.....	1	2	3	4	5
Overall image or reputation of Surprise.....	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Surprise over the past 2 years:

	<i>Much too slow</i>	<i>Somewhat too slow</i>	<i>Right amount</i>	<i>Somewhat too fast</i>	<i>Much too fast</i>	<i>Don't know</i>
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.).....	1	2	3	4	5	6
Jobs growth.....	1	2	3	4	5	6

4. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Surprise?
 Not a problem Minor problem Moderate problem Major problem Don't know

5. Please rate how safe or unsafe you feel from the following in Surprise:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Environmental hazards, including toxic waste.....	1	2	3	4	5	6

6. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark.....	1	2	3	4	5	6
In Surprise's downtown area during the day.....	1	2	3	4	5	6
In Surprise's downtown area after dark	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?
 No → Go to Question 9 Yes → Go to Question 8 Don't know → Go to Question 9

8. If yes, was this crime (these crimes) reported to the police?
 No Yes Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Surprise?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Surprise public libraries or their services	1	2	3	4	5
Used Surprise recreation centers	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood park or City park.....	1	2	3	4	5
Ridden a local bus within Surprise	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television	1	2	3	4	5
Read the Surprise Newsletter (<i>Progress Magazine</i>)	1	2	3	4	5
Visited the City of Surprise Web site (at www.surpriseaz.com)	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group or activity in Surprise	1	2	3	4	5
Participated in religious or spiritual activities in Surprise	1	2	3	4	5
Participated in a club or civic group in Surprise	1	2	3	4	5
Provided help to a friend or neighbor	1	2	3	4	5

10. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?

- Just about every day
 Several times a week
 Several times a month
 Once a month
 Several times a year
 Once a year or less
 Never

The City of Surprise 2010 Citizen Survey

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Municipal courts	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Power (electric and/or gas) utility	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Public schools.....	1	2	3	4	5
Cable television	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5

12. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Surprise	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5
Maricopa County Government.....	1	2	3	4	5

13. Have you had any in-person or phone contact with an employee of the City of Surprise within the last 12 months (including police, receptionists, planners or any others)?

- No → Go to Question 15 Yes → Go to Question 14

14. What was your impression of the employee(s) of the City of Surprise in your most recent contact? (Rate each characteristic below.)

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

15. Please rate the following categories of Surprise government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Surprise.....	1	2	3	4	5
The overall direction that Surprise is taking.....	1	2	3	4	5
The job Surprise government does at welcoming citizen involvement.....	1	2	3	4	5
The job Surprise government does at listening to citizens.....	1	2	3	4	5

16. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Surprise to someone who asks.....	1	2	3	4	5
Remain in Surprise for the next five years.....	1	2	3	4	5

17. 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 Somewhat positive Neutral Somewhat negative Very negative

18. Please check the response that comes closest to your opinion for each of the following questions:

a. To what extent do you support or oppose increasing taxes and/or fees to ensure that City services continue to be provided at current levels?

- Strongly support
 Somewhat support
 Somewhat oppose
 Strongly oppose
 Don't know

b. Please indicate how likely or unlikely you would be to do the following in Surprise:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Use a local bus service throughout the City.....	1	2	3	4	5
Pay a fee to ride a local bus service throughout the City.....	1	2	3	4	5
Use commuter rail along Grand Avenue to a light rail connection in Phoenix, if you could leave your vehicle at a Park and Ride lot in Surprise.....	1	2	3	4	5

c. 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?

1. _____
2. _____
3. _____

The City of Surprise 2010 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. Are you currently employed for pay?

- No → Go to Question D3
- Yes, full time → Go to Question D2
- Yes, part time → Go to Question D2

D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)

- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself days
- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults days
- Bus, Rail, Subway or other public transportation days
- Walk days
- Bicycle days
- Work at home days
- Other days

D3. How many years have you lived in Surprise?

- Less than 2 years 11-20 years
- 2-5 years More than 20 years
- 6-10 years

D4. Which best describes the building you live in?

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condominiums
- Mobile home
- Other

D5. Is this house, apartment or mobile home...

- Rented for cash or occupied without cash payment?
- Owned by you or someone in this house with a mortgage or free and clear?

D6. 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 \$300 per month
- \$300 to \$599 per month
- \$600 to \$999 per month
- \$1,000 to \$1,499 per month
- \$1,500 to \$2,499 per month
- \$2,500 or more per month

D7. Do any children 17 or under live in your household?

- No Yes

D8. Are you or any other members of your household aged 65 or older?

- No Yes

D9. 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 \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more

Please respond to both question D10 and D11:

D10. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
- Yes, I consider myself to be Spanish, Hispanic or Latino

D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be)

- American Indian or Alaskan Native
- Asian, Asian Indian or Pacific Islander
- Black or African American
- White
- Other

D12. In which category is your age?

- 18-24 years 55-64 years
- 25-34 years 65-74 years
- 35-44 years 75 years or older
- 45-54 years

D13. What is your sex?

- Female
- Male

D14. Are you registered to vote in your jurisdiction?

- No
- Yes
- Ineligible to vote
- Don't know

D15. Many people don't have time to vote in elections. Did you vote in the last general election?

- No
- Yes
- Ineligible to vote
- Don't know

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



16000 N. Civic Center Plaza
Surprise, AZ 85374

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