



CITY OF SURPRISE, AZ 2010

Report of Demographic Subgroup Comparisons

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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

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

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

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

One of the add-on options that Surprise chose was to have crosstabulations of evaluative questions 1-18 by demographic questions D3 (number of years in Surprise), D5 (rent or own home), D12 (age of respondent), and D15 (voter participation).

UNDERSTANDING THE RESULTS

“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.

UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

| Question 1: Quality of Life (Percent "excellent" or "good") | | | | | | | | | | |
|---------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| Please rate each of the following aspects of quality of life in Surprise: | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| Surprise as a place to live | 91% | 96% | 75% | 95% | 90% | 98% | 88% | 90% | 93% | 90% |
| Your neighborhood as a place to live | 87% | 88% | 83% | 80% | 88% | 79% | 87% | 92% | 80% | 89% |
| Surprise as a place to raise children | 84% | 80% | 66% | 81% | 81% | 93% | 71% | 82% | 86% | 79% |
| Surprise as a place to work | 58% | 47% | 29% | 72% | 46% | 68% | 44% | 43% | 64% | 46% |
| Surprise as a place to retire | 79% | 84% | 79% | 89% | 80% | 81% | 72% | 87% | 86% | 79% |
| The overall quality of life in Surprise | 88% | 89% | 80% | 89% | 87% | 97% | 81% | 89% | 94% | 86% |

| Question 2: Community Characteristics (Percent "excellent" or "good") | | | | | | | | | | |
|------------------------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| Please rate each of the following characteristics as they relate to Surprise as a whole: | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| Sense of community | 72% | 67% | 55% | 76% | 67% | 67% | 65% | 71% | 67% | 68% |
| Openness and acceptance of the community towards people of diverse backgrounds | 79% | 85% | 69% | 75% | 81% | 87% | 77% | 78% | 87% | 78% |
| Overall appearance of Surprise | 87% | 87% | 54% | 97% | 80% | 82% | 89% | 79% | 91% | 80% |
| Cleanliness of Surprise | 89% | 89% | 76% | 87% | 87% | 88% | 89% | 85% | 91% | 86% |
| Overall quality of new development in Surprise | 75% | 70% | 58% | 90% | 67% | 80% | 68% | 67% | 76% | 69% |
| Variety of housing options | 76% | 80% | 79% | 83% | 77% | 86% | 72% | 79% | 79% | 77% |
| Overall quality of business and service establishments in Surprise | 68% | 69% | 53% | 85% | 62% | 62% | 65% | 68% | 76% | 63% |
| Shopping opportunities | 56% | 46% | 51% | 76% | 47% | 55% | 47% | 53% | 63% | 48% |
| Opportunities to attend cultural activities | 43% | 39% | 30% | 54% | 37% | 31% | 45% | 41% | 44% | 38% |
| Recreational opportunities | 70% | 77% | 64% | 82% | 70% | 68% | 71% | 76% | 82% | 69% |
| Employment opportunities | 25% | 25% | 18% | 37% | 21% | 34% | 19% | 21% | 36% | 19% |

| Question 2: Community Characteristics (Percent "excellent" or "good") | | | | | | | | | | |
|------------------------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| Please rate each of the following characteristics as they relate to Surprise as a whole: | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| Educational opportunities | 49% | 40% | 40% | 55% | 42% | 44% | 37% | 51% | 46% | 42% |
| Opportunities to participate in social events and activities | 59% | 66% | 64% | 59% | 63% | 58% | 57% | 69% | 61% | 62% |
| Opportunities to participate in religious or spiritual events and activities | 78% | 87% | 75% | 88% | 80% | 88% | 72% | 84% | 76% | 81% |
| Opportunities to volunteer | 69% | 82% | 74% | 77% | 75% | 67% | 75% | 79% | 72% | 75% |
| Opportunities to participate in community matters | 61% | 64% | 70% | 65% | 63% | 66% | 60% | 66% | 64% | 63% |
| Ease of car travel in Surprise | 46% | 35% | 33% | 53% | 37% | 42% | 29% | 46% | 46% | 36% |
| Ease of bus travel in Surprise | 20% | 10% | 12% | 25% | 12% | 24% | 9% | 15% | 15% | 13% |
| Ease of bicycle travel in Surprise | 50% | 36% | 37% | 62% | 39% | 60% | 41% | 35% | 57% | 40% |
| Ease of walking in Surprise | 61% | 57% | 49% | 67% | 56% | 58% | 57% | 59% | 60% | 57% |
| Availability of paths and walking trails | 52% | 52% | 39% | 57% | 50% | 60% | 47% | 50% | 53% | 50% |
| Traffic flow on major streets | 35% | 23% | 18% | 33% | 27% | 36% | 24% | 27% | 32% | 26% |
| Amount of public parking | 63% | 56% | 51% | 68% | 58% | 68% | 61% | 54% | 58% | 59% |
| Availability of affordable quality housing | 74% | 71% | 66% | 78% | 71% | 72% | 77% | 68% | 77% | 70% |
| Availability of affordable quality child care | 59% | 58% | 49% | 66% | 56% | 65% | 52% | 59% | 45% | 58% |
| Availability of affordable quality health care | 62% | 71% | 73% | 51% | 71% | 82% | 56% | 70% | 59% | 69% |
| Availability of affordable quality food | 76% | 77% | 69% | 74% | 76% | 80% | 76% | 73% | 74% | 76% |
| Availability of preventive health services | 67% | 72% | 73% | 59% | 72% | 82% | 66% | 68% | 59% | 73% |
| Air quality | 65% | 59% | 60% | 68% | 63% | 73% | 70% | 52% | 62% | 62% |
| Quality of overall natural environment in Surprise | 72% | 66% | 61% | 76% | 67% | 69% | 69% | 69% | 71% | 66% |
| Overall image or reputation of Surprise | 82% | 67% | 64% | 85% | 72% | 76% | 75% | 73% | 75% | 72% |

| Question 3: Growth (Percent "too fast") | | | | | | | | | | |
|------------------------------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| Please rate the speed of growth in the following categories in Surprise over the past 2 years: | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| Population growth | 41% | 60% | 69% | 62% | 52% | 51% | 51% | 56% | 49% | 54% |
| Retail growth (stores, restaurants, etc.) | 13% | 9% | 17% | 13% | 11% | 4% | 9% | 17% | 10% | 13% |
| Jobs growth | 2% | 2% | 6% | 2% | 2% | 0% | 0% | 6% | 6% | 1% |

| Question 4: Code Enforcement (Percent at least a "minor" problem) | | | | | | | | | | |
|------------------------------------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Surprise? | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Surprise? | 75% | 83% | 87% | 58% | 83% | 90% | 77% | 73% | 71% | 81% |

| Question 5: Community Safety (Percent "very" or "somewhat" safe) | | | | | | | | | | |
|-------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| Please rate how safe or unsafe you feel from the following in Surprise: | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| Violent crime (e.g., rape, assault, robbery) | 82% | 85% | 72% | 91% | 81% | 85% | 77% | 84% | 83% | 82% |
| Property crimes (e.g., burglary, theft) | 72% | 67% | 52% | 73% | 66% | 66% | 62% | 72% | 75% | 66% |
| Environmental hazards, including toxic waste | 79% | 83% | 77% | 82% | 80% | 86% | 82% | 77% | 86% | 80% |

| Question 6: Personal Safety (Percent "very" or "somewhat" safe) | | | | | | | | | | |
|-----------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| Please rate how safe or unsafe you feel: | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| In your neighborhood during the day | 91% | 94% | 91% | 86% | 93% | 92% | 91% | 94% | 93% | 94% |
| In your neighborhood after dark | 80% | 86% | 83% | 77% | 84% | 76% | 84% | 85% | 78% | 86% |
| In Surprise's downtown area during the day | 86% | 85% | 85% | 85% | 86% | 87% | 86% | 85% | 95% | 85% |
| In Surprise's downtown area after dark | 66% | 62% | 58% | 68% | 64% | 77% | 63% | 56% | 72% | 64% |

| Questions 7 and 8: Crime Victimization and Reporting (Percent "yes") | | | | | | | | | | |
|----------------------------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| During the past twelve months, were you or anyone in your household the victim of any crime? | 8% | 7% | 1% | 5% | 7% | 8% | 9% | 4% | 8% | 7% |
| If yes, was this crime (these crimes) reported to the police? | 92% | 94% | 100% | 100% | 92% | 100% | 100% | 72% | 100% | 92% |

| Question 9: Resident Behaviors (Percent at least once in past 12 months) | | | | | | | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Surprise? | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| Used Surprise public libraries or their services | 67% | 72% | 71% | 66% | 70% | 58% | 76% | 71% | 77% | 69% |
| Used Surprise recreation centers | 58% | 60% | 42% | 57% | 57% | 62% | 64% | 48% | 68% | 55% |
| Participated in a recreation program or activity | 45% | 41% | 27% | 41% | 42% | 51% | 43% | 34% | 50% | 39% |
| Visited a neighborhood park or City park | 84% | 83% | 63% | 80% | 81% | 94% | 86% | 69% | 83% | 81% |
| Ridden a local bus within Surprise | 6% | 3% | 1% | 16% | 2% | 4% | 4% | 4% | 3% | 5% |
| Attended a meeting of local elected officials or other local public meeting | 18% | 22% | 29% | 7% | 23% | 11% | 21% | 26% | 11% | 24% |
| Watched a meeting of local elected officials or other local public meeting on cable television | 38% | 50% | 60% | 41% | 46% | 27% | 42% | 58% | 32% | 49% |
| Read Surprise Newsletter (Progress Magazine) | 84% | 95% | 90% | 85% | 90% | 83% | 92% | 90% | 90% | 90% |
| Visited the City of Surprise Web site (at www.surpriseaz.com) | 65% | 78% | 53% | 72% | 68% | 81% | 73% | 55% | 66% | 71% |
| Recycled used paper, cans or bottles from your home | 90% | 93% | 83% | 75% | 93% | 91% | 97% | 85% | 89% | 92% |
| Volunteered your time to some group or activity in Surprise | 27% | 32% | 33% | 26% | 30% | 18% | 33% | 35% | 26% | 31% |
| Participated in religious or spiritual activities in Surprise | 49% | 44% | 45% | 36% | 47% | 48% | 39% | 50% | 30% | 51% |
| Participated in a club or civic group in Surprise | 18% | 30% | 26% | 19% | 24% | 19% | 11% | 36% | 15% | 26% |
| Provided help to a friend or neighbor | 83% | 97% | 97% | 72% | 93% | 85% | 86% | 96% | 84% | 93% |

| Question 10: Neighborliness (Percent at least once per month) | | | | | | | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| 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)? | 81% | 84% | 91% | 70% | 85% | 77% | 78% | 90% | 78% | 84% |

| Question 11: Service Quality (Percent "excellent" or "good") | | | | | | | | | | |
|------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| Please rate the quality of each of the following services in Surprise: | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| Police services | 80% | 88% | 74% | 91% | 81% | 73% | 77% | 93% | 80% | 82% |
| Fire services | 89% | 98% | 100% | 100% | 94% | 90% | 94% | 98% | 100% | 94% |
| Ambulance or emergency medical services | 88% | 94% | 95% | 90% | 92% | 91% | 86% | 96% | 93% | 91% |
| Crime prevention | 73% | 77% | 66% | 91% | 70% | 62% | 72% | 82% | 78% | 72% |
| Fire prevention and education | 75% | 87% | 76% | 98% | 76% | 74% | 80% | 83% | 100% | 76% |
| Municipal courts | 79% | 82% | 86% | 84% | 81% | 92% | 80% | 75% | 88% | 78% |
| Traffic enforcement | 69% | 74% | 61% | 82% | 68% | 74% | 69% | 68% | 86% | 65% |
| Street repair | 52% | 37% | 38% | 66% | 40% | 53% | 41% | 42% | 59% | 41% |
| Street cleaning | 77% | 77% | 70% | 81% | 76% | 90% | 72% | 72% | 82% | 75% |
| Street lighting | 67% | 73% | 68% | 68% | 71% | 73% | 55% | 79% | 61% | 71% |
| Sidewalk maintenance | 74% | 63% | 61% | 83% | 65% | 74% | 58% | 72% | 64% | 67% |
| Traffic signal timing | 53% | 48% | 30% | 61% | 45% | 62% | 38% | 46% | 53% | 45% |
| Bus or transit services | 26% | 22% | 14% | 25% | 22% | 24% | 22% | 24% | 32% | 18% |
| Garbage collection | 88% | 96% | 94% | 87% | 93% | 100% | 81% | 97% | 92% | 93% |
| Recycling | 83% | 89% | 92% | 80% | 88% | 93% | 80% | 88% | 83% | 88% |
| Yard waste pick-up | 70% | 76% | 72% | 72% | 73% | 91% | 51% | 77% | 78% | 71% |
| Storm drainage | 59% | 67% | 62% | 71% | 61% | 61% | 54% | 71% | 70% | 62% |
| Drinking water | 59% | 63% | 72% | 77% | 61% | 68% | 57% | 65% | 71% | 60% |
| Sewer services | 72% | 85% | 76% | 77% | 78% | 86% | 67% | 81% | 79% | 77% |

| Question 11: Service Quality (Percent "excellent" or "good") | | | | | | | | | | |
|------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| Please rate the quality of each of the following services in Surprise: | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| Power (electric and/or gas) utility | 71% | 89% | 89% | 80% | 80% | 80% | 70% | 89% | 78% | 80% |
| City parks | 76% | 84% | 84% | 84% | 80% | 78% | 78% | 85% | 80% | 80% |
| Recreation programs or classes | 72% | 78% | 79% | 88% | 72% | 76% | 70% | 80% | 81% | 73% |
| Recreation centers or facilities | 79% | 79% | 82% | 84% | 78% | 85% | 74% | 81% | 86% | 78% |
| Land use, planning and zoning | 63% | 52% | 36% | 74% | 50% | 67% | 52% | 48% | 66% | 51% |
| Code enforcement (weeds, abandoned buildings, etc) | 58% | 43% | 39% | 66% | 47% | 57% | 41% | 52% | 58% | 46% |
| Animal control | 75% | 65% | 57% | 73% | 69% | 81% | 59% | 73% | 69% | 69% |
| Economic development | 47% | 44% | 36% | 64% | 40% | 49% | 38% | 45% | 55% | 40% |
| Health services | 71% | 71% | 76% | 82% | 70% | 76% | 61% | 77% | 75% | 71% |
| Services to seniors | 76% | 73% | 83% | 89% | 73% | 87% | 70% | 77% | 90% | 73% |
| Services to youth | 68% | 65% | 75% | 92% | 62% | 70% | 63% | 73% | 79% | 62% |
| Services to low-income people | 48% | 59% | 65% | 68% | 50% | 57% | 49% | 59% | 56% | 50% |
| Public library services | 82% | 90% | 86% | 92% | 85% | 90% | 82% | 88% | 93% | 84% |
| Public information services | 69% | 76% | 75% | 89% | 70% | 76% | 67% | 77% | 72% | 72% |
| Public schools | 63% | 50% | 63% | 86% | 52% | 57% | 51% | 68% | 63% | 55% |
| Cable television | 69% | 78% | 65% | 74% | 71% | 86% | 66% | 71% | 82% | 70% |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 48% | 66% | 48% | 54% | 56% | 56% | 52% | 60% | 41% | 57% |
| Preservation of natural areas such as open space, farmlands and greenbelts | 66% | 55% | 49% | 72% | 56% | 78% | 50% | 53% | 66% | 57% |

Question 12: Government Services Overall (Percent "excellent" or "good")

| Overall, how would you rate the quality of the services provided by each of the following? | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
|--------------------------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| The City of Surprise | 76% | 76% | 67% | 82% | 74% | 80% | 71% | 76% | 80% | 74% |
| The Federal Government | 40% | 38% | 30% | 54% | 35% | 47% | 30% | 40% | 40% | 37% |
| The State Government | 43% | 31% | 22% | 53% | 32% | 52% | 28% | 30% | 44% | 32% |
| Maricopa County Government | 55% | 39% | 48% | 63% | 44% | 62% | 43% | 44% | 61% | 44% |

Question 13: Contact with City Employees (Percent "yes")

| | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| 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)? | 46% | 40% | 50% | 48% | 44% | 48% | 59% | 31% | 39% | 47% |

Question 14: City Employees (Percent "excellent" or "good")

| What was your impression of the employee(s) of the City of Surprise in your most recent contact? | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
|--------------------------------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| Knowledge | 86% | 87% | 72% | 91% | 84% | 91% | 79% | 88% | 84% | 84% |
| Responsiveness | 80% | 89% | 75% | 88% | 82% | 83% | 77% | 91% | 77% | 83% |
| Courtesy | 84% | 89% | 92% | 88% | 87% | 87% | 85% | 92% | 91% | 86% |
| Overall impression | 81% | 87% | 75% | 88% | 82% | 83% | 78% | 89% | 80% | 82% |

| Question 15: Government Performance (Percent "excellent" or "good") | | | | | | | | | | |
|--------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| Please rate the following categories of Surprise government performance: | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| The value of services for the taxes paid to Surprise | 58% | 55% | 54% | 52% | 58% | 61% | 44% | 63% | 61% | 57% |
| The overall direction that Surprise is taking | 63% | 59% | 43% | 61% | 58% | 61% | 56% | 59% | 64% | 58% |
| The job Surprise government does at welcoming citizen involvement | 48% | 53% | 64% | 52% | 53% | 57% | 54% | 49% | 55% | 53% |
| The job Surprise government does at listening to citizens | 47% | 47% | 40% | 51% | 46% | 54% | 48% | 43% | 49% | 47% |

| Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely) | | | | | | | | | | |
|---------------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| Please indicate how likely or unlikely you are to do each of the following: | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| Recommend living in Surprise to someone who asks | 90% | 95% | 81% | 92% | 91% | 96% | 83% | 95% | 91% | 91% |
| Remain in Surprise for the next five years | 89% | 90% | 80% | 91% | 88% | 98% | 77% | 92% | 88% | 88% |

| Question 17: Impact of the Economy (Percent "somewhat" or "very" positive) | | | | | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| 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: | 13% | 14% | 12% | 12% | 13% | 14% | 10% | 16% | 17% | 12% |

| Question 18a: Policy Question 1 (Percent "somewhat" or "strongly" support) | | | | | | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| 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? | 50% | 48% | 39% | 61% | 46% | 66% | 37% | 46% | 54% | 46% |

| Question 18b: Policy Question 2 (Percent "somewhat" or "very" likely) | | | | | | | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------|--------------------|------------------|-----|-------|-------|-----|------------------------------------|-----|
| | Number of years in Surprise | | | Rent or own home | | Age | | | Voted in the last general election | |
| | 5 years or less | 6 to 10 years | More than 11 years | Rent | Own | 18-34 | 35-54 | 55+ | No | Yes |
| Use a local bus service throughout the City | 32% | 23% | 30% | 33% | 27% | 25% | 29% | 29% | 31% | 26% |
| Pay a fee to ride a local bus service throughout the City | 40% | 29% | 33% | 51% | 31% | 33% | 32% | 37% | 37% | 33% |
| 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 | 61% | 52% | 50% | 60% | 55% | 53% | 57% | 58% | 45% | 58% |