

2007 City of Peoria DirectionFinder® Survey

Final Report



conducted for

the City of
Peoria, Arizona

by
ETC Institute

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2007 DirectionFinder® Survey

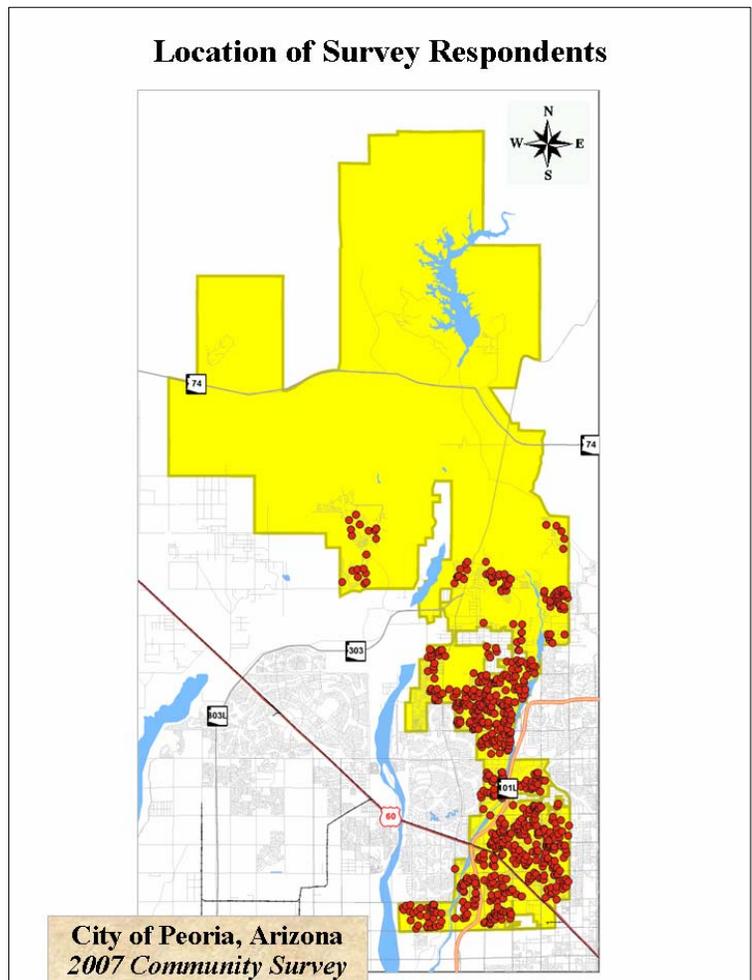
Executive Summary

Purpose and Methodology

ETC Institute administered a community survey for the City of Peoria during the spring of 2007. The purpose of the survey was to assess satisfaction with the quality of City services and to gather input about priorities for the community.

The survey was administered by phone to a random sample of residents between April 11-24, 2007. All participants were at least age 18, registered to vote in the City of Peoria, and not employed by the City. Screening questions were included at the beginning of the survey to ensure that respondents met these criteria. A total of 811 registered voters completed survey. The overall results of the survey have a precision of at least +/-3.5% at the 95% level of confidence.

In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.



The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Peoria with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion*”.

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- benchmarking data that shows how the results for Peoria compare to other cities
- GIS maps that show the results of selected questions as maps of the City
- importance-satisfaction analysis and matrices
- tables that show the results for each question on the survey
- a copy of the survey instrument.

Crosstabulations that show the results for selected demographic variables are provided in a separate appendix.

Major Findings

- **Overall Satisfaction with the Quality of Life in Peoria.** Residents of Peoria were generally more satisfied with the overall quality of life in the city than residents in other U.S. cities. Eighty-three percent (83%) of those surveyed *who had an opinion* were satisfied (ratings of 4 or 5 on a 5-point scale) with the overall quality of life in Peoria compared to a national average of 75%.
- **Overall Satisfaction with Major City Services.** Ninety-five percent (95%) of those surveyed *who had an opinion* were satisfied (ratings of 4 or 5 on a 5-point scale) with the quality of fire protection services; 83% were satisfied with the quality of customer service received from City employees, 82% were satisfied with the quality of police services, and 82% were satisfied with the quality of parks and recreation programs and facilities. Residents were least satisfied with the flow of traffic and ease of getting around town (33%).

- **City Services that residents thought should receive the most increase in emphasis over the next two years.** The major categories of city services that residents thought should receive the most increase in emphasis from the City of Peoria over the next two years were: (1) flow of traffic and ease of getting around town, (2) maintenance of Peoria's streets/infrastructure, and (3) quality of garbage and refuse collection services.
- **Compared to other communities, residents of Peoria generally thought they receive better value for their city taxes.** Sixty-eight percent (68%) of the residents surveyed *who had an opinion* indicated that they were satisfied (ratings of 4 or 5 on a 5-point scale) with the overall value they receive for their City taxes, which was significantly higher than the national average of 45%.
- **Public Safety.** Most residents of Peoria indicated that they feel safe in their neighborhood. Ninety-one percent (91%) of the residents surveyed *who had an opinion* indicated that they felt safe (ratings of 4 or 5 on a 5-point scale) in their neighborhood during the day compared to a national average of 87%. Eighty-two percent (82%) indicated they felt safe in their neighborhood at night compared to a national average of 73%. Seventy-three percent (73%) indicated they felt safe in City parks compared to the national average of 47%.
 - **Police Services.** Eighty-one percent (81%) of those surveyed *who had an opinion* were satisfied with the quality of police protection provided by the City.
 - **Fire Services.** Ninety-three percent (93%) of those surveyed, *who had an opinion*, were satisfied with the quality of local fire protection provided by the City.
 - **Emergency Medical Services.** Ninety-one percent (91%) of those surveyed, who had an opinion, were satisfied with the overall quality of emergency medical services in Peoria.
- **Public Safety Services that residents thought should receive the most increase in emphasis over the next two years.** The Public Safety Services that residents thought should receive the most emphasis over the next two years were: (1) the enforcement of local traffic laws, (2) the City's efforts to prevent crime, and (3) the quality of police protection provided by the City.

- **Maintenance.** Seventy-seven percent (77%) of those surveyed *who had an opinion*, were satisfied (ratings of 4 or 5 on a 5-point scale) with the cleanliness of streets and other public areas; 76% were satisfied with the adequacy of street lighting along City streets, and 76% were satisfied with the condition of City street signs/traffic signals. Residents were least satisfied with the condition of major streets in the City (56%). The maintenance service that residents felt should receive the most increase in emphasis over the next two years was the condition of major streets in the City.
- **Communication Services.** Residents were generally satisfied with communication services provided by the City of Peoria. Eighty-three percent (83%) of those surveyed, *who had an opinion*, were satisfied (ratings of 4 or 5 on a 5-point scale) with the information that is available about City programs and services compared to the national average of 55%. Seventy-four percent (74%) of those surveyed were satisfied with the City's efforts to keep them informed about local issues compared to the national average of 53%.
- **Parks and Recreation Services.** Eighty-seven percent (87%) of those surveyed *who had an opinion* were satisfied (ratings of 4 or 5 on a 5-point scale) with the maintenance of City parks; 83% were satisfied with the location of City parks, and 81% were satisfied with the City's outdoor athletic fields. Residents were least satisfied with the availability of Peoria's recreation centers (62%). The parks and recreation service that residents felt should receive the most increase in emphasis over the next two years was walking and biking trails in the City.

Other Findings.

- **How Residents Rated Peoria as a Place to Raise Children.** Eighty-seven percent (87%) of those surveyed, *who had an opinion*, thought that Peoria was an "excellent" or "good" place to raise children compared to the national average of 71%.
- **Satisfaction with the Mayor and City Council.** Residents were generally satisfied with the job that the Mayor and City Council are doing. Seventy-three percent (73%) of those surveyed indicated that they were either "very satisfied" or "satisfied" with the performance of the Mayor and City Council; 15% were dissatisfied, and 12% did not have an opinion.

- **Satisfaction with City Employees.** Among residents who had contact with a city employee during the past 12 months, eighty-three percent (83%) were satisfied (ratings of 4 or 5 on a 5-point scale) with the way they were treated.
- **Where Respondents Get Information about City Issues and Services.** The top three sources of information for residents about City issues and services were: the *Peoria Focus* newsletter (56%), the *Arizona Republic* (43%), and local television news (35%). The percentage exceeds 100% because respondents were allowed to select more than one source of information.
- **Usage of the City’s Website and Cable Television Channel.** Nearly half (45%) of those surveyed indicated that they had visited the City’s website (www.peoriaaz.gov) during the past year and 44% indicated that they had watched the City’s cable television channel (Channel 11) during the past year.

Factors That May Help Predict Satisfaction with City Services

Regression analysis was performed to help identify which services provided by the City of Peoria most influenced overall satisfaction with city services. This analysis was performed by testing the independent effect of specific services provided by the City upon the following:

- Satisfaction with the Overall Quality of City Services (#23)
- Overall Satisfaction with Parks and Recreation Programs/Facilities (#12)
- Overall Satisfaction with Police Services (#10)
- Overall Satisfaction with City Maintenance (#13)

The findings from the regression analysis are summarized below. The number (#) in parenthesis corresponds to the question number on the survey.

Satisfaction with the Overall Quality of City Services. Among all city services that were assessed on the survey, nine factors had a significant effect on the rating that residents gave for the “overall quality of services provided by the City of Peoria” (#23).

The two factors that had the greatest effect were:

- Satisfaction with the condition of major streets (#56)
- Satisfaction with the quality of police protection (#33)

Other factors that were important included:

- Feeling of safety in your neighborhood during the day (#29)
- Satisfaction with the adequacy of street lighting (#60)
- Satisfaction with the enforcement of local traffic laws (#34)
- Satisfaction with the availability of recreation centers (#45)
- Satisfaction with the quality of Peoria's libraries (#49)
- Satisfaction with animal control services (#39)
- Satisfaction with the quality of emergency medical services in Peoria (#36)

Satisfaction with the Overall Quality of Parks and Recreation. Among the eight parks and recreation services that were assessed on the survey, four factors had a significant effect on the rating that residents gave for “the overall quality of parks and recreation programs/facilities” (#12).

The two factors that had the greatest effect were:

- Satisfaction with the maintenance of parks (#42)
- Satisfaction with the location of parks (#43)

Other factors that were important included:

- Satisfaction with the quality of recreation programs (#48)
- Satisfaction with walking/biking trails (#44)

Satisfaction with the Overall Quality of City Maintenance. Among the six maintenance services that were assessed on the survey, four factors had a significant effect on the rating that residents gave for “the overall quality of city maintenance” (#13).

The two factors that had the greatest effect were:

- Satisfaction with the condition of major streets (#56)
- Satisfaction with the condition of streets in neighborhoods (#57)

Other factors that were important included:

- Satisfaction with the maintenance of landscaping along streets (#59)
- Satisfaction with the adequacy of street lighting along streets (#60)

Satisfaction with the Overall Quality of Police Services. Among the nine public safety services that were assessed on the survey, three factors had a significant and relatively equal effect on the rating that residents gave for “the overall quality of police services” (#10). These three factors were:

- Satisfaction with how quickly public safety personnel respond (#38)
- Satisfaction with Peoria's efforts to prevent crime (#37)
- Satisfaction with the enforcement of local traffic laws (#34)

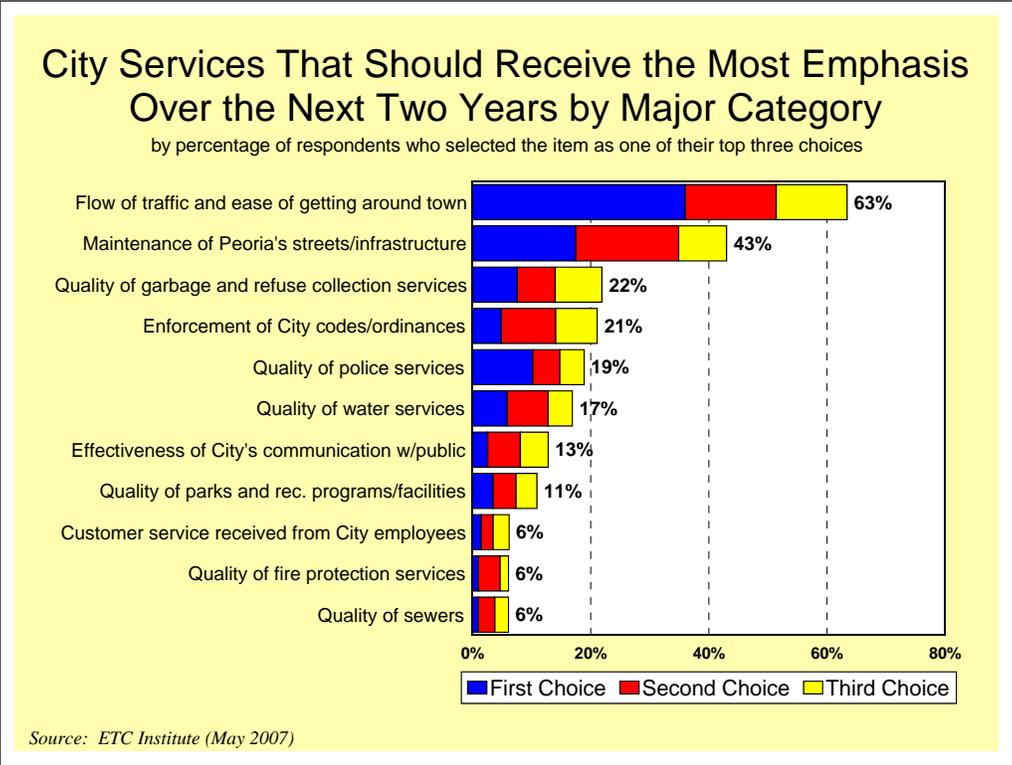
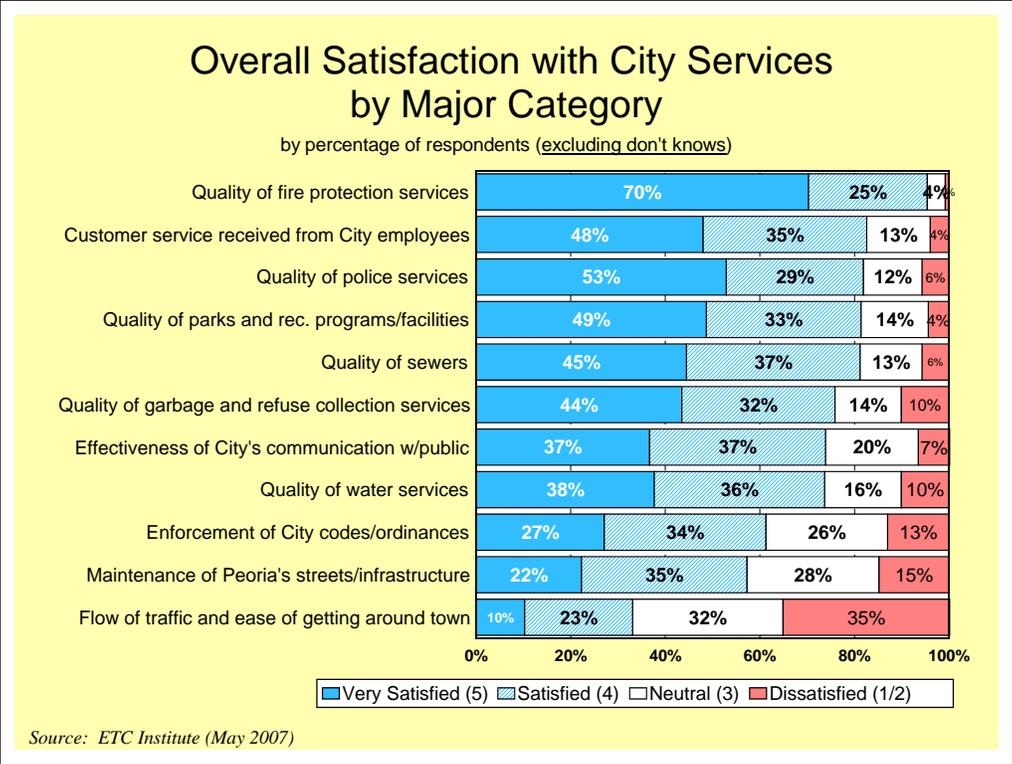
Implications of the Regression Analysis. City leaders can use the results of this analysis to understand which services are likely to have the most impact on overall satisfaction with city services. By sustaining high levels of satisfaction in areas such as police protection or making improvements in areas such as the condition of city streets, the City will increase the probability that overall satisfaction with city services will remain high or improve.

Section 1:
Charts and Graphs

City of Peoria
**2007 DirectionFinder
Survey Results**

Overall Ratings

Source: ETC Institute (May 2007)

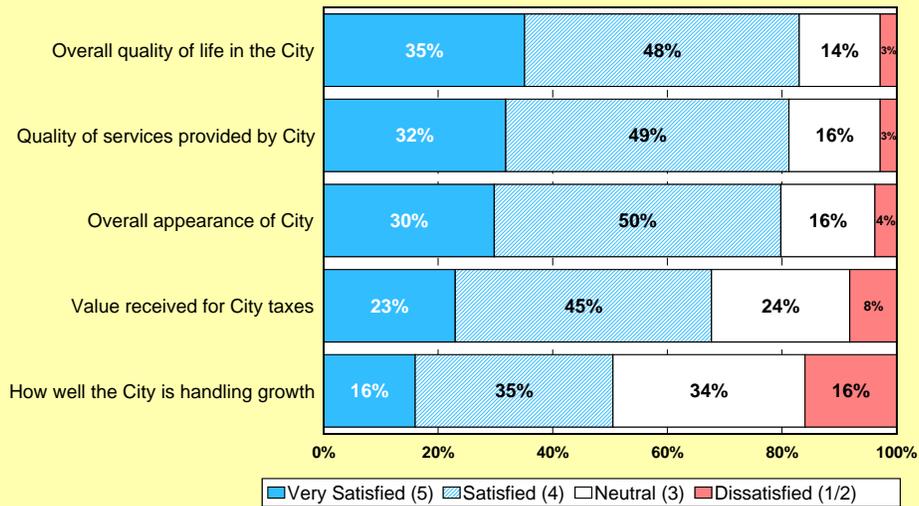


Perceptions of the City

Source: ETC Institute (May 2007)

Satisfaction with Items That Influence Perceptions of the City

by percentage of respondents (excluding don't knows)



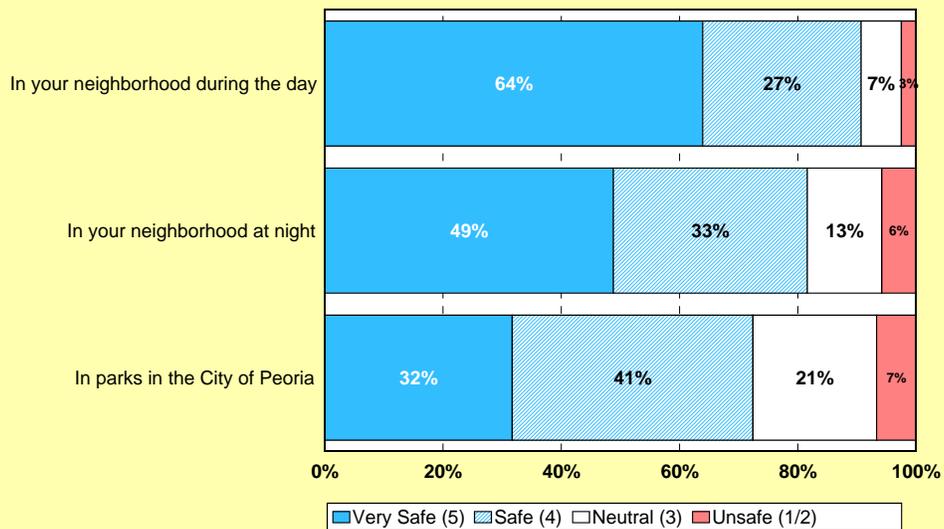
Source: ETC Institute (May 2007)

Perceptions of Safety

Source: ETC Institute (May 2007)

Residents Perceptions of Safety

by percentage of respondents (excluding don't knows)



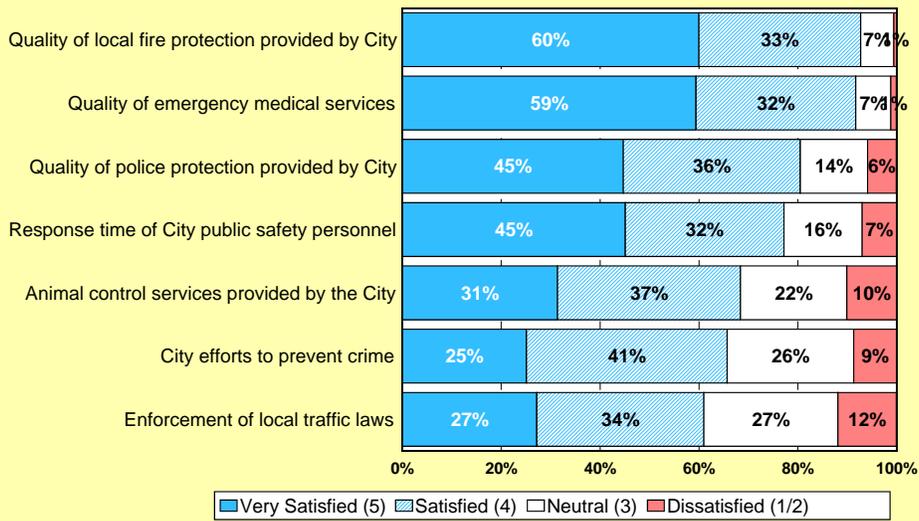
Source: ETC Institute (May 2007)

Public Safety Services

Source: ETC Institute (May 2007)

Satisfaction with Public Safety Services

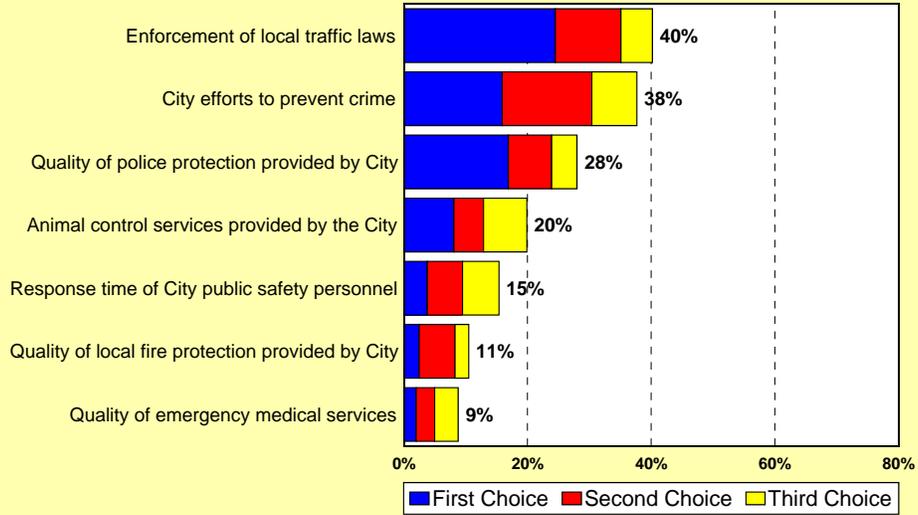
by percentage of respondents (excluding don't knows)



Source: ETC Institute (May 2007)

Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

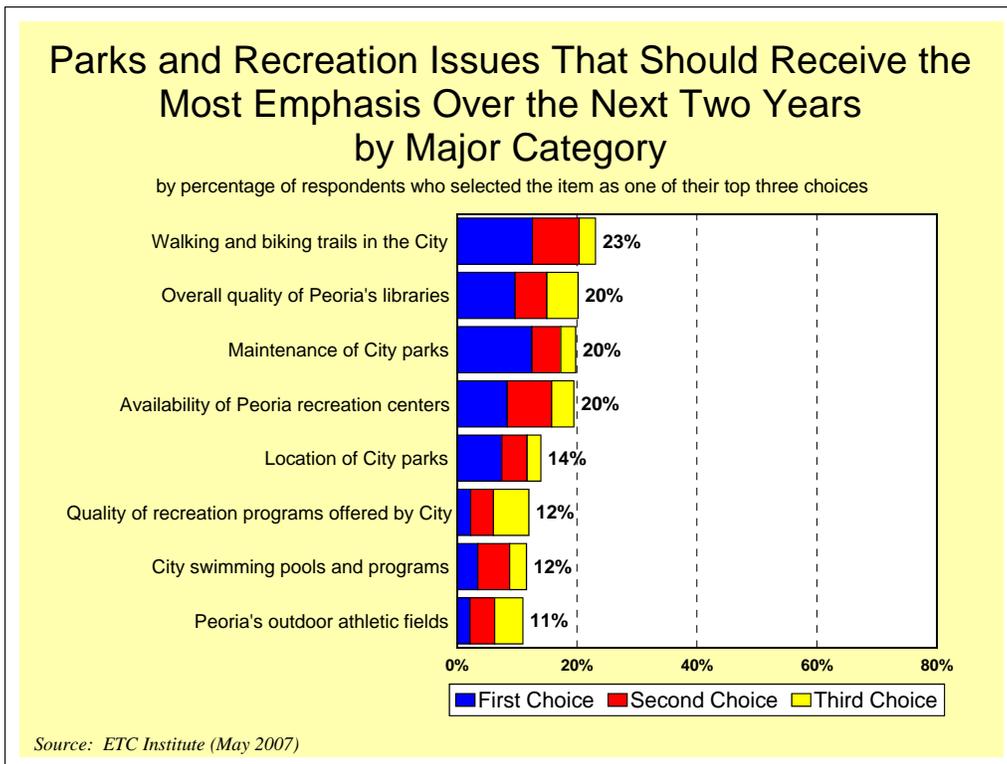
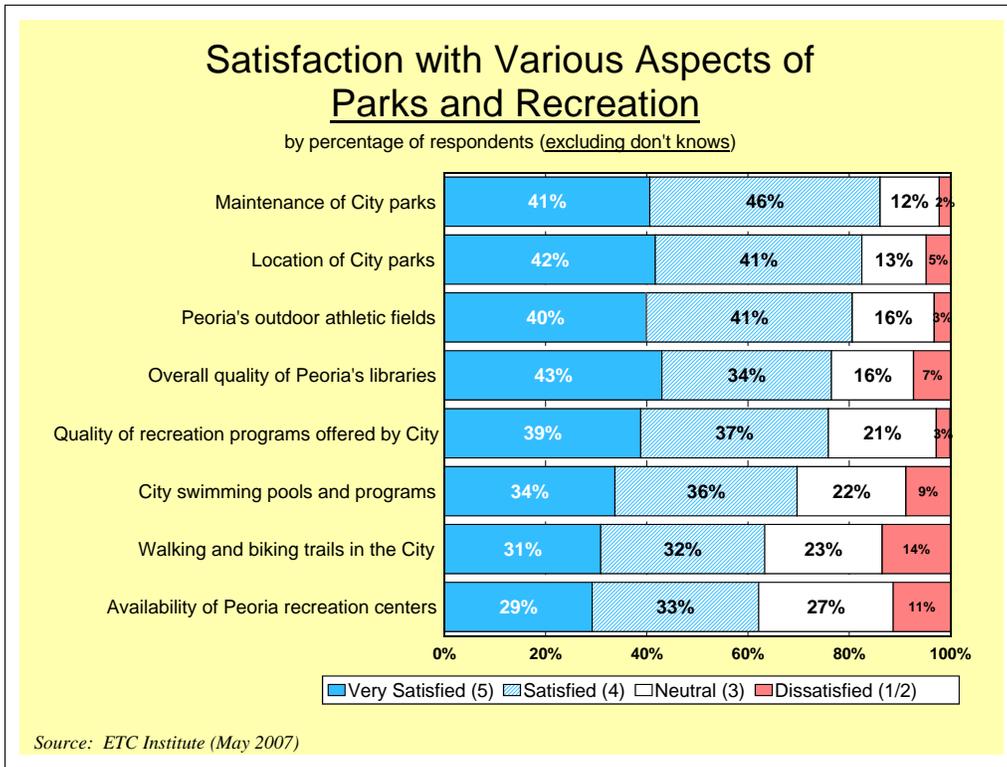
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (May 2007)

Parks and Recreation

Source: ETC Institute (May 2007)

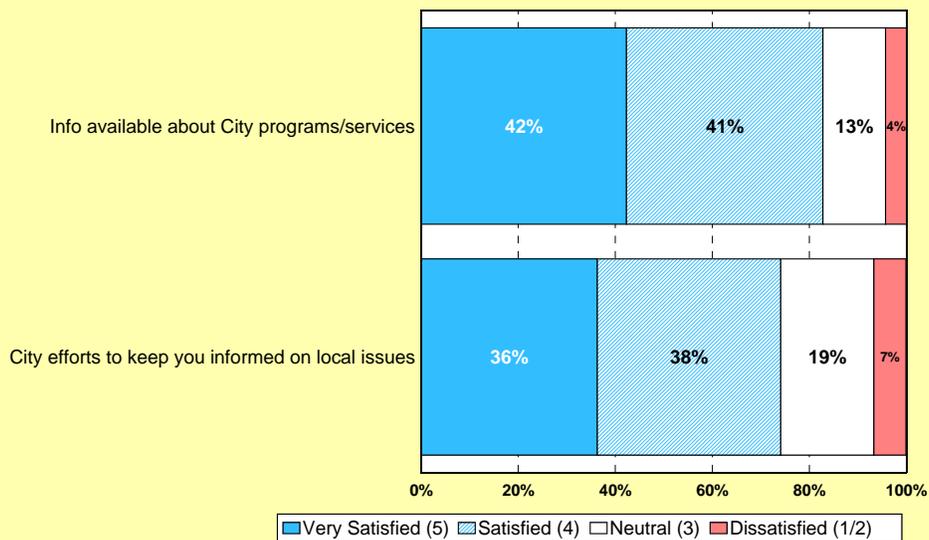


Communication Services

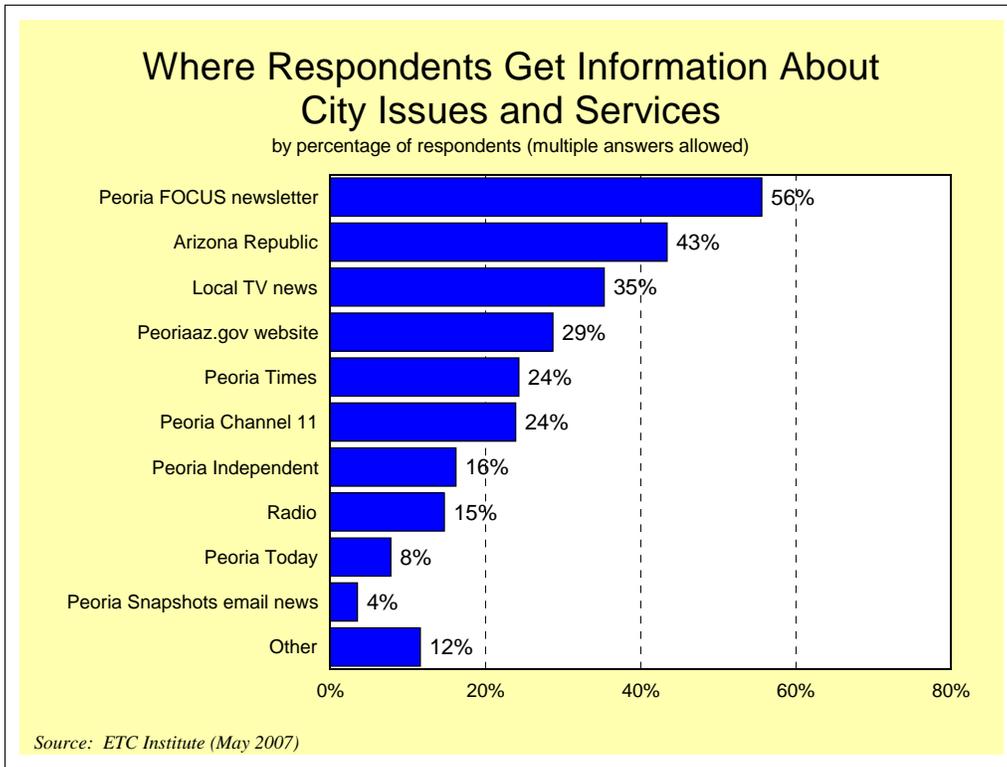
Source: ETC Institute (May 2007)

Satisfaction with Various Communication Services

by percentage of respondents (excluding don't knows)



Source: ETC Institute (May 2007)

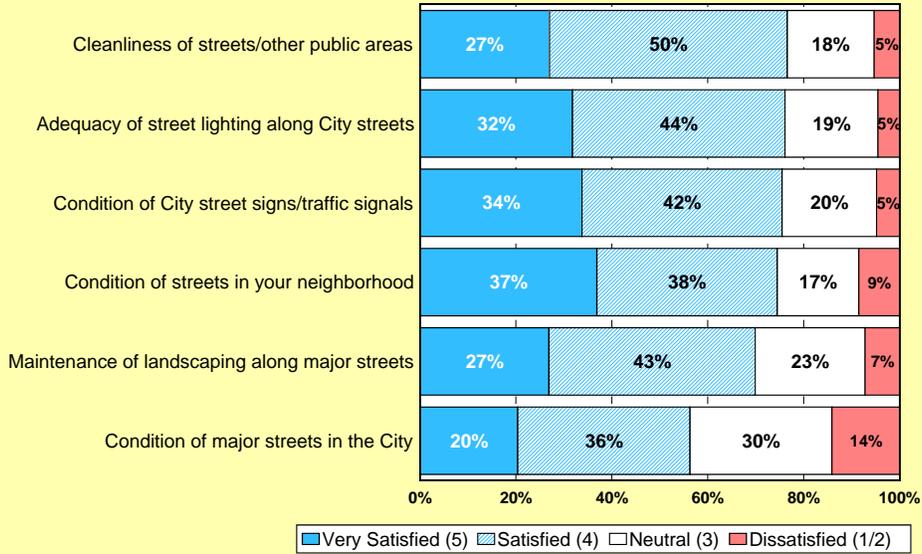


Maintenance Services

Source: ETC Institute (May 2007)

Satisfaction with Various Maintenance Services

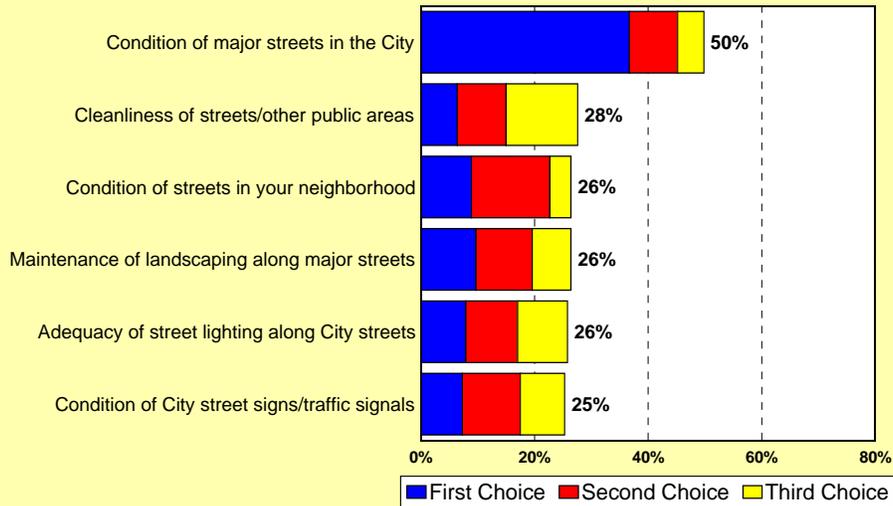
by percentage of respondents (excluding don't knows)



Source: ETC Institute (May 2007)

Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (May 2007)

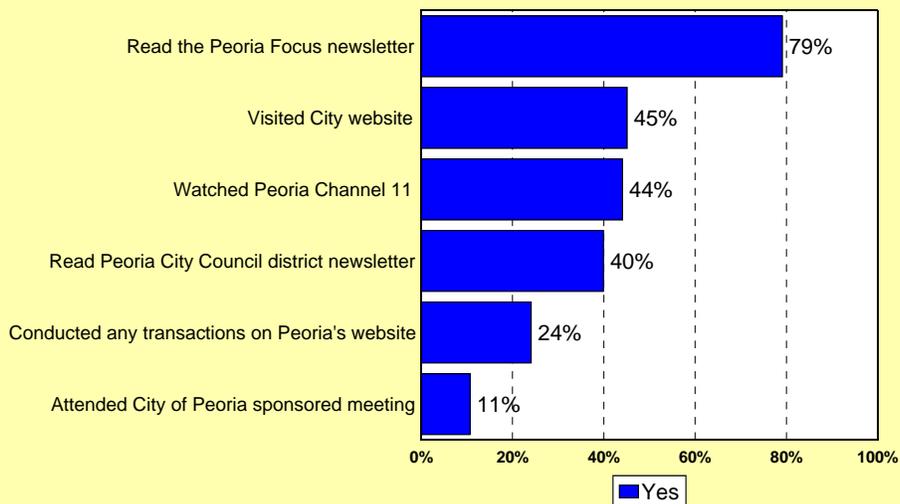
Interaction with the City

Source: ETC Institute (May 2007)

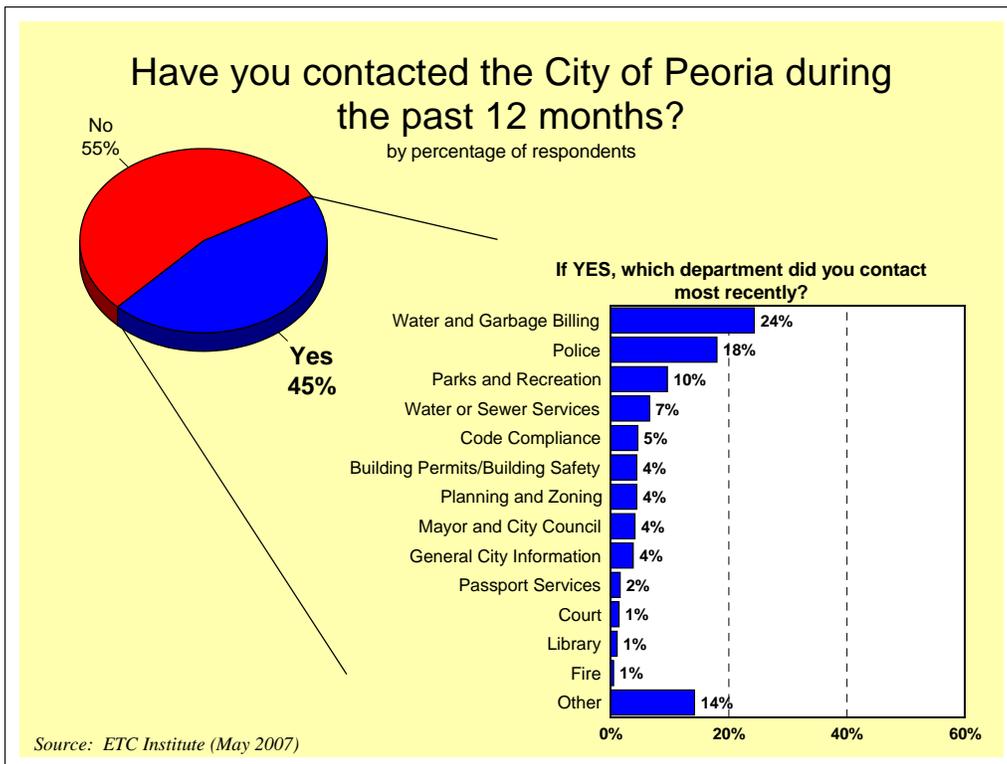
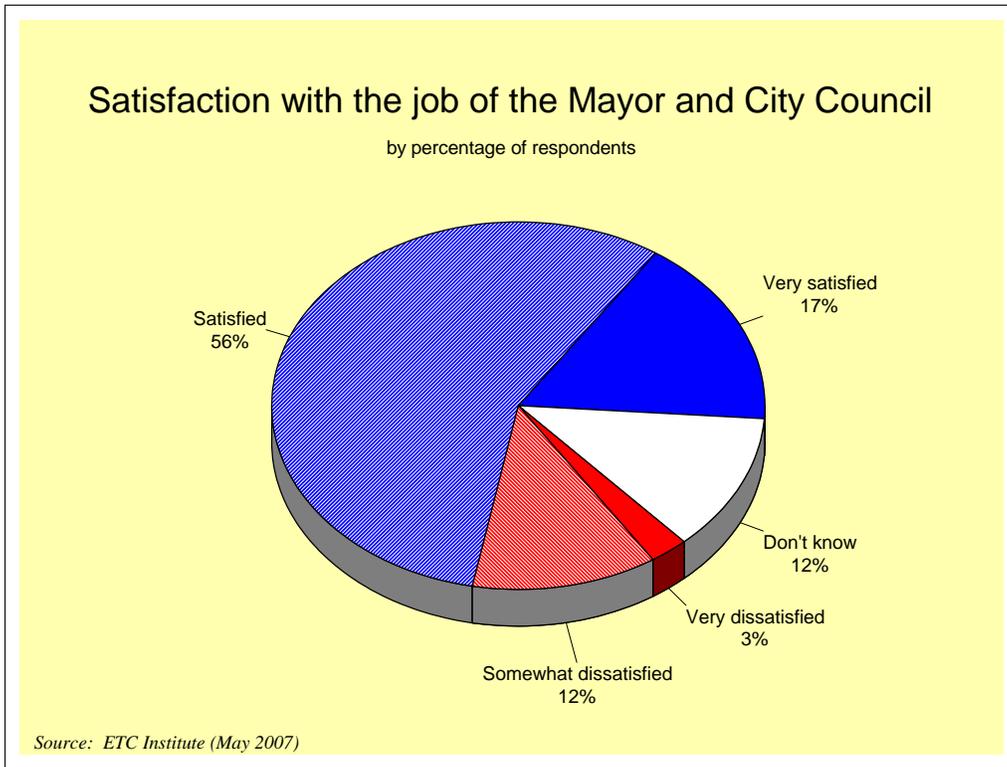
Participation in Activities in the Past 12 months

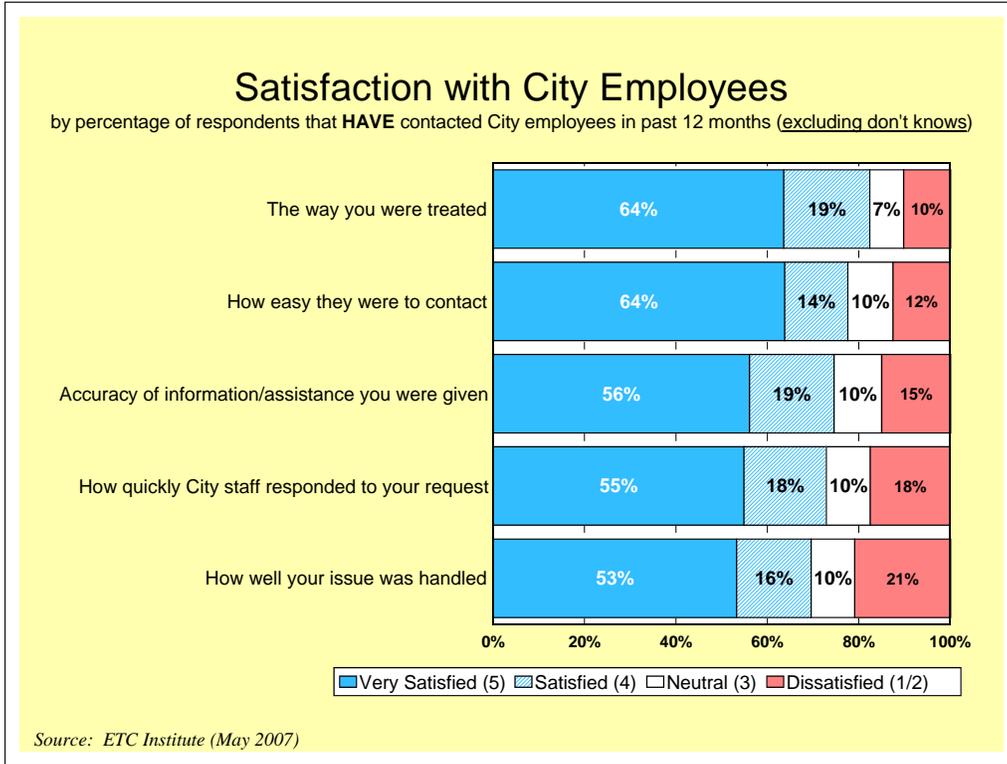
by percentage of respondents (excluding don't remembers)

During the past 12 months have you:



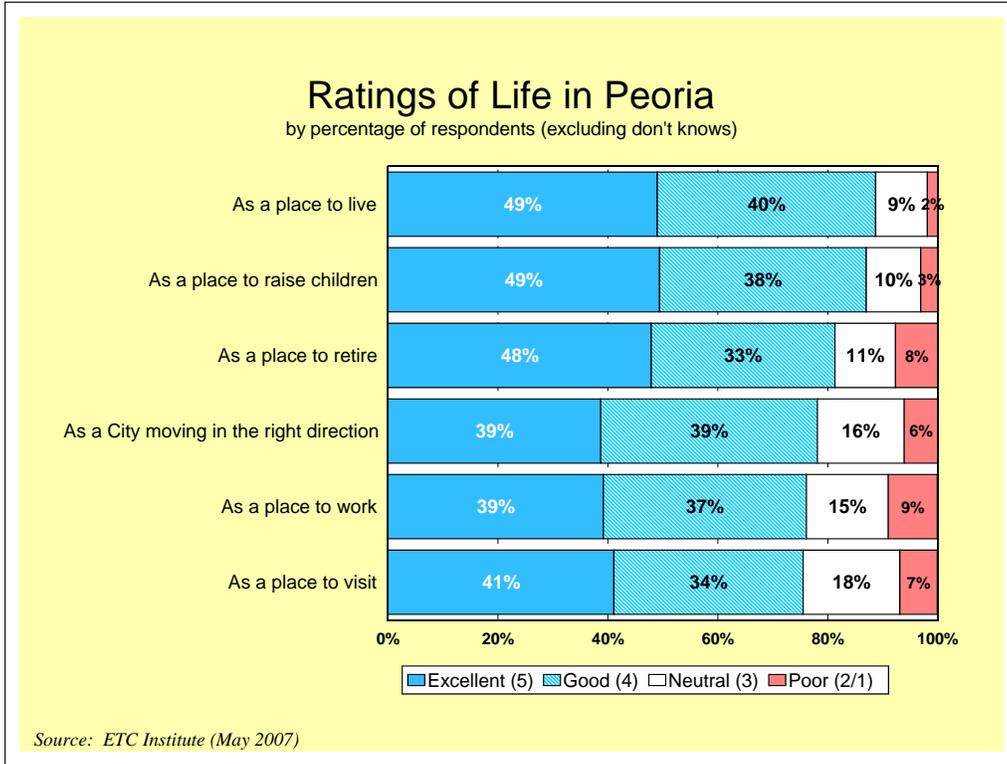
Source: ETC Institute (May 2007)





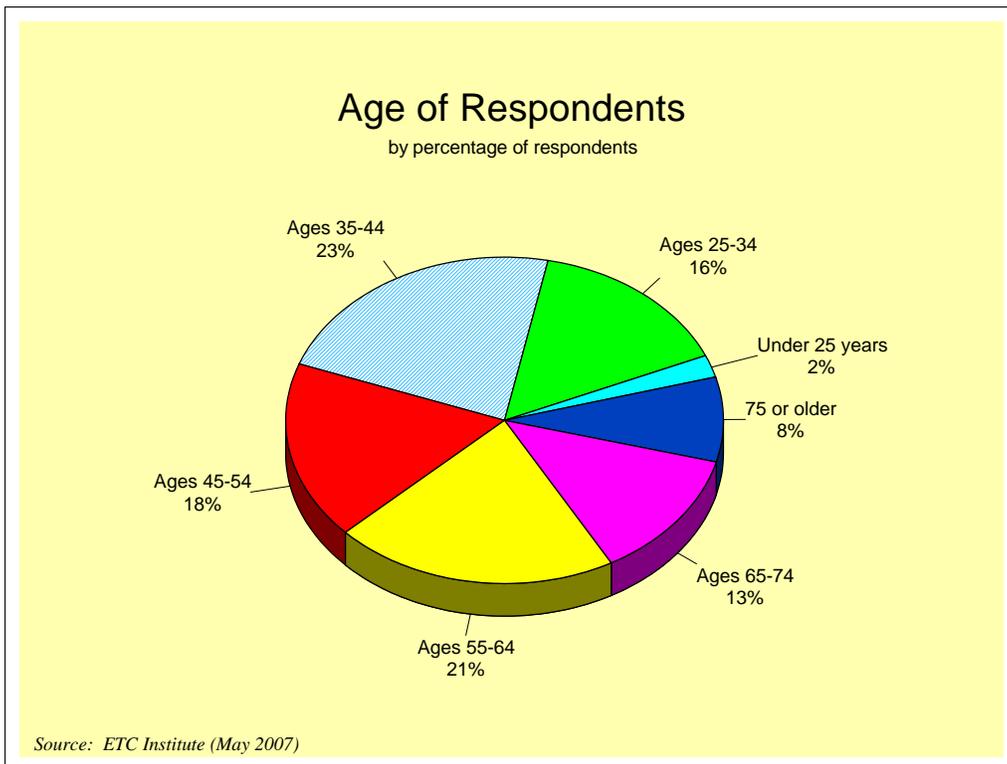
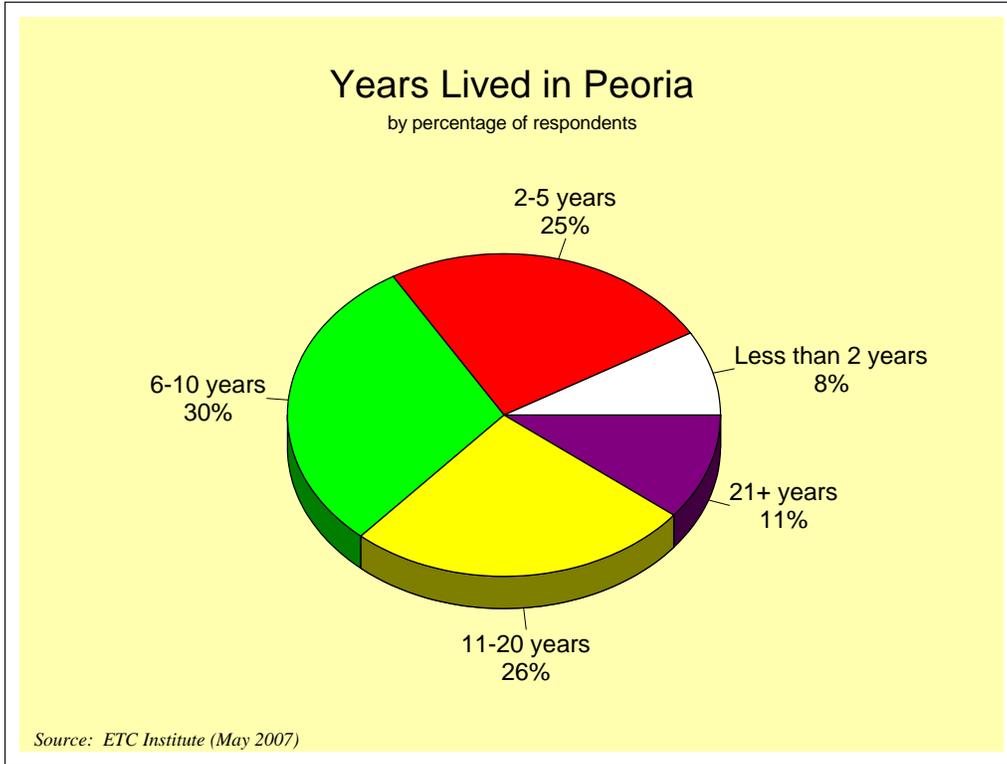
Life in Peoria

Source: ETC Institute (May 2007)



Demographics

Source: ETC Institute (May 2007)



Do you have children under age 18 living at home?

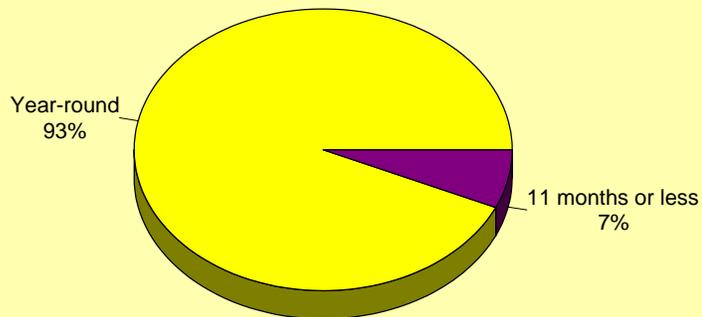
by percentage of respondents



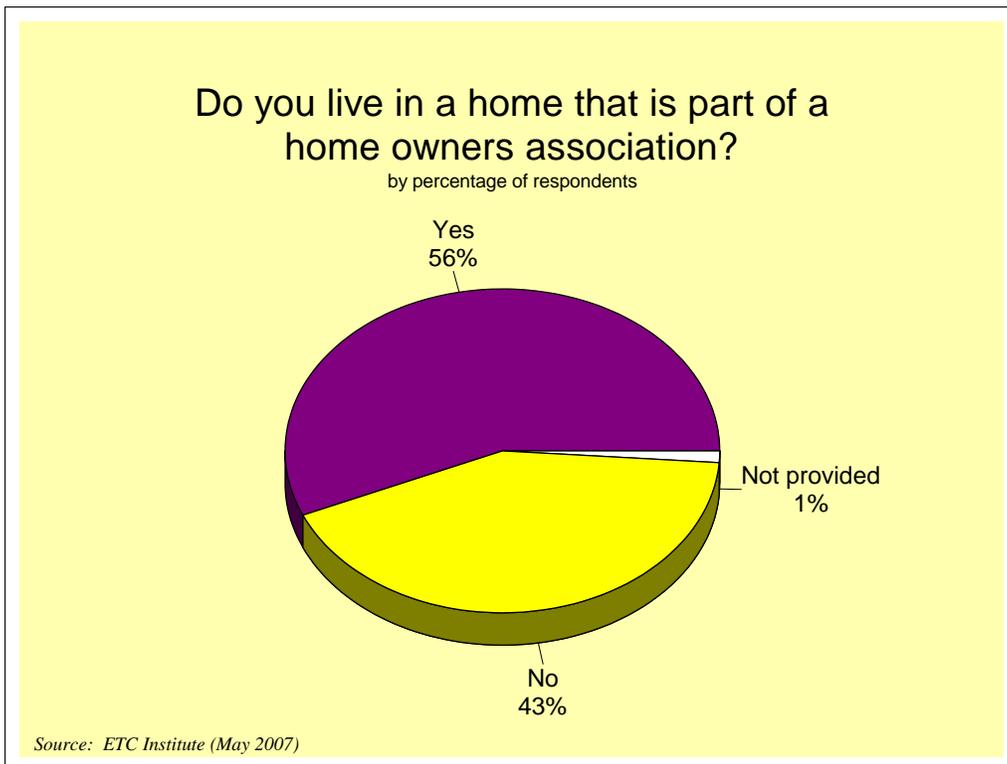
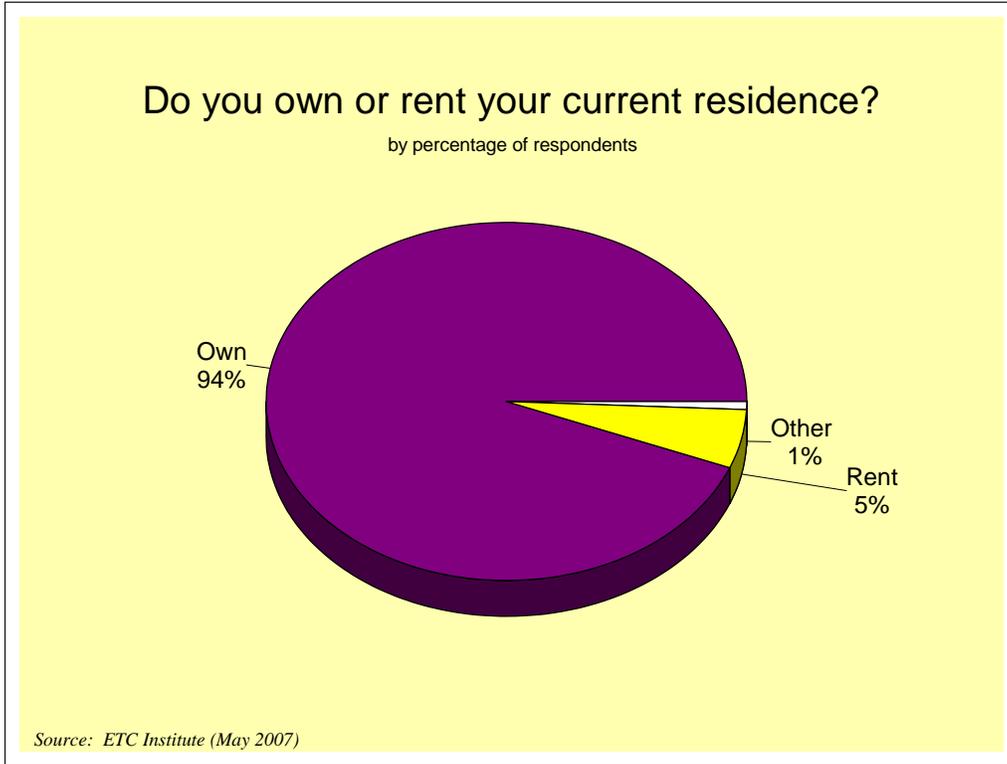
Source: ETC Institute (May 2007)

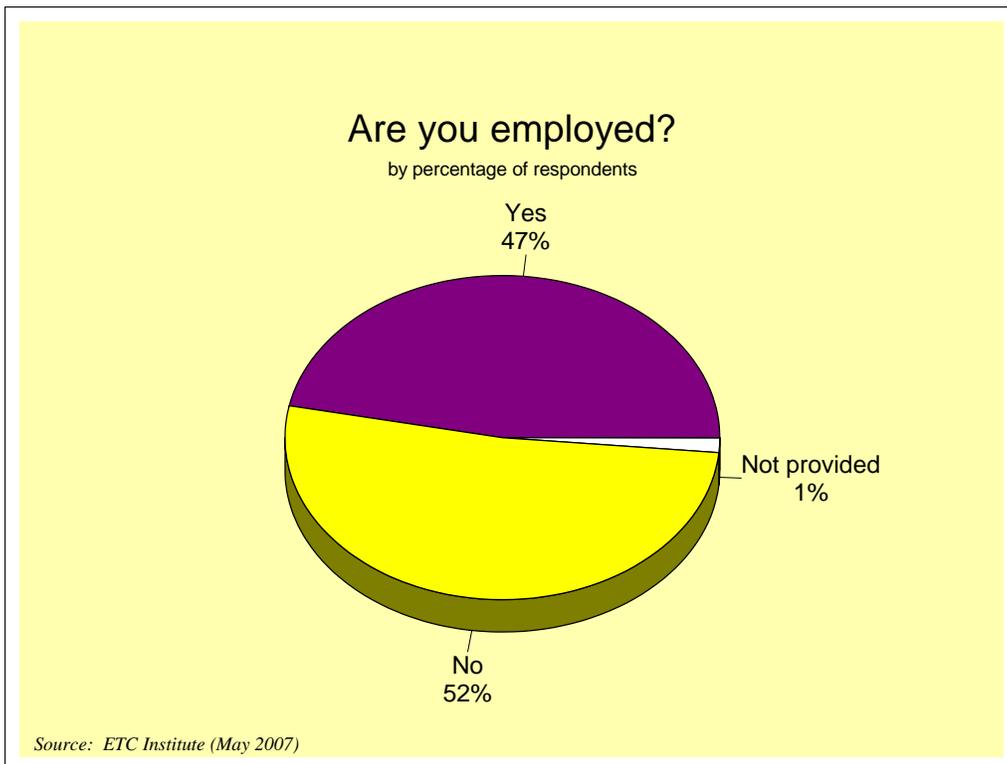
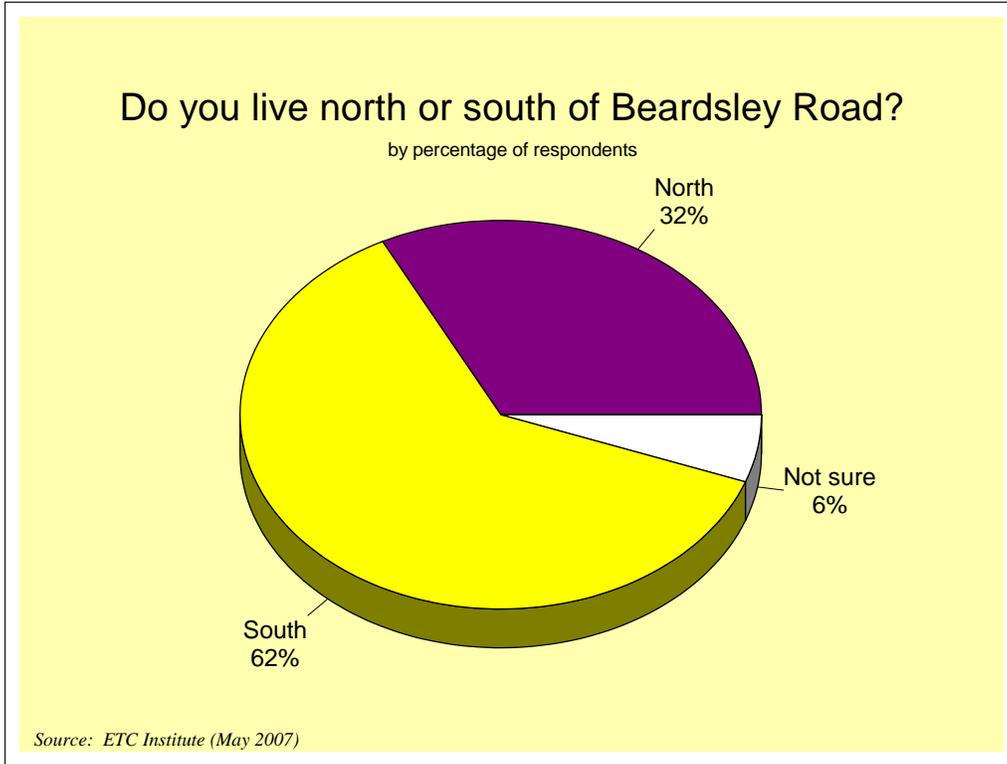
On average, how many months per year do you live in Peoria?

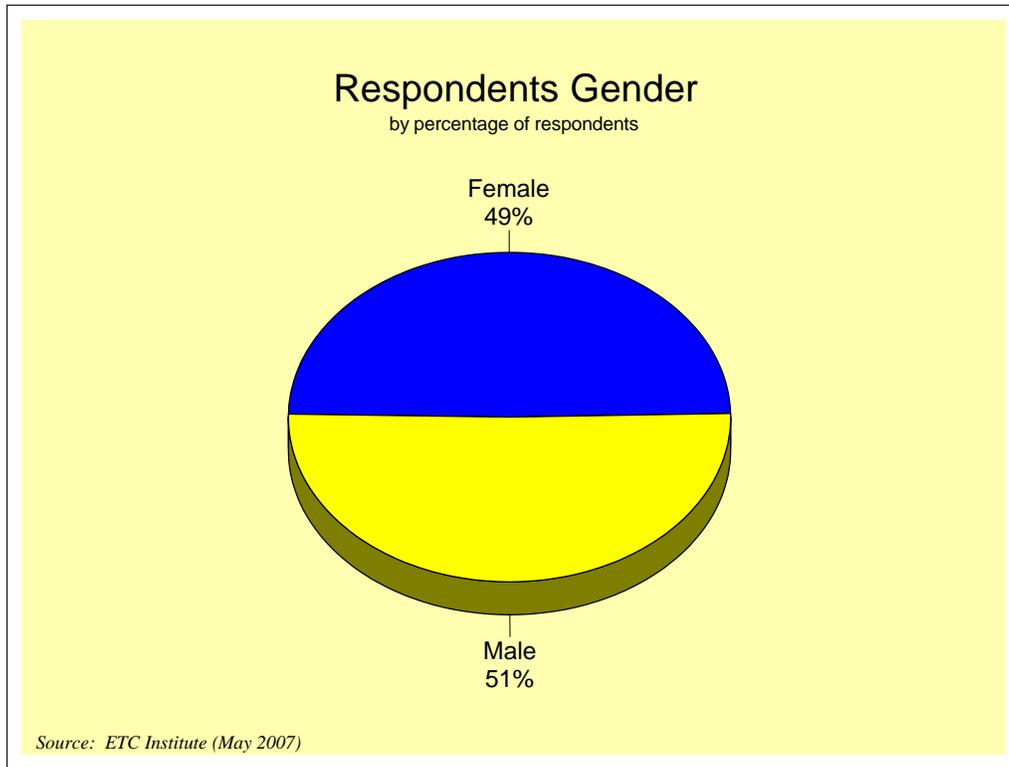
by percentage of respondents



Source: ETC Institute (May 2007)







Section 2:
***Benchmarking Data/
Importance-Satisfaction Analysis***

DirectionFinder® Survey

Year 2007 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 125 cities and counties in 22 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during September 2004 to a random sample of 2,000 residents in the continental United States and (2) survey results from 30 medium-sized cities (population of 20,000 to 199,999) where the *DirectionFinder*® survey was administered between April 2004 and March 2006. The national survey results were used as the basis for the mean performance ratings that are shown in this report. The results from individual cities were used as the basis for developing the range of performance that is shown in this report for specific types of services.

The 30 cities included in the performance ranges that are shown in this report are listed below:

- Arlington, Virginia
- Auburn, Alabama
- Ballwin, Missouri
- Blue Springs, Missouri
- Bridgeport, Connecticut
- Burbank, California
- Casper, Wyoming
- Columbia, Missouri
- East Providence, Rhode Island
- Greenville, South Carolina
- Independence, Missouri
- Kansas City, Kansas
- Lawrence, Kansas
- Lee's Summit, Missouri
- Lenexa, Kansas
- Manhattan, Kansas
- Naperville, Illinois
- Olathe, Kansas
- Overland Park, Kansas
- Peoria, Arizona
- Prairie Village, Kansas
- Palm Desert, California
- Provo, Utah
- San Bernardino, California
- Shoreline, Washington
- Sioux Falls, South Dakota
- Tamarac, Florida
- Westland, Michigan
- West Des Moines, Iowa
- Yuma, Arizona

Interpreting the Charts

The charts on the following pages provide comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in the communities that have participated in the DirectionFinder® Survey during the past two years. The lowest and highest satisfaction ratings are listed to the left and right of each bar.

The actual ratings for Peoria are listed to the far right of the charts.

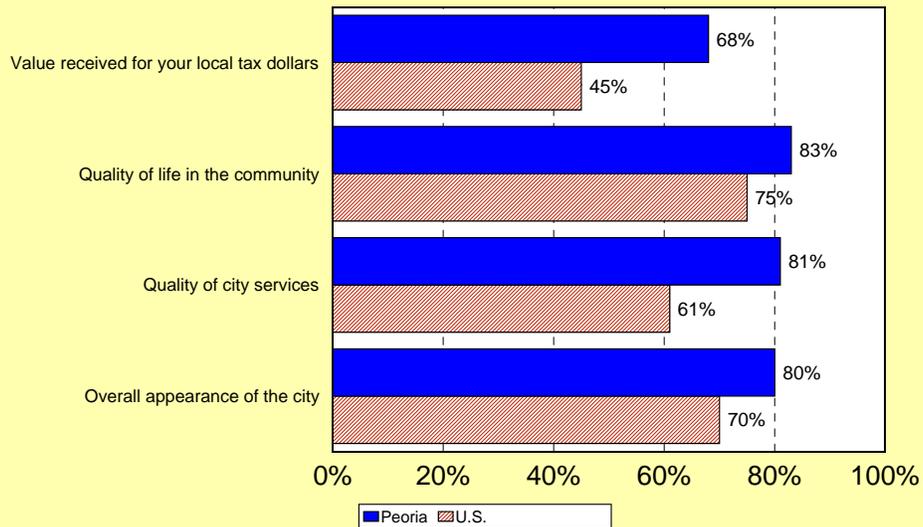
The yellow dot on each bar shows how the results for Peoria compare to the national average, which is shown as a vertical dash in the middle of each horizontal bar. If the yellow dot is located to the right of the vertical dash, the City of Peoria rated above the national average. If the yellow dot is located to the left of the vertical dash, the City of Peoria rated below the national average.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Peoria, Arizona is not authorized without written consent from ETC Institute.

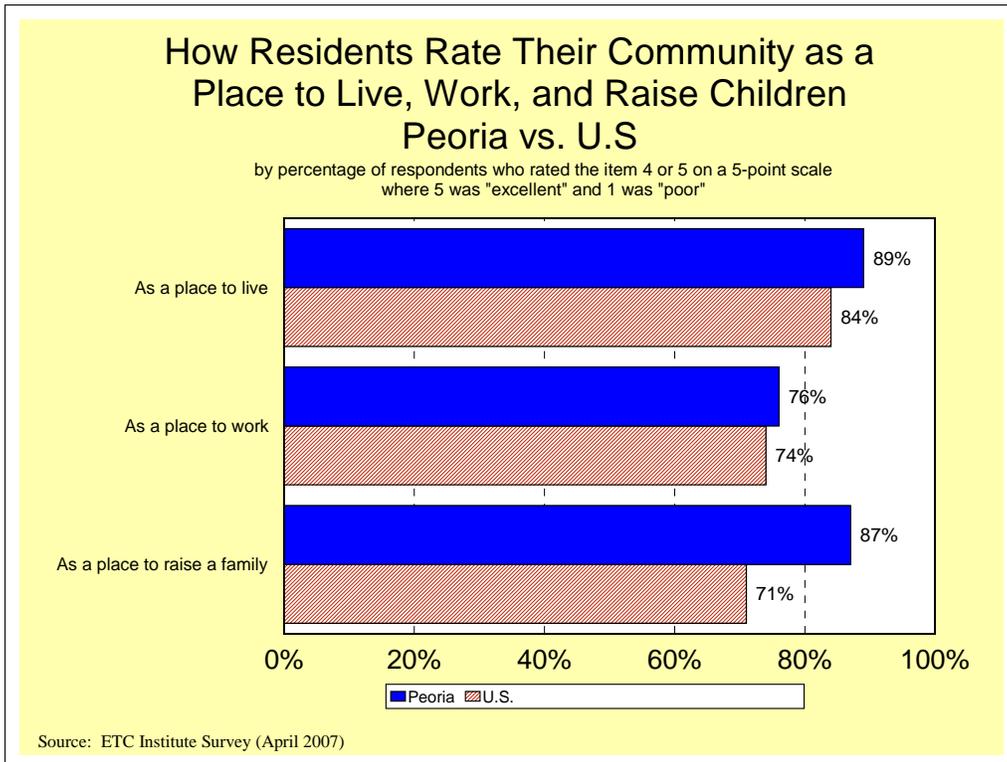
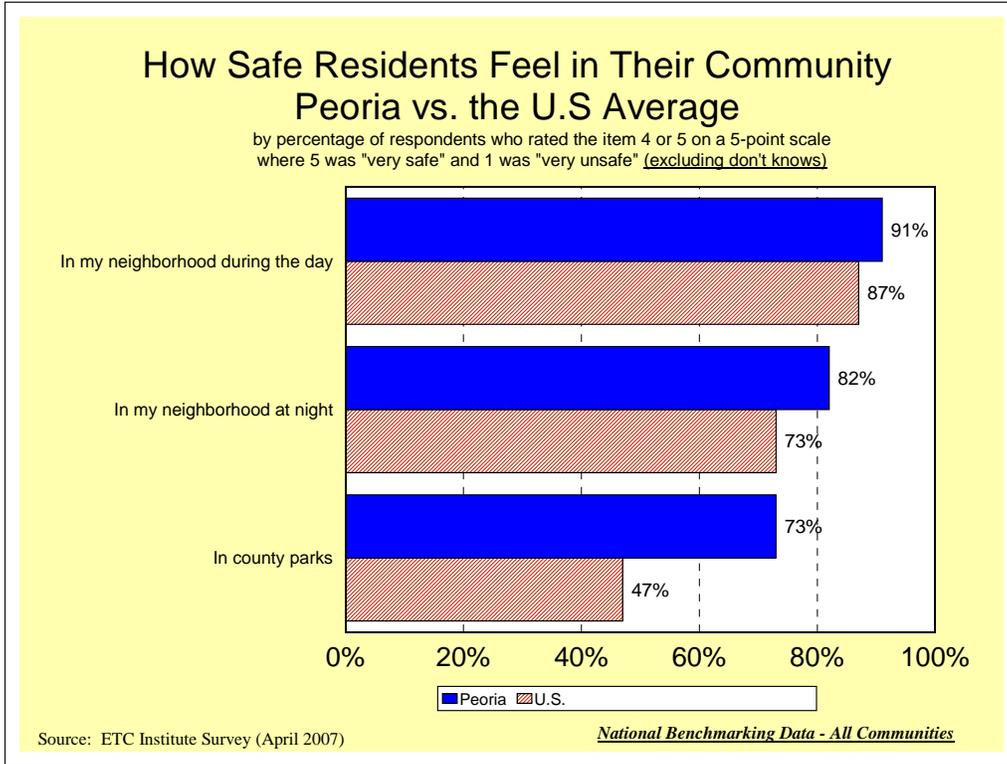
Overall Satisfaction with Various Attributes Peoria vs. the U.S Avg.

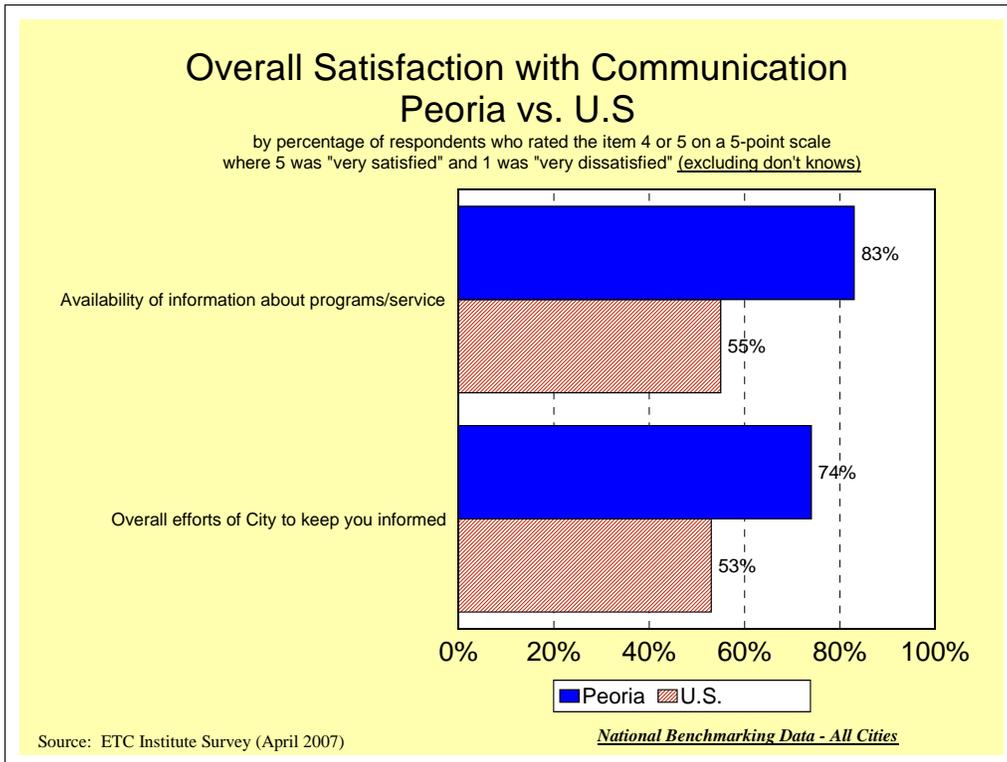
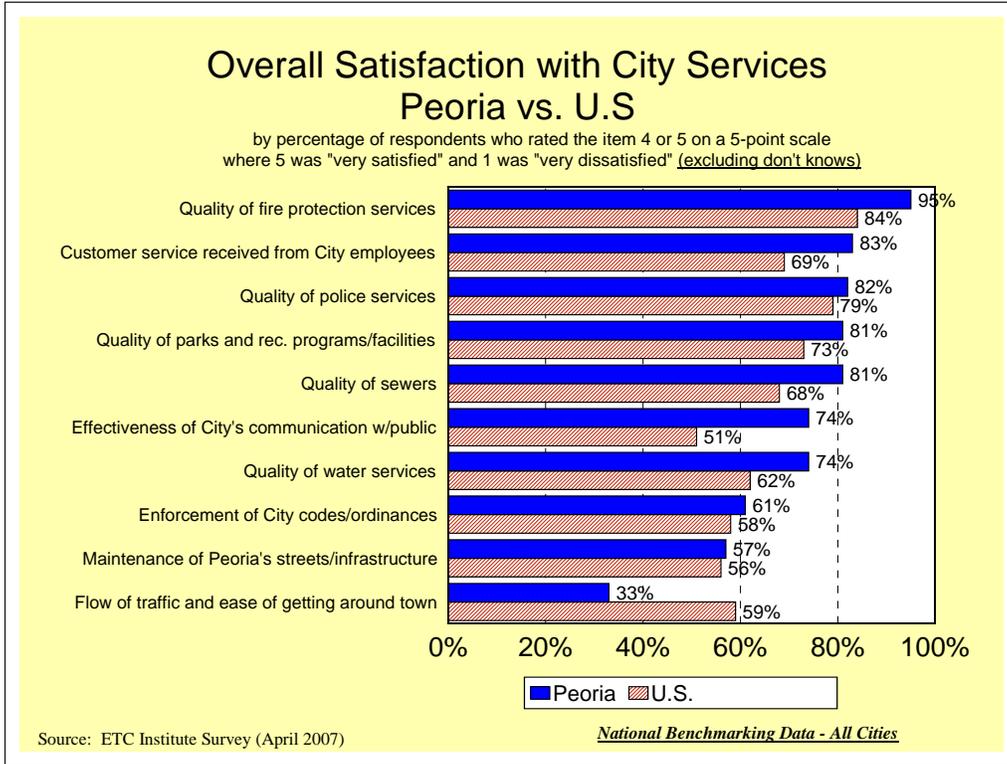
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

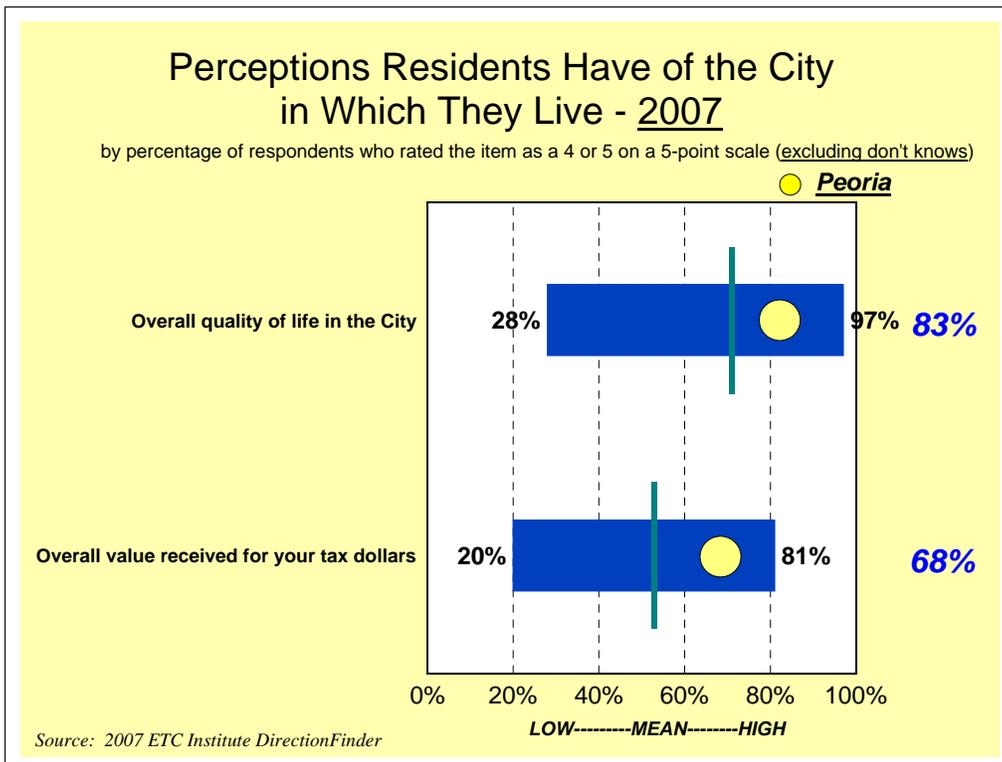
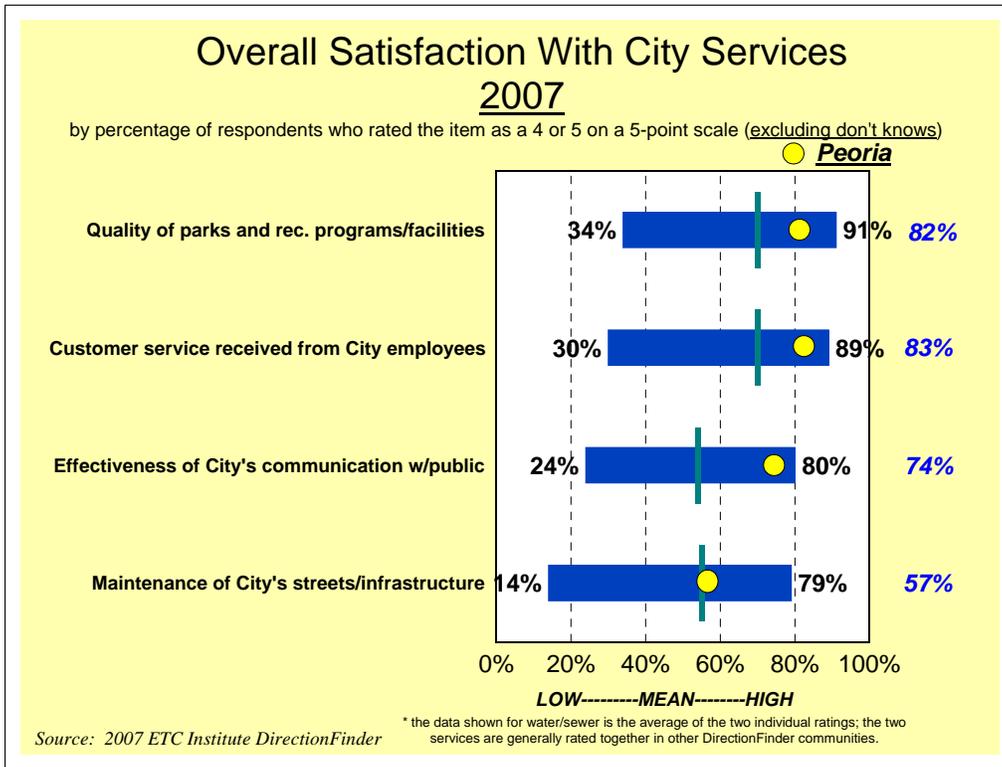


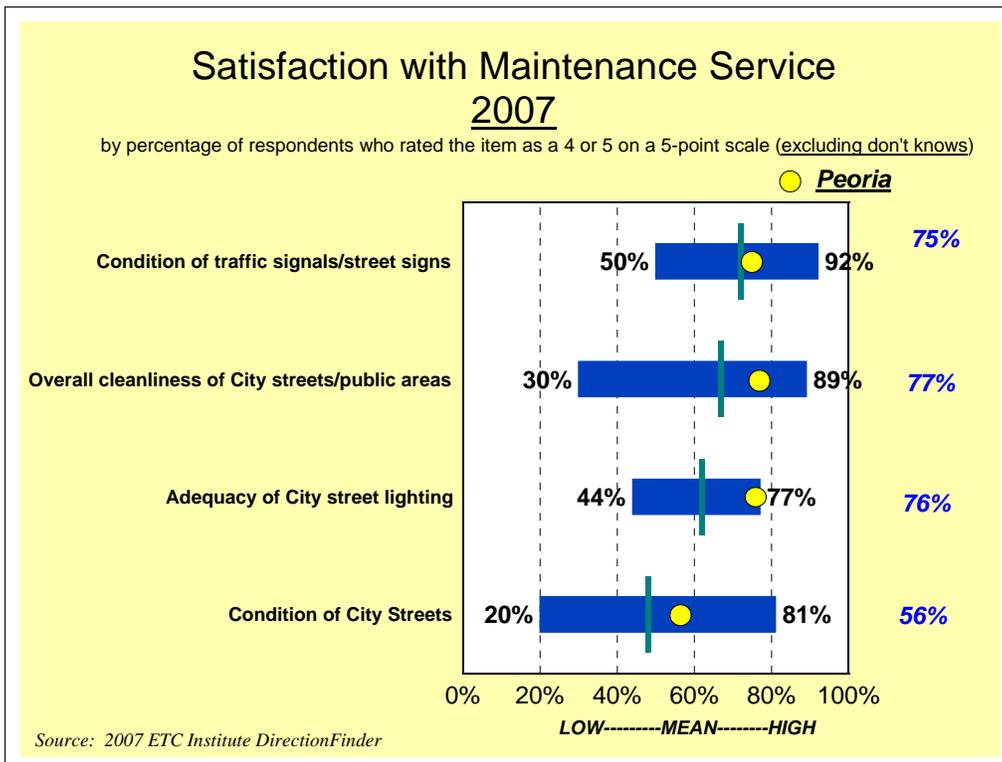
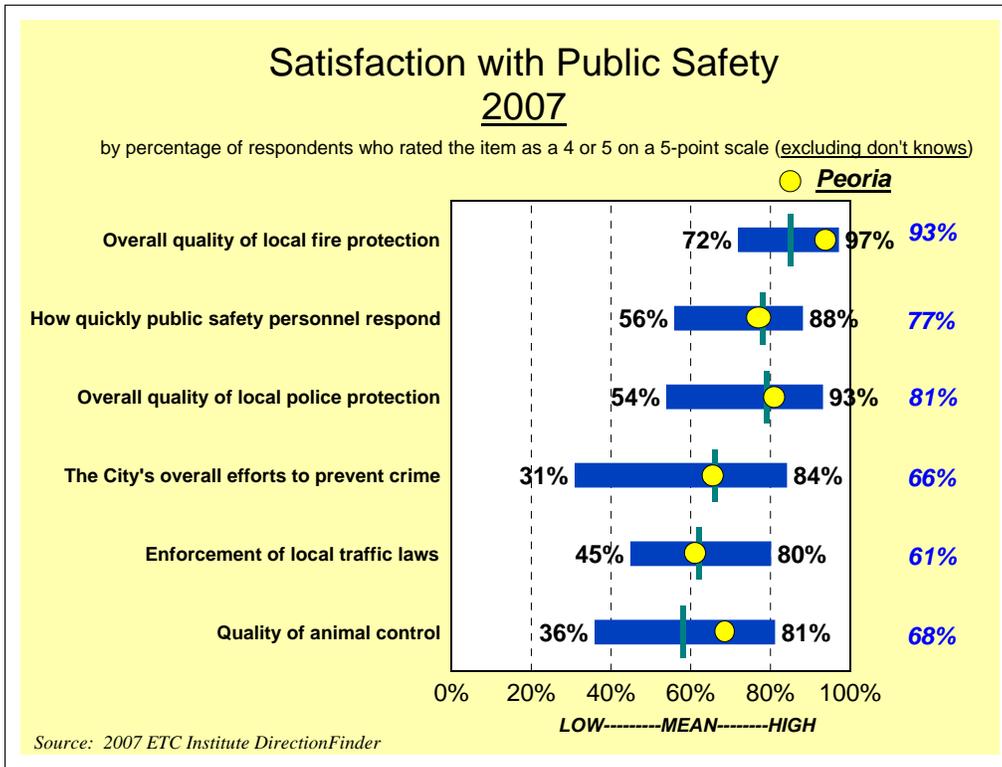
Source: ETC Institute Survey (April 2007)

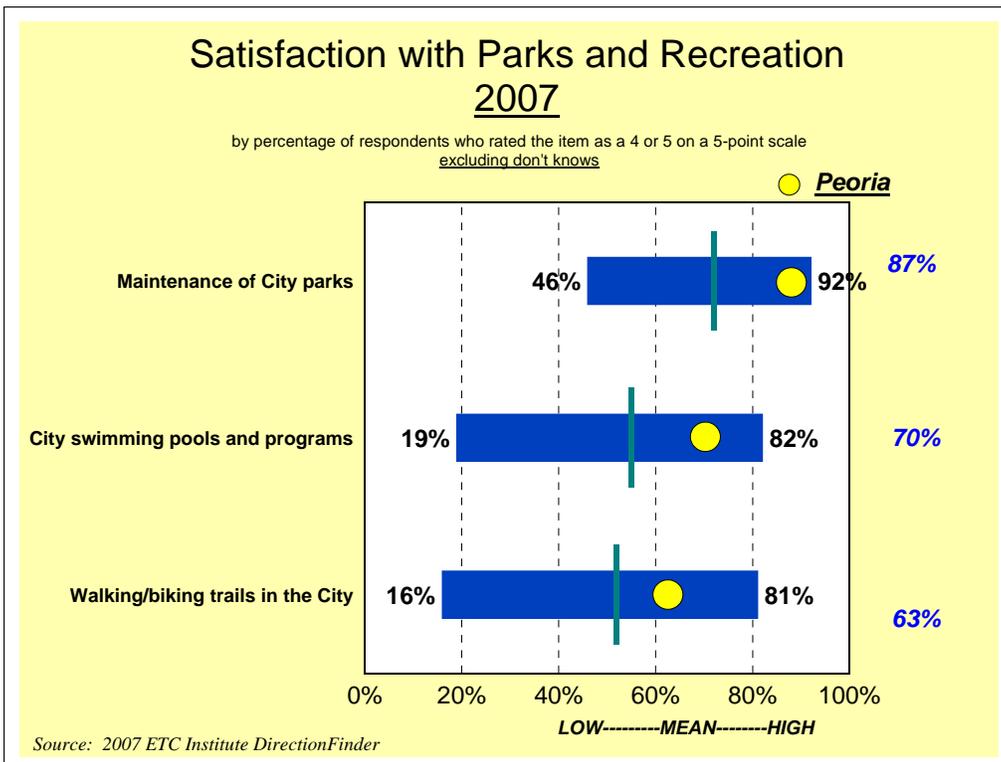
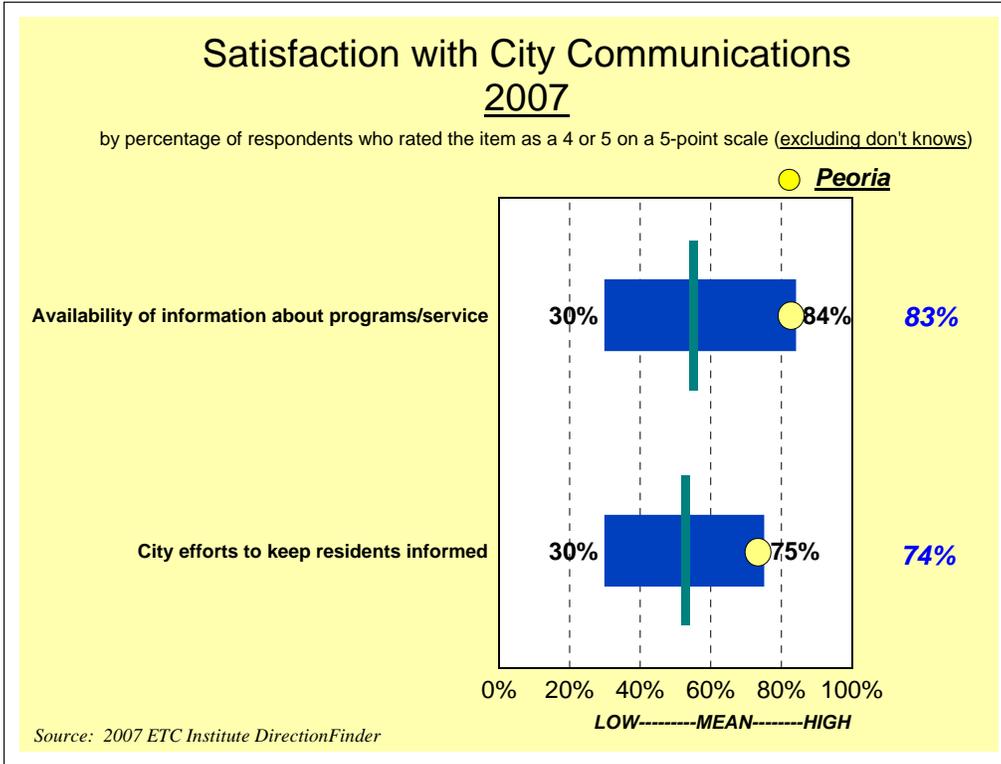
National Benchmarking Data - All Communities











Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Peoria, Arizona

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding >don't knows=). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Twenty-one percent (21%) selected *Enforcement of City Codes and Ordinances* as one of the most important service to emphasize over the next two years.

With regard to satisfaction, 61% of the residents survey rated the city's overall performance in *Enforcement of City Codes and Ordinances* as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied) excluding "Don't know" responses. The I-S rating for *Enforcement of City Codes and Ordinances* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 21% was

multiplied by 39% (1-0.61). This calculation yielded an I-S rating of 0.0819, which was ranked third out of eleven major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- ! if 100% of the respondents were positively satisfied with the delivery of the service
- ! if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- ! *Definitely Increase Emphasis ($IS \geq 0.20$)*
- ! *Increase Current Emphasis ($0.10 \leq IS < 0.20$)*
- ! *Maintain Current Emphasis ($IS < 0.10$)*

The results for Peoria are provided on the following page.

Importance-Satisfaction Rating

City of Peoria

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic and ease of getting around town	63%	1	33%	11	0.4221	1
<u>High Priority (IS .10-.20)</u>						
Maintenance of Peoria's streets/infrastructure	43%	2	57%	10	0.1849	2
<u>Medium Priority (IS <.10)</u>						
Enforcement of City codes/ordinances	21%	4	61%	9	0.0819	3
Quality of garbage and refuse collection services	22%	3	76%	6	0.0528	4
Quality of water services	17%	6	74%	8	0.0442	5
Quality of police services	19%	5	82%	3	0.0342	6
Effectiveness of City's communication w/public	13%	7	74%	7	0.0338	7
Quality of parks and rec. programs/facilities	11%	8	82%	4	0.0198	8
Quality of sewers	6%	11	82%	5	0.0108	9
Customer service received from City employees	6%	9	83%	2	0.0102	10
Quality of fire protection services	6%	10	95%	1	0.0030	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Peoria

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Enforcement of local traffic laws	40%	1	61%	7	0.1560	1
City efforts to prevent crime	38%	2	66%	6	0.1292	2
<i>Medium Priority (IS <.10)</i>						
Animal control services provided by the City	20%	4	68%	5	0.0640	3
Quality of police protection provided by City	28%	3	81%	3	0.0532	4
Response time of City public safety personnel	15%	5	77%	4	0.0345	5
Quality of emergency medical services	9%	7	91%	2	0.0081	6
Quality of local fire protection provided by City	11%	6	93%	1	0.0077	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Peoria

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Medium Priority (IS <.10)</i>						
Walking and biking trails in the City	23%	1	63%	7	0.0851	1
Availability of Peoria recreation centers	20%	4	62%	8	0.0760	2
Overall quality of Peoria's libraries	20%	2	77%	4	0.0460	3
City swimming pools and programs	12%	7	70%	6	0.0360	4
Quality of recreation programs offered by City	12%	6	76%	5	0.0288	5
Maintenance of City parks	20%	3	87%	1	0.0260	6
Location of City parks	14%	5	83%	2	0.0238	7
Peoria's outdoor athletic fields	11%	8	81%	3	0.0209	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Peoria

Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Condition of major streets in the City	50%	1	56%	6	0.2200	1
<u>Medium Priority (IS <.10)</u>						
Maintenance of landscaping along major streets	26%	4	70%	5	0.0780	2
Condition of streets in your neighborhood	26%	3	75%	4	0.0650	3
Cleanliness of streets/other public areas	28%	2	77%	1	0.0644	4
Adequacy of street lighting along City streets	26%	5	76%	2	0.0624	5
Condition of City street signs/traffic signals	25%	6	76%	3	0.0600	6

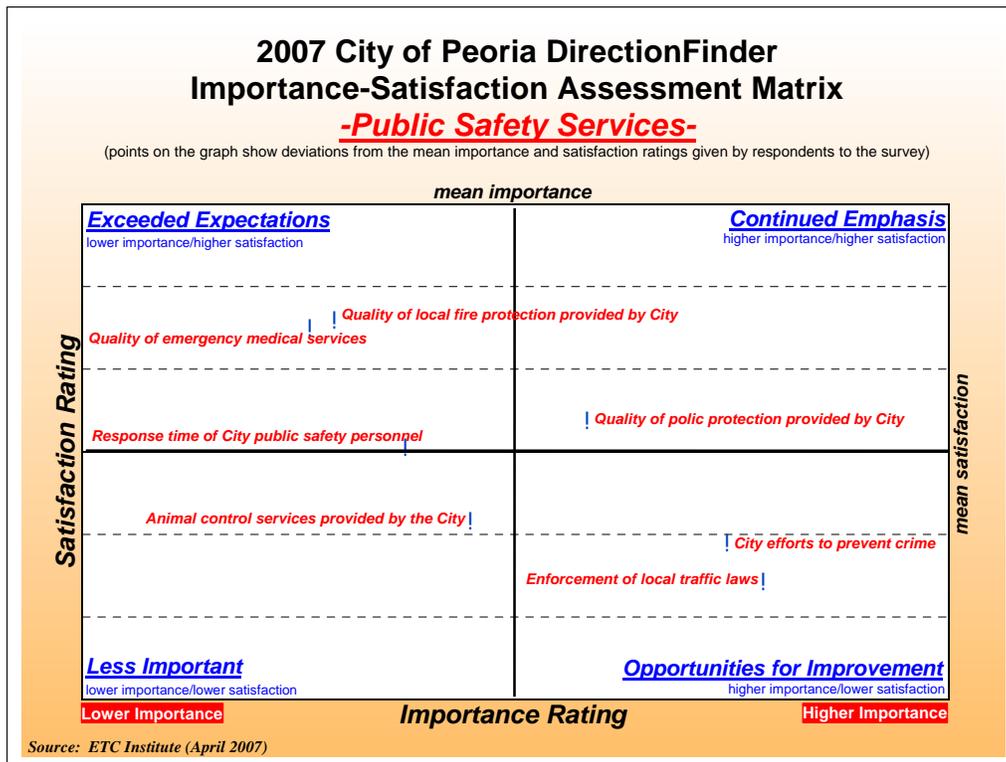
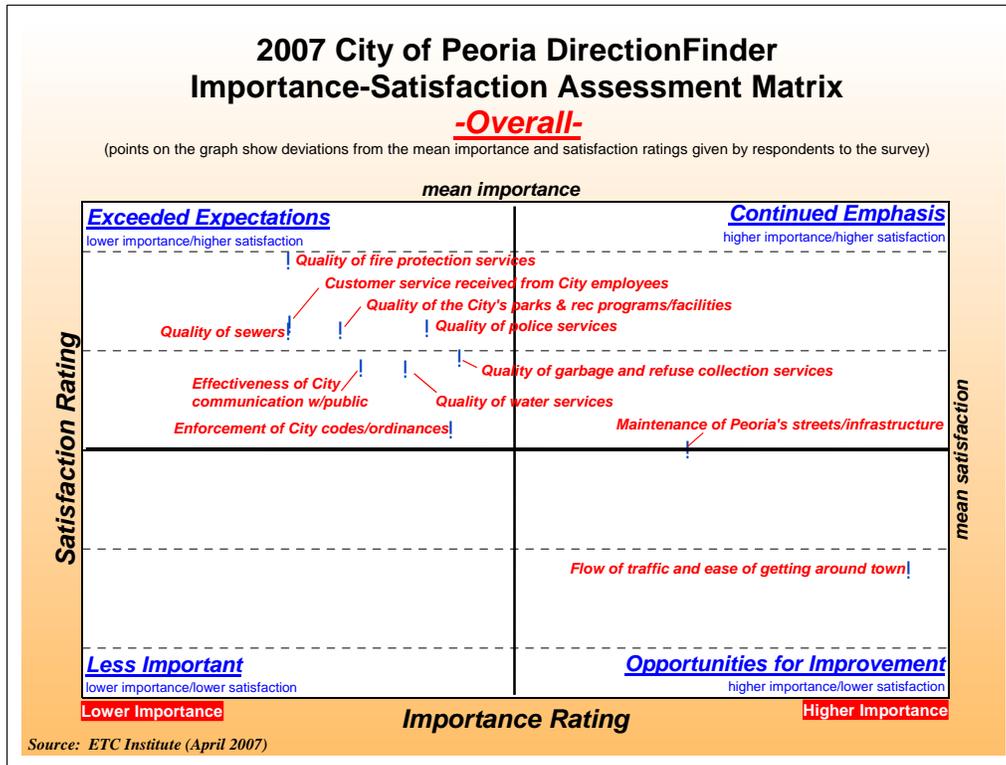
Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

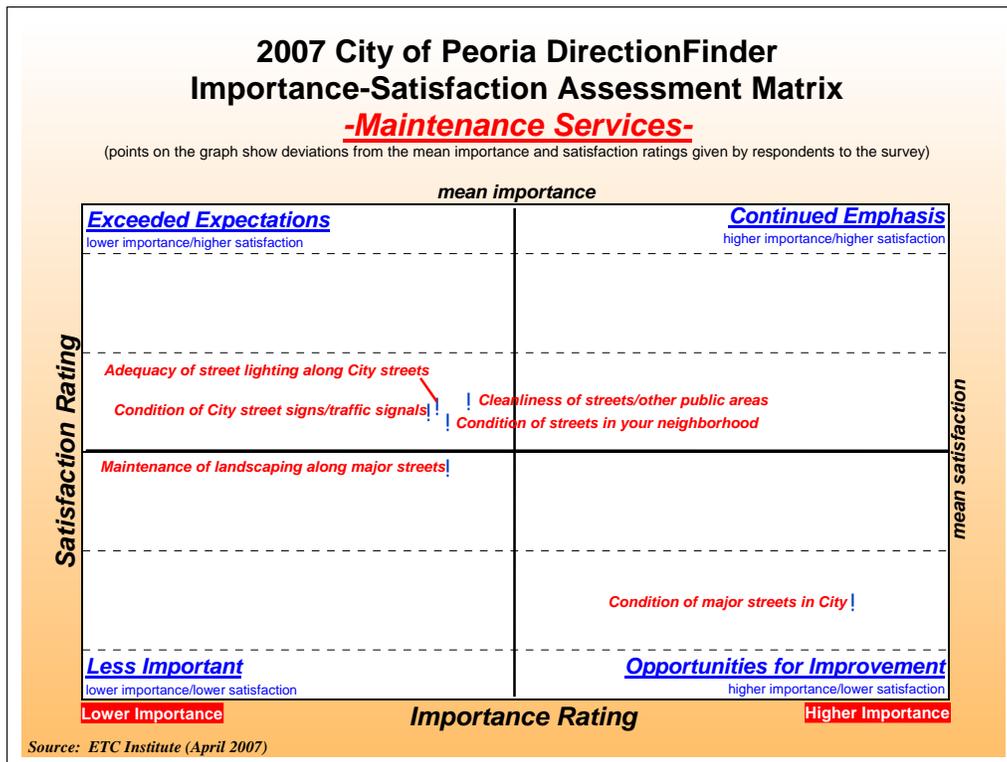
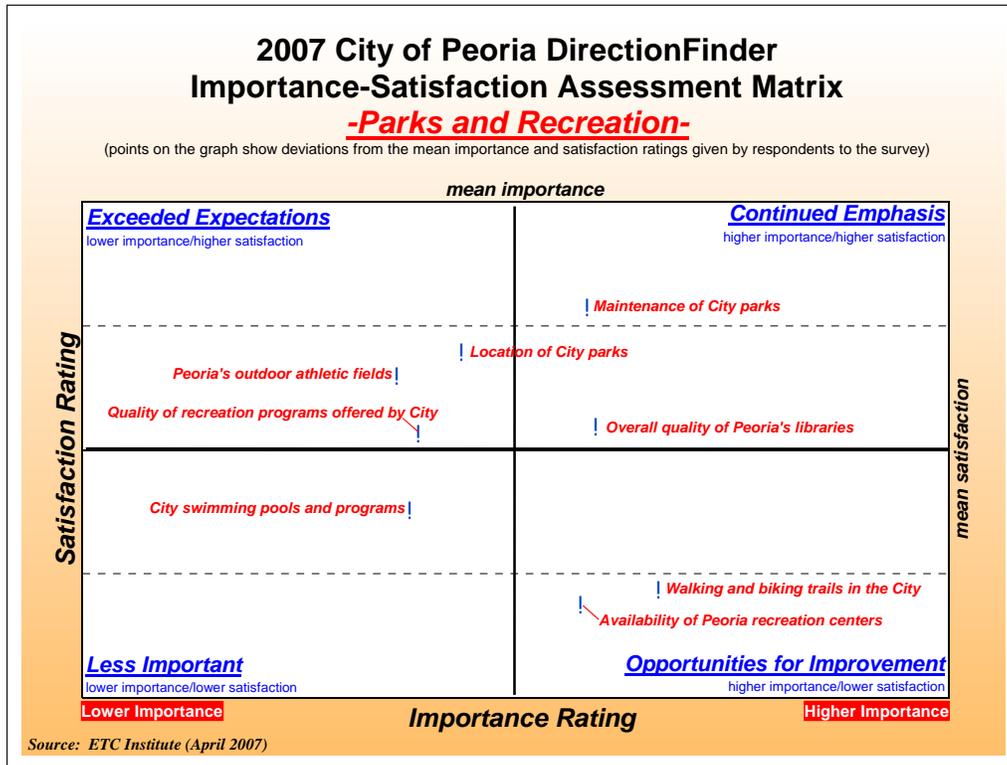
Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

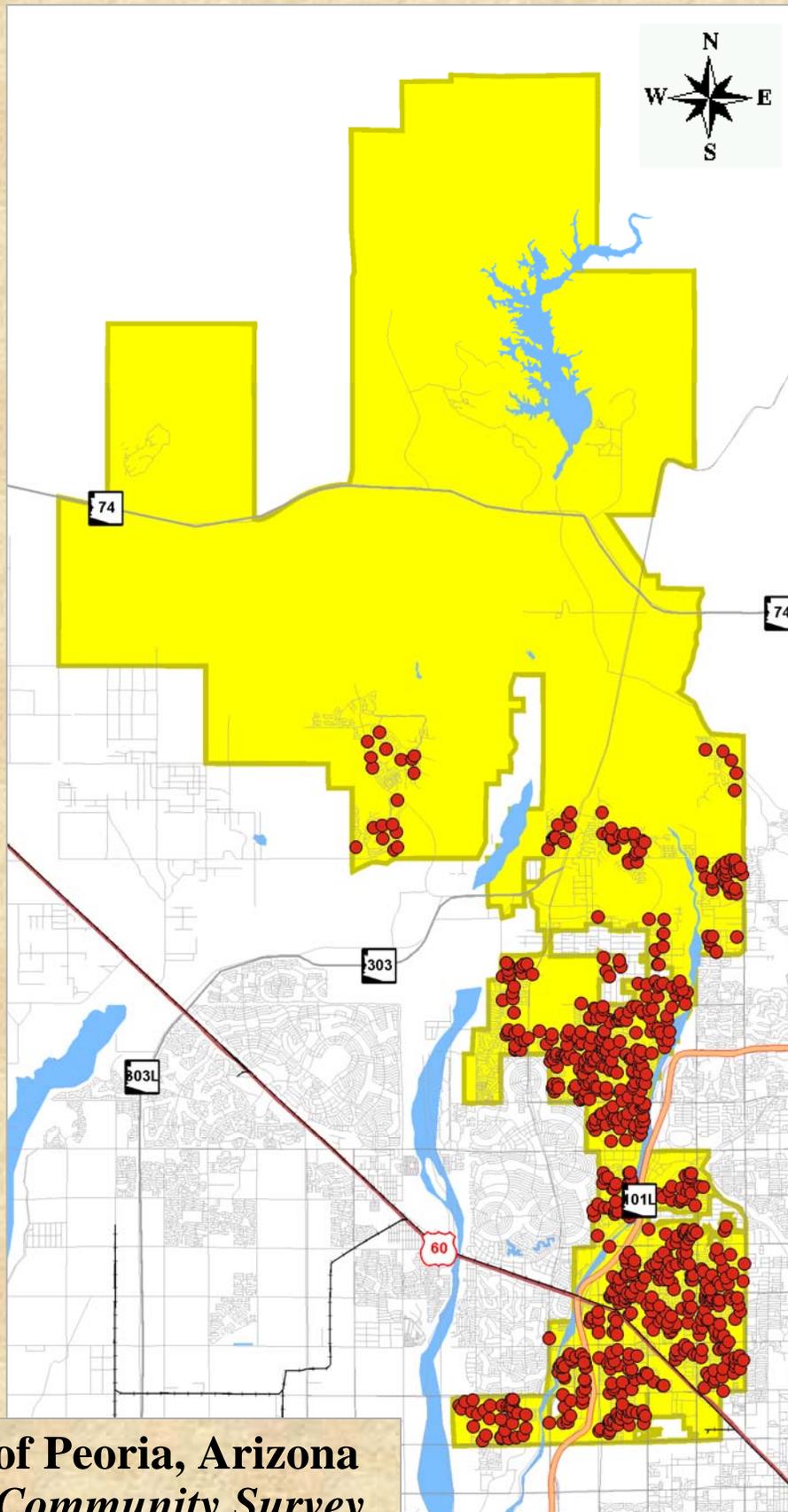
The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.





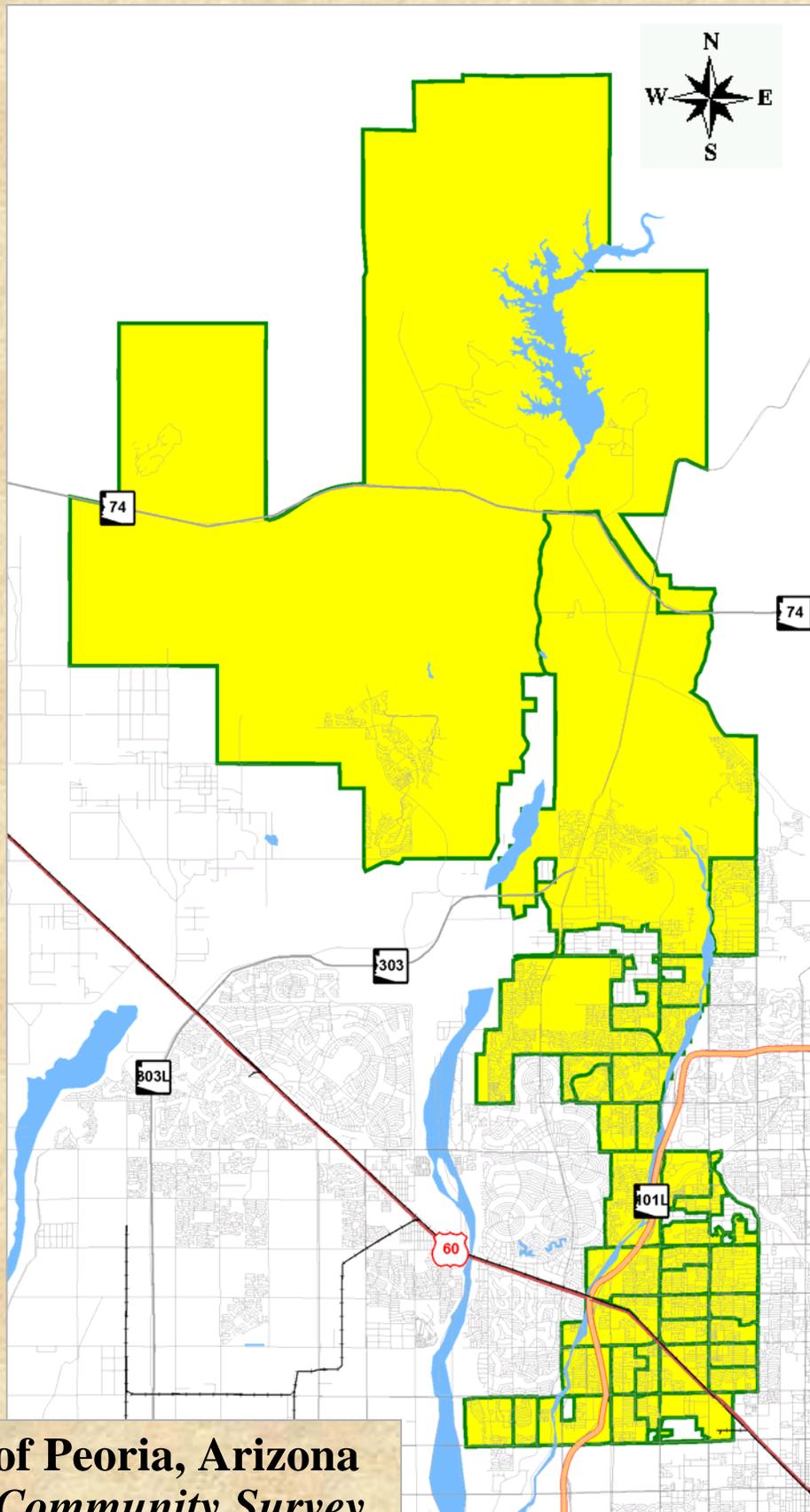
Section 3:
GIS Maps

Location of Survey Respondents



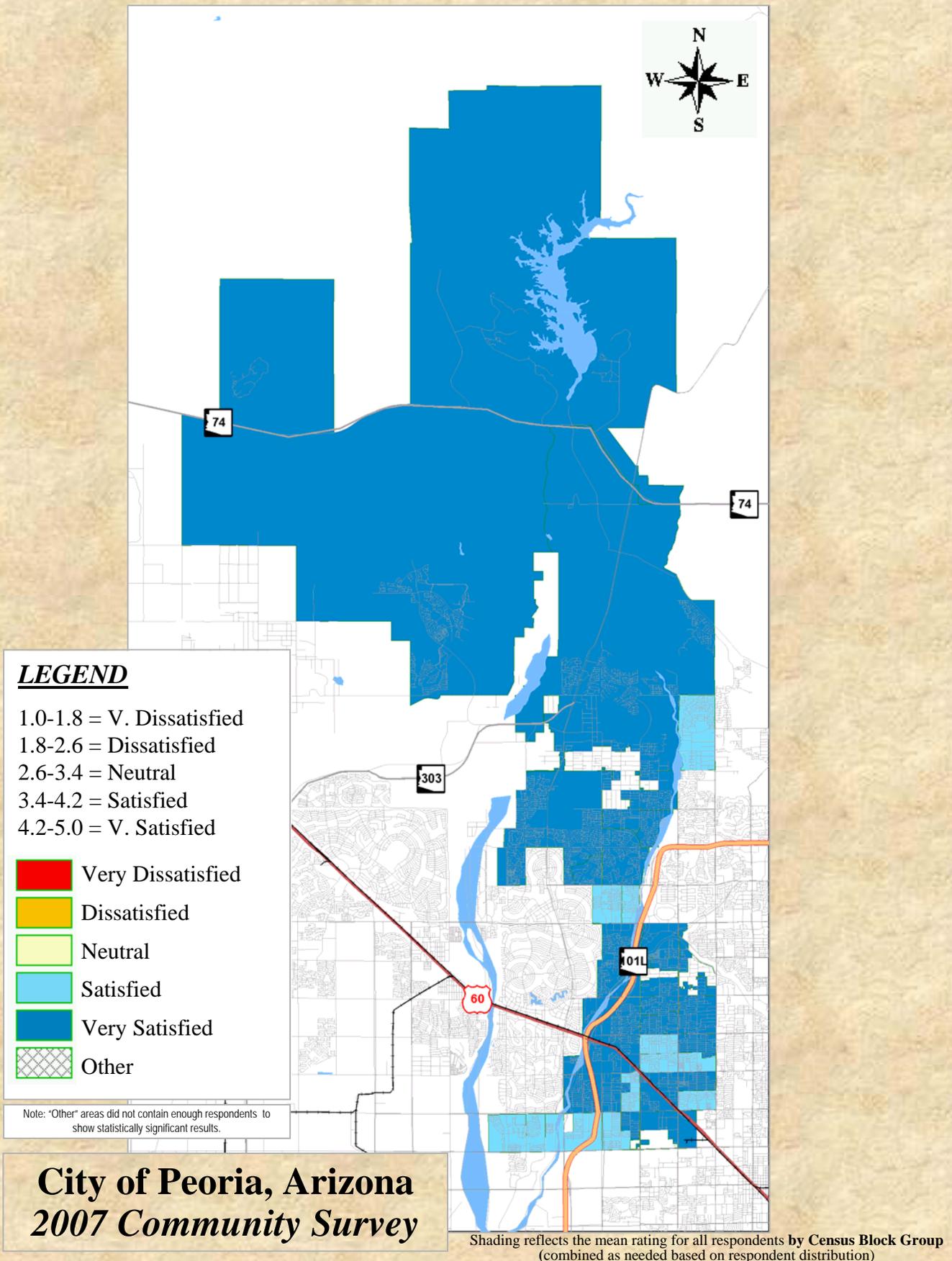
**City of Peoria, Arizona
2007 Community Survey**

Peoria City Limits with Merged Census Block Group Boundaries Shown

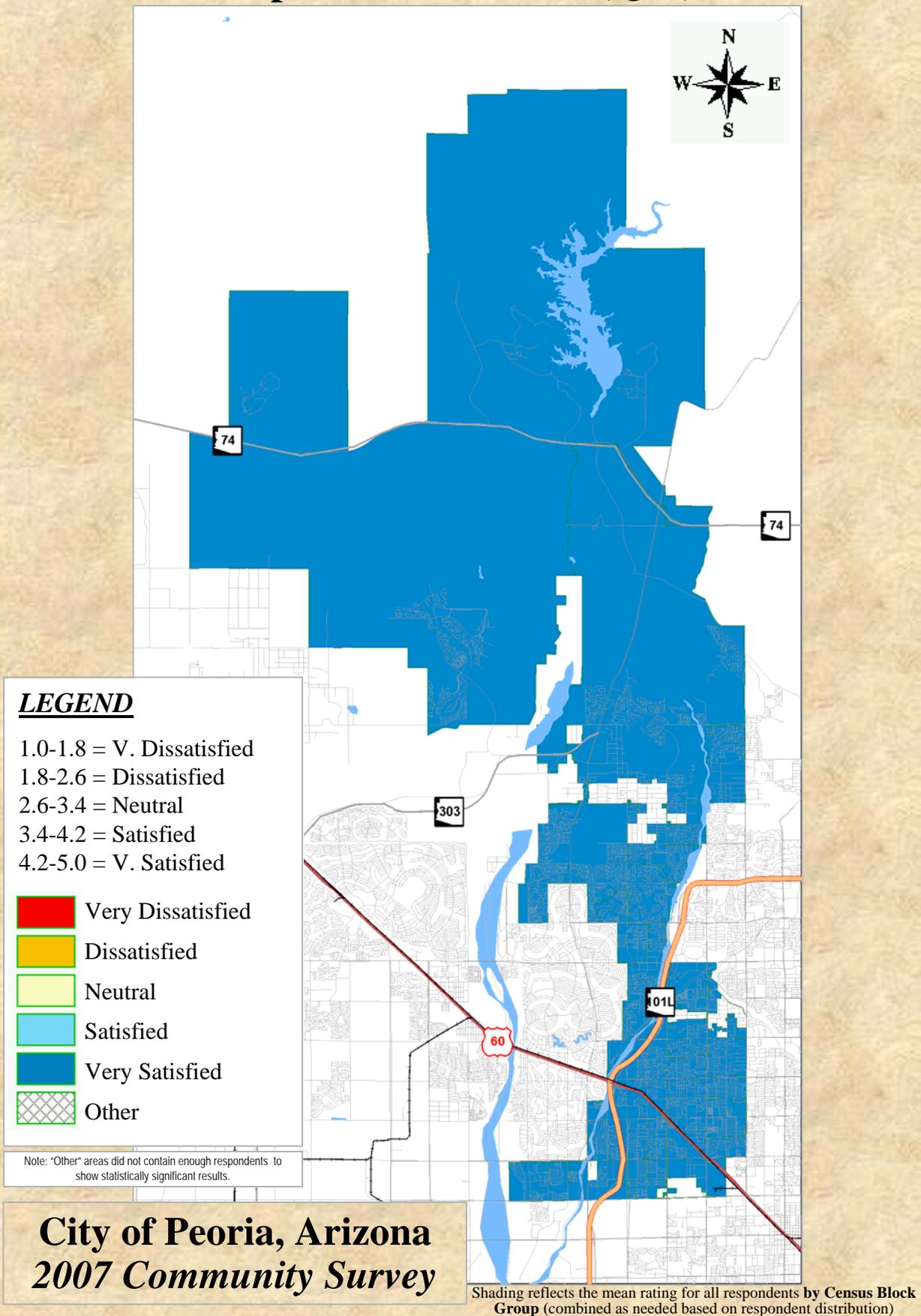


City of Peoria, Arizona
2007 Community Survey

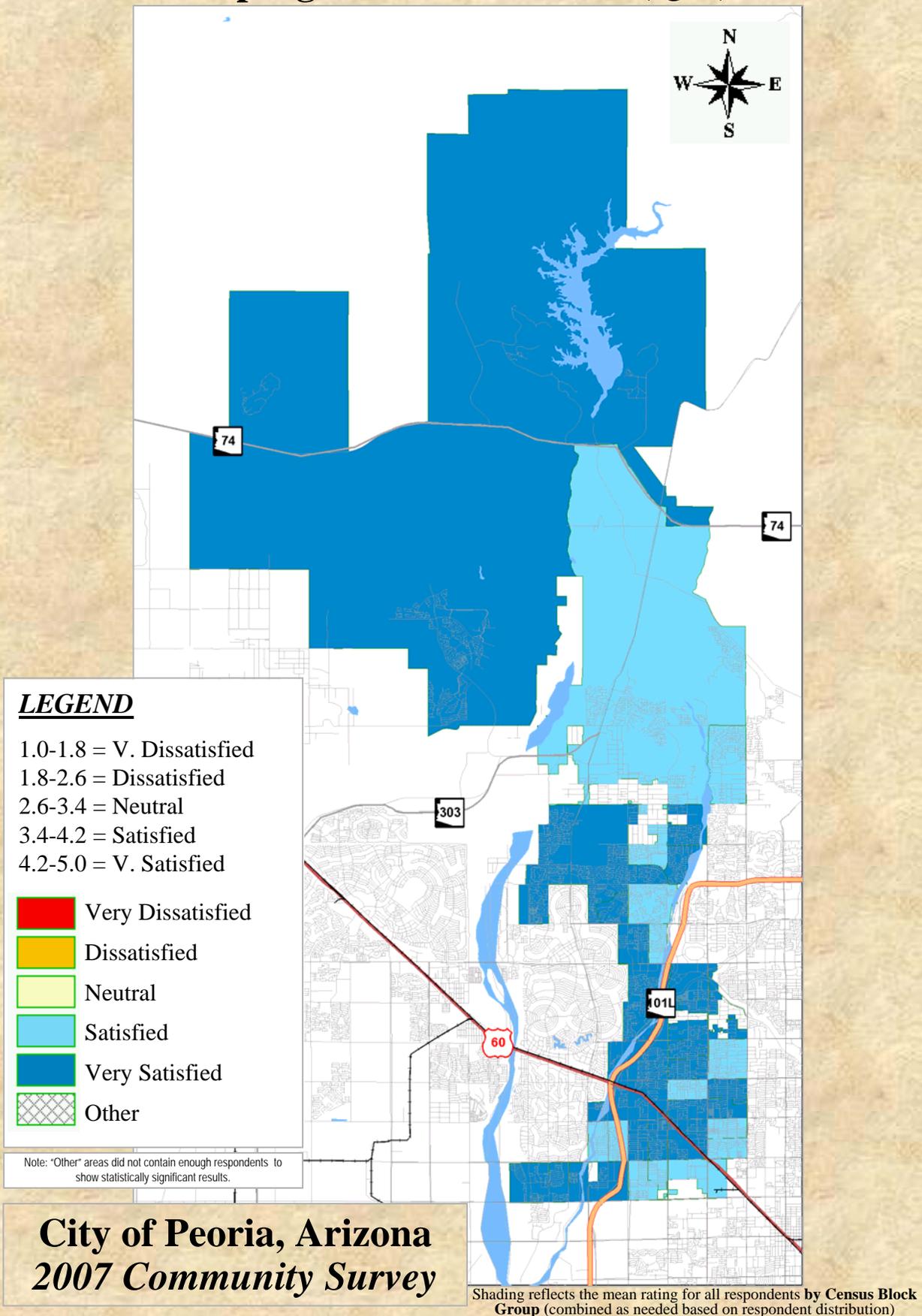
Satisfaction with the quality of Peoria's police services (Q1a)



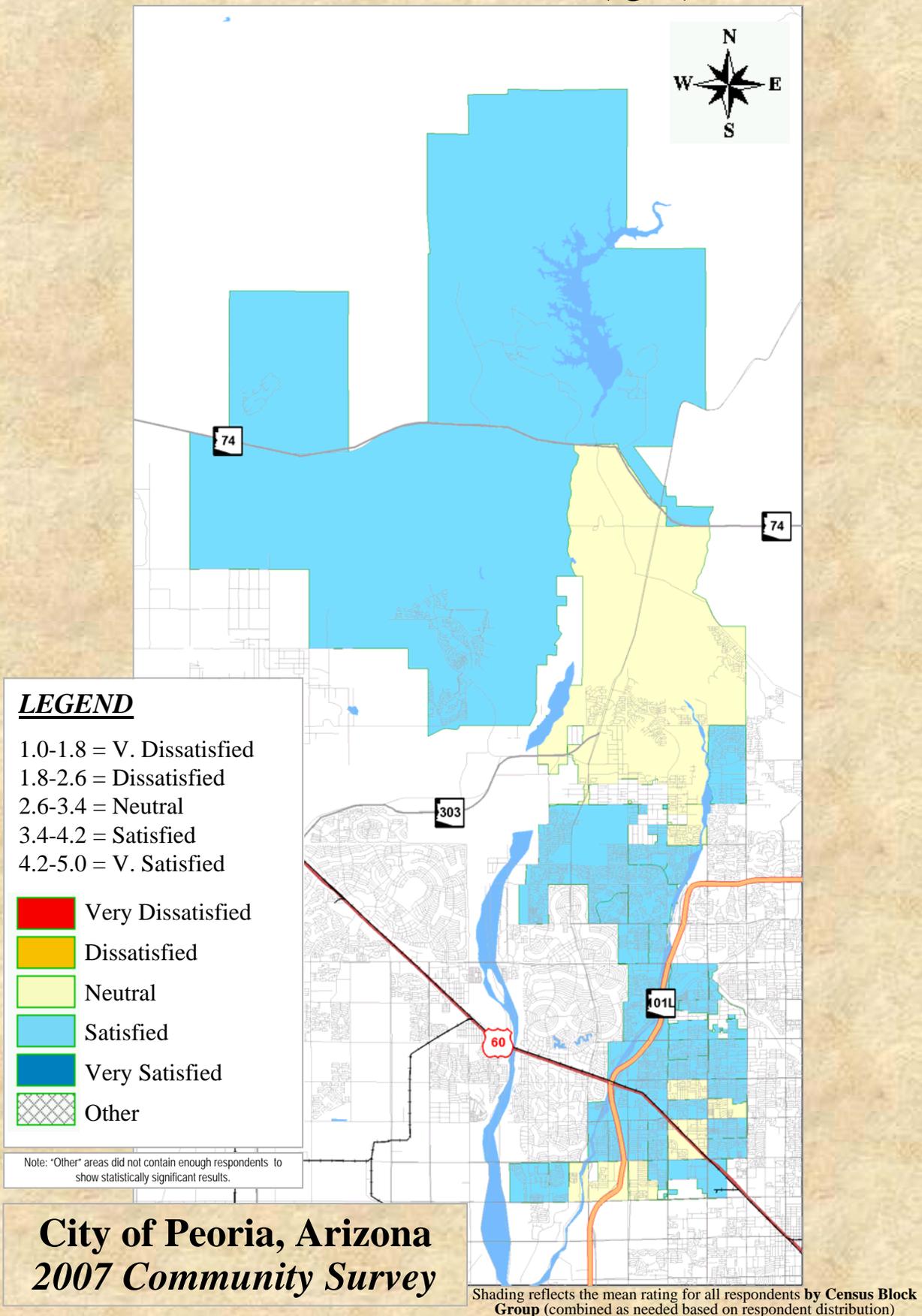
Satisfaction with the quality of Peoria's fire protection services (Q1b)



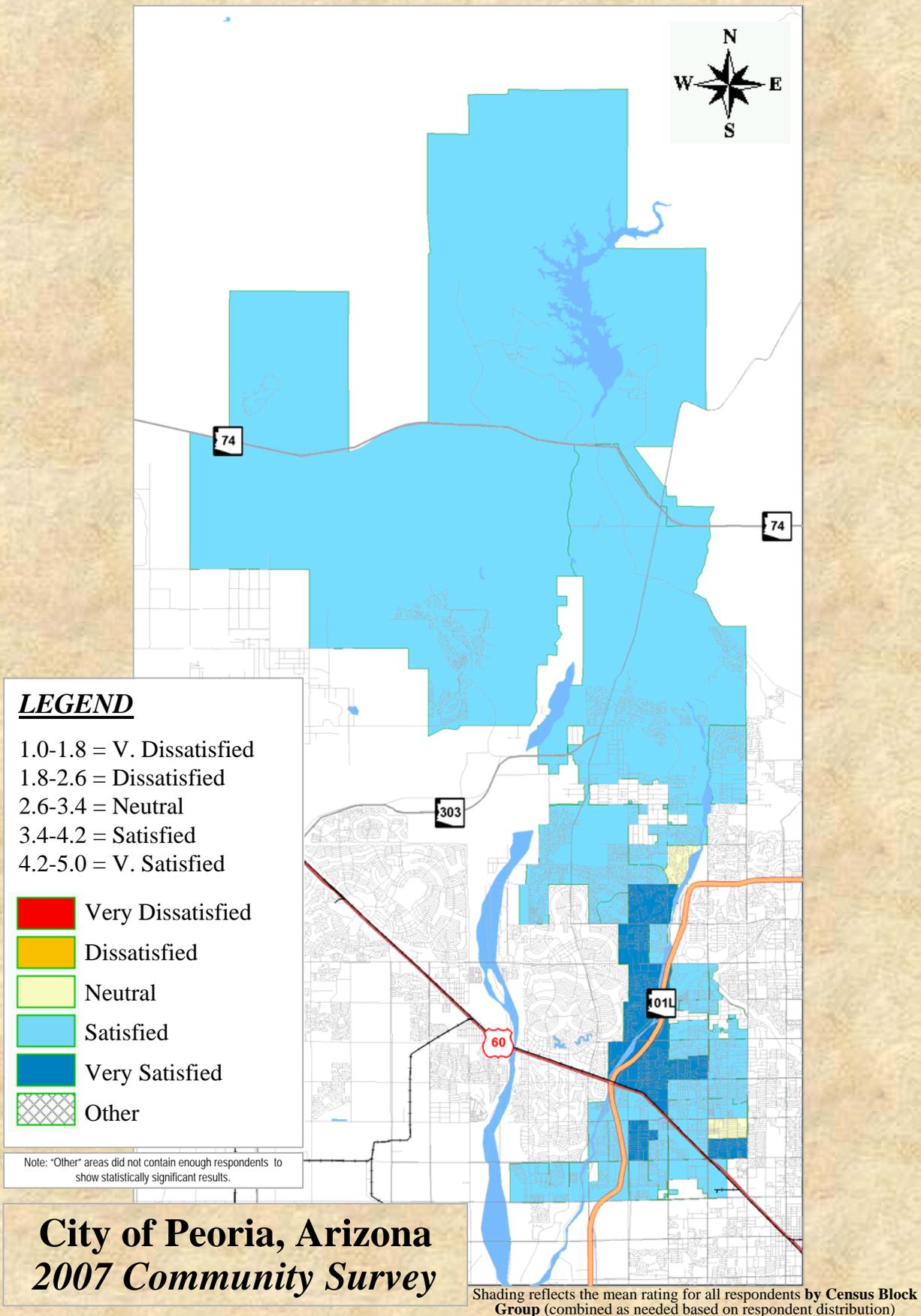
Satisfaction with the quality of Peoria's parks and recreation programs and facilities (Q1c)



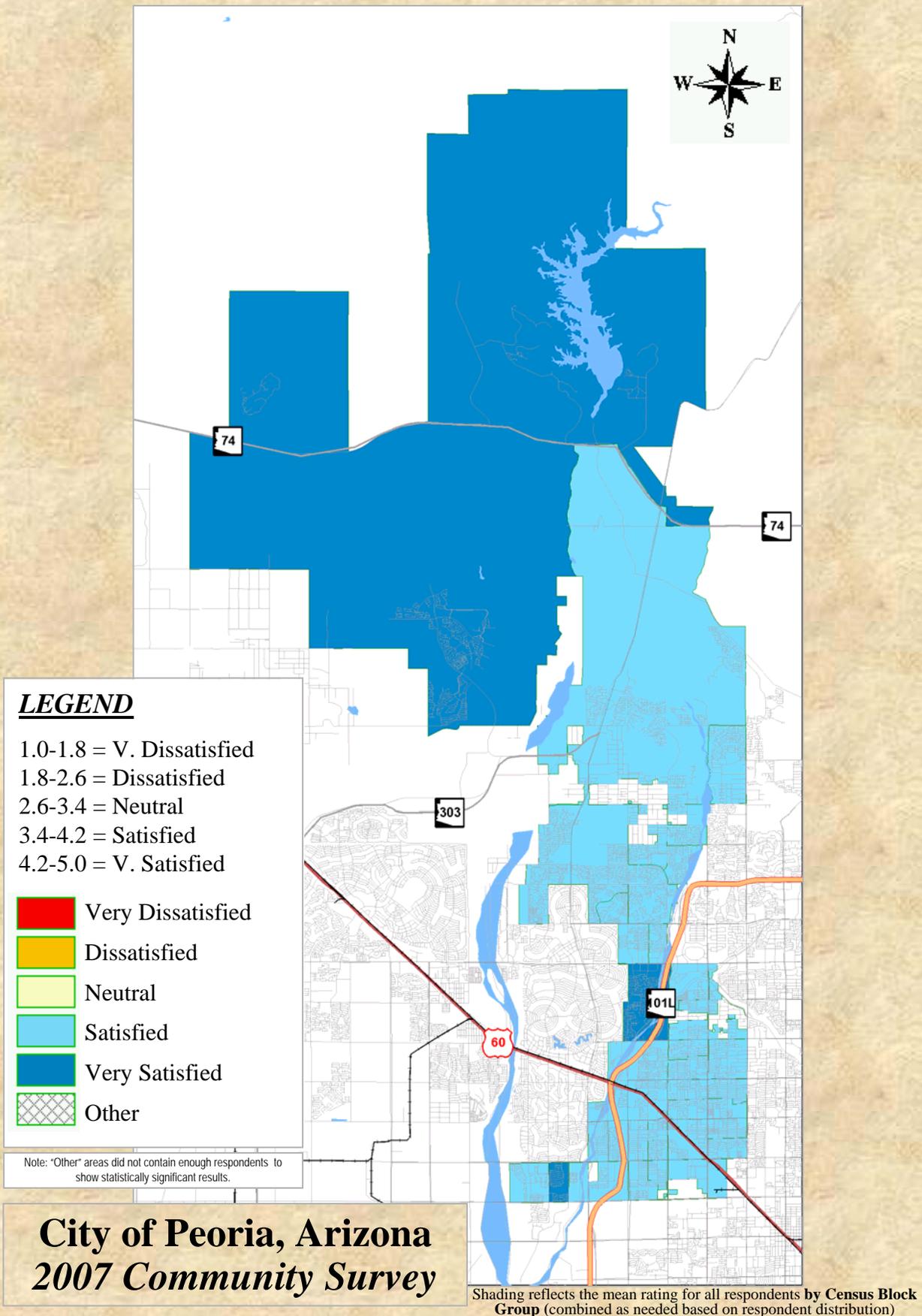
Satisfaction with the maintenance of Peoria's streets and infrastructure (Q1d)



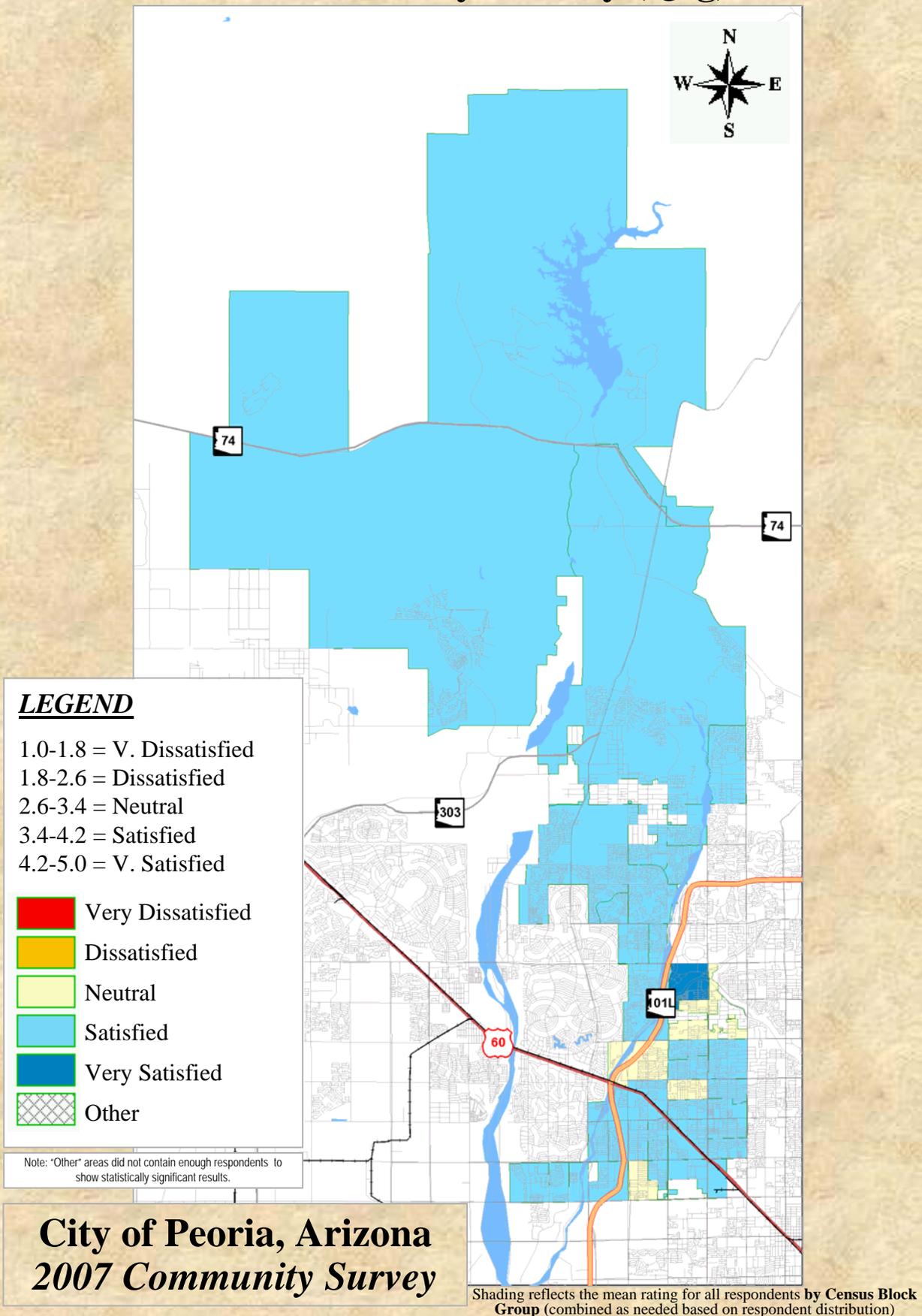
Satisfaction with the quality of Peoria's water services (Q1e)



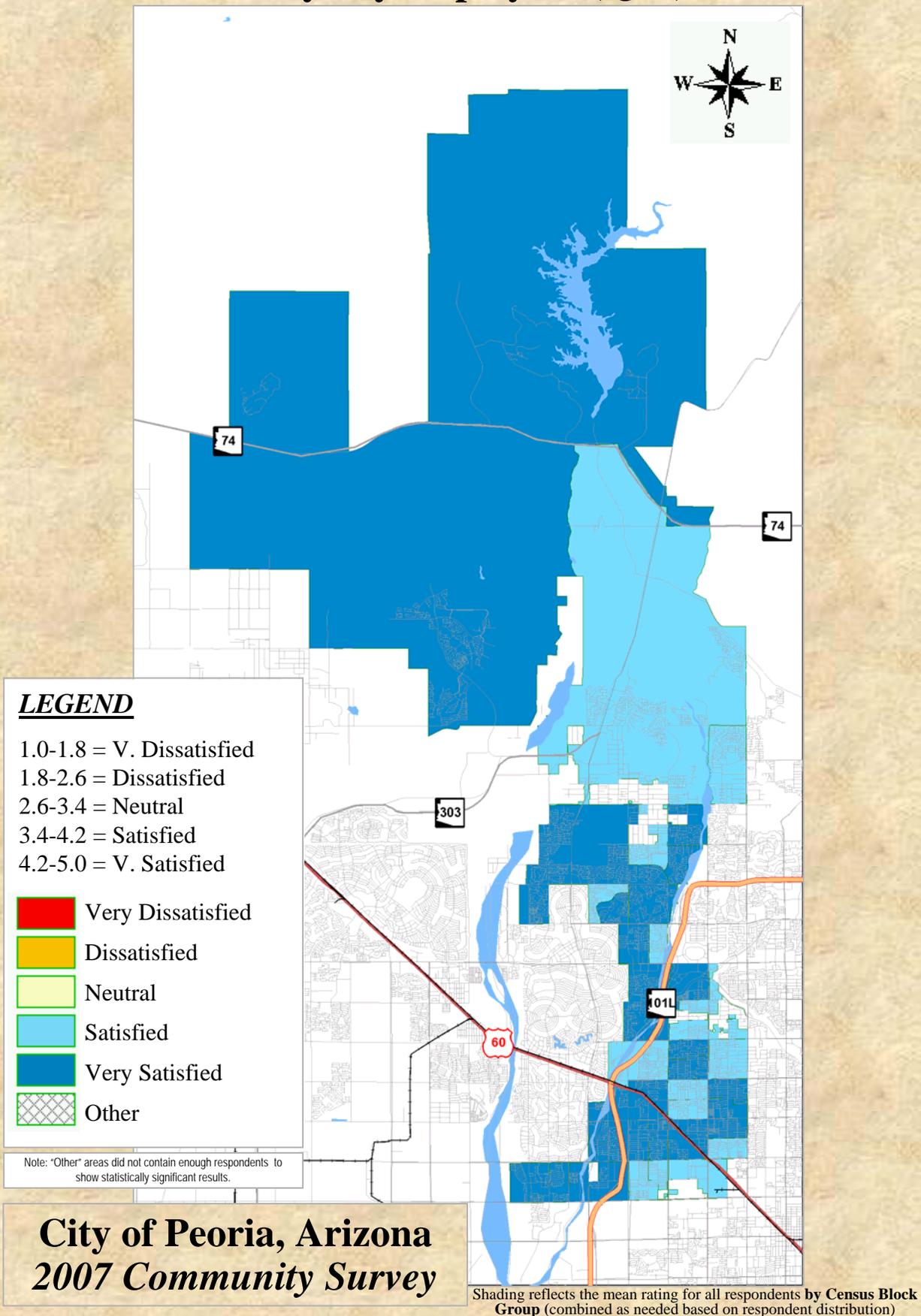
Satisfaction with the quality of sewers in Peoria (Q1f)



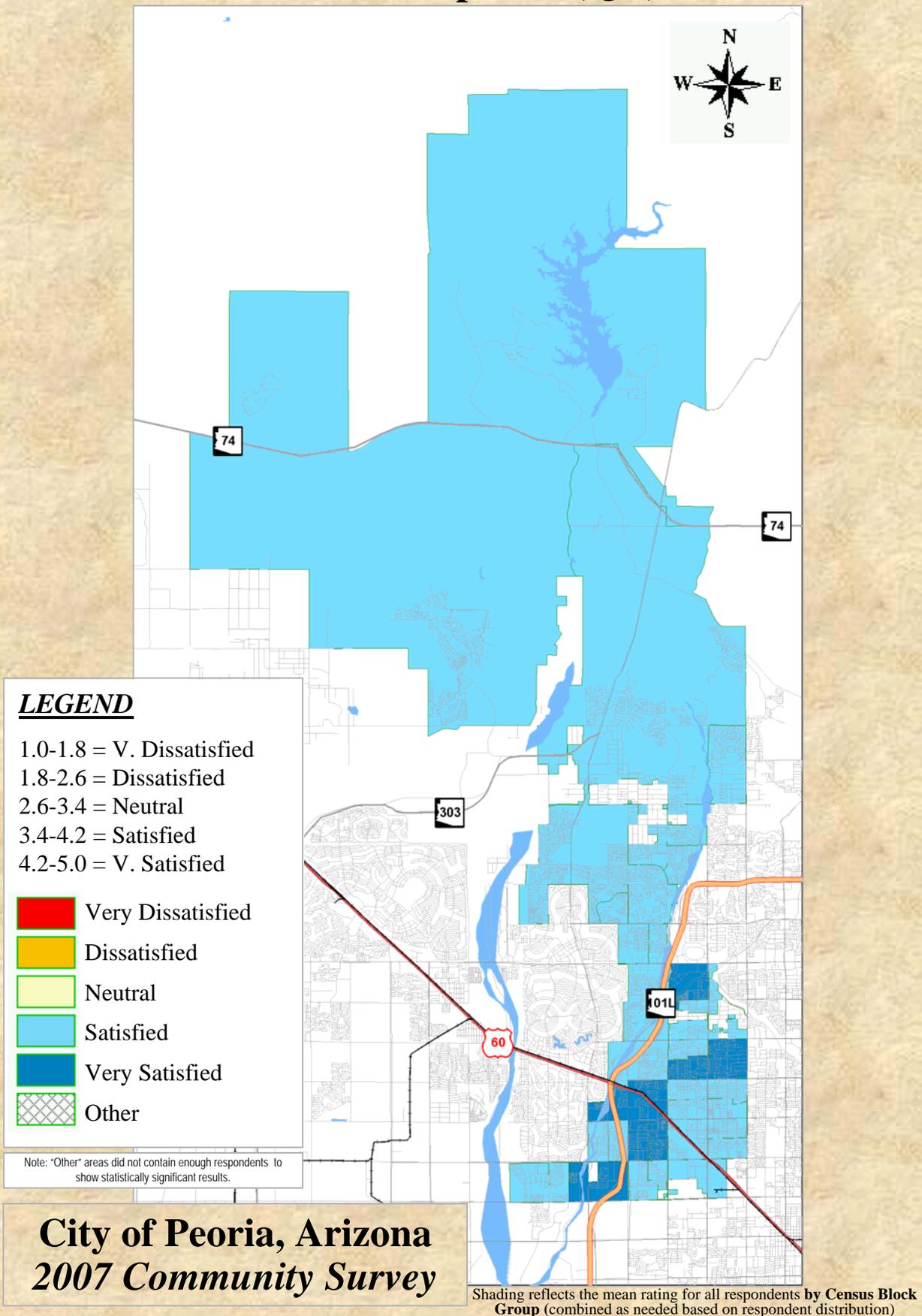
Satisfaction with the enforcement of city codes and ordinances by the City (Q1g)



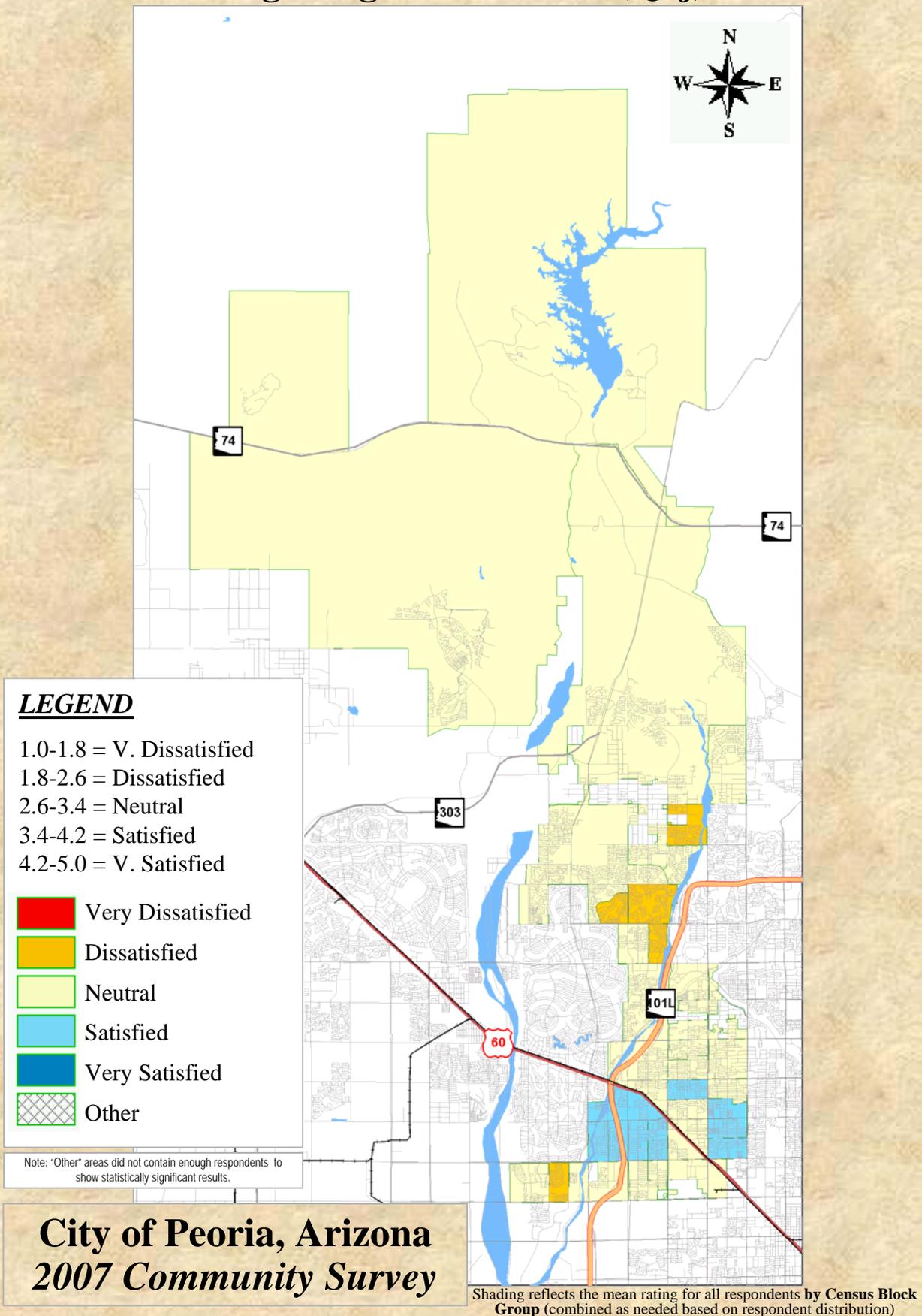
Satisfaction with the quality of customer service provided by city employees (Q1h)



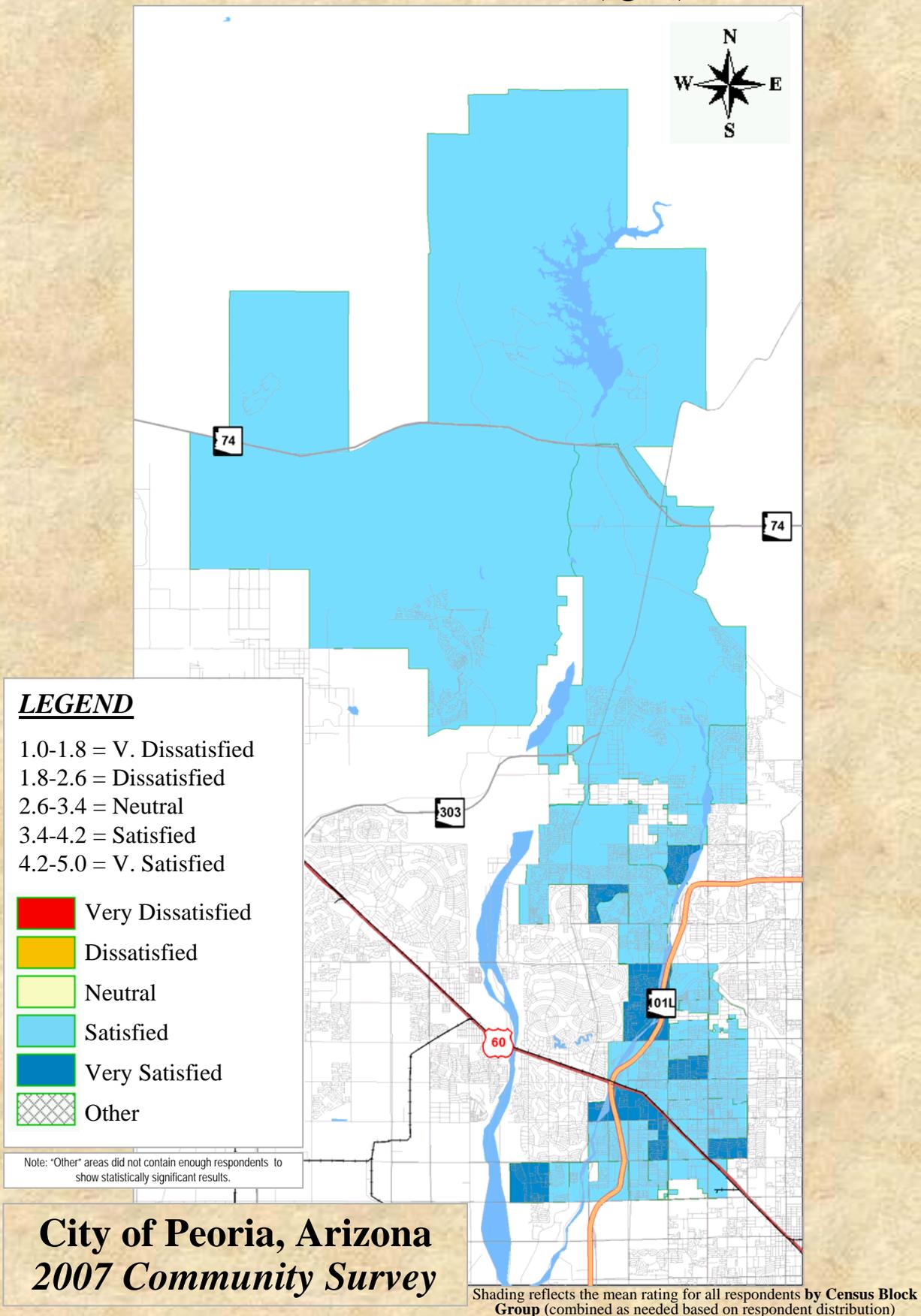
Satisfaction with the effectiveness of Peoria's communication with the public (Q1i)



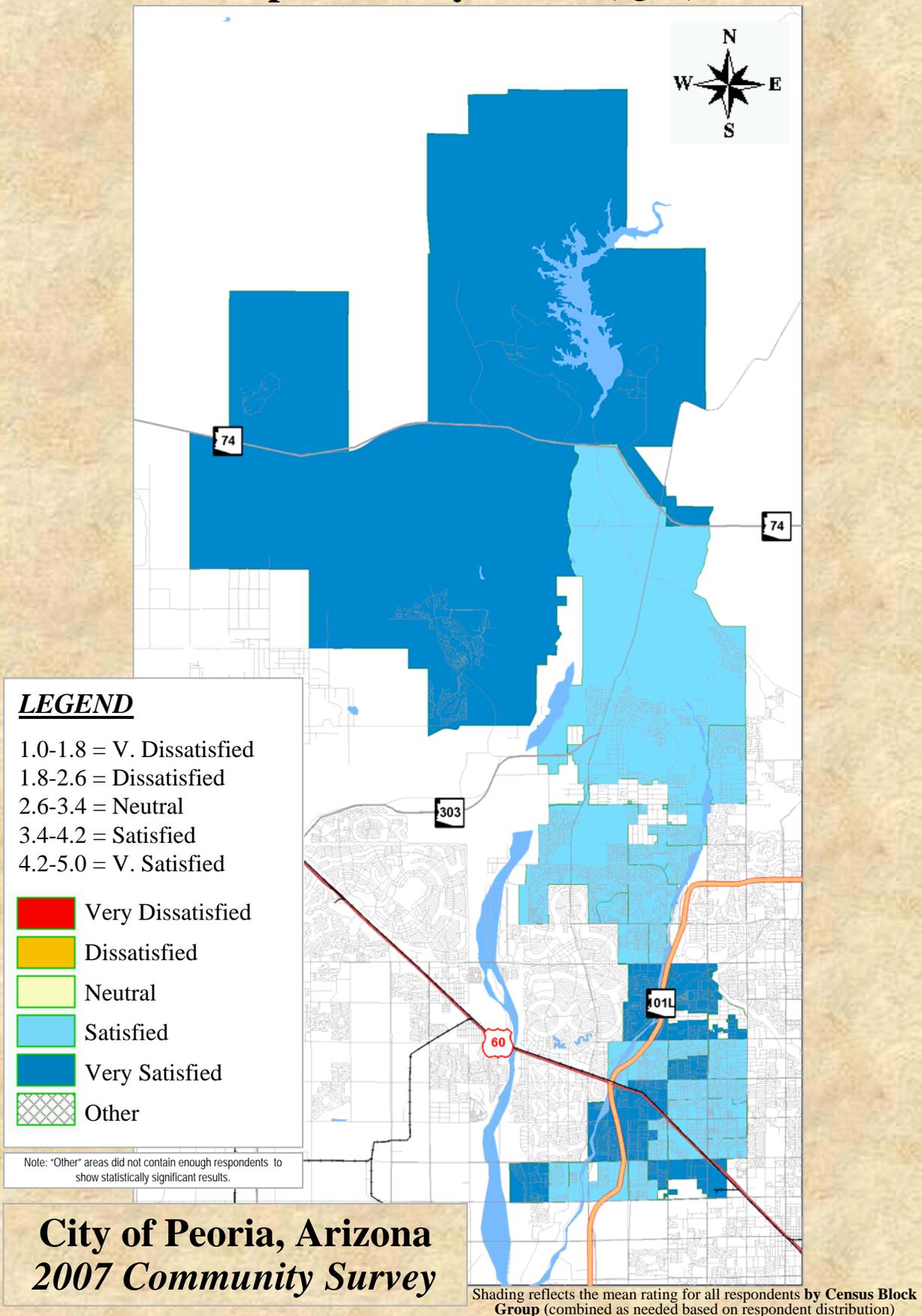
Satisfaction with the flow of traffic and the ease of getting around town (Q1j)



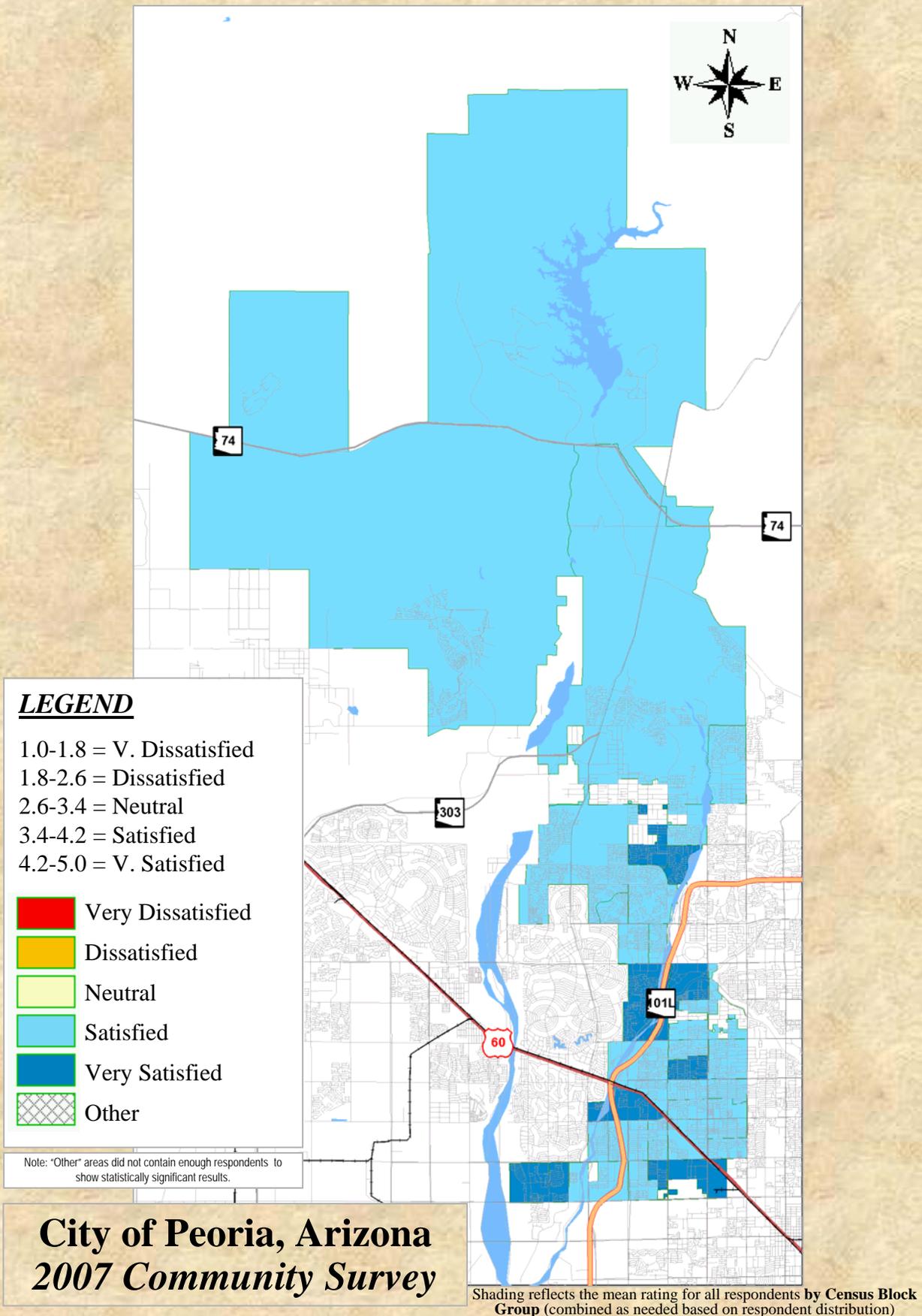
Satisfaction with the quality of Peoria's garbage and refuse collection services (Q1k)



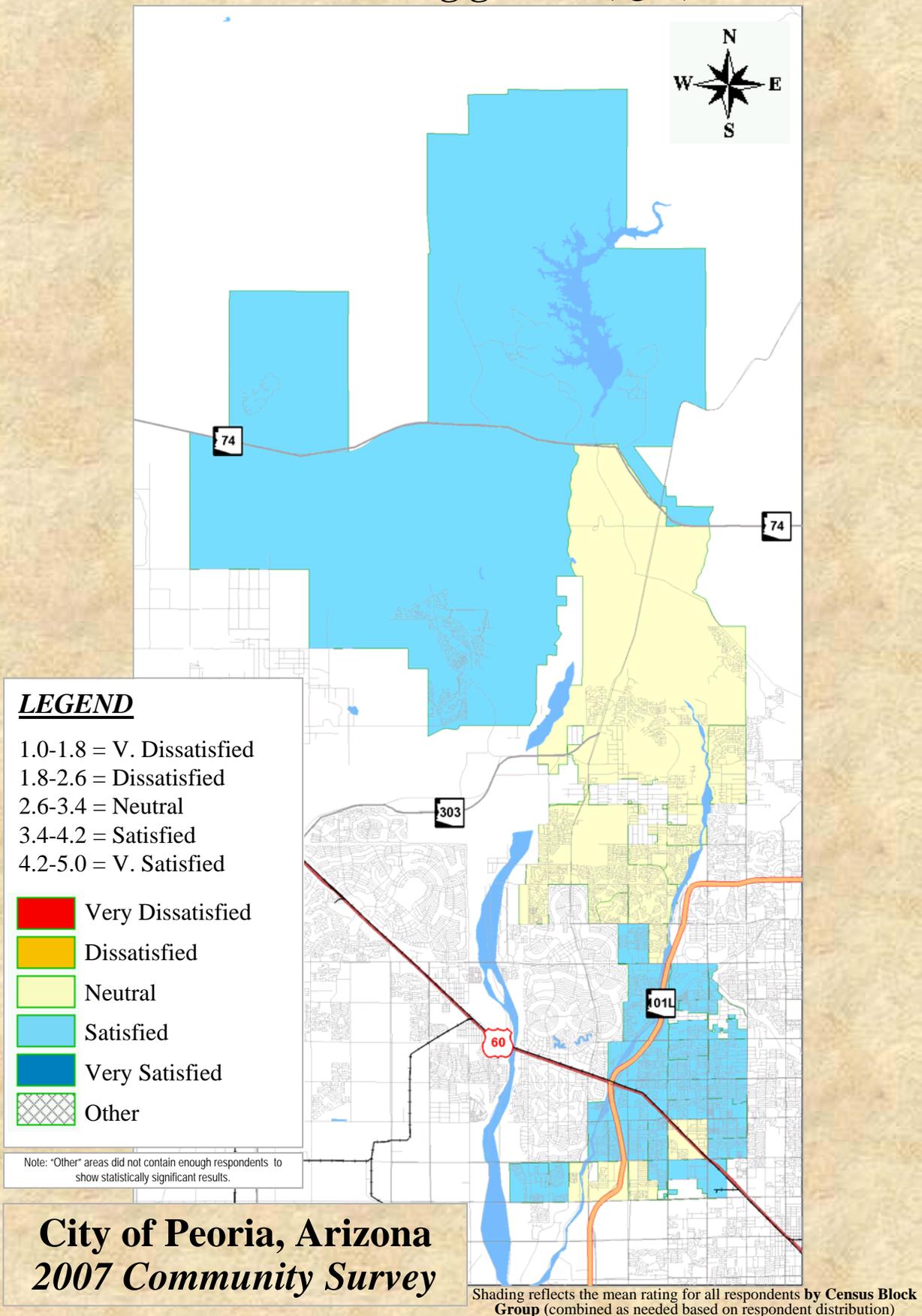
Satisfaction with the overall quality of services provided by Peoria (Q3a)



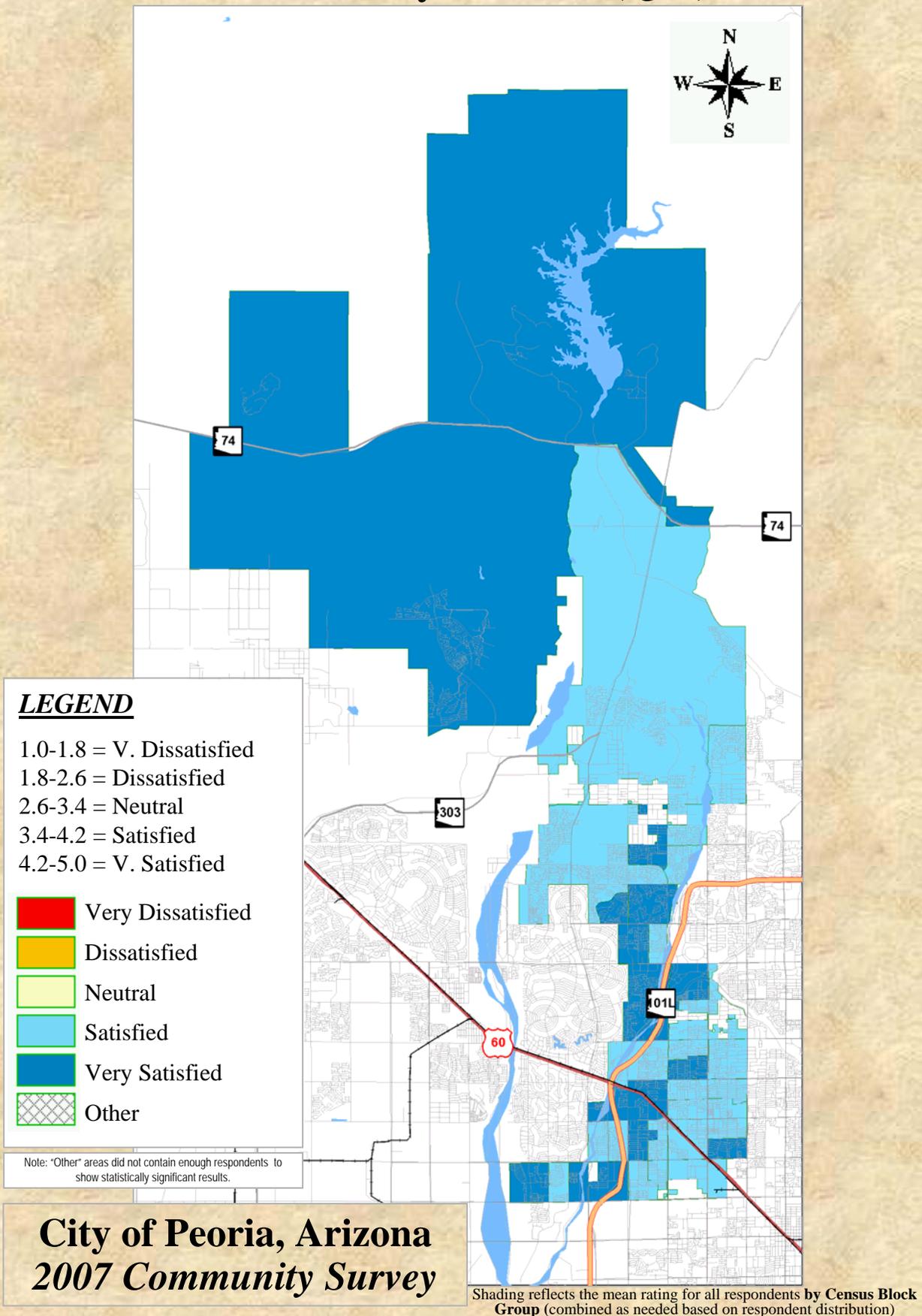
Satisfaction with the overall appearance of Peoria (Q3b)



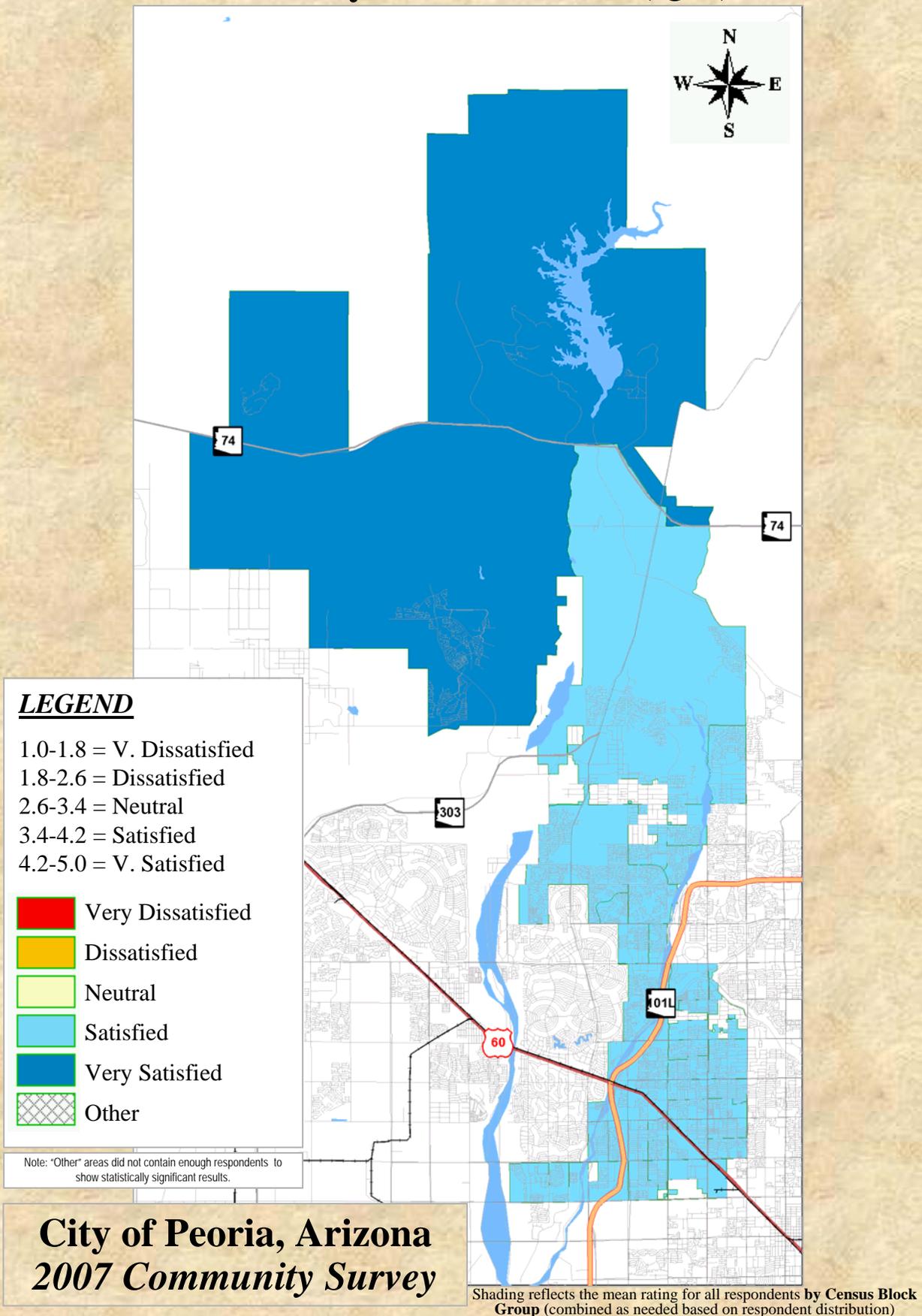
Satisfaction with how well the City of Peoria is handling growth (Q3c)



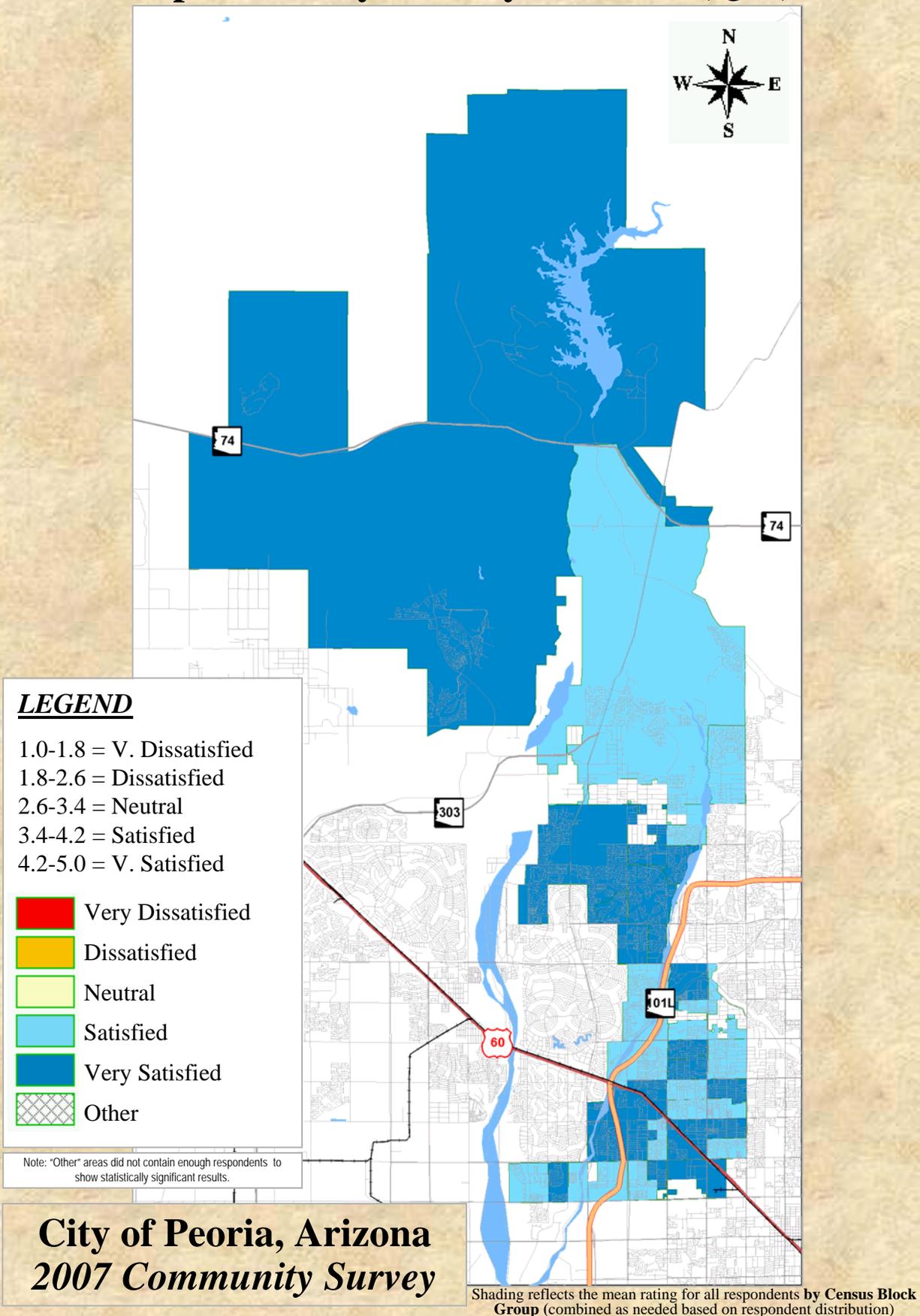
Satisfaction with the overall quality of life in the City of Peoria (Q3d)



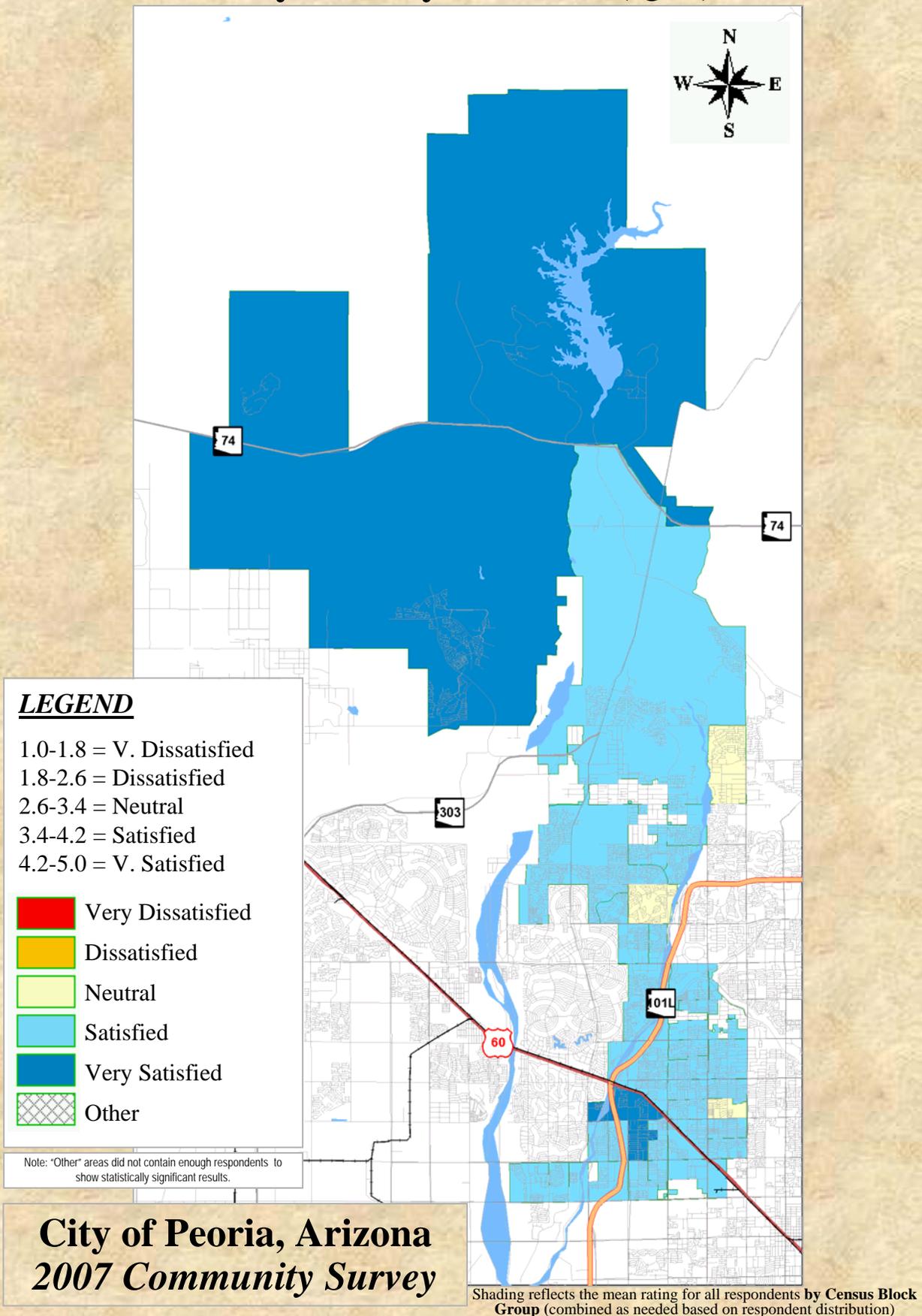
Satisfaction with the overall value received for City taxes in Peoria (Q3e)



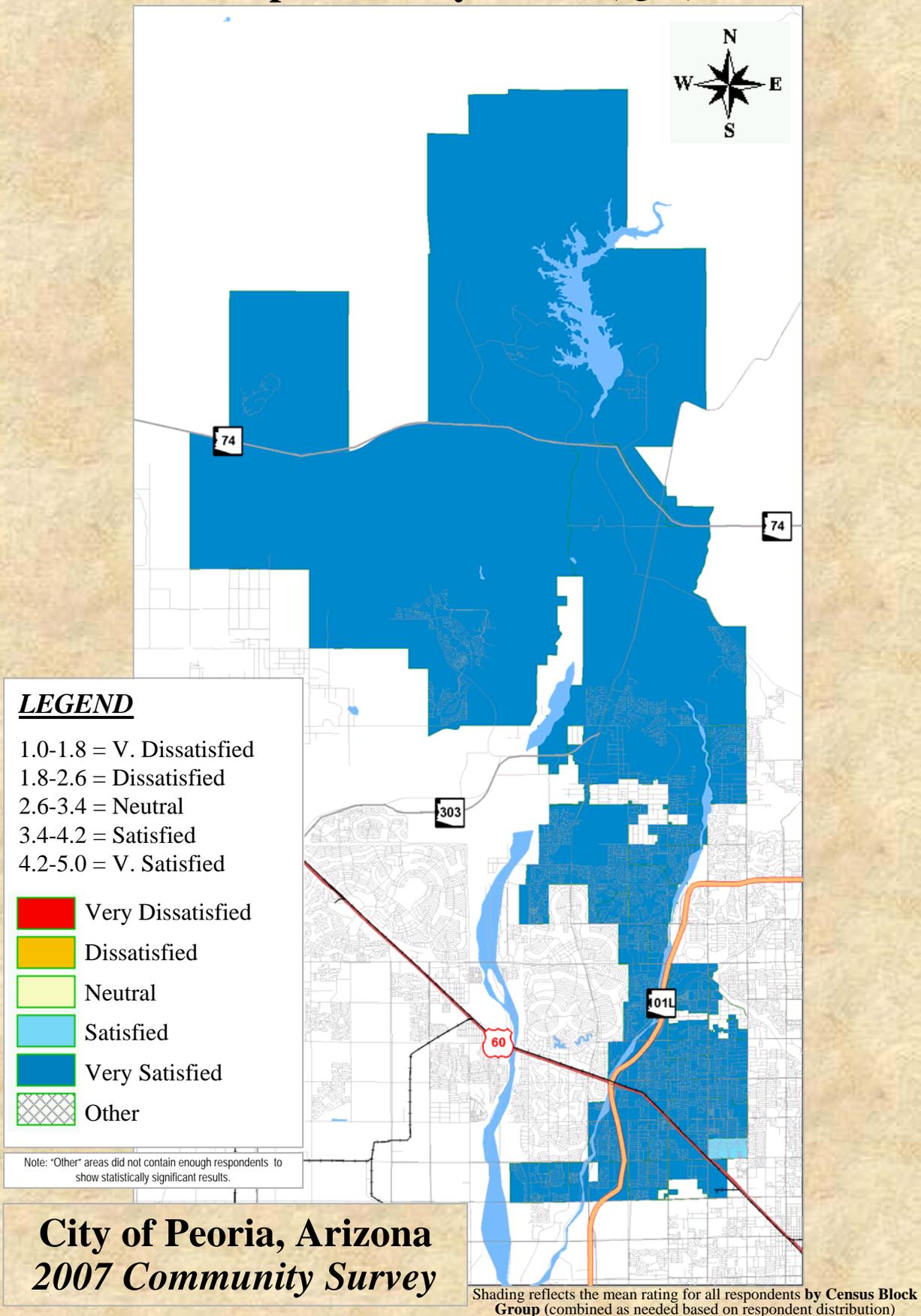
Satisfaction with the overall quality of police protection provided by the City of Peoria (Q5a)



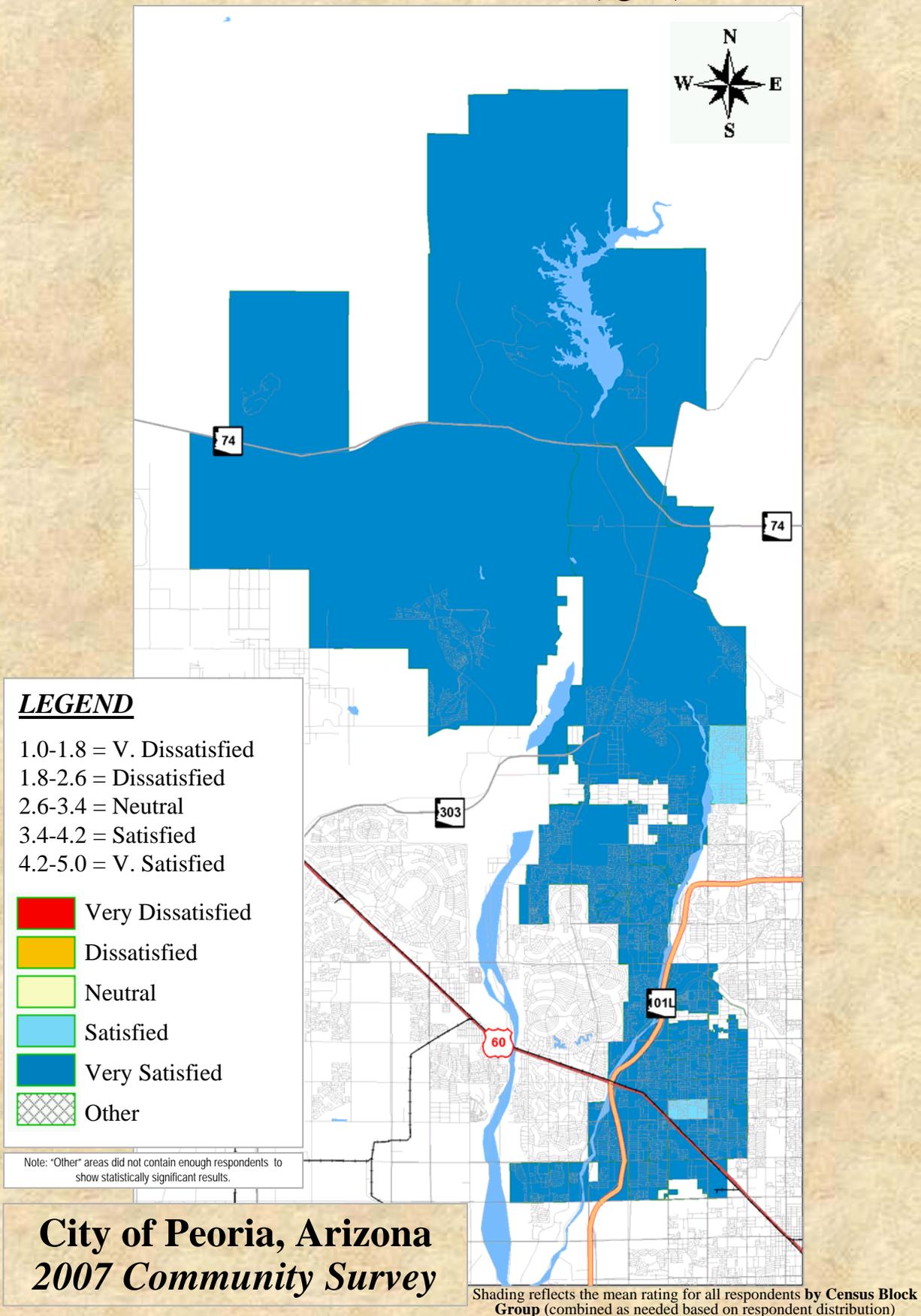
Satisfaction with the enforcement of local traffic laws by the City of Peoria (Q5b)



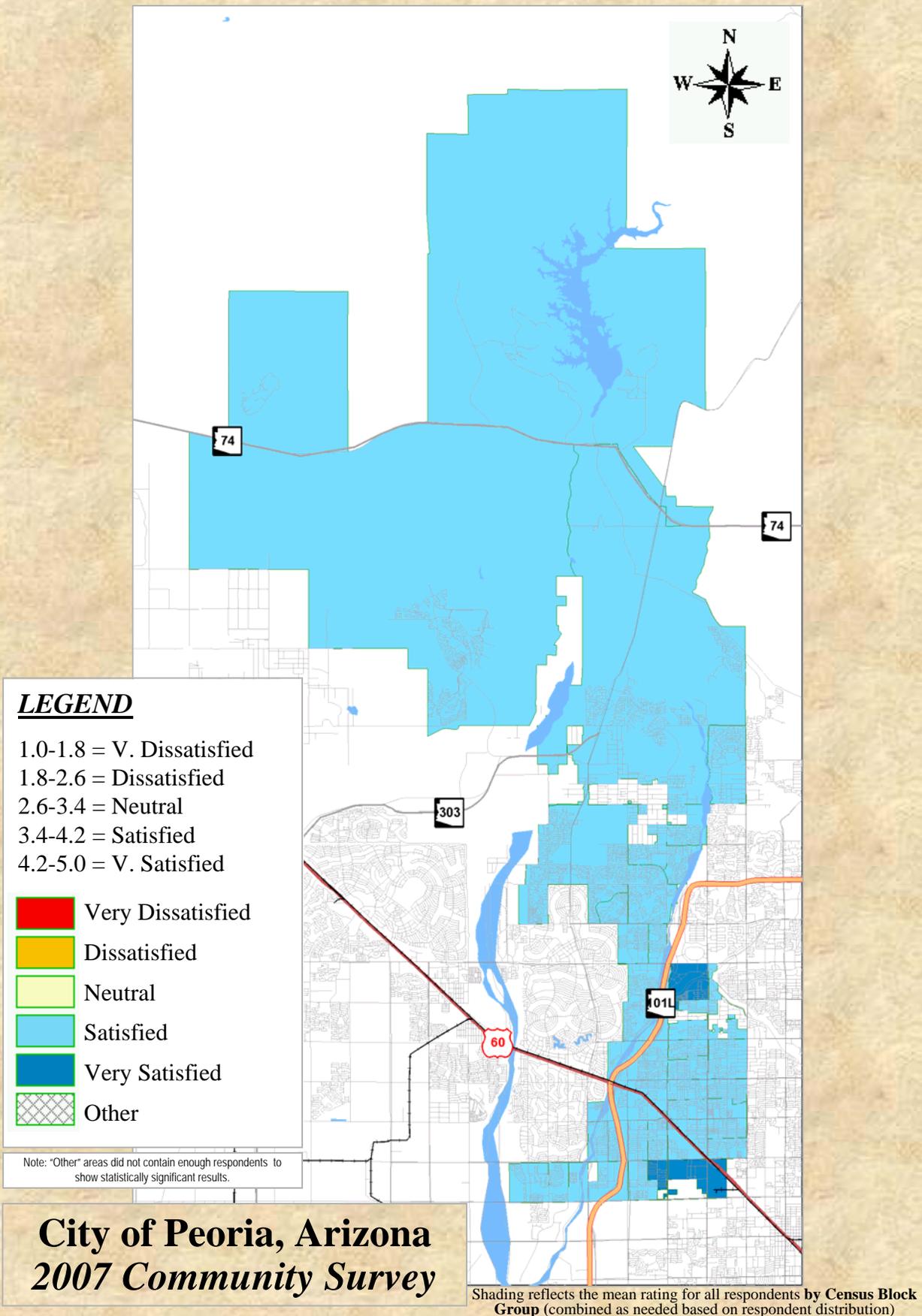
Satisfaction with the overall quality of local fire protection provided by Peoria (Q5c)



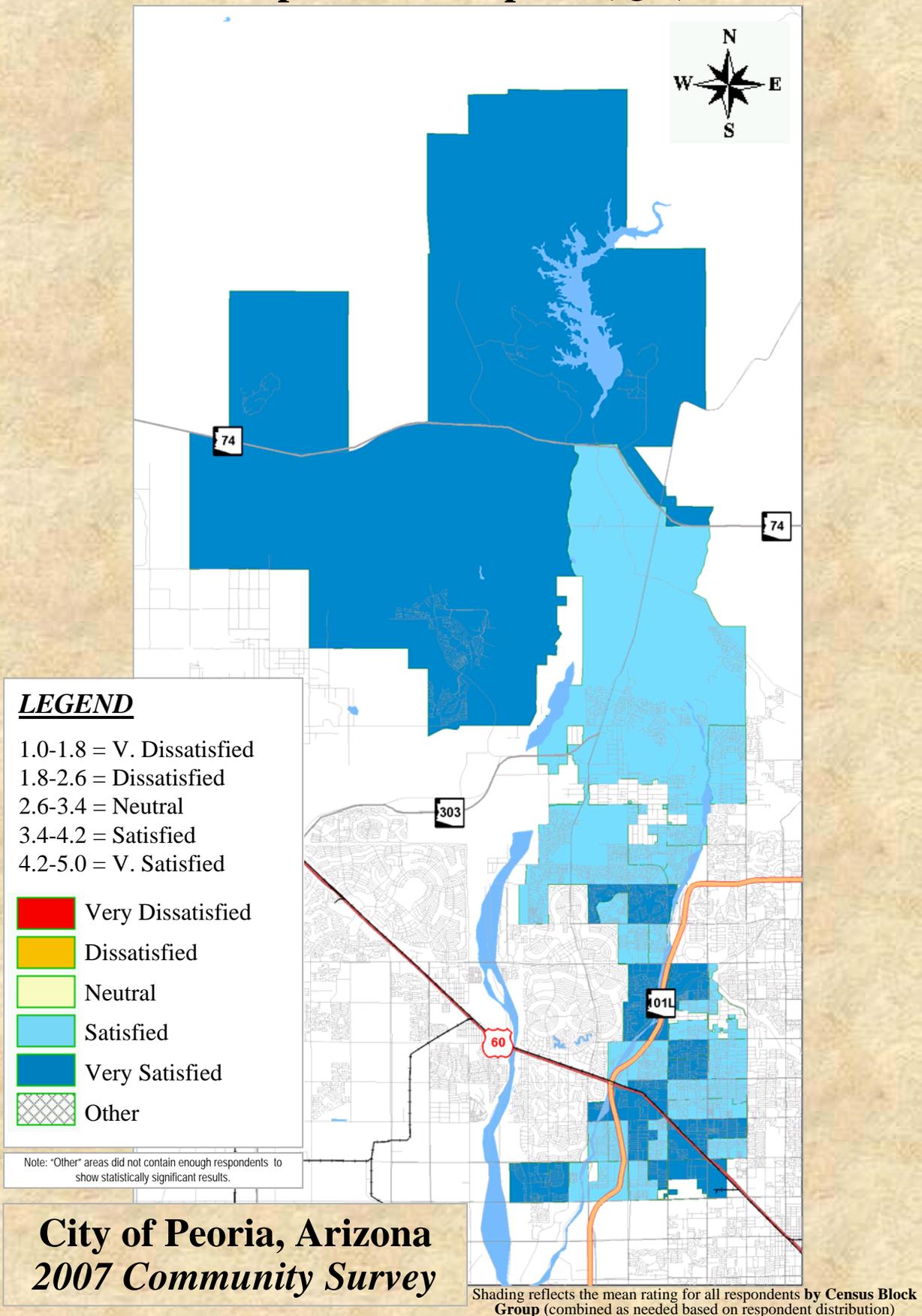
Satisfaction with the overall quality of emergency medical services in Peoria (Q5d)



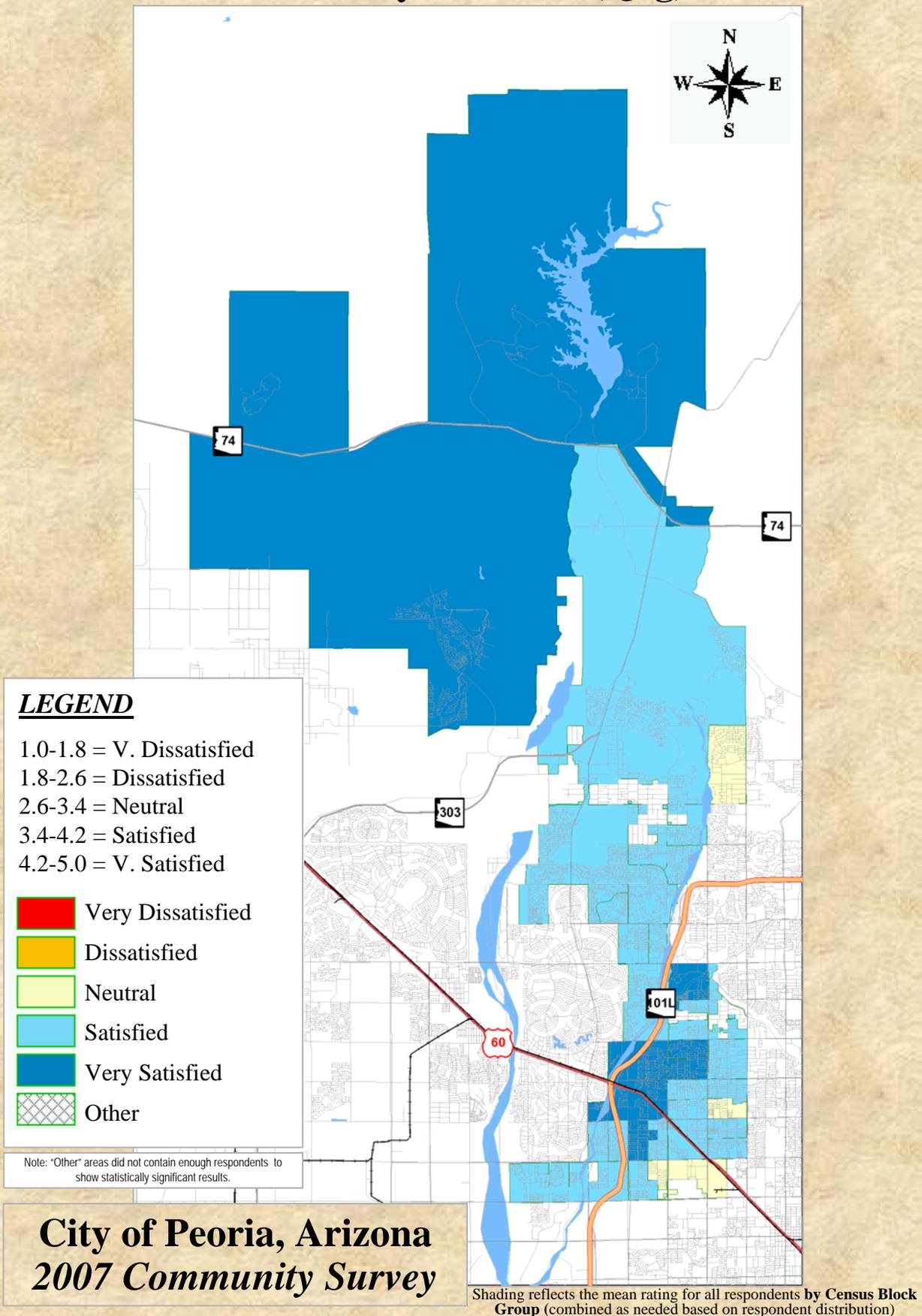
Satisfaction with Peoria's efforts to prevent crime (Q5e)



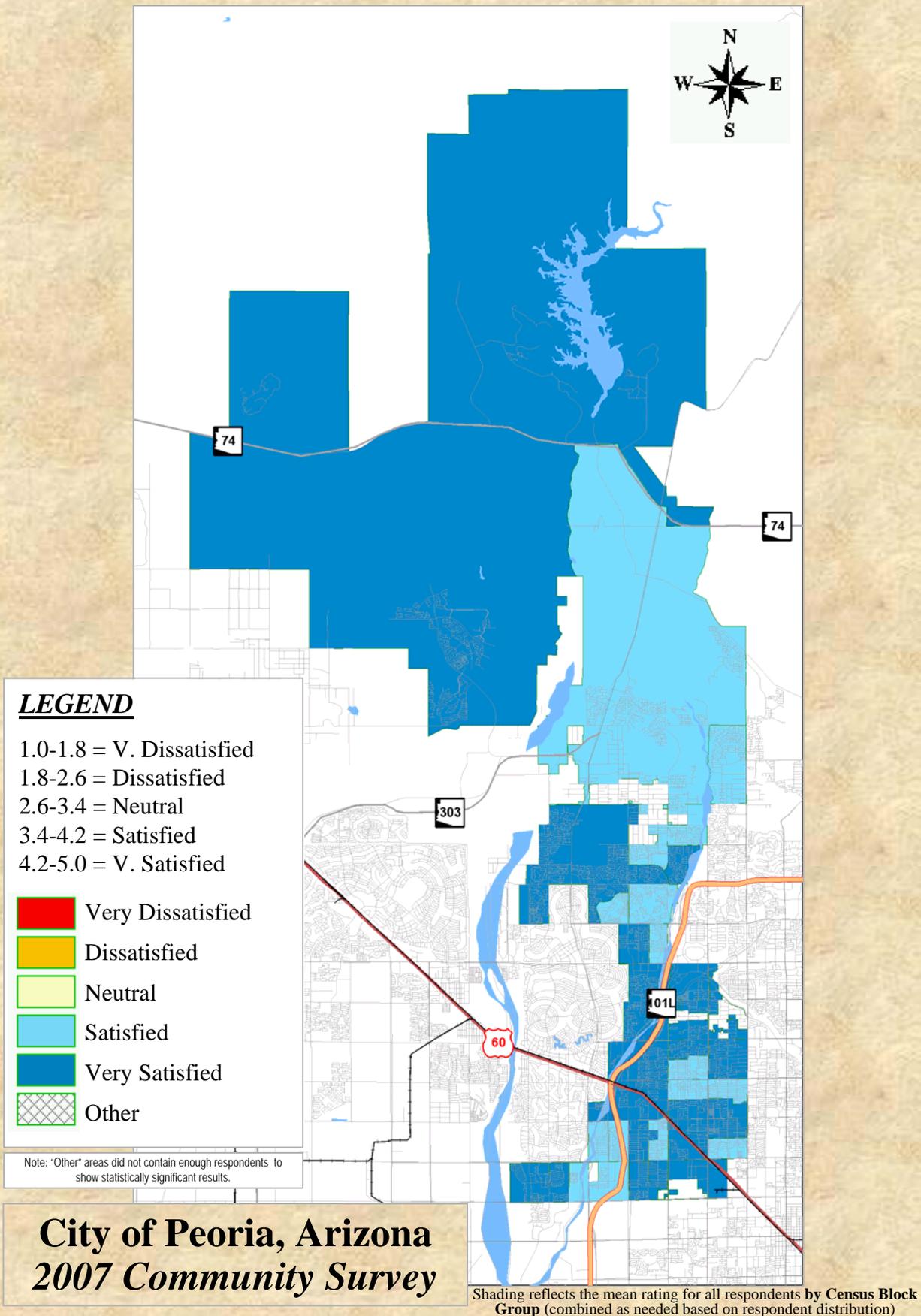
Satisfaction with how quickly the City's public safety personnel respond (Q5f)



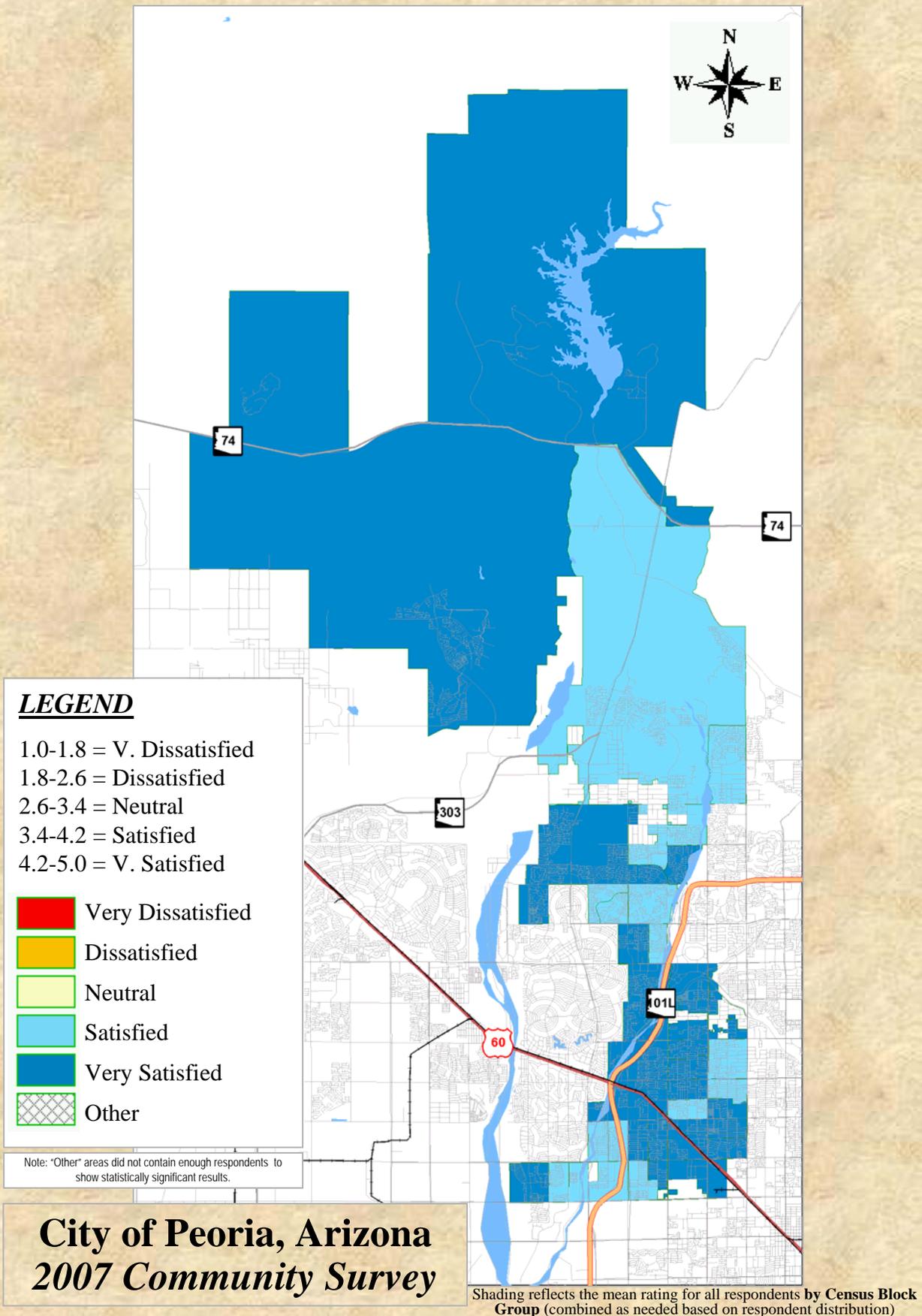
Satisfaction with animal control services provided by the City of Peoria (Q5g)



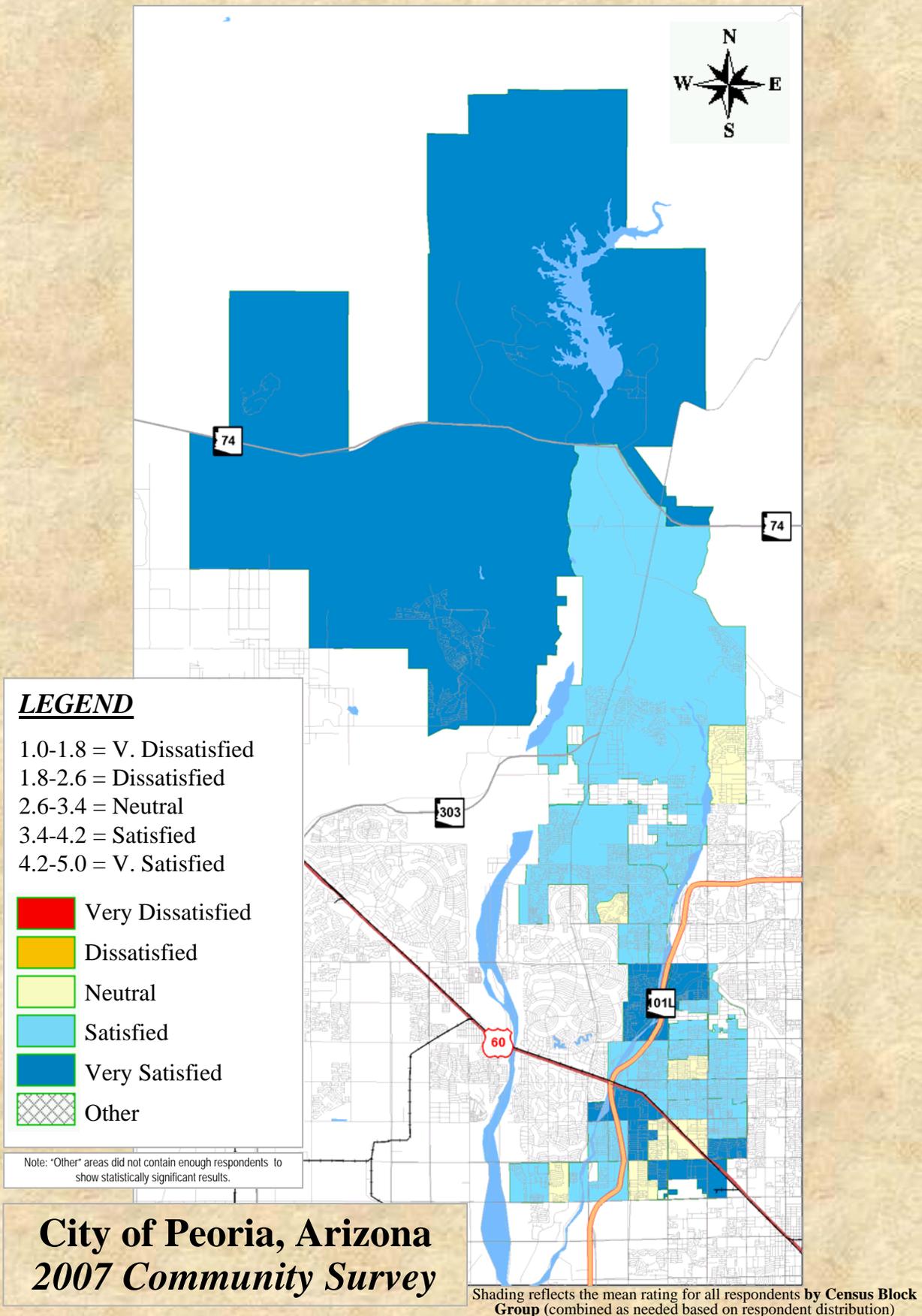
Satisfaction with the maintenance of Peoria's parks (Q7a)



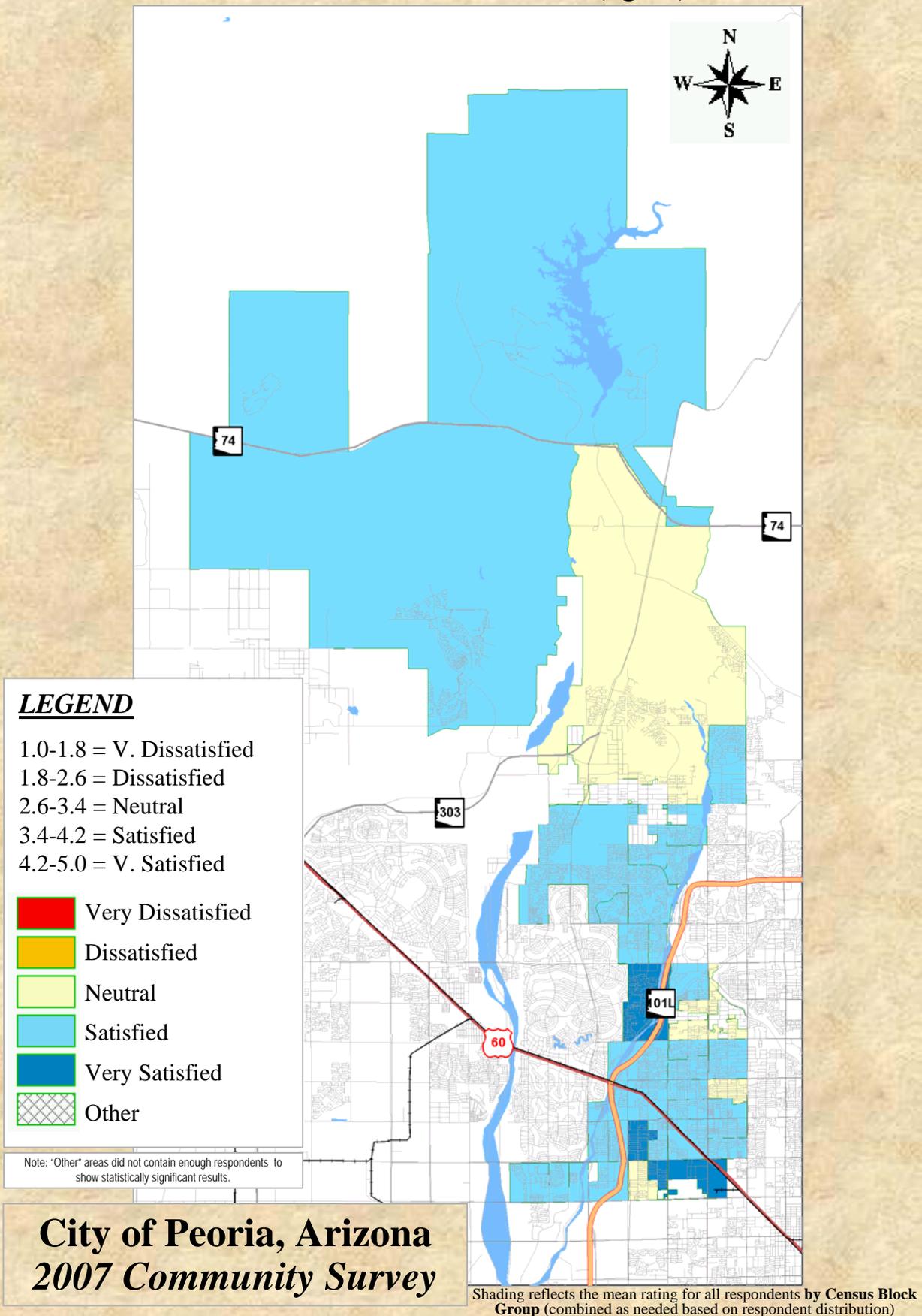
Satisfaction with the location of Peoria's parks (Q7b)



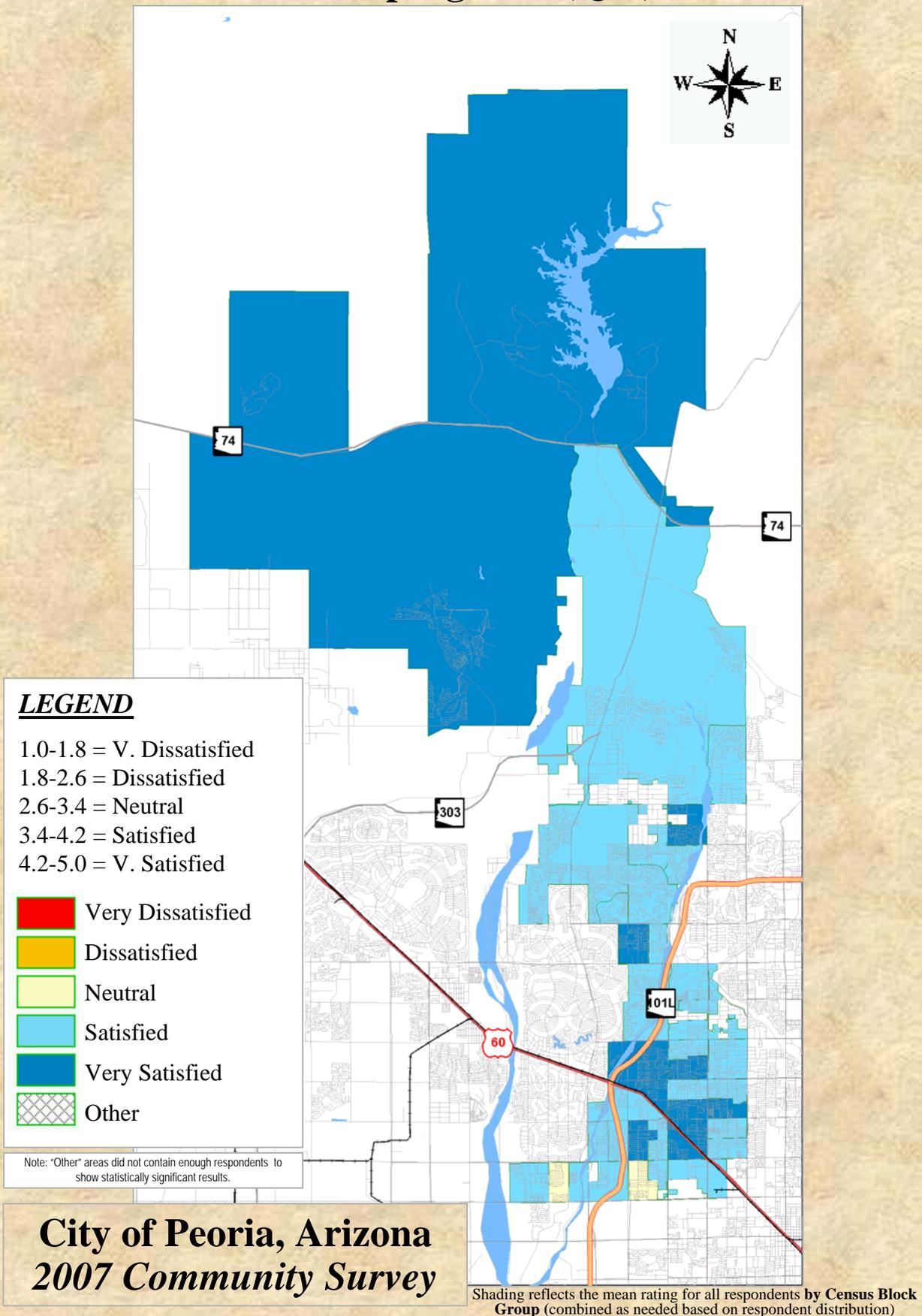
Satisfaction with walking/biking trails in Peoria (Q7c)



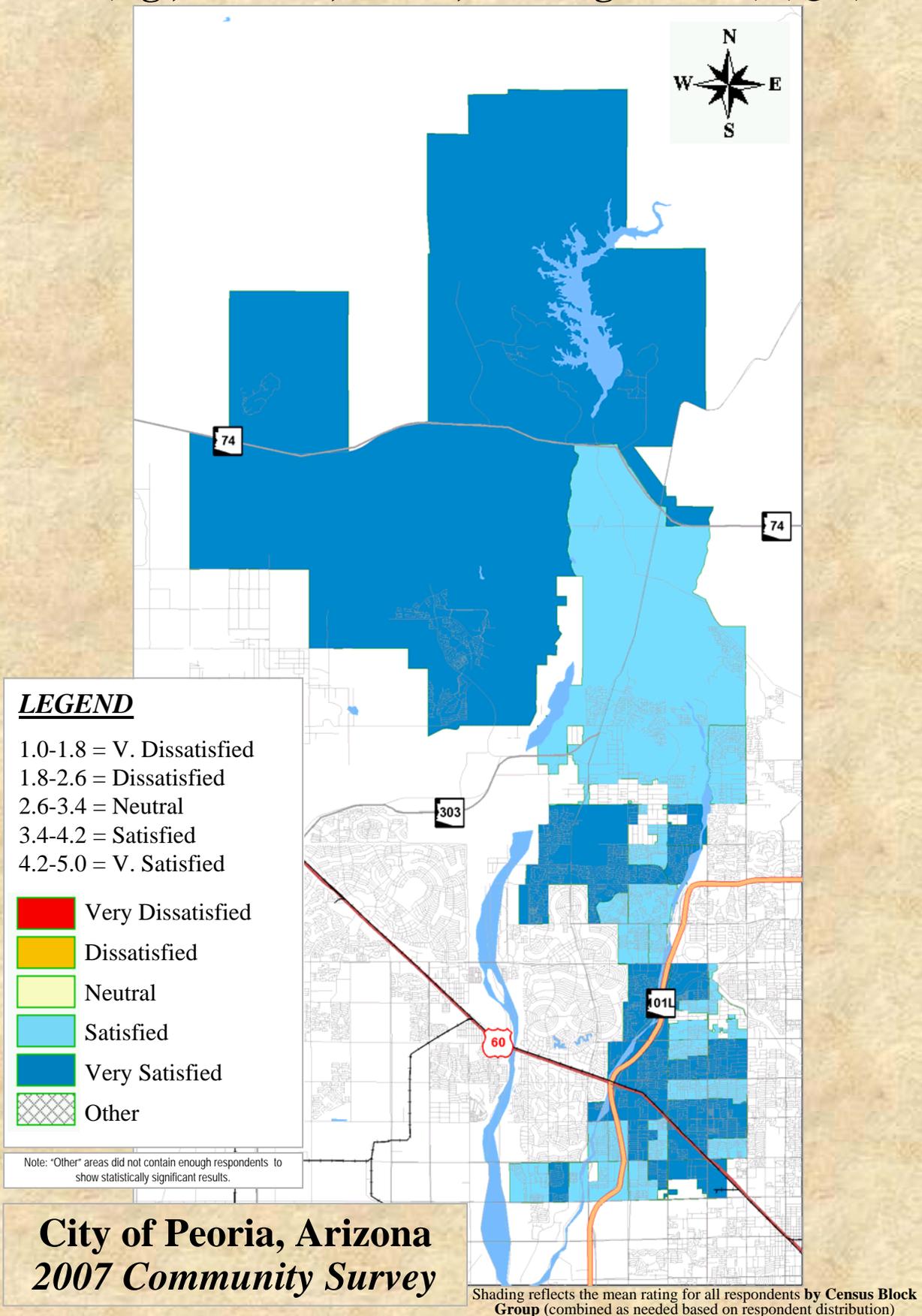
Satisfaction with the availability of City recreation centers (Q7d)



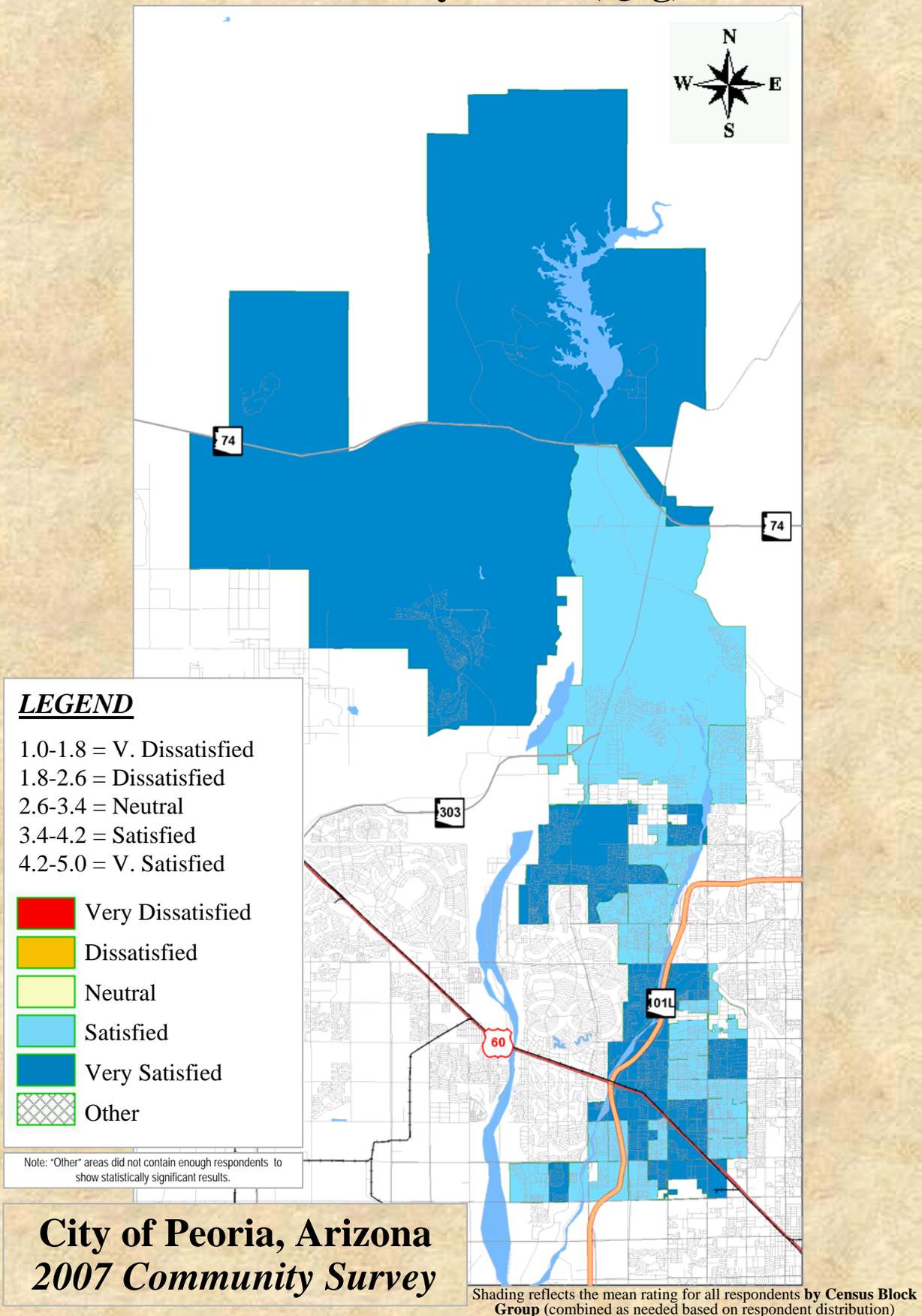
Satisfaction with Peoria's swimming pools and programs (Q7e)



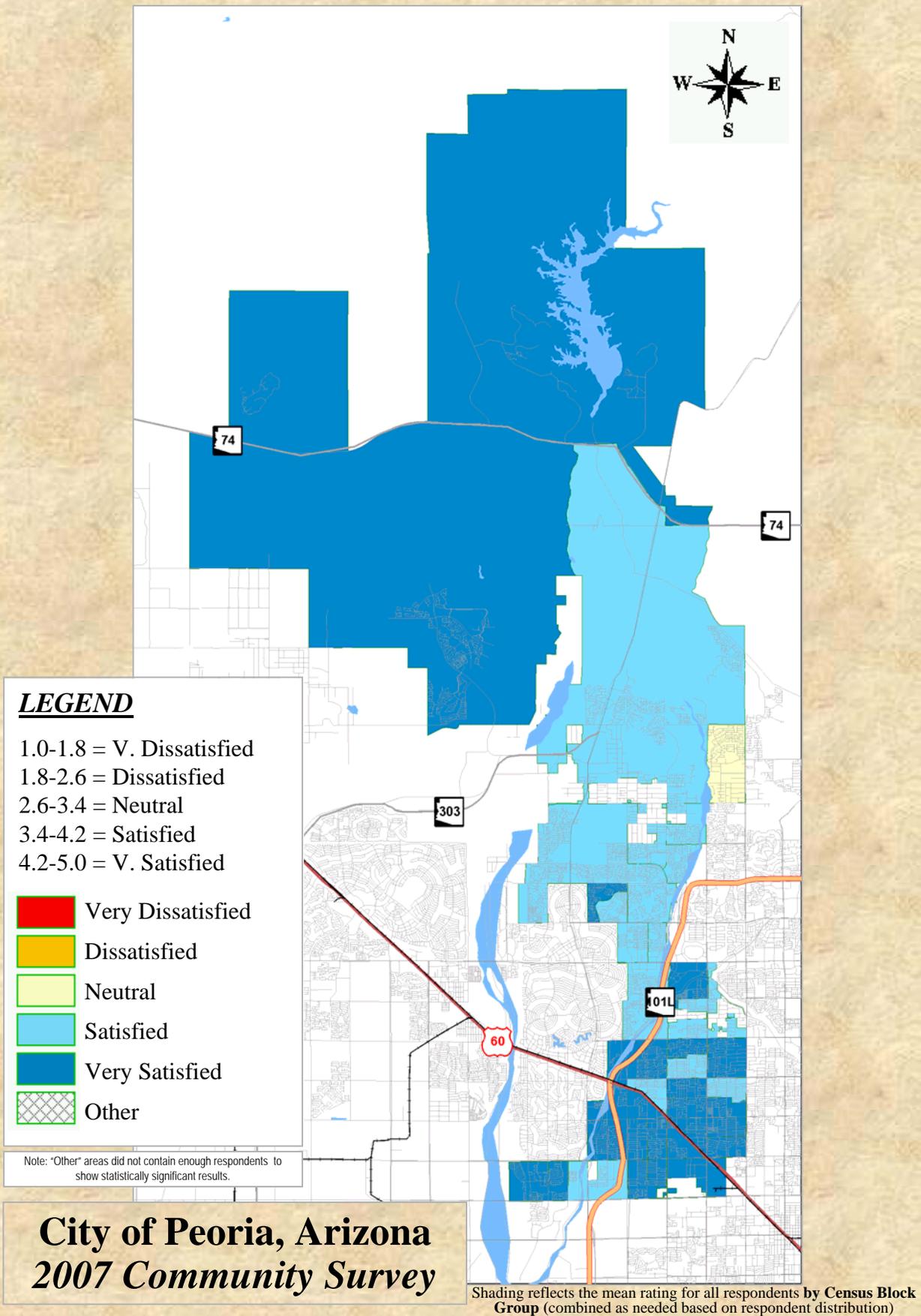
Satisfaction with Peoria's outdoor athletic fields (e.g., baseball, soccer, and flag football) (Q7f)



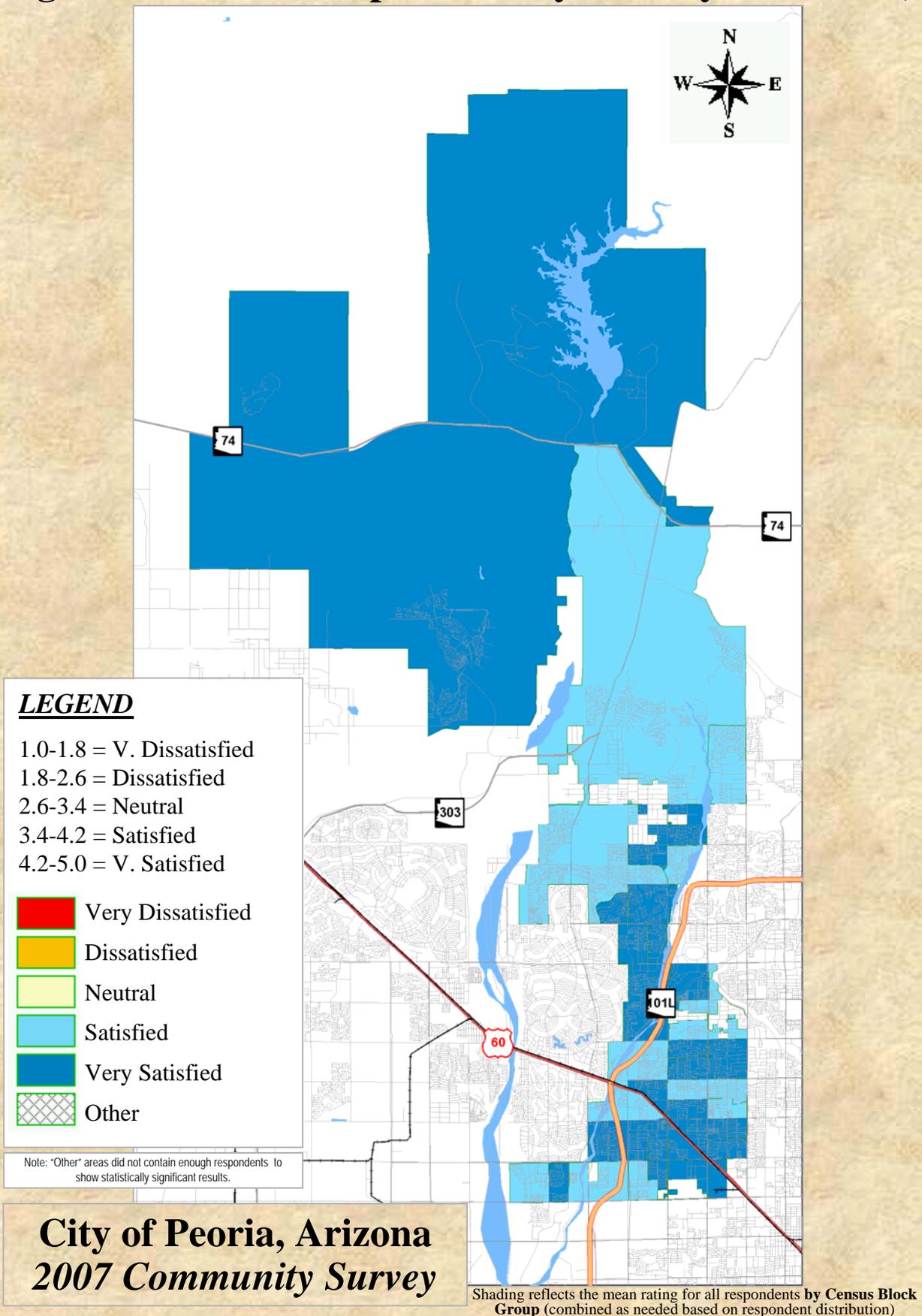
Satisfaction with the quality of recreation programs offered by Peoria (Q7g)



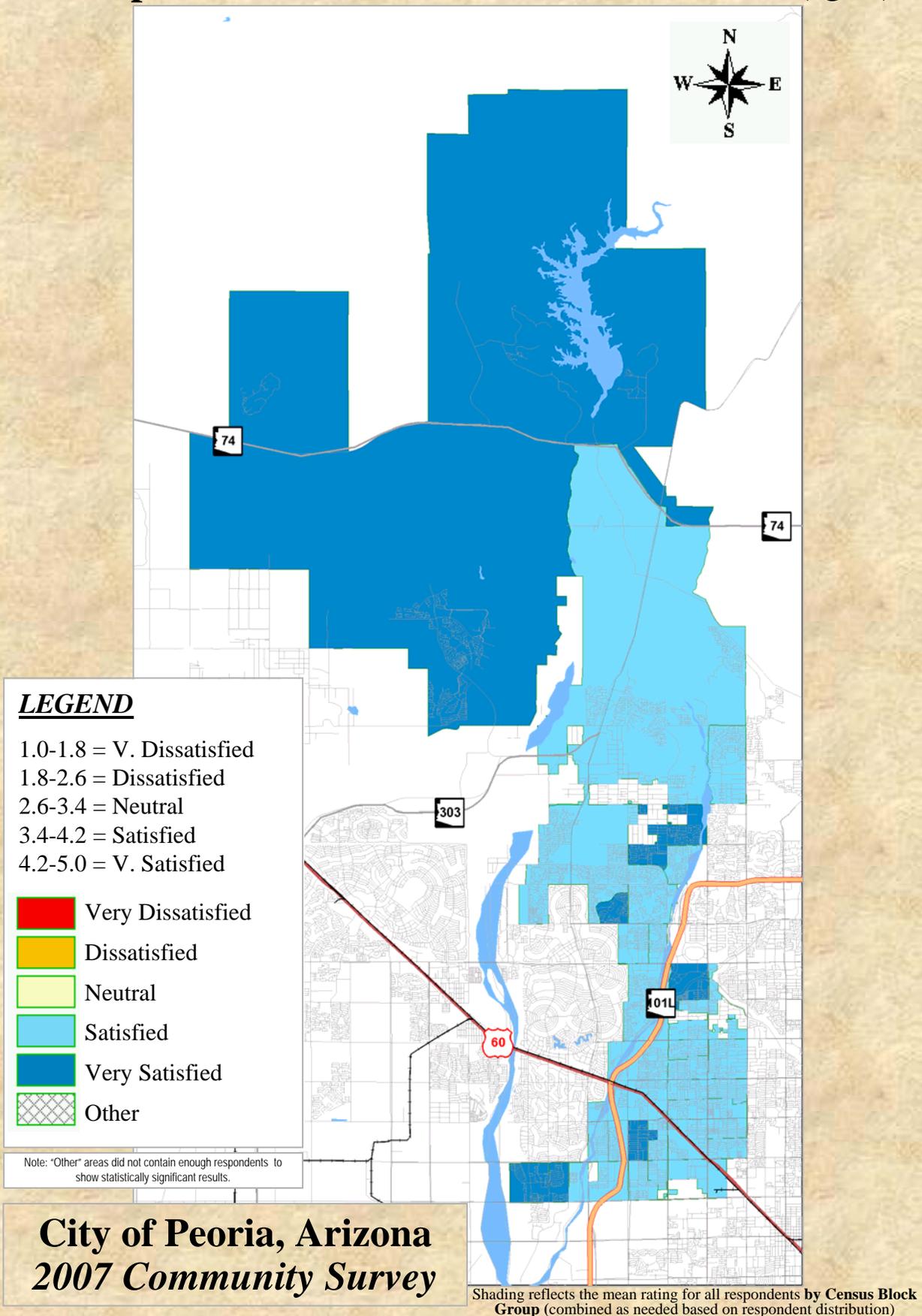
Satisfaction with the overall quality of Peoria's libraries (Q7h)



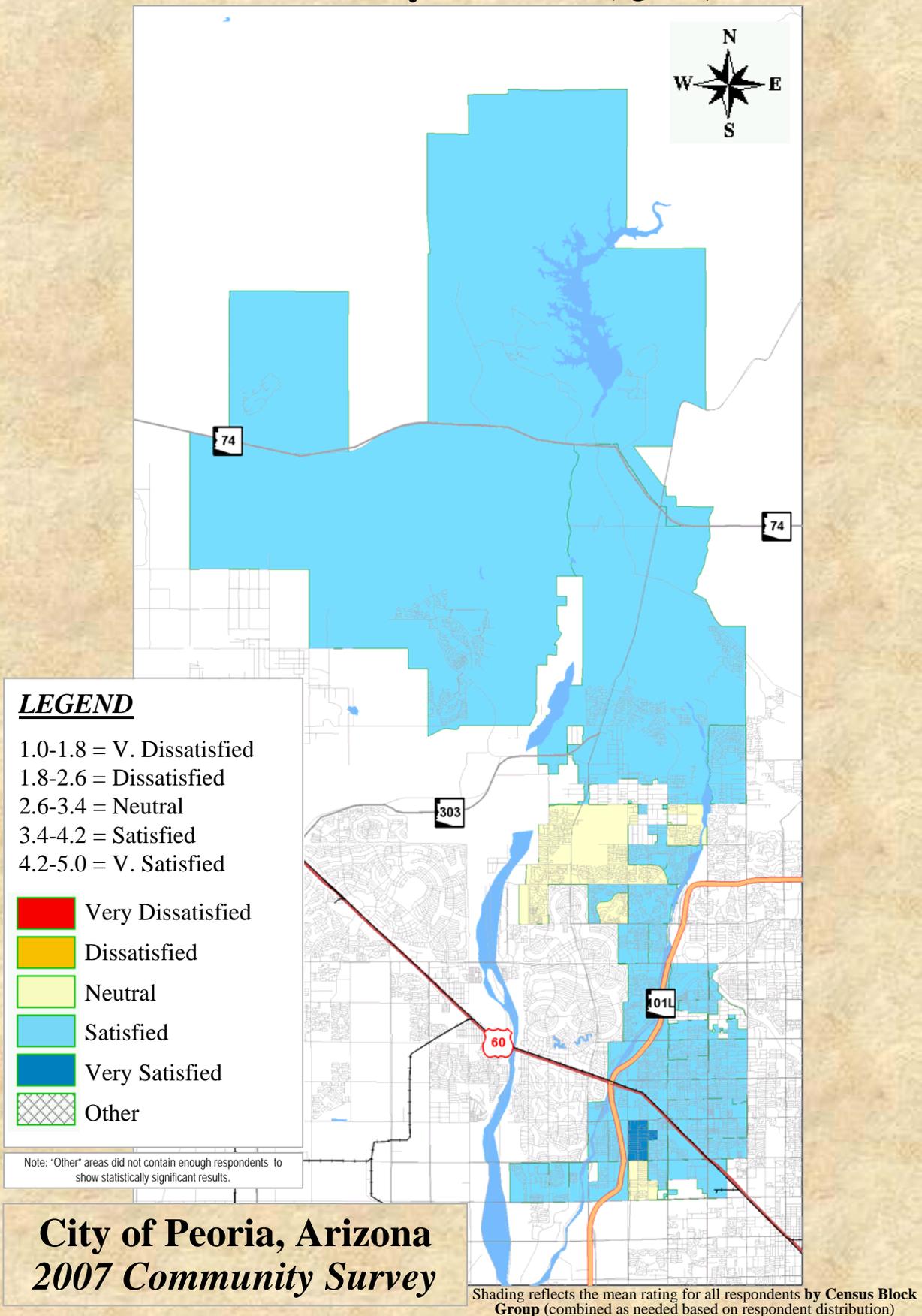
Satisfaction with the availability of information about programs and services provided by the City of Peoria (Q9a)



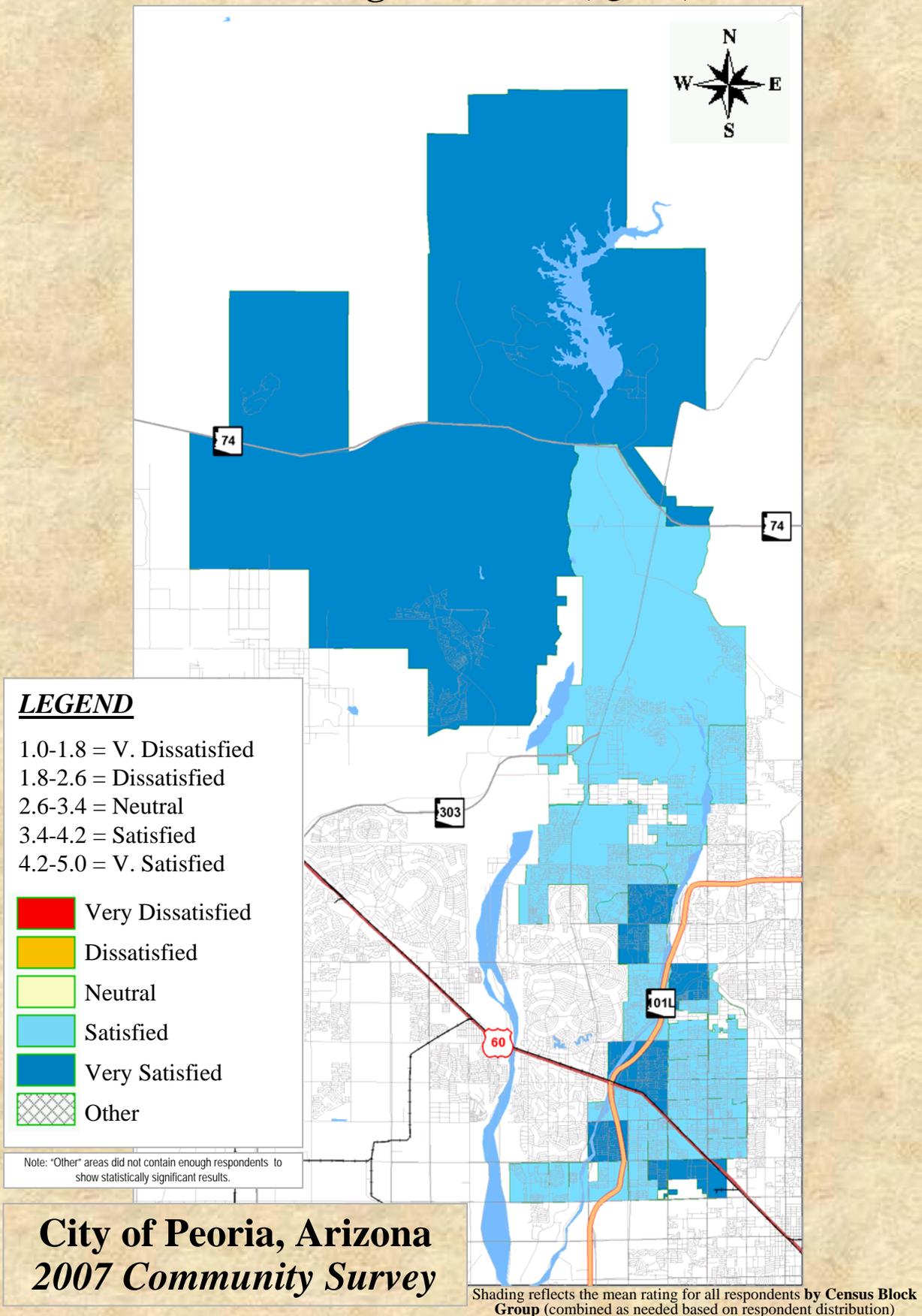
Satisfaction with the City of Peoria's efforts to keep residents informed about local issues (Q9b)



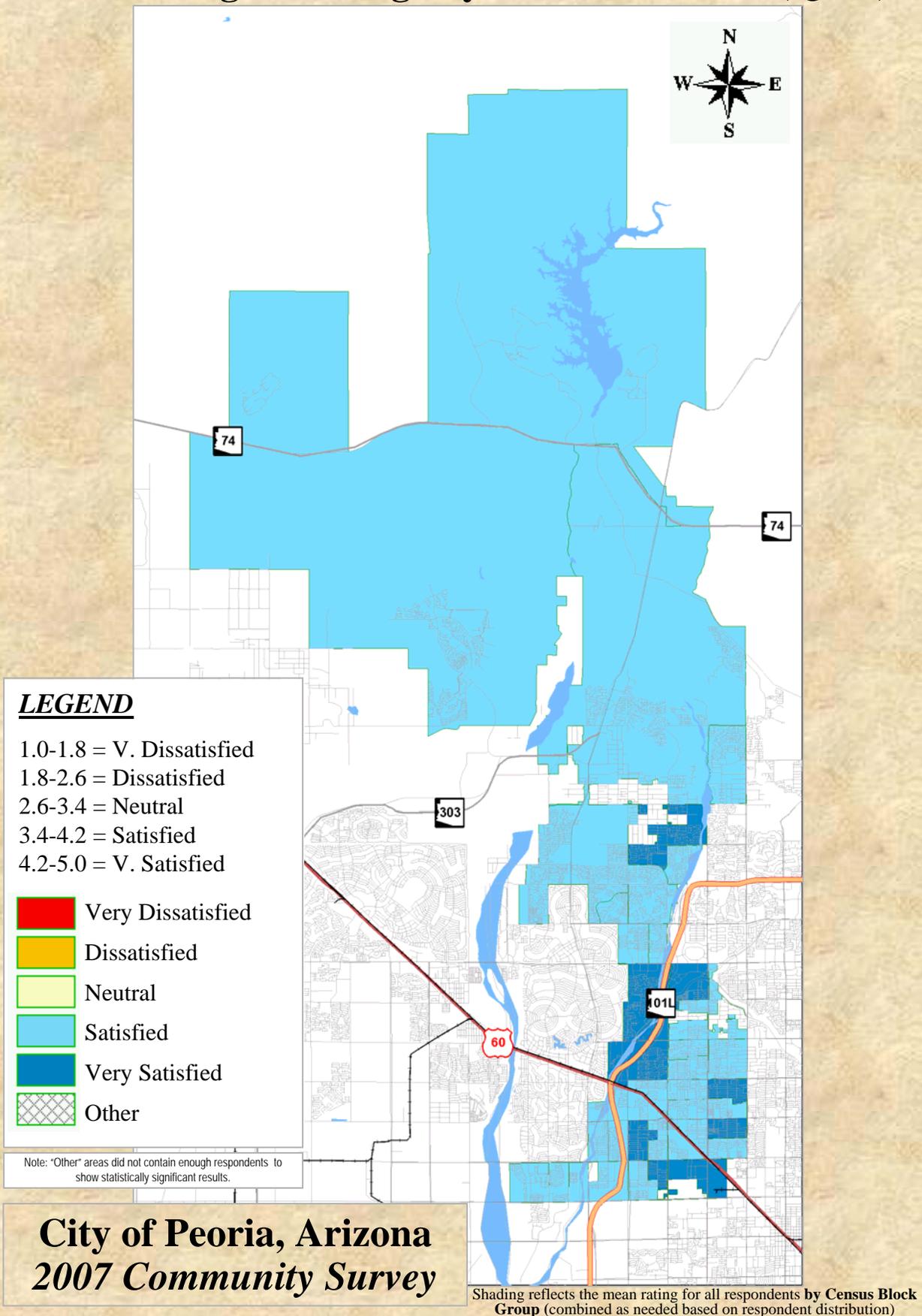
Satisfaction with the condition of major streets in the City of Peoria (Q11a)



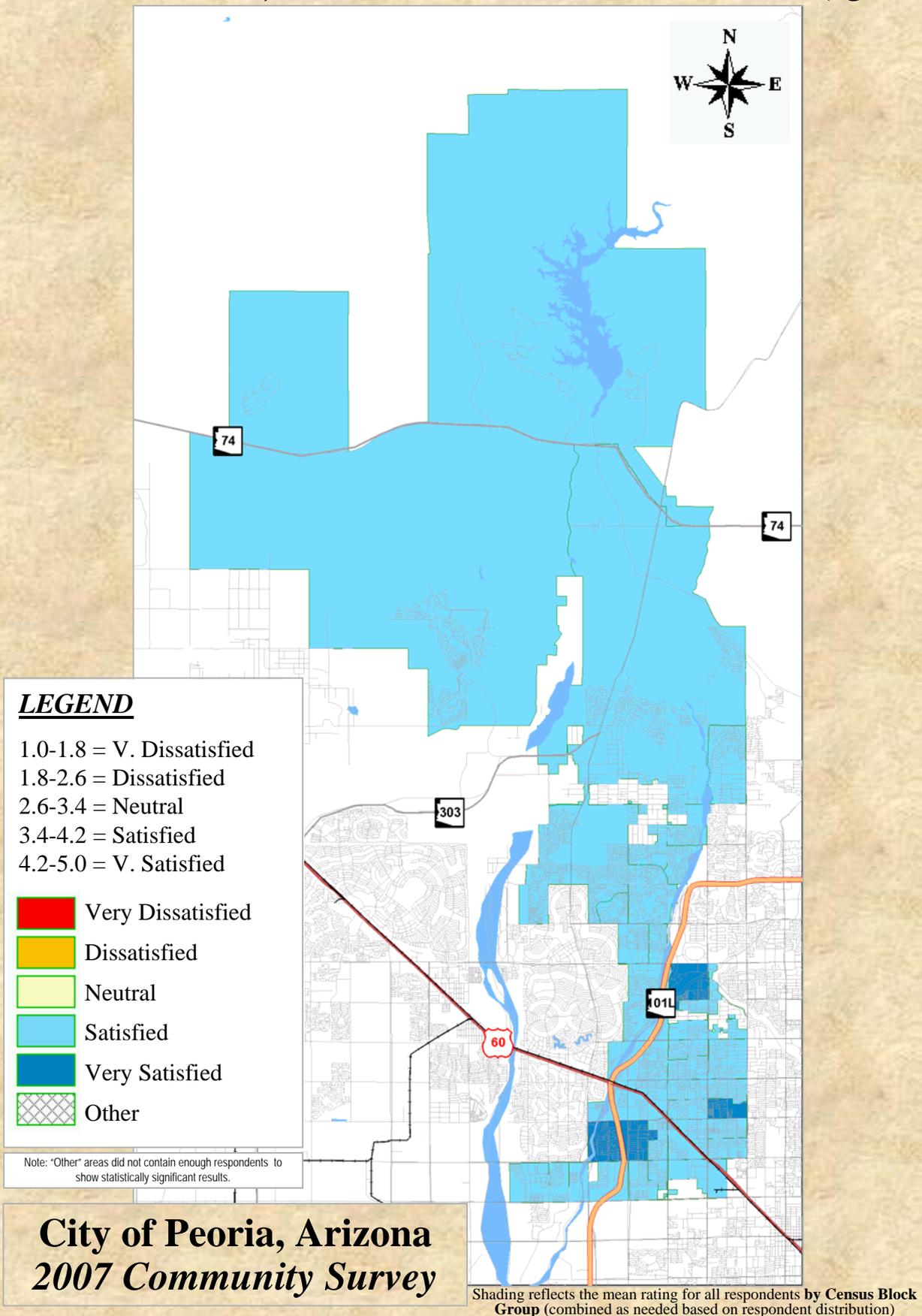
Satisfaction with the condition of streets in neighborhoods (Q11b)



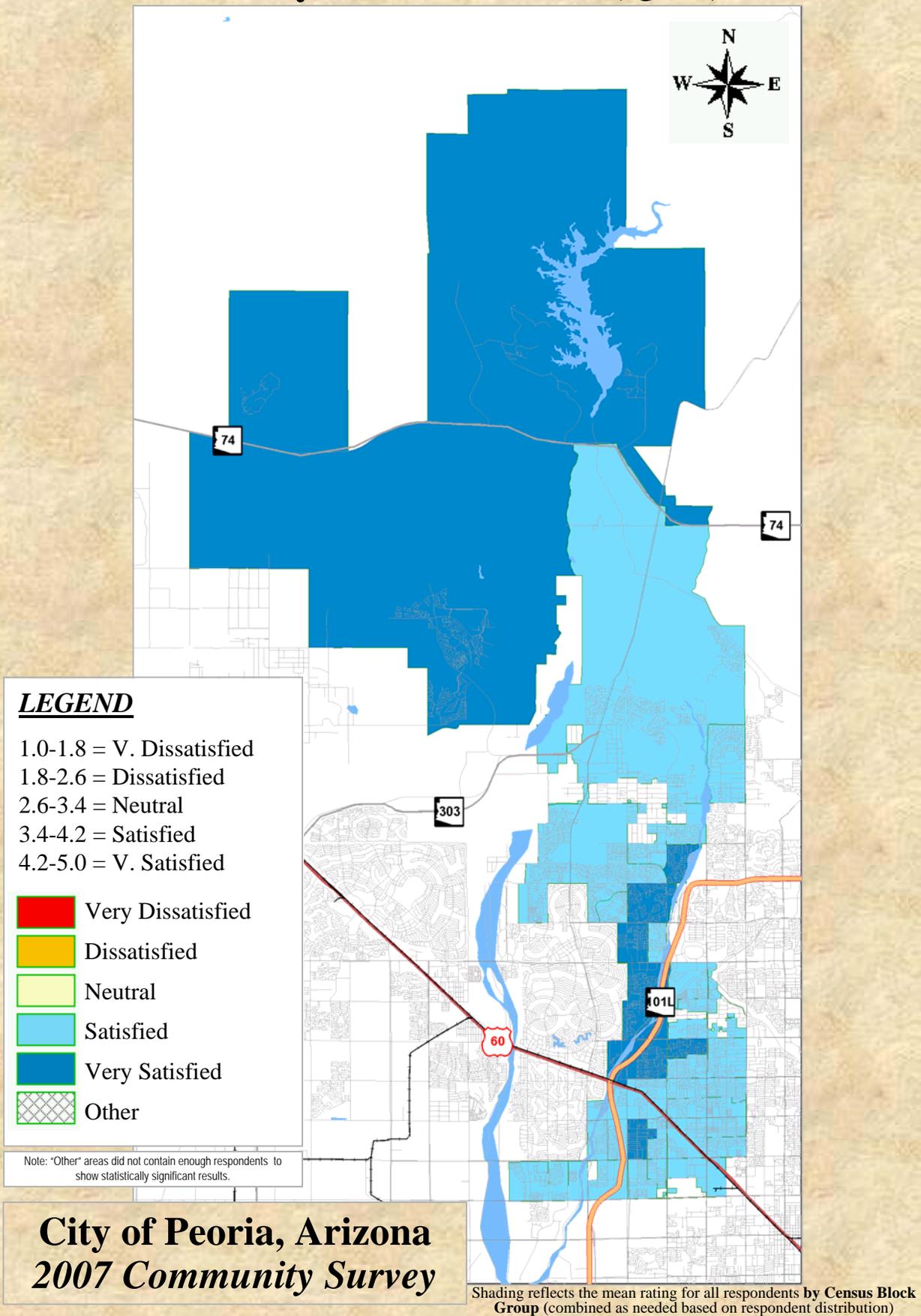
Satisfaction with condition of street signs and traffic signals along city streets in Peoria (Q11c)



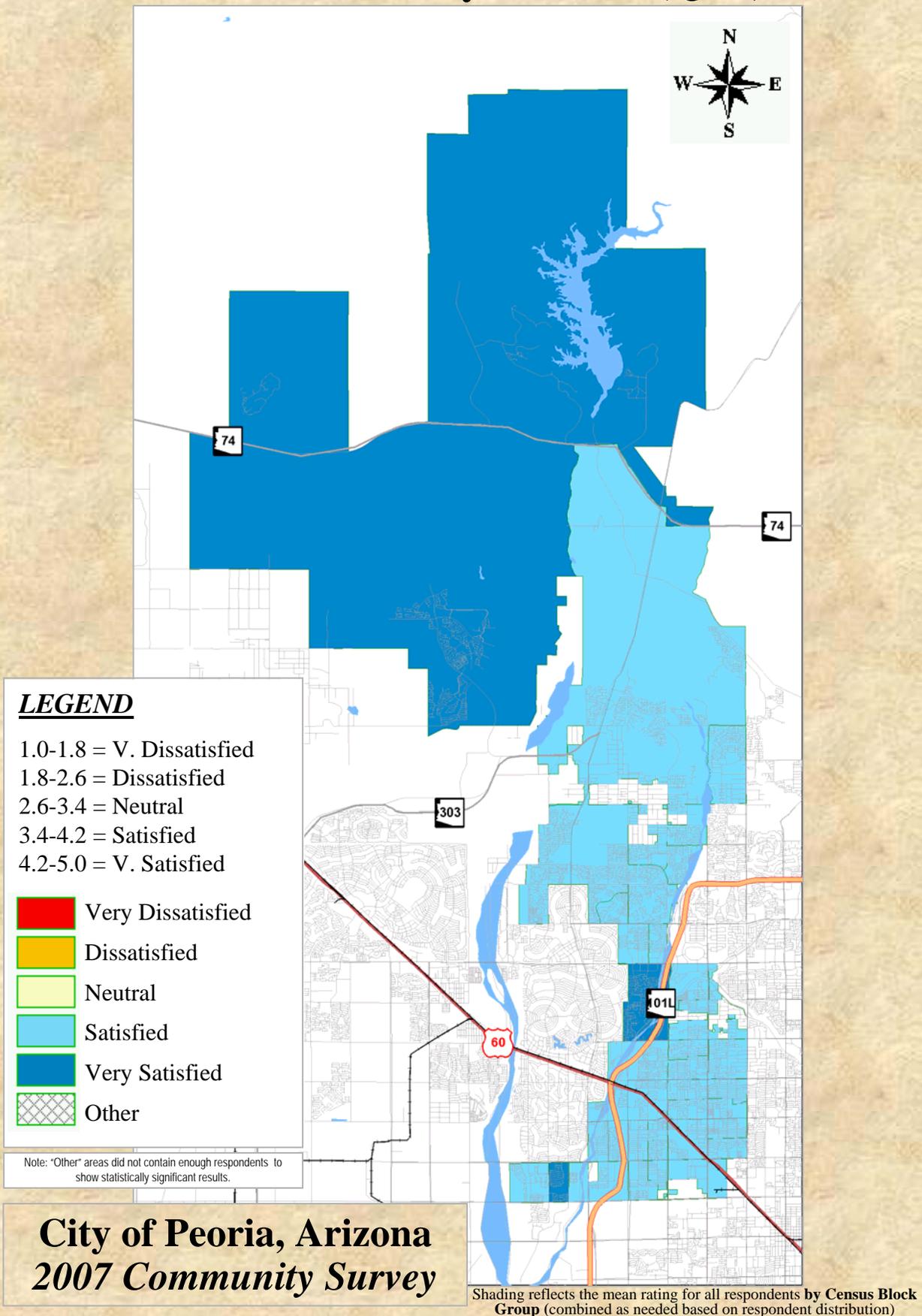
Satisfaction with maintenance of landscaping along major Peoria streets, such as Cactus Rd or 83rd Ave (Q11d)



Satisfaction with the adequacy of street lighting along City streets in Peoria (Q11e)



Satisfaction with the cleanliness of streets and other public areas in the City of Peoria (Q11f)



Section 4:
***Tabular Data with Open-ended
Comments***

I am going to begin by asking you to rate your satisfaction with major categories of City services. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please indicate how satisfied you are with the following City services based on your experience and observations during the past 12 months.

(N=811)

	Refused 0	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
10 Quality of police services	0.1%	1.6%	3.5%	11.0%	25.6%	46.9%	11.3%
11 Quality of fire protection services	0.0%	0.1%	0.5%	3.0%	19.5%	54.5%	22.4%
12 Quality of parks & rec programs & facilities	0.0%	1.6%	2.0%	11.8%	27.3%	40.6%	16.8%
13 Maintenance of streets & infrastructure	0.0%	3.6%	11.1%	27.6%	34.6%	22.1%	1.0%
14 Quality of water services	0.5%	4.6%	4.8%	14.9%	33.3%	34.8%	7.2%
15 Quality of sewers	0.1%	2.2%	3.0%	12.0%	33.5%	40.7%	8.5%
16 Enforcement of city codes & ordinances	0.0%	4.4%	5.9%	20.5%	27.3%	21.6%	20.3%
17 Quality of customer service you receive	0.0%	1.4%	2.2%	11.7%	30.3%	42.0%	12.3%
18 Effectiveness of communication with public	0.0%	2.5%	3.8%	18.6%	35.4%	34.9%	4.8%
19 Flow of traffic & ease of getting	0.0%	12.1%	22.8%	31.6%	22.7%	10.2%	0.6%
20 Quality of garbage & refuse collection	0.1%	3.7%	6.2%	13.7%	31.7%	42.5%	2.1%

Excluding Don't Knows

I am going to begin by asking you to rate your satisfaction with major categories of City services. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please indicate how satisfied you are with the following City services based on your experience and observations during the past 12 months. (excluding don't know/refused)

(N=811)

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
10 Quality of police services	1.8%	3.9%	12.4%	29.0%	52.9%
11 Quality of fire protection services	0.2%	0.6%	3.8%	25.1%	70.3%
12 Quality of parks & rec programs & facilities	1.9%	2.4%	14.2%	32.7%	48.7%
13 Maintenance of streets & infrastructure	3.6%	11.2%	27.9%	35.0%	22.3%
14 Quality of water services	4.9%	5.2%	16.2%	36.0%	37.7%
15 Quality of sewers	2.4%	3.2%	13.1%	36.7%	44.5%
16 Enforcement of city codes & ordinances	5.6%	7.4%	25.7%	34.2%	27.1%
17 Quality of customer service you receive	1.5%	2.5%	13.4%	34.6%	48.0%
18 Effectiveness of communication with public	2.6%	4.0%	19.6%	37.2%	36.7%
19 Flow of traffic & ease of getting	12.2%	23.0%	31.8%	22.8%	10.3%
20 Quality of garbage & refuse collection	3.8%	6.3%	14.0%	32.4%	43.5%

21. From the list of items I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years?

<u>1st Choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of police services	83	10.2 %
B=Quality of fire protection services	8	1.0 %
C=Quality of parks & rec programs	28	3.5 %
D=Maintenance of streets & infrastructure	142	17.5 %
E=Quality of water services	48	5.9 %
F=Quality of sewers	8	1.0 %
G=Enforcement of codes & ordinances	40	4.9 %
H=Quality of customer service	12	1.5 %
I=Effectiveness of communication	21	2.6 %
J=Flow of traffic	292	36.0 %
K=Quality of garbage & refuse collection	62	7.6 %
Z=None chosen	67	8.3 %
Total	811	100.0 %

21. From the list of items I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years?

<u>2nd Choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of police services	37	4.6 %
B=Quality of fire protection services	30	3.7 %
C=Quality of parks & rec programs	32	3.9 %
D=Maintenance of streets & infrastructure	141	17.4 %
E=Quality of water services	56	6.9 %
F=Quality of sewers	23	2.8 %
G=Enforcement of codes & ordinances	75	9.2 %
H=Quality of customer service	16	2.0 %
I=Effectiveness of communication	45	5.5 %
J=Flow of traffic	125	15.4 %
K=Quality of garbage & refuse collection	52	6.4 %
Z=None chosen	179	22.1 %
Total	811	100.0 %

21. From the list of items I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years?

<u>3rd Choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of police services	33	4.1 %
B=Quality of fire protection services	11	1.4 %
C=Quality of parks & rec programs	28	3.5 %
D=Maintenance of streets & infrastructure	66	8.1 %
E=Quality of water services	33	4.1 %
F=Quality of sewers	19	2.3 %
G=Enforcement of codes & ordinances	57	7.0 %
H=Quality of customer service	22	2.7 %
I=Effectiveness of communication	38	4.7 %
J=Flow of traffic	97	12.0 %
K=Quality of garbage & refuse collection	64	7.9 %
Z=None chosen	343	42.3 %
Total	811	100.0 %

21. From the list of items I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years? (all three selections)

<u>Sum of all three choices</u>	<u>Number</u>	<u>Percent</u>
A = Quality of police services	153	18.9 %
B = Quality of fire protection services	49	6.0 %
C = Quality of parks & rec programs	88	10.9 %
D = Maintenance of streets & infrastructure	349	43.0 %
E = Quality of water services	137	16.9 %
F = Quality of sewers	50	6.2 %
G = Enforcement of codes & ordinances	172	21.2 %
H = Quality of customer service	50	6.2 %
I = Effectiveness of communication	104	12.8 %
J = Flow of traffic	514	63.4 %
K = Quality of garbage & refuse collection	178	21.9 %
Z = None chosen	67	8.3 %
Total	1911	

Next, I am going to read you a list of items that may influence your perception of the City of Peoria. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please indicate how satisfied you are with the following based on your experience and observations in Peoria during the past 12 months.

(N=811)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
23 Quality of services provided	0.5%	2.3%	15.7%	48.8%	31.4%	1.2%
24 Overall appearance of Peoria	0.7%	3.1%	16.3%	49.7%	29.6%	0.6%
25 How well the city is handling growth	4.4%	10.6%	31.4%	32.4%	15.0%	6.0%
26 Quality of life in the city	0.9%	2.0%	13.9%	47.5%	34.8%	1.0%
27 Value you receive for your taxes	1.8%	5.9%	22.7%	42.2%	21.7%	5.7%

Excluding Don't Knows

(N=811)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
23 Quality of services provided	0.5%	2.4%	15.9%	49.4%	31.8%
24 Overall appearance of Peoria	0.7%	3.1%	16.4%	50.0%	29.8%
25 How well the city is handling growth	4.7%	11.3%	33.5%	34.5%	16.0%
26 Quality of life in the city	0.9%	2.0%	14.1%	47.9%	35.1%
27 Value you receive for your taxes	2.0%	6.3%	24.1%	44.7%	23.0%

Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations:

(N=811)

	Very unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very safe 5	Don't know 9
29 In your neighborhood during the day	0.4%	2.1%	6.8%	26.6%	63.5%	0.6%
30 In your neighborhood at night	1.7%	3.9%	12.5%	32.4%	48.2%	1.2%
31 In parks in the City of Peoria	1.5%	3.2%	14.5%	28.4%	22.1%	30.3%

Excluding Don't Knows

(N=811)

	Very unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very safe 5
29 In your neighborhood during the day	0.4%	2.1%	6.8%	26.8%	63.9%
30 In your neighborhood at night	1.7%	4.0%	12.6%	32.8%	48.8%
31 In parks in the City of Peoria	2.1%	4.6%	20.9%	40.7%	31.7%

Next, I would like you to rate your level of satisfaction with various public safety services provided by the City of Peoria. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please indicate how satisfied you are with the following services based on your experience and observations during the past 12 months.

(N=811)

	Refused 0	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
33 Quality of police protection	0.1%	1.7%	3.6%	12.5%	32.7%	40.8%	8.6%
34 Enforcement of local traffic laws	0.2%	3.2%	7.9%	25.4%	31.7%	25.5%	6.0%
35 Quality of local fire protection	0.0%	0.2%	0.2%	5.4%	26.5%	48.6%	19.0%
36 Quality of emergency medical services	0.0%	0.2%	0.6%	5.2%	23.7%	43.5%	26.8%
37 Peoria's efforts to prevent crime	0.0%	2.0%	5.5%	22.1%	35.0%	21.7%	13.7%
38 How quickly public safety personnel respond	0.0%	2.1%	2.8%	11.1%	22.6%	31.7%	29.7%
39 Animal control services provided	0.0%	3.1%	3.6%	14.2%	24.4%	20.7%	34.0%

Excluding Don't Knows

(N=811)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
33 Quality of police protection	1.9%	3.9%	13.6%	35.8%	44.7%
34 Enforcement of local traffic laws	3.4%	8.4%	27.1%	33.8%	27.2%
35 Quality of local fire protection	0.3%	0.3%	6.7%	32.7%	60.0%
36 Quality of emergency medical services	0.3%	0.8%	7.1%	32.3%	59.4%
37 Peoria's efforts to prevent crime	2.3%	6.4%	25.6%	40.6%	25.1%
38 How quickly public safety personnel respond	3.0%	4.0%	15.8%	32.1%	45.1%
39 Animal control services provided	4.7%	5.4%	21.5%	37.0%	31.4%

40 From the list of public safety services I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years?

<u>1st Choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of police protection	137	16.9 %
B=Enforcement of traffic laws	199	24.5 %
C=Quality of fire protection	20	2.5 %
D=Quality of emergency medical services	16	2.0 %
E=Efforts to prevent crime	129	15.9 %
F=How quickly personnel respond	31	3.8 %
G=Animal control services	66	8.1 %
Z=None chosen	213	26.3 %
Total	811	100.0 %

40 From the list of public safety services I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years?

<u>2nd Choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of police protection	57	7.0 %
B=Enforcement of traffic laws	86	10.6 %
C=Quality of fire protection	47	5.8 %
D=Quality of emergency medical services	24	3.0 %
E=Efforts to prevent crime	118	14.5 %
F=How quickly personnel respond	46	5.7 %
G=Animal control services	39	4.8 %
Z=None chosen	394	48.6 %
Total	811	100.0 %

40 From the list of public safety services I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years?

<u>3rd Choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of police protection	33	4.1 %
B=Enforcement of traffic laws	41	5.1 %
C=Quality of fire protection	18	2.2 %
D=Quality of emergency medical services	31	3.8 %
E=Efforts to prevent crime	59	7.3 %
F=How quickly personnel respond	48	5.9 %
G=Animal control services	57	7.0 %
Z=None chosen	524	64.6 %
Total	811	100.0 %

40 From the list of public safety services I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years? (all three selections)

<u>Sum of all three choices</u>	<u>Number</u>	<u>Percent</u>
A = Quality of police protection	227	28.0 %
B = Enforcement of traffic laws	326	40.2 %
C = Quality of fire protection	85	10.5 %
D = Quality of emergency medical services	71	8.8 %
E = Efforts to prevent crime	306	37.7 %
F = How quickly personnel respond	125	15.4 %
G = Animal control services	162	20.0 %
Z = None chosen	215	26.5 %
Total	1517	

Next, I would like you to rate your level of satisfaction with various parks and recreation services provided by the City of Peoria. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please indicate how satisfied you are with the following services based on your experience and observations during the past 12 months.

(N=811)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
42 Maintenance of parks	0.1%	1.6%	8.9%	34.6%	30.9%	23.8%
43 Location of parks	1.2%	2.5%	9.9%	31.7%	32.4%	22.3%
44 Walking/biking trails	3.0%	5.7%	14.8%	20.7%	19.7%	36.1%
45 Availability of recreation centers	2.5%	4.3%	16.0%	19.9%	17.6%	39.7%
46 Swimming pools & programs	1.1%	3.1%	10.2%	17.1%	16.0%	52.4%
47 Outdoor athletic fields	0.2%	1.8%	10.6%	26.6%	26.1%	34.5%
48 Quality of recreations programs	0.4%	1.2%	12.5%	21.7%	22.7%	41.6%
49 Quality of libraries	2.7%	2.7%	12.0%	24.8%	31.9%	25.9%

Excluding Don't Knows

(N=811)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
42 Maintenance of parks	0.2%	2.1%	11.7%	45.5%	40.6%
43 Location of parks	1.6%	3.2%	12.7%	40.8%	41.7%
44 Walking/biking trails	4.6%	8.9%	23.2%	32.4%	30.9%
45 Availability of recreation centers	4.1%	7.2%	26.6%	32.9%	29.2%
46 Swimming pools & programs	2.3%	6.5%	21.5%	36.0%	33.7%
47 Outdoor athletic fields	0.4%	2.8%	16.2%	40.7%	39.9%
48 Quality of recreations programs	0.6%	2.1%	21.3%	37.1%	38.8%
49 Quality of libraries	3.7%	3.7%	16.2%	33.5%	43.0%

50 From the list of parks and recreation services I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years?

<u>1st Choice</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of parks	101	12.5 %
B=Location of parks	61	7.5 %
C=Walking/biking trails	102	12.6 %
D=Availability of recreation centers	68	8.4 %
E=Swimming pools & programs	28	3.5 %
F=Outdoor athletic fields	18	2.2 %
G=Quality of recreation programs	19	2.3 %
H=Quality of libraries	79	9.7 %
Z=None chosen	335	41.3 %
Total	811	100.0 %

50 From the list of parks and recreation services I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years?

<u>2nd Choice</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of parks	39	4.8 %
B=Location of parks	34	4.2 %
C=Walking/biking trails	63	7.8 %
D=Availability of recreation centers	60	7.4 %
E=Swimming pools & programs	43	5.3 %
F=Outdoor athletic fields	33	4.1 %
G=Quality of recreation programs	31	3.8 %
H=Quality of libraries	43	5.3 %
Z=None chosen	465	57.3 %
Total	811	100.0 %

50 From the list of parks and recreation services I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years?

<u>3rd Choice</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of parks	20	2.5 %
B=Location of parks	19	2.3 %
C=Walking/biking trails	22	2.7 %
D=Availability of recreation centers	30	3.7 %
E=Swimming pools & programs	23	2.8 %
F=Outdoor athletic fields	38	4.7 %
G=Quality of recreation programs	48	5.9 %
H=Quality of libraries	42	5.2 %
Z=None chosen	569	70.2 %
Total	811	100.0 %

50 From the list of parks and recreation services I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years? (all three selections)

<u>Sum of all three choices</u>	<u>Number</u>	<u>Percent</u>
A = Maintenance of parks	160	19.7 %
B = Location of parks	114	14.1 %
C = Walking/biking trails	187	23.1 %
D = Availability of recreation centers	158	19.5 %
E = Swimming pools & programs	94	11.6 %
F = Outdoor athletic fields	89	11.0 %
G = Quality of recreation programs	98	12.1 %
H = Quality of libraries	164	20.2 %
<u>Z = None chosen</u>	<u>335</u>	<u>41.3 %</u>
Total	1399	

Next, I would like you to rate your level of satisfaction with various communications services provided by the City of Peoria. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please indicate how satisfied you are with the following services based on your experience and observations during the past 12 months.

(N=811)

	Refused 0	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
52 Availability of information about programs	0.1%	1.1%	3.0%	12.5%	39.0%	40.7%	3.7%
53 Efforts to keep you informed about issues	0.4%	2.1%	4.3%	18.7%	36.9%	35.4%	2.2%

Excluding Don't Knows

(N=811)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
52 Availability of information about programs	1.2%	3.1%	12.9%	40.5%	42.3%
53 Efforts to keep you informed about issues	2.2%	4.4%	19.2%	37.8%	36.3%

54 From which of the following sources do you get most of your information about Peoria's issues and services?

Sources get most information from	Number	Percent
01 = Arizona Republic	352	43.4 %
02 = Peoria Times	197	24.3 %
03 = Peoria Independent	131	16.2 %
04 = Peoria Today	63	7.8 %
05 = Peoria FOCUS	451	55.6 %
06 = Peoria Channel 11	194	23.9 %
07 = Peoria Snapshots	28	3.5 %
08 = Peoriaaz.gov	233	28.7 %
09 = Local TV news	286	35.3 %
10 = Radio	119	14.7 %
11 = Other	94	11.6 %
99 = Don't know	11	1.4 %
Total	2159	

Next, I would like you to rate your level of satisfaction with various maintenance services provided by the City of Peoria. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please indicate how satisfied you are with the following services based on your experience and observations during the past 12 months.

(N=811)

	Refused 0	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
56 Condition of major streets	0.1%	3.2%	10.7%	29.2%	35.4%	20.1%	1.2%
57 Condition of streets in your neighborhood	0.2%	2.3%	6.0%	16.9%	37.2%	36.6%	0.6%
58 Condition of street signs & traffic signals	0.1%	1.2%	3.5%	19.4%	41.1%	33.3%	1.5%
59 Maintenance of landscaping along streets	0.1%	2.1%	4.9%	22.1%	41.4%	25.9%	3.5%
60 Adequacy of street lighting along streets	0.2%	1.6%	2.8%	18.7%	42.8%	30.7%	3.1%
61 Cleanliness of streets & other public areas	0.1%	1.4%	3.8%	17.8%	48.6%	26.5%	1.8%

Excluding Don't Knows

Next, I would like you to rate your level of satisfaction with various maintenance services provided by the City of Peoria. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please indicate how satisfied you are with the following services based on your experience and observations during the past 12 months. (excluding don't know/refused)

(N=811)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
56 Condition of major streets	3.3%	10.9%	29.6%	35.9%	20.4%
57 Condition of streets in your neighborhood	2.4%	6.1%	17.0%	37.6%	36.9%
58 Condition of street signs & traffic signals	1.3%	3.5%	19.7%	41.7%	33.8%
59 Maintenance of landscaping along streets	2.2%	5.1%	22.9%	43.0%	26.9%
60 Adequacy of street lighting along streets	1.7%	2.9%	19.4%	44.3%	31.8%
61 Cleanliness of streets & other public areas	1.4%	3.9%	18.1%	49.6%	27.0%

62 From the list of maintenance services I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years?

<u>1ST Choice</u>	<u>Number</u>	<u>Percent</u>
A=Condition of major streets	298	36.7 %
B=Condition of streets in neighborhood	72	8.9 %
C=Condition of street signs	59	7.3 %
D=Maintenance of landscaping	79	9.7 %
E=Adequacy of street lighting	64	7.9 %
F=Cleanliness of streets & other areas	52	6.4 %
<u>Z=None chosen</u>	<u>187</u>	<u>23.1 %</u>
Total	811	100.0 %

<u>2nd Choice</u>	<u>Number</u>	<u>Percent</u>
A=Condition of major streets	69	8.5 %
B=Condition of streets in neighborhood	112	13.8 %
C=Condition of street signs	83	10.2 %
D=Maintenance of landscaping	80	9.9 %
E=Adequacy of street lighting	74	9.1 %
F=Cleanliness of streets & other areas	70	8.6 %
<u>Z=None chosen</u>	<u>323</u>	<u>39.8 %</u>
Total	811	100.0 %

<u>3rd Choice</u>	<u>Number</u>	<u>Percent</u>
A=Condition of major streets	37	4.6 %
B=Condition of streets in neighborhood	30	3.7 %
C=Condition of street signs	63	7.8 %
D=Maintenance of landscaping	55	6.8 %
E=Adequacy of street lighting	71	8.8 %
F=Cleanliness of streets & other areas	102	12.6 %
<u>Z=None chosen</u>	<u>453</u>	<u>55.9 %</u>
Total	811	100.0 %

62 From the list of maintenance services I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years? (all three selections)

<u>Sum of all three choices</u>	<u>Number</u>	<u>Percent</u>
A = Condition of major streets	404	49.8 %
B = Condition of streets in neighborhood	214	26.4 %
C = Condition of street signs	205	25.3 %
D = Maintenance of landscaping	214	26.4 %
E = Adequacy of street lighting	209	25.8 %
F = Cleanliness of streets & other areas	224	27.6 %
<u>Z = None chosen</u>	<u>187</u>	<u>23.1 %</u>
Total	1657	

Next, I am going to read you a list of activities. For each one, please indicate if you participated in the activity during the past 12 months.

(N=811)

	Refused 0	Yes 1	No 2	Don't remember 9
64 Read the Peoria Focus newsletter	0.1%	75.6%	20.0%	4.3%
65 Attended any kind of meeting	0.2%	10.5%	87.2%	2.1%
66 Watched Peoria Channel 11	0.2%	42.9%	54.5%	2.3%
67 Read a Peoria City Council district newsletter	0.1%	37.5%	56.4%	6.0%
68 Have you visited the city's website	0.2%	43.9%	53.5%	2.3%
69 Conducted any transactions on website	0.1%	23.7%	74.5%	1.7%

Excluding Don't Knows

(N=811)

	Yes 1	No 2
64 Read the Peoria Focus newsletter	79.1%	20.9%
65 Attended any kind of meeting	10.7%	89.3%
66 Watched Peoria Channel 11	44.1%	55.9%
67 Read a Peoria City Council district newsletter	39.9%	60.1%
68 Have you visited the city's website	45.1%	54.9%
69 Conducted any transactions on website	24.1%	75.9%

70 Overall, how satisfied are you with the job the Mayor and City Council are doing? Would you say you are:

Satisfaction with the job Mayor & council doing	Number	Percent
0=Refused	4	0.5 %
1=Very satisfied	136	16.8 %
2=Satisfied	458	56.5 %
3=Somewhat dissatisfied	97	12.0 %
4=Very dissatisfied	21	2.6 %
9=Don't know	95	11.7 %
Total	811	100.0 %

71 Have you contacted the City of Peoria during the past 12 months?

Contacted the City of Peoria	Number	Percent
1=Yes	366	45.1 %
2=No	443	54.6 %
9=Don't know	2	0.2 %
Total	811	100.0 %

72 Which city department did you contact most recently?

Which department	Number	Percent
01=Water & Garbage Billing	89	24.3 %
02=Parks & Recreation	35	9.6 %
03=Library	4	1.1 %
04=Code Compliance	17	4.6 %
05=Building Permits/Building Safety	16	4.4 %
06=Planning & Zoning	16	4.4 %
07=Police	66	18.0 %
08=Fire	2	0.5 %
09=Passport Services	6	1.6 %
10=Water or Sewer Services	24	6.6 %
11=Court	5	1.4 %
12=Mayor & City Council	15	4.1 %
13=General City Information	14	3.8 %
14=Other	52	14.2 %
99=Don't know	5	1.4 %
Total	366	100.0 %

Using a 5-point scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with Peoria city employees in the department you contacted most recently (remind them which department they selected in Q15a if needed):

(N=366)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
74 How easy they were to contact	5.9%	6.4%	9.8%	13.7%	63.1%	1.1%
75 Way you were treated	5.8%	4.2%	7.2%	18.3%	62.0%	2.5%
76 Accuracy of the information & assistance	8.6%	5.8%	10.0%	17.7%	53.7%	4.2%
77 How quickly staff responded to your request	10.0%	6.6%	9.1%	17.2%	52.4%	4.7%
78 How well your issue was handled	13.9%	5.8%	8.9%	15.2%	49.9%	6.4%

Excluding Don't Knows

(N=366)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
74 How easy they were to contact	5.9%	6.5%	9.9%	13.8%	63.8%
75 Way you were treated	6.0%	4.3%	7.4%	18.8%	63.6%
76 Accuracy of the information & assistance	9.0%	6.1%	10.4%	18.5%	56.1%
77 How quickly staff responded to your request	10.5%	7.0%	9.6%	18.0%	54.9%
78 How well your issue was handled	14.8%	6.2%	9.5%	16.3%	53.3%

79 What information or services would you like to see offered on the city's Web site?

OPEN-ENDED COMMENTS ARE PROVIDED AFTER TABULAR DATA

80 What is the ONE thing you like most about living in the City of Peoria?

OPEN-ENDED COMMENTS ARE PROVIDED AFTER TABULAR DATA

81 What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

OPEN-ENDED COMMENTS ARE PROVIDED AFTER TABULAR DATA

Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the City of Peoria with regard to the following:

(N=811)

	Refused 0	Poor 1	Below average 2	Neutral 3	Good 4	Excellent 5	Don't know 9
83 As a place to live	0.2%	0.5%	1.4%	9.3%	38.9%	48.0%	1.7%
84 As a place to raise children	0.4%	1.2%	1.4%	8.1%	30.9%	40.7%	17.3%
85 As a place to work	0.6%	2.2%	3.6%	9.6%	23.8%	25.3%	34.9%
86 As a place to retire	0.2%	3.2%	3.8%	10.1%	30.7%	44.0%	7.9%
87 As a place to visit	0.2%	2.3%	4.2%	16.9%	33.0%	39.5%	3.8%
88 As a city that is moving in right direction	0.2%	2.3%	3.5%	15.0%	37.5%	36.9%	4.6%

Excluding Don't Knows

(N=811)

	Poor 1	Below average 2	Neutral 3	Good 4	Excellent 5
83 As a place to live	0.5%	1.4%	9.4%	39.7%	49.0%
84 As a place to raise children	1.5%	1.6%	9.9%	37.6%	49.4%
85 As a place to work	3.4%	5.5%	14.9%	36.9%	39.2%
86 As a place to retire	3.5%	4.2%	11.0%	33.4%	47.9%
87 As a place to visit	2.4%	4.4%	17.6%	34.4%	41.1%
88 As a city that is moving in right direction	2.5%	3.6%	15.8%	39.4%	38.7%

89 Approximately how many years have you lived in the City of Peoria?

<u>Years lived in the City of Peoria</u>	<u>Number</u>	<u>Percent</u>
0=Refused	1	0.1 %
1=Less than 2 years	69	8.5 %
2=2-5 years	203	25.0 %
3=5-10 years	243	30.0 %
4=11-20 years	209	25.8 %
5=More than 20 years	86	10.6 %
Total	811	100.0 %

90 What is your age?

<u>Age</u>	<u>Number</u>	<u>Percent</u>
0=Refused	5	0.6 %
1=Under 25 years	18	2.2 %
2=25-34 years	125	15.4 %
3=35-44 years	182	22.4 %
4=45-54 years	141	17.4 %
5=55-64 years	169	20.8 %
6=65-74 years	105	12.9 %
7=75+ years	66	8.1 %
Total	811	100.0 %

91 Do you have children under age 18 living at home?

<u>Have children under 18</u>	<u>Number</u>	<u>Percent</u>
0=Refused	3	0.4 %
1=Yes	308	38.0 %
2=No	500	61.7 %
Total	811	100.0 %

92 On average, how many months per year do you live in Peoria?

<u>How many months per year live in Peoria</u>	<u>Number</u>	<u>Percent</u>
0=Refused	2	0.2 %
1=Year round	755	93.1 %
2=6-11 months	52	6.4 %
3=Less than 6	2	0.2 %
Total	811	100.0 %

93 Do you own or rent your current residence?

<u>Own or rent current residence</u>	<u>Number</u>	<u>Percent</u>
0=Refused	3	0.4 %
1=Own	760	93.7 %
2=Rent	42	5.2 %
3=Other	6	0.7 %
Total	811	100.0 %

94 Do you live in a home that is part of a home owners association?

<u>Live in a home that is part of an association</u>	<u>Number</u>	<u>Percent</u>
0=Refused	9	1.1 %
1=Yes	457	56.4 %
2=No	345	42.5 %
Total	811	100.0 %

95 Do you live north or south of Beardsley Road?

<u>Live north or south of Beardsley Rd</u>	<u>Number</u>	<u>Percent</u>
0=Refused	44	5.4 %
1=North	263	32.4 %
2=South	504	62.1 %
Total	811	100.0 %

96 What is your home zip code?

<u>Zip code</u>	<u>Number</u>	<u>Percent</u>
85027=	1	0.1 %
85321=	1	0.1 %
85343=	2	0.2 %
85345=	276	34.0 %
85381=	123	15.2 %
85382=	257	31.7 %
85383=	147	18.1 %
85384=	1	0.1 %
85385=	3	0.4 %
Total	811	100.0 %

97 Are you employed?

<u>Are you employed</u>	<u>Number</u>	<u>Percent</u>
0=Refused	11	1.4 %
1=Yes	491	60.5 %
2=No	309	38.1 %
Total	811	100.0 %

99 What is your home street address?

WILL NOT BE PUBLISHED

100 Gender:

<u>Gender</u>	<u>Number</u>	<u>Percent</u>
1=Male	410	50.6 %
2=Female	401	49.4 %
Total	811	100.0 %

Open-ended Comments

79. What information or services would you like to see offered on the city's Web site?

79 Offer

"COMMENTS-FOR-CITY PLANNING" PAGE
ADD LINKS TO WEBSITE THAT GOES TO FAMILY ACTIVITY
ALL THE DIFFERENT NAMES OF THE COUNCIL MEMBERS
ANYTHING THEY ARE PLANNING THAT IS NEW
BEING ABLE TO PAY MORE BILLS ONLINE
BETTER COMMUNICATION SO YOU ARE AWARE OF THINGS
BULLETINBOARD ACTIVITIES
CAN'T THINK OF ANYTHING
CAN'T THINK OF ANYTHING AT THIS TIME
CHECK & MAKE SURE WATER-UTILITY BILL PAYMENT PROCESS WORKS
CHECK PROJECT STATUS
CITY COUNCIL AGENDA IN ADVANCE OF THE MEETING
COMING ATTRACTION AT NEW THEATER, ROAD CONSTRUCTION
COMMUNITY EVENTS
COVERS EVERYTHING
CURRENT BUSINESS LICENSE LISTINGS
CURRENT EVENTS
DIFFICULT TO ACCESS WATER ACCOUNT
DISCUSSION BOARD FOR THE CITY COUNCIL
DO NOT USE
DO NOT USE
DO NOT USE WEBSITE
DON'T CARE
DON'T HAVE A COMPUTER
DON'T KNOW
DON'T KNOW
DON'T KNOW
DON'T KNOW
DON'T KNOW
DON'T KNOW ANYTHING AT THIS TIME
DON'T KNOW, I DON'T HAVE A COMPUTER
DON'T KNOW, DON'T USE COMPUTER
DON'T USE
DON'T USE IT
DON'T USE THE INTERNET
EFFORTS CITY IS TAKING TO CORRECT CRIME & TRAFFIC
EMPLOYMENT SECTION
EVERYTHING I USE IS COVERED ON WEBSITE ALREADY
EVERYTHING IS COVERED ON THE CITY WEBSITE

79. What information or services would you like to see offered on the city's Web site?

79 Offer

EVERYTHING IS THERE
FIND OUT FEES FOR RECREATION PROJECTS NOT ON WEB
FINE
FINE
FINE
FINE
FINE AS IS
FINE AS IS, NOTHING TO ADD AT THIS TIME
FINE AS IT IS
FUTURE CONSTRUCTION PLANS
FUTURE DEVELOPMENT
GARBAGE DUMPS NEED MORE LOCATIONS, PUT ADDRESSES ON WEBSITE
GARBAGE PICK UP TIMES
GENERAL INFORMATION UP-TO-DATE
GET MY COUNCILMAN'S EMAIL ADDRESS
GREAT SITE RIGHT NOW! VERY SATISFIED
HAPPY WITH WHAT THEY ALREADY HAVE ON THE SITE
HAVE NO COMPUTER
HAZARDOUS WASTE DISPOSAL
I DON'T KNOW WHAT'S ON THERE NOW
I LIKE EVERYTHING ON THE WEBSITE
I NEVER GO TO THE WEBSITE
INFO ABOUT FUTURE, PLANNED BUSINESS SITES
INFO OF MOVEMENTS ON TAXES BY CITY COUNCIL
INFO ON EMERGENCY KITS
INFO ON LIBRARY ACTIONS AND SERVICES
INFO ON TRUCKING WAREHOUSE NEXT TO CITY PARK
INFORMATION AND BREAKDOWN OF WATER CHARGES
INFORMATION ON RECYCLING
INFORMATION ON THE DOG CATCHER & CITY CODES
INFORMATION ON UPCOMING EVENTS, LOCAL EVENTS IN TOWN
IT'S ADEQUATE
IT'S ALL THERE
JOB OPPORTUNITIES
LARGE TRASH PICK UP DATES
LIKE TO SEE THE ROADS DONE, GENERAL NEWS
LINK TO BUY FISHING LICENSE AND MAPS TO PARKS
LIST OF FAMILY ORIENTED ACTIVITIES
LIST OF PHONE NUMBERS

79. What information or services would you like to see offered on the city's Web site?

79 Offer

LOCAL ENTERTAINMENT

LOCAL ORDINANCES LIST

MAKE MORE JOBS AVAILABLE FOR BILINGUAL PEOPLE

MAKE SURE WE ARE MADE AWARE OF ISSUES & EVENTS

MAPS COULD BE LARGER ON WEB SITE

MINUTES OF COUNCIL MEETINGS

MORE ABOUT BIKE-HIKING TRAILS, EASY WAY TO PAY BILLS

MORE ABOUT JOB OPPORTUNITIES FOR TEENS

MORE ABOUT ZONING CHANGES

MORE CITY PROGRAMS

MORE COMMERCIAL TO ATTRACT VISITORS

MORE DETAILS ON BULKY TRASH PICK UP

MORE FUTURE PLANNING FOR UPCOMING BUSINESSES

MORE INFO ABOUT KEEPING KIDS OUT OF CRIMINAL ACTIVITIES

MORE INFO ABOUT WHAT'S COMING UP

MORE INFO ON BUILDING PROJECTS

MORE INFO ON CONSTRUCTION & ROAD CONDITIONS

MORE INFO ON GROWTH & LAND PRESENTATION

MORE INFO ON RECYCLING

MORE INFO ON ROADS

MORE INFO, EVENTS SCHEDULED FOR SCHOOL DISTRICT

MORE INFORMATION

MORE INFORMATION ABOUT EMPLOYMENT OPPORTUNITIES

MORE INFORMATION FOR PARKS & RECREATION WEBSITE

MORE INFORMATION FOR SENIOR CITIZENS

MORE INTERACTION ON WEBSITE OF DIFFERENT CITY DEPT

MORE INTERACTIVE

MORE JOB LISTINGS

MORE OF THE BIG HAUL TRASH PICK UP

MORE PROGRAMS LISTED FOR HIGH SCHOOL PARTICIPANTS

MORE SENIOR CITIZEN ACTIVITIES & RESOURCES

MORE SERVICES AVAILABLE

MORE USER FRIENDLY ESPECIALLY ON LOCAL EVENTS

NEED A SPECIFIC LINK TO ANIMAL CONTROL

NEED MORE BULK PICK UPS

NEVER GO TO THE WEBSITE TO SEE WHAT'S BEING OFFERED

NEW DEVELOPMENTS

NO COMPUTER

NO COMPUTER

79. What information or services would you like to see offered on the city's Web site?

79 Offer

NO COMPUTER

NO COMPUTER, SO REALLY DON'T KNOW

NONE IT'S FANTASTIC

NOT APPLICABLE

NOT INTERESTED

NOT REALLY

NOT USER FRIENDLY, CODES INFORMATION WAS NOT EASY TO FIND

NOTHING, DO NOT USE THE WEB SITE

NOTHING ANY DIFFERENT

NOTHING MORE TO ADD

NOTHING TO ADD AT THIS TIME

OK

OK THE WAY IT IS

ONLINE REGISTRATION FOR PARKS & REC

OPPORTUNITY TO PUT WHAT YOU THINK IS IMPORTANT

PARK & REC SERVICES ON WEBSITE

PARKS

PARKS & REC INFO

PARKS & REC PROGRAMS FOR YOUNGER CHILDREN 15 MOS-2 YRS

PARKS & RECREATION

PHONE NUMBERS OF DEPARTMENTS AND DEPT. HEADS TO ASK QUESTIONS

PLANS AND ACCOMPLISHMENTS OF CITY

POST INFORMATION & EVENTS ON SAME WEEK BEING TOLD

PRETTY GOOD FOR NOW! BULK TRASH PICK UP SCHEDULES

PROJECT LOCATIONS

RECREATION ACTIVITIES NEEDS TO BE POSTED BETTER

RECYCLING

RECYCLING INFORMATION WHEN PROGRAM STARTS

RECYCLING INFORMATION, WATER COMPANY IS RUN WRONG

RECYCLING ISSUES

RECYCLING PICK UPS

RECYCLING PICK UPS

SATISFIED

SCHEDULE OF TRAFFIC CONSTRUCTION MORE UP-TO-DATE

SCHOOL LINKS

SIGNING UP FOR PROGRAMS

SOMETHING LIKE A SUGGESTION BOX

SOMETHING TO MAKE EASIER TO FIND OUT INFO ON RECORDS

SPORTS PROGRAMS NEED USER FRIENDLY REGISTRATION PROCESS

79. What information or services would you like to see offered on the city's Web site?

79 Offer

THEIR WEBSITE IS GOOD AS IS
THEY DO A PRETTY GOOD JOB
THEY HAVE EVERYTHING THERE
TO HELP WITH DISABLED
TOWN MEETINGS
TRASH COLLECTING, SERVICE FOUND EASIER
UPDATE ECONOMIC CONDITIONS
UPDATE INFO
WATER BILL
WAVING FEE TO PAY YOUR BILL ON LINE
WAY TO CONTACT CITY SERVICES
WEBSITE IS OK
WEBSITE IS PRETTY GOOD
WHEN & WHERE THEY PUT IN SPEED BUMPS
WOULD LIKE TO SEE MORE CRIME STATISTICS IN AREA
YMCA COMMUNITY CENTER-ACTIVITY CENTER
YOUTH PROGRAMS
ZONING, EDUCATION, TRAFFIC

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

A NICE PLACE
A NICE RETIREMENT COMMUNITY
ACCESS TO AREAS
ACCESS TO EVERYTHING
ACCESS TO RESTAURANTS & MALL, CLOSE TO EVERYTHING
ACCESSIBILITY OF MAYOR & CITY COUNCIL IS GOOD
AFFORDABLE TO LIVE
AIR IS CLEANER
ALL NEW VERY MODERN
ALL THE NEWNESS
ALL THE PEOPLE, CLOSENESS OF SHOPPING & RESTAURANT
AN ADULT COMMUNITY
APPEARANCE OF THE CITY
AREA
AREA IS VERY CONVENIENT
AREA KEPT CLEAN
AREA WHERE IT IS IN THE VALLEY
ATMOSPHERE IS CALM AND SAFER
ATMOSPHERE, SMALL TOWN FEEL COMPARED TO PHOENIX
ATMOSPHERE-FAMILY ORIENTED
ATTRACTIVE AND CONVENIENT
AVAILABILITY OF EVERYTHING
AVAILABILITY OF INFORMATION WHEN NEEDED
AVAILABILITY OF SHOPPING
AVAILABILITY OF SHOPPING
AVAILABILITY OF STORES AND DOCTORS IN THE CITY
AWAY FROM THE BIG CITY
BEAUTIFUL
BEAUTIFUL SCENERY, QUIET COMMUNITY
BEAUTIFUL, EASY ACCESS TO ACTIVITIES
BECAUSE AREA IS WELL KEPT AND ITS AFFORDABLE
BEING CLOSE TO THE INTERSTATE ACCESS 17 & 10
BETTER PROTECTED AGAINST CRIME
BIG CITY RESOURCES WITHOUT BIG CITY "FEEL"
BIG SENSE OF COMMUNITY
BIG TOWN, SMALL TOWN FEELING
CAN'T REALLY THINK OF ANYTHING RIGHT NOW
CAN'T THINK OF ANYTHING

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

CHURCH

CITY ACTIVITIES

CITY CARES ABOUT THEIR RESIDENTS

CITY IS LAID OUT WELL, IT IS SAFE, CLEAN AND COMFORTABLE

CITY IS VERY ACCESSIBLE TO MANY THINGS IN AREA

CITY IS WELL RUN, SCHOOLS ARE GOOD

CITY ITSELF, SMALL TOWN FEEL

CITY MAYOR IS HANDLING THE PRIORITIES OF CITY WELL

CLEAN

CLEAN

CLEAN & NICE STREETS, NOT A LOT OF CRIME

CLEAN & QUIET

CLEAN & SAFE

CLEAN, GREAT ACCESS TO SERVICES

CLEAN, LAW ENFORCEMENT IS GOOD

CLEAN, SAFE, ACCESS TO HIGHWAY 101

CLEAN AND NEW-HAS EVERYTHING IN SHORT DISTANCE

CLEAN AREA

CLEAN AND IT'S A BETTER CITY THAN PHOENIX

CLEAN CITY

CLEAN CITY

CLEAN FRIENDLY TOWN

CLEANLINESS

CLEANLINESS & NEW DEVELOPMENT

CLEANLINESS & QUIETNESS

CLEANLINESS OF THE CITY

CLEANLINESS OF THE CITY

CLIMATE

CLIMATE

CLIMATE AND DO THINGS ALL YEAR ROUND

CLOSE TO ALL SHOPPING CENTERS & PARKS

CLOSE TO ALL THE NECESSARY FACILITIES & HIGHWAYS

CLOSE TO DESERT

CLOSE TO EVERYTHING LIKE BIGGER CITIES & HIGHWAYS

CLOSE TO EVERYTHING-STORES

CLOSE TO FAMILY

CLOSE TO LAKE PLEASANT

CLOSE TO MY FAMILY

CLOSE TO NEW CARDINAL STADIUM & COYOTES ARENA

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

CLOSE TO SHOWS & VENUES, FEELING OF SAFETY
CLOSE TO WIFE'S WORK
CLOSE TO WORK
CLOSE TO WORK
CLOSE TO EVERYTHING
CLOSENESS TO EVERYTHING
COMFORTABLE NEIGHBORHOOD
COMFORTABLY CITY AND SAFE
COMING FROM MASSACHUSETTS, THE WEATHER
COMMUNITY
COMMUNITY ATMOSPHERE
COMMUNITY AWARENESS
COMMUNITY CHURCH IS CLOSE & SO IS MALL
COMMUNITY FEELING
COMMUNITY LIFE
CONVENIENCE
CONVENIENCE
CONVENIENCE BECAUSE OF (101 ROAD)
CONVENIENCE OF EVERYTHING
CONVENIENCE OF EVERYTHING COMPARED TO TUSCAN
CONVENIENCE OF LOCATION
CONVENIENCE OF SHOPPING
CONVENIENCE OF SHOPPING
CONVENIENCE OF STORES
CONVENIENCE OF THE CITY
CONVENIENCE OF WHAT'S AROUND WHERE I LIVE
CONVENIENCE TO ALL THE SHOPPING & RESTAURANTS
CONVENIENCE TO NECESSITIES
CONVENIENCE TO SHOPPING, ENTERTAINMENT
CONVENIENCE TO STORES
CONVENIENCE, NOT CONGESTED
CONVENIENCES
CONVENIENT
CONVENIENT AND EASY TO GET AROUND, LOTS OF PARKS
CONVENIENT LOCATION TO EVERYTHING
COST OF LIVING, CLEANLINESS
CRIME FREE & QUIET
CRIME FREE IN MY AREA
CRIME RATE IS RELATIVELY LOW & SERVICES ARE PRETTY GOOD

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

CURBSIDE RECYCLING
DESERT LIFESTYLE
DIVERSE NEIGHBORHOOD
DON'T KNOW
EASE OF GETTING WHERE I WANT TO GO-CONVENIENCES
EASE OF TRAVEL
EASY & CONVENIENT ACCESS TO ALL OUR NEEDS
EASY ACCESS TO ALL FACILITIES AND STREETS
EASY ACCESS, AND HOW CLEAN
EASY TO GET AROUND, CLOSE TO EVERYTHING
EASY TO GET TO THINGS
ENJOY THE LANDSCAPE OF THE CITY
ENTERTAINMENT OPPORTUNITIES
ENVIRONMENT
ENVIRONMENT IS NICE, STABLE
ENVIRONMENT-CLEAR SKIS AND QUIET AREA
EVENTS AT PEORIA'S SPORT COMPLEXES ARE VERY GOOD
EVERYTHING
EVERYTHING
EVERYTHING
EVERYTHING
EVERYTHING
EVERYTHING IS CLOSE TO MY HOME
EVERYTHING IS CONVENIENT
EVERYTHING IS CONVENIENT IN MY AREA
EVERYTHING IS HERE, NICE AREA
EVERYTHING IS NEAR ME
EVERYTHING IS NEW
EVERYTHING IS REAL CLOSE
FAIRLY QUIET AND A NICE PLACE TO LIVE
FAMILY ENVIRONMENT
FAMILY ORIENTED
FAMILY ORIENTED
FAMILY ORIENTED
FAMILY ORIENTED
FEEL PRETTY SAFE HERE
FEEL SAFE
FEEL SAFE
FEEL SAFE

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

FEEL SAFE
FEEL SAFE & COMFORTABLE
FEEL SAFE IN THE CITY
FEEL SAFE IN THE CITY
FEEL SAFER
FEEL SAFER WHERE I AM THAN OTHER PARTS OF THE CITY
FEEL VERY SAFE, GOOD POLICE AND FIRE DEPT
FEELING OF SAFETY
FEELING SAFE, CLEAN CITY, PEOPLE ARE FRIENDLY
FEELS SAFER
FINE, BUT CAN'T DO ANYTHING ABOUT THE CLIMATE
FIRST I LIKE THE TAXES & ITS PEACEFUL
FRIENDLINESS OF RESIDENTS
FRIENDLINESS OF THE CITY
FRIENDLINESS OF THE RESIDENTS OF PEORIA
FRIENDLINESS, SCHOOLS IN THE CITY
FRIENDLY
FRIENDLY & CLEAN
FRIENDLY NEIGHBORHOOD
FRIENDLY PEOPLE
FRIENDS WITH RELATIVE THAT COMES OUT IN A COVERED WAGON
FRIENDLINESS/WAY THE CITY IS LAYED OUT
GENERAL SECURITY
GOOD PLACE TO LIVE
GOOD PLACE TO RAISE KIDS
GOOD SAFE PLACE TO LIVE
GREAT WEATHER
GREW UP HERE EVERYTHING IS WONDERFUL
GREW UP THERE
GROWING COMMUNITY
GROWING STRANGE & EXPANDING
GROWN UP THERE
GROWTH
GROWTH
HANDY TO EVERYTHING, WHERE I LIVE TRAFFIC IS BAD
HAS A SMALL TOWN FEEL
HAS SMALL TOWN ATMOSPHERE
HAVE NO PREFERENCE, HUSBAND JOB REQUIRES MOVE HERE
HOME, SAFE & CLEAN

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

HOME TOWN
HOMELESSNESS IS NOT A PROBLEM
HOMETOWN ATMOSPHERE
HOW HAPPY WE ARE HERE
I FEEL SAFE
I HAVE LIVED IN WORSE PLACES
I JUST LIKE IT
I LIKE HOW CLEAN AND SAFE IT IS
I LIKE NORTHWEST AREA VERY BEAUTIFUL
I LIKE PLAYING GOLF
I LIKE THE DOWNTOWN AREA
I LIKE THE PARKS
I'M MOVING FAMILY BACK HOME
I'M VERY WELL LOCATED
I RETIRED HERE
I'VE LIVED HERE ALL MY LIFE & LIKE IT A WHOLE LOT
IN ARIZONA
IS HEADED IN A GOOD DIRECTION
IT IS SAFE
IT'S A CLEAN, QUIET TOWN
IT'S A COMFORTABLE PLACE
IT'S A LAID BACK CITY
IT'S A NICE CITY
IT'S A NICE TOWN
IT'S A SMALL CITY COMPARED TO GLENDALE
IT'S COMFORTABLE HERE
IT'S ECONOMICAL
IT'S GOOD
IT'S GROWING AND NICE PLACE TO RAISE FAMILY
IT'S NICE & PEACEFUL
IT'S NOT PHOENIX
IT'S NOT PHOENIX
IT'S PEACEFUL HERE
IT'S QUIET HERE I CAME FROM CHICAGO
IT'S SAFE
ITS NICE AND CLEAN
JOANNE EVANS COUNCILWOMAN
JUST DO
JUST DO

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

- JUST LIKE IT
- JUST LIKE THE AREA
- JUST PLEASANT AREA
- JUST SATISFIED WITH LIVING HERE
- KEEP YOU PRETTY INFORMED ABOUT ISSUES & SERVICES
- KIND OF QUIET
- LACK OF CONGESTION
- LAKE PLEASANT
- LESS AMOUNT OF CRIME IN OUR AREA
- LESS CRIME THAN PHOENIX
- LESS TRAFFIC IN PEORIA
- LIFESTYLE IS GOOD-SERVICES ARE BAD
- LIFESTYLE, AVAILABILITY OF RESOURCES
- LIKE, NOT SURE WHY, PEOPLE ARE FRIENDLY
- LIKE BEING ON THE FRINGE OF A BIG CITY
- LIKE HOW THE CITY HANDLES THINGS
- LIKE PEOPLE LIVING IN PEORIA & SCHOOLS
- LIKE SHOPPING AREAS
- LIKE THE APPEARANCE OF THE CITY
- LIKE THE AREA
- LIKE THE ATMOSPHERE OF THE PLACE
- LIKE THE CLEANLINESS OF THE CITY-SCHOOLS
- LIKE THE NEIGHBORHOOD WHERE I LIVE
- LIKE TO LIVE AS FAR WEST AS I CAN
- LIKE TO SEE ITS GROWTH
- LIKE WHERE I LIVE
- LIKES THE WHOLE TOWN
- LITTLE TOWN ATMOSPHERE, LITTLE TOWN IN A TOWN
- LIVE CLOSE TO MY JOB
- LIVING CONDITIONS
- LIVING OUTSIDE THE CITY
- LOCATION

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

LOCATION

LOCATION & THE SCHOOL DISTRICT

LOCATION, BEAUTY OF AREA, PLENTY OF SHOPPING

LOCATION, LIVE LONG ON THE EDGE

LOCATION, PARKS & REC, ALL ASPECTS-WONDERFUL

LOCATION AND VERY HAPPY ABOUT UPCOMING RECYCLING

LOCATION IN VALLEY AREA

LOCATION OF PLACES

LOCATION OF THE CITY

LOCATION OF THE CITY, NOT TOO CLOSE-NOT TOO FAR

LOCATION-PROXITY TO OTHER MAJOR VENUES

LOCATION TO FREEWAYS & SPORTING EVENTS

LOCATION WHERE RESIDENCE IS LOCATED

LOTS OF SHOPS & RESTAURANTS, LOW CRIME

LOVE THE PARKS & RECREATION, SCHOOLS ARE GREAT

LOVE THE QUALITY OF LIFE, HAS A LOT OF AMENITITES

LOW CRIME

LOW CRIME RATE

LOW CRIME RATE

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

- LOW CRIME RATE
- LOW CRIME, QUIET & CLEAN
- LOW INCOME FAMILIES GET HELP FROM CITY
- LOWER CRIME RATES THAN SURROUNDING CITIES
- MAINTENANCE & REPUTATION FOR BEING SAFE
- MAINTENANCE & UPKEEP OF HOMES IS GREAT
- MAINTENANCE WONDERFUL, BEAUTIFUL AREA
- MANAGEMENT OF GROWTH
- MOVED HERE BECAUSE OF THE SCHOOL DISTRICT
- MY FAMILY
- MY FAMILY LIVES HERE
- MY FAMILY LIVES HERE
- MY FRIENDS
- MY FRIENDS
- MY HOME
- MY HOME
- MY NEIGHBORHOOD IS PEACEFUL AND BEAUTIFUL
- MY NEIGHBORHOOD IS SAFE
- MY PARENTS LIVE HERE
- NEIGHBORHOOD
- NEIGHBORHOOD & FRIENDS
- NEIGHBORHOODS ARE NICE
- NEIGHBORHOOD ATMOSPHERE
- NEIGHBORHOOD PARKS
- NEIGHBORHOOD, PEACEFUL
- NEW HOMES & FUTURE GROWTH
- NEW SECTION OF TOWN-RETIREMENT AREA
- NEW THEATER
- NEWNESS OF MY NEIGHBORHOOD
- NICE & CLEAN
- NICE & CLEAN, GOOD SCHOOLS
- NICE & EVERYONE TAKES CARE OF PROPERTY

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

NICE & QUIET

NICE, CLEAN & FRIENDLY, CLOSE TO SHOPPING AREAS

NICE, CLOSE TO THINGS

NICE, QUIET AREA

NICE, QUIET, SAFE GROWING TOWN

NICE AREA

NICE CITY TO LIVE IN

NICE NEIGHBORHOODS

NICE PLACE TO LIVE

NICE PLACE, SERVICE IS GOOD

NICE SUBURBAN AREA

NICE TOWN, QUIET & NICE NEIGHBORS

NO HOA'S

NO HOME OWNERS ASSOCIATIONS

NO ICE OR SNOW

NO SNOW

NOT A MESS TO LIVE IN

NOT CONGESTED LIKE THE EAST VALLEY

NOT IN PHOENIX

NOT IN THE MIDWEST

NOT ONE THING, I LIKE LIVING IN PEORIA

NOT TOO BIG BUT NOT TOO SMALL OF A TOWN

NOT TOO BUSY, EASY ACCESS TO NECESSITIES

NOTHING BECAUSE EVERYTHING IS GOING GOOD

NOTHING NOT A CITY PERSON

NOTHING SINCE PEORIA HAS GROWN

NUMBER OF PARKS & REC

OFFER A LOT OF OPTIONS FOR RECREATION

ON TOP OF THINGS, ADDRESS ISSUES BEFORE THEY BECOME A PROBLEM

OPENNESS

OUR COMMUNITY

OUR COMMUNITY

OUR COMMUNITY IS CONVENIENT

OUR FRIENDS

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

OUR LITTLE TOWN
OUR NEIGHBORHOOD
OUR SCHOOLS
OUT AWAY FROM THINGS, SEE MOUNTAINS & LAKE
OVERALL QUALITY OF LIFE
OVERALL SAFETY
OVERALL SAFETY
PARKS
PARKS & PROGRAMS
PARKS & REC
PARKS & REC PROGRAMS
PARKS & REC PROGRAMS
PARKS & RECREATION
PARKS & RECREATION PROGRAMS
PARKS AND SMALL TOWN FEELING
PEACE & QUIET
PEACE & QUIET OF MY COMMUNITY
PEACEFUL
PEACEFUL
PEACEFUL & QUIET
PEACEFUL AND QUIET
PEACEFULNESS IN THE PARKS
PEOPLE
PEOPLE
PEOPLE & OPENNESS
PEORIA IS A QUIET & PEACEFUL CITY TO LIVE IN
PEORIA'S SPORTS COMPLEX
PLEASANT COMMUNITY
POLICE DEPT
PRETTY CITY
PRETTY CLEAN
PRICE OF HOMES
PRICE OF HOUSES
PROPERTY VALUE
PROXIMITY
PROXIMITY
PROXIMITY TO CANFREE HWY
PROXIMITY TO GENERAL PHOENIX AREA
PROXIMITY TO STADIUM & RESTAURANTS

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

- PUBLIC SAFETY
- PUBLIC SCHOOLS
- QUALITY OF LIFE
- QUALITY OF LIFE
- QUALITY OF LIFE
- QUALITY OF NEIGHBORHOOD
- QUALITY OF STREET AND ROADS NO POTHOLES
- QUALITY OF THE EDUCATION THEY HAVE IN SCHOOLS
- QUIET
- QUIET & NICE CITY
- QUIET & PEACEFUL
- QUIET & PEACEFUL
- QUIET, DON'T HAVE TO WORRY ABOUT CRIME
- QUIET, NOT TOO MUCH CRIME
- QUIET, PEACEFUL
- QUIET, PEOPLE ARE INVOLVED IN COMMUNITY EVENTS
- QUIET, SMALL, TAKEN CARE OF
- QUIET AREA
- QUIET CITY
- QUIET NEIGHBORHOOD
- QUIET NEIGHBORHOOD
- QUIET NEIGHBORHOOD
- QUIET NEIGHBORHOOD
- QUIET NEIGHBORHOODS
- QUIET NEIGHBORHOODS
- QUIET RETIREMENT LIVING
- QUIET RURAL
- QUIET TOWN
- QUIETER THAN DOWNTOWN PHOENIX
- QUIETNESS
- QUIETNESS UNTIL JANUARY

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

QUIETNESS, PEACEFULNESS NOT A LOT OF POLICE SIRENS
QUIETNESS, SMALL COMMUNITY FEELING
RECREATION CLASSES FOR CHILDREN AT THE LIBRARY
RECYCLE
RELATIVELY QUIET
RELAXATION
REMINDS ME OF THE TOWN I GREW UP IN
RETAIL
RETIREMENT COMMUNITY
SAFE
SAFE
SAFE
SAFE, GOOD PLACE TO RAISE A FAMILY, GOOD SCHOOLS
SAFE, LOCATION
SAFE CITY
SAFE ENVIRONMENT
SAFE ENVIRONMENT
SAFE IN NEIGHBORHOOD
SAFE NEIGHBORHOOD & PARKS
SAFE POLICE PROTECTION
SAFE TO DRIVE
SAFER THAN PHOENIX
SAFETY
SAFETY
SAFETY
SAFETY
SAFETY
SAFETY
SAFETY
SAFETY
SAFETY & LOCATION WHERE I LIVE
SAFETY & SECURITY
SAFETY AND SURROUNDINGS
SAINT HELEN'S CATHOLIC CHURCH
SATISFIED BASIC FAMILY NEEDS-NICE HOMETOWN FEEL
SATISFIED WITH ALL OF PEORIA
SCHOOL
SCHOOL
SCHOOL DISTANCE & IT'S REPUTATION

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

- SCHOOL DISTRICT
- SCHOOL DISTRICT
- SCHOOL DISTRICT
- SCHOOL DISTRICT
- SCHOOL DISTRICT & SPECIAL OLYMPICS
- SCHOOL DISTRICT IS GOOD
- SCHOOL DISTRICTS IN THE CITY
- SCHOOL SYSTEM
- SCHOOL SYSTEMS
- SCHOOL SYSTEMS
- SCHOOLS
- SCHOOLS & LOCATIONS OF PLACES
- SCHOOLS & MY NEIGHBORHOOD
- SCHOOLS & SAFETY OF THE AREA
- SCHOOLS AND WE ARE CLOSE TO EVERYTHING
- SENIOR RETIREMENT AREA IS VERY CONVENIENT
- SENSE OF COMMUNITY
- SENSE OF COMMUNITY IN MY NEIGHBORHOOD
- SERVICES, RESTAURANTS, CONVENIENCE OF EVERYTHING
- SERVICES ARE EXCELLENT
- SHOPPING & RESTAURANTS
- SHOPPING & RESTAURANTS, PARKS
- SMALL CITY
- SMALL CITY IN A BIG CITY

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

SMALL CITY THAT WON'T TRY TO GROW & MONOPOLIZE
SMALL COMMUNITY
SMALL COMMUNITY CLOSE TO EVERYTHING
SMALL COMMUNITY FEEL
SMALL NEIGHBORLY COMMUNITY
SMALL QUIET CITY
SMALL SUBURB, SHOPPING IS GOOD
SMALLER THAN BIG CITY OF PHOENIX BUT WITH AMENITIES
SMALL TOWN
SMALL TOWN
SMALL TOWN
SMALL TOWN
SMALL TOWN ATMOSPHERE
SMALL TOWN ATMOSPHERE
SMALL TOWN ATMOSPHERE & PROPERTY TAXES REASONABLE
SMALL TOWN COMMUNITY
SMALL TOWN FEEL
SMALL TOWN FEEL IN A BIG TOWN
SMALL TOWN FEEL, BIG TOWN AMENITIES
SMALL TOWN THATS CLOSE TO MOST THINGS
SMALLER TOWN
SMALLER TOWN
SMALLER TOWN
SOMEWHAT QUIET
SOMEWHAT QUIET NEIGHBORHOOD
SPORTS
STORES ARE ALL CLOSE
STREETS SHOPPING
SUBDIVISION
SUNRISE MOUNTAINS & SCENIC VIEW
SUNSHINE

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

SUNSHINE-WEATHER
TEMPERATURE
THE ACCESS TO EVERYTHING
THE AREA
THE AREA OF TOWN
THE BEAUTY OF IT
THE CITY HAS PRETTY GOOD LEADERS
THE CITY IS GROWING
THE CITY IS GROWING
THE CLIMATE
THE CLIMATE
THE CLIMATE
THE COMMUNITY
THE CONVENIENCE OF THE AREA WE LIVE IN
THE CONVENIENCE OF THINGS AROUND THE CITY
THE FEELING OF PEACE
THE FRIENDLINESS OF THE RESIDENTS
THE HOMETOWN TYPE OF ATMOSPHERE
THE INCREASED VALUATION OF MY PROPERTY
THE LOCATION
THE LOCATION
THE LOCATION & ACCESSIBILITY TO LEISURE & WORK
THE LOCATION OF THE CITY
THE LOCATION WHERE I LIVE
THE LOCATION, CLOSE TO MALLS, ETC
THE NEIGHBORHOOD
THE PEOPLE
THE PEORIA COMMUNITY CENTER
THE PROXIMITY OF OUR LOCATION
THE QUIET
THE SCHOOL DISTRICT
THE SCHOOL DISTRICT
THE SCHOOL SYSTEM
THE SCHOOLS
THE SCHOOLS
THE SCHOOLS
THE SCHOOLS
THE SCHOOLS
THE SCHOOLS

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

THE SCHOOLS & RECREATION SERVICES
THE SCHOOLS BUT NEED MORE SCHOOLS-OVERCROWDED
THE SCHOOLS IN OUR COMMUNITY
THE SENIOR HOUSING WHERE I LIVE
THE SMALL TOWN FEEL OF THE COMMUNITY
THE SOLITUDE
THE WAY THE CITY LOOKS
THE WEATHER
THE WEATHER
THE WEATHER
THE WEATHER
THE WEATHER, EASY ACCESS TO EVERYTHING
THEIR LOCATION & SATISFIED WITH SERVICES
THERE IS LOW CRIME IN THE AREA
THEY HAVE A LOT OF PROGRAMS FOR CHILDREN
THINGS FOR KIDS
THIS IS WHERE MY HOME IS
TO SEE IT GROW BUT NOT TOO FAST
TRAFFIC
TRASH PICK UP 2 DAYS PER WEEK
UNION HILLS
VARIETY OF PARKS, CLOSE TO STORES, GREAT PLACE
VERY, VERY HAPPY, FEEL VERY COMFORTABLE
VERY COMFORTABLE CITY FOR SENIOR CITIZENS
VERY HAPPY WITH PUBLIC SCHOOL SYSTEM HERE
VERY NICE, CLEAN, SAFE PLACE TO LIVE
VERY QUIET
VERY QUIET-SAFE NEIGHBORHOODS
VIBRANT GROWING COMMUNITY
VIEW
WALKING & BIKING TRAILS AND THE PARKS
WALKING TRAILS & PARK SYSTEM
WE FEEL SAFE
WE LIVE IN A SENIOR COMMUNITY, IT'S GREAT
WE LOVE THE SCHOOLS OUR CHILDREN ATTEND
WE MOVED HERE BECAUSE OF THE QUALITY OF SCHOOLS
WEATHER
WEATHER
WEATHER

80. What is the ONE thing you like most about living in the City of Peoria?

80 Like most

WEATHER

WEATHER

WEATHER

WEATHER

WEATHER

WEATHER

WEATHER & EVERYTHING IS CLOSE TO RESIDENCE

WEATHER, ATMOSPHERE, SHOPPING

WEATHER IS WONDERFUL

WELL MAINTAINED, FEELING OF SAFETY

WELL-RUN CITY

WEST BROOKE VILLAGE

WESTBROOK VILLAGE

WESTBROOK VILLAGE IS A WONDERFUL PLACE TO LIVE IN

WHEN I USED TO WORK, LIKED THE LOCATION

WHERE I LIVE IT IS QUIET

WIDER STREETS, NEWNESS OF AREA I LIVE IN

WONDERFUL PLACE TO LIVE

WORK

WORK

ZONING IS GOOD-CITY IS CLEAN

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

99TH AVE NEEDS MORE CONNECTIONS
A LOT OF OLDER KIDS ARE IN PARKS DURING SCHOOL DAYS
A SEX OFFENDER LIVES 2 STREETS DOWN
ABILITY TO CALL DIRECT NUMBER TO CITY COUNCILMAN
ACCESS TO TOWN AND TRAFFIC CONGESTION IN NORTHWEST PEORIA
AIR POLLUTION
AIR QUALITY
ALL THE EMPTY BUILDINGS JUST SITTING AROUND NEED TO BE TORN DOWN
ALLOWING DEVELOPERS TO BUILD WITHOUT COLLECTING A FEE
ALREADY TAKING CARE OF STUFF I THINK
AMOUNT OF TRAFFIC IN NORTHWEST CORRIDOR
ANIMAL CONTROL
ANTICIPATING THE GROWTH, INFRASTRUCTURE & GROWTH
AVAILABILITY OF POLICE OFFICERS IN THE AREA
BE MORE COMMERCIAL
BEEN TOLD BY POLICE THAT NO ONE CAN REACH MY AREA
BELL & 84TH AVE AREA NEEDS SOUND BARRIER IMPROVEMENT
BELL ROAD CONSTRUCTION IS AWFUL, TRAFFIC IS AWFUL
BETTER BUSINESSES IN RESIDENTIAL AREAS
BETTER PLANNING FOR GROWTH
BETTER QUALITY
BETTER RECREATION OPPORTUNITIES
BETTER STREET CLEANING
BIGGEST PROBLEM IS THE TRAFFIC
BIGGEST PROBLEM IS TRAFFIC CONTROL
BIKE LANES
BUILDINGS ARE BUILT FASTER THAN STREETS, BAD TRAFFIC
BOOM BOXES, SOUND ORDINANCE NEEDS TO BE ENFORCED MORE
BRINGING BIG BUSINESS
BRINGING JOB OPPORTUNITIES TO PEORIA
BUDGET
BUILD MORE DOWNTOWN
BUILDING NOTIFICATION
BUILDING TOO MANY BUSINESSES AND NOT ENOUGH PARKS
BUSINESS GROWTH
CAR THEFT, BURGLARY
CATCH UP WITH GROWTH & ECONOMIC POTENTIAL
CENTRAL PEORIA & HANDLE THE BOARDED UP BUILDINGS

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

CITY OF GLENDALE

CITY'S GROWTH

CITY'S GROWTH

CITY SHOULD NOT START A RECYCLING SERVICE

CITY STREETS

CLEAN UP DOWNTOWN AREAS I.E., SAFETY

CLEAN UP THE CITY A LITTLE MORE

CODE COMPLIANCE DEPARTMENT ARE NOT DOING THEIR WORK

CODE ENFORCEMENT & REVITALIZING OLD TOWN

CODE ENFORCEMENT WITH VEHICLES

COLLECT BULK TRASH MORE OFTEN, TRAFFIC HEAVY

CONCERNED WITH BROKEN LINE WITH MEXICO

CONDITIONS OF STREETS

CONGESTION ON THE ROADS AND CONTROLLED GROWTH

CONSTRUCTION DUST

CONSTRUCTION SHOULD BE MINIMIZED

CONTROL GROWTH BETTER

CONTROL OF GROWTH

CONTROL RAPID GROWTH OF THE CITY

CONTROL THE GROWTH OF THE CITY

CONTROLLED GROWTH

CONTROLLED GROWTH, BETTER CONTROL OF TAXES & FEES

CONTROLLED GROWTH, SLOW RATE OF RESIDENTIAL PERMIT

CONTROLLING SPEEDING ON UNION HILL

CONTROLLING THE TEENAGERS BY SETTING A CURFEW

COST, LACK OF SERVICE

COST OF HOUSING

COVERING UP GRAFFITTI

CRIME

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

CRIME
CRIME & CITY CODE ENFORCEMENT
CRIME & CLEAN AIR
CRIME & GRAFFITI
CRIME & POLICE DEPARTMENT NEEDS A LOT OF WORK
CRIME & WIDENING OF STREETS
CRIME CONTROL
CRIME-GANG GRAFITTI NEEDS TO STOP, ZONING IS A MESS
CRIME AND POLICE OFFICERS WHO LAUGH ABOUT THREATS
CRIME PREVENTION
CRIME PREVENTION
CRIME PREVENTION
CRIME PREVENTION
CRIME - WAY TOO MUCH HERE, NEED MORE POLICE
CRIMINAL ACTIVITY STARTING TO COME
CURBSIDE RECYCLING
CURBSIDE RECYCLING WE NEED IT IN OUR AREA
CURFEW NEEDS TO BE IMPLEMENTED FOR TEENS
CUTTING SPEEDING
DAY LABOR PLACES
DEVELOPMENT
DEVELOPMENT
DEVELOPMENTS
DIFFICULT TO MOVE AROUND TOWN
DO MORE REFERENDUMS ON ISSUES IN PEORIA
DO NOT KNOW OF ANYTHING AT THIS TIME
DOGS
DOGS-ANIMAL CONTROL

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

DOING BETTER PLANNING ABOUT THE PROBLEM OF GROWTH
DON'T FORGET THE SOUTH PEORIA RESIDENTS
DON'T NEED SOME THINGS
DON'T OVERLOOK SOUTHERN PEORIA RESIDENTS
DOWNTOWN AREA IS STRUGGLING TO KEEP UP
DROP HOUSES
DRUG USE IN HIGH SCHOOL
DUST IN EMPTY FIELDS BY ATV'S
EDUCATION
EDUCATIONAL
EMPTY BUILDINGS
ENVIRONMENT & WATER SUPPLY
EVERYTHING
EXPANDING ROADS FOR GROWTH
EXPANSION
EXPANSION
EXPANSION OF THE CITY, GROWTH CONTROL & INFRASTRUCTURE
FACTORS THAT ATTRIBUTE TO CRIME
FEW COYOTES IN THE AREA NEED TO BE WATCHED
FIRE & POLICE UP TO DATE ON EQUIPMENT
FIXING AND MAINTAINING THE STREETS
FLOW OF TRAFFIC
FLOW OF TRAFFIC
FLOW OF TRAFFIC
FLOW OF TRAFFIC
FLOW OF TRAFFIC, KEEP THE FOCUS
FOCUS ON CRIME
FOCUS SHOULD BE MORE ON QUALITY OF SERVICES
FUTURE DEVELOPMENT, CRIME
FUTURE GROWTH PATTERNS, HANDLING GROWTH
GANG & WATER QUALITY
GANG ACTIVITY
GANG ACTIVITY
GANG ACTIVITY
GANG ACTIVITY, CRIME PREVENTION
GANG GRAFFITI
GANG MEMBERS IN NEIGHBORHOOD, NOT SAFE
GANG RELATED GRAFFITTI & ACTIVITIES

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

GANG-RELATED PROBLEMS

GANGS

GANGS

GARBAGE SERVICES NEED IMPROVEMENT

GET CURBSIDE RECYCLING WE REALLY NEED IT

GET RID OF THE SPORTS COMPLEX

GETTING DOWNTOWN CLEANED UP

GETTING ROADS BUILT TO ACCOMMODATE GROWTH

GETTING STREET CONSTRUCTION FINISHED

GRAFFITTI

GREATER ENFORCEMENT ON CRIME

GROWING

GROWING SMART

GROWING TOO QUICKLY

GROWING WAY TO FAST

GROWTH

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

GROWTH

GROWTH & DEVELOPMENT

GROWTH & EXPANSION, REVITALIZATION & HISTORICAL ARTS

GROWTH & INFRASTRUCTURE

GROWTH & TRAFFIC

GROWTH & TRAFFIC

GROWTH & TRANSPORTATION

GROWTH & VANDALISM

GROWTH & WATER RESOURCES

GROWTH, ALL TYPES OF DEVELOPMENT

GROWTH, MORE & BETTER SCHOOLS, INFRASTRUCTURE

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

- GROWTH, SAFETY & SPENDING TAX DOLLARS WHERE NEEDED
- GROWTH, SCHOOL SYSTEM, TOO MANY HOMES
- GROWTH ALL OVER
- GROWTH AND HOW TO PRESERVE WILDERNESS
- GROWTH AND OVER GROWTH INTO OPEN SPACE
- GROWTH AND THINGS THAT GO ALONG WITH IT
- GROWTH AND TRAFFIC
- GROWTH AND TRAFFIC CONTROL
- GROWTH ARROWHEAD AREA
- GROWTH CONFUSION
- GROWTH EXPLOSION
- GROWTH IN NORTHWEST PARK
- GROWTH IN THE CITY
- GROWTH ISSUES
- GROWTH MANAGEMENT
- GROWTH MANAGEMENT & ASSOCIATED TRAFFIC CONTROL
- GROWTH MANAGEMENT AND TRAFFIC
- GROWTH MANAGEMENT INCLUDING SCHOOLS
- GROWTH MANAGEMENT, POPULATION GROWING
- GROWTH OF STREETS, THEY NEED TO BE WIDENED TO HELP TRAFFIC
- GROWTH OF THE CITY

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

GROWTH OF THE CITY, WATER SERVICES
GROWTH OF THE CITY-CUT DOWN DEVELOPMENT
GROWTH OF THIS CITY IS CHANGING THINGS TOO MUCH
GROWTH OF THE CITY
GROWTH OVER INFRASTRUCTURE, QUALITY OF WATER
GROWTH ON THE WEST SIDE
HANDLING GROWTH
HANDLING GROWTH
HANDLING GROWTH
HANDLING INCREASED TRAFFIC & GROWTH ON THUNDERBIRD AVENUE
HANDLING THE GROWTH, OPEN SPACE COMMUNITY
HAVING ENOUGH POLICE PROTECTION
HEAVY TRAFFIC OF THUNDERBIRD AVENUE
HOMEOWNERS ASSOCIATION SHOULD HAVE SOME STANDARDS
HOMEOWNERS ASSOCIATION NEEDS IMPROVEMENT AND SUPERVISION
HOW THE CITY IS GROWING
HOW TO HANDLE THE GROWTH
HOW TO MANAGE GROWTH BETTER
ILLEGAL ALIENS
ILLEGAL ALIENS
ILLEGAL IMMIGRANTS
ILLEGAL IMMIGRATION
ILLEGAL IMMIGRATION
IMMIGRATION/MORE POLICE OFFICERS
IMPROVEMENTS IN THE CITY OF PEORIA LIBRARIES
INCREASE IN POPULATION
INCREASE NUMBER OF POLICE OFFICERS
INCREASE POLICE PROTECTION
INCREASED CRIME & VANDALISM
INFATUATED WITH TAX DOLLARS FROM BUILDERS
INFORMING THE CITY MORE ABOUT LOCAL NEWS
INFRASTRUCTURE
INFRASTRUCTURE
INFRASTRUCTURE ON ROADS, OVER PERMITTING CONSTRUCTION
JOBS ARE AN ISSUE
JUST NORMAL GROWTH & TRAFFIC
KEEP PEOPLE FEELING SAFE & KEEPING CRIME OUT
KEEP TAXES LOW, DON'T OVER SPEND

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

KEEP UP WITH GROWTH
KEEP UP WITH STREET LIGHTS
KEEP UP WITH THE GROWTH
KEEPING NOISE DOWN FROM CAR RADIOS
KEEPING UP CITY SERVICES WITH POPULATION
KEEPING UP WITH CITY CODES REFERRING TO RUNDOWN PROP
KEEPING UP WITH GRAND AVENUE
KEEPING UP WITH GROWTH
KEEPING UP WITH GROWTH OF THE CITY
KEEPING UP WITH THE GROWTH OF THE CITY
KIDS WANDERING THROUGH NEIGHBORHOOD BACKYARD
LACK OF POLICE ON THE STREETS
LACK OF WATER, WASTE OF WATER
LAW ENFORCEMENT
LAW ENFORCEMENT ISSUES
LIBRARY-CUSTOMER SERVICE & BETTER SYSTEM
LIBRARY SYSTEM & EAST-WEST ROADS
LIKE TO OWN DUMPSTERS, TRAFFIC FLOW IS HORRIBLE
LISTEN TO CITIZENS
LOW INCOME HOUSING
LOWERING TAXES
MAINTENANCE OF STREET IN AREA & CLEANING UP GRAFFITTI
MAINTAINING INFRASTRUCTURE AS THEY CITY GROWS
MAINTENANCE & ISSUES
MAINTENANCE OF STREETS
MAJOR ISSUE IS GROWTH
MAKE POLICE PHONE LINE MENU MORE USER FRIENDLY
MAKE SURE ENVIRONMENT IS BEING PROTECTED
MAKE SURE THE GANGS STAY OUT OF PEORIA
MANAGING GROWTH
MANAGING GROWTH
MANAGING GROWTH
MANAGING GROWTH
MANAGING GROWTH
MANAGING GROWTH, DEVELOPMENT AND THE ROADS
MANAGING JOB GROWTH, NOT ENOUGH JOBS TO BE HAD
MANAGING THE GROWTH
MANAGING TRAFFIC FLOW

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

MASSIVE GROWTH
MAYBE CONTAINERS FOR RECYCLING
MAYBE THE TRAFFIC
MAYOR & CITY COUNCIL DON'T HAVE ENOUGH EXPERIENCE
MORE ACTIVITIES FOR THE TEENAGERS
MORE CITY PARKS IN THE NEW GROWTH AREAS
MORE CODE ENFORCEMENT
MORE CULTURAL ACTIVITES
MORE ENFORCEMENT OF CITY CODE TO ALL RESIDENTS
MORE FUNDS SHOULD GO TO SCHOOLS
MORE HELP IN BUILDING PERMIT DEPARTMENT & BETTER STREET LIGHTING
MORE IMPROVEMENTS ON CITY STREETS
MORE INVOLVEMENT WITH YOUTH
MORE NEIGHBORHOOD WATCH COMMITTEES
MORE POLICE
MORE POLICE OFFICERS ANDTRAFFIC
MORE POLICE OFFICERS ARE NEEDED
MORE POLICE OFFICERS HIRED
MORE POLICE OFFICERS, ALSO RECYCLING ISSUES
MORE POLICE PROTECTION FOR RESIDENTS OF PEORIA
MORE POLICE PROTECTION, CRIME PREVENTIONS
MORE PROGRAM IN SCHOOLS
MORE STREET CAPACITY
MORE STREETS DEVELOPED
MORE TENNIS COURTS
MORE TRAFFIC LAW ENFORCEMENT, SPEEDING
MORE WALKING TRAILS ON THE NORTH SIDE
MORE YOUTH PROGRAMS AND OR YOUTH CENTER
MOST LIKELY THE INCONVENIENCE OF GROWTH
NEED MORE PARKS ON THE NORTH SIDE
NEED TO WATCH THE CRIME & KEEP IT SAFE
NEED MORE SPEED BUMPS
NEIGHBORHOODS, NO PARKS, LIKE TO SEE A PARK IN AREA
NEW RECYCLING HAS SOME KINKS TO IT
NO COMPLAINTS
NO MORE GROWTH
NOISE POLLUTION
NORTH PEORIA IS TOO FAR FROM CITY HALL, NO TOWN CENTER

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

NORTHWEST PEORIA NEEDS REPRESENTATION
NOT DOING ANYTHING ABOUT TRASH, LEAVE IT ALONE
NOTHING
NOTHING I CAN THINK OF
NOTHING REALLY, PRETTY GREAT PLACE
NOTHING YET
OLDER SECTIONS OF TOWN NEED UPKEEP & CRIME ISSUES
OVER POPULATED
OVERGROWTH
OVERPASS OVER GRAND AVE, TOO MUCH CRIME IN PARKS
PARENTS TAKING RESPONSIBILITY FOR THE ACTION OF KIDS
PARK
PEOPLE WHO LIVE IN SECTION 8 NEED TO KEEP UP AREA
PLANNING FOR NEW SCHOOLS BECAUSE OF GROWTH
PLANNING & ZONING BOARD SHOULDN'T REQUIRE PLANTS
POLICE PROTECTION
POLICE PROTECTION AND PATROLLING
POLICE PROTECTION FOR EVERY AREA HERE
POLICE RESPONSES
POPULATION
POPULATION IN THE CITY IS WAY TOO BIG
PREVENT KIDS FROM RUINING THE PERFORMING ARTS CENTER
PROBLEM WITH THE BORDERS NOT ENOUGH ROADS
PSD-EDUCATION COUNCIL TRYING TO CHANGE EDUCATION
PUBLIC TRANSPORTATION
PUBLIC TRANSPORTATION
PUBLIC TRANSPORTATION I.E, CABS, BUSES
PUT MORE MONEY INTO THE SCHOOLS
QUALITY OF GROWTH
QUALITY OF LIFE
QUESTION OF GROWTH, LOTS OF SANDY AREA WITH WIND
RAPID EXPANSION, RAPID GROWTH
RAPID GROWTH
RAPID GROWTH
RECYCLING
RECYCLING
RECYCLING
RECYCLING

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

RECYCLING
RECYCLING
RECYCLING
RECYCLING & ENVIRONMENTAL ISSUES, NICE DOG PARKS
RECYCLING & LOITERING
RECYCLING 20 YEARS AGO
RECYCLING DOOR TO DOOR
RECYCLING NEEDED
RECYCLING NEEDS TO BE STARTED
RECYCLING NEEDS TO BE STARTED
RECYCLING WOULD BE A GREAT THING TO CUT DOWN WASTE
RECYCLING, MORE FREQUENT BULKY & HAZARDOUS PICKUP
REVITALIZE OLD DOWNTOWN
ROAD ACCESS
ROAD CONSTRUCTION
ROAD CONSTRUCTION
ROAD CONSTRUCTION IN NORTHERN PEORIA
ROAD NOISE, TRAFFIC
ROAD SAFETY
ROADS
ROADS
ROADS
ROADS
ROADS
ROADS & ENFORCING NOISE ORDINANCES
ROADS AND TRAFFIC
ROUTING TRAFFIC IN/OUT OF N PEORIA
SAFETY & TRAFFIC
SAFETY OF KIDS IN SCHOOL
SCHOOL
SCHOOL CAPACITY, IMMIGRATION, LEVEL OF EDUCATION
SCHOOL KEEPING UP WITH POPULATION GROWTH
SCHOOL MANAGEMENT
SCHOOLS
SCHOOLS
SCHOOLS
SCHOOLS & TEACH, PUBLIC TRANSPORTATION
SCHOOLS-NEED TO IMPROVE ACEDEMIC LEVELS & PROGRAMS

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

SENIORS
SLOWER SPEED LIMITS IMPLEMENTED AND ENFORCED
SPEEDING
SPEEDING AND TRAFFIC FLOW
SPENDING TAX DOLLARS WISELY
STAYING UP WITH GROWTH AND SCHOOL
STOP CONSTRUCTION OF NEW HOMES
STOP GRAFFITTI
STOP PUSHING RECYCLING ISSUES I.E RAISING TAXES
STREET, PEOPLE DRIVE AS FAST AS THEY WANT
STREET CRIME
STREET DESTRUCTION MAKES IT HARD TO GET TO WORK
STREET MAINTENANCE
STREET MAINTENANCE, GRAFFITTI
STREET MAINTNENACE & TRAFFIC
STREETS
STREETS
STREETS
STREETS
STREETS & GROWTH
STREETS, PROVIDING A SCHOOL, AMOUNT OF GROWTH
STREETS, TRAFFIC & CAPACITY
STREETS AND WATER
STUDY ON A MORE RESOURCEFUL WAY TO MAKE A BUDGET
TAKE CARE OF POLICE
TAKES POLICE 2-3 HRS TO RESPOND TO A CRIME
TAX RATES
TAXES & BETTER TRANSPORTATION SYSTEM
TAXES & TRAFFIC
TAXES ARE TOO HIGH
TEARING AWAY MOUNTAINS TO PUT UP HOMES, IT'S JUST WRONG
TEENAGE CONTROL & MONTIORING
THE CLEANLINESS OF CITY STREETS
THE GROWTH
THE GROWTH
THE GROWTH
THE GROWTH PEORIA IS NOT WHAT IT USED TO BE
THE GROWTH, LAW ENFORCEMENT & EMERGENCY PERSONNEL

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

THE HANDLING OF CRIME

THE PARKS

THE PARKS ARE REALLY DARK AT NIGHT

THE SPRAWL, NO PLANNING OR THINKING

THE STREETS NEED TO BE WIDENED

THE TRAFFIC

THE TRAFFIC FOR THE ON GOING GROWTH

THE TRAFFIC IS TERRIBLE

THE TRAFFIC SITUATION

THE WATER DOESN'T TASTE THAT GOOD

THE WATER IN THE CITY

THEFT AND DRUG PROBLEMS NEED ATTENTION

THERE ARE DISTRICTS THAT NEED BETTER POLICE PROTECTION

THEY ARE GROWING FAST, THE STREETS ARE OVERCROWDED

THEY COULD DO BETTER AT ENFORCING TRAFFIC LAWS

THEY NEED ANOTHER ACCESS TO THE LOOP 101

THEY NEED MORE POLICEMAN

THINK ABOUT A RECYCLING PROGRAM

THIS CRAZY GROWTH

TONE DOWN CRIME MORE & GET STREETS REPAIRED

TOO MANY 18-WHEELER RUINING MAIN STREETS

TOO MANY PEOPLE COMING IN

TOO MANY PEOPLE FOR THE AMOUNT OF SCHOOLS

TOO MANY STRIP MALLS DEVELOPED THAT ARE EMPTY

TOO MUCH FOCUS ON NORTH PEORIA, NOT ENOUGH ON SOUTH

TRAFFIC

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

TRAFFIC & GROWTH
TRAFFIC & LANDSCAPING, KEEP UP THE LANDSCAPING
TRAFFIC & MAINTENANCE, POLICE SAFETY
TRAFFIC & ROADS
TRAFFIC & STREET REPAIR
TRAFFIC, LOT OF ISSUES WITH TRAFFIC
TRAFFIC AND SCHOOLS
TRAFFIC CONDITION
TRAFFIC CONGESTION
TRAFFIC CONGESTION
TRAFFIC CONGESTION
TRAFFIC CONGESTION
TRAFFIC CONGESTION
TRAFFIC CONGESTION
TRAFFIC CONGESTION & GROWTH MANAGEMENT
TRAFFIC CONGESTION BEELE RD & BEARSLEY
TRAFFIC CONGESTION IN DEER VALLEY
TRAFFIC CONGESTION ON BELL & THUNDERBIRD
TRAFFIC CONGESTION ON BELL RD
TRAFFIC CONGESTION TOWARDS 83RD & DEER VALLEY
TRAFFIC CONGESTION, BETTER SEQUENCING OF LIGHTS
TRAFFIC CONGESTION-TRAFFIC FLOW
TRAFFIC CONTROL
TRAFFIC CONTROL
TRAFFIC CONTROL & VIOLATIONS
TRAFFIC CONTROL AND ROADS
TRAFFIC/DISSATISFIED WITH LAYOUT OF CITY PARKS
TRAFFIC FLOW
TRAFFIC FLOW

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

TRAFFIC FLOW
TRAFFIC FLOW & GROWTH MANAGEMENT
TRAFFIC FLOW FROM NORTH PEORIA TO 101
TRAFFIC FLOW, CONGESTION
TRAFFIC FLOW, STREET MAINTENANCE
TRAFFIC IN CERTAIN AREAS LIKE UNION HILL & 83RD AVENUE
TRAFFIC IN HERE AREA
TRAFFIC IN THE CITY
TRAFFIC IN THE CITY AND GROWTH OF CITY
TRAFFIC IS REALLY BAD
TRAFFIC NOISE, TRAFFIC CONGESTION
TRAFFIC ON BELL & RUNNING RED LIGHTS
TRAFFIC ON RESIDENTIAL STREETS
TRAFFIC PLANNING
TRAFFIC PROBLEM
TRAFFIC PROBLEM ON BELL & THE GROWTH
TRAFFIC SIGNAL COORDINATION, STREET CAPACITY
TRAFFIC AND SPEEDING
TRAFFIC - STREET CAPACITY
TRAFFIC - UNION SHOULDN'T BE A TRUCK ROUTE
TRANSPORTATION & GROWTH
TRANSPORTATION & GROWTH
TRANSPORTATION AND ROADS
UNDERSTAFFED POLICE
UPGRADE DOWNTOWN PEORIA-DON'T REMOVE HISTORICAL BUILDINGS
UPGRADING THE STREETS & POLICE DEPARTMENT MORE COPS
VERY SATISFIED, DON'T FEEL THERE ARE ANY PROBLEMS IN AREA
VERY UPSET PUBLIC LIBRARY IS IN THE HIGH SCHOOL
WOULD LIKE TO SEE BUS TRANSPORTATION IN AREA
WATER
WATER

81. What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about?

81 Problem

WATER AVAILABILITY FOR FUTURE & GROWTH MANAGEMENT
WATER CONSERVATION
WATER DEMAND, WATER SOURCE
WATER IS TOO EXPENSIVE AND IS OVERRATED
WATER QUALITY
WATER RESOURCES
WATER RESOURCES COMPARED TO GROWTH
WATER SERVICES
WATER SUPPLY
WATER USAGE
WE NEED MORE POLICE OFFICERS
WE NEED MORE POLICEMAN
WE NEED MORE THAN 1 BULK PICK UP A YEAR
WORKING BETTER WITH SURROUNDING COMMUNITIES
WOULD LIKE TO SEE MORE SPEED BUMPS IN NEIGHBORHOOD
WOULD LIKE TO SEE THEM PICK UP RECYCLING
WRITING ON THE SIDEWALKS WITH PAINT
YOUNG PEOPLE
YOUNG PEOPLE SPEEDING ON OUR STREET
ZONING FOR BUILDINGS
ZONING FOR NEW BUSINESSES

Section 5:
Survey Instrument

2007 City of Peoria Community Survey – Script (March 27)

SCREEN LABELS ARE IN YELLOW

CONTACT HISTORY (RECORDED FOR EACH ATTEMPT)

ATTEMPT (1-5): _____

TIME: _____

DATE: _____

PHONE: _____

INTERVIEWER: _____

1/[INTRO]

This is [INTERVIEWER NAME] calling from ETC Institute on behalf of the City of Peoria. We are conducting a survey with voters in Peoria to help assess the quality of city services and to identify priorities for improvements.

Your input is an important part of Peoria's on-going effort to identify and respond to the needs of residents. All of the information you provide will remain anonymous.

Would you be willing to participate in the survey?

Y or N _____

2/[if N to 1]

Would there be a better time to call?

NOTE DATE/TIME: _____

IF NO: **Thank you for your time** (end interview)

3/[if Y to 1]

Are you or other members of your household employed by the City of Peoria?

Y or N _____

4/[if Y to 3]

Thank you for you time. The Survey is not intended for employees of the City

(end interview)

5/[if N to 3]

Are you registered to vote in the City of Peoria?

Y or N _____

6/[if N to 5]

May I speak with someone else in your household who is registered to vote in the City of Peoria?

Y or N or A (A=Not Available) _____

[if Y go to INTRO]

7/[if N to 6]

Thank you for your time. The Survey is only intended for people who are registered to vote in the City of Peoria.

(end interview)

8/[if A to 6]

When would be the best time to call the person who is registered to vote in Peoria?

NOTE DATE/TIME: _____

What is the person's name (enter name of voter): _____

THANK YOU FOR YOUR HELP. PLEASE TELL [name of voter] that we will call [him/her] on [date] at [time above]

(end interview)

9/[if Y to 5]

I am going to begin by asking you to rate your satisfaction with major categories of City services.

Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please indicate how satisfied you are with the following City services based on your experience and observations during the past 12 months. You may use any number between 1 and 5.

[hit return]

10/RANDOM (order of items 10-20 will be rotated)

How satisfied are you with the:

Quality of Peoria's police services

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

11/RANDOM (order of items 10-20 will be rotated)

How satisfied are you with the:

Quality of Peoria's fire protection services

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

12/RANDOM (order of items 10-20 will be rotated)

How satisfied are you with the:

Quality of Peoria's parks and recreation programs and facilities

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

13/RANDOM (order of items 10-20 will be rotated)

Using any number between 1 and 5 where 5 means very satisfied and 1 means very dissatisfied, how satisfied are you with the:

Maintenance of Peoria's streets and infrastructure

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

14/RANDOM (order of items 10-20 will be rotated)

How satisfied are you with the:

Quality of Peoria's water services

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

15/RANDOM (order of items 10-20 will be rotated)

How satisfied are you with the:

Quality of sewers in Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

16/RANDOM (order of items 10-20 will be rotated)

Using any number between 1 and 5 where 5 means very satisfied and 1 means very dissatisfied, how satisfied are you with the:

Enforcement of city codes and ordinances by the City

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

17/RANDOM (order of items 10-20 will be rotated)

How satisfied are you with the:

Quality of customer service you receive from city employees

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

18/RANDOM (order of items 10-20 will be rotated)

How satisfied are you with the:

Effectiveness of Peoria's communication with the public

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

19/RANDOM (order of items 10-20 will be rotated)

Using any number between 1 and 5 where 5 means very satisfied and 1 means very dissatisfied, how satisfied are you with the:

Flow of traffic and the ease of getting around town

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

20/RANDOM (order of items 10-20 will be rotated)

How satisfied are you with the:

Quality of Peoria's garbage and refuse collection services

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

21/RANDOM (the sequence of the items in the list will be rotated)

From the list of major city services I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years?

[Reread list Enter Letters that correspond to the services selected

- A. Quality of Peoria's police services
- B. Quality of Peoria's fire protection services
- C. Quality of Peoria's parks and recreation programs and facilities
- D. Maintenance of Peoria's streets and infrastructure
- E. Quality of Peoria's water services
- F. Quality of sewers in Peoria
- G. Enforcement of city codes and ordinances by the City
- H. Quality of customer service you receive from city employees
- I. Effectiveness of Peoria's communication with the public
- J. Flow of traffic and the ease of getting around town
- K. Quality of Peoria's garbage and refuse collection services

1st _____

2nd _____

3rd _____

22/

Next, I am going to read you a list of items that may influence your perception of the City of Peoria. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please indicate how satisfied you are with the following based on your experience and observations in Peoria during the past 12 months. You may use any number between 1 and 5.

[hit return]

23/RANDOM (order of items 23-27 will be rotated)

Using any number between 1 and 5 where 5 means very satisfied and 1 means very dissatisfied, how satisfied are you with the:

Overall quality of services provided by Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

24/RANDOM (order of items 23-27 will be rotated)

How satisfied are you with the:

Overall appearance of Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

25/RANDOM (order of items 23-27 will be rotated)

How satisfied are you with the:

How well the City of Peoria is handling growth

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

26/RANDOM (order of items 23-27 will be rotated)

How satisfied are you with the:

Overall quality of life in the City of Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

27/RANDOM (order of items 23-27 will be rotated)

How satisfied are you with the:

Overall value you receive for your City taxes in Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

28/

Using a scale of 1 to 5 where 5 means “very safe” and 1 means “very unsafe,” please indicate how safe you feel in the following situations:

[hit return]

29/

How safe do you feel:

In your neighborhood during the day

1=V. Unsafe; 5=V. Safe; 9=DK; 0=REF _____

30/

How safe do you feel:

In your neighborhood at night

1=V. Unsafe; 5=V. Safe; 9=DK; 0=REF _____

31/

How safe do you feel:

In parks in the City of Peoria

1=V. Unsafe; 5=V. Safe; 9=DK; 0=REF _____

32/

Next, I would like you to rate your level of satisfaction with various public safety services provided by the City of Peoria. Using a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied,” please indicate how satisfied you are with the following services based on your experience and observations during the past 12 months. You may use any number between 1 and 5.

[hit return]

33/RANDOM (order of items 33-39 will be rotated)

How satisfied are you with the:

Overall quality of police protection provided by the City of Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

34/RANDOM (order of items 32-39 will be rotated)

How satisfied are you with the:

Overall enforcement of local traffic laws by the City of Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

35/RANDOM (order of items 32-39 will be rotated)

How satisfied are you with the:

Overall quality of local fire protection provided by Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

36/RANDOM (order of items 32-39 will be rotated)

How satisfied are you with the:

Overall quality of emergency medical services in Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

37/RANDOM (order of items 32-39 will be rotated)

How satisfied are you with the:

Peoria's efforts to prevent crime

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

38/RANDOM (order of items 32-39 will be rotated)

How satisfied are you with the:

How quickly the City's public safety personnel respond

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

39/RANDOM (order of items 32-39 will be rotated)

How satisfied are you with the:

Animal control services provided by the City of Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

40/RANDOM (the sequence of the items in the list will be rotated)

From the list of public safety services I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years?

[Reread list Enter Letters that correspond to the services selected

- A. Overall quality of police protection provided by the City of Peoria
- B. Overall enforcement of local traffic laws by the City of Peoria
- C. Overall quality of local fire protection provided by Peoria
- D. Overall quality of emergency medical services in Peoria
- E. Peoria's efforts to prevent crime
- F. How quickly the City's public safety personnel respond
- G. Animal control services provided by the City of Peoria

1st _____

2nd _____

3rd _____

41/

Next, I would like you to rate your level of satisfaction with various parks and recreation services provided by the City of Peoria. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please indicate how satisfied you are with the following services based on your experience and observations during the past 12 months. You may use any number between 1 and 5.

[hit return]

42/RANDOM (order of items 42-49 will be rotated)

How satisfied are you with the:

Maintenance of Peoria's parks

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

43/RANDOM (order of items 42-49 will be rotated)

How satisfied are you with the:

Location of Peoria's parks

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

44/RANDOM (order of items 42-49 will be rotated)

How satisfied are you with the:

Walking/biking trails in Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

45/RANDOM (order of items 42-49 will be rotated)

How satisfied are you with the:

Availability of Peoria recreation centers

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

46/RANDOM (order of items 42-49 will be rotated)

How satisfied are you with the:

Peoria's swimming pools and programs

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

47/RANDOM (order of items 42-49 will be rotated)

How satisfied are you with the:

Peoria's outdoor athletic fields (e.g., baseball, soccer, and flag football)

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

48/RANDOM (order of items 42-49 will be rotated)

How satisfied are you with the:

Quality of recreation programs offered by Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

49/RANDOM (order of items 42-49 will be rotated)

How satisfied are you with the:

Overall quality of Peoria's libraries

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

50/RANDOM (the sequence of the items in the list will be rotated)

From the list of parks and recreation services I just read, which THREE do you think should receive the most emphasis by City leaders in Peoria over the next two years?

[Reread list Enter Letters that correspond to the services selected

- A. Maintenance of Peoria's parks
- B. Location of Peoria's parks
- C. Walking/biking trails in Peoria
- D. Availability of Peoria recreation centers
- E. Peoria's swimming pools and programs
- F. Peoria's outdoor athletic fields (e.g., baseball, soccer, and flag football)
- G. Quality of recreation programs offered by Peoria
- H. Overall quality of Peoria's libraries

1st _____

2nd _____

3rd _____

51/

Next, I would like you to rate your level of satisfaction with various communications services provided by the City of Peoria. Using a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied,” please indicate how satisfied you are with the following services based on your experience and observations during the past 12 months. You may use any number between 1 and 5.

[hit return]

52/

How satisfied are you with the:

The availability of information about programs and services provided by the City of Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

53/

How satisfied are you with the:

The City of Peoria’s efforts to keep you informed about local issues

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

54/RANDOM (the sequence of the items in the list will be rotated)

From which of the following sources do you get most of your information about Peoria’s issues and services? (Read list and enter all that apply)

- ___ (01) Arizona Republic
- ___ (02) Peoria Times
- ___ (03) Peoria Independent
- ___ (04) Peoria Today
- ___ (05) Peoria FOCUS (city newsletter)
- ___ (06) Peoria Channel 11
- ___ (07) Peoria Snapshots (e-mail news)
- ___ (08) Peoriaaz.gov (the official City web site)
- ___ (09) Local TV news
- ___ (10) Radio
- ___ (11) Other (write in): _____

55/

Next, I would like you to rate your level of satisfaction with various maintenance services provided by the City of Peoria. Using a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied,” please indicate how satisfied you are with the following services based on your experience and observations during the past 12 months. You may use any number between 1 and 5.

[hit return]

56/RANDOM (order of items 56-61 will be rotated)

How satisfied are you with the:

Condition of major streets in the City of Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

57/RANDOM (order of items 56-61 will be rotated)

How satisfied are you with the:

Condition of streets in YOUR neighborhood

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

58/RANDOM (order of items 56-61 will be rotated)

How satisfied are you with the:

Condition of street signs and traffic signals along city streets in Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

59/RANDOM (order of items 56-61 will be rotated)

How satisfied are you with the:

Maintenance of landscaping along major Peoria streets, such as Cactus, Thunderbird, and 83rd Avenue

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

60/RANDOM (order of items 56-61 will be rotated)

How satisfied are you with the:

Adequacy of street lighting along City streets in Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

61/RANDOM (order of items 56-61 will be rotated)

How satisfied are you with the:

Cleanliness of streets and other public areas in the City of Peoria

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

62/RANDOM (the sequence of the items in the list will be rotated)

From the list of maintenance services I just read, which TWO do you think should receive the most emphasis by City leaders in Peoria over the next two years?

[Reread list Enter Letters that correspond to the services selected

- A. Condition of major streets in the City of Peoria
- B. Condition of streets in YOUR neighborhood
- C. Condition of street signs and traffic signals along city streets in Peoria
- D. Maintenance of landscaping along major Peoria streets, such as Cactus, Thunderbird, and 83rd Ave
- E. Adequacy of street lighting along City streets in Peoria
- F. Cleanliness of streets and other public areas in the City of Peoria

1st _____

2nd _____

63/

Next, I am going to read you a list of activities. For each one, please indicate if you participated in the activity during the past 12 months.

[hit return]

64/RANDOM (order of items 64-69 will be rotated)

Have you read the Peoria Focus newsletter put out by the City of Peoria?

1=YES; 2=NO; 9=DK; 0=REF _____

65/RANDOM (order of items 64-69 will be rotated)

Have you attended any kind of a City of Peoria sponsored meeting like a Council meeting or a planning or zoning committee meeting

1=YES; 2=NO; 9=DK; 0=REF _____

66/RANDOM (order of items 64-69 will be rotated)

Have you watched Peoria Channel 11, City's government channel that televises information about the City of Peoria?

1=YES; 2=NO; 9=DK; 0=REF _____

67/RANDOM (order of items 64-69 will be rotated)

Have you read a Peoria City Council district newsletter?

1=YES; 2=NO; 9=DK; 0=REF _____

68/RANDOM (order of items 64-69 will be rotated)

Have you visited the City's website - www.peoriaaz.gov

1=YES; 2=NO; 9=DK; 0=REF _____

69/RANDOM (order of items 64-69 will be rotated)

Have you conducted any transactions on Peoria's website. For example, did you use the web site to pay your water bill?

1=YES; 2=NO; 9=DK; 0=REF _____

70/

Using a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied,” please indicate how satisfied are you with the overall job the Mayor and City Council are doing? Please base on ratings on your experience and observations during the past 12 months. You may use any number between 1 and 5.

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

71/

Have you contacted the City of Peoria during the past 12 months?

1=YES; 2=NO; 9=DK; 0=REF _____

72/[if Y to 71]

Which city department did you contact most recently?

[read list if the respondent is not sure ; enter ONE department]

- ___ (01) Water & Garbage Billing (Customer Service/Finance Dept.)
 - ___ (02) Parks & Recreation (Community Services Dept.)
 - ___ (03) Library (Community Services Dept.)
 - ___ (04) Code Compliance (Community Development Dept.)
 - ___ (05) Building Permits/Building Safety (Community Development Dept.)
 - ___ (06) Planning & Zoning (Community Development Dept.)
 - ___ (07) Police
 - ___ (08) Fire
 - ___ (09) Passport Services (City Clerk's Office)
 - ___ (10) Water or Sewer Services (Utilities Dept.)
 - ___ (11) Court
 - ___ (12) Mayor & City Council
 - ___ (13) General City Information
 - ___ (14) Other: (enter description): _____
-

73/[if Y to 71]

Using a 5-point scale where 5 means “very satisfied” and 1 means “very dissatisfied,” please rate your satisfaction with Peoria city employees in the [NAME OF DEPARTMENT SELECTED].

You may use any number between 1 and 5.

[hit return]

74/[if Y to 71]

How satisfied are you with the:

How easy employees in the Department were to contact

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

75/[if Y to 71]

How satisfied are you with the:

The way you were treated by the employees

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

76/[if Y to 71]

How satisfied are you with the:

The accuracy of the information and the assistance you were given

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

77/[if Y to 71]

How satisfied are you with:

How quickly City staff responded to your request

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

78/[if Y to 71]

How satisfied are you with the:

Overall manner in which your issue was handled

1=V. Dissat; 5=V. Satis; 9=DK; 0=REF _____

79/

Can you think of any information or services that you would like to see offered on the city's Web site? [record immediate response; if the respondent does not know, move on to the next question]

ENTER: _____

80/

What is the ONE thing you like most about living in the City of Peoria? [record immediate response; if the respondent does not know, move on to the next question]

ENTER: _____

81/

What do you feel is the single most important problem or issue facing the City of Peoria that the Mayor and City Council should be trying to do something about? [record immediate response; if the respondent does not know, move on to the next question]

ENTER: _____

82/

Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the City of Peoria with regard to the following:

You may use any number between 1 and 5.

[hit return]

83/

How would you rate the City of Peoria:

As a place to live

1=Poor; 5=Excellent; 9=DK; 0=REF _____

84/

How would you rate the City of Peoria:

As a place to raise children

1=Poor; 5=Excellent; 9=DK; 0=REF _____

85/

How would you rate the City of Peoria:

As a place to work

1=Poor; 5=Excellent; 9=DK; 0=REF _____

86/

How would you rate the City of Peoria:

As a place to retire

1=Poor; 5=Excellent; 9=DK; 0=REF _____

87/

How would you rate the City of Peoria:

As a place to visit

1=Poor; 5=Excellent; 9=DK; 0=REF _____

88/

How would you rate the City of Peoria:

As a City that is moving in the right direction

1=Poor; 5=Excellent; 9=DK; 0=REF _____

89/

Before we end the survey I am going to ask you a few demographic questions to be sure our sample is representative of the community.

Can you tell me approximately how many years have you lived in the City of Peoria?

(read categories; enter response)

- ___(1) Less than 2 years
- ___(2) 2-5 years
- ___(3) 5-10 years
- ___(4) 11-20 years
- ___(5) More than 20 years
- ___(0) Refused

90/

What is your age?

(read categories; enter response)

- ___(1) Under 25 years
- ___(2) 25-34 years
- ___(3) 35-44 years
- ___(4) 45-54 years
- ___(5) 55-64 years
- ___(6) 65-74 years
- ___(7) 75+ years
- ___(0) Refused

91/

Do you have children under age 18 living at home?

(enter response)

- ___(1) Yes
- ___(2) No
- ___(0) Refused

92/

On average, how many months per year do you live in Peoria?

(read categories; enter response)

- ___(1) year-round
- ___(2) 6-11 months
- ___(3) less than 6 months
- ___(0) refused

93/

Do you own or rent your current residence?

(enter response)

- ___(1) Own
- ___(2) Rent
- ___(3) Other
- ___(0) Refused

94/

Do you live in a home that is part of a home owners association?

(enter response)

- ___(1) Yes
- ___(2) No
- ___(0) Refused

95/

Do you live north or south of Beardsley Road?

(enter response)

- ___(1) North
- ___(2) South
- ___(0) Refused

96/

What is your home zip code?

(enter zip code)

97/

Are you employed?

(enter response)

___(1) Yes

___(2) No

___(0) Refused

98/[if Y to 97]

In which zip code do you work?

(enter zip code)

IF THEY DO NOT KNOW ENTER CITY NAME: _____

99/

What is your home street address? This information will be kept completely confidential. It will only be used to help us identify the needs of residents in different areas of the City.

(ask the respondent to be specific – 123 W. Main St., not 123 Main)

(enter address; enter “NO” if they refuse)

100/

Gender – DO NOT ASK

(enter response)

___(1) Male

___(2) Female

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This concludes the survey. The results of the survey will be shared with City leaders in about 6-8 weeks. Thank you for your time.