



Chandler • Arizona
Where Values Make The Difference

MEMORANDUM

Management Services Memo No. 15-032

DATE: JANUARY 21, 2015
TO: MAYOR & COUNCIL
THRU: RICH DLUGAS, CITY MANAGER *RD*
DAWN LANG, MANAGEMENT SERVICES DIRECTOR *DL*
FROM: GREG WESTRUM, BUDGET MANAGER *GW*
SUBJECT: FY 2015-16 CITIZEN BUDGET SURVEY

The Budget Division recently completed its FY 2015-16 Citizen Budget Survey. The survey was available on Chandleraz.gov and was also available in paper form for those without access to a computer. Both the on-line version and printed version of the survey were available in Spanish, although no Spanish versions were submitted. As in the past, CAPA promoted the survey on the web site, in press releases, and through social media. Information on the survey was also included on utility bills through most of November and December.

The survey was conducted from November 19, 2014 to January 6, 2015. The survey was originally scheduled to close on December 19, 2014, but remained open until January 6, 2015 to give extra time for citizens to participate. There were 454 total responses (449 on-line and 5 paper copies) which is down from last year's total of 706.

- Attachment 1 - A copy of the survey in hard copy form.
- Attachment 2 - A summary of the results on key questions and topics.
- Attachment 3 - Detailed results on all questions.
- Attachment 4 - Extract of citizen comments grouped by category/department.

The survey results summarized below indicate that Chandler citizens continue to believe that the City leadership is doing a good job managing the City's operations, and that Council's priorities and financial decisions are in line with citizen priorities and expectations.

OVERALL MUNICIPAL GOVERNMENT PERFORMANCE	QUALITY OF LIFE
EXCELLENT, VERY GOOD, OR SATISFACTORY	EXCELLENT OR GOOD
2015-16 Survey 98%	2015-16 Survey 97%
2014-15 Survey 98%	2014-15 Survey 97%

The summary of results analysis (Attachment 2) and detailed results (Attachment 3) provide additional statistical review of each survey question. Citizens were also given the opportunity to provide comments about the City's operations in addition to responding to the specific questions in the survey, which have been categorized and included (Attachment 4) for Council's information. Please note that the comments are listed exactly as written and were not edited for spelling, capitalization, exclamation points, etc.

The survey is just one part of the public input aspect of preparing the proposed budget for FY 2015-16. Opportunities for public input to the budget process will also include the "Budget Connect" webinar planned for February 26th, the Budget Briefing to Council on May 1st, and several Council meetings where the proposed budget will be considered and ultimately adopted on June 11th. Additionally, public input is always welcome by contacting Council members or staff directly.

This memo and all survey results will be available on-line no later than January 23, 2015 for review by citizens and has been distributed to all directors.

Please contact me at x2256 or Dawn Lang at x2255 if you have any questions about the survey or if you have any suggestions for future surveys.

Attachments

- c: Nachie Marquez, Assistant City Manager
- Marsha Reed, Assistant City Manager
- Department Directors



CITIZEN BUDGET SURVEY

Thank you for participating in the Fiscal Year 2015-16 Citizen Budget Survey. The City of Chandler encourages citizen input in its annual budget process. The information gathered from this survey and from citizen feedback at public meetings related to the budget is taken into consideration by the Mayor and City Council, the City Manager and staff when formulating the City's financial plan.

The electronic version of this survey, along with other budget updates and public meeting announcements, can be found at www.chandleraz.gov/budget during the budget process. The electronic and paper copies of the survey will be available from November 19, 2014 – December 19, 2014. Paper copies can be found at various locations throughout the City including the City Hall lobby, the Libraries, the Community Center, Tumbleweed Recreation Center, Snedigar Recreation Center, and the Transportation and Development permit counter. Please return the completed survey to the same location where you picked it up, or you can mail the completed survey to:

City of Chandler
Budget Division – Citizen Surveys
Mail Stop 609, P.O. Box 4008
Chandler, AZ 85244-4008

Please fill out the attached survey in blue or black ink only. Please be sure your answers are clearly marked and only mark one bubble for each question or series of programs under certain questions. You are encouraged to answer each question. Also feel free to provide any comments or questions by completing the last question of the survey.

If you have any questions, please feel free to contact Cat Dixon at (480) 782-2252. Thanks again for participating in the City of Chandler's budget process!

FY 2015-16 City of Chandler Citizen Budget Survey

Thank you for participating in the Fiscal Year 2015-16 Citizen Budget Survey. The City of Chandler encourages citizen input in its annual budget process. The information gathered from this survey and from citizen feedback at public meetings related to the budget is taken into consideration by the Mayor and City Council, the City Manager and staff when formulating the City's financial plan.

There are 33 questions and it will take about 15 minutes to complete the survey. You are required to answer each question, but most questions have a "No opinion", "Unsure", "Neutral", or "Prefer Not to Say" option that can be used, if applicable.



1. What is your Zip Code?*

- 85224
- 85225
- 85226
- 85248
- 85249
- 85286
- Prefer not to say

2. How would you rate the overall Quality of Life in Chandler?*

- Excellent
- Good
- Neutral
- Poor
- Very Poor

3. What level of priority do you feel Chandler should place on street maintenance?*
- Highest priority
 - High priority
 - Moderate priority
 - Not a priority
 - No opinion
4. What level of priority do you feel Chandler should place on increasing public transportation?*
- Highest priority
 - High priority
 - Moderate priority
 - Not a priority
 - No opinion
5. What level of priority do you feel Chandler should place on designing and constructing its last community park (Mesquite Groves, Val Vista and Riggs) in South Chandler?*
- Highest priority
 - High priority
 - Moderate priority
 - Not a priority
 - No opinion
6. What level of priority do you feel Chandler should place on completing the arterial street network (Cooper Road, Queen Creek Road, Ocotillo Road, Chandler Heights Road) in South Chandler?*
- Highest priority
 - High priority
 - Moderate priority
 - Not a priority
 - No opinion
7. Which arterial street improvement should be the highest priority?*
- Cooper Road
 - Queen Creek Road
 - Ocotillo Road
 - Chandler Heights Road
 - Lindsay Road
8. What level of priority do you feel Chandler should place on Neighborhood and Community Park Improvements (lighting improvements, park amenity replacements and ball field improvements, etc.)?*
- Highest priority
 - High priority
 - Moderate priority
 - Not a priority
 - No opinion

9. What level of priority do you feel Chandler should place on maintenance and repairs for water utility and wastewater utility projects?*

- Highest priority
- High priority
- Moderate priority
- Not a priority
- No opinion

10. Please rate the City's overall municipal government performance for the past year. *

- Excellent
- Very Good
- Satisfactory
- Poor
- Very Poor

11. The City Leadership strives to make sure the government processes are transparent and that the Citizens of Chandler have the opportunity to review and provide feedback. In the past six months have you:*

	Yes	No
Voted in a City Election	<input type="radio"/>	<input type="radio"/>
Attended a City Council Meeting	<input type="radio"/>	<input type="radio"/>
Watched a City Council meeting on Channel 11 or on the web	<input type="radio"/>	<input type="radio"/>
Attended any other City meeting (Planning and Zoning Commission, Parks Commission), etc.	<input type="radio"/>	<input type="radio"/>
Visited the City's website during the Budget process to review information about the Proposed Budget	<input type="radio"/>	<input type="radio"/>

12. Do you feel that the City does a good job of making information about Council meetings, budgets, and elections available in a variety of sources.*

- Strongly Agree
- Somewhat Agree
- Disagree
- Strongly Disagree
- No Opinion

13. How do you feel about the following statements?*

	Strongly Agree	Somewhat Agree	Disagree	Strongly Disagree	No Opinion
Chandler is a safe place to live	<input type="radio"/>				
Chandler offers plenty of events for children and families	<input type="radio"/>				
Chandler has safe drinking water	<input type="radio"/>				
Chandler's parks are well maintained	<input type="radio"/>				
Chandler's airport is an asset for the City	<input type="radio"/>				
Downtown Chandler is a great destination	<input type="radio"/>				
Chandler offers plenty of programs for Senior Citizens	<input type="radio"/>				
I get a good return on my tax dollars in Chandler	<input type="radio"/>				
Chandler does a good job with residential trash and recycling programs	<input type="radio"/>				

The City's Budgeting process has identified five Priority Goals or Desired Results. Each Goal is supported by several programs. The rating selections are Very Important, Somewhat Important, Not Important, Should be Eliminated, or Unsure.

14. Please rate the following programs under the first Priority Goal, A Safe Community.*

	Very Important	Somewhat Important	Not Important	Should be Eliminated	Unsure
Police Patrol Services	<input type="radio"/>				
Fire Code Enforcement	<input type="radio"/>				
Arson Investigations	<input type="radio"/>				
Animal Control	<input type="radio"/>				
Fire Emergency Response	<input type="radio"/>				
Police Radio Maintenance	<input type="radio"/>				
Park Rangers	<input type="radio"/>				
Traffic Signal Maintenance	<input type="radio"/>				
Criminal Investigations Services	<input type="radio"/>				



The City's Budgeting process has identified five Priority Goals or Desired Results. Each Goal is supported by several programs. The rating selections are Very Important, Somewhat Important, Not Important, Should be Eliminated, or Unsure.

15. Please rate the following programs under the second Priority Goal; A Community with Leisure, Culture and Education.*

	Very Important	Somewhat Important	Not Important	Should be Eliminated	Unsure
Library (Collections and Reference)	<input type="radio"/>				
Performance and Visual Arts	<input type="radio"/>				
Athletic Facility Maintenance	<input type="radio"/>				
Youth Recreation Opportunities	<input type="radio"/>				
Swim Lessons	<input type="radio"/>				
Adult Athletic Leagues	<input type="radio"/>				
Recreational Facilities	<input type="radio"/>				
Aquatic Facilities	<input type="radio"/>				



The City's Budgeting process has identified five Priority Goals or Desired Results. Each Goal is supported by several programs. The rating selections are Very Important, Somewhat Important, Not Important, Should be Eliminated, or Unsure.

16. Please rate the following programs under the third Priority Goal, A Community with Effective Transportation:*

	Very Important	Somewhat Important	Not Important	Should be Eliminated	Unsure
Fixed Route Transit	<input type="radio"/>				
Road Signs and Striping	<input type="radio"/>				
Traffic Management	<input type="radio"/>				
Disabled and Senior Transit	<input type="radio"/>				
Streetlights	<input type="radio"/>				
Street Rehab and Maintenance	<input type="radio"/>				
Traffic Enforcement	<input type="radio"/>				

17. Please rate the following programs under the fourth Priority Goal, A Healthy and Attractive Community:*

	Very Important	Somewhat Important	Not Important	Should be Eliminated	Unsure
Alley Maintenance	<input type="radio"/>				
Tumbleweed Recreation Center Fitness Programs	<input type="radio"/>				
Street Sweeping	<input type="radio"/>				
Park Maintenance	<input type="radio"/>				
Right of Way Maintenance	<input type="radio"/>				
Community Recreation Classes	<input type="radio"/>				
Code Enforcement	<input type="radio"/>				

18. Please rate the following programs under the fifth Priority Goal, A Community with Sustainable Economic Health:*

	Very Important	Somewhat Important	Not Important	Should be Eliminated	Unsure
Economic Outreach	<input type="radio"/>				
Tourism Outreach	<input type="radio"/>				
Affordable Housing Program	<input type="radio"/>				
Downtown Business and Development Attraction	<input type="radio"/>				
Library Technology Services	<input type="radio"/>				
City Planning	<input type="radio"/>				



**The City plans for future capital improvements and publishes an annual Capital Improvement Program (CIP).
Rating scale - 1(Very Important) to 5 (Not Important), or Unsure.**

19. The **Design and Development of Mesquite Groves Park:***

Mesquite Groves Park is a 94-acre undeveloped park site adjacent to Basha High School on the north-west corner of Val Vista Drive and Riggs Road. Proposed amenities include lighted baseball/softball fields, lighted multi-use fields, lake, basketball courts, sand volleyball courts, dog park, parking, satellite recreation center and landscaping.

1 2 3 4 5 Unsure

20. The **Snedigar Sportsplex Renovation:***

The Snedigar Sportsplex is a 90-acre community park located in South Chandler. Originally constructed in 1991, this park provides fields for both youth and adult sports. This renovation will update the existing amenities as well as add a 12,000 square foot gymnasium.

1 2 3 4 5 Unsure

21. The **Tumbleweed Park Completion:***

Tumbleweed Park, located on the south-west corner of McQueen and Germann Roads, is 205-acres in size. To date just over 100 acres have been developed. Completion of the park will include four (4) lighted softball fields, additional open space, parking, picnic ramadas and associated landscaping.

1 2 3 4 5 Unsure

22. The **Lantana Ranch Park Site Design and Development:***

The Lantana Ranch Park site is located south of the Chandler airport and east of McQueen Road. Youth sport practice space is greatly needed in Chandler. This 70-acre site will provide additional open space that can be utilized for this purpose as well as general recreation.

1 2 3 4 5 Unsure

23. The **Street Repaving Program:***

Street repaving and rehabilitation work is done to help sustain longer street infrastructure life and economic value to our street inventory system based on a Pavement Quality Index.

1 2 3 4 5 Unsure

24. The **Alma School Road/Chandler Boulevard Intersection Project:***

This intersection will be improved by the addition of left turn lanes for all directions of travel, a third auxiliary through lane, right turn lanes, medians, traffic signal modifications, street lighting, storm drainage and landscaping.

1 2 3 4 5 Unsure

25. The **Queen Creek Road (McQueen Road to Gilbert Road) Project:***

Improvements to Queen Creek Road will consist of six traffic lanes, bike lanes, sidewalks, curbs and gutters, street lighting, traffic signals, storm drainage, landscaping, right-of-way acquisition and utility relocation.

- 1 2 3 4 5 Unsure

26. The **Cooper Road (Queen Creek Road to Chandler Heights Road) Project:***

Improvements to Cooper Road will consist of four traffic lanes, bike lanes, sidewalks, curbs and gutters, street lighting, traffic signals, storm drainage, landscaping, right-of-way acquisition and utility relocation.

- 1 2 3 4 5 Unsure

27. The **Cooper Road (Chandler Heights Road to Riggs Road) Project:***

Improvements to Cooper Road will consist of four traffic lanes, bike lanes, sidewalks, curbs and gutters, street lighting, traffic signals, storm drainage, landscaping, right-of-way acquisition and utility relocation.

- 1 2 3 4 5 Unsure

28. The **Chandler Heights Road (Arizona Avenue to McQueen Road) Project:***

Improvements to Chandler Heights Road will consist of four traffic lanes, bike lanes, sidewalks, curbs and gutters, street lighting, traffic signals, storm drainage, landscaping, right-of-way acquisition and utility relocation.

- 1 2 3 4 5 Unsure

29. The **Ocotillo Road (Cooper Road to 148th Street) Project:***

Improvements to Ocotillo Road will consist of four traffic lanes, bike lanes, sidewalks, curbs and gutters, street lighting, traffic signals, storm drainage, landscaping, right-of-way acquisition and utility relocation.

- 1 2 3 4 5 Unsure

30. The **Streetlight Additions and Replacements Program:***

This project provides for installation of 62 streetlights per year from all causes (rust, accidental damage and new installations) and is consistent with current replacements. The installation of additional streetlights on arterial, collector and local streets is proposed to increase lighting levels to meet City standards.

- 1 2 3 4 5 Unsure

31. The **New Traffic Signals Program:***

The project provides for traffic signal poles, heads, replacement of illuminated street name sign faces, and controllers and cabinets needed for replacement due to equipment failure, age, motor vehicle accidents or obsolescence.

- 1 2 3 4 5 Unsure

32. The Wall Repairs Program:*

This project allows for the painting, repairs or replacement of selected walls throughout the City on an annual basis due to age, vandalism and accidents.

- 1 2 3 4 5 Unsure

33. Please submit any questions or comments you may have regarding the City's 2015-16 budget process or about the budget in general. Please leave an email address or telephone number if you would like to be contacted regarding your question.

CITY OF CHANDLER CITIZEN BUDGET SURVEY

NOVEMBER 2014 - JANUARY 2015

SUMMARY OF RESULTS

General Demographics

Question: What is your Zip Code?

This question is to help assess which areas of the City were most actively participating in the survey and if there were any difference in priorities between the different geographic areas. As was the case last year, the largest number (43%) of the surveys were completed by residents in Zip Code 85249, which is the “newer” residential growth area in the southeast section of the City. The other 5 Zip Code areas were relatively evenly split with between 7% and 14% of the surveys coming from each area.

Satisfaction with City Government, City Services, and Taxes

Question: Please rate the overall Quality of Life in Chandler.

This question regarding Quality of Life is a companion to questions about satisfaction with governmental operations, and city leadership. Survey participants overwhelmingly gave Chandler high marks for Quality of Life with 46% classifying it as “Excellent”, and 51% as “Very Good”. The 97% combined total for “Excellent + Very Good” reflects extremely well on City leadership, City employees, and City services.

Importance of Selected Programs and Services

Question: Rate the Relative Importance of Programs and Services

These questions are to help to evaluate programs and services and their relative priority in the minds of the citizens. Survey participants were given the choice between identifying a program as “Highest Priority”, “High Priority”, “Moderate Priority”, or “Not a Priority”. Citizens also had a “no opinion” option.

Citizen responses are in line with the priorities Council has established over the past several years:

- 1 – Maintain our existing infrastructure (utilities, streets, parks, etc.)
- 2 – Complete the Arterial Streets and Neighborhood Parks in Southeast Chandler as quickly as possible, but within available resources and ability to maintain the new facilities when they come on line.

Program	Should Be Among the City’s Highest Priorities	A High Priority	Combined
Street Maintenance	13%	61%	74%
Maintain Water and Wastewater Utilities	25%	48%	73%
Complete Arterial Streets Network	28%	34%	62%
Neighborhood and Community Park Improvements	11%	29%	40%
Increase Public Transportation	8%	25%	33%
Complete Planned Community Parks (Mesquite Groves, Lantana Ranch, etc.)	7%	19%	26%

ANALYSIS OF RESULTS (continued)

Question: Which arterial street improvements should be the highest priority?

Completing the network of arterial streets in southeast Chandler has been a City priority for many years. This question is to help determine which of the remaining arterial street improvements should have the highest priority. Results show that Cooper Road and Queen Creek Road were the two highest priority improvements for the survey participants.

	Highest Priorities
Cooper Road	31%
Queen Creek Road	28%
Ocotillo Road	15%
Chandler Heights Road	14%
Lindsay Road	12%

City Government Performance and “Positive Statements”

Question – Please rate the City’s overall municipal government performance for the past year.

This is general question regarding City performance. Overall 98% of the participants rated the City’s municipal government performance as Excellent, Very Good, or Satisfactory, compared to 98% the previous year.

Excellent	Very Good	Satisfactory	Poor/Very Poor
25%	50%	23%	2%

Question – How do you feel about the following statements?

(Strongly Agree, Somewhat Agree, Disagree, Strongly Disagree, No Opinion)

The survey provided participants with several “positive statements” and asked participants whether or not they agreed or disagreed. The questions are listed below showing the percentage of residents who “Strongly Agree” or “Somewhat Agree” with each statement.

Statement	Percent Strongly or Somewhat Agree
Chandler is a safe place to live.	98.4%
Chandler’s parks are well maintained.	93.6%
Chandler offers plenty of events for children and families.	93.4%
Chandler does a good job with residential trash and recycling programs	91.5%
Chandler has safe drinking water.	87.6%
I get a good return on my tax dollar in Chandler.	86.0%
Downtown Chandler is a great destination.	84.9%
Chandler does a good job of making information about Council meetings, budgets, and elections in a variety of sources	80.3%
Chandler’s airport is an asset for the City.	69.1%
Chandler offers plenty of programs for Senior Citizens.	45.1%

ANALYSIS OF RESULTS (continued)

Importance of Selected Programs within Priority Based Budgeting Goals

This section of the survey allowed survey participants to identify which programs and services were most important and grouped the programs and services under the five categories identified in the Priority Based Budgeting process. The two programs in each category receiving the **highest percentage of “Very Important” scores** are as follows:

Priority Goal: A Safe Community

Fire Emergency Response	(90.1% rated as a “Very Important” service)
Police Patrol Services	(87.6% rated as a “Very Important” service)

Priority Goal: A Community with Leisure, Culture and Education

Youth Recreation Opportunities	(52.8% rated as a “Very Important” service)
Libraries (Collection & Reference)	(48.5% rated as a “Very Important” service)

Priority Goal: A Community with Effective Transportation

Street Rehab and Maintenance	(62.4% rated as a “Very Important” service)
Traffic Management	(59.7% rated as a “Very Important” service)

Priority Goal: A Healthy and Attractive Community

Park Maintenance	(42.1% rated as a “Very Important” service)
Code Enforcement	(34.2% rated as a “Very Important” service)

A Community with Sustainable Economic Health

City Planning	(61.1%) rated as a “Very Important” service)
Downtown Business & Development	(48.7%) rated as a “Very Important” service)

Importance of Selected Capital Improvement Projects

Questions: Rate the Relative Importance of Capital Improvement Projects

This is a repeat question from the prior survey, with projects updated to eliminate those already funded. The CIP projects included in the survey are only a few of the proposed list of capital projects. The objective was to evaluate citizen support for some of the key ongoing projects and proposed new facility projects. Ratings were made on a scale of 1 to 5, with 1 being “Very Important”. To provide a comparison, ratings of “1” and “2” have been combined to determine strongest support for the various projects.

The results showed that Council’s emphasis on “maintaining what we have” with infrastructure maintenance was strongly supported by citizens. The Street Repaving Program (72.7% 1 or 2 on a scale of 1 to 5), Traffic Signals Additions and Repairs (72.0%), Streetlight Additions and Repair (70.4%), and Wall Repairs (60.4%) received high marks.

ANALYSIS OF RESULTS (continued)

The mid-range scoring projects were generally specific street improvements in southeast Chandler. Completion of Tumbleweed Park also fell in the middle group of projects. Somewhat surprisingly, the lowest rated projects were improvements to the Snedigar Sportsplex (36.8% rates as 1 or 2), Lantana Ranch Park Site Development (34.0%), and Mesquite Groves Park Site Development (33.2%).

CITY OF CHANDLER CITIZEN BUDGET SURVEY

CONDUCTED NOVEMBER 19, 2014- JANUARY 6, 2015

DETAILED RESULTS AND CHARTS

INCLUDES CITIZEN RESPONSE INFORMATION ON:

GENERAL QUESTIONS

PROGRAMS AND SERVICES SELECTED FROM FIVE AREAS:

A SAFE COMMUNITY

A COMMUNITY WITH LEISURE, CULTURE, AND EDUCATION OPPORTUNITIES

A COMMUNITY WITH EFFICIENT TRANSPORTATION

A HEALTHY AND ATTRACTIVE COMMUNITY

A COMMUNITY WITH SUSTAINABLE ECONOMIC HEALTH

PLANNED CAPITAL IMPROVEMENTS

QUESTIONS OR COMMENTS

CITY OF CHANDLER CITIZEN BUDGET SURVEY FOR FY 2015-16 BUDGET YEAR

CURRENT SURVEY

What is your Zip Code?

85224	85225	85226	85248	85249	85286	Prefer not to say
12%	16%	12%	7%	38%	14%	1%

How would you rate the overall Quality of Life in Chandler?

Excellent	Very Good	Neutral	Poor	Very Poor
46%	51%	3%	0%	0%

Please rate the City's overall municipal government performance for the past year.

Excellent	Very Good	Satisfactory	Poor	Very Poor
25%	50%	23%	2%	0%

In the past year, have you?

	Yes	No
Voted in a City Election?	83%	17%
Attended a City Council Meeting?	14%	86%
Watched a City Council meeting on Channel 11 or Attended any other City meeting (Planning and Zoning, Parks Commission, etc.)?	34%	66%
Visited the City's website during the Budget process to review information about the	15%	85%
	47%	53%

Statement Verification and Support:	Strongly Agree	Somewhat Agree	Percent "Agree"	Disagree	Strongly Disagree	Percent "Disagree"	No Response
Chandler is a safe place to live	53.78%	44.62%	98.40%	1.37%	0.23%	1.60%	0
Chandler offers plenty of events for children and families	55.61%	37.76%	93.37%	1.60%	0.00%	1.60%	22
Chandler has safe drinking water	48.51%	39.13%	87.64%	7.78%	1.37%	9.15%	14
Chandler's parks are well maintained	46.45%	47.14%	93.59%	3.43%	0.23%	3.66%	12
Chandler's airport is an asset for the City	30.66%	38.44%	69.10%	12.36%	4.12%	16.48%	63
Downtown Chandler is a great	37.30%	47.60%	84.90%	10.98%	2.29%	13.27%	8
Chandler offers plenty of programs for senior citizens	15.10%	29.98%	45.08%	3.89%	1.14%	5.03%	218
I get a good return on my tax dollar in Chandler	34.32%	51.72%	86.04%	6.18%	2.06%	8.24%	25
Chandler does a good job with residential trash and recycling programs	62.24%	29.29%	91.53%	4.81%	1.14%	5.95%	11
information about Council meetings, budgets, and elections in a variety of sources	34.78%	45.54%	80.32%	6.64%	2.06%	8.70%	48

PROGRAM PRIORITIES

On a scale of "Highest Priority" to "Not A Priority", how would you classify each of the following City Programs:

Street Maintenance

Highest Priority	High Priority	Moderate Priority	Not a Priority	No Opinion
13%	61%	25%	1%	0%
74%				

Public Transportation

Highest Priority	High Priority	Moderate Priority	Not a Priority	No Opinion
8%	25%	42%	22%	3%
33%				

Completion of planned Community Parks (Mesquite Groves at Val Vista/Riggs)

Highest Priority	High Priority	Moderate Priority	Not a Priority	No Opinion
7%	19%	47%	24%	3%
26%				

Completion of planner arterial street network (Cooper Road, Queen Creek Road, Ocotillo Road, Chandler Heights Road, etc.)

Highest Priority	High Priority	Moderate Priority	Not a Priority	No Opinion
28%	34%	27%	6%	5%
62%				

Which arterial street improvements should be the highest priority?

Cooper Road	Queen Creek Road	Ocotillo Road	Chandler Heights Rd	Lindsay Road
31%	28%	15%	14%	12%
59%				

Neighborhood and Community Park Improvements (shade structures, lighting improvements, equipment replacement, etc.)

Highest Priority	High Priority	Moderate Priority	Not a Priority	No Opinion
11%	29%	50%	9%	1%
40%				

Maintenance and repairs for water utility and wastewater utility projects

Highest Priority	High Priority	Moderate Priority	Not a Priority	No Opinion
25%	48%	24%	2%	1%
73%				

Priority Based Budget Goals and Programs

A SAFE COMMUNITY	Very Important	Somewhat Important	Not Important	Should be Eliminated	Unsure
Fire Emergency Response	90.16%	9.38%	0.23%	0.00%	0.23%
Police Patrol Services	87.64%	11.21%	1.14%	0.00%	0.00%
Criminal Investigation Services	66.82%	30.89%	0.92%	0.23%	1.14%
Traffic Signal Maintenance	56.06%	39.82%	2.97%	0.23%	0.92%
Police Radio Maintenance	53.55%	39.36%	2.75%	0.46%	3.89%
Fire Code Enforcement	50.80%	43.48%	3.66%	0.46%	1.60%
Arson Investigations	39.59%	51.72%	4.81%	0.00%	3.89%
Animal Control	27.00%	60.41%	9.84%	0.69%	2.06%
Park Rangers	17.85%	59.27%	14.65%	3.20%	5.03%

A COMMUNITY WITH LEISURE, CULTURAL, AND RECREATIONAL OPPORTUNITIES	Very Important	Somewhat Important	Not Important	Should be Eliminated	Unsure
Youth Recreation Opportunities	52.86%	41.88%	2.75%	1.60%	0.92%
Libraries (Collections & Reference)	48.51%	39.36%	8.92%	1.37%	1.83%
Recreational Facilities	45.08%	48.51%	4.81%	0.69%	0.92%
Aquatic Facilities	41.42%	47.37%	7.55%	2.52%	1.14%
Swim Lessons	39.36%	46.22%	10.76%	2.75%	0.92%
Performance/Visual Arts	33.87%	49.89%	12.13%	2.97%	1.14%
Athletic Facilities Maintenance	28.38%	61.56%	7.32%	1.60%	1.14%
Adult Athletic Leagues	14.42%	59.27%	20.14%	3.89%	2.29%

A COMMUNITY WITH EFFECTIVE TRANSPORTATION	Very Important	Somewhat Important	Not Important	Should be Eliminated	Unsure
Street Rehab and Maintenance	62.47%	35.24%	1.83%	0.00%	0.46%
Traffic Management	59.73%	35.47%	3.43%	0.00%	1.37%
Streetlights	56.98%	39.36%	2.52%	0.23%	0.92%
Road Signs and Striping	45.08%	51.03%	2.75%	0.00%	1.14%
Traffic Enforcement	40.27%	48.28%	8.92%	1.14%	1.37%
Disabled and Senior Transit	34.55%	51.72%	7.32%	0.46%	5.95%
Fixed Route Transit	28.83%	49.43%	14.42%	1.37%	5.95%

Priority Based Budget Goals and Programs

A HEALTHY AND ATTRACTIVE COMMUNITY	Very Important	Somewhat Important	Not Important	Should be Eliminated	Unsure
Park Maintenance	42.11%	54.69%	2.97%	0.00%	0.23%
Code Enforcement	34.32%	51.72%	8.01%	2.06%	3.89%
Tumbleweed Fitness Programs	32.27%	50.34%	12.36%	1.83%	3.20%
Right of Way Maintenance	28.83%	56.98%	8.70%	0.46%	5.03%
Community Recreation Classes	28.38%	51.03%	15.10%	2.75%	2.75%
Street Sweeping	27.69%	59.04%	9.38%	1.83%	2.06%
Alley Maintenance	16.48%	55.61%	17.85%	1.83%	8.24%

A COMMUNITY WITH SUSTAINABLE ECONOMIC HEALTH	Very Important	Somewhat Important	Not Important	Should be Eliminated	Unsure
City Planning	61.10%	31.58%	4.12%	0.69%	2.52%
Downtown Business & Development Attraction	48.74%	39.13%	6.64%	2.75%	2.75%
Economic Outreach	46.68%	40.05%	4.58%	2.29%	6.41%
Library Technology Services	42.33%	42.56%	10.53%	2.52%	2.06%
Tourism Outreach	32.49%	46.00%	13.04%	3.20%	5.26%
Affordable Housing Program	22.20%	43.25%	20.59%	7.78%	6.18%

CITY OF CHANDLER CITIZEN BUDGET SURVEY

CONDUCTED NOVEMBER 19, 2014 - JANUARY 6, 2015

CITIZEN COMMENTS (Q. #33)

INCLUDES CITIZEN COMMENTS ON:

COMMUNITY & NEIGHBORHOOD SERVICES

- Aquatics
- Parks/Recreation
- Code Enforcement

PUBLIC SAFETY

- Police
- Fire

ECONOMIC DEVELOPMENT

- Airport
- Downtown
- Tourism

TRANSPORTATION & DEVELOPMENT

- Transit
- Planning
- Streets

MUNICIPAL UTILITIES

MULTIPLE DEPARTMENTS

GENERAL COMMENTS

Please Note: All comments are shown exactly as they were entered by the Citizens. They have NOT been edited for spelling, capitalization, exclamation points, etc.

FY 2015-16 Citizen Budget Survey

Question 33. Please submit any questions or comments you may have regarding the City's 2015-16 budget process or about the budget in

General Comments

Thanks for all your service and support.

Nice work. I appreciate the work the city is doing to solicit feedback on priorities from tax payers. Independently, I like the fact that when I call most city departments I reach friendly staff who want to help, e.g. check to make sure someone is going to answer when they transfer the phone. Just like a business, I expect accountability and good service when I call the city that collects my tax dollars. Nice job Chandler!

I love Chandler. There is nowhere else in the world I would rather live. Our mayor is GREAT!

Thank you for asking the public for it's input. As always, the best run city in the U.S. as far as I am concerned.

I visit the Chandler Senior Center several times every week and applaud the staff efforts to offer stimulation opportunities to the many seniors in Chandler.

Thank you for doing this. It would be great to get more information about the various projects on the table.

Thanks for the opportunity to add my input.

The City of Chandler maintains its leadership position as a well-managed city not only in AZ but in the entire USA. Open communication and willingness to seek feedback from citizens is a crucial factor in the city's success. Continuing proactive community outreach programs and fostering a pro-business environment to attract desirable employers remain key elements in the successful formula. Protecting zoning around the airport will minimize use conflicts and allow the airport to achieve its full potential. Chandler is a great place to live. Many thanks to all those who work for the city and those elected officials who serve as well. The current city government structure works very well and we should fight to keep the council in its present form: all council members are elected "at-large" and represent all the people and not just a segment of the population, which would cause segmentation of interests and undermine the unity of the community that Chandler now enjoys. Thanks, again, to all of you at the city who strive to make Chandler better and better. You have done a great job!

Chandler is a very well run city and does a wonderful job at providing what it should be providing to its residents, business, etc.

Excellent work! Thank you!

I support our public safety (police and fire) they have a tough job to do. Chandler fire and police do a great job to keep us safe

I am impressed with the City of Chandler and the leadership team. Have heard our Mayor speak and believe he and his team are doing a great job. The only reason I did not vote in the last election is that I just moved here two months ago.

We have wintered in Chandler for 10 years before becoming residents 4 years ago. We love the downtown area & Tumbleweed Rec Center. The city is planned and developed in an intelligent way& the school system with was attend by our grandchildren, & for which one of children works is very good considering the funds that continue to evaporate. We think the parks are great & in general living here is safe. The downtown festivals are fun. New business seem to be thriving in Chandler, for the most part. Can't imagine living any where else!

More publicity about City accomplishments, plans, successes, facilities, needs, small events, meetings, etc. What about an entire page (or two) in the Chandler Republic devoted to the City of Chandler coordinated by some of the great Chandler media types like Brooke Peterson, Nachi Marquez and that newsreporter we used to have Welton Johnson??!! Thanks for the opportunity to take part in this survey.

Community & Neighborhood Services

Aquatics

Pool and Aquatics department is OUTSTANDING Should continue to develop and expand swim programs including life guarding. Can draw people in from other cities The aquatics offerings help make Chandler an All American City. Library hours need to be EXPANDED - cutting the hours hurts everyone

The north part of Chandler does not have any facilities for swimming year round lap swim. You have to go way south or way west to have year-round lap swimming. Can Arrowhead or Desert Oasis be opened up to year round lap swim? Thanks

Parks/Recreation

There is only "1" Pickleball lined Tennis court in Chandler for the Public. Many parks have Tennis Court that are never used ie: Desert Breeze that could be marked with paint costing very little & used for Pickleball on specific day/times. If not being used at those times they are open to anyone. There are SO many people who are looking for places to play & are not "Seniors" living in adult communities where there are the only courts. PLEASE DO THIS FOR US TO USE. It's the fastest growing sport in the nation.

While I'd love to have new parks etc, we need to focus on our infrastructure and maintaining what we currently have.

I feel that Chandler needs to be able to properly maintain the parks that it has before adding new. I often see sport fields not in use, why does the City feel like more need to be added?

Playground equipment at Amber Wood park is old and needs to be updated. Not safe for young children and slide for toddlers always has water in it due to drainage on top of slide.

When is the Citrus Vista Park going to start construction (Park by Ryan Elementary School) ? We were told construction would start in Sept 2014 and be completed in about a year. So far, I haven't seen any indication that this park has started construction. Is this park still going to be built and if so when ? Thanks

would like to see more bathrooms in parks. Centennial Park has none and seems like a big enough park to use one. Great park by the way (it is being enjoyed by lots of people). Would like more evening/weekend classes for kids/toddlers for working moms.

Stronger focus on creating a healthy community. Walkability and bikeability are critical throughout Chandler. Trails and improved access to recreational amenities and better maintenance of city parks is critical. Major streets should be built as complete streets with a balance of transportation modes.

I would like a Zumba class at Tumbleweed before 8 at night. That's just too late.

I really could care less about sports, and while I am at parks with my daughter I almost NEVER see people playing actual team sports. I would say focus on recreational park facilities/jogging/etc which do seem to be more actively used.

please plan a good park with lighted tennis courts just like desert breeze near cooper rd and ocotillo rd. It is really needed as Tumbleweed is paid and generally filled with reservations. I feel Tennis is getting ignored compared to other sports and there are very less budding tennis players from Chandler.

I believe the design and development of Mesquite Groves Park is very important to our community. We have a significant amount of homes near the proposed area that I feel are undervalued due to being so far away from everything that the wonderful city of Chandler has to offer. This park will hopefully draw attention to this area and in turn bring in commercial development in the many commercially zoned areas that are sitting vacant in the surrounding areas of 85249. This will then increase the value of the many homes in the area as well as add a valuable amenity to Chandler residents. Thank you for reading this.

There should be a lot less shearing of the shrubs in city parks & right of ways on streets. If the correct plants were put in there should be no need to shear. Therefore a big saving in manpower & also a lot less material being sent to the land fill. The plants would be healthier and they would even bloom which would be wonderful as now most of the shrubs in city parks dont get a chance to bloom as they are sheared to all kinds of strange shapes & ultimately they give up the ghost & die!!! What a shame. In some of the new parks & park renovations the city needs to use more native plants as they know our crudy soil & exteme weather. Plant milkweed the monarch butterfly needs everyone they can get & that the city & residents can provide for them. Thank you

Code Enforcement

Amazingly enough you never mentioned enforcing rules about dog owner collecting the waste of their animals. as of now Chandler streets looks like a huge dog restroom. Waste is every where and dog owners would not pick up after their animals. shows the quality of people who live in Chandler. The city should force a database source to identify the waste of each animal. The same program like in many Australian cities. Inspectors should monitor the street for this type of disgusting annoying and health risk behavior of many owners.

Cultural Affairs

Library

I miss the Overdrive ebook lending system at the Chandler library; that's the one cutback I've noticed this year.

Public Safety

Police

too many burglaries.

School zones need to be policed more heavily. Speeding in these zones is rampant.

Focus in police patrols, reducing crime, increasing safety please. I feel as though crime has increased in Chandler over the last few years.

The bulk of the questions addressed parks and recreation, not POLICE/FIRE which is much more important. The POLICE department is underfunded with respect to number of officers available to patrol (6 officers to cover 36 square miles for chandler heights station. There has been a noticeable increase in residential thefts and robberies over the past year and we need more police on the streets.

Eliminate requirement for police to sit in their cars on road improvement projects. let the contractors hire general public like almost every other city in the Country does. This costs us all thousands of dollars. We also get a secondary problem of cops working 8 hours on a second job and then going on duty with no or little sleep, not good.

As the downtown area becomes more active with events and housing the need for police coverage is growing. Current coverage is inconsistent to non-existent at this time.

One thing I want to mention: When I called a police officer to my home after some suspicious activity, the guy arrived after a while and just sat in his police SUV without ever getting out. He was a pretty hefty guy pushing a high weight, and he just sat there, scanning his mobile laptop computer while I was attempting to talk to him. While in the middle of a conversation with him, he received a call on his cell phone and proceeded to just roll up the window on me while he sat in his vehicle and talked on his phone. Never said a word, "Excuse me, I have to take this one" or anything like that. What a rude SOB and I'll tell you what, that's piss-poor community interaction and one experience like that can alter a person's opinion of the police. It would have been great if he would have been even slightly friendly and acted like he gave a damn. Since he didn't give a damn, I no longer give a damn about the police. The other thing I've noticed with police officers in general (not ALL of them!) is that it seems like agencies are hiring guys who are all tatted up and have an extremely aggressive attitude. The mentality of the guys I see in uniform today is very different from when I was a kid, when people respected the police. It seems backwards to me that our armed forces are now putting strict guidelines on service members who want to be Officers.....meaning no tattoos that show while wearing a uniform, etc. We're putting those restrictions in military personnel who fight our foreign wars, yet the very people who interact with our own citizens at home, arrive looking like thugs. A stronger focus should be made to ensure those we hire to deal with our citizens and communities have high standards and are well-trained to deal with people, both in appearance and actions. I back every one of comments up and I can be reached if anyone has any questions.

Fire

Please consider the fire departments apparatus. I live in station 285's first due area and the truck needs to be replaced. The engine operating out of that station is a 1998 model. I have seen that truck pulled over for mechanical issues. Thank you.

Downtown Redevelopment

As long as people loiter in the downtown area, Chandler will never become the destination/tourism area you are hoping for. We had out of town family and took them downtown for lunch. We were embarrassed and intimidated with all the men hanging around waiting for work. We are meeting the same people next month and they decided they would like to meet in the San Tan / 202 area.

I would like to see an improvement at the corners of Chandler Blvd and Arizona Ave. It is an eye sore as you drive South, towards nice downtown area. Least plant grass

There is also an opportunity to make downtown chandler a destination the way downtown Gilbert and Tempe have become. Most of my money currently goes to the surrounding cities and not to Chandler. Please focus on developing downtown so that it includes better bars and restaurants (examples include FOX Concepts, Upward Project, the Vig, Postinios, etc...). Thanks for your continued efforts to help develop our city, and keep it safe.

Economic Development

Airport

There is way too much noise from chandler airport specifically helicopters that fly along cooper road above residential areas. the noise has become unbearable and certainly impacts quality of life in the area.

We need to spend more time/money on the airport!

I think that our airport is just for the rich why do we as tax payers continue to use tax dollars for up keep and get very little in return. A road through the airport on Cooper Road would be better used then stating that it brings business to our great town when as I have stated before its for the few rich that can afford an air plane and besides its noisy and pollutes the air here in Chandler.

Economic Development

How important is it to the city to attract travelers to Chandler? Or is the focus more to stay local and focus on local? We don't have any major attractions which would bring in people to experience and enjoy Chandler, every other major Phoenix city puts focus on that tourism while we have very minor focus and attention. From what I have seen our office of tourism includes one full time individual, economic development in general has limited resources while Chandler still has such great potential to grow. Seems like we need to think bigger as a city and get creative with tourism and growth, keep the tax dollars growing at the same time and keep our restaurants, hotels and stores full of people. Use our parks for events and sports tournaments, as a local every tournament we play is outside of Chandler because our parks are just for local use. Let's get creative and keep this great city prospering the way it should.

Sick of seeing churches and apartment buildings on every corner. Try to attract family friendly activity centers in the area. How about a place like Main Event or Brunswick. The lack of nice restaurants in South Chandler. Gilbert has done a better job attracting family friendly restaurants and activity places.

Tourism

I want to ensure that Tourism is still a high priority as it is a component of what drives visitors to utilize our sports facilities, frequent our restaurants, attractions and hotels in the Chandler area.

Municipal Utilities

Been living in Chandler for about 7 years or so. Water is my main issue over anything else. In the summer it is hot and smelly and in the winter it is cold and somewhat smelly. The hard water destroys everything. I do live in an apartment so I don't have much control over the complex and I did have a condo prior where it was really bad but not worth the investment of filters. If you sent out mailers to collect emails for future notifications I think people would be more aware of what is going on. I have never come to this site until I went to the library page today.

Water tastes terrible.

The tap water continues to be undrinkable. Routinely shower outlets and faucets need to be replaced. Is there anyway to soften the water?

I am very disappointed that the City has given the go ahead to create a bigger recycling center on the corner of Hamilton and Ray roads, which does not even service Chandler ...but Mesa, Tempe, and Gilbert. If this is an example of City improvements you have a long way to go. I do not believe the City is making a "difference" in North Chandler. All major improvements and money is being spent outside of the city center, and letting the intercity slowing being taken over by low income high crime, low maintenance

would be nice if the trash/recycling program also included green waste that could be recycled or mulched. There are so many yards with trees and grass that fill up large portions of trash. This seems dumb that it isn't offered.

Wish the city had recycling blue cans and pick up for county islands, I hate having to haul it in to a friends house.

Thank you for the composting barrel. It has dramatically reduced the amount of waste we generate and provides cheap nourishment for our garden.

Is it possible to expand recycling services for those living in multifamily units? For example, the community dropoffs only accept plastics 1-2, and no glass, unlike the household recycling bins.

Transportation & Development

Transit

It would be cool to someday see the light rail in downtown Chandler. Public transportation is very weak at the moment.

We desperately need public transportation in southeast Chandler. Riggs/Val Vista area.

We live closer to north Chandler (Ray/Kyrene), on the border of Tempe and Chandler. One concern I see is that the development in Chandler is focused more on South Chandler and not necessarily where I live. I would like to see as much focus in the area around Ray/Rural, along Ray to the 101, and continued development around the Chandler mall (see comments below). I also think there is a greater opportunity to bring better public transportation to Chandler, much like Phoenix/Mesa/Tempe are incorporating into their cities (Chandler's public transportation needs to be better linked to Tempe and the light rail).

There should be more focus on public transportation and bicycle commuting and less spent on road improvement projects unless it involves safety improvements.

Planning

Better public notice on future impact of zoning for neighborhood impact and feedback.

Streets

Chandler should focus on the small streets first that no one sees that are in between neighborhoods (example: Orchid Ln. between McQueen Rd. and Cooper Rd) and (N. Center Ln off Alma School Rd. and Elliot Rd.). That need road repair and not just patch some of these pot holes/ big chips in the road (like in the past). Less focus on landscaping these side of these roads. Chandler should keep your eyes on the road fix them a safe road is safe place. Then go back to landscaping when needed.

too much traffic on Arizona south of Pecos. Plus too much construction going on there. We should also be a dark city like Tucson and not contribute to light pollution. there needs to be a traffic light on Queen Creek near Carl Jr.

Ray Rd between Hartford and Arizona is in abysmal condition. When will it be repaved?

Consider assessing the cost effectiveness of using Cactus asphalt for future projects. The alley project in the neighborhood near Andersen elementary took way too long, their project management was ineffective. They did concrete then asphalt then oops! They had to take the concrete out in areas, etc. Many days they didn't do any work at all for a week, and they tended to do the work ONLY during the hours when the roads were super busy (rush hour and pick up/drop off times at the schools). Also the workers were very inconsiderate of the residents driving in the area, walking right out in front of cars, parking their work trucks where it blocked line of sight to oncoming traffic but not providing traffic control etc. Some programs like wall repairs would be a great project for non profits to help the community.

Road improvement is imperative for safety and the aesthetic quality of South Chandler, which will in turn, promote real estate values and attract future homebuilders and developers along with their growth and development potential. Personally speaking, the steep increase in our property taxes should produce improvements to the ease, safety and comfort of Chandler commuting, which most of us are subject to on a daily basis.

Whatever can be done with roads near Chandler Heights and Cooper would be great! We have been waiting a really long time for planning and construction.

85249 needs more sidewalks on the major roads.

other than maintenance, leave Cooper Rd. from Chandler Heights to Ocotillo alone.

The city has too long ignored improving traffic flow through the new neighborhoods in favor of wasting money to improve downtown for all the transients waiting for job pick-up. Make Chandler a pleasant place to live and travel to work FIRST. Then draw people downtown. I am still angry over wasting money on a new city hall; why should my employees live better than me?

I would greatly appreciate having Cooper Road completed from Ocatillo to Chandler Heights. The road was to be completed eight years ago and we're still waiting. Please make this a priority so our children can ride their bikes in the area safely. Thank you!

Weather or not the Cooper Road Project is the most popular, you must consider it first before further development in fairness to homeowners and to prevent costly lawsuits.

Chandler Heights Rd needs to be repaved from Cooper to Gilbert rd and sidewalks added. It is my understanding sidewalks were budgeted for when building of Countryside Estates was proposed.

Chandler Heights Rd between Cooper and Gilbert road needs to be a priority due to increased traffic, no turn lanes or sidewalks for kids to get to Santan elementary school, road is also rough, and floods where the unincorporated road trashes the road even further. Cooper Road is less traveled, doesn't connect to 202 now has a temp turn lane. Pavement is in good shape from McQueen to Chandler Heights with turn lanes heading south and plenty of rain water retention areas for flooding in place already therefore shouldn't be a priority. Chandler Heights needs to be a priority for every reason!

Please finish the Cooper, Chandler Heights, and Ocotillo roads. The traffic has increased and these roads need widening, traffic lanes, gutters, and storm drainage!

Please complete the street projects that were paid for by the developers 10 years ago Cooper/Chandler Heights before you rip up a street that has been redone 2 times in the last 15 years Alma School and Chandler????

I have lived at the intersection of Chandler Heights and Cooper for 10 years. I would like to see the proposed projects accelerated on both of these streets, including sidewalks, curbs and gutters. Taking our children out of the community on foot or bike is very risky. I laugh when I see all of the curbs and gutters and sidewalks on the south side of Ocotillo just west of Gilbert road...it butts up to an agricultural field!

The city collected an in-advance sum of money from the builder at Country Side Estates. We were told that Chandler Hgts. road would be improved with these funds. Eleven years later, no improvement, WHERE is OUR money? where are the IMPROVEMENTS? This street is bumper to bumper during the busy times, thus disallowing residents to pull out safely. I don't know if this survey will include space for a name.

I would like to see more attention paid to landscaping and median beautification.

If we're replacing traffic signals, make them smart traffic signals, i.e. shorter red light length at wee hours of the morning when fewer people are on the road, timed for better traffic flow at peak rush hours, etc. Waiting at traffic lights wastes lots and lots of fuel and peoples' time. Also, are we replacing streetlights with LED lights when they *are* replaced?

Would like to see Multi-Use path signals installed on Cooper Rd. (just South of Chandler Blvd) and also on Chandler Blvd (just East of Cooper Rd) where there are numerous people, including children, that use the canal path but have no priorities when crossing either Chandler Blvd or Cooper Rd.

With actual development of the NE, SE and NW corners of Gilbert/Ocotillo intersection, traffic will increase dramatically. Heading East on Ocotillo from Cooper to Gilbert, the road starts at 2 lanes, narrows to one lane, and increases again to 2 lanes. The bottle-neck creates danger for right turning cars, and the danger will increase as traffic increases. Please make this the HIGHEST priority.

Do what gives us the biggest impact. Queen Creek Road, Lighting and Wall repairs will make a major difference. As Gilbert Road is expanded and Ocotillo has had much construction... its now time to update Queen Creek. Appreciate all that Chandler does to keep improving and making us stronger...

Speed bumps on Nolan Way.

Please finish widening Ocotillo road from Cooper east towards Gilbert road.

I realize I'm probably in the minority, but it would be nice if Lindsay between Hunt and Riggs were to be widened and paved. I've lived here for 10 years now and have been waiting for my area to finally look complete. It's also dangerous when heading south on Lindsay toward Hunt because the first two streets do not have turn lanes and people stop at them very suddenly. It would also be very nice to finally have completed sidewalks on both sides and bike lanes available. We have a lot of young children in the Sun Groves area and it would benefit them greatly. Thanks!

A proud resident since 1996... I think some of the older areas of town need sidewalks for children walking to school. Some streets got them a few years ago, I would like to see more. We live in the 400 block of evergreen street and my little children have to walk in the street on their way to school.

Bike Paths need Rumble Strips

I would like to see the installation of speed bumps in our Pecos Ranch community.

Thank you for asking. Streets Dept: I would appreciate a little help at two intersections for night driving. (1) When turning left onto Ray from McQueen, I could use some illuminating/reflective paint on the center divider curb so I can see how far I need to go to get into the right lane. (2) When turning right from Ray onto Cooper, at night, it is easy to mistake a projecting curb into the shopping center, for the actual right turn. Some reflective paint on the first curb would help drivers see which right turn they really want. THANK YOU.

I would like for the City to fix the streets in the older neighborhoods. I live in an older neighborhood and our streets are terrible. Please Please make some dollars available to fix the older streets.

New development on the intersection of Gilbert/Ocotillo Roads will increase traffic dramatically. Heading East on Ocotillo from Cooper to Gilbert, the road starts at 2 lanes, narrows to one lane due to county properties, and increases again to 2 lanes. The bottle-neck creates danger for right turning cars into the housing developments on the south side of Ocotillo, and the danger will increase as traffic increases. Our builder paid the city impact fees over a decade ago and still we have not seen the road widened in front of our development. Please make widening Ocotillo the HIGHEST priority.

Stronger focus on creating a healthy community. Walkability and bikeability are critical throughout Chandler. Trails and improved access to recreational amenities and better maintenance of city parks is critical. Major streets should be built as complete streets with a balance of transportation modes.

Multiple Departments

It seems most of the CIP is directed at far southeast Chandler. While I understand this area is the final build out and growth area it feels as if the north side of Chandler has been abandoned. If you compare the newer parks your building, they are all larger, with far nicer, and extensive amenities. I encourage you to take a walk through Arrowhead park, as I do each morning. You would think you were Dorothy walking through the scary forest in the wizard of Oz. The trees are so overgrown, and the facilities are not well maintained. This restroom facility is old dreary and disgusting. Does the budget money only follow the higher income areas? Another issue is the streetlights. Why isn't repainting rusted light poles in the neighborhoods budgeted? Why are we subcontracting this out at two to three hundred a pole to paint? Please consider the ongoing maintenance when establishing a budget. It's easy to go out and build nice parks etc. annex land and install infrastructure. But there never seems to be money for upkeep. Let's take care of what we have before building or expanding more. Thank you.

There are a large number of homeschoolers in Chandler. Programs specifically for them, through the libraries and/or recreation department, would be great.

Priority should be as follows: 1) Support a sustainable economy, including sustainable government through wise fiscal management, public debt reduction, and limited government activity. 2) Provide for public safety (Police, Fire, EMS, and including appropriate code enforcement). 3) Maintain public infrastructure (roads, water, power, communications) in coordination with involved entities (e.g. SRP) as needed. 4) Support the general community with "quality of life" improvements and programs if and as any remaining budget allows. Public transportation should be de-prioritized as the technology landscape for transportation (particularly mass and fixed-route transportation) is in a period of major change which is likely to make many plans and projects obsolete or wasteful within the 5 year planning window.

Police and Fire (Emergency Services) need to be the top priority. I have a huge problem with DUST, created by fast vehicles in the alley! Several years ago the city placed recycled asphalt in the alley. However only a thin "color" coat of oil was applied. This was NOT Adequate!!! If they had put down a layer of Bituminous first, a thin layer of recycled asphalt, bituminous, recycled asphalt, and a final layer of bituminous - they would now have a "Dust Free" hard surface roadway - for just a few dollars more... Because the city says that they will not do anything about it - my next step is the EPA!

Trash pickup: WM drivers have a real problem in setting down the trash containers in the same place. The recycle containers are left from 3 feet or more from the curb, thereby; "Obstructing Traffic." They should leave it within 3 feet, or less, from the curb (Just Slow Down & Pay Attention!). Similar problem in the alley; however, while the receptacle is left within 3 feet of the wall, they are walking it further and further down the alley. Maybe only one or two feet at a time - but, to the point if I didn't move it back - it would now be the neighbors... (Just Slow Down & Pay Attention!). Yes; Time is Money, but "Do the Job Right!" Code Enforcement: Should be "Reactive," NOT Proactive! Consequently Code Enforcement Patrols could be completely ELIMINATED! Thereby; Saving Huge Amounts of MONEY for the Tax Payer! Only react when a complaint is phoned in, and violators are given warnings, BEFORE a citation is issued! (i.e.; Only issue citations for flagrant and repeated violations!).

I am excited to see new baseball/softball facilities going up. Also, Frye park bathroom facility needs regular maintenance. Our current programs reside there and it is filthy during seasons. Police: Safety is TOP PRIORITY We have had dealings with the police department - appreciate their response

Police, libraries and parks should be the top three priorities for chandler.

Why is our water so chlorinated!? I can smell it coming from the faucet every time it is turned on! Thank you for finally straightening out the Alma School/202 northbound lanes. The last year has been a disaster & a traffic hazzard.

I have signed up for paperless invoicing and continue to get both paper and internet from the city and I'm sure I'm not the only one correcting this would be a savings to the city. Stop the overtime expense paid for recycle collection and treat like normal trash picking up day after the holiday would also same money and I can't tell you what a waste of money it is to have regular police sitting in cars at construction projects and sadly I'll bet some of these officers are on OT, there has got to be a better way of protecting street construction!

Miscellaneous

Animal Control. Why am I required to have tags,shots and my dog on a leash when not on my property BUT my neighbors cats can roam free and destroy my property and nothing is done about it. Cats bite too but are not required to have shots.....

Hard to find meeting dates & docket.

Quit spending my money on things that have no value to me whatsoever, and then spend more of my money to tell me that I can use my property in a way that I see fit (respecting the rights of nearby property owners) simply because it is a violation of city code! In fact, before you enforce any section of city code, you should be forced to demonstrate why that section of code is required to protect the rights of any other resident of the city of Chandler.

Overall, we have a great thing going here, in how diverse our projects are, the volunteer opportunities, etc. I am concerned about how many new homes are being built and how the schools will handle them, how our resources can maintain them, how we will retain our elderly once they retire, that we get more every day type of jobs and not just focus on STEM--we need all types of people to make this city interesting and viable. I would like to see more focus on working with older adults, we have so many caregivers and new employees coming here, how do we support them, how do we grow our senior center and resource sharing and add trained case managers? I would love to see a collaborative meeting on this with city government, emergency response, the hospital, the senior center and some other non-profits. We need to know what we have and learn more about where holes might be so that we can fill them efficiently. The City could use a designated case manager that all employees know about, a point person or team that is identified as such, as we have multiple programs possibly working with the same person/people. We have a lot of successes here, but an illness, job loss, etc., can turn that success so quickly, let's not just always focus on new tech jobs but hear about others who are equally valuable--I see many of our Council people doing that already, quietly, with how they are involved in the community, and I really like that. Our City also needs to really think about affordable and accessible housing, are we prepared for the Silver Tsunami? Thank you.

I was very disappointed in the last Chandler school tax hike. There should have been transparency about what each homeowner was going to have to pay. I will not vote for another tax hike for schools, as my latest hike was \$700 per year.

The city should also adopt aggressive organizational development practices with an eye toward making the City of Chandler an employer of choice, as seen by various awards and recognitions - as recognized by 3rd party evaluators.

We need a legal department that helps home owners to protect their investments and rights from HOA board members that are using the legislation to rise 20 % annually HOA fees. Also elaborate legislation where board members have direct communication with homeowners in case that Management companies are not performing. We have to understand that Management companies are the filter of communication between the board and the homeowners. And board member rely on their report. Also include in the legislation that we need a complete report of what it was decide in our name. And no changes of our bylaws should have been made with out our vote. Just posting on the bill board is not in off to notified homeowners. Because the majority of us are in a trip or do not leave in the property. It seem that we can not enjoy our retirement in peace. Also make sure that management companies are communicating with us also via email in case of an infraction. We can not rely completely in the accuracy of the mail in Chandler.

The highest priority for Chandler remains leading the Valley in STEM job production, and supporting the power grid and utility infrastructure that supports those industries. Those jobs are the engine that make us go. NEVER let down your guard thinking they will always be here. Continue to diversify STEM industries in the area to better guard against having too many eggs in one basket. Anything else the city does is gravy.

The city needs to look at bringing fiber optic cable to every home and business. The city would gain revenue in providing its own fiber optic infrastructure and the people living in Chandler would save on their internet bills and have a state-of-the-art internet infrastructure. It is working for other communities in the USA.

I'd have given the city planners a higher rating, but I'm extremely annoyed that the proposal to allow Backyard Chickens in the city was squashed. If the council is going to accept the arguments against the proposal, then those arguments should have also been applied to any dog allowed into a backyard, and ordinances disallowing backyard dogs should have been established and enforced for the same reasons backyard chickens aren't being allowed. Illogical and unreasonable decision on the part of the council and I do remember who voted for and against it.

With the city of Chandler MANDATING communities have a certain number of trees in common areas, the city should be paying to maintain and replace those with the TAX dollars that residents already pay and not have HOA'S collect dues from homeowners...this is double taxation and is not just or fair. It is not right to have to pay \$600 in annual HOA dues..for what the city planning dept wanted....just not right...but most politicians dont really care

While I believe that municipal expenses will grow as Chandler grows out to its planned maximum size I don't believe that the tax dollars that support this growth should be used to give municipal workers high pensions and retirement benefits compared to those earned in the private sector. We see the results of that folly in the Congress of the U.S.

Strive to live within a reasonable budget. Look for ways other than money to make improvements. Since many community leaders will be involved, as part of the budget process, the overall goal of the city leadership is to make the city a nicer place to live. Chandler is an attractive place to live because it is family-friendly, relatively safe, and offers opportunities for kids to do things. To maintain a "nice place to live", the infrastructure is critical to support a family-oriented lifestyle. The highest priority should be placed on continuing to maintain nice parks, etc., while developing new programs for our kids' education and well-being. From the survey, it appears this is exactly what you intend to do.

My children attend a charter school since the public schools are not able to offer the same quality of education. I think charter schools should be able to use the city's facilities for free just like the public schools. i.e. center for the arts, sports fields, and any other recreational facilities used by the public schools. Thank you

Total Respondents: 113