



Thank you for participating in the FY 2021-22 Citizen Budget Survey. The survey is the first step in the development of the next budget beginning July 1, 2021.

We ask that everyone complete questions 1 through 7 (approximately 2 minutes), and then you can choose to provide feedback on any or all of the Strategic Goal topics indicated below the main questions. Please note, we are looking for responses that take into account a gradual return to normal after the COVID-19 pandemic has subsided:

1. What is your Zip Code?

- 85224
- 85225
- 85226
- 85248
- 85249
- 85286

2. What is your age?

- Under 24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or over

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

- Very Good
- Good
- Neutral
- Poor

4. How strongly do you feel that you get a good return on your tax dollars in Chandler?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

5. How satisfied are you with overall City Services?
- o Very Satisfied
 - o Satisfied
 - o Neutral
 - o Dissatisfied
 - o Very Dissatisfied
6. With the changes we have undertaken due to the COVID-19 pandemic, what services do you feel should remain even after restrictions are lifted? (Select all that apply.)
- o Virtual concerts, performances and special events
 - o Virtual classes or programs
 - o Activity in a box take home kits for library, museum or recreation activities
 - o Online public meetings for virtual participation and community input
 - o Schedule appointments for customer service assistance, such as Utility Billing, Business Licensing, Permits, Housing and Passports
 - o Not sure
7. How strongly do you agree that the City is meeting the following City Council Strategic Goals to make Chandler a great place to live, work, play and visit?

	Highly Agree	Agree	Neutral	Disagree	Don't Know
Being the most connected City	1	2	3	4	5
Being a leader in trust and transparency	1	2	3	4	5
Maintaining fiscal sustainability	1	2	3	4	5
Attracting a range of private sector businesses	1	2	3	4	5
Fostering a contemporary culture that embraces unity	1	2	3	4	5
Being safe and beautiful	1	2	3	4	5

Next, you can elect to continue providing feedback by choosing any or all of the following Goals:
 (Note: There are open comment fields in each goal section for additional feedback and suggestions)

Choose which of these additional areas you would like to provide feedback on. Select any or all:

- o **Being the Most Connected City:** Transportation/Mobility/Technology (1 question) together with **Being a Leader in Trust and Transparency:** Communication/Citizen Engagement (3 questions)
- o **Maintaining Fiscal Sustainability:** Financial Stewardship/ Cost of Services (2 questions)
- o **Attracting a Range of Private Sector Businesses:** Employment/Economic Vitality (4 questions)
- o **Fostering a Contemporary Culture that Embraces Unity:** Arts/Culture/Recreation (7 questions)
- o **Being Safe and Beautiful:** Public Safety/Parks/Neighborhoods/Infrastructure (5 questions)

Are there any additional comments you would like to add? Please include any thoughts or ideas of how we could better meet your expectations in any area of focus.

Being the Most Connected City: Transportation/Mobility/Technology and
Being a Leader in Trust and Transparency: Communication/Citizen Engagement

1. In addition to planned improvements on Alma School and Gilbert Roads, future expansions on Chandler Heights, Ocotillo and Lindsay Roads are scheduled to be completed by 2024 in the capital improvement plan based on funding. What are 3 other improvements that you feel would add the most value to Chandler's transportation network for residents and businesses? (Please select your top three choices.)

- Bicycle network improvements
- Pedestrian/Walkability enhancements
- Bus services/transit enhancements
- Micro-transit (i.e., electric scooters and bikes)
- Street widening
- Intersection widening
- Accommodations for people with disabilities (ADA Improvements)
- Traffic signal upgrades/timing improvements

2. Please rate how you feel the City of Chandler does with outreach and engagement in the following areas:

	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Provides opportunities for residents to participate in community matters	1	2	3	4	5
Provides events and programs that engage residents	1	2	3	4	5
Shares news and information with the community	1	2	3	4	5

3. Please rate each of the following characteristics of the City's websites (City, Police, Fire, Library, Center for the Arts, Vision Gallery, Visit Chandler):

	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The information is useful	1	2	3	4	5
It is easy to use (i.e., I'm able to find what I need)	1	2	3	4	5
I like the look and feel.....	1	2	3	4	5
Information is timely.....	1	2	3	4	5
Overall quality of our websites	1	2	3	4	5

4. Please indicate what methods you believe the City of Chandler should use to inform residents, gain their insights and learn about their preferences for City services, activities, projects, decisions and plans. (Select all that apply.)

- Advisory panels
- Neighborhood/HOA meetings
- Newsletters/eNewsletters
- Online surveys/virtual meetings
- Public meetings/open houses
- Social Media
- Text Notifications
- City websites
- Mobile app

Are there any additional comments you would like to add regarding the council goals of Being the Most Connected City or Being a Leader in Trust and Transparency? Please include any thoughts or ideas of how we could better meet your expectations in these areas.

Maintaining Fiscal Sustainability: Financial Stewardship/Cost of Services

1. Chandler Utilities provides water, wastewater and solid waste services at some of the lowest rates in the Valley. Do you feel you get a good value for these services?
- Very good value
 - Good value
 - Neutral
 - Poor value
 - I don't know
2. What are your most preferred methods for completing City transactions such as paying bills or fees, signing up for classes or obtaining licenses and permits? Please indicate the following in order of preference. (1-top preference, 8-last preference)
- | | | |
|--|-------------------------------------|---|
| <input type="checkbox"/> City website | <input type="checkbox"/> Mail | <input type="checkbox"/> Phone call |
| <input type="checkbox"/> AutoPay (automatic recurring payment) | <input type="checkbox"/> Email | <input type="checkbox"/> In person/by appointment |
| <input type="checkbox"/> Pay by text message | <input type="checkbox"/> Mobile App | |

Are there any additional comments you would like to add regarding the council goal of Maintaining Fiscal Sustainability? Please include any thoughts or ideas of how we could better meet your expectations in this area.

Attracting a Range of Private Sector Businesses: Employment/Economic Vitality

1. Please state whether you agree or disagree with each of the following statements about the City of Chandler’s business environment:

	Highly Agree	Agree	Neutral	Disagree	Don't know
There is a good mix of job opportunities that meet differing education levels	1	2	3	4	5
Businesses coming into the City are varied and add value to the economic mix	1	2	3	4	5
The City does a good job of providing a quality environment in which to do business	1	2	3	4	5

2. If you work in Chandler, which employment center do you work in?

- West Chandler – west of McClintock Drive
- Price Corridor – between McClintock Drive and Dobson Road
- Downtown Chandler
- Uptown Chandler – north of Ray Road, between Alma School and McQueen roads
- Airpark – area bordered by Arizona Ave to Gilbert Road and Pecos to Ocotillo roads
- Other / NA

3. There is a lot of development and activity happening in Downtown Chandler. How often do you plan to visit Downtown Chandler once COVID-19 related restrictions are lifted?

- At least once a week
- Several times a month
- About once a month
- Less than once a month
- Rarely/never

4. Please rank the primary reasons you will visit Downtown Chandler? (1-top reason, 6-last reason)

- Restaurants/Bars
- Retail Shopping
- Special Events (concerts, farmers market, etc.)
- Business/Government
- Arts & Culture
- Other

Are there any additional comments you would like to add regarding the council goal of Attracting a Range of Private Sector Businesses? Please include any thoughts or ideas of how we could better meet your expectations in this area.

Fostering a Contemporary Culture that Embraces Unity: Arts/Culture/Recreation

1. Chandler has constructed many facilities for recreation, culture and education. Please rate each of the following based on the condition of the facilities as Very Good (limited or no improvements needed), Good (some minor improvements needed), Fair (some major improvements needed) or Poor (significant improvements needed):

	Very Good	Good	Fair	Poor	Didn't Use
Athletic fields	1	2	3	4	5
Center for the Arts	1	2	3	4	5
Vision Gallery	1	2	3	4	5
Museum	1	2	3	4	5
Tumbleweed Recreation Center	1	2	3	4	5
Senior Center	1	2	3	4	5
Downtown Community Center	1	2	3	4	5
Snedigar Recreation Center	1	2	3	4	5
Environmental Education Center	1	2	3	4	5
Aquatics Facilities	1	2	3	4	5
Tennis Center	1	2	3	4	5
Downtown Library	1	2	3	4	5
Sunset Library	1	2	3	4	5
Basha Library	1	2	3	4	5
Hamilton Library.....	1	2	3	4	5

2. Chandler strives to provide Library services that are responsive to our citizen's needs. Please select the services that you believe are most important. (Select all that apply)

- Early literacy and children's programs
- Digital materials such as e-books, e-audio, movies digital magazines
- Computer, WiFi, fax and printer access
- Teen programs
- Adult programs and parent education
- Meeting and study spaces
- Informational and research databases
- Physical books, DVDs and music CDs
- English language learning programs
- Virtual Programing added during the COVID-19 closures

3. Chandler provides recreational and educational opportunities for citizens of all ages. Please indicate if you would like to see more, about the same or fewer of these types of programs.

	More	About the Same	Fewer	Don't Know
Aquatics and Aquatics safety programs	1	2	3	4
Camps for Children and Youth	1	2	3	4
Enrichment programs.....	1	2	3	4
Outdoor discovery programs	1	2	3	4
Sports and Social Sports programs	1	2	3	4
Therapeutic Recreation programs	1	2	3	4
Fitness and Wellness programs	1	2	3	4
eSports Programs.....	1	2	3	4
Diversity Programs.....	1	2	3	4
Senior Programing.....	1	2	3	4

4. Chandler’s Arts Center, Museum and Vision Gallery provide cultural opportunities for all members of the community. Please indicate if you would like to see more, about the same or fewer of these types of programs.

	More	About the Same	Fewer	Don't Know
Theater/Musicals/Plays	1	2	3	4
Music Concerts	1	2	3	4
Dance Programs	1	2	3	4
Art Exhibits	1	2	3	4
Film/Cinema.....	1	2	3	4
Exhibitions on Local Culture, Art and History	1	2	3	4
National Traveling Exhibitions	1	2	3	4
Family Programs.....	1	2	3	4
Classes and Workshops.....	1	2	3	4

5. How often do you, or would you like to, attend visual or performing arts activities either virtually or in person?

	Virtual	In Person
Once a week.....	1	2
Several times a month.....	1	2
About once a month	1	2
Less than once a month	1	2
Rarely/never.....	1	2

6. What are the primary reasons you use parks in Chandler? (Please select your top two choices)

- Enjoy the outdoors or nature
- Walk, bike or exercise
- Participate in an athletic practice/game
- Take children to play in the park
- Participate in family activities
- Picnic and general leisure activities
- Use a specific facility at a park (spray park, dog park, volleyball, pickleball, etc.)
- Meet friends
- Attend special events/concerts/movies
- Don't use parks

7. What do you think is the most important aspect of public art in public places?

- Creating iconic locations throughout the city
- Supporting the local arts community
- Enhance the appearance of parks, recreation and community facilities, the downtown area, etc.
- Fostering a stronger community experience

Are there any additional comments you would like to add regarding the council goal of Fostering a Contemporary Culture that Embraces Unity? Please include any thoughts or ideas of how we could better meet your expectations in this area.

Being Safe and Beautiful: Public Safety/Parks/Neighborhoods/Infrastructure

1. Public Safety services provided by the Chandler Police Department are important City services. Please indicate whether you agree or disagree with the following statements about the Chandler Police Department services.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Don't Know</u>
I feel safe in Chandler	1	2	3	4
The Police Department is engaged with the community	1	2	3	4
I have a positive view of the Chandler Police Department	1	2	3	4

2. Public Safety services provided by the Chandler Fire Department are important City services. Please indicate whether you agree or disagree with the following statements about the Chandler Fire Department services.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Don't Know</u>
I feel that should my family need quality emergency care, Chandler Fire would provide it	1	2	3	4
The Fire Department is engaged with the community	1	2	3	4
I have a positive view of the Chandler Fire Department	1	2	3	4

3. Maintaining a safe and beautiful community is one of Chandler’s highest priorities, and keeping parks beautiful and well maintained helps us fulfill that goal. How would you rate the current level of maintenance of Chandler’s parks?

- Very Good maintenance
- Good maintenance (some minor improvements needed)
- Fair (some major improvements needed)
- Poor maintenance (many major improvements needed)
- I am not sure

4. Ensuring streets and infrastructure are well maintained also help in keeping Chandler safe and beautiful. How would you rate the current level of maintenance of Chandler’s streets and infrastructure?

- Very Good maintenance
- Good maintenance (some minor improvements needed)
- Fair (some major improvements needed)
- Poor maintenance (many major improvements needed)
- I am not sure

5. Please rank the following programs or services the City provides that enhance the quality of your neighborhood in order of most importance. (1-most important, 7-least important)

- Code enforcement
- Neighborhood grants
- Neighborhood events/block parties
- Education programs
- Neighborhood Watch programs
- Beautification projects
- Clean-up events

Are there any additional comments you would like to add regarding the council goal of Being Safe and Beautiful? Please include any thoughts or ideas of how we could better meet your expectations in this area.