



CITIZEN BUDGET SURVEY

Thank you for participating in the Fiscal Year 2019-20 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 1, 2018 – December 31, 2018. Paper copies can be found at various locations throughout the City including the City Hall lobby, the Libraries, the Community Center, the Senior Center, Tumbleweed Recreation Center, Snedigar Recreation Center, and the Public Works & Utilities permit counter.

We ask that everyone answers the first 6 questions. The remaining questions of the survey are divided into Areas of Interest where you can choose to provide feedback on any or all of the Areas. 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

The attached survey should be completed in blue or black ink only, with answers clearly marked. Only mark one bubble for each question unless otherwise indicated. Also feel free to provide any comments or questions by completing the comment questions in each section.

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!

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Thank you for participating in the FY 2019-20 Citizen Budget Survey. The survey is the first step in the development of the next budget beginning July 1, 2019.

We ask that everyone complete questions 1 through 6 (takes less than 1 minute), and then you can choose to provide feedback on any or all of the following Areas of Interest: Transportation, Public Safety, Leisure/Culture/Education, City Utilities, and General Services.

What is your Zip Code?*

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

What is your age?*

- 0-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 years or over

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

- Excellent
- Good
- Neutral
- Poor
- Very poor

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

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly disagree

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How satisfied are you with overall City services?*

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

How strongly do you feel that the City is meeting the following City Council Strategic Goals to make Chandler a great place to live, work, play, and visit?*

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Being the Most Connected City?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being a Leader in Transparency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining Fiscal Sustainability?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attracting a Range of Private Sector Businesses?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capitalizing on Cultural and Ethnic Diversity in the Community?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being Safe and Beautiful?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Next, you can elect to continue providing feedback by choosing any or all of the following "Areas of Interest": Transportation, Public Safety, Leisure/Culture/Education, City Utilities, and General Services. (There is an open comment field in each "Area of Interest" for additional feedback.)

- Transportation
- Public Safety
- Leisure/Culture/Education
- City Utilities
- General Services

Transportation

Chandler strives to provide an efficient multi-modal transportation network that can meet the needs of all its citizens. What type of improvements do you feel would add the most value to Chandler's transportation network for residents and businesses? (choose all that apply)

- Traffic signal upgrades/timing improvements
- Street/Intersection widening
- Accommodations for people with disabilities (ADA Improvements)
- Bicycle network improvements
- Pedestrian/Walkability enhancements
- Bus services/transit enhancements

Street maintenance is one of Chandler's highest priorities. How well do you feel the City does in keeping City streets in good condition?

- Excellent
- Good
- Neutral
- Poor
- Very poor

Chandler contracts with Valley Metro for bus service that connects to many other Valley cities. If you use the bus service, how would you rate it in meeting your needs?

- Excellent
- Good
- Neutral
- Poor
- Very poor
- I do not use the bus system

Anything additional you would like to add regarding Transportation?

Public Safety

Public Safety services provided by the Police and Fire Departments are important City services. How well are these two areas meeting your expectations?

	Exceed expectations	Meeting expectations	Failing to meet my expectations
Police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you rate Public Safety's level of engagement within the community?

	Exceed expectations	Meeting expectations	Failing to meet my expectations
Police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you rate Chandler as a Safe Community?

	Very safe community	Mostly safe community	Unsafe community
Police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Anything additional you would like to add regarding Public Safety?

Leisure/Culture/Education

Chandler has constructed many facilities for leisure, culture, and education. What is your opinion of the Chandler Libraries, Center for the Arts, Vision Gallery, and Museum?

- Excellent facilities
- Good facilities (but some improvements are needed)
- Neutral
- Poor facilities (some major improvements are needed)
- Very poor facilities (major improvements are needed)

Chandler continuously strives to improve its six Aquatic Facilities, as well as their related services. What is your opinion on Chandler's Aquatic Facilities and services?

- Excellent
- Good (but some improvements are needed)
- Neutral
- Poor (some major improvements are needed)
- Very poor facilities (major improvements are needed)

Chandler's Libraries strive to provide services that are responsive to our citizen's needs. Which of these library services are valuable to you?

(choose all that apply)

- Early Literacy Programs
- eBooks
- Free WiFi
- Teen Programs
- Adult Literacy Programs
- Meeting Spaces
- Informational Programs
- Printed Books

Chandler has an excellent set of neighborhood parks, community parks, and regional parks for leisure activities. What do you feel are the most important improvements to be made in the park system in the next 5 years?

(choose all that apply)

- Construct Lantana Ranch Park at Queen Creek Road and McQueen Road
- Make improvements to Snedigar Sportplex
- Construct Mesquite Groves Park at Riggs Road and Val Vista Drive
- Implement additional amenities to Tumbleweed Park
- Construct improvements to Dr. A.J. Chandler Park

Chandler provides recreational and educational opportunities for citizens of all ages. How do you rate the recreational and educational services provided by the City?

- Excellent service
- Good service
- Neutral
- Poor service
- Very poor service

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Chandler's Arts Center, Museum, and Vision Gallery provide cultural opportunities for citizens of all ages. How do you rate the cultural services provided by the City?

- Excellent service
- Good service
- Neutral
- Poor service
- Very poor service

Anything additional you would like to add regarding Leisure/Culture/Education?

City Utilities (Water/Wastewater/Solid Waste)

Chandler Utilities provide quality services at a low cost to citizens. What is your overall opinion of the water, wastewater, and solid waste (trash, recycling, and transfer station) services provided by the City?

- Excellent service
- Good service
- Neutral
- Poor service
- Very poor service

Studies have shown that Chandler's utility rates are among the lowest in the Valley. Do you feel you get a good value (good service, good quality, few billing or administrative issues) for the amount you pay for utilities?

- Excellent return
- Good return
- Neutral
- Poor return
- Very poor return

Anything additional you would like to add regarding City Utilities?

General Services

How often do you visit Downtown Chandler?

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

What is the primary reason you visit Downtown Chandler?

(choose all that apply)

- Restaurants/Retail Shopping
- Large Events, Concerts, Farmers Market, etc.
- Business/Government
- Other

Have you had any contact with City employees in the past year?

- Yes
- No

If you answered yes to the question above, was the service handled in a timely and professional manner?

- Yes
- No

Anything additional you would like to add regarding General Services?

Thank you for your feedback!