

Memorandum



Community Relations Department

Date: February 27, 2009

To: Mayor and City Council

From: Shelley Hearn, Community Relations Manager, 480-350-8906
Cecilia Robles, Deputy Financial Services Manager, 480-350-8881

Through: Charlie Meyer, City Manager, 480-350-8884

Subject: 2008 Community Attitude Survey

The Community Attitude Survey was conducted in November of 2008 to assist with setting priorities, developing strategic plans and preparing the budget.

The 2008 survey was sent to 2,400 households with 859 respondents. The survey results determined the overall citizen satisfaction with the quality of services in Tempe is 92 percent, compared to 88 percent in the 2007 survey. This places Tempe 34 percent higher than the national average. The survey also addressed specific services and programs and will be a valuable tool to assist Council in making decisions in the year ahead.

The survey findings will be presented to Council at the March 5 Issue Review Session by Chris Thatham from the ETC Institute. If you have any questions please call Shelley Hearn, 350-8906.