



P I N A L • C O U N T Y
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Pinal County, AZ

2010 Resident Survey

Report of Results

May 2010

Prepared by:



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Executive Summary

Survey Background and Methods

Pinal County contracted with National Research Center, Inc. (NRC) to conduct a County-wide resident survey. The purpose of the survey was to gauge resident awareness of the services provided by the County, provide residents the opportunity to rate the level of satisfaction with those services, to communicate their priorities for planning and resource allocation, and to benchmark results regionally and nationally. This was the first survey of Pinal County residents.

A randomly selected sample of 3,000 residential addresses within Pinal County were mailed the 2010 Pinal County Resident Survey. Of these, 2,750 were assumed to be delivered to occupied households. A total of 963 completed surveys were received, for a response rate of 35%.

Survey results were weighted so that respondent age, gender, ethnicity and race were represented in the proportions reflective of the entire County.

The margin of error is plus or minus three percentage points around any given percentage point for the entire sample for the entire sample and plus or minus four percentage points around any given percent for geographic subgroups (e.g., residents living incorporated versus unincorporated areas of the county).

Survey Findings

Community Life

Pinal County residents gave mixed ratings for various aspects of community life in the County. While a majority of residents rated various aspects of quality of life with “fair” or “good” ratings, Pinal County as a place to retire was rated similarly or higher than ratings given in other jurisdictions in the region and across the nation. Pinal County as a place to work was rated least positively with about two in five giving it a “poor” rating.

When asked to rate various community characteristics of Pinal County, characteristics rated most positively were: the quality of the overall natural environment; the availability of affordable housing; the openness and acceptance of the community toward people of diverse backgrounds; the air quality in the County; the variety of housing options; the sense of community; and volunteer opportunities in the County. Residents were least likely to give positive scores for employment opportunities in the County. When compared to the national and regional benchmarks, Pinal County generally scored below average for each characteristic. However, ratings for the availability of affordable housing in the County were above average when compared to ratings in the region and across the country.

About four in five respondents reported that they would be “somewhat” or “very likely” to recommend living in Pinal County as well as to remain living in the county for the next five years. About two-thirds said they would be “somewhat” or “very likely” to retire in the County.

Regional Leadership

The overall image or reputation of Pinal County was rated as “good” or “excellent” by nearly two in five residents. A similar proportion gave a rating of “fair” and one in five said it was “poor.”

When asked what issues were most important for the County to address, most residents thought crime and public safety issues were “very important” or “essential.” Decreasing substance abuse among Pinal County youth, improving transportation and reducing traffic congestion also were at the top of residents’ priority list; increasing the amount of affordable housing and addressing mass transit were less of a priority for Pinal residents.

Few residents were opposed to Pinal County elected officials or staff expending local resources to improve County services and a strong majority supported funding each service. Funding improvements to public safety services was most highly supported, followed closely by education, jobs and economic development. Residents were less likely to support funding improvements to services related to growth and environmental concerns.

County Services

Survey respondents were asked to rate the quality of 22 services provided by Pinal County. More than half of respondents gave “good” or “excellent” ratings for: Pinal County Sheriff services; their voting experience in the last election; law enforcement response time; the condition of County buildings; traffic enforcement on County roads and highways; and courts. Services rated least positively were: land use, planning and zoning; addiction services; services for youth; street repairs and maintenance; and code enforcement.

Twenty-one of the 22 services rated by Pinal County residents were compared to national and regional benchmark ratings. Addiction services received ratings that were above the national and regional benchmarks. Pinal County mental health services were rated similarly to the national average and above the regional average and ratings for Pinal County’s Sheriff services were similar to the national benchmark. Other services were rated similar to or below regional and national average ratings. About two in five residents rated the overall quality of services in Pinal County as “good” or “excellent,” about half said it was “fair” and 1 in 10 gave a “poor” rating.

Ten services were included in a key driver analysis for Pinal County. Five of these services were identified as key drivers for the County: public information services; land use, planning and zoning; Pinal County Sheriff services; animal control; street repairs and maintenance. Public information services; land use, planning and zoning; animal control; and street repair and maintenance were rated lower than the national average. A jurisdiction typically will want to think about improvements to any key driver services that are below the benchmark.

Because a Strategic Plan goal for 2010-11 is to see a 5% increase in survey respondents reporting that they know the services provided by the County, an analysis of the percent reporting an opinion when asked to rate the quality of each service (i.e., they gave a rating of excellent, good, fair or poor) was provided to gauge awareness. Services where fewer than half of respondents gave an opinion were: emergency preparedness; mental health services; addiction services; services for seniors; services for people with disabilities; services for low-income people; and customer service from the Citizen Contact Center.

Growth

In addition to rating the importance of addressing the pace of growth and their support for funding improvements to services related to growth, residents also were asked to rate the speed of various types of growth in Pinal County over the past two years.

A majority of residents thought the speed of job growth and the speed of commercial growth in Pinal County was “too slow.” About two in five said that the rate of the residential and population growth in the County was “about right,” with similar proportions rating each as “too fast.” When compared to growth ratings in the region and across the country, more Pinal County residents rated job growth as “too slow” than residents in other communities and fewer Pinal assessed population growth as “too fast” than did respondents in other western jurisdictions and jurisdictions across the nation.

Resident opinions about land use, open space and code enforcement services were less positive, with a majority giving each a “fair” or “poor” rating. Specifically related to the County’s goal to provide accessible land use, planning and zoning policies as well as timely responses to residents who request plan reviews and permits, select survey questions were created to find out what proportion of County residents requested a plan review or permit from the County in the previous 12 months. A majority reported they had not done so,

while 4% (about 38 residents) reported making a request in the last year. Of those who had requested a permit or plan review, a majority gave positive marks for employee timeliness, responsiveness and their overall impression of the Pinal County employee they most recently contacted.

Public Safety

The survey included a series of questions about pedestrian safety and feelings of safety from crime and in their neighborhood. About three in five Pinal County residents reported feeling “somewhat” or “very safe” from violent crimes, while about half reported feeling safe from property crimes in the County. Twice as many residents reported feeling “very safe” in their neighborhood during the day than did those who reported feeling “very safe” in their neighborhood at night. Safety ratings were below average when compared to national and regional ratings. About a third gave a “good” or “excellent” score when asked to rate pedestrian safety in Pinal County, two in five said “fair” and about a quarter gave pedestrian safety a “poor” rating.

The survey included a question to get a general sense of whether survey respondents had been a victim of any crime in Pinal County in the previous 12 months; 12% (about 115 respondents) reported being a victim of a crime in the past 12 months, the same as responses given in other jurisdictions across the nation that are included in NRC’s database and fewer than when compared to reports in other communities in the western region. Of those who reported being the victim of a crime, two-thirds (about 77 respondents) said they reported the crime to the Pinal County Sheriff’s Office (fewer than national and regional reports). A majority of those who reported a crime rated employee timeliness and responsiveness as well as their overall impression of the Pinal County Sheriff’s Office employee with high marks.

Healthcare

Residents were asked to rate four characteristics of the County health and human services: availability of services for seniors; accessibility of County services for disabled persons; accessibility of Pinal County Health Clinics; and availability of affordable healthcare. Each was considered “good” or “excellent” by fewer than half of respondents. Similarly, fewer than half of respondents rated the quality of the various health and human services in the County as “good” or “excellent.”

Fifteen percent of respondents reported that they or someone in their household had used Pinal County Public Health Services in the previous 12 months. Because one of the strategic goals was to increase the vaccination rate of all 24-month old children in Pinal County from 43% in 2009 to 58% in 2010, a question on the survey was designed to get a general sense of resident use of these services in the past 12 months. As would be expected, a higher proportion of those who used the free immunization services reported having children age 17 or under living in their household. Of the 34% of respondents with children 17 or under living in their household, 88% reported using this free service in the past 12 months.

Transportation

About four in five of residents who reported employment for pay said that they typically commute to work via a motorized vehicle by themselves. About one in five reported commuting in a motorized vehicle with other adults or children, five percent reported that they always work from home and 4% said they telecommute at least one day a week. About equal proportions reported average work commutes (one way) of: 1 to 15 minutes (26%); 16 to 30 minutes (25%); 31 to 45 minutes (22%); and 46 to 60 minutes (19%).

One of Pinal County’s Strategic Plan goals for the 2010-11 fiscal year addresses street repair and maintenance. When asked to rate the quality of street repairs and maintenance in the County, about 3 in 10 Pinal residents gave a “good” or “excellent” rating, 4 in 10 said street maintenance was “fair” and about 3 in 10 gave a “poor” rating. About 4 in 10 residents rated the ease of car travel in Pinal County as “good” or “excellent” and a quarter gave a “good” or better rating to the ease of bicycle travel in the County.

Because the County plans to adopt a transit study by 2012, the survey asked questions about the environmental characteristics of Pinal County transportation such as the availability of paths and walking trails and air quality. About a third rated the availability of paths and walking trails in the county as “good” or “excellent,” though a similar proportion gave a “poor” rating. Air quality was rated as “good” or better by about half of residents, a third said it was “fair” and about one in ten gave a “poor” rating.

Jobs and Economic Development

Jobs and economic development was another area of focus for the 2010-11 fiscal year Strategic Plan. About three in five respondents reported at least part time employment. Of those, 43% said their place of employment was located with Pinal County.

When asked what impact the economy would have on their family income in the next six months: 3 in 10 did not feel their household would be impacted; 1 in 10 thought the economy would impact them in a positive way; and about 6 in 10 thought there would be a negative impact to their family in the next six months. Educational opportunities in Pinal County were viewed more positively by residents than were employment opportunities. This is mirrored in the ratings for the speed of jobs growth in the County, where 9 in 10 reported that job growth in the County was “too slow.”

Financial Responsibility

When asked to think about the number and quality of Pinal County services they received and indicate whether they felt their County taxes were too much, too little or about right, a higher proportion of respondents thought they pay “too much” compared to those who thought they pay the “right amount.” Few (2%) said they pay “too little.” About two in five residents rated the overall quality of services in Pinal County as “good” or “excellent,” about half said it was “fair” and 1 in 10 gave a “poor” rating. These ratings were lower than the national and regional (west) average ratings. People who thought taxes were “about right” gave higher ratings to overall quality of services, while those who thought taxes were “too much” or “too little” gave lower ratings.

Accountability

Another Strategic Plan goal was to provide public information on the County Web site and through other media sources so residents know what services they receive from the County and the value they receive in return for taxes paid. At least a third of residents reported that they were not aware of each of the online County Web site services inquired about on the survey. While few respondents reported actually accessing financial performance information online, about two in five were aware of it and just over half were not aware of it. When asked to rate various aspects of Pinal County government performance on the 2010 resident survey (e.g., the overall direction that Pinal County is taking, the value of County-provided services for the taxes paid to Pinal County, the job Pinal County government does listening to residents), fewer than 10% gave “excellent” ratings, while at least one in five gave a “poor” rating. These ratings were below average when compared with ratings given across the nation and within the region.

About two in five respondents reported having in-person, phone or email contact with a Pinal County employee within the last 12 months. Of those, about three-quarters gave “good” or “excellent” ratings to the employee with whom they most recently had contact. These ratings were similar to or below the national and regional averages.

Survey Background

Survey Purpose

Pinal County contracted with National Research Center, Inc. (NRC) to conduct a County-wide resident survey. The purpose of the survey was to gauge resident awareness of the services provided by the County, provide residents the opportunity to rate the level of satisfaction with those services, to communicate their priorities for planning and resource allocation, and to benchmark results regionally and nationally. This was the first survey of Pinal County residents.

The focus on the quality of service delivery and the importance of services helps Pinal County government, staff and the public to set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of Pinal County government, helping to assure maximum service quality over time.

This type of survey gets at the key services that local government controls to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

Survey Methods

A randomly selected sample of 3,000 residential addresses within Pinal County were mailed the 2010 Pinal County Resident Survey. Of these, 2,750 were assumed to be delivered to occupied households. A total of 963 completed surveys were received, for a response rate of 35%.

Survey results were weighted so that respondent age, gender, race and ethnicity were represented in the proportions reflective of the entire County. The margin of error is plus or minus three percentage points around any given percentage point. More information about the survey methodology can be found in *Appendix D: Survey Methodology*.

Understanding the Results

How the Results Are Reported

The report is organized by results to questions about community life, information sources and Pinal County's Fiscal Year 2010-11 Strategic Plan priorities and goals. Because some questions address more than one strategic goal or objection, some questions may be discussed in more than one section of this report.

For the most part, frequency distributions (the percent of respondents giving each possible response to a particular question) are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix B: Complete Set of Responses to Survey Questions*.

On many of the questions in the survey, respondents gave an answer of "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B: Complete Set of Responses to Survey Questions* and is discussed in the body of this report if it is 20% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding percentages to the nearest whole number.

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (963). For comparisons among subgroups, the margin of error rises to approximately plus or minus 4% for sample sizes of 400 to plus or minus 10% for sample sizes of 100.

Geographic Comparisons

Selected survey results were compared to certain geographic characteristics of survey respondents (i.e., whether they live in incorporated or unincorporated areas of the County) and are presented as *Appendix C: Comparisons of Responses by Geographic Location*.

Benchmark Comparisons

Jurisdictions use the comparative information provided by benchmarks to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. It is not known what is small or large without comparing. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” citizen evaluations, it is necessary to know how others rate their services to understand if “good” is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its street maintenance rating to law enforcement services (e.g., Sheriff services). That comparison is unfair. Streets typically lose to law enforcement. More important and harder questions need to be asked. For example, how residents’ ratings of health services compare to opinions about health service in other communities is the real question.

A Sheriff’s Office that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the County it intends to protect believe services are not very good compared to ratings given by residents in other communities to their own objectively “worse” departments.

The benchmark data can help that Sheriff’s Office – or any County department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. Citizen opinion should be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management* and in NRC’s first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC’s work (e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC’s proprietary databases.

Jurisdictions in NRC’s benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to subsets of jurisdictions (within a given region

or population category such as jurisdictions in the West). Most commonly (including in this report), comparisons are made to all jurisdictions. It is not uncommon for counties to receive ratings that are similar to or below the benchmark when compared to cities. Nonetheless, despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Pinal County to the Benchmarking Database

National and Regional benchmark comparisons have been included in the report when available. Jurisdictions to which Pinal County was compared nationally and in the western region can be found in *Appendix E: Jurisdictions Included in Benchmark Comparisons*. Benchmark comparisons have been provided when similar questions on the Pinal County survey are included in NRC's database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than five other jurisdictions across the country or in the western region. Where comparisons are available, Pinal County results are noted as being "above/more" the benchmark, "below/less" the benchmark or "similar" to the benchmarks. This evaluation of "above/more," "below/less" or "similar" comes from a statistical comparison of Pinal's rating to the benchmark.

Community Life

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The Pinal County 2010 Resident Survey contained a set of questions related to quality of community life in the County in addition to questions designed to address strategic plan goals for 2010-11.

Quality of Life

Survey respondents were asked to rate their overall quality of life in the County, as well as to rate various aspects of Pinal County quality of life. About 7 in 10 reported that the quality of life in their neighborhood was “good” or “excellent.” Approximately two-thirds gave high marks to Pinal County as a place to retire and as a place to live. Half thought that the County as a place to raise kids was “good” or “excellent” and fewer (32%) rated Pinal County as a place to work as “good” or better. Overall, 58% of respondents rated the quality of life in Pinal County as “good” or “excellent.”

These ratings were compared with ratings given in other jurisdictions across the country and in the western region (see *Appendix E: Jurisdictions Included in Benchmark Comparisons* for a list of jurisdictions included in the national and regional benchmark comparisons). In general, Pinal’s quality of life ratings were lower than ratings given in other jurisdictions. However, Pinal County as a place to retire was rated higher than the national average and similar to the regional benchmark.

When asked to rate Pinal County as a place to raise children and as a place to work, about a quarter of respondents (23% and 25%, respectively) said “don’t know.” These responses are not shown in the body of this report. The full set of responses can be found in *Appendix B: Complete Set of Responses to Survey Questions*.

Residents living in unincorporated areas of the County were more likely to give positive ratings than those living in Pinal County municipalities when asked to rate their neighborhood as a place to live, Pinal County as a place to retire and the overall quality of life in Pinal County. (See *Appendix C: Comparisons of Responses by Geographic Location*.)

Table 1: Quality of Life

Please rate each of the following aspects of quality of life in Pinal County:	Excellent	Good	Fair	Poor	Total	National comparison	Western region comparison
Your neighborhood as a place to live	23%	48%	22%	6%	100%	Below	Below
Pinal County as a place to retire	20%	46%	25%	9%	100%	Above	Similar
Pinal County as a place to live	13%	51%	30%	5%	100%	Below	Below
Pinal County as a place to raise children	9%	43%	36%	12%	100%	Below	Below
Pinal County as a place to work	6%	26%	30%	39%	100%	Below	Below
The overall quality of life in Pinal County	9%	49%	37%	5%	100%	Below	Below

Figure 1: Overall Quality of Life

How do you rate the overall quality of life in Pinal County?

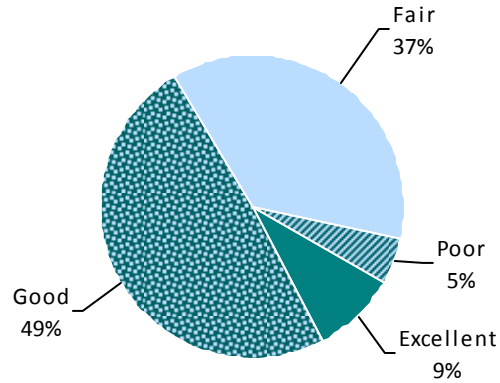
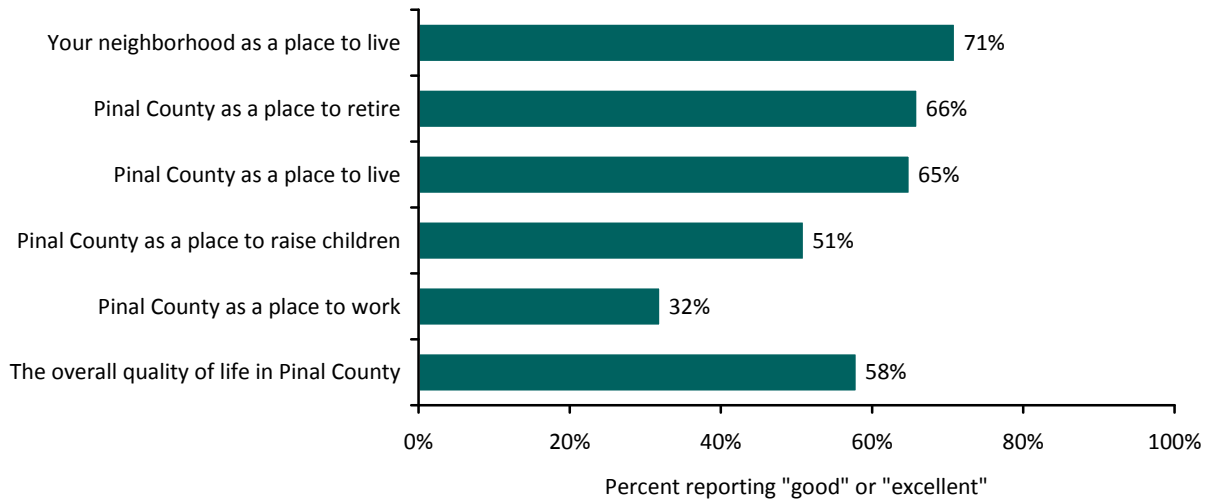


Figure 2: Summary of Quality of Life



Community Characteristics

When asked to rate various community characteristics as they related to the County as a whole, about three in five gave positive marks to the quality of the overall natural environment in Pinal County, the availability of affordable housing in the County and the openness and acceptance of the community toward people of diverse backgrounds. About half gave “good” or “excellent” ratings to the air quality in the County, the variety of housing options, the sense of community and volunteer opportunities in Pinal County.

Employment opportunities was rated least positively, with 16% giving it a “good” or “excellent” rating.

When compared to the national and regional benchmarks, Pinal County generally scored below average for each characteristic. However, Pinal residents were more likely to give positive scores for the availability of affordable housing in the County than residents living in other parts of the region and the nation.

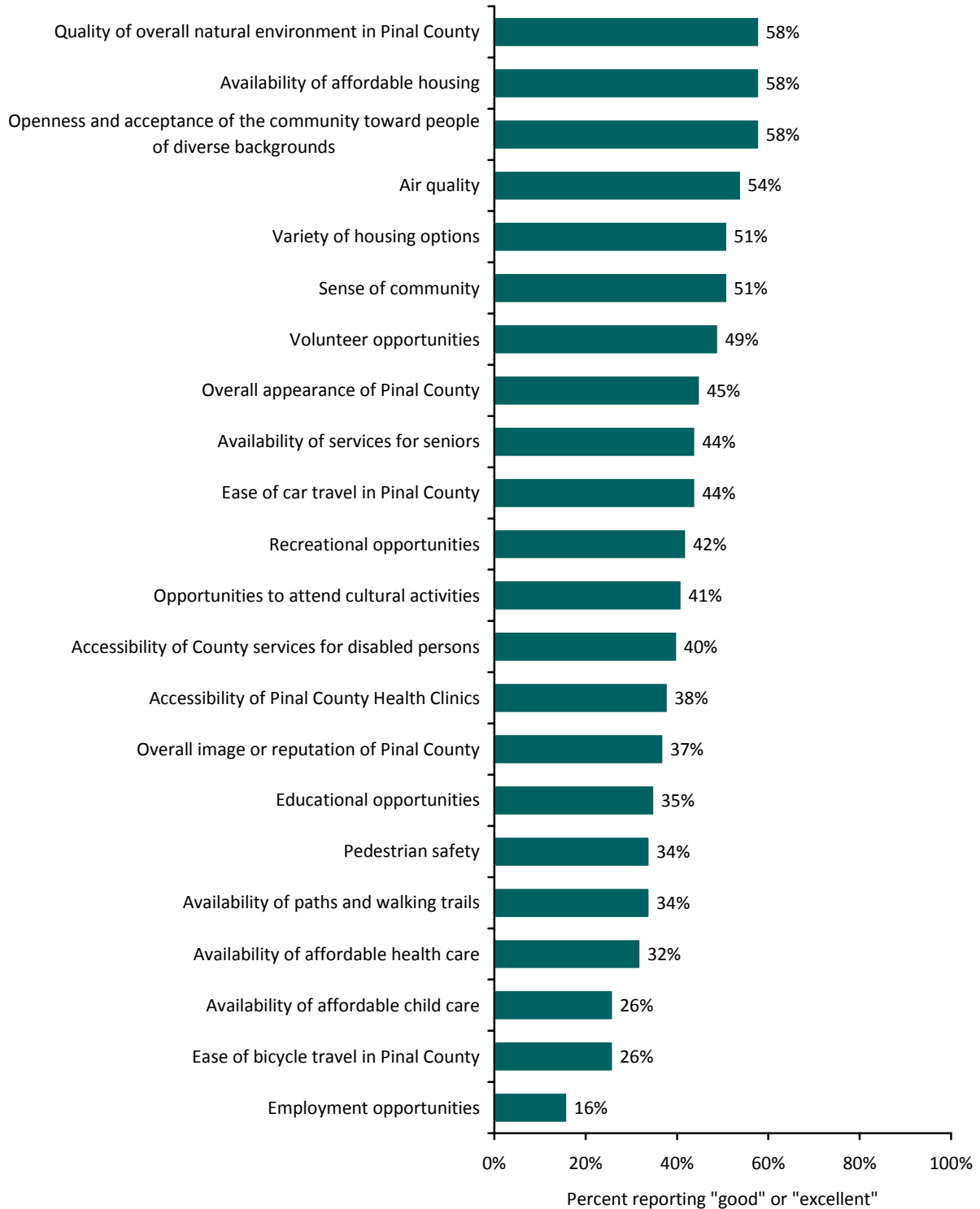
A high proportion of respondents reported “don’t know” when asked to rate the following characteristics of Pinal County: employment opportunities (20%); volunteer opportunities (23%); ease of bicycle travel in Pinal County (25%); availability of affordable child care (56%); availability of affordable health care (27%); accessibility of Pinal County health clinics (33%); availability of services for seniors (49%); and accessibility of County services for disabled persons (62%).

Pinal County residents living in incorporated areas of the County were more likely to give high marks than those living in unincorporated areas when asked to rate the sense of community in the County, employment opportunities, ease of car and bike travel, pedestrian safety and accessibility of Pinal County Health Clinics. Conversely, those living in unincorporated Pinal County were more likely to give positive ratings for air quality and the quality of the overall natural environment in the County than those living in Pinal’s municipalities. (See *Appendix C: Comparisons of Responses by Geographic Location.*)

Table 2: Community Characteristics

Please rate each of the following characteristics as they relate to Pinal County as a whole:	Excellent	Good	Fair	Poor	Total	National comparison	Western region comparison
Quality of overall natural environment in Pinal County	11%	46%	37%	5%	100%	Below	Below
Availability of affordable housing	14%	44%	31%	12%	100%	Above	Above
Openness and acceptance of the community toward people of diverse backgrounds	9%	50%	33%	9%	100%	Below	Similar
Air quality	9%	46%	34%	12%	100%	Below	Below
Variety of housing options	7%	44%	36%	12%	100%	Below	Below
Sense of community	7%	44%	36%	13%	100%	Below	Below
Volunteer opportunities	11%	39%	40%	10%	100%	Below	Below
Overall appearance of Pinal County	6%	39%	43%	12%	100%	Below	Below
Availability of services for seniors	8%	36%	37%	19%	100%	Below	Below
Ease of car travel in Pinal County	7%	37%	33%	23%	100%	Below	Below
Recreational opportunities	10%	32%	37%	21%	100%	Below	Below
Opportunities to attend cultural activities	9%	32%	39%	20%	100%	Below	Below
Accessibility of County services for disabled persons	7%	33%	40%	21%	100%	Below	Below
Accessibility of Pinal County Health Clinics	5%	32%	39%	24%	100%	Below	Below
Overall image or reputation of Pinal County	4%	33%	41%	22%	100%	Below	Below
Educational opportunities	6%	28%	40%	25%	100%	Below	Below
Pedestrian safety	4%	30%	42%	23%	100%	Below	Below
Availability of paths and walking trails	8%	26%	37%	29%	100%	Below	Below
Availability of affordable health care	5%	28%	40%	27%	100%	Below	Below
Availability of affordable child care	3%	23%	48%	26%	100%	Below	Below
Ease of bicycle travel in Pinal County	4%	22%	38%	36%	100%	Below	Below
Employment opportunities	1%	15%	31%	53%	100%	Below	Below

Figure 3: Summary of Community Characteristics



Community Participation

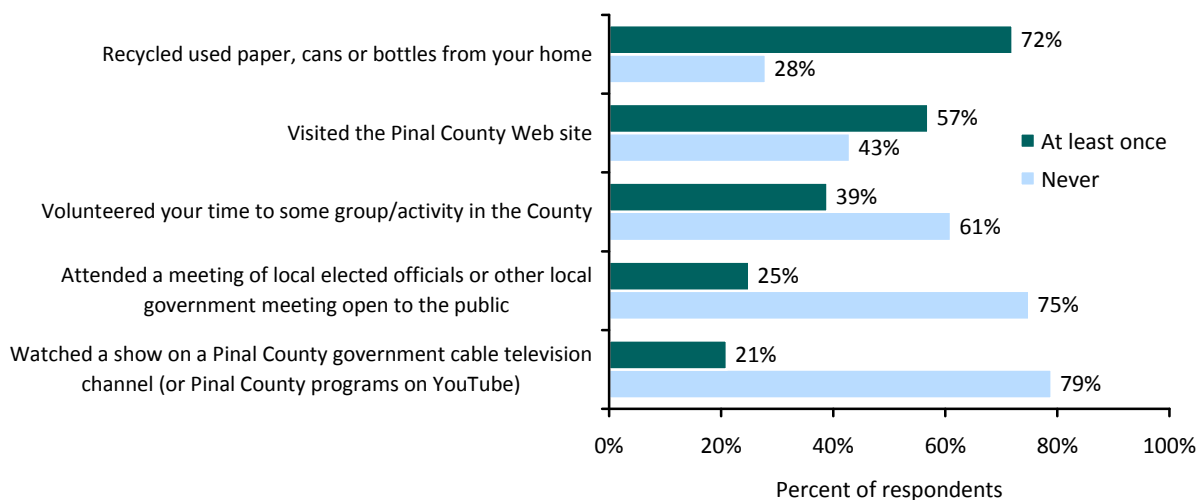
Survey participants were asked to indicate how frequently, if ever, they or another household member participated in various activities in Pinal County in the past 12 months. While a majority of respondents reported that they had “never” attended a meeting of local elected officials or other local government meeting or watched a show on a Pinal County government cable television channel, many respondents reported recycling used paper, cans or bottles from their home.

Four or five activities could be compared to the national and regional benchmarks. Fewer Pinal County residents reported participation in recycling, visiting the County Web site, volunteering their time to some group/activity in the County and attending a meeting of local elected officials than did residents in other communities across the country. When compared to the region, a similar proportion of Pinal County residents recycled and visited the Web site than residents in other communities in the west.

Table 3: Community Participation

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Pinal County?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total	National comparison	Western region comparison
Recycled used paper, cans or bottles from your home	28%	13%	17%	9%	33%	100%	Less	Similar
Visited the Pinal County Web site	43%	32%	19%	4%	2%	100%	Less	Similar
Volunteered your time to some group/activity in the County	61%	20%	10%	5%	5%	100%	Less	Less
Attended a meeting of local elected officials or other local government meeting open to the public	75%	19%	4%	2%	0%	100%	Less	Less
Watched a show on a Pinal County government cable television channel (or Pinal County programs on YouTube)	79%	12%	8%	1%	1%	100%	NA	NA

Figure 4: Summary of Community Participation



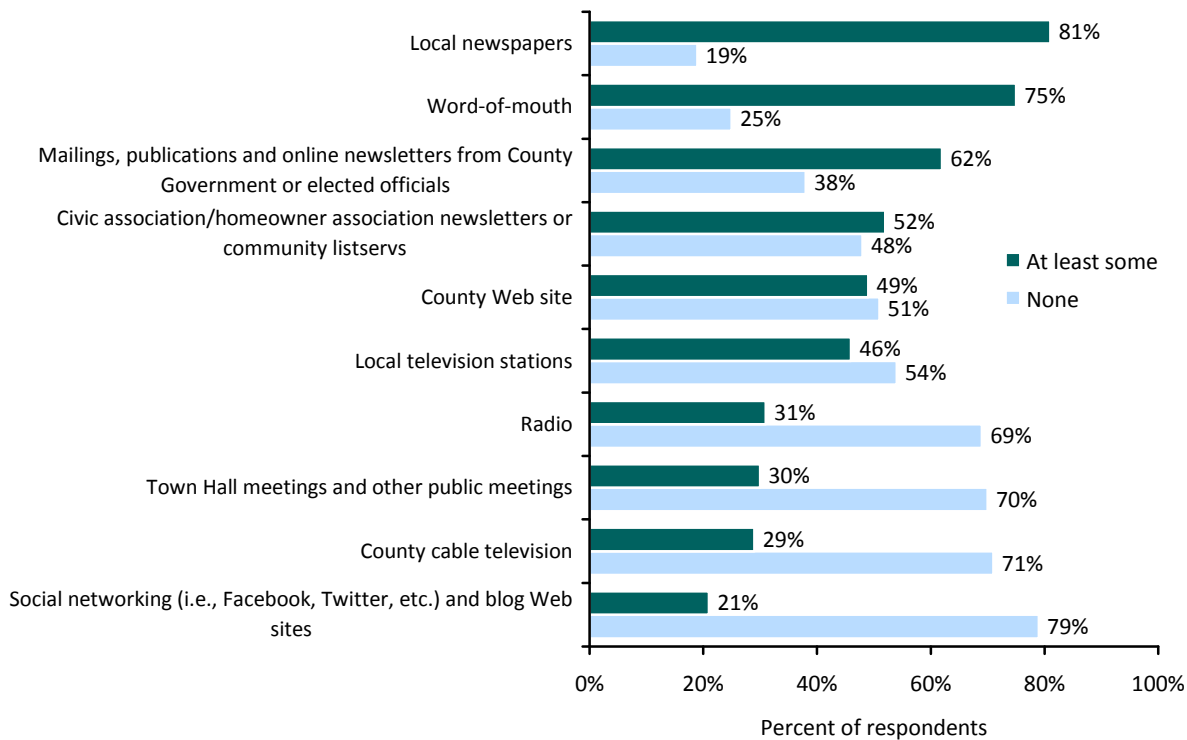
Information Sources

The survey asked residents to indicate how much information, if any, they get about Pinal County government and its activities, events and services from various information sources. Local newspapers were the most common information source used by residents to obtain information about Pinal County government and its activities, events and services, with about four in five respondents reporting they get at least some of their information from this source. Word of mouth is used at least some by about three-quarters of residents to get some or more information about Pinal County, followed by 62% using mailings, publications and online newsletters from the County. About half rely in civic association/homeowner association newsletters or community listservs and the County Web site for obtaining information.

Table 4: Use of Information Sources

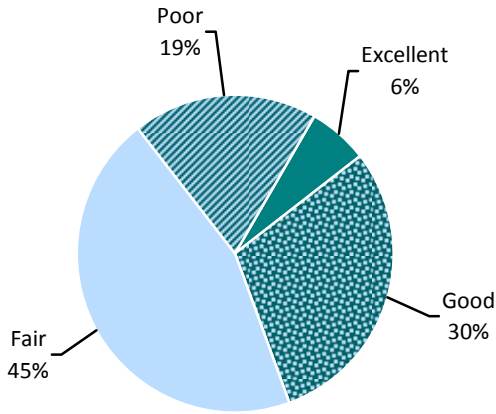
How much information, if any, do you get about Pinal County government and its activities, events and services from each of the following sources?	Most	A lot	Some	None	Total
Local newspapers	14%	22%	45%	19%	100%
Word-of-mouth	6%	16%	52%	25%	100%
Mailings, publications and online newsletters from County Government or elected officials	3%	10%	49%	38%	100%
Civic association/homeowner association newsletters or community listservs	5%	11%	35%	48%	100%
County Web site	8%	9%	32%	51%	100%
Local television stations	6%	8%	32%	54%	100%
Radio	2%	6%	23%	69%	100%
Town Hall meetings and other public meetings	1%	4%	24%	70%	100%
County cable television	1%	6%	21%	71%	100%
Social networking (i.e., Facebook, Twitter, etc.) and blog Web sites	2%	3%	16%	79%	100%

Figure 5: Summary of Use of Information Sources



Residents also were asked to rate the quality of public information services in Pinal County. Thirty-six percent gave a “good” or “excellent” rating, 45% said “fair” and 19% reported that information services in the County were “poor.”

Figure 6: Quality of Public Information Services



Regional Leadership

This section addresses the first strategic goal from Pinal County’s Strategic Plan for the 2010-11 fiscal year. The goal and related issues are shown in the box below, followed by results to survey questions that were designed to provide benchmark information and obtain resident preferences for Pinal County leadership.

Pinal County will provide leadership through proactive involvement in both County-specific and regional issues (including growth, public safety, healthcare, transportation, education, environmental concerns and economic development).

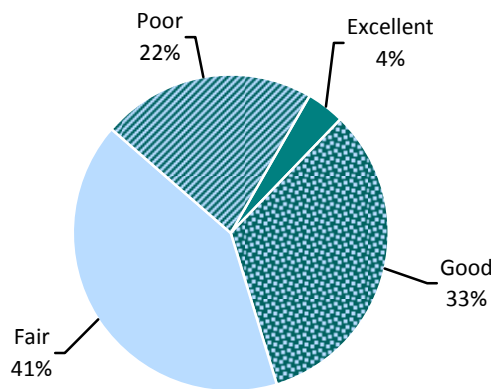
Issues Addressed: Rural vs. Urban Balance, Crime Rate, Healthcare Accessibility, Regional Transportation Planning, Economic Development and Accountability.

Overall Image

Survey respondents were asked to rate the overall image or reputation of Pinal County to help officials and staff understand residents’ perceptions of the County. Just over a third of respondents rated Pinal County’s overall image as “good” or “excellent.” Two in five gave it a “fair” rating and one in five said Pinal’s overall image was “poor.”

Figure 7 : Overall Image or Reputation of Pinal County

Please rate each of the following characteristics as they relate to Pinal County as a whole:



Preferences for Pinal County Leadership

A question designed to understand what residents thought were the most important issues for Pinal County to focus on was included in the 2010 survey. Most (89%) residents thought addressing crime and public safety issues was “very important” or “essential.” About 8 in 10 (79%) thought that decreasing substance abuse among Pinal County youth was “very important” or “essential” and 7 in 10 (70%) reported that improving transportation and reducing traffic congestion was at least “very important.” Residents were least likely to think that increasing the amount of affordable housing and addressing mass transit was “very important” or “essential,” with at least one in five reporting it was “not important” for Pinal County to address each of these issues.

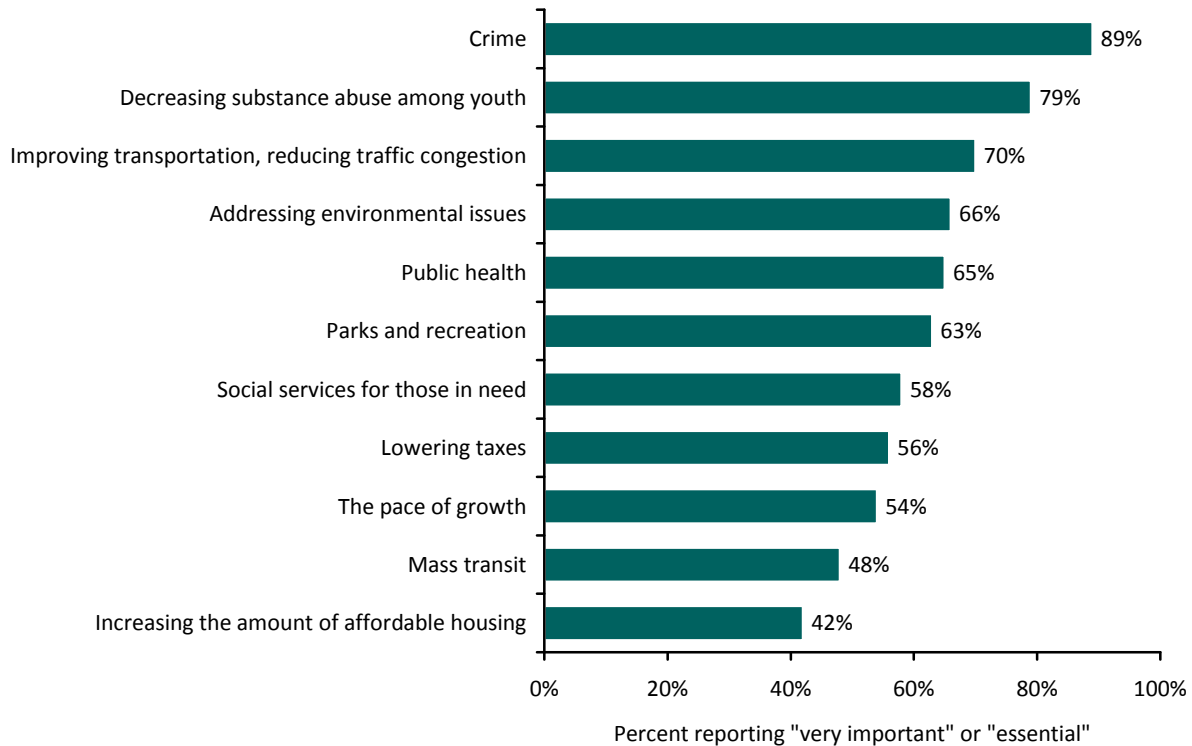
For many issues (increasing the amount of affordable housing, social services for those in need, decreasing substance abuse among Pinal County youth, public health, mass transit), respondents living in incorporated

areas of the County were more likely to think each was important or essential than did those living in unincorporated Pinal County. (See *Appendix C: Comparisons of Responses by Geographic Location.*)

Table 5: Importance of Pinal County Focus on Issues

How important, if at all, do you think it is for Pinal County to address each of the following issues?	Essential	Very important	Somewhat important	Not important	Total
Crime (public safety)	43%	45%	10%	1%	100%
Decreasing substance abuse among Pinal County youth	44%	34%	18%	3%	100%
Improving transportation, reducing traffic congestion	36%	34%	23%	7%	100%
Addressing environmental issues (air quality, water conservation)	25%	42%	28%	6%	100%
Public health (TB control, WIC services, immunizations, etc.)	25%	40%	28%	7%	100%
Parks and recreation	25%	38%	32%	5%	100%
Social services for those in need	19%	38%	34%	8%	100%
Lowering taxes	23%	32%	33%	12%	100%
The pace of growth	15%	39%	39%	7%	100%
Mass transit (bus service, feasibility of passenger rail service)	25%	23%	31%	21%	100%
Increasing the amount of affordable housing	15%	27%	33%	26%	100%

Figure 8: Summary of Importance of Pinal County Focus on Issues



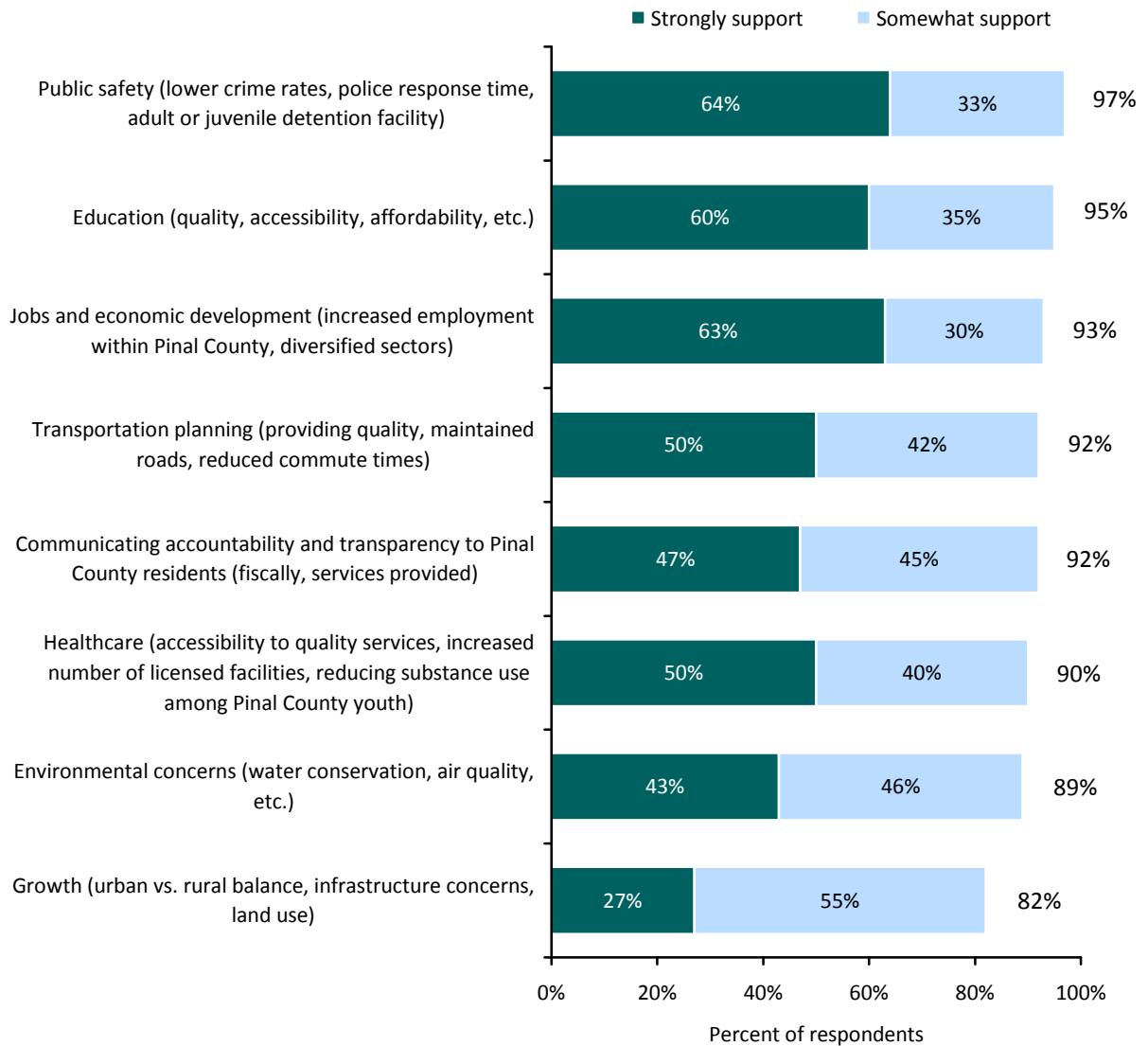
When asked to indicate the extent to which they supported or opposed Pinal County elected officials or staff expending local resources to improve County services, few were opposed to the County funding improvements and at least 8 in 10 supported funding each service. Public safety was supported by the highest proportion of residents, followed closely by education, and jobs and economic development. Approximately three in five respondents reported that they “strongly supported” the County expending local resources to improve each of these areas of focus. About half of all respondents “strongly supported” funding improvements for transportation, communication and healthcare. Fewer than half “strongly supported” County officials and staff expending local dollars for growth (27%) and environmental concerns (43%).

Although a majority of residents living in incorporated and unincorporated areas of the County were in support of County elected officials expending local resources to improve each service, a higher proportion of those living in Pinal’s municipalities than those residing in unincorporated areas reported support for improving jobs and economic development, healthcare services and education. (See *Appendix C: Comparisons of Responses by Geographic Location.*)

Table 6: Support for Pinal County Expending Local Resources to Improve Services

To what extent do you support or oppose Pinal County elected officials or staff expending local resources to improve the following services in the County?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Public safety (lower crime rates, police response time, adult or juvenile detention facility)	64%	33%	3%	1%	100%
Education (quality, accessibility, affordability, etc.)	60%	35%	4%	1%	100%
Jobs and economic development (increased employment within Pinal County, diversified sectors)	63%	30%	5%	1%	100%
Transportation planning (providing quality, maintained roads, reduced commute times)	50%	42%	6%	2%	100%
Communicating accountability and transparency to Pinal County residents (fiscally, services provided)	47%	45%	6%	2%	100%
Healthcare (accessibility to quality services, increased number of licensed facilities, reducing substance use among Pinal County youth)	50%	40%	7%	2%	100%
Environmental concerns (water conservation, air quality, etc.)	43%	46%	8%	2%	100%
Growth (urban vs. rural balance, infrastructure concerns, land use)	27%	55%	13%	5%	100%

Figure 9: Summary of Support for Pinal County Expending Local Resources to Improve Services



Growth

The second goal listed in the Pinal County Strategic Plan for 2010-11 addressed growth related issues, as shown below.

Pinal County will effectively coordinate land use (growth area), environmental planning (energy, water), open space, transportation, economic development and housing to guide growth in Pinal County for sustainable communities, as evidenced by:

- By 2011, people who want to develop and build in Pinal County will have access to understandable, predictable and clearly articulated land use policies (including the Comprehensive Plan, the Zoning Code and the permitting process), and experience decisions that are timely and responsive.
 - By 2010, 90% of Site Plan Reviews will be approved within 90 cumulative working days of staff review time.
 - By 2010, 90% of Commercial Site Plan Reviews will be approved within 90 cumulative working days of staff review time.
 - By 2011, Pinal County will issue permits in a time frame consistent with contiguous counties.
 - By 2011, 70% of individuals requesting Plan Reviews and Permits will report that the County's services are timely and responsive.
- During the current recession, the County will review department operations and inter-related systems, such as the justice system, land valuation and its healthcare delivery system to streamline processes, gain efficiencies and improve the County's position for the next wave of growth.

Issues Addressed: Comprehensive Plan, Rural vs. Urban Balance, Infrastructure Concerns, Grid-Lock and "Cookie Cutter" Avoidance, Commercial Development, Land Use and Economic Development.

Speed of Growth

The 2010 survey included questions designed to understand residents’ perceptions of the speed of various types of growth in Pinal County over the past two years and to ascertain their plans for living in Pinal County in the future. The importance of addressing the pace of growth in Pinal County also was assessed.

A strong majority (92%) felt that the speed of job growth in Pinal County over the past two years was “too slow,” with about half reporting it was “much too slow.” About three in five respondents (58%) thought that commercial growth was “too slow” over the last two years, with about one in five giving a rating of “much too slow.” While about two in five said that the rate of the residential and population growth in the County in the past 24 months was “about right,” similar proportions rated each as “too fast.”

Assessments for the rate of growth in three of the four areas were available for comparison ratings given by residents in other communities across the nation as well as the western region. More Pinal County residents rated job growth as “too slow” than residents in other communities across the nation and in the region. Fewer respondents in Pinal County assessed population growth as “too fast” than did respondents in other western jurisdictions and throughout the nation.

About one in five respondents said “don’t know” when asked to rate the speed of job growth in Pinal County (see *Appendix B: Complete Set of Responses to Survey Questions*).

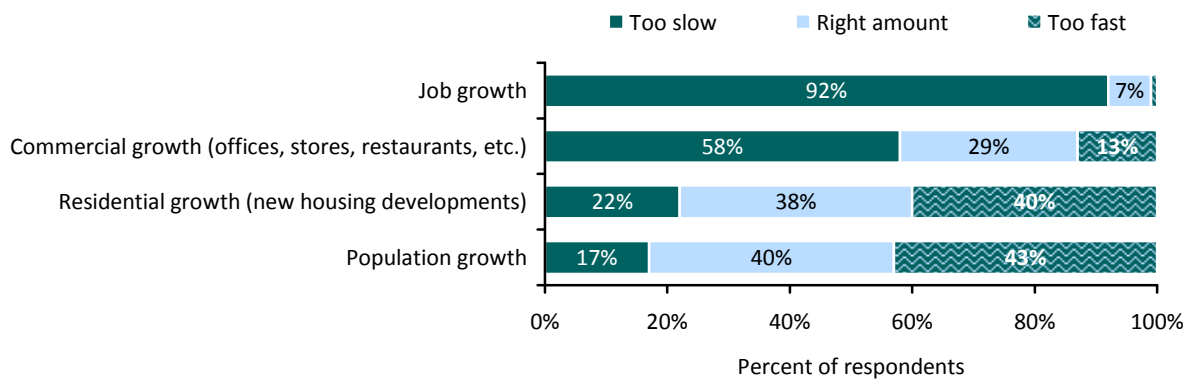
Residents who resided in unincorporated areas of Pinal County were more likely than those living in incorporated areas to think that the speed of population growth and residential growth (e.g., new housing developments) in the County over the past two years was “too fast.” (See *Appendix C: Comparisons of Responses by Geographic Location*.)

Table 7: Speed of Growth

Please rate the speed of growth in the following categories in Pinal County over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total	National comparison	Western region comparison
Job growth	51%	41%	7%	1%	0%	100%	More	More
Commercial growth (offices, stores, restaurants, etc.)	21%	37%	29%	10%	3%	100%	More	More
Residential growth (new housing developments)	6%	15%	38%	26%	14%	100%	NA	NA
Population growth	3%	14%	40%	32%	11%	100%	Less	Less

Note: for comparisons to the nation and region, the proportion reporting job growth and commercial growth as “too slow” were compared and the proportion reporting that population growth was “too fast” was used for comparisons.

Figure 10: Summary of Speed of Growth

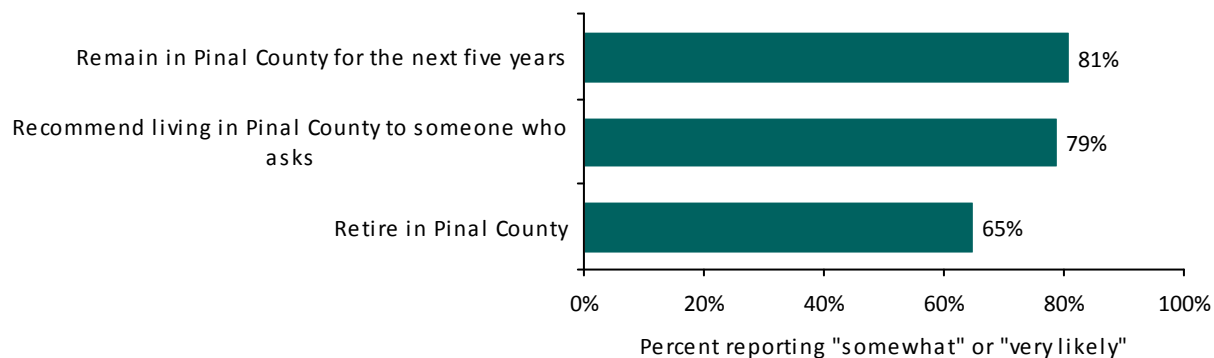


To understand residents likely plans for the future, the survey included questions that asked about their likelihood of remaining in Pinal County for the next five years and whether or not they plan to retire in Pinal County. Respondents also were asked to indicate how likely or unlikely they would be to recommend living in Pinal County to others. About four in five respondents reported that they would be “somewhat” or “very likely” to recommend living in Pinal County as well as to remain living in the county for the next five years. About two-thirds said they would be “somewhat” or “very likely” to retire in the County. These results were similar to or below the national benchmark and below the regional benchmarks, where comparisons were available.

Table 8: Likelihood of Remaining in Community and Recommending Community

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know	Total	National comparison	Western region comparison
Recommend living in Pinal County to someone who asks	30%	47%	12%	8%	3%	100%	Below	Below
Remain in Pinal County for the next five years	49%	28%	9%	9%	5%	100%	Similar	Below
Retire in Pinal County	35%	20%	11%	19%	14%	100%	NA	NA

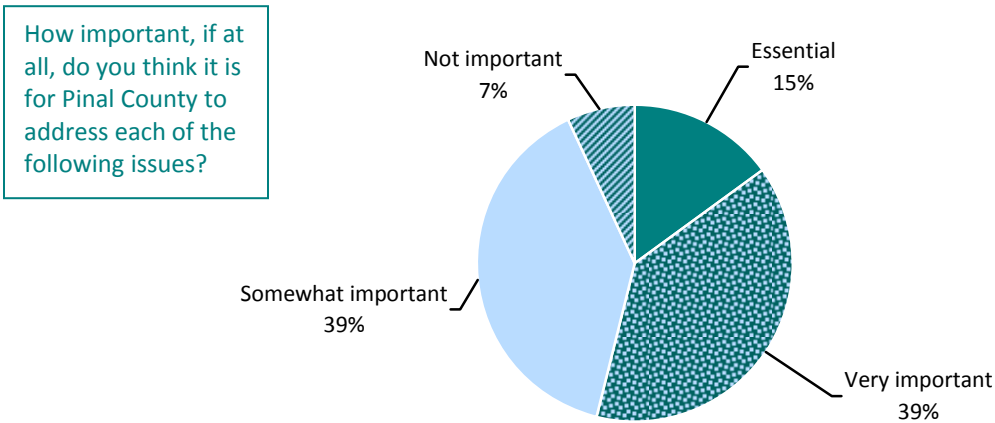
Figure 11: Summary of Likelihood of Remaining in Community and Recommending Community



Preferences for Pinal County Focus

Pinal County residents completing the survey also were asked to indicate how important they thought it was for Pinal County to address the pace of growth in the County. About half of respondents (54%) thought it was “very important” or “essential” for the County to address the pace of growth in the County.

Figure 12: Importance of Addressing the Pace of Growth



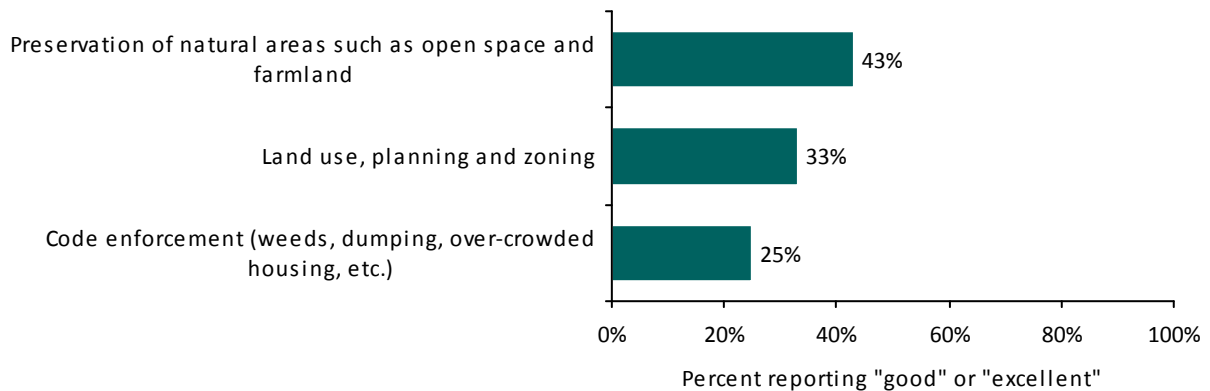
Land Use, Open Space and Code Enforcement

To understand resident opinions about land use, open space and code enforcement, survey respondents were asked to rate the quality of these services. About two in five gave positive marks for preservation of natural areas such as open space and farmland. A third rated land use, planning and zoning services as “good” or “excellent” and about a quarter felt that code enforcement services were at least “good.”

Table 9: Quality of Land Use, Open Space Preservation and Code Enforcement Services

Please rate the quality of each of the following services in Pinal County.	Excellent	Good	Fair	Poor	Total
Preservation of natural areas such as open space and farmland	7%	36%	41%	17%	100%
Land use, planning and zoning	5%	28%	41%	26%	100%
Code enforcement (weeds, dumping, over-crowded housing, etc.)	4%	21%	41%	34%	100%

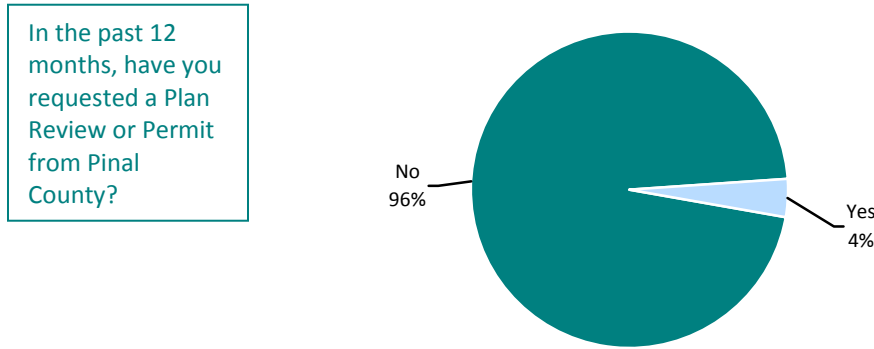
Figure 13: Summary of Quality of Land Use, Open Space Preservation and Code Enforcement Services



Requests for Plan Reviews and Permits

Specifically related to the County’s goal to provide accessible land use, planning and zoning policies as well as timely responses to residents who request plan reviews and permits, select survey questions were created to find out what proportion of County residents requested a plan review or permit from the County in the previous 12 months. A majority reported they had not done so, while 4% (about 38 residents) reported making a request in the last year.

Figure 14: Requests for Plan Review or Permit



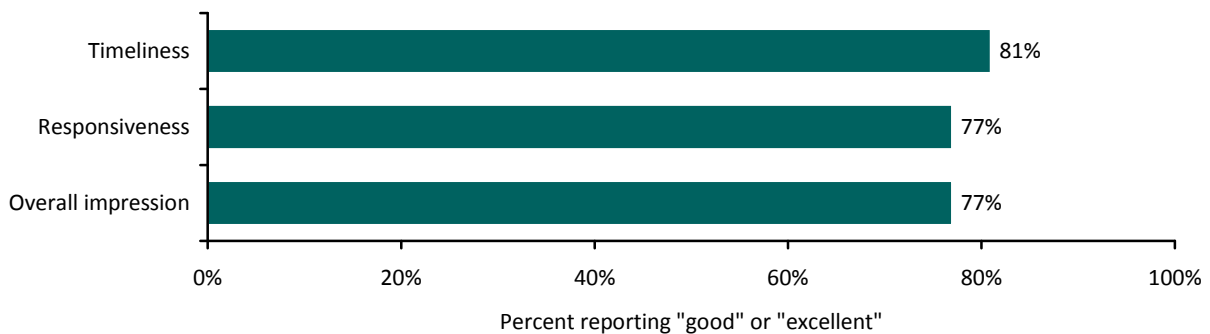
Of the 38 respondents who reported requesting a Plan Review or Permit from Pinal County, a majority rated their impression of the employees with whom they had contact positively. About 8 in 10 (about 30 respondents) rated the timeliness and the responsiveness of the employee as “good” or better, with about a third (about 12 respondents) giving an “excellent” rating to each characteristic. When asked to rate the overall impression of the employee(s) they contacted for a plan review or permit request, 77% (about 29 respondents) gave a “good” or “excellent” rating with 43% (about 16 respondents) reporting “excellent.”

Table 10: Impression of Pinal County Employee in Recent Plan Review or Permit Request

What was your impression of the Pinal County employee(s) in your most recent Plan Review or Permit request?	Excellent	Good	Fair	Poor	Total
Timeliness	34%	47%	12%	7%	100%
Responsiveness	33%	45%	17%	6%	100%
Overall impression	43%	34%	14%	9%	100%

This question was asked only of those who requested a plan review or permit in the last 12 months.

Figure 15: Summary of Impression of Employee in Recent Plan Review or Permit Request



This question was asked only of those who requested a plan review or permit in the last 12 months.

Quality of County Services

Another growth-related County goal for the 2010-11 fiscal year included a review of department operations and inter-related systems, such as the justice system, land valuation, healthcare delivery system and more, to streamline processes, gain efficiencies and improve the County's position for the next wave of growth.

To obtain a benchmark of County service ratings, survey respondents were asked to rate the quality of 22 services provided by Pinal County. More than half of respondents rated Pinal County Sheriff services (75%), their voting experience in the last election (67%), law enforcement response time (64%), the condition of County buildings (59%), traffic enforcement on County roads and highways (58%) and the courts (56%) as "good" or "excellent."

Services rated least positively were land use, planning and zoning (33% rating as "good" or "excellent"), addiction services (32%), services for youth (31%), street repairs and maintenance (29%) and code enforcement (25%), with fewer than 10% giving each an "excellent" rating.

Twenty-one of the 22 services rated by Pinal County residents were compared to national and regional benchmark ratings. Addiction services received ratings that were above the national and regional benchmarks. Pinal County mental health services were rated similarly to the national average and above the regional average; ratings for Pinal County's Sheriff services were similar to the national benchmark (a regional comparison was not available). Law enforcement response time, traffic enforcement on County roads and highways, emergency preparedness (services that prepare the community for natural disasters or other emergency situations) and services for low-income people were rated lower than the national average, but similar to the regional averages. The following services were rated below the national and regional benchmarks: courts; services for seniors; animal control; preservation of natural areas such as open space and farmland; recycling; health services (Long Term Care, Horizon Home Health, Public Health Clinics); public information services; land use, planning and zoning; services for youth; street repairs and maintenance; and code enforcement (weeds, dumping, over-crowded housing, etc.). Condition of County buildings (court facilities, offices, etc.) and services for people with disabilities received ratings that were below the national average (a regional comparison was not available).

For most services, a high proportion of respondents said "don't know" when asked to rate each service (see *Appendix B: Complete Set of Responses to Survey Questions*).

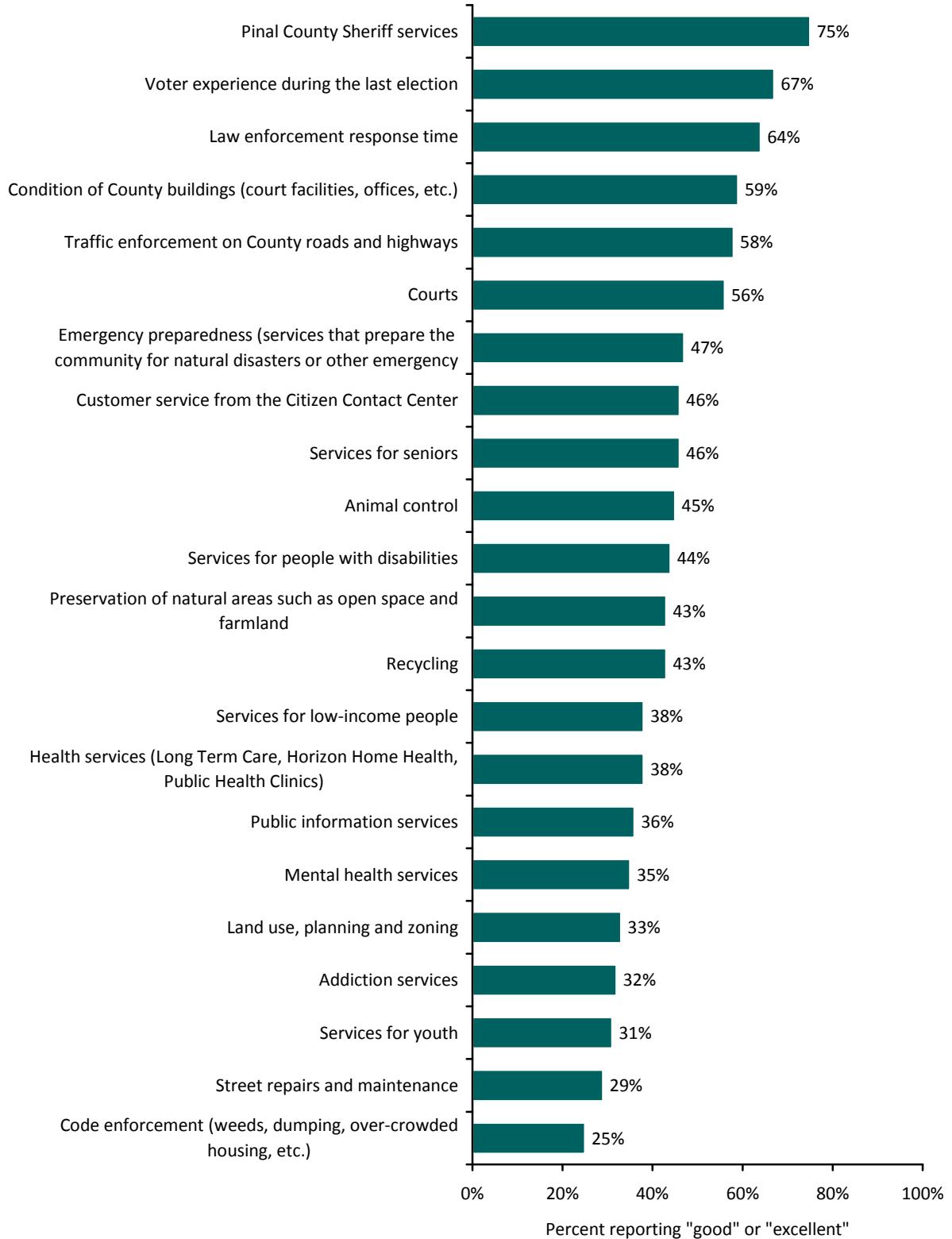
A comparison of the proportion of respondents reporting "don't know" between residents living in incorporated and unincorporated areas of the County can be found in *Appendix C: Comparisons of Responses by Geographic Location*. In general, those living in unincorporated Pinal County were more likely to report "don't know" when asked to rate the quality of a service than those residing in the incorporated areas of the County.

In addition, residents of Pinal County municipalities generally were more likely to give positive ratings for County-provided services than those living in unincorporated Pinal County, except for sheriff services (see *Appendix C: Comparisons of Responses by Geographic Location*).

Table 11: Quality of County Services

Please rate the quality of each of the following services in Pinal County.	Excellent	Good	Fair	Poor	Total	National comparison	Western region comparison
Pinal County Sheriff services	23%	52%	19%	6%	100%	Similar	NA
Voter experience during the last election	17%	50%	24%	9%	100%	NA	NA
Law enforcement response time	20%	44%	26%	9%	100%	Below	Similar
Condition of County buildings (court facilities, offices, etc.)	12%	48%	33%	8%	100%	Below	NA
Traffic enforcement on County roads and highways	11%	47%	29%	12%	100%	Below	Similar
Courts	9%	47%	31%	13%	100%	Below	Below
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	9%	38%	34%	19%	100%	Below	Similar
Customer service from the Citizen Contact Center	8%	38%	38%	16%	100%	NA	NA
Services for seniors	8%	37%	35%	19%	100%	Below	Below
Animal control	10%	36%	32%	22%	100%	Below	Below
Services for people with disabilities	9%	34%	35%	21%	100%	Below	NA
Preservation of natural areas such as open space and farmland	7%	36%	41%	17%	100%	Below	Below
Recycling	9%	34%	25%	32%	100%	Below	Below
Services for low-income people	10%	28%	36%	26%	100%	Below	Similar
Health services (Long Term Care, Horizon Home Health, Public Health Clinics)	8%	31%	42%	19%	100%	Below	Below
Public information services	6%	30%	45%	19%	100%	Below	Below
Mental health services	7%	28%	39%	26%	100%	Similar	Above
Land use, planning and zoning	5%	28%	41%	26%	100%	Below	Below
Addiction services	6%	26%	39%	30%	100%	Above	Above
Services for youth	6%	25%	38%	30%	100%	Below	Below
Street repairs and maintenance	4%	25%	40%	31%	100%	Below	Below
Code enforcement (weeds, dumping, over-crowded housing, etc.)	4%	21%	41%	34%	100%	Below	Below

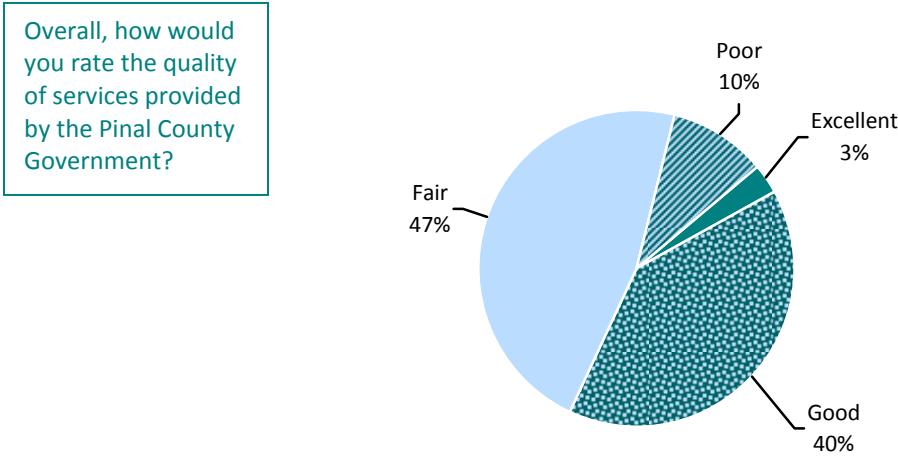
Figure 16: Summary of Quality of County Services



Overall Quality of Services

About two in five residents rated the overall quality of services in Pinal County as “good” or “excellent,” about half said it was “fair” and 1 in 10 gave a “poor” rating. These ratings were lower than the national and regional (west) average ratings.

Figure 17: Overall Quality of Services



Key Driver Analysis

Knowing where to focus limited resources to improve residents’ opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis. The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a resident survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

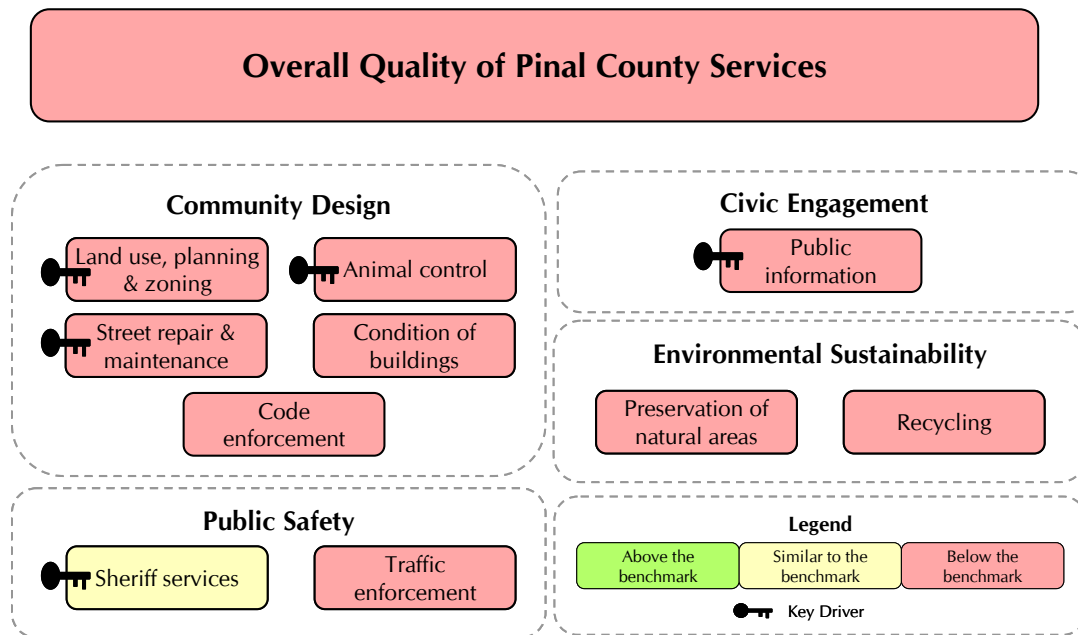
In local government, core services – like County Sheriff’s Office – invariably land at the top of the list created when residents are asked about the most important County services. And core services are important. But the Key Driver Analysis digs deeper to identify the less obvious, but more influential services that are most related to residents’ ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A Key Driver Analysis (KDA) was conducted for Pinal County by examining the relationships between ratings of each service and ratings of the County’s overall services. Those key driver services that correlated most highly with residents’ perceptions about overall County service quality have been identified. By targeting improvements in key services, Pinal County can focus on the services that have the greatest likelihood of influencing residents’ opinions about overall service quality.

The 2010 Pinal County Action Chart™ on the following page combines two dimensions of performance:

- Comparison to the national benchmark. When a comparison is available, the background color of each service box indicates whether the service is above the benchmark (green), similar to the norm (yellow) or below the benchmark (red).
- Identification of key drivers. A black key icon next to a service box notes a key driver.

Ten services were included in the KDA for Pinal County. Five of these services were identified as key drivers for the County: public information services; land use, planning and zoning; Pinal County Sheriff services; animal control; street repairs and maintenance. Pinal County Sheriff services were similar to the benchmark. Public information services; land use, planning and zoning; animal control; and street repair and maintenance were rated lower than the national average.



Considering all performance data included in the Action Chart, a jurisdiction typically will want to think about improvements to any key driver services that are not at least similar to the benchmark. In Pinal County, public information services; land use, planning and zoning; animal control; and street repair and maintenance emerged as the services on which to focus attention and resources, as they were key drivers and below the national benchmark.

Services with a high percent of respondents answering “don’t know” (i.e., more than 30%) were excluded from the analysis and were considered services that would be less influential. See *Appendix B: Complete Set of Responses to Survey Questions* for the percent “don’t know” for each service.

Public Safety

Another section of the Pinal County Strategic Plan for fiscal year 2010-11 included public safety related issues (see below for specific goals and objectives for public safety).

Pinal County will foster safe neighborhoods and communities, as evidenced by:

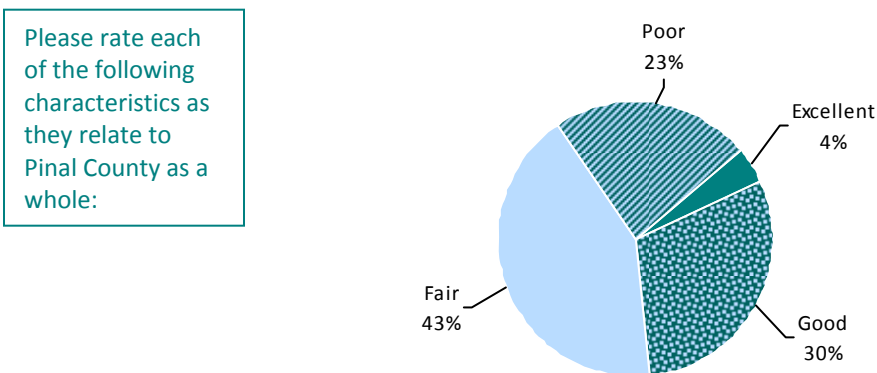
- By 2010, have an overall crime rate of less than or equal to the national average crime rate as published by the FBI Uniform Crime Report.
- By 2010, decrease law enforcement response time from 15 minutes to 10 minutes for Priority 1 emergency calls.
- By 2010, achieve accreditation for the Adult Detention Facility resulting in:
 - A reduction of inmate suicides to 0.
 - 100% of remanded juveniles receiving required educational curriculum.
 - 100% implementation of adult education curriculum
 - 100% implementation of special needs adult curriculum
 - A 5% increase (from 49% to 54%) of correctional costs recovered from non-County (ICE) funding.
 - 75% of inmates with an identified mental health condition will maintain or improve their mental health status.
- By 2012, there will be a 10% decrease (from a 5.46 incident rate to a 4.91 incident rate) in the incident rate for industrial injuries at the Adult Detention Facility.
- The Judicial Branch of government in Pinal County, which is an independent and co-equal branch of government, shall review policies and procedures, as appropriate, so that the prospective performance of the Judicial branch is enhanced, measureable and scalable, while still remaining impartial and independent.

Issues Addressed: Response Time, Crime Rate (Graffiti/Gang Related Violence, Property Crimes, Illicit Drug Crimes) and Crime Prevention.

Safety Ratings

To get a sense of residents’ feelings of safety in Pinal County, the survey included a series of questions about pedestrian safety and feelings of safety from crime and in their neighborhood. When asked to rate pedestrian safety in the County, about a third gave a “good” or “excellent” score; two in five said “fair” and a quarter rated pedestrian safety in the County as “poor.”

Figure 18: Pedestrian safety



When asked to rate how safe or unsafe they felt from violent crimes and property crimes, 64% of Pinal County residents reported feeling “somewhat” or “very safe” from violent crimes, while fewer (48%) reported feeling safe from property crimes in the County. About 9 in 10 residents reported feeling “somewhat” or “very safe” in their neighborhood during the day. About 6 in 10 said they felt safe in their neighborhood at night. Twice as many reported feeling “very safe” in their neighborhood during the day than did those who reported feeling “very safe” in their neighborhood at night. Safety ratings were below average when compared to national and regional ratings.

Residents of unincorporated areas of the County were more likely to feel safe from crime and in their neighborhoods than residents of incorporated Pinal County (see *Appendix C: Comparisons of Responses by Geographic Location*).

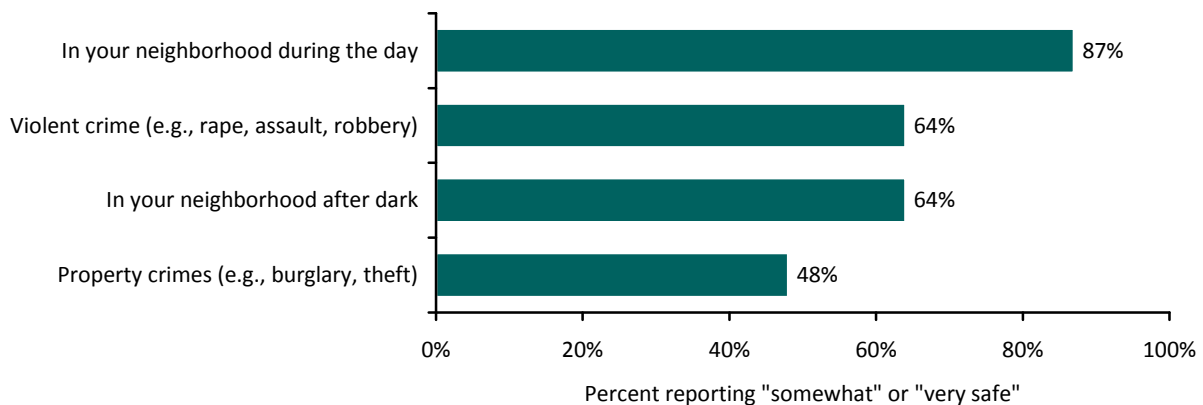
Table 12: Feelings of Safety from Crime in Pinal County

Please rate how safe or unsafe you feel from the following in Pinal County:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total	National comparison	Western region comparison
Violent crime (e.g., rape, assault, robbery)	17%	47%	19%	14%	2%	100%	Below	Below
Property crimes (e.g., burglary, theft)	10%	38%	21%	22%	8%	100%	Below	Below

Table 13: Feelings of Neighborhood Safety

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total	National comparison	Western region comparison
In your neighborhood during the day	46%	41%	9%	3%	1%	100%	Below	Below
In your neighborhood after dark	22%	42%	17%	15%	4%	100%	Below	Below

Figure 19: Summary of Feelings of Safety



Victimization

Because one of the public safety goals was to have an overall crime rate of less than or equal to the national average crime rate as published by the FBI Uniform Crime Report by 2010, the survey included a question to that asked respondents if they had been a victim of any crime in Pinal County in the previous 12 months to get a general sense of victimization in Pinal. Twelve percent of respondents (about 115 respondents) reported being a victim of a crime in the past 12 months, the same as responses given in other jurisdictions across the nation that are included in NRC’s database and fewer than when compared to reports in other communities in the western region that are included in NRC’s database of survey results.

Of those who reported being the victim of a crime, two-thirds (about 77 respondents) said they reported the crime to the Pinal County Sheriff’s Office (fewer than national and regional reports).

Figure 20: Crime Victims

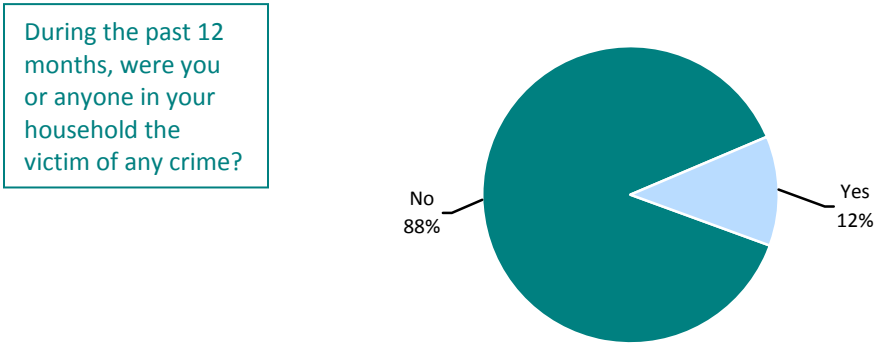
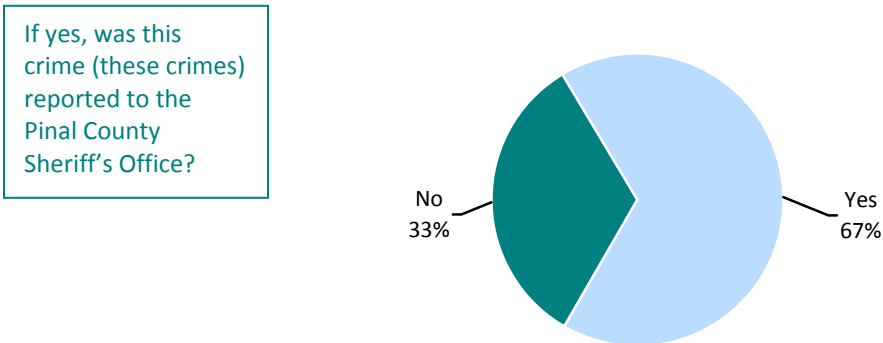


Figure 21: Reported Crimes



This question was asked only of respondents who reported being a victim of a crime in the last 12 months.

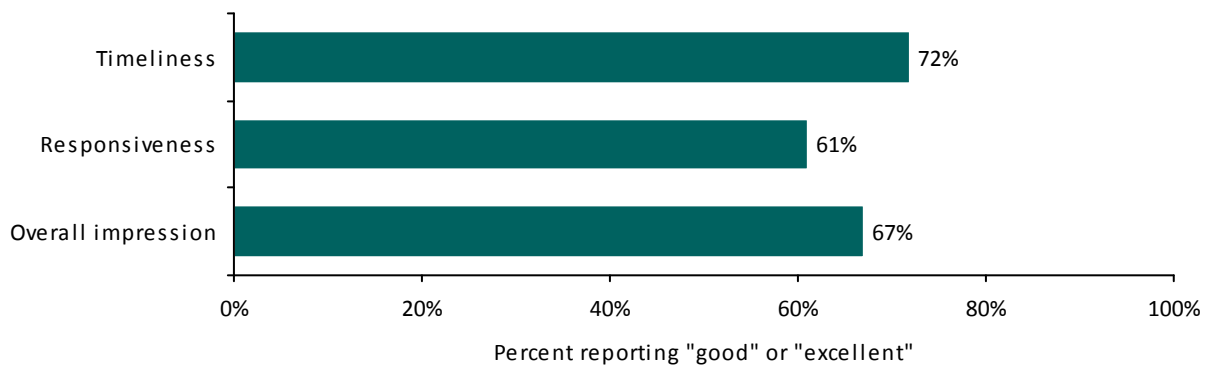
In addition to asking all respondents to rate law enforcement response time as shown on the following page, those who said they had reported a crime (about 77 respondents) were asked to rate the timeliness, responsiveness and the overall impression of the Pinal County Sheriff's Office employee with whom they had contact. While about 7 in 10 (about 55 respondents) rated the employee timeliness with high marks, 6 in 10 (about 46 respondents) gave positive scores for the employee's responsiveness. Of those who reported a crime to the Pinal County Sheriff's Office, two-thirds (about 51 respondents) rated their overall impression of the employee with whom they had contact with a "good" or "excellent" rating.

Table 14: Impression of Pinal County Sheriff's Office Employee

What was your impression of the employee(s) of Pinal County in your most recent contact when reporting a crime to the Pinal County Sheriff's Office?	Excellent	Good	Fair	Poor	Total	National comparison	Western region comparison
Timeliness	36%	37%	16%	12%	100%	NA	NA
Responsiveness	31%	30%	18%	21%	100%	NA	NA
Overall impression	34%	33%	9%	24%	100%	Below	NA

This question was asked only of respondents who reported being a victim of a crime in the last 12 months and reported it to the Pinal County Sheriff's Office.

Figure 22: Summary of Impression of Pinal County Sheriff's Office Employee

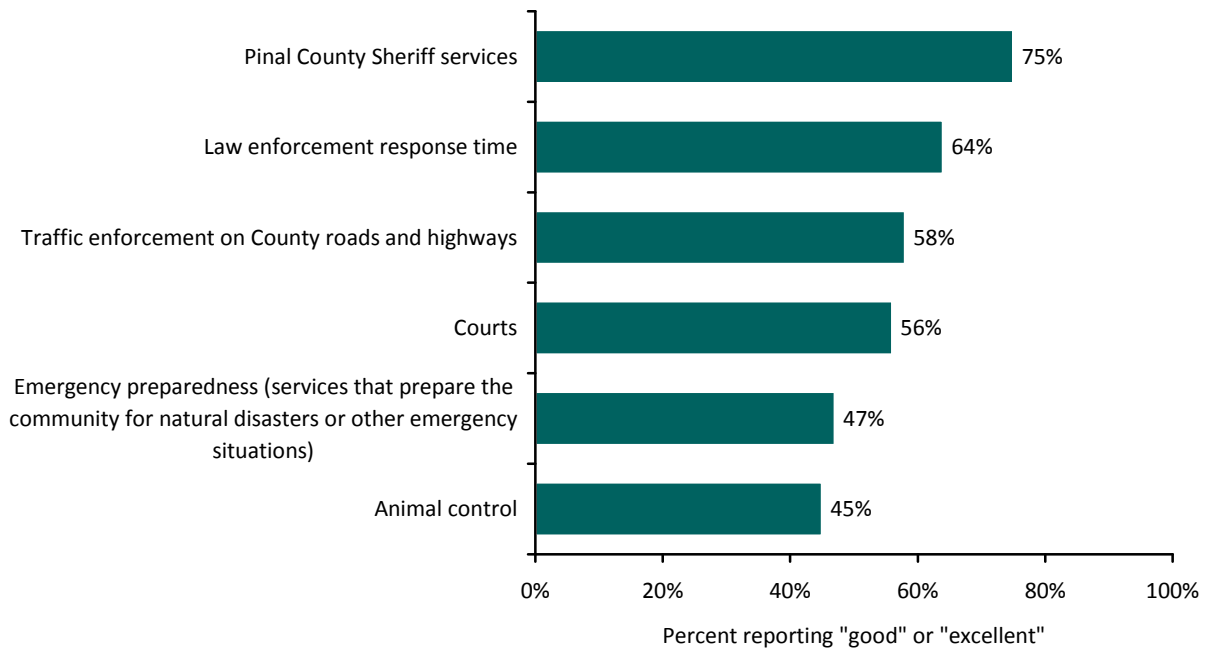


Another 2010-11 Pinal County Strategic Plan goal is to decrease law enforcement response time from 15 minutes to 10 minutes for Priority 1 emergency calls. Respondents were asked to rate the law enforcement response time, as well as to rate other public safety services such as the Sheriff's office, courts, animal control, emergency preparedness and traffic enforcement. Of these six services, Pinal County's Sheriff Office received the most favorable marks by residents, with three-quarters giving a "good" or "excellent" rating. Sixty-four percent rated law enforcement response time as "good" or better, with one in five giving an "excellent" rating. Traffic enforcement (on County roads and highways) and courts were thought to be "good" or "excellent" by 58% and 56% of respondents, respectively. Forty-five percent or more gave "good" or higher ratings to Pinal County's emergency preparedness and animal control services.

Table 15: Quality of Public Safety Services

Please rate the quality of each of the following services in Pinal County.	Excellent	Good	Fair	Poor	Total
Pinal County Sheriff services	23%	52%	19%	6%	100%
Law enforcement response time	20%	44%	26%	9%	100%
Traffic enforcement on County roads and highways	11%	47%	29%	12%	100%
Courts	9%	47%	31%	13%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	9%	38%	34%	19%	100%
Animal control	10%	36%	32%	22%	100%

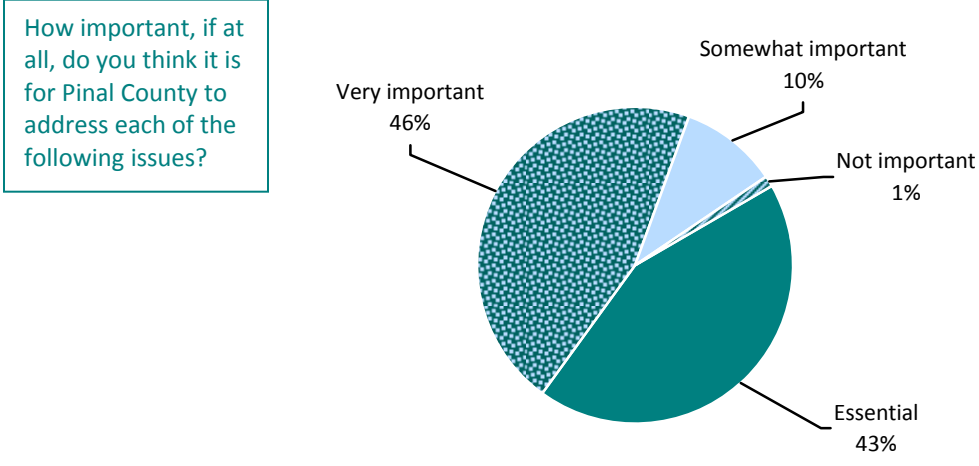
Figure 23: Summary of Quality of Public Safety Services



Preferences for Pinal County Focus

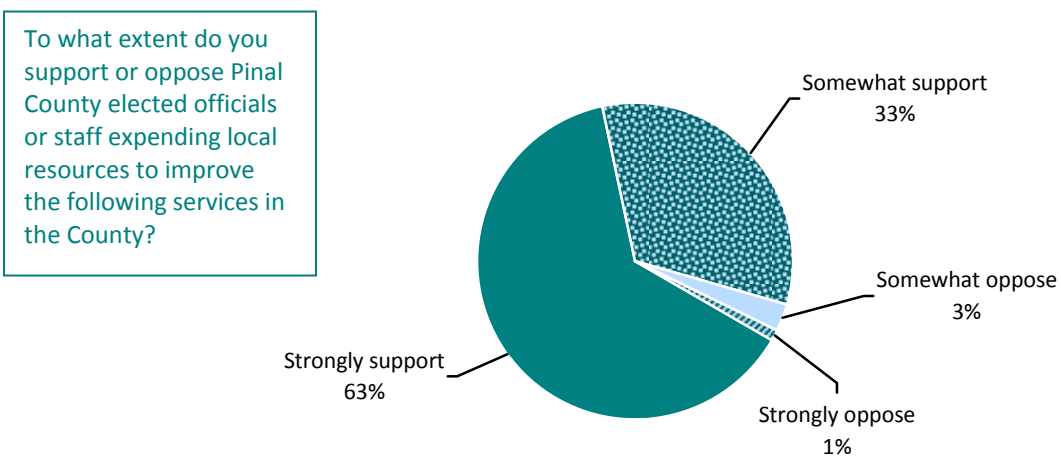
Pinal County’s Strategic Plan goals for public safety included improving the Adult Detention Facility as well as making improvements to the Pinal County Judicial Branch of government. When asked to indicate how important it was for the County to address crime and public safety in the County and in the region, most (89%) thought it was “very important” or “essential.”

Figure 24: Importance of Addressing Public Safety



When asked the extent to which they supported or opposed Pinal County elected officials or staff expending local resources to improve public safety services (for example, to lower crime rates, increase police response time, make improvements to the adult or juvenile detention facilities), almost all residents (96%) “somewhat” or “strongly” supported this idea, with about three in five in strong support (63%).

Figure 25: Support for Pinal County Expending Local Resources to Improve Public Safety



Healthcare

Strategic Plan goals related to healthcare (see below) are discussed in the following section. As seen below, some targets are specifically related to increasing the number of licensed healthcare facilities and increasing the number of Primary Care Physicians in the County. Questions on the 2010 survey were designed to provide an overview of residents’ perspectives about the accessibility, availability and quality of healthcare services in Pinal County.

Pinal County will provide residents with quality, accessible healthcare. “Building Healthy Communities” is a model that includes a full continuum of care that promotes healthy lifestyles and prevention while encompassing outpatient, hospital, and skilled nursing facilities. Further progress toward implementation of “Building Healthy Communities” will be evidenced by:

- By 2012, there will be an increase in the vaccination rate of all 24-month-old children from 58% to 80% (the 2009 rate increased from 43% to 58%).
- By 2012, there will be an increase in the number of licensed healthcare facilities:

Facility	From	To
Hospitals	1	2
Skilled Nursing Homes	1	2
Outpatient Clinics	46	51

- By 2012 there will be a 7% increase in Primary Care Physicians (PCP) (from 42 to 45)
- By 2012, the percentage of students who use alcohol, marijuana, methamphetamines and prescription medications in grades 8, 10 and 12 will be less than or equal to the state average, as published by the Arizona Criminal Justice Commission, Arizona Youth Survey. Current rates are:

Type	Grade 8 State	Grade 8 County	Grade 10 State	Grade 10 County	Grade 12 State	Grade 12 County
Alcohol	29.5%	23.2%	41.6%	37.7%	52.8%	46.8%
Marijuana	11.3%	7.6%	15.9%	15.1%	20.5%	18.7%
Methamphetamines	0.3%	0.4%	0.5%	0.6%	1.8%	0.8%
Prescription Drugs	10.9%	8.6%	14.3%	12.2%	13.8%	13.1%

Issues Addressed: Childhood Immunization Rate, Healthcare Accessibility and Substance Abuse by Youths.

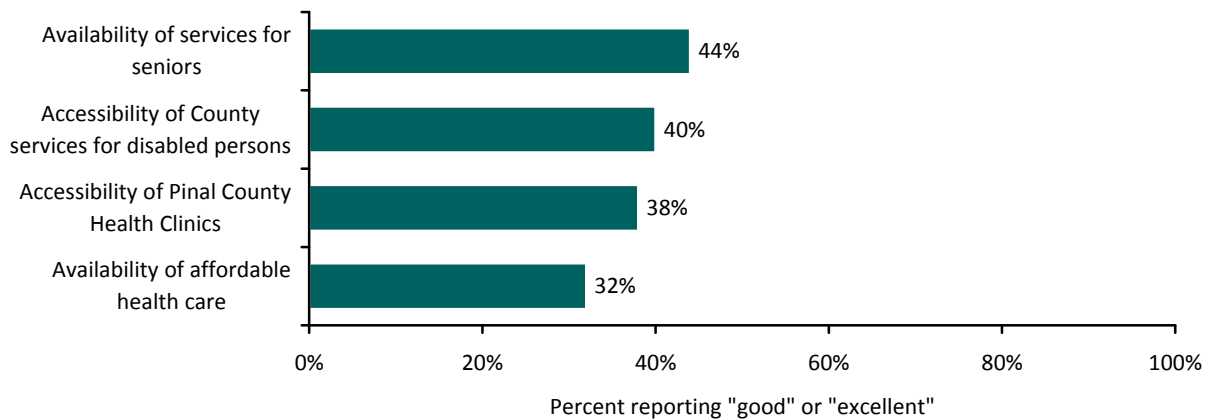
Ratings of Health and Human Services

To understand residents' views about the availability and accessibility of quality health and human services in Pinal County, residents were asked to rate four characteristics of the County: availability of services for seniors; accessibility of County services for disabled persons; accessibility of Pinal County Health Clinics; and availability of affordable healthcare. Each was considered "good" or "excellent" by fewer than half of respondents. About two in five gave positive marks to the availability of services for seniors, the accessibility of County services for disabled persons and the accessibility of Pinal County Health Clinics, and about a third rated the availability of affordable healthcare favorably.

Table 16: Availability and Accessibility of Health and Human Services:

Please rate each of the following characteristics as they relate to Pinal County as a whole:	Excellent	Good	Fair	Poor	Total
Availability of services for seniors	8%	36%	37%	19%	100%
Accessibility of County services for disabled persons	7%	33%	40%	21%	100%
Accessibility of Pinal County Health Clinics	5%	32%	39%	24%	100%
Availability of affordable healthcare	5%	28%	40%	27%	100%

Figure 26: Summary of Availability and Accessibility of Health and Human Services

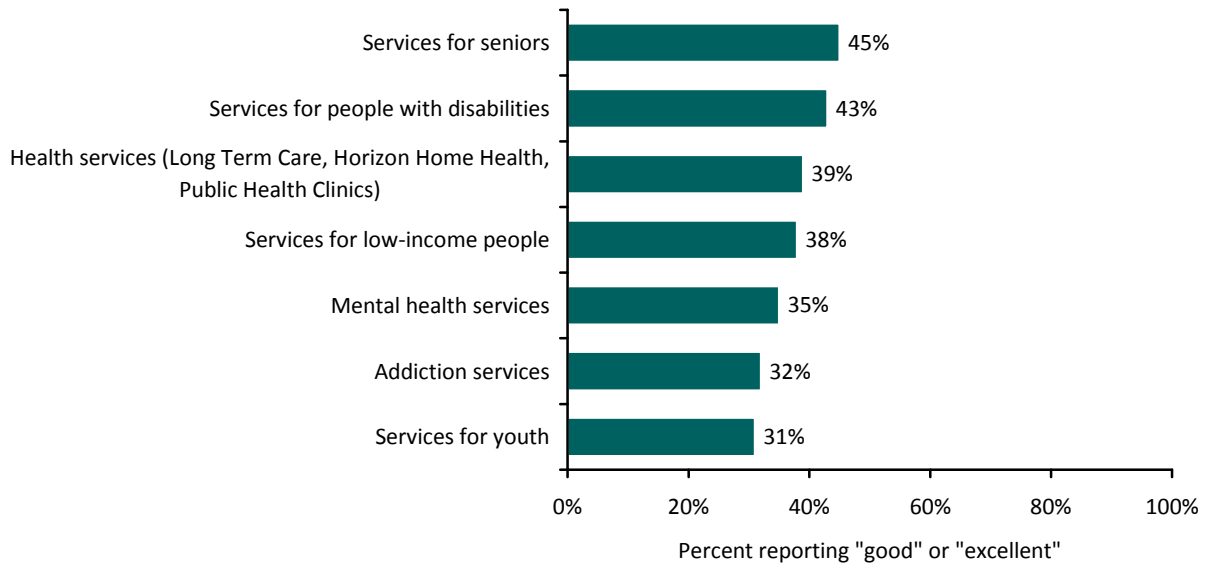


Similarly, fewer than half of respondents rated the quality of the various health and human services in the County as "good" or "excellent." About two in five respondents gave a "good" or higher rating to services for seniors, services for people with disabilities, health services (such as Long Term Care, Horizon Home Health and Public Health Clinics), and services for low-income people. About a third gave positive marks to Pinal County mental health services, addiction services and services for youth.

Table 17: Quality of Health and Human Services

Please rate the quality of each of the following services in Pinal County.	Excellent	Good	Fair	Poor	Total
Services for seniors	8%	37%	35%	19%	100%
Services for people with disabilities	9%	34%	35%	21%	100%
Health services (Long Term Care, Horizon Home Health, Public Health Clinics)	8%	31%	42%	19%	100%
Services for low-income people	10%	28%	36%	26%	100%
Mental health services	7%	28%	39%	26%	100%
Addiction services	6%	26%	39%	30%	100%
Services for youth	6%	25%	38%	30%	100%

Figure 27: Summary of Quality of Health and Human Services

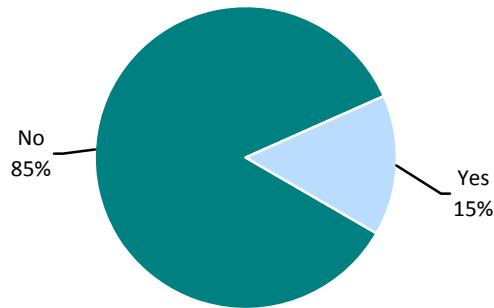


Use of Pinal County Public Health Services

The survey also asked specifically about use of public health services. Fifteen percent of respondents reported that they or someone in their household had used Pinal County Public Health Services in the previous 12 months.

Figure 28: Use of Pinal County Public Health Services

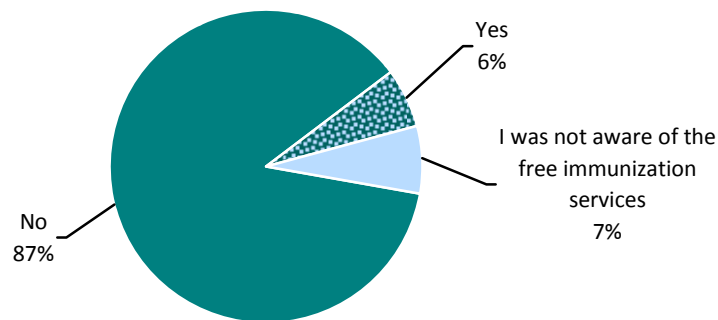
In the past 12 months, have you or anyone in your household used Pinal County Public Health Services?



Because one of the strategic goals was to increase the vaccination rate of all 24-month old children in Pinal County from 43% in 2009 to 58% in 2010, a question on the survey was designed to get a general sense of resident use of these services in the past 12 months. Six percent of respondents reported using the free immunization services provided by Pinal County for a child in their care that was under the age of 18. Seven percent said they were not aware of this free service and 87% reported they had not used the service in the previous 12 months.

Figure 29: Use of Free Immunizations Services

In the past 12 months, have you used the free immunization services provided by Pinal County for a child in your care under the age of 18?



As would be expected, a higher proportion of those who used the free immunization services reported having children age 17 or under living in their household. Of the 34% of respondents with children 17 or under living in their household, 88% reported using this free service in the past 12 months.

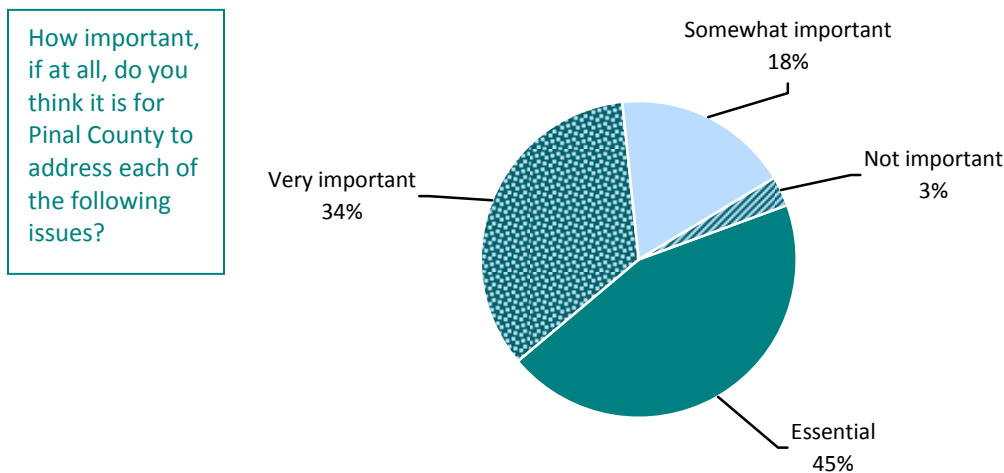
Table 18: Use of Free Immunization by Households with Children

		In the past 12 months, have you used the free immunization services provided by Pinal County for a child in your care under the age of 18?			Total
		No	Yes	I was not aware of the free immunization services	
Do any children 17 or under live in your household?	No	72%	12%	41%	66%
	Yes	28%	88%	59%	34%
Total		100.0%	100.0%	100.0%	100.0%

Preferences for Pinal County Focus

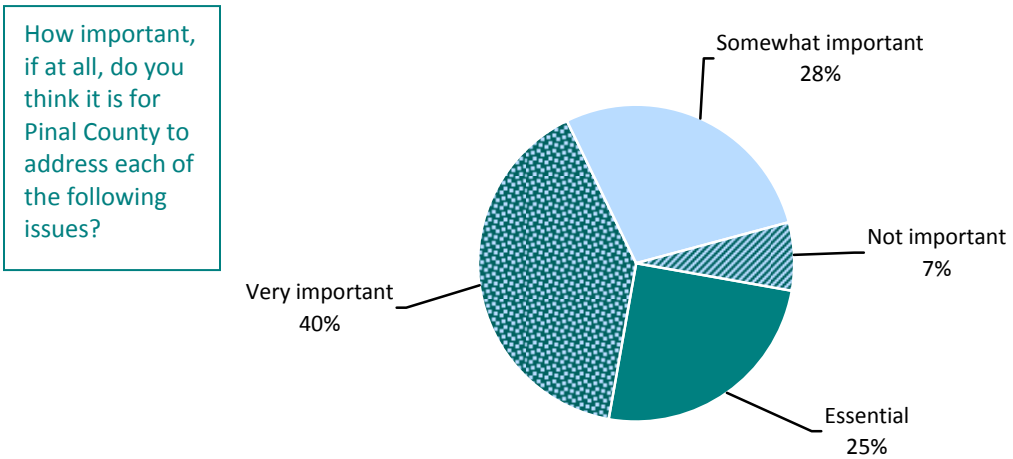
To better understand residents’ opinions about decreasing substance abuse among Pinal County youth, especially given the Strategic Plan goal that states “by 2012, the percentage of students who use alcohol, marijuana, methamphetamines and prescription medications in grades 8, 10 and 12 will be less than or equal to the state average, as published by the Arizona Criminal Justice Commission, Arizona Youth Survey,” the survey asked residents to indicate how important they thought it was for the County to address this issue. Seventy-eight percent of respondents thought this was a “very important” or “essential” issue for the County to address.

Figure 30: Importance of Pinal County Focus on Decreasing Substance Abuse Among Pinal County Youth



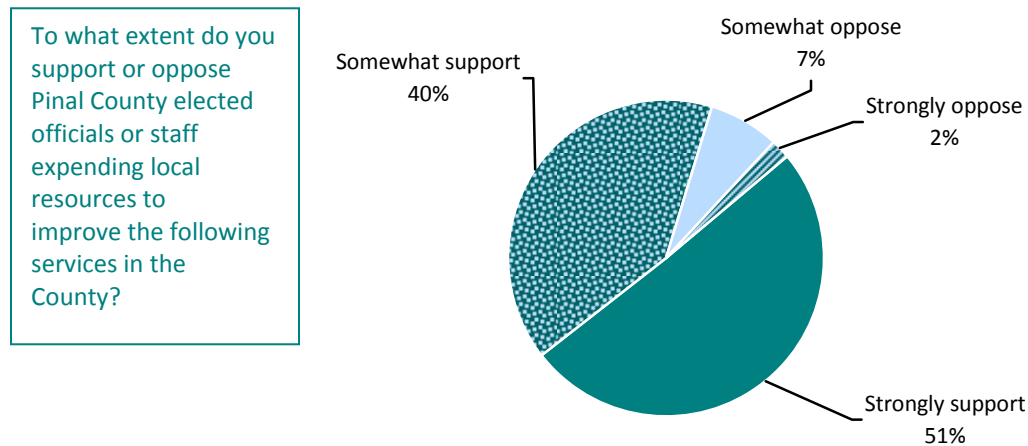
Fewer respondents (65%) thought it was important for the County to focus public health issues such as tuberculosis (TB) control, Women Infant and Children (WIC) services and immunizations.

Figure 31: Importance of Pinal County Focus on Public Health



When asked to indicate the extent to which they supported or opposed Pinal County elected officials and staff expending local resources to improve healthcare services (such as the accessibility to quality services, an increased number of licensed facilities and reducing substance use among Pinal County youth), about 9 in 10 (91%) respondents were in support of this idea, with about half in strong support.

Figure 32: Support for Pinal County Expending Local Resources to Improve Healthcare



Transportation

Transportation was another topic for the 2010-11 fiscal year Strategic Plan (see below). To explore residents' perceptions of transportation in Pinal County, the survey included a series of questions about street maintenance, the ease of travel within the County, work commutes and environmental concerns related to traffic and transportation.

Pinal County will provide residents and the traveling public with quality, maintained roads and will expand its multi-modal (public transportation, personal vehicle, etc.) transportation capacity and diversify funding sources to provide residents with a greater range of alternative travel means, as evidenced by:

- By 2010, 80% of County dirt roads (excluding designated primitive roads) will be maintained on a frequency of once every four weeks.
- While faced with reduced federal and state transportation funding, Pinal County remains committed to increasing paved roads by adding at least 10 miles of paved lanes each year.
- By 2011, Pinal County will have implemented the Rights-of-Way preservation for the Regionally Significant Routes for Safety and Mobility Plan.
- By 2011, 51% of unincorporated County paved roads will have a rating of "good" or "better" with less than 10% having a substandard rating.
- By 2011, Pinal County will convert dirt and gravel roads to chip-sealed roads by 30 miles per year.
- By 2012, adopt the Pinal County Transit Study.

Issues Addressed: Commute Times, Regional Transportation Planning, Systemized Roads, Public Transportation Development and Air Quality.

Quality of Street Maintenance

Pinal County’s Strategic Plan for the 2010-11 fiscal year addresses street repair and maintenance. The plan states that “by 2010, 80% of County dirt roads (excluding designated primitive roads) will be maintained on a frequency of once every four weeks” and that “Pinal County remains committed to increasing paved roads by adding at least 10 miles of paved lanes each year, despite reduced federal and state transportation funding.” Another goal states that by 2011, 51% of unincorporated County paved roads will have a rating of “good” or better with less than 10% having a substandard rating.

All respondents were asked to rate the quality of street repair and maintenance in Pinal County. About 3 in 10 gave a “good” or “excellent” rating, 4 in 10 said street maintenance was “fair” and about 3 in 10 gave a “poor” rating. As shown in Table 19 at the bottom of this page, 27% of residents living in unincorporated areas of the county gave a “good” or “excellent” rating to street repair and maintenance in Pinal County, similar to responses from residents living in Pinal County municipalities.

Figure 33: Quality of Street Repairs and Maintenance

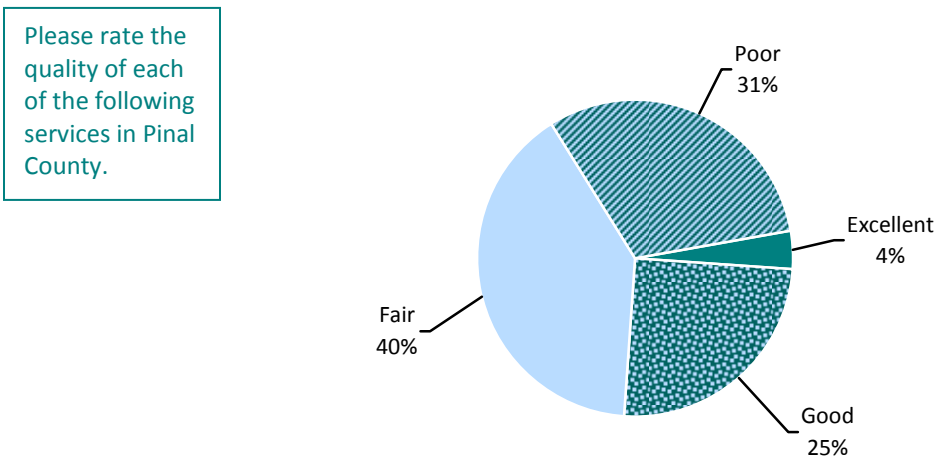


Table 19: Quality of Services Compared by Geographic Location

	Area		
	Incorporated Pinal County	Unincorporated Pinal County	Overall results
Street repairs and maintenance	32%	27%	29%

Percent reporting “good” or “excellent”

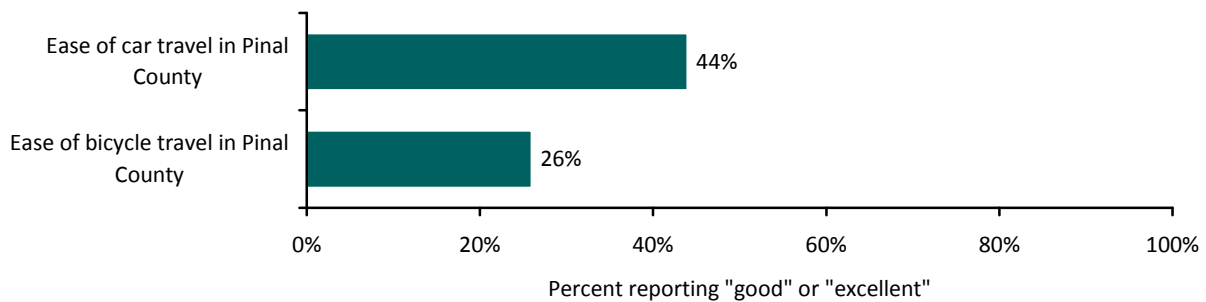
Ease of Travel and Commuting in Pinal County

When asked to rate the ease of car and bicycle travel within the County, 44% rated the ease of car travel as “good” or “excellent” and 26% gave a “good” or better rating to the ease of bicycle travel in Pinal County.

Table 20: Ease of Travel

Please rate each of the following characteristics as they relate to Pinal County as a whole:	Excellent	Good	Fair	Poor	Total
Ease of car travel in Pinal County	7%	37%	33%	23%	100%
Ease of bicycle travel in Pinal County	4%	22%	38%	36%	100%

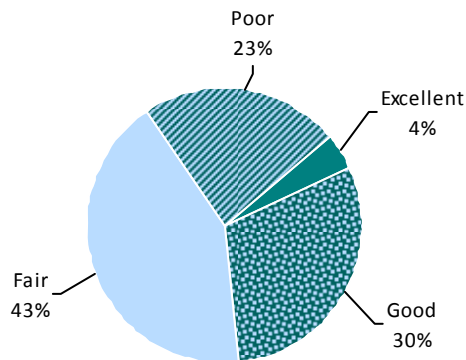
Figure 34: Summary of Ease of Travel



When asked to rate pedestrian safety in the County, about a third gave a “good” or “excellent” score; two in five said “fair” and a quarter rated pedestrian safety in the County as “poor.”

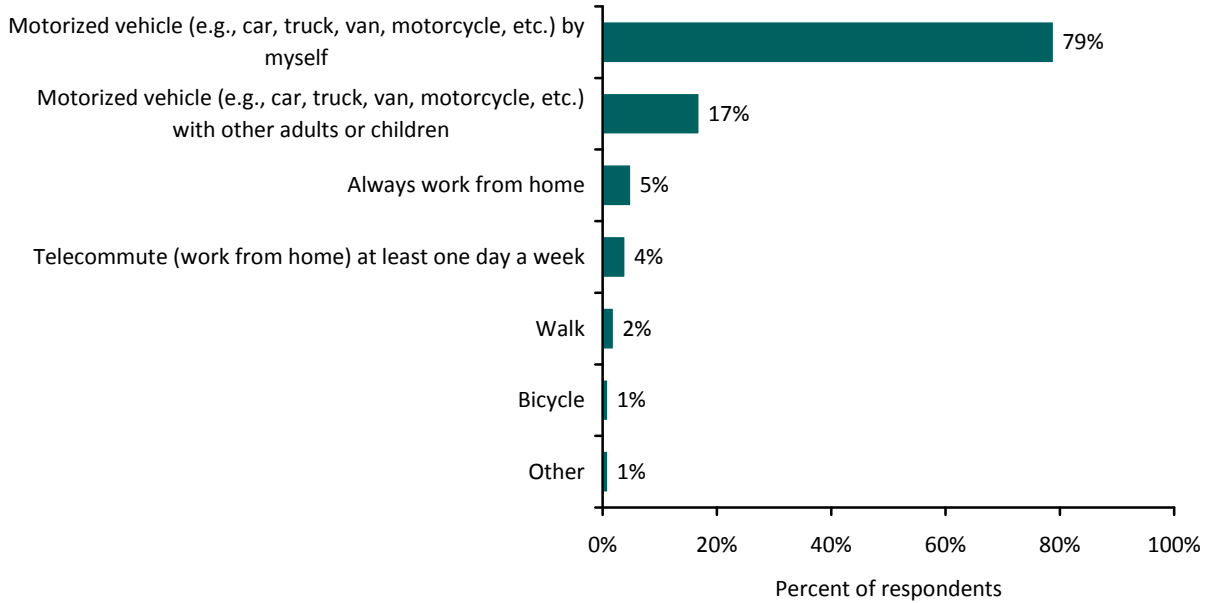
Figure 35: Pedestrian Safety

Please rate each of the following characteristics as they relate to Pinal County as a whole:



When asked how they typically commute to work, about four in five of those who reported employment for pay said that they typically commute to work via a motorized vehicle by themselves; 17% reported commuting in a motorized vehicle with other adults or children. Five percent reported that they always work from home and 4% said they telecommute at least one day a week. Two percent reported walking, one percent reported bicycling, and one percent reported other methods.

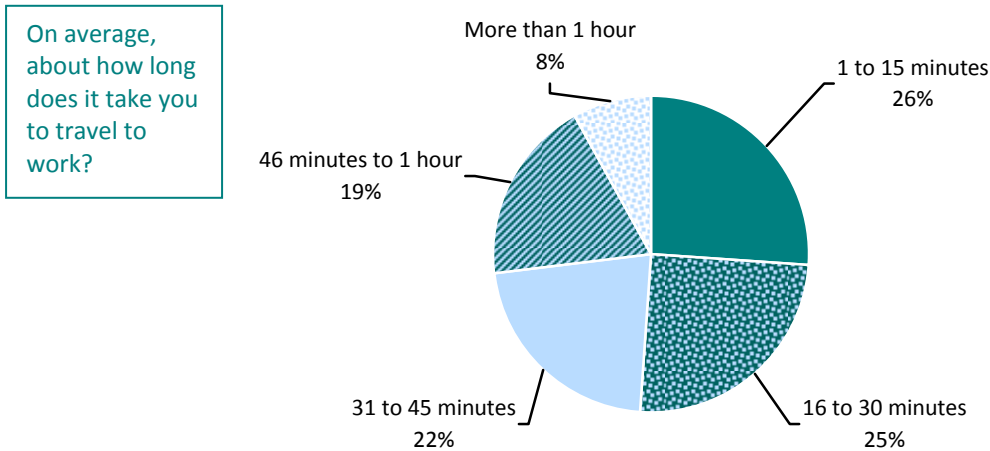
Figure 36: Typical Work Commute Mode



Percents may total to more than 100% because respondents were allowed to select more than one response. This question was asked only of respondents who reported employment for pay.

Of those who reported employment for pay and working outside of the home, about a quarter reported their average work commute (one way) was 1 to 15 minutes. Another quarter said their commute time was about 16 to 30 minutes, a similar proportion commutes 31 to 45 minutes to get to work and one in five reported about an hour commute. Eight percent said that it takes them more than an hour to travel to work each day.

Figure 37: Average Work Commute Time

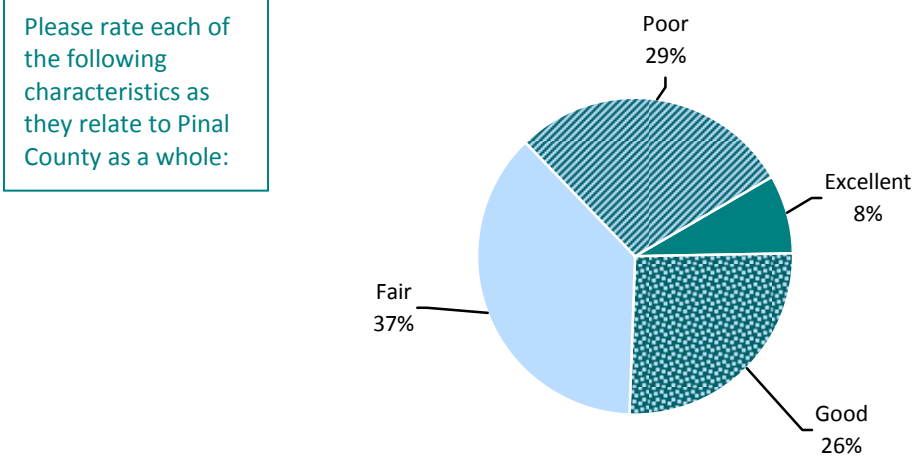


This question was asked only of those who reported employment/working outside of the home.

Environmental Characteristics

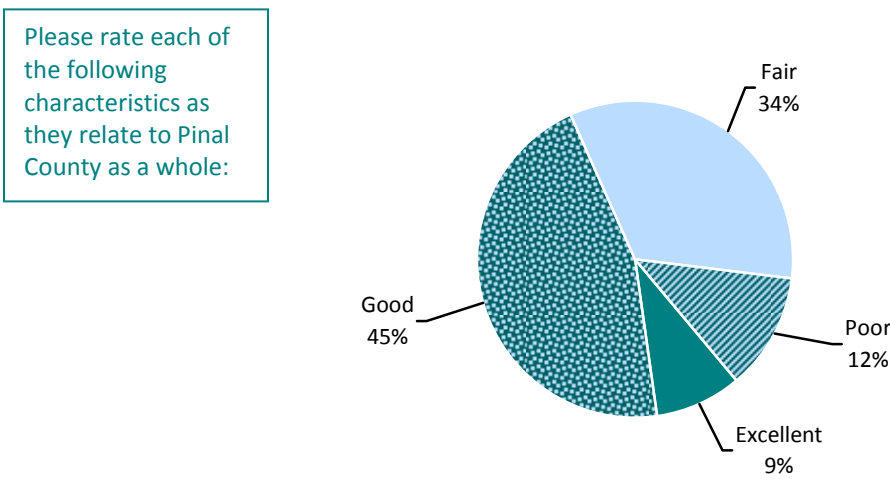
Because Pinal County plans to adopt a transit study by 2012, the survey asked questions about the environmental characteristics of Pinal County transportation such as the availability of paths and walking trails and air quality. About a third rated the availability of paths and walking trails in the county as “good” or “excellent,” though a similar proportion (29%) gave a “poor” rating. Thirty-seven percent of respondents rated this characteristic of the county as “fair.”

Figure 38: Availability of Paths and Walking Trails



When asked about the air quality in the County, about half (54%) rated it as “good” or better, 34% said it was “fair” and 12% gave it a “poor” rating.

Figure 39: Air Quality



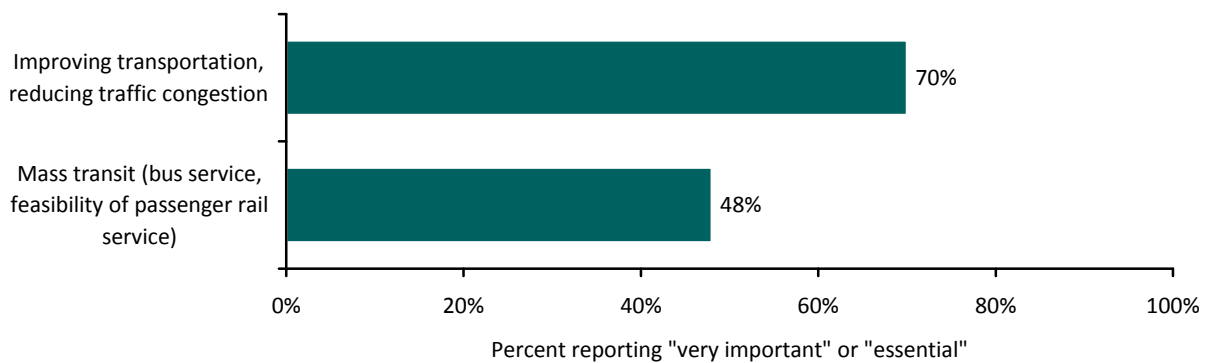
Preferences for Pinal County Focus

About 7 in 10 residents thought that it was “very important” or “essential” for Pinal County to improve transportation and reduce traffic congestion, while fewer (48%) felt it was important to improve mass transit, such as bus service and the feasibility of passenger rail services in the County. In fact, three times as many respondents thought it was “not important” for the County to address mass transit as did those who thought it was “not important” to improve transportation and reduce traffic congestion in Pinal County.

Table 21: Importance of Pinal County Focus on Improving Transportation and Mass Transit

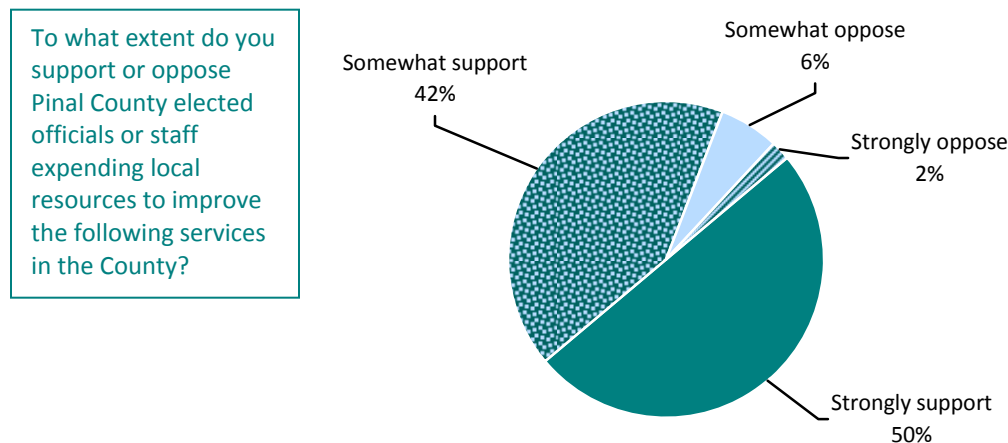
How important, if at all, do you think it is for Pinal County to address each of the following issues?	Essential	Very important	Somewhat important	Not important	Total
Improving transportation, reducing traffic congestion	36%	34%	23%	7%	100%
Mass transit (bus service, feasibility of passenger rail service)	25%	23%	31%	21%	100%

Figure 40: Summary of Importance of Pinal County Focus on Improving Transportation and Mass Transit



When asked if they supported or opposed the County expending local resources to improve transportation planning, 92% reported “somewhat” or “strongly” supporting this idea. Few (8%) “somewhat” or “strongly” opposed funding for improvements to transportation planning.

Figure 41: Support for Pinal County Expending Local Resources to Improve Transportation Planning



Jobs and Economic Development

Jobs and economic development was another area of focus for the 2010-11 fiscal year Strategic Plan (see below). Survey questions asked resident about their employment status, educational and employment opportunities in the County and preferences for areas of focus by elected officials and staff.

Pinal County Government will work collaboratively with regional governments to promote the creation of jobs that provide a more diversified economy for sustainable communities, as evidenced by:

- By 2012, there will be a 5% increase (from 55% to 60%) of Pinal residents working within the County.
 - By 2012, jobs within Pinal County will be diversified by sectors:

Industry	2008	2012
Federal Government	2.8%	2.8%
State and Local Government	34.4%	29.9%
Trade, Transportation, and Utilities	17.6%	18.0%
Information	0.6%	1.0%
Financial Activities	2.9%	2.9%
Professional and Business Services	6.6%	7.0%
Educational and Health Services	8.2%	10.0%
Leisure and Hospitality	8.8%	8.8%
Other Services	3.1%	3.1%
Mining and Construction	7.5%	8.0%
Manufacturing	7.5%	8.5%

Issues Addressed: Economic Development, Commute Times and Commercial Development.

Pinal County Employment

About 59% of respondents reported at least part time employment. Of those, 43% said their place of employment was located with Pinal County.

Figure 42: Employment Status

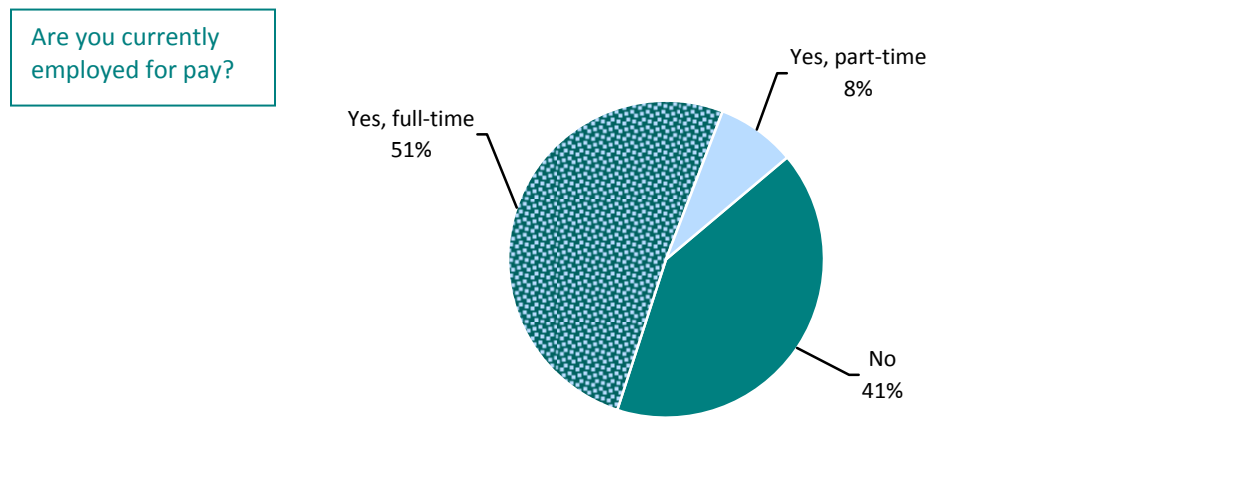
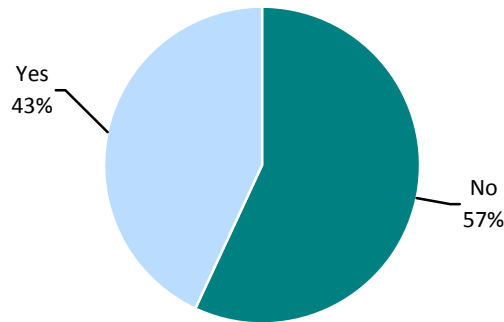


Figure 43: Place of Employment

Is your place of employment within Pinal County?



This question was asked of respondents who reported part-time or full-time employment.

Economic Impact

When asked what impact the economy would have on their family income in the next six months, about 3 in 10 did not feel their household would be impacted, 14% thought the economy would impact them in a positive way and just over half (57%) thought there would be a negative impact to their family in the next six months. These ratings were below average when compared to ratings in other communities across the nation and within the western region.

Figure 44: Economic Impact

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

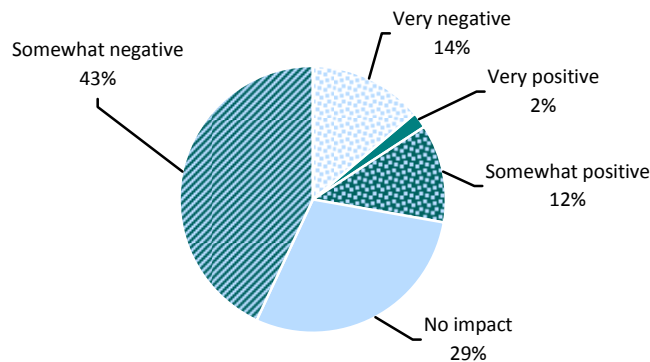
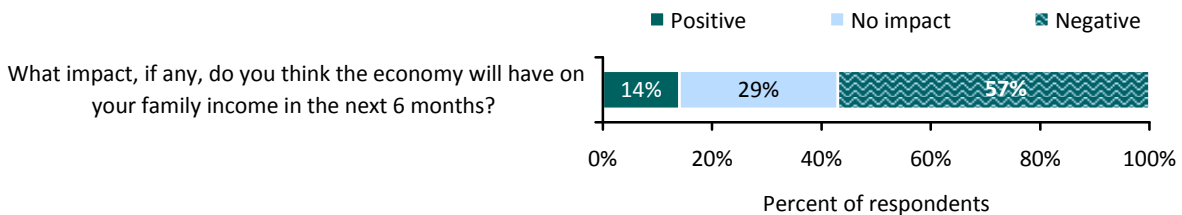


Figure 45: Summary of Economic Impact



Opportunities and Job Growth in Pinal County

When asked to rate the educational and employment opportunities in Pinal County, about a third of respondents reported that educational opportunities in the County were “good” or “excellent” with 40% giving a “fair” rating and 25% reporting a “poor” rating. Fewer respondents gave positive ratings to employment opportunities, with about half rating this as “poor.” This is mirrored in the ratings for the speed of jobs growth in the County, where 92% reported job growth in Pinal County was “somewhat” or “much too slow.” About one in five respondents said “don’t know” when asked to rate the speed of job growth in Pinal County (see *Appendix B: Complete Set of Responses to Survey Questions*).

Table 22: Employment and Educational Opportunities in Pinal County

Please rate each of the following characteristics as they relate to Pinal County as a whole:	Excellent	Good	Fair	Poor	Total
Educational opportunities	6%	28%	40%	25%	100%
Employment opportunities	1%	15%	31%	53%	100%

Figure 46: Summary of Employment and Educational Opportunities in Pinal County

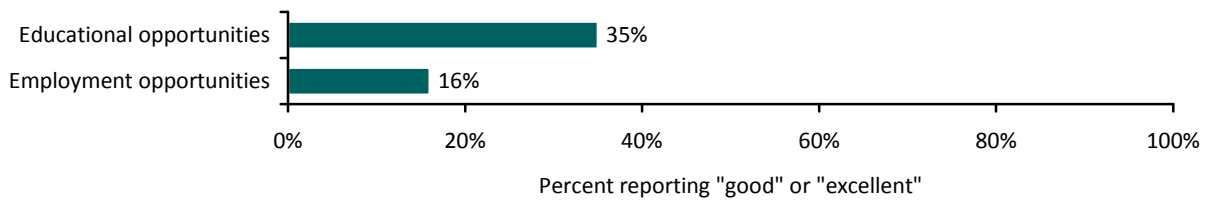


Figure 47: Speed of Job Growth

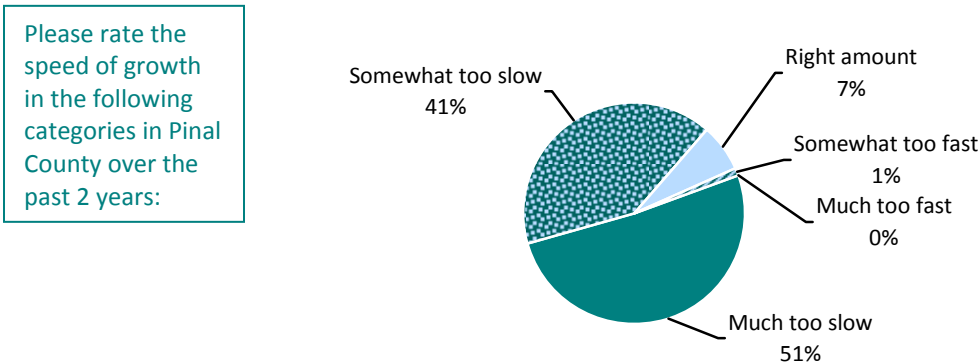
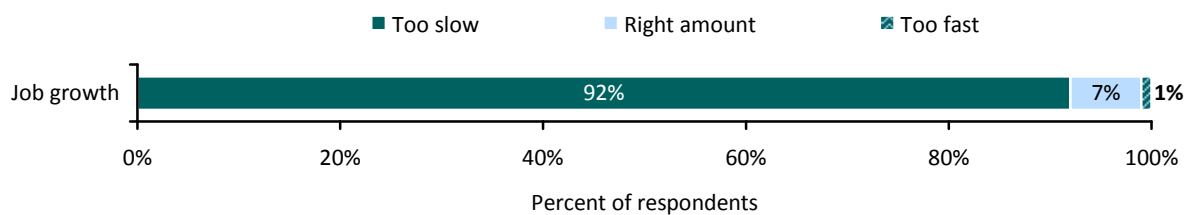


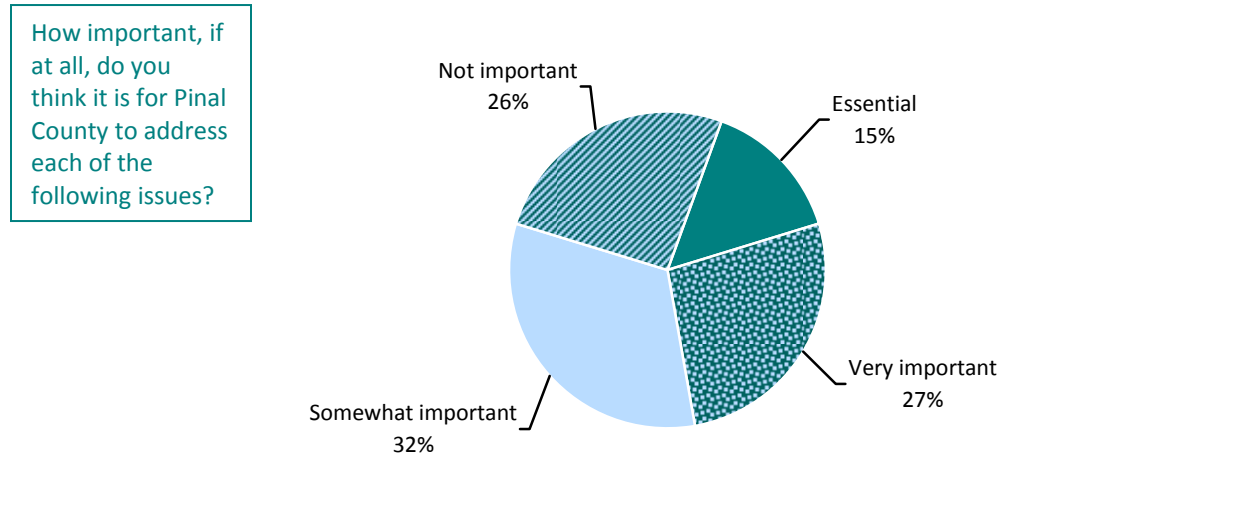
Figure 48: Summary of Speed of Job Growth



Preferences for Pinal County Focus

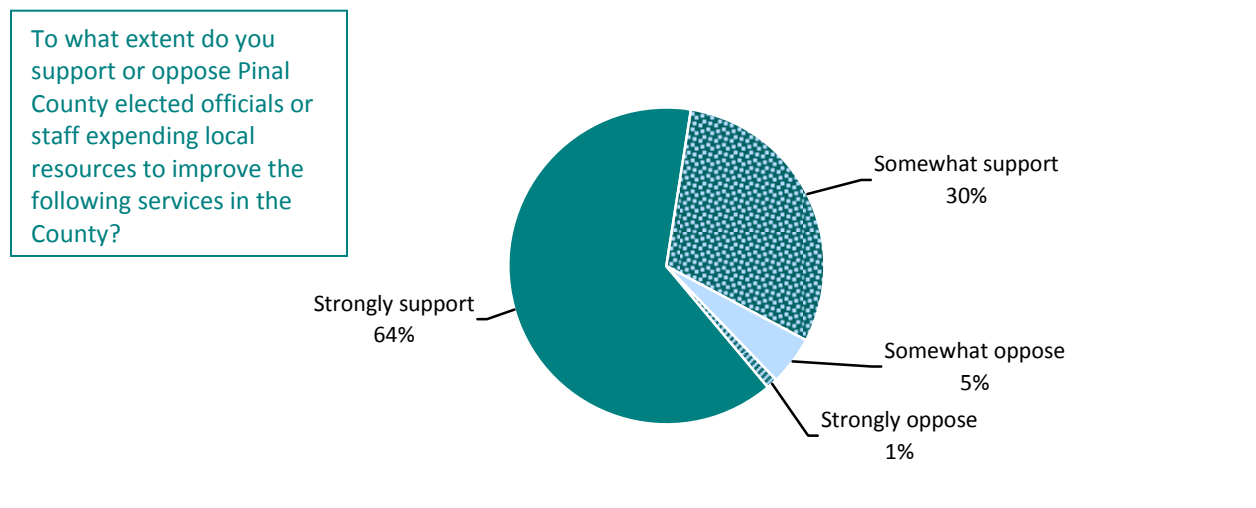
When asked about their preferences for Pinal County focus areas, about two in five respondents (42%) thought it was at least “very important” for the County to address the specific issue of affordable housing in the area, though about a quarter (26%) did not think this was an important area of focus.

Figure 49: Importance of Pinal County Focus on Affordable Housing



However, when asked more generally if they supported or opposed Pinal County expending local resources to improve jobs and economic development in the County, 94% were in support of this idea, with 64% reporting that they “strongly” supported it.

Figure 50: Support for Pinal County Expending Local Resources to Improve Jobs and Economic Development



Financial Responsibility

Pinal County’s Strategic Plan indicated that the County will “continue to be fiscally responsible through the current recession by maintaining a structurally balanced budget, approving a budget that ties the level of funding to a level of expected performance for all County offices and departments and by maintaining a financial rating of “A” as determined by Standard and Poor’s Indices” (see below).

Pinal County will continue to be fiscally responsible through the current recession, as evidenced by:

- By 2010, maintain a structurally balanced budget.
- By 2010, the Pinal County Board of Supervisors will approve a budget that ties the level of funding to a level of expected performance for all County offices and departments.
- By 2011, maintain the financial rating of “A” as determined by Standard and Poor’s Indices.

Issues Addressed: Recession, Accountability and Transparency to Pinal County residents.

Opinions about County Taxes and Service Levels

Pinal County residents were asked to think about the number and quality of Pinal County services they received and indicate whether they felt their County taxes were too much, too little or about right; about two in five said they pay about the right amount. About three in five indicated that they pay “somewhat” or “way too much” and few 2% said they pay “too little.”

Figure 51: Opinions about Pinal County Taxes

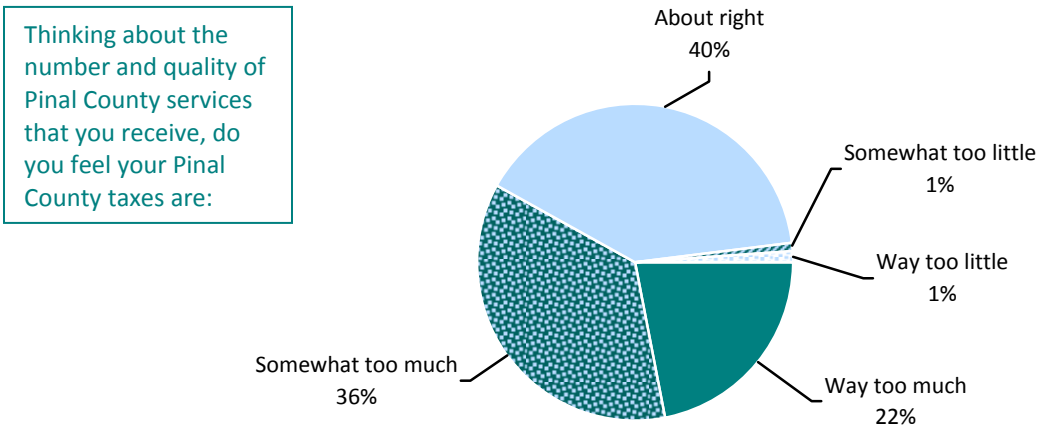
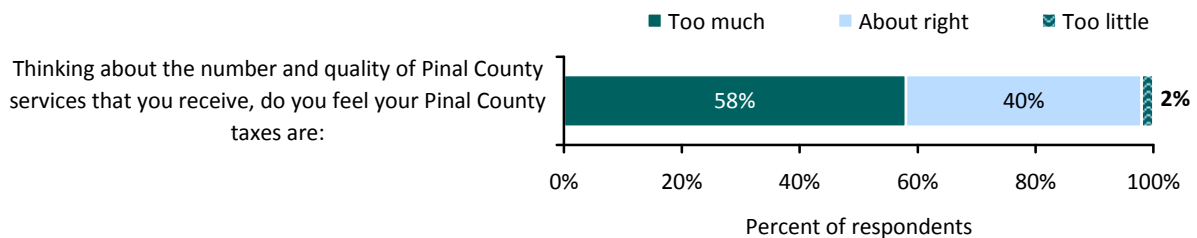


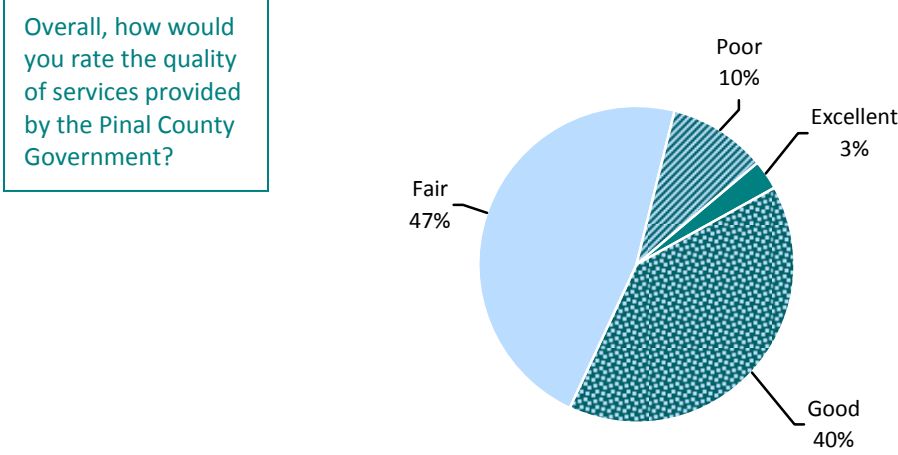
Figure 52: Summary of Opinions about Pinal County Taxes



Overall Quality of Services

About two in five residents rated the overall quality of services in Pinal County as “good” or “excellent,” about half said it was “fair” and 1 in 10 gave a “poor” rating. These ratings were lower than the national and regional (west) average ratings.

Figure 53: Overall Quality of Services



As shown in the table below, people who thought taxes were “about right” gave higher ratings to overall quality of services, while those who thought taxes were “too much” or “too little” gave lower ratings.

Table 23: Overall Quality of Services by Amount of Taxes Paid.

		Thinking about the number and quality of Pinal County services that you receive, do you feel your Pinal County taxes are:					Total
		Way too much	Somewhat too much	About right	Somewhat too little	Way too little	
Overall, how would you rate the quality of services provided by the Pinal County Government?	Excellent	0%	4%	5%	0%	0%	3%
	Good	23%	37%	54%	12%	0%	40%
	Fair	50%	54%	38%	75%	33%	47%
	Poor	27%	5%	3%	13%	67%	10%
Total		100%	100%	100%	100%	100%	100%

Preferences for Pinal County Focus

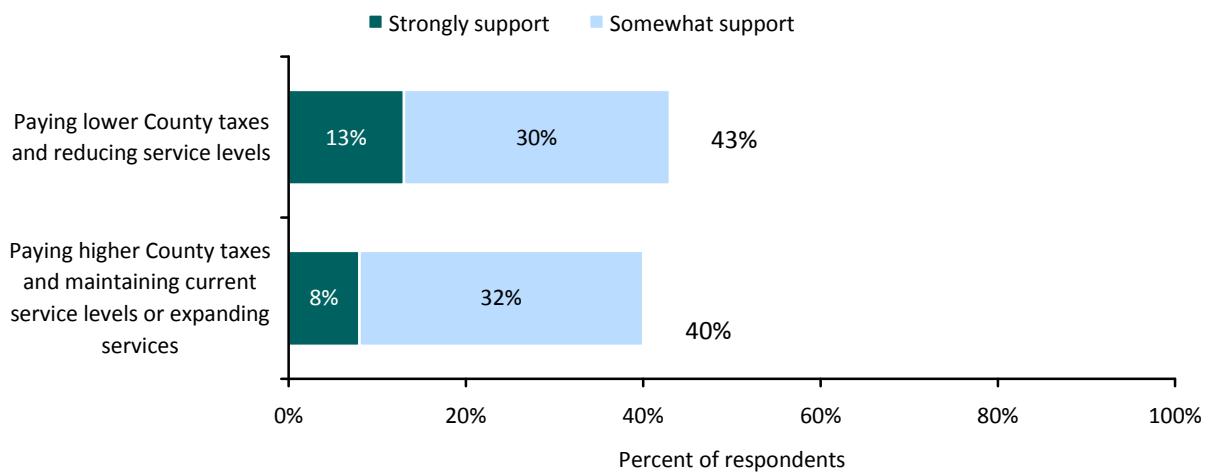
A question on the survey specifically asked residents if they would rather pay lower County taxes and reduce service levels or if they would rather pay higher County taxes to maintain or expand service levels. While a similar proportion of respondents “somewhat” or “strongly” supported each idea, slightly more “strongly” supported paying lower County taxes and reducing service levels. Also, while twice as many “strongly” opposed paying lower taxes and reducing service levels than did those who “strongly” supported this idea, about four times as many residents reported “strong” opposition for paying higher County taxes to maintain or expand current service levels than did those who “strongly” supported it.

A higher proportion of residents living in Pinal County municipalities than those living in unincorporated areas of the County were in support of paying lower County taxes and reducing service levels (see *Appendix C: Comparisons of Responses by Geographic Location*).

Table 24: Support for Higher Taxes or Reducing Services

To what extent do you support or oppose each of the following:	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Paying lower County taxes and reducing service levels	13%	30%	30%	28%	100%
Paying higher County taxes and maintaining current service levels or expanding services	8%	32%	28%	31%	100%

Figure 54: Summary of Support for Higher Taxes or Reducing Services



Accountability

Another Strategic Plan goal was to provide public information on the County Web site and through other media sources so residents know what services they receive from the County and the value they receive in return for taxes paid (see below). Several questions on the survey were designed to explore respondents' perceptions of County's accountability and transparency with its residents.

Pinal County will provide public information available on the County website and through other media sources so its residents will know what services they receive from the County and the value they receive in return for the taxes they pay, as evidenced by:

- By 2010, Pinal County residents will have access to County financial and performance information via the web.
- By 2010, the County will increase the number of electronic forms available online from 52 to 74 and the number of transactions citizens can conduct online from 27 to 31.
- By 2011, 5% increase in survey respondents reporting that they know what services the County provides.
- By 2011, 5% increase in survey respondents indicating they value the services they receive from the County in return for the taxes they pay.

Issues Addressed: Accountability and Transparency to the Pinal County Residents.

Use and Awareness of Pinal County Web Site Services

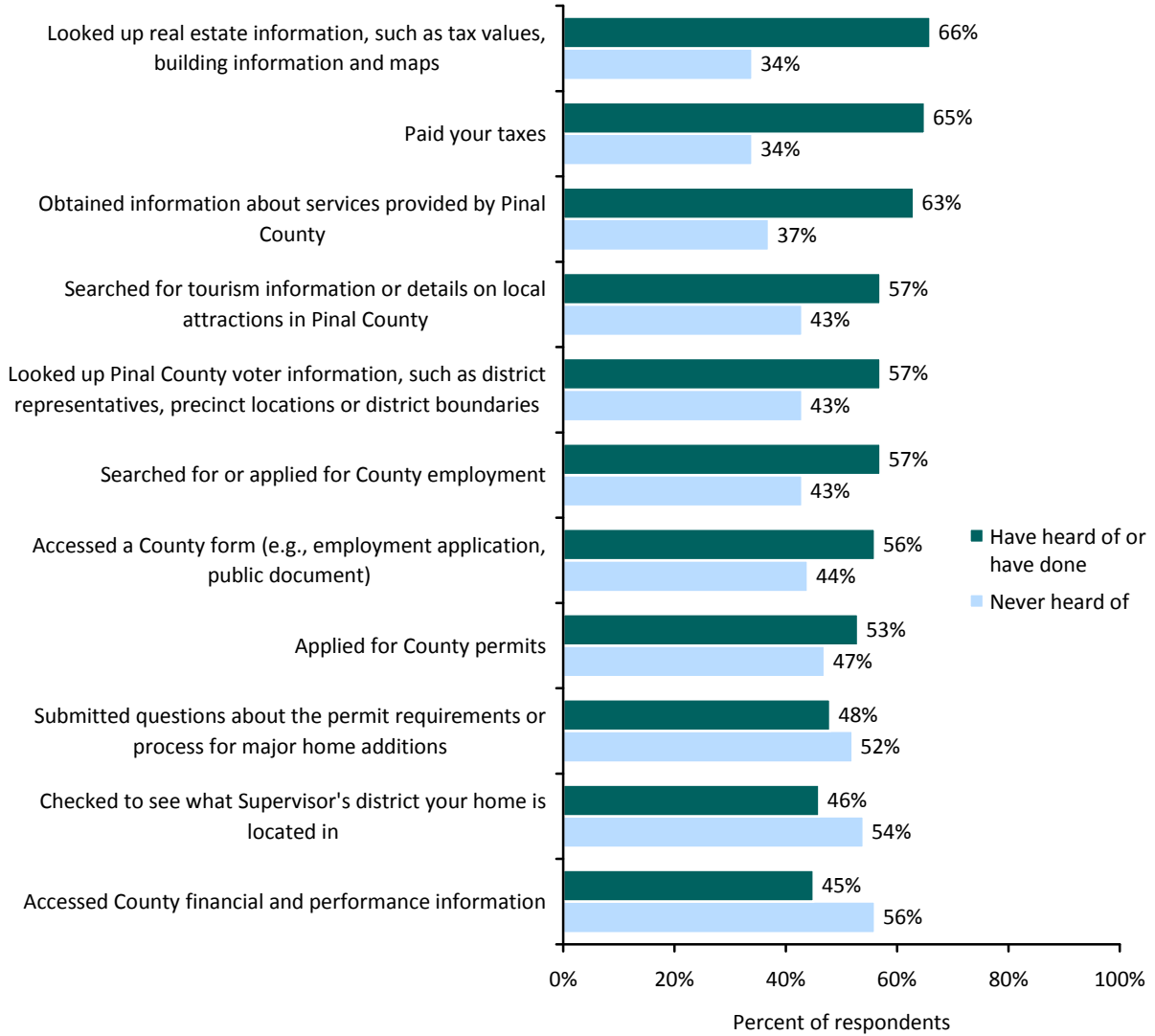
In addition to asking residents if they were aware of and/or had accessed County financial and performance information online at Pinal County’s Web site, residents also were asked about their awareness and use of other Web site services. At least a third of residents reported that they were not aware of each of the online County Web site services.

While eight percent reported actually accessing financial performance information online, 37% reported awareness of it, but not using this service and 56% said they were not aware of it. About two in five reported looking up real estate information online, about a third had paid taxes online and about a quarter had obtained information about County services, searched for tourism information and looked up Pinal County voter information online.

Table 25: Use and Awareness of Pinal County Web Site Services

Below is a list of services available online at Pinal County's Web site (www.PinalCountyAZ.gov). Please indicate whether you have ever used the service, heard of but never used the service, or have never heard of the service.	Have done	Heard of but never done	Never heard of	Total
Looked up real estate information, such as tax values, building information and maps	39%	27%	34%	100%
Paid your taxes	31%	34%	34%	100%
Obtained information about services provided by Pinal County	25%	38%	37%	100%
Searched for tourism information or details on local attractions in Pinal County	23%	34%	43%	100%
Looked up Pinal County voter information, such as district representatives, precinct locations or district boundaries	23%	34%	43%	100%
Searched for or applied for County employment	16%	41%	43%	100%
Accessed a County form (e.g., employment application, public document)	20%	36%	44%	100%
Applied for County permits	9%	44%	47%	100%
Submitted questions about the permit requirements or process for major home additions	6%	42%	52%	100%
Checked to see what Supervisor's district your home is located in	12%	34%	54%	100%
Accessed County financial and performance information	8%	37%	56%	100%

Figure 55: Summary of Use and Awareness of Pinal County Web Site Services



Awareness of County Services

A specific 2010-11 fiscal year goal is to see a 5% increase in survey respondents reporting that they know the services provided by the County. To gauge awareness of County services, an analysis of the percent reporting an opinion (i.e., they gave a rating of excellent, good, fair or poor) when asked to rate the quality of each service is provided in the table below. Services where fewer than half of respondents gave an opinion were: emergency preparedness (45%); mental health services (37%); addiction services (34%); services for seniors (46%); services for people with disabilities (35%); services for low-income people (42%); and customer service from the Citizen Contact Center (26%).

Since residents living in incorporated areas do not receive all County services listed in the question, the following table includes the percent who had an opinion about each service (i.e., they gave a rating of excellent, good, fair or poor) by residents living in incorporated and unincorporated areas of the County. In general, those living in incorporated Pinal County were more likely to have an opinion when asked to rate the quality of a service than those residing in the unincorporated areas of the County.

Table 26: Awareness of Services Compared by Geographic Location

Please rate the quality of each of the following services.	Area		Overall results
	Incorporated Pinal County	Unincorporated Pinal County	
Pinal County Sheriff services	80%	87%	83%
Law enforcement response time	76%	70%	73%
Courts	58%	43%	51%
Animal control	69%	57%	63%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	47%	44%	45%
Traffic enforcement on County roads and highways	89%	91%	90%
Street repairs and maintenance	95%	95%	95%
Condition of County buildings (court facilities, offices, etc.)	78%	62%	70%
Recycling	87%	83%	85%
Land use, planning and zoning	69%	70%	70%
Preservation of natural areas such as open space and farmland	75%	75%	75%
Code enforcement (weeds, dumping, over-crowded housing, etc.)	79%	73%	76%
Health services (Long Term Care, Horizon Home Health, Public Health Clinics)	63%	45%	54%
Mental health services	44%	29%	37%
Addiction services	39%	29%	34%
Services for seniors	50%	41%	46%
Services for youth	57%	41%	49%
Services for people with disabilities	39%	30%	35%
Services for low-income people	50%	34%	42%
Public information services	62%	54%	58%
Customer service from the Citizen Contact Center	30%	23%	26%
Voter experience during the last election	69%	67%	68%
Average percent with an opinion	64%	57%	60%

Percent who reported an opinion

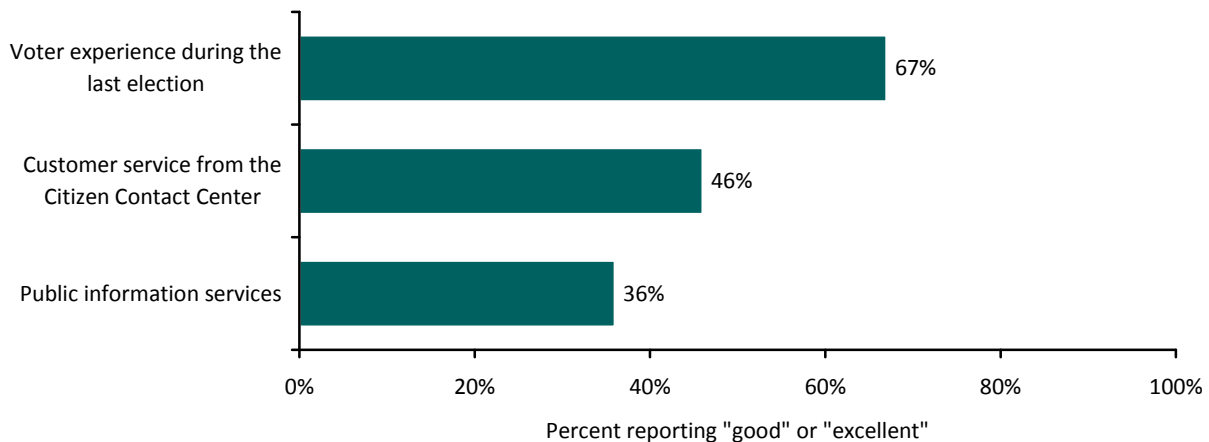
Quality of Public Information and Customer Services

When asked about the quality of public information and customer services in Pinal County, about two-thirds rated their voter experience during the last election as “good” or better, 46% said the customer services from the Citizen Contact Center were “good” or “excellent” and fewer (36%) gave public information services “good” or better ratings.

Table 27: Quality of Public Information and Customer Services

Please rate the quality of each of the following services in Pinal County.	Excellent	Good	Fair	Poor	Total
Voter experience during the last election	17%	50%	24%	9%	100%
Customer service from the Citizen Contact Center	8%	38%	38%	16%	100%
Public information services	6%	30%	45%	19%	100%

Figure 56: Summary of Public Information and Customer Services



Pinal County Government Performance

Another strategic plan goal stated that there would be a “5% increase in survey respondents indicating they value the services they receive from the County in return for the taxes they pay” by 2011. When asked to rate various aspects of Pinal County government performance on the 2010 resident survey, fewer than 10% gave “excellent” ratings, while at least one in five gave a “poor” rating. These ratings were below average when compared with ratings given across the nation and within the region.

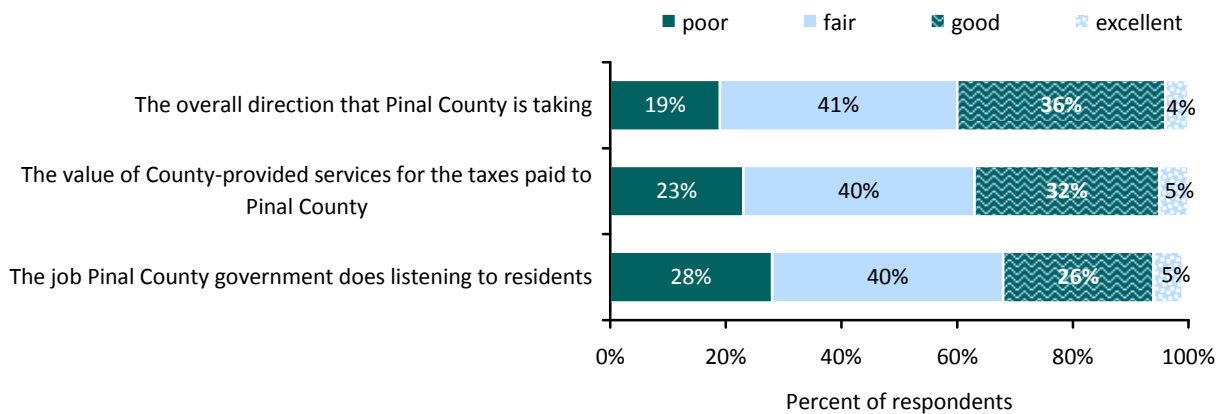
Approximately one in five respondents had no opinion when asked to rate the value of County-provided services for the taxes paid to Pinal County and the overall direction that Pinal County is taking; about a third had no opinion when asked to rate the job Pinal County government does listening to residents. The full set of responses to this question can be found in *Appendix B: Complete Set of Responses to Survey Questions*.

Fewer residents living in unincorporated Pinal County than those living in incorporated areas gave positive scores when asked to rate the overall direction that Pinal County is taking (see *Appendix C: Comparisons of Responses by Geographic Location*).

Table 28: Pinal County Government Performance

Please rate the following aspects of Pinal County government performance:	Excellent	Good	Fair	Poor	Total	National comparison	Western region comparison
The overall direction that Pinal County is taking	4%	36%	41%	19%	100%	Below	Below
The value of County-provided services for the taxes paid to Pinal County	5%	32%	40%	23%	100%	Below	Below
The job Pinal County government does listening to residents	5%	26%	40%	28%	100%	Below	Below

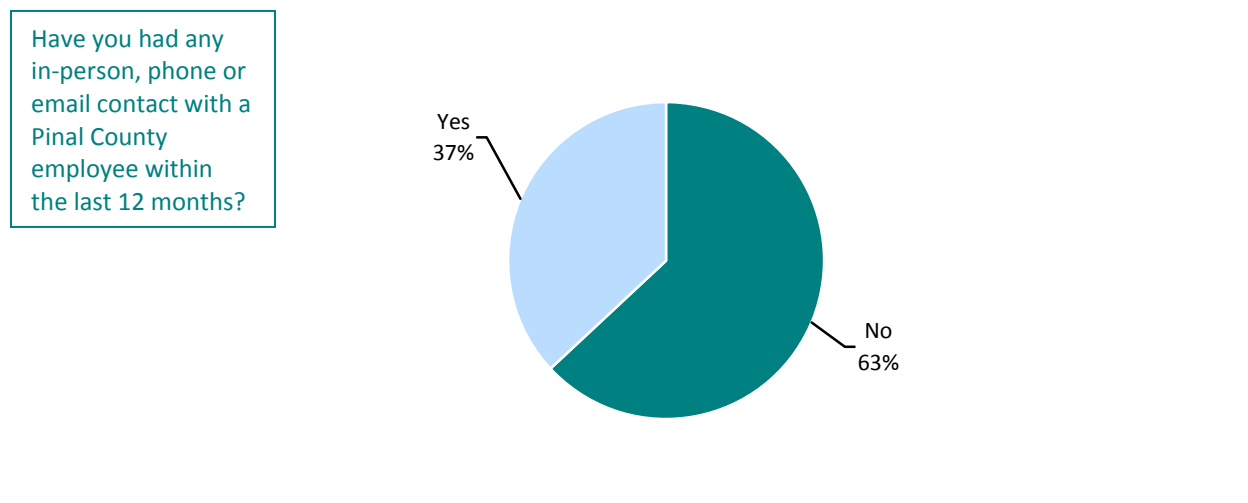
Figure 57: Summary of Pinal County Government Performance



Contacting the County

The survey also evaluated resident contact with Pinal County. Thirty-seven percent reported having in-person, phone or email contact with a Pinal County employee within the last 12 months, fewer than when compared to reports in other communities across the nation and within the western region.

Figure 58: Contact with Pinal County



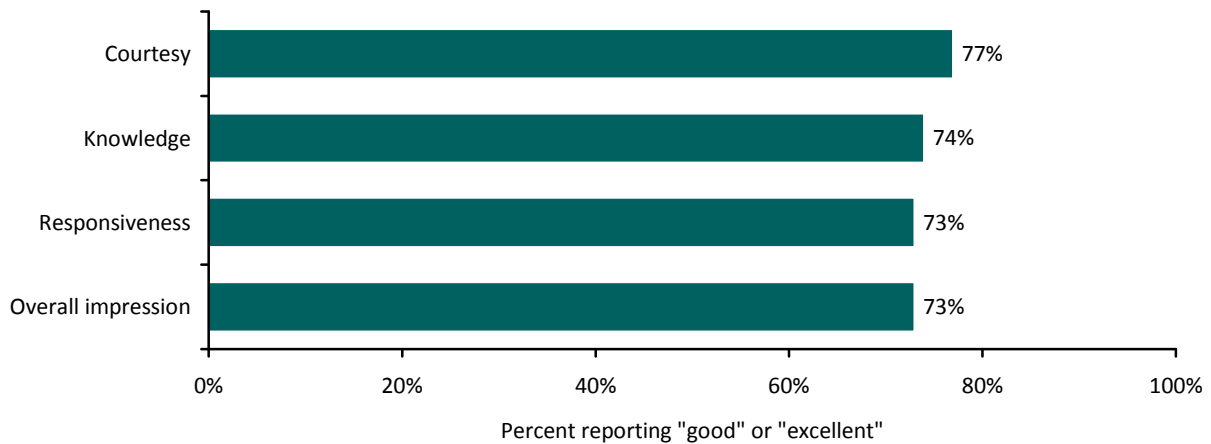
Of those who had contact with the County, about three-quarters gave “good” or “excellent” ratings, with at least a third giving an “excellent” rating, when asked to give their opinions of their overall impressions of the employee with whom they most recently had contact. These ratings were similar to or below the national and regional averages.

Table 29: Pinal County Employee Ratings

What was your impression of the employee(s) of Pinal County in your most recent contact? (Rate each characteristic below.)	Excellent	Good	Fair	Poor	Total	National comparison	Western region comparison
Courtesy	40%	36%	16%	7%	100%	Below	Below
Knowledge	32%	42%	19%	7%	100%	Below	Similar
Responsiveness	34%	39%	17%	11%	100%	Similar	Similar
Overall impression	34%	39%	16%	12%	100%	Similar	Similar

This question was asked only of respondents who reported contacting Pinal County in the last 12 months.

Figure 59: Summary of Pinal County Employee Ratings



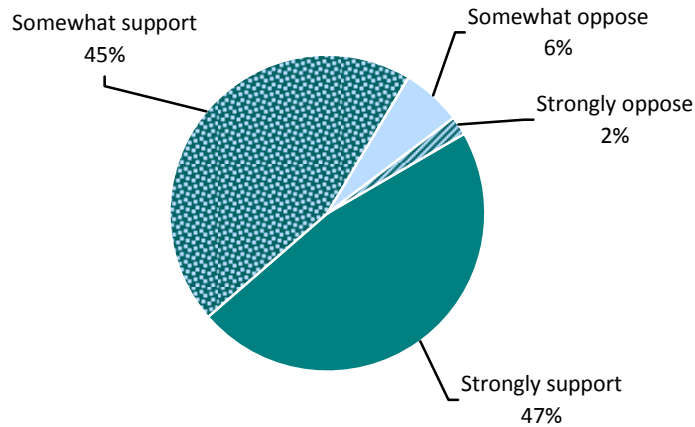
This question was asked only of respondents who reported contacting Pinal County in the last 12 months.

Preferences for Pinal County Focus

Survey respondents were asked to indicate the extent to which they supported or opposed Pinal County elected officials or staff expending local resources to improve their accountability and transparency with residents. Almost all (92%) “somewhat” or “strongly” supported this idea, with few (8%) in opposition.

Figure 60: Support for Pinal County Expending Local Resources to Improve Accountability and Transparency

To what extent do you support or oppose Pinal County elected officials or staff expending local resources to improve the following services in the County?



Appendix A: Respondent Demographics

Characteristics of the survey respondents are displayed in the tables and charts on the following pages of this appendix.

Respondent area	
Geographic location of residence.	Percent of respondents
Incorporated Pinal County	50.4%
Unincorporated Pinal County	49.6%
Total	100.0%

Question 27	
How many years have you lived in Pinal County?	Percent of respondents
Less than 2 years	14%
2-5 years	31%
6-10 years	23%
11-20 years	13%
More than 20 years	19%
Total	100%

Question 28	
What is your zip code?	Percent of respondents
85118	8%
85119	9%
85120	6%
85122	16%
85128	3%
85131	4%
85138	9%
85139	4%
85142	5%
85143	15%
85172	1%
85173	1%
85193	1%
85194	2%
85631	1%
85658	1%
85739	8%
Other (some seasonal residents wrote in their permanent zip code instead of their Pinal County zip code)	6%
Total	100%

Question 29

Do you reside in Pinal County more than 50% of a given year?	Percent of respondents
No	6%
Yes	94%
Total	100%

Question 30

Are you currently employed for pay?	Percent of respondents
No	41%
Yes, full time	51%
Yes, part time	8%
Total	100%

Question 31

Is your place of employment within Pinal County?	Percent of respondents
No	57%
Yes	43%
Total	100%

This question was only asked of respondents who reported they were currently employed for pay.

Question 32

During a typical week, how do you commute to work? (Check all that apply.)	Percent of respondents
Always work from home	5%
Telecommute (work from home) at least one day a week	4%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	79%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other adults or children	17%
Walk	2%
Bicycle	1%
Other	1%

Total may exceed 100% as respondents could select more than one option. This question was asked only of respondents who reported they were currently employed for pay.

Question 33

On average, about how long does it take you to travel TO work?	Percent of respondents
1 to 15 minutes	26%
16 to 30 minutes	25%
31 to 45 minutes	22%
46 minutes to 1 hour	19%
More than 1 hour	8%
Total	100%

This question was asked only of respondents who reported commuting to work to a location outside of the home.

Question 34

Do any children 17 or under live in your household?	Percent of respondents
No	66%
Yes	34%
Total	100%

Question 35

Are you or any other members of your household aged 65 or older?	Percent of respondents
No	70%
Yes	30%
Total	100%

Question 36

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$24,999	22%
\$25,000 to \$49,999	31%
\$50,000 to \$99,999	36%
\$100,000 to \$149,999	10%
\$150,000 or more	3%
Total	100%

Question 37

Do you rent or own your home?	Percent of respondents
Rent	23%
Own	77%
Total	100%

Question 38

Which best describes the building you live in?	Percent of respondents
Single family house detached from any other houses	79%
House attached to one or more houses (e.g., a duplex or townhome)	4%
Building with two or more apartments or condominiums	8%
Mobile home	8%
Other	1%
Total	100%

Question 39

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, utilities, and homeowners' association [HOA] fees)?	Percent of respondents
Less than \$599 per month	17%
\$600 to \$999 per month	27%
\$1,000 to \$1,499 per month	23%
\$1,500 to \$2,499 per month	26%
\$2,500 to \$3,999 per month	7%
\$4,000 or more per month	1%
Total	100%

Question 40

Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	82%
Yes, I consider myself to be Spanish, Hispanic or Latino	18%
Total	100%

Question 41

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	3%
Asian, Asian Indian or Pacific Islander	2%
Black or African American	5%
White	79%
Other	15%

Total may exceed 100% as respondents could select more than one option.

Question 42

In which category is your age?	Percent of respondents
18-24	3%
25-34	23%
35-44	15%
45-54	19%
55-64	17%
65-74	15%
75 years or older	9%
Total	100%

Question 43

What is your sex?	Percent of respondents
Female	46%
Male	54%
Total	100%

Question 44

Are you registered to vote in your jurisdiction?	Percent of respondents
No	20%
Yes	74%
Ineligible to vote	3%
Don't know	3%
Total	100%

Question 45

Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	30%
Yes	66%
Ineligible to vote	4%
Don't know	0%
Total	100%

Appendix B: Complete Set of Responses to Survey Questions

The following pages contain a complete set of responses to each question on the survey.

Question 1						
Please rate each of the following aspects of quality of life in Pinal County:	Excellent	Good	Fair	Poor	Don't know	Total
Pinal County as a place to live	13%	51%	30%	5%	1%	100%
Your neighborhood as a place to live	23%	48%	22%	6%	1%	100%
Pinal County as a place to raise children	7%	33%	28%	10%	23%	100%
Pinal County as a place to work	4%	19%	22%	29%	25%	100%
Pinal County as a place to retire	17%	39%	22%	8%	14%	100%
The overall quality of life in Pinal County	8%	48%	36%	5%	2%	100%

Question 2						
Please rate each of the following characteristics as they relate to Pinal County as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Sense of community	7%	41%	34%	12%	6%	100%
Openness and acceptance of the community toward people of diverse backgrounds	8%	45%	29%	8%	10%	100%
Opportunities to attend cultural activities	8%	29%	34%	18%	11%	100%
Recreational opportunities	9%	30%	34%	20%	7%	100%
Employment opportunities	1%	12%	25%	42%	20%	100%
Educational opportunities	5%	23%	33%	20%	18%	100%
Volunteer opportunities	8%	30%	31%	8%	23%	100%
Ease of car travel in Pinal County	7%	36%	32%	22%	2%	100%
Ease of bicycle travel in Pinal County	3%	17%	28%	27%	25%	100%
Availability of paths and walking trails	7%	22%	32%	25%	15%	100%
Pedestrian safety	4%	27%	38%	21%	10%	100%
Variety of housing options	7%	41%	34%	11%	7%	100%
Availability of affordable housing	12%	39%	27%	10%	11%	100%
Availability of affordable child care	1%	10%	21%	11%	56%	100%
Availability of affordable health care	3%	20%	29%	20%	27%	100%
Accessibility of Pinal County Health Clinics	3%	22%	26%	16%	33%	100%
Availability of services for seniors	4%	18%	19%	10%	49%	100%
Accessibility of County services for disabled persons	3%	13%	15%	8%	62%	100%
Air quality	8%	44%	32%	11%	4%	100%
Quality of overall natural environment in Pinal County	11%	45%	36%	5%	4%	100%
Overall appearance of Pinal County	6%	38%	42%	12%	2%	100%
Overall image or reputation of Pinal County	4%	30%	38%	20%	8%	100%

Question 3

Please rate how safe or unsafe you feel from the following in Pinal County:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
Violent crime (e.g., rape, assault, robbery)	17%	46%	19%	14%	2%	3%	100%
Property crimes (e.g., burglary, theft)	10%	37%	20%	21%	8%	3%	100%

Question 4

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
In your neighborhood during the day	46%	41%	9%	3%	1%	0%	100%
In your neighborhood after dark	22%	41%	17%	15%	4%	1%	100%

Question 5

Please rate the speed of growth in the following categories in Pinal County over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know	Total
Population growth	3%	12%	34%	28%	10%	13%	100%
Commercial growth (offices, stores, restaurants, etc.)	20%	34%	26%	9%	3%	8%	100%
Residential growth (new housing developments)	6%	14%	34%	24%	13%	9%	100%
Job growth	40%	31%	5%	1%	0%	22%	100%

Question 6

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Pinal County?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Attended a meeting of local elected officials or other local government meeting open to the public	75%	19%	4%	2%	0%	100%
Visited the Pinal County Web site	43%	32%	19%	4%	2%	100%
Watched a show on a Pinal County government cable television channel (or Pinal County programs on YouTube)	79%	12%	8%	1%	1%	100%
Recycled used paper, cans or bottles from your home	28%	13%	17%	9%	33%	100%
Volunteered your time to some group/activity in the County	61%	20%	10%	5%	5%	100%

Question 7

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know	Total
Recommend living in Pinal County to someone who asks	30%	47%	12%	8%	3%	100%
Remain in Pinal County for the next five years	49%	28%	9%	9%	5%	100%
Retire in Pinal County	35%	20%	11%	19%	14%	100%

Question 8

Please rate the following aspects of Pinal County government performance:	Excellent	Good	Fair	Poor	Don't know	Total
The value of County-provided services for the taxes paid to Pinal County	4%	25%	31%	18%	22%	100%
The overall direction that Pinal County is taking	3%	28%	32%	15%	22%	100%
The job Pinal County government does listening to residents	3%	17%	27%	19%	34%	100%

Question 9

Thinking about the number and quality of Pinal County services that you receive, do you feel your Pinal County taxes are:	Percent of respondents
Way too much	22%
Somewhat too much	36%
About right	40%
Somewhat too little	1%
Way too little	1%
Total	100%

Question 10

To what extent do you support or oppose each of the following:	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know	Total
Paying higher County taxes and maintaining current service levels or expanding services	7%	29%	25%	28%	12%	100%
Paying lower County taxes and reducing service levels	11%	26%	25%	24%	15%	100%

Question 11

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents
Very positive	2%
Somewhat positive	12%
No impact	29%
Somewhat negative	43%
Very negative	14%
Total	100%

Question 12

How important, if at all, do you think it is for Pinal County to address each of the following issues?	Essential	Very important	Somewhat important	Not important	Don't know	Total
Increasing the amount of affordable housing	14%	25%	31%	24%	7%	100%
Crime (public safety)	42%	44%	10%	1%	3%	100%
Addressing environmental issues (air quality, water conservation)	24%	40%	27%	6%	3%	100%
The pace of growth	15%	37%	37%	7%	4%	100%
Social services for those in need	18%	37%	33%	8%	5%	100%
Lowering taxes	23%	31%	31%	11%	4%	100%
Improving transportation, reducing traffic congestion	35%	33%	22%	7%	3%	100%
Decreasing substance abuse among Pinal County youth	41%	32%	17%	3%	6%	100%
Public health (TB control, WIC services, immunizations, etc.)	24%	38%	27%	6%	6%	100%
Mass transit (bus service, feasibility of passenger rail service)	24%	22%	29%	20%	5%	100%
Parks and recreation	25%	37%	31%	5%	3%	100%

Question 13

To what extent do you support or oppose Pinal County elected officials or staff expending local resources to improve the following services in the County?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know	Total
Growth (urban vs. rural balance, infrastructure concerns, land use)	23%	47%	11%	4%	15%	100%
Public safety (lower crime rates, police response time, adult or juvenile detention facility)	59%	30%	3%	1%	7%	100%
Healthcare (accessibility to quality services, increased number of licensed facilities, reducing substance use among Pinal County youth)	46%	37%	7%	2%	8%	100%
Transportation planning (providing quality, maintained roads, reduced commute times)	47%	39%	6%	2%	6%	100%
Education (quality, accessibility, affordability, etc.)	55%	32%	3%	1%	9%	100%
Environmental concerns (water conservation, air quality, etc.)	40%	43%	8%	2%	8%	100%
Jobs and economic development (increased employment within Pinal County, diversified sectors)	57%	27%	5%	1%	9%	100%
Communicating accountability and transparency to Pinal County residents (fiscally, services provided)	41%	40%	5%	1%	12%	100%

Question 14

Please rate the quality of each of the following services in Pinal County.	Excellent	Good	Fair	Poor	Don't know	Total
Pinal County Sheriff services	19%	43%	16%	5%	17%	100%
Law enforcement response time	15%	32%	19%	7%	27%	100%
Courts	5%	24%	16%	7%	49%	100%
Animal control	6%	22%	20%	14%	37%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	4%	17%	15%	8%	55%	100%
Traffic enforcement on County roads and highways	10%	43%	26%	11%	10%	100%
Street repairs and maintenance	4%	24%	38%	29%	5%	100%
Condition of County buildings (court facilities, offices, etc.)	8%	33%	23%	5%	30%	100%
Recycling	7%	29%	21%	27%	15%	100%
Land use, planning and zoning	4%	19%	28%	18%	30%	100%
Preservation of natural areas such as open space and farmland	5%	27%	31%	12%	25%	100%
Code enforcement (weeds, dumping, over-crowded housing, etc.)	3%	16%	31%	26%	24%	100%
Health services (Long Term Care, Horizon Home Health, Public Health Clinics)	4%	17%	23%	10%	46%	100%
Mental health services	3%	10%	14%	10%	63%	100%
Addiction services	2%	9%	13%	10%	66%	100%
Services for seniors	4%	17%	16%	9%	54%	100%
Services for youth	3%	12%	19%	15%	51%	100%
Services for people with disabilities	3%	12%	12%	7%	65%	100%
Services for low-income people	4%	12%	15%	11%	58%	100%
Public information services	4%	17%	26%	11%	42%	100%
Customer service from the Citizen Contact Center	2%	10%	10%	4%	74%	100%
Voter experience during the last election	12%	34%	16%	6%	32%	100%

Question 15

Overall, how would you rate the quality of the services provided by the Pinal County Government?	Percent of respondents
Excellent	3%
Good	36%
Fair	42%
Poor	9%
Don't know	10%
Total	100%

Question 16

Have you had any in-person, phone or email contact with a Pinal County employee within the last 12 months?	Percent of respondents
No	63%
Yes	37%
Total	100%

Question 17

	Excellent	Good	Fair	Poor	Don't know	Total
Knowledge	31%	41%	18%	7%	2%	100%
Responsiveness	33%	38%	16%	10%	2%	100%
Courtesy	40%	36%	16%	7%	1%	100%
Overall impression	34%	38%	16%	12%	1%	100%

This question was asked only of respondents who reported contacting a Pinal County employee in the last 12 months.

Question 18

How much information, if any, do you get about Pinal County government and its activities, events and services from each of the following sources?	Most	A lot	Some	None	Total
County Web site	8%	9%	32%	51%	100%
Local newspapers	14%	22%	45%	19%	100%
Radio	2%	6%	23%	69%	100%
Local television stations	6%	8%	32%	54%	100%
County cable television	1%	6%	21%	71%	100%
Civic association/homeowner association newsletters or community listservs	5%	11%	35%	48%	100%
Social networking (i.e., Facebook, Twitter, etc.) and blog Web sites	2%	3%	16%	79%	100%
Mailings, publications and online newsletters from County Government or elected officials	3%	10%	49%	38%	100%
Town Hall meetings and other public meetings	1%	4%	24%	70%	100%
Word-of-mouth	6%	16%	52%	25%	100%

Question 19

Below is a list of services available online at Pinal County's Web site (www.PinalCountyAZ.gov). Please indicate whether you have ever used the service, heard of but never used the service, or have never heard of the service.	Have done	Heard of but never done	Never heard of	Total
Looked up real estate information, such as tax values, building information and maps	39%	27%	34%	100%
Checked to see what Supervisor's district your home is located in	12%	34%	54%	100%
Looked up Pinal County voter information, such as district representatives, precinct locations or district boundaries	23%	34%	43%	100%
Paid your taxes	31%	34%	34%	100%
Applied for County permits	9%	44%	47%	100%
Submitted questions about the permit requirements or process for major home additions	6%	42%	52%	100%
Accessed County financial and performance information	8%	37%	56%	100%
Accessed a County form (e.g., employment application, public document)	20%	36%	44%	100%
Obtained information about services provided by Pinal County	25%	38%	37%	100%
Searched for or applied for County employment	16%	41%	43%	100%
Searched for tourism information or details on local attractions in Pinal County	23%	34%	43%	100%

Question 20

In the past 12 months, have you requested a Plan Review or Permit from Pinal County?	Percent of respondents
No	96%
Yes	4%
Total	100%

Question 21

What was your impression of the Pinal County employee(s) in your most recent Plan Review or Permit request?	Excellent	Good	Fair	Poor	Don't know	Total
Timeliness	29%	39%	10%	6%	16%	100%
Responsiveness	27%	38%	14%	5%	16%	100%
Overall impression	36%	28%	12%	8%	16%	100%

This question was asked only of respondents who reported requesting a Plan Review or Permit from Pinal County in the last 12 months.

Question 22

In the past 12 months, have you or anyone in your household used Pinal County Public Health Services?	Percent of respondents
No	81%
Yes	15%
Don't know	4%
Total	100%

Question 23

In the past 12 months, have you used the free immunizations services provided by Pinal County for a child in your care under the age of 18?	Percent of respondents
No	87%
Yes	6%
I was not aware of the free immunization services	7%
Total	100%

Question 24

During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	87%
Yes	12%
Don't know	1%
Total	100%

Question 25

If yes, was this crime (these crimes) reported to the Pinal County Sheriff's Office?	Percent of respondents
No	31%
Yes	64%
Don't know	5%
Total	100%

This question was asked only of respondents who reported being a victim of a crime in the past 12 months.

Question 26

What was your impression of the employee(s) of Pinal County in your most recent contact when reporting a crime to the Pinal County Sheriff's Office?	Excellent	Good	Fair	Poor	Don't know	Total
Timeliness	36%	37%	16%	12%	0%	100%
Responsiveness	31%	30%	18%	21%	0%	100%
Overall impression	34%	33%	9%	24%	0%	100%

This question was asked only of respondents who reported being a victim of a crime in the past 12 months and reporting it to the Pinal County Sheriff's Office.

Appendix C: Comparisons of Responses by Geographic Location

The responses by geographic location of residence (incorporated versus unincorporated areas) are compared in this appendix. Responses that are significantly different ($p < .05$) are marked with gray.

Quality of Life Compared by Geographic Location			
	Area		Overall results
	Incorporated Pinal County	Unincorporated Pinal County	
Pinal County as a place to live	63%	67%	65%
Your neighborhood as a place to live	66%	77%	71%
Pinal County as a place to raise children	54%	49%	51%
Pinal County as a place to work	33%	30%	32%
Pinal County as a place to retire	62%	69%	66%
The overall quality of life in Pinal County	54%	62%	58%

Percent reporting "good" or "excellent"

Community Characteristics Compared by Geographic Location			
	Area		Overall results
	Incorporated Pinal County	Unincorporated Pinal County	
Sense of community	55%	46%	51%
Openness and acceptance of the community toward people of diverse backgrounds	56%	61%	58%
Opportunities to attend cultural activities	43%	39%	41%
Recreational opportunities	42%	41%	42%
Employment opportunities	19%	13%	16%
Educational opportunities	37%	32%	35%
Volunteer opportunities	50%	48%	49%
Ease of car travel in Pinal County	49%	39%	44%
Ease of bicycle travel in Pinal County	31%	21%	26%
Availability of paths and walking trails	36%	32%	34%
Pedestrian safety	38%	30%	34%
Variety of housing options	50%	53%	51%
Availability of affordable housing	56%	59%	58%
Availability of affordable child care	29%	23%	26%
Availability of affordable health care	35%	29%	32%
Accessibility of Pinal County Health Clinics	42%	32%	38%
Availability of services for seniors	47%	41%	44%
Accessibility of County services for disabled persons	40%	40%	40%
Air quality	47%	61%	54%
Quality of overall natural environment in Pinal County	54%	61%	58%
Overall appearance of Pinal County	45%	45%	45%
Overall image or reputation of Pinal County	38%	36%	37%

Percent reporting "good" or "excellent"

Feelings of Safety from Crime Compared by Geographic Location

	Area		
	Incorporated Pinal County	Unincorporated Pinal County	Overall results
Violent crime (e.g., rape, assault, robbery)	59%	70%	64%
Property crimes (e.g., burglary, theft)	44%	53%	48%

Percent reporting "somewhat safe" or "very safe"

Feelings of Safety in Neighborhood Compared by Geographic Location

	Area		
	Incorporated Pinal County	Unincorporated Pinal County	Overall results
In your neighborhood during the day	84%	90%	87%
In your neighborhood after dark	60%	68%	64%

Percent reporting "somewhat safe" or "very safe"

Speed of Growth Compared by Geographic Location

		Area		
		Incorporated Pinal County	Unincorporated Pinal County	Overall results
Population growth	Too slow	20%	15%	17%
	Right amount	42%	37%	40%
	Too fast	39%	48%	43%
	Total	100%	100%	100%
Commercial growth (offices, stores, restaurants, etc.)	Too slow	59%	59%	59%
	Right amount	29%	28%	29%
	Too fast	12%	14%	13%
	Total	100%	100%	100%
Residential growth (new housing developments)	Too slow	27%	16%	22%
	Right amount	37%	39%	38%
	Too fast	36%	45%	40%
	Total	100%	100%	100%
Job growth	Too slow	91%	93%	92%
	Right amount	7%	6%	7%
	Too fast	2%	1%	1%
	Total	100%	100%	100%

Pinal County Government Performance Ratings Compared by Geographic Location

	Area		
	Incorporated Pinal County	Unincorporated Pinal County	Overall results
The value of County-provided services for the taxes paid to Pinal County	39%	35%	37%
The overall direction that Pinal County is taking	44%	36%	40%
The job Pinal County government does listening to residents	34%	28%	31%

Percent reporting "good" or "excellent"

Opinions about Pinal County Taxes Compared by Geographic Location

		Area		
		Incorporated Pinal County	Unincorporated Pinal County	Overall results
Thinking about the number and quality of Pinal County services that you receive, do you feel your Pinal County taxes are:	Too much	59%	57%	58%
	About right	39%	41%	40%
	Too little	2%	2%	2%
	Total	100%	100%	100%

Note: no significant differences between subgroups

Support for Higher Taxes or Reducing Services Compared by Geographic Location

	Area		
	Incorporated Pinal County	Unincorporated Pinal County	Overall results
Paying higher County taxes and maintaining current service levels or expanding services	43%	38%	40%
Paying lower County taxes and reducing service levels	46%	39%	43%

Percent reporting "somewhat support" or "strongly support"

Importance of Pinal County Focus on Issues Compared by Geographic Location

	Area		
	Incorporated Pinal County	Unincorporated Pinal County	Overall results
Increasing the amount of affordable housing	49%	34%	42%
Crime (public safety)	91%	87%	89%
Addressing environmental issues (air quality, water conservation)	68%	65%	66%
The pace of growth	52%	56%	54%
Social services for those in need	63%	52%	58%
Lowering taxes	56%	55%	56%
Improving transportation, reducing traffic congestion	69%	71%	70%
Decreasing substance abuse among Pinal County youth	81%	76%	79%
Public health (TB control, WIC services, immunizations, etc.)	71%	58%	65%
Mass transit (bus service, feasibility of passenger rail service)	55%	41%	48%
Parks and recreation	64%	62%	63%

Percent reporting "very important" or "essential"

Support for Pinal County Expending Local Resources to Improve Services Compared by Geographic Location

	Area		
	Incorporated Pinal County	Unincorporated Pinal County	Overall results
Growth (urban vs. rural balance, infrastructure concerns, land use)	81%	83%	82%
Public safety (lower crime rates, police response time, adult or juvenile detention facility)	97%	96%	96%
Healthcare (accessibility to quality services, increased number of licensed facilities, reducing substance use among Pinal County youth)	95%	87%	91%
Transportation planning (providing quality, maintained roads, reduced commute times)	93%	91%	92%
Education (quality, accessibility, affordability, etc.)	96%	93%	95%
Environmental concerns (water conservation, air quality, etc.)	91%	88%	89%
Jobs and economic development (increased employment within Pinal County, diversified sectors)	96%	91%	93%
Communicating accountability and transparency to Pinal County residents (fiscally, services provided)	93%	91%	92%

Percent reporting "somewhat support" or "strongly"

Quality of Services Compared by Geographic Location

	Area		Overall results
	Incorporated Pinal County	Unincorporated Pinal County	
Pinal County Sheriff services	71%	78%	75%
Law enforcement response time	63%	66%	64%
Courts	59%	53%	56%
Animal control	47%	43%	45%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	54%	40%	47%
Traffic enforcement on County roads and highways	60%	57%	58%
Street repairs and maintenance	32%	27%	29%
Condition of County buildings (court facilities, offices, etc.)	59%	59%	59%
Recycling	49%	36%	43%
Land use, planning and zoning	39%	28%	33%
Preservation of natural areas such as open space and farmland	43%	43%	43%
Code enforcement (weeds, dumping, over-crowded housing, etc.)	29%	21%	25%
Health services (Long Term Care, Horizon Home Health, Public Health Clinics)	43%	31%	38%
Mental health services	38%	30%	35%
Addiction services	39%	23%	32%
Services for seniors	48%	43%	46%
Services for youth	32%	30%	31%
Services for people with disabilities	44%	43%	44%
Services for low-income people	43%	30%	38%
Public information services	41%	29%	36%
Customer service from the Citizen Contact Center	46%	47%	46%
Voter experience during the last election	64%	70%	67%

Percent reporting "good" or "excellent"

Awareness of Services Compared by Geographic Location

	Area		Overall results
	Incorporated Pinal County	Unincorporated Pinal County	
Pinal County Sheriff services	20%	13%	17%
Law enforcement response time	24%	30%	27%
Courts	42%	57%	49%
Animal control	31%	43%	37%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	53%	56%	55%
Traffic enforcement on County roads and highways	11%	9%	10%
Street repairs and maintenance	5%	5%	5%
Condition of County buildings (court facilities, offices, etc.)	22%	38%	30%
Recycling	13%	17%	15%
Land use, planning and zoning	31%	30%	30%
Preservation of natural areas such as open space and farmland	25%	25%	25%
Code enforcement (weeds, dumping, over-crowded housing, etc.)	21%	27%	24%
Health services (Long Term Care, Horizon Home Health, Public Health Clinics)	37%	55%	46%
Mental health services	56%	71%	63%
Addiction services	61%	71%	66%
Services for seniors	50%	59%	54%
Services for youth	43%	59%	51%
Services for people with disabilities	61%	70%	65%
Services for low-income people	50%	66%	58%
Public information services	38%	46%	42%
Customer service from the Citizen Contact Center	70%	77%	74%
Voter experience during the last election	31%	33%	32%

Percent reporting "don't know"

Overall Quality of Services Compared by Geographic Location

	Area		Overall results
	Incorporated Pinal County	Unincorporated Pinal County	
Overall, how would you rate the quality of services provided by the Pinal County Government	44%	43%	43%

Percent reporting "good" or "excellent"

Note: no significant differences between subgroups

Appendix D: Survey Methodology

Developing the Questionnaire

The Pinal County Resident Survey was designed to measure government and staff progress in achieving Strategic Plan goals for the 2010-11 fiscal year. The survey instrument for Pinal County was developed by starting with example questions from surveys conducted in other jurisdictions across the country. A list of topics was generated for new questions, based on the Pinal County 2010-11 fiscal year Strategic Plan; topics and questions were modified to find those that were the best fit for the 2010 questionnaire. In an iterative process between County staff and NRC staff, a final five-page questionnaire was created.

Selecting Survey Recipients

“Sampling” refers to the method by which survey recipients are chosen. The “sample” refers to all those who were given a chance to participate in the survey. All households located in the County (except for Native American Reservations located within the County) were eligible for the survey. Because local governments generally do not have inclusive lists of all the residences in the jurisdiction (tax assessor and utility billing databases often omit rental units), resident lists from the United States Postal Service (USPS), updated every three months, usually provide the best representation of all households in a specific geographic location. NRC used the USPS data to select the sample of households.

A larger list than needed was sampled so that a process referred to as “geocoding” could be used to eliminate addresses from the list that were outside the County boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside these boundaries. All addresses determined to be outside the study boundaries were eliminated from the sample. A random selection was made of the remaining addresses to create a final list of 3,000 addresses.

Attached units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in detached housing units. Outgoing surveys were labeled with a code to identify whether the address was within incorporated or unincorporated areas to be able to provide comparisons by the geographic subgroups.

An individual within each household was randomly selected to complete the survey using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Survey Administration and Response

Each selected household was contacted three times. First, a prenotification announcement, informing the household members that they had been selected to participate in the survey was sent. Approximately one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by the Chairman of the Pinal County Board of Supervisors enlisting participation. The packet also contained a postage-paid return envelope in which the survey recipients could return the completed questionnaire to NRC. A reminder letter and survey, scheduled to arrive one to two weeks after the first survey was the final contact. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey.

The survey also was translated into Spanish and made available to those who requested it. One Spanish survey was requested and completed.

The mailings were sent in March 2010. Completed surveys were collected over the following four weeks. About 8% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,750 households presumed to have received a

survey, 963 completed the survey, providing a response rate of 35%. This is a good response rate; typical response rates for a mailed resident survey range from 25% to 40%.

95% Confidence Intervals

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within plus or minus three percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite our best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

While the 95 percent confidence level for the survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample, results for subgroups will have wider confidence intervals. For the geographic subgroups from the survey, the margin of error rises to as much as plus or minus 4.6% for a sample size of 450 (residents living in incorporated areas of the County) to plus or minus 4.3% for 513 completed surveys from residents living in unincorporated areas of the County. Where estimates are given for other subgroups, they are less precise.

Survey Processing (Data Entry)

Mailed surveys were returned to NRC via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey is reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys have been assigned a unique identification number, they are entered into an electronic dataset. This dataset is subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Survey Analysis

Weighting the Data

The demographic characteristics of the survey sample were compared to those found in the 2000 Census estimates for adults in the County. Sample results were weighted using the population norms to reflect the appropriate percent of those residents in the County. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age, race and ethnicity. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in differences of opinion among subgroups

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion

sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. Several different weighting “schemes” are tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure they are accurately represented in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the following table.

Pinal County Citizen Survey Weighting Table			
Characteristic	Population Norm*	Unweighted Data	Weighted Data
Housing			
Rent home	21%	18%	23%
Own home	79%	82%	77%
Detached unit	89%	87%	87%
Attached unit	11%	13%	13%
Race and Ethnicity			
White alone, not Hispanic	71%	83%	71%
Hispanic and/or other race	29%	17%	29%
Sex and Age			
Female	46%	54%	46%
Male	54%	46%	54%
18-34 years of age	27%	12%	26%
35-54 years of age	34%	25%	34%
55+ years of age	39%	63%	40%

*Source: 2000 Census

Analyzing the Data

The electronic dataset was analyzed by National Research Center, Inc. staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix B: Complete Set of Responses to Survey Questions*.

Also included are results by respondent geographic location (*Appendix C: Comparisons of Responses by Geographic Location*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been marked with grey shading in the appendices.

Appendix E: Jurisdictions Included in Benchmark Comparisons

Listed below are the jurisdictions included in the National Comparisons provided for Pinal County followed by its 2000 population according to the U.S. Census. At the end of this section, we also list the jurisdictions included in the Regional comparison.

Jurisdictions Included in Pinal County National Comparison

Agoura Hills, CA.....	20,537	Burlingame, CA.....	28,158	Davis, CA.....	60,308
Alamogordo, NM.....	35,582	Burlington, MA.....	22,876	Daytona Beach, FL.....	64,112
Albany, GA.....	76,939	Calgary, Canada.....	878,866	De Pere, WI.....	20,559
Albany, OR.....	40,852	Cambridge, MA.....	101,355	Decatur, GA.....	18,147
Albemarle County, VA.....	79,236	Canandaigua, NY.....	11,264	DeKalb, IL.....	39,018
Alpharetta, GA.....	34,854	Cape Coral, FL.....	102,286	Del Mar, CA.....	4,389
Ames, IA.....	50,731	Carlsbad, CA.....	78,247	Delaware, OH.....	25,243
Andover, MA.....	31,247	Carson City, NV.....	52,457	Delhi Township, MI.....	22,569
Ankeny, IA.....	27,117	Cartersville, GA.....	15,925	Delray Beach, FL.....	60,020
Ann Arbor, MI.....	114,024	Carver County, MN.....	70,205	Denton, TX.....	80,537
Arapahoe County, CO.....	487,967	Cary, NC.....	94,536	Denver (City and County), CO.....	554,636
Archuleta County, CO.....	9,898	Casa Grande, AZ.....	25,224	Denver Public Library, CO.....	NA
Arkansas City, KS.....	11,963	Castle Rock, CO.....	20,224	Des Moines, IA.....	198,682
Arlington County, VA.....	189,453	Cedar Creek, NE.....	396	Destin, FL.....	11,119
Arvada, CO.....	102,153	Cedar Falls, IA.....	36,145	Dewey-Humboldt, AZ.....	6,295
Asheville, NC.....	68,889	Centralia, IL.....	14,136	District of Saanich, Victoria, Canada.....	103,654
Aspen, CO.....	5,914	Chandler, AZ.....	176,581	Douglas County, CO.....	175,766
Auburn, AL.....	42,987	Chanhausen, MN.....	20,321	Dover, DE.....	32,135
Auburn, WA.....	40,314	Chanute, KS.....	9,411	Dover, NH.....	26,884
Aurora, CO.....	276,393	Charlotte County, FL.....	141,627	Downers Grove, IL.....	48,724
Austin, TX.....	656,562	Charlotte, NC.....	540,828	Dublin, CA.....	29,973
Avondale, AZ.....	35,883	Chesapeake, VA.....	199,184	Dublin, OH.....	31,392
Baltimore County, MD.....	754,292	Chesterfield County, VA.....	259,903	Duluth, MN.....	86,918
Barnstable, MA.....	47,821	Cheyenne, WY.....	53,011	Duncanville, TX.....	36,081
Batavia, IL.....	23,866	Chittenden County, VT.....	146,571	Durango, CO.....	13,922
Battle Creek, MI.....	53,364	Chula Vista, CA.....	173,556	Durham, NC.....	187,038
Bedford, MA.....	12,595	Claremont, CA.....	33,998	Duval County, FL.....	778,879
Beekman, NY.....	11,452	Clark County, WA.....	345,238	Eagle County, CO.....	41,659
Belleair Beach, FL.....	1,751	Clay County, MO.....	184,006	East Providence, RI.....	48,688
Bellevue, WA.....	109,569	Clearwater, FL.....	108,787	Eau Claire, WI.....	61,704
Bellflower, CA.....	72,878	Cococino County, AZ.....	116,320	Edmond, OK.....	68,315
Bellingham, WA.....	67,171	College Park, MD.....	24,657	Edmonton, Canada.....	666,104
Benbrook, TX.....	20,208	Collier County, FL.....	251,377	El Cerrito, CA.....	23,171
Bend, OR.....	52,029	Collinsville, IL.....	24,707	El Paso, TX.....	563,662
Benicia, CA.....	26,865	Colorado Springs, CO.....	360,890	Elk Grove, CA.....	59,984
Bettendorf, IA.....	31,275	Columbus, WI.....	4,479	Ellisville, MO.....	9,104
Billings, MT.....	89,847	Concord, CA.....	121,780	Elmhurst, IL.....	42,762
Blacksburg, VA.....	39,357	Concord, NC.....	55,977	Englewood, CO.....	31,727
Bloomfield, NM.....	6,417	Conyers, GA.....	10,689	Ephrata Borough, PA.....	13,213
Blue Ash, OH.....	12,513	Cooper City, FL.....	27,939	Escambia County, FL.....	294,410
Blue Earth, MN.....	3,621	Coppell, TX.....	39,958	Escanaba, MI.....	13,140
Blue Springs, MO.....	48,080	Coral Springs, FL.....	117,549	Eugene, OR.....	137,893
Boise, ID.....	185,787	Corpus Christi, TX.....	277,454	Eustis, FL.....	15,106
Bonita Springs, FL.....	32,797	Corvallis, OR.....	49,322	Evanston, IL.....	74,239
Borough of Ebensburg, PA.....	3,091	Coventry, CT.....	11,504	Fairway, KS.....	3,952
Botetourt County, VA.....	30,496	Craig, CO.....	9,189	Farmington, NM.....	37,844
Boulder County, CO.....	291,288	Cranberry Township, PA.....	23,625	Farmington, UT.....	12,081
Boulder, CO.....	94,673	Crested Butte, CO.....	1,529	Fayetteville, AR.....	58,047
Bowling Green, KY.....	49,296	Creve Coeur, MO.....	16,500	Federal Way, WA.....	83,259
Bozeman, MT.....	27,509	Crystal Lake, IL.....	38,000	Fishers, IN.....	37,835
Branson, MO.....	6,050	Cumberland County, PA.....	213,674	Flagstaff, AZ.....	52,894
Brea, CA.....	35,410	Cupertino, CA.....	50,546	Florence, AZ.....	17,054
Breckenridge, CO.....	2,408	Dakota County, MN.....	355,904	Flower Mound, TX.....	50,702
Brevard County, FL.....	476,230	Dallas, TX.....	1,188,580	Flushing, MI.....	8,348
Brisbane, CA.....	3,597	Dania Beach, FL.....	20,061	Fort Collins, CO.....	118,652
Broken Arrow, OK.....	74,839	Davenport, IA.....	98,359	Fort Worth, TX.....	534,694
Broomfield, CO.....	38,272	Davidson, NC.....	7,139	Freeport, IL.....	26,443
Bryan, TX.....	34,733	Daviess County, KY.....	91,545		

Fridley, MN	27,449	La Mesa, CA	54,749	Mountain View, CA	70,708
Fruita, CO	6,478	La Plata, MD	6,551	Mountlake Terrace, WA	20,362
Gainesville, FL	95,447	La Vista, NE	11,699	Multnomah County, OR	660,486
Gaithersburg, MD	52,613	Laguna Beach, CA	23,727	Munster, IN	21,511
Galt, CA	19,472	Lakewood, CO	144,126	Naperville, IL	128,358
Gardner, KS	9,396	Lane County, OR	322,959	Nashville, TN	545,524
Georgetown, CO	1,088	Laramie, WY	27,204	Needham, MA	28,911
Georgetown, TX	28,339	Larimer County, CO	251,494	New Orleans, LA	484,674
Gig Harbor, WA	6,465	Lawrence, KS	80,098	New York City, NY	8,008,278
Gilbert, AZ	109,697	Lebanon, NH	12,568	Newport Beach, CA	70,032
Gillette, WY	19,646	Lebanon, OH	16,962	Newport News, VA	180,150
Gladstone, MI	5,032	Lee's Summit, MO	70,700	Newport, RI	26,475
Golden, CO	17,159	Lee County, FL	454,918	Normal, IL	45,386
Goodyear, AZ	18,911	Lenexa, KS	40,238	North Branch, MN	8,023
Grand County, CO	12,442	Lexington, VA	6,867	North Las Vegas, NV	115,488
Grand Junction, CO	41,986	Liberty, MO	26,232	North Palm Beach, FL	12,064
Grand Prairie, TX	127,427	Lincolnwood, IL	12,359	North Port, FL	22,797
Grandview, MO	24,881	Little Rock, AR	183,133	North Vancouver, Canada	44,303
Green Valley, VA	17,283	Livermore, CA	73,345	Northampton County, VA	13,093
Greenville, SC	10,468	Lodi, CA	56,999	Northern Tier Coalition Community Survey, PA	NA
Greenwood Village, CO	11,035	Lone Tree, CO	4,873	Northglenn, CO	31,575
Gresham, OR	90,205	Long Beach, CA	461,522	Novi, MI	47,386
Guelph, Ontario, Canada	114,943	Longmont, CO	71,093	O'Fallon, IL	21,910
Gulf Shores, AL	5,044	Louisville, CO	18,937	O'Fallon, MO	46,169
Gunnison County, CO	13,956	Loveland, CO	50,608	Oak Park, IL	39,803
Gurnee, IL	28,834	Lower Providence Twnshp, PA	22,390	Oak Ridge, TN	27,387
Hampton, VA	146,437	Lyme, NH	1,679	Oakland Park, FL	30,966
Hanover County, VA	86,320	Lynchburg, VA	65,269	Oakland Township, MI	13,071
Hartford, CT	121,578	Lynnwood, WA	33,847	Oakville, Canada	144,738
Henderson, NV	175,381	Lynwood, CA	69,845	Ocala, FL	45,943
Hermiston, OR	13,154	Madison, WI	208,054	Ocean City, MD	7,173
High Point, NC	85,839	Manchester, CT	54,740	Ocean Shores, WA	3,836
Highland Park, IL	31,365	Mankato, MN	32,427	Oklahoma City, OK	506,132
Highlands Ranch, CO	70,931	Maple Grove, MN	50,365	Olathe, KS	92,962
Hillsborough County, FL	998,948	Maplewood, MN	34,947	Oldsmar, FL	11,910
Honolulu, HI	876,156	Marana, AZ	13,556	Olmsted County, MN	124,277
Hopewell, VA	22,354	Marion, IA	7,144	Olympia, WA	42,514
Hoquiam, WA	9,097	Maryland Heights, MO	25,756	Orange Village, OH	3,236
Hot Sulphur Springs, CO	521	Maryville, MO	10,581	Orleans Parish, LA	484,674
Howell, MI	9,232	Mauai, HI	128,094	Ottawa County, MI	238,314
Hudson, NC	3,078	Mauldin, SC	15,224	Overland Park, KS	149,080
Hudson, OH	22,439	Mayer, MN	554	Oviedo, FL	26,316
Hurst, TX	36,273	McAllen, TX	106,414	Ozaukee County, WI	82,317
Hutchinson, MN	13,080	Mecklenburg County, NC	695,454	Palatine, IL	65,479
Hutto, TX	1,250	Medina, MN	4,005	Palm Bay, FL	79,413
Independence, MO	113,288	Melbourne, FL	71,382	Palm Beach County, FL	1,131,184
Indianola, IA	12,998	Menlo Park, CA	30,785	Palm Beach Gardens, FL	35,058
Irving, TX	191,615	Meridian Charter Township, MI	38,987	Palm Beach, FL	10,468
Jackson County, MI	158,422	Merriam, KS	11,008	Palm Coast, FL	32,732
Jackson County, OR	181,269	Merrill, WI	10,146	Palm Springs, CA	42,807
James City County, VA	48,102	Mesa County, CO	116,255	Palo Alto, CA	58,598
Jefferson County, CO	527,056	Mesa, AZ	396,375	Panama City, FL	36,417
Jefferson Parish, LA	455,466	Miami Beach, FL	87,933	Park Ridge, IL	37,775
Joplin, MO	45,504	Milton, GA	30,180	Parker, CO	23,558
Jupiter, FL	39,328	Milton, WI	5,132	Pasadena, TX	141,674
Kamloops, Canada	77,281	Minneapolis, MN	382,618	Pasco County, FL	344,765
Kannapolis, NC	36,910	Mission Viejo, CA	93,102	Pasco, WA	32,066
Kearney, NE	27,431	Mission, KS	9,727	Peoria County, IL	183,433
Keizer, OR	32,203	Missoula, MT	57,053	Peoria, AZ	108,364
Kelowna, Canada	96,288	Montgomery County, MD	873,341	Peters Township, PA	17,556
Kent, WA	79,524	Montgomery County, MD	873,341	Philadelphia, PA	1,517,550
Kettering, OH	57,502	Montpelier, VT	8,035	Phoenix, AZ	1,321,045
King County, WA	1,737,034	Montrose, CO	12,344	Pinellas County, FL	921,482
Kirkland, WA	45,054	Mooreville, NC	18,823	Pinellas Park, FL	45,658
Kissimmee, FL	47,814	Morgan Hill, CA	33,556	Pitkin County, CO	14,872
Kitsap County, WA	231,969	Morgantown, WV	26,809	Plano, TX	222,030
Kutztown Borough, PA	5,067	Moscow, ID	21,291		

Platte City, MO	3,866	Scottsdale, AZ	202,705	Thunder Bay, Canada	109,016
Port Orange, FL	45,823	Sedona, AZ	10,192	Titusville, FL	40,670
Port St. Lucie, FL	88,769	Seminole, FL	10,890	Tomball, TX	9,089
Portland, OR	529,121	Sheldahl, IA	336	Troy, MI	80,959
Post Falls, ID	17,247	Shenandoah, TX	1,503	Tualatin, OR	22,791
Poway, CA	48,044	Sherman, IL	2,871	Tuskegee, AL	11,846
Prescott Valley, AZ	25,535	Shorewood, IL	7,686	Twin Falls, ID	34,469
Prince Albert, Canada	34,291	Shrewsbury, MA	31,640	Upper Merion Township, PA	28,863
Prince William County, VA	280,813	Silverthorne, CO	3,196	Urbandale, IA	29,072
Prior Lake, MN	15,917	Sioux Falls, SD	123,975	Vail, CO	4,531
Queen Creek, AZ	4,316	Skokie, IL	63,348	Valdez, AK	4,036
Radford, VA	15,859	Slater, IA	1,306	Vancouver, WA	143,560
Rancho Cordova, CA	55,060	Smyrna, GA	40,999	Victoria, Canada	78,057
Raymore, MO	11,146	Snoqualmie, WA	1,631	Village of Howard City, MI	1,585
Redding, CA	80,865	South Daytona, FL	13,177	Virginia Beach, VA	425,257
Redmond, WA	45,256	South Haven, MI	5,021	Visalia, CA	91,565
Reno, NV	180,480	South Lake Tahoe, CA	23,609	Volusia County, FL	443,343
Renton, WA	50,052	Southlake, TX	21,519	Wahpeton, ND	8,586
Richland, WA	38,708	Sparks, NV	66,346	Walnut Creek, CA	64,296
Richmond Heights, MO	9,602	Spokane Valley, WA	75,203	Walton County, FL	40,601
Richmond, CA	99,216	Spotsylvania County, VA	90,395	Washington City, UT	8,186
Rio Rancho, NM	51,765	Springboro, OH	12,380	Washington County, MN	201,130
Riverdale, UT	7,656	Springville, UT	20,424	Washoe County, NV	339,486
Riverside, IL	8,895	St. Cloud, FL	20,074	Waukee, IA	5,126
Roanoke, VA	94,911	St. Cloud, MN	59,107	Wausau, WI	38,426
Rochester, MI	10,467	St. Louis County, MN	200,528	West Des Moines, IA	46,403
Rock Hill, SC	49,765	Stafford County, VA	92,446	Western Eagle County Metro Rec District, CO	NA
Rockville, MD	47,388	Starkville, MS	21,869	Westerville, OH	35,318
Roeland Park, KS	6,817	State College, PA	38,420	Westminster, CO	100,940
Roswell, GA	79,334	Staunton, VA	23,853	Wethersfield, CT	26,271
Round Rock, TX	61,136	Steamboat Springs, CO	9,815	Wheat Ridge, CO	32,913
Rowlett, TX	44,503	Sterling, CO	11,360	White House, TN	7,220
Saco, ME	16,822	Stillwater, OK	39,065	Whitehorse, Canada	19,058
Safford, AZ	9,232	Stockton, CA	243,771	Whitewater, WI	13,437
Salida, CO	5,504	Suamico, WI	8,686	Wichita, KS	344,284
Salina, KS	45,679	Sugar Grove, IL	3,909	Williamsburg, VA	11,998
San Francisco, CA	776,733	Sugar Land, TX	63,328	Willingboro Township, NJ	33,008
San Juan County, NM	113,801	Summit County, CO	23,548	Wilmington, IL	5,134
San Luis Obispo County, CA	247,900	Sunnyvale, CA	131,760	Wilmington, NC	90,400
San Marcos, TX	34,733	Surprise, AZ	30,848	Windsor, CT	28,237
San Rafael, CA	56,063	Suwanee, GA	8,725	Winnipeg, Canada	619,544
San Ramon, CA	44,722	Tacoma Public Works, WA	193,556	Winston-Salem, NC	185,776
San Ramon, CA	44,722	Tacoma, WA	193,556	Winter Garden, FL	14,351
Sandusky, OH	27,844	Takoma Park, MD	17,299	Winter Park, FL	24,090
Sandy City, UT	88,418	Tallahassee, FL	150,624	Woodbury, MN	46,463
Sanford, FL	38,291	Temecula, CA	57,716	Woodridge, IL	30,934
Santa Barbara County, CA	399,347	Tempe, AZ	158,625	Worcester, MA	172,648
Santa Monica, CA	84,084	Teton County, WY	18,251	Yellowknife, Canada	16,541
Sarasota, FL	52,715	The Colony, TX	26,531	Yuma County, AZ	160,026
Sault Sainte Marie, MI	16,542	Thornton, CO	82,384	Yuma, AZ	77,515
Savannah, GA	131,510	Thousand Oaks, CA	117,005		
Scott County, MN	89,498				

Jurisdictions Included in Pinal County Regional Comparison (western region)*

Alamogordo, NM	35,582	Carson City, NV	52,457	Farmington, UT	12,081
Arapahoe County, CO	487,967	Casa Grande, AZ	25,224	Flagstaff, AZ	52,894
Archuleta County, CO	9,898	Castle Rock, CO	20,224	Fort Collins, CO	118,652
Arvada, CO	102,153	Chandler, AZ	176,581	Fruita, CO	6,478
Aspen, CO	5,914	Cheyenne, WY	53,011	Gig Harbor, WA	6,465
Aurora, CO	276,393	Cococino County, AZ	116,320	Gillette, WY	19,646
Avondale, AZ	35,883	Colorado Springs, CO	360,890	Golden, CO	17,159
Billings, MT	89,847	Craig, CO	9,189	Goodyear, AZ	18,911
Bloomfield, NM	6,417	Douglas County, CO	175,766	Grand County, CO	12,442
Boise, ID	185,787	Durango, CO	13,922	Grand Junction, CO	41,986
Boulder County, CO	291,288	Eagle County, CO	41,659	Green Valley, CO	17,283
Boulder, CO	94,673	Englewood, CO	31,727	Greenwood Village, CO	11,035
Bozeman, MT	27,509	Farmington, NM	37,844	Gunnison County, CO	13,956

Pinal County, AZ Resident Survey

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Henderson, NV	175,381	North Las Vegas, NV.....	115,488	Springville, UT.....	20,424
Highlands Ranch, CO	70,931	Northglenn, CO	31,575	Steamboat Springs, CO	9,815
Jefferson County, CO	527,056	Parker, CO	23,558	Sterling, CO	11,360
Jefferson County, CO	527,056	Peoria, AZ.....	108,364	Summit County, CO	23,548
Lakewood, CO	144,126	Phoenix, AZ	1,321,045	Surprise, AZ.....	30,848
Laramie, WY	27,204	Pitkin County, CO	14,872	Tempe, AZ.....	158,625
Larimer County, CO	251,494	Post Falls, ID.....	17,247	Teton County, WY.....	18,251
Lone Tree, CO.....	4,873	Reno, NV	180,480	Thornton, CO	82,384
Longmont, CO	71,093	Rio Rancho, NM	51,765	Twin Falls, ID.....	34,469
Louisville, CO	18,937	Riverdale, UT.....	7,656	Washington City, UT	8,186
Loveland, CO	50,608	Safford, AZ	9,232	Washoe County, NV.....	339,486
Marana, AZ.....	13,556	Salida, CO	5,504	Westminster, CO	100,940
Mesa County, CO.....	116,255	San Juan County, NM.....	113,801	Wheat Ridge, CO	32,913
Mesa, AZ.....	396,375	Sandy City, UT	88,418	Yuma County, AZ	160,026
Missoula, MT.....	57,053	Scottsdale, AZ	202,705	Yuma, AZ.....	77,515
Montrose, CO	12,344	Sedona, AZ	10,192		
Moscow, ID	21,291	Sparks, NV.....	66,346		

**Note: the jurisdictions/states included in this region are designated by the US Census.*

Appendix F: Copy of Survey Questionnaire

The following pages contain a copy of the questionnaire that survey participants were asked to complete.

THE PINAL COUNTY 2010 RESIDENT SURVEY

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Pinal County:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Pinal County as a place to live	1	2	3	4	5
b. Your neighborhood as a place to live.....	1	2	3	4	5
c. Pinal County as a place to raise children.....	1	2	3	4	5
d. Pinal County as a place to work	1	2	3	4	5
e. Pinal County as a place to retire	1	2	3	4	5
f. The overall quality of life in Pinal County	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Pinal County as a whole:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Sense of community	1	2	3	4	5
b. Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
c. Opportunities to attend cultural activities	1	2	3	4	5
d. Recreational opportunities	1	2	3	4	5
e. Employment opportunities	1	2	3	4	5
f. Educational opportunities	1	2	3	4	5
g. Volunteer opportunities.....	1	2	3	4	5
h. Ease of car travel in Pinal County.....	1	2	3	4	5
i. Ease of bicycle travel in Pinal County.....	1	2	3	4	5
j. Availability of paths and walking trails	1	2	3	4	5
k. Pedestrian safety.....	1	2	3	4	5
l. Variety of housing options	1	2	3	4	5
m. Availability of affordable housing	1	2	3	4	5
n. Availability of affordable child care	1	2	3	4	5
o. Availability of affordable health care	1	2	3	4	5
p. Accessibility of Pinal County Health Clinics	1	2	3	4	5
q. Availability of services for seniors.....	1	2	3	4	5
r. Accessibility of County services for disabled persons	1	2	3	4	5
s. Air quality	1	2	3	4	5
t. Quality of overall natural environment in Pinal County	1	2	3	4	5
u. Overall appearance of Pinal County	1	2	3	4	5
v. Overall image or reputation of Pinal County	1	2	3	4	5

3. Please rate how safe or unsafe you feel from the following in Pinal County:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
a. Violent crime (e.g., rape, assault, robbery).....	1	2	3	4	5	6
b. Property crimes (e.g., burglary, theft)	1	2	3	4	5	6

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
a. In your neighborhood during the day	1	2	3	4	5	6
b. In your neighborhood after dark.....	1	2	3	4	5	6

5. Please rate the speed of growth in the following categories in Pinal County over the past 2 years:

	<u>Much too slow</u>	<u>Somewhat too slow</u>	<u>Right amount</u>	<u>Somewhat too fast</u>	<u>Much too fast</u>	<u>Don't know</u>
a. Population growth	1	2	3	4	5	6
b. Commercial growth (offices, stores, restaurants, etc.).....	1	2	3	4	5	6
c. Residential growth (new housing developments)	1	2	3	4	5	6
d. Job growth.....	1	2	3	4	5	6

6. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Pinal County?

	<u>Never</u>	<u>Once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>More than 26 times</u>
a. Attended a meeting of local elected officials or other local government meeting open to the public.....	1	2	3	4	5
b. Visited the Pinal County Web site (www.PinalCountyAZ.gov).....	1	2	3	4	5
c. Watched a show on a Pinal County government cable television channel (or Pinal County programs on YouTube).....	1	2	3	4	5
d. Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
e. Volunteered your time to some group/activity in the County.....	1	2	3	4	5

7. Please indicate how likely or unlikely you are to do each of the following:

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
a. Recommend living in Pinal County to someone who asks.....	1	2	3	4	5
b. Remain in Pinal County for the next five years.....	1	2	3	4	5
c. Retire in Pinal County.....	1	2	3	4	5

8. Please rate the following aspects of Pinal County government performance:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. The value of County-provided services for the taxes paid to Pinal County.....	1	2	3	4	5
b. The overall direction that Pinal County is taking.....	1	2	3	4	5
c. The job Pinal County government does listening to residents.....	1	2	3	4	5

9. Thinking about the number and quality of Pinal County services that you receive, do you feel your Pinal County taxes are:

- Way to much
 Somewhat too much
 About right
 Somewhat too little
 Way too little

10. To what extent do you support or oppose each of the following:

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>	<u>Don't know</u>
a. Paying higher County taxes and maintaining current service levels or expanding services.....	1	2	3	4	5
b. Paying lower County taxes and reducing service levels.....	1	2	3	4	5

11. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 No impact
 Somewhat negative
 Very negative

12. How important, if at all, do you think it is for Pinal County to address each of the following issues?

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not important</u>	<u>Don't know</u>
a. Increasing the amount of affordable housing.....	1	2	3	4	5
b. Crime (public safety).....	1	2	3	4	5
c. Addressing environmental issues (air quality, water conservation).....	1	2	3	4	5
d. The pace of growth.....	1	2	3	4	5
e. Social services for those in need.....	1	2	3	4	5
f. Lowering Taxes.....	1	2	3	4	5
g. Improving transportation, reducing traffic congestion.....	1	2	3	4	5
h. Decreasing substance abuse among Pinal County youth.....	1	2	3	4	5
i. Public health (TB control, WIC services, immunizations, etc.).....	1	2	3	4	5
j. Mass transit (bus service, feasibility of passenger rail service).....	1	2	3	4	5
k. Parks and recreation.....	1	2	3	4	5

13. To what extent do you support or oppose Pinal County elected officials or staff expending local resources to improve the following services in the County?

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>	<u>Don't know</u>
a. Growth (urban vs. rural balance, infrastructure concerns, land use).....	1	2	3	4	5
b. Public safety (lower crime rates, police response time, adult or juvenile detention facility).....	1	2	3	4	5
c. Healthcare (accessibility to quality services, increased number of licensed facilities, reducing substance use among Pinal County youth).....	1	2	3	4	5
d. Transportation planning (providing quality, maintained roads, reduced commute times)	1	2	3	4	5
e. Education (quality, accessibility, affordability, etc.)	1	2	3	4	5
f. Environmental concerns (water conservation, air quality, etc.)	1	2	3	4	5
g. Jobs and economic development (increased employment within Pinal County, diversified sectors)	1	2	3	4	5
h. Communicating accountability and transparency to Pinal County Residents (fiscally, services provided).....	1	2	3	4	5

14. Please rate the quality of each of the following services in Pinal County.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Pinal County Sheriff services	1	2	3	4	5
b. Law enforcement response time	1	2	3	4	5
c. Courts	1	2	3	4	5
d. Animal control.....	1	2	3	4	5
e. Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
f. Traffic enforcement on County roads and highways.....	1	2	3	4	5
g. Street repairs and maintenance	1	2	3	4	5
h. Condition of County buildings (court facilities, offices, etc.)	1	2	3	4	5
i. Recycling.....	1	2	3	4	5
j. Land use, planning and zoning	1	2	3	4	5
k. Preservation of natural areas such as open space and farmland	1	2	3	4	5
l. Code enforcement (weeds, dumping, over-crowded housing, etc.)	1	2	3	4	5
m. Health services (Long Term Care, Horizon Home Health, Public Health Clinics).....	1	2	3	4	5
n. Mental health services	1	2	3	4	5
o. Addiction services.....	1	2	3	4	5
p. Services for seniors	1	2	3	4	5
q. Services for youth	1	2	3	4	5
r. Services for people with disabilities	1	2	3	4	5
s. Services for low-income people.....	1	2	3	4	5
t. Public information services	1	2	3	4	5
u. Customer service from the Citizen Contact Center (1-888-431-1311)	1	2	3	4	5
v. Voter experience during the last election.....	1	2	3	4	5

15. Overall, how would you rate the quality of the services provided by the Pinal County Government?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
.....	1	2	3	4	5

16. Have you had any in-person, phone or email contact with a Pinal County employee within the last 12 months?
 No → Go to question 18 Yes → Go to question 17

17. What was your impression of the employee(s) of Pinal County in your most recent contact? (Rate each characteristic below.)

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Knowledge.....	1	2	3	4	5
b. Responsiveness.....	1	2	3	4	5
c. Courtesy.....	1	2	3	4	5
d. Overall impression.....	1	2	3	4	5

18. How much information, if any, do you get about Pinal County government and its activities, events and services from each of the following sources?

	<u>Most</u>	<u>A lot</u>	<u>Some</u>	<u>None</u>
a. County Web site (www.PinalCountyAZ.gov)	1	2	3	4
b. Local newspapers	1	2	3	4
c. Radio	1	2	3	4
d. Local television stations	1	2	3	4
e. County cable television	1	2	3	4
f. Civic association/homeowner association newsletters or community listservs	1	2	3	4
g. Social networking (i.e., Facebook, Twitter, etc.) and blog Web sites	1	2	3	4
h. Mailings, publications and online newsletters from County Government or elected officials	1	2	3	4
i. Town Hall meetings and other public meetings	1	2	3	4
j. Word-of-mouth.....	1	2	3	4

19. Below is a list of services available online at Pinal County's Web site (www.Pinal CountyAZ.gov). Please indicate whether you have ever used the service, heard of but never used the service, or have never heard of the service.

	<u>Have done</u>	<u>Heard of but never done</u>	<u>Never heard of</u>
a. Looked up real estate information, such as tax values, building information, and maps	1	2	3
b. Checked to see what Supervisor's district your home is located in	1	2	3
c. Looked up Pinal County voter information, such as district representatives, precinct locations or district boundaries	1	2	3
d. Paid your taxes	1	2	3
e. Applied for County Permits	1	2	3
f. Submitted questions about the permit requirements or process for major home additions ...	1	2	3
g. Accessed County financial and performance information	1	2	3
h. Accessed a County form (e.g., employment application, public document).....	1	2	3
i. Obtained information about services provided by Pinal County	1	2	3
j. Searched for or applied for County employment.....	1	2	3
k. Searched for tourism information or details on local attractions in Pinal County.....	1	2	3

20. In the past 12 months, have you requested a Plan Review or Permit from Pinal County?

- No →Go to 22 Yes →Go to 21

21. What was your impression of the Pinal County employee(s) in your most recent Plan Review or Permit request?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Timeliness	1	2	3	4	5
b. Responsiveness.....	1	2	3	4	5
c. Overall impression.....	1	2	3	4	5

22. In the past 12 months, have you or anyone in your household used Pinal County Public Health Services?

- No Yes Don't know

23. In the past 12 months, have you used the free immunizations services provided by Pinal County for a child in your care under the age of 18?

- No Yes I was not aware of the free immunization services

24. During the past 12 months, were you or anyone in your household the victim of any crime?

- No →Go to 27 Yes →Go to 25 Don't know →Go to 27

25. If yes, was this crime (these crimes) reported to the Pinal County Sheriff's Office?

- No →Go to 27 Yes →Go to 26 Don't know →Go to 27

26. What was your impression of the employee(s) of Pinal County in your most recent contact when reporting a crime to the Pinal County Sheriff's Office?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Timeliness	1	2	3	4	5
b. Responsiveness.....	1	2	3	4	5
c. Overall impression.....	1	2	3	4	5

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

27. How many years have you lived in Pinal County?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

28. What is your zip code? _____

29. Do you reside in Pinal County more than 50% of a given year?

- No
 Yes

30. Are you currently employed for pay?

- No → Go to question 34
 Yes, full time → Go to question 31
 Yes, part time → Go to question 31

31. Is your place of employment within Pinal County?

- No
 Yes

32. During a typical week, how do you commute to work? (Check all that apply.)

- Always work from home (e.g., home-based business) → Go to question 34
 Telecommute (work from home) at least one day a week
 Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself
 Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other adults or children
 Walk
 Bicycle
 Other

33. On average, about how long does it take you to travel TO work?

- 1 to 15 minutes 46 minutes to 1 hour
 16 to 30 minutes More than 1 hour
 31 to 45 minutes

34. Do any children 17 or under live in your household?

- No Yes

35. Are you or any other members of your household aged 65 or older?

- No Yes

36. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$24,999
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

37. Do you rent or own your home?

- Rent Own

38. Which best describes the building you live in?

- Single family house detached from any other houses
 House attached to one or more houses (e.g., a duplex or townhome)
 Building with two or more apartments or condominiums
 Mobile home
 Other

39. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, utilities, and homeowners' association [HOA] fees)?

- Less than \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 to \$3,999 per month
 \$4,000 or more per month

40. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

41. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

42. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

43. What is your sex?

- Female Male

44. Are you registered to vote in your jurisdiction?

- No
 Yes
 Ineligible to vote
 Don't know

45. Many people don't have time to vote in elections. Did you vote in the last general election?

- No
 Yes
 Ineligible to vote
 Don't know

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

LA ENCUESTA A RESIDENTES DE PINAL COUNTY 2010

Por favor complete este cuestionario si usted es el adulto (de edad 18 o más) en el hogar que más recientemente tuvo un cumpleaños. El año de nacimiento del adulto no importa. Por favor seleccione la respuesta (haciendo un círculo alrededor del número o marcando la caja) que represente más cercanamente su opinión para cada pregunta. Sus respuestas son anónimas y serán reportadas únicamente en forma de grupo.

1. Por favor clasifique cada uno de los siguientes aspectos de la calidad de vida en Pinal County:

	<u>Excelente</u>	<u>Bueno</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
a. Pinal County como un lugar donde vivir.....	1	2	3	4	5
b. Su vecindario como un lugar donde vivir.....	1	2	3	4	5
c. Pinal County como un lugar para criar niños.....	1	2	3	4	5
d. Pinal County como un lugar para trabajar.....	1	2	3	4	5
e. Pinal County como un lugar para retirarse.....	1	2	3	4	5
f. La calidad general de vida en Pinal County.....	1	2	3	4	5

2. Por favor clasifique cada una de las siguientes características por como se relacionen a Pinal County en general:

	<u>Excelente</u>	<u>Bueno</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
a. Sentido de comunidad.....	1	2	3	4	5
b. Franqueza y aceptación de la comunidad hacia personas con antecedentes diversos.....	1	2	3	4	5
c. Oportunidades para asistir a actividades culturales.....	1	2	3	4	5
d. Oportunidades recreativas.....	1	2	3	4	5
e. Oportunidades de empleo.....	1	2	3	4	5
f. Oportunidades educativas.....	1	2	3	4	5
g. Oportunidades para trabajo voluntario.....	1	2	3	4	5
h. Facilidad de viajar por carro en Pinal County.....	1	2	3	4	5
i. Facilidad de viajar por bicicleta en Pinal County.....	1	2	3	4	5
j. Disponibilidad de caminos y senderos para caminar.....	1	2	3	4	5
k. Seguridad de peatones.....	1	2	3	4	5
l. Variedad de opciones para viviendas.....	1	2	3	4	5
m. Disponibilidad de viviendas a precios asequibles.....	1	2	3	4	5
n. Disponibilidad de guarderías para niños a precios asequibles.....	1	2	3	4	5
o. Disponibilidad de cuidados de salud a precios asequibles.....	1	2	3	4	5
p. Disponibilidad de Clínicas de Salud en Pinal County.....	1	2	3	4	5
q. Disponibilidad de servicios para personas de tercera edad.....	1	2	3	4	5
r. Disponibilidad de servicios del Condado para personas incapacitadas.....	1	2	3	4	5
s. Calidad del aire.....	1	2	3	4	5
t. Calidad de ambiente natural en general de Pinal County.....	1	2	3	4	5
u. Apariencia general de Pinal County.....	1	2	3	4	5
v. Imagen general o reputación de Pinal County.....	1	2	3	4	5

3. Por favor clasifique qué tan seguro o inseguro se siente usted de lo siguiente en Pinal County:

	<u>Muy seguro</u>	<u>Algo seguro</u>	<u>Ni seguro ni inseguro</u>	<u>Algo inseguro</u>	<u>Muy inseguro</u>	<u>No sé</u>
a. Crimen violento (e.g., violación, asalto, robo).....	1	2	3	4	5	6
b. Crímenes de propiedad (e.g., robo casero, hurto).....	1	2	3	4	5	6

4. Por favor clasifique qué tan seguro o inseguro se siente usted:

	<u>Muy seguro</u>	<u>Algo seguro</u>	<u>Ni seguro ni inseguro</u>	<u>Algo inseguro</u>	<u>Muy inseguro</u>	<u>No sé</u>
a. En su vecindario durante el día.....	1	2	3	4	5	6
b. En su vecindario después de oscuro.....	1	2	3	4	5	6

5. Por favor clasifique la velocidad de crecimiento en las siguientes categorías en Pinal County durante los 2 años pasados:

	<u>Demasiado lenta</u>	<u>Algo muy lenta</u>	<u>Cantidad justa</u>	<u>Algo muy rápida</u>	<u>Demasiado rápida</u>	<u>No sé</u>
a. Crecimiento de población.....	1	2	3	4	5	6
b. Crecimiento comercial (oficinas, tiendas, restaurantes, etc.).....	1	2	3	4	5	6
c. Crecimiento residencial (nuevos desarrollos de vivienda).....	1	2	3	4	5	6
d. Crecimiento de trabajo(empleo).....	1	2	3	4	5	6

6. Durante los últimos 12 meses, ¿como cuántas veces, si vez alguna, ha participado usted u otro miembro del hogar en las siguientes actividades en Pinal County?

	<u>Nunca</u>	<u>Una o dos</u>	<u>De 3 a 12 veces</u>	<u>De 13 a 26 veces</u>	<u>Más de 26 veces</u>
a. Asistido a una reunión de oficiales locales electos u otra reunión local de gobierno abierta al público	1	2	3	4	5
b. Visitado el sitio de Red de Pinal County (www.PinalCountyAZ.gov)	1	2	3	4	5
c. Mirado un programa en un canal de televisión por cable del gobierno de Pinal County (o programas de Pinal County en YouTube)	1	2	3	4	5
d. Reciclado papel, latas o botellas usadas de su hogar	1	2	3	4	5
e. Ofrecido su tiempo voluntariamente a un grupo/una actividad en el Condado ...	1	2	3	4	5

7. Por favor indique qué tan probable o improbable es usted para hacer cada una de las siguientes:

	<u>Muy probable</u>	<u>Algo probable</u>	<u>Algo improbable</u>	<u>Muy improbable</u>	<u>No sé</u>
a. Recomendar vivir en Pinal County a alguien que pregunte.....	1	2	3	4	5
b. Permanecer en Pinal County para los próximos cinco años.....	1	2	3	4	5
c. Retirarse en Pinal County	1	2	3	4	5

8. Por favor clasifique los siguientes aspectos del rendimiento del gobierno de Pinal County:

	<u>Excelente</u>	<u>Buena</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
a. El valor de servicios proporcionados por el Condado en relación a impuestos pagados a Pinal County.....	1	2	3	4	5
b. La dirección general que está tomando Pinal County.....	1	2	3	4	5
c. La tarea que hace el gobierno de Pinal County escuchando a residentes	1	2	3	4	5

9. Considerando la cantidad y calidad de servicios de Pinal County que usted recibe, siente que sus impuestos a Pinal County son:

- Demasiados
 Algo demasiados
 Más o menos lo justo
 Algo pocos
 Demasiado pocos

10. ¿Hasta qué grado apoya usted o se opone a cada una de las siguientes cosas?:

	<u>Fuertemente Apoyo</u>	<u>Algo apoyo</u>	<u>Algo me opongo</u>	<u>Fuertemente me opongo</u>	<u>No sé</u>
a. Pagar impuestos de Condado más altos y mantener niveles actuales de servicio o expandir servicios	1	2	3	4	5
b. Pagar impuestos de Condado más bajos y reducir niveles de servicio.....	1	2	3	4	5

11. ¿Qué impacto, si alguno, cree usted que tendrá la economía sobre su ingreso familiar en los próximos 6 meses? Cree que el impacto será:

- Muy positivo
 Algo positivo
 Ningún impacto
 Algo negativo
 Muy negativo

12. ¿Qué tan importante, si así lo considera, cree que sea para Pinal County atender cada uno de los siguientes asuntos?

	<u>Esencial</u>	<u>Muy importante</u>	<u>Algo importante</u>	<u>No importante</u>	<u>No sé</u>
a. Aumentar la cantidad de vivienda a precios asequibles	1	2	3	4	5
b. Crimen (seguridad pública).....	1	2	3	4	5
c. Atender asuntos ambientales(calidad del aire, conservación del agua)	1	2	3	4	5
d. La velocidad o paso de crecimiento	1	2	3	4	5
e. Servicios sociales para aquellos con necesidades	1	2	3	4	5
f. Bajar Impuestos.....	1	2	3	4	5
g. Mejorar el transporte, reducir la congestión de tráfico	1	2	3	4	5
h. Disminuir el abuso de sustancia/drogas entre la juventud de Pinal County..	1	2	3	4	5
i. Salud pública (control de TB (tuberculosis), servicios WIC, inmunizaciones, etc.)	1	2	3	4	5
j. Tránsito en masa (servicio de autobús, viabilidad de servicio férreo para pasajeros)	1	2	3	4	5
k. Parques y recreación	1	2	3	4	5

13. ¿Hasta qué grado apoya o se opone usted a que los oficiales electos o el personal de Pinal County gasten recursos locales para mejorar los siguientes servicios en el Condado?

	Fuertemente apoyo	Algo apoyo	Algo opongo	Fuertemente opongo	No sé
a. Crecimiento (equilibrio urbano vs. rural, preocupación de infraestructura, uso de terreno)	1	2	3	4	5
b. Seguridad pública (tasas menores de crimen, tiempo de respuesta de la policía, propiedad para detención de adulto o juvenil)	1	2	3	4	5
c. Cuidado de salud (accesibilidad a servicios de calidad, mayor cantidad de servicios autorizados, reducir el uso de sustancia entre la juventud de Pinal County)	1	2	3	4	5
d. Planificación de transporte (proporcionar caminos mantenidos de calidad, tiempos reducidos para viajar diariamente)	1	2	3	4	5
e. Educación (calidad, accesibilidad, precios asequibles, etc.)	1	2	3	4	5
f. Preocupaciones ambientales (conservación del agua, calidad del aire, etc.)	1	2	3	4	5
g. Desarrollo económico y de empleo (empleo aumentado dentro de Pinal County, sectores diversificados)	1	2	3	4	5
h. Comunicación de responsabilidad y transparencia a Residentes de Pinal County (fiscalmente, servicios proporcionados)	1	2	3	4	5

14. Por favor clasifique la calidad de cada uno de los siguientes servicios en Pinal County.

	Excelente	Buena	Regular	Deficiente	No sé
a. Servicios del Alguacil (sheriff) de Policía de Pinal County	1	2	3	4	5
b. Tiempo de respuesta de los que ejecutan la ley	1	2	3	4	5
c. Cortes	1	2	3	4	5
d. Control de animales	1	2	3	4	5
e. Preparación de emergencia (servicios que preparan a la comunidad para desastres naturales u otras situaciones de emergencia)	1	2	3	4	5
f. Ejecución de leyes de tráfico sobre caminos y carreteras del Condado	1	2	3	4	5
g. Reparos y mantenimiento de calles	1	2	3	4	5
h. Condición de edificios del Condado (edificios de corte, oficinas, etc.)	1	2	3	4	5
i. Reciclaje	1	2	3	4	5
j. Uso, planificación y distribución en zonas de la tierra	1	2	3	4	5
k. Preservación de áreas naturales tales como espacio abierto y tierra de cultivo	1	2	3	4	5
l. Exigencia de código (hierbas malas, descargo de basura, vivienda sobre cargada de residentes, etc.)	1	2	3	4	5
m. Servicios de salud (Cuidado a Largo Plazo, Horizon Home Health, Clínicas de Salud Públicas)	1	2	3	4	5
n. Servicios de salud mental	1	2	3	4	5
o. Servicios para adicción	1	2	3	4	5
p. Servicios para personas de tercera edad	1	2	3	4	5
q. Servicios para la juventud	1	2	3	4	5
r. Servicios para personas con incapacidades	1	2	3	4	5
s. Servicios para personas de bajo ingreso	1	2	3	4	5
t. Servicios de información pública	1	2	3	4	5
u. Servicio al cliente del Centro de Contacto Ciudadano (1-888-431-1311)	1	2	3	4	5
v. Experiencia del votante durante la última elección	1	2	3	4	5

15. En general, ¿cómo clasificaría la calidad de los servicios proporcionados por el Gobierno de Pinal County?

	Excelente	Buena	Regular	Deficiente	No sé
.....	1	2	3	4	5

16. ¿Ha tenido usted algún contacto en persona, por teléfono o correo electrónico con un empleado de Pinal County entre los últimos 12 meses?

- No → Vaya a la pregunta 18 Sí → Vaya a la pregunta 17

17. ¿Cuál fue su impresión del (de los) empleado(s) de Pinal County en su contacto más reciente? (Clasifique cada característica abajo.)

	Excelente	Buena	Regular	Deficiente	No sé
a. Conocimiento	1	2	3	4	5
b. Receptividad	1	2	3	4	5
c. Cortesía	1	2	3	4	5
d. Impresión general	1	2	3	4	5

18. ¿Cuánta información, si alguna, obtiene usted sobre el gobierno de Pinal County y sus actividades, eventos y servicios de cada una de las siguientes fuentes?

	Mayoría	Mucha	Alguna	Ninguna
a. Sitio de Red del Condado (www.PinalCountyAZ.gov)	1	2	3	4
b. Periódicos locales	1	2	3	4
c. Radio	1	2	3	4
d. Estaciones locales de televisión	1	2	3	4
e. Televisión por cable del Condado.....	1	2	3	4
f. Hojas informativas de una asociación cívica/de propietarios o listas de distribución de correo en la comunidad.....	1	2	3	4
g. Organización social (i.e., Facebook, Twitter, etc.) y sitios blog (bitácoras) de Red.....	1	2	3	4
h. Correos, publicaciones y hojas informativas en línea del Gobierno u oficiales electos del Condado.....	1	2	3	4
i. Reuniones del Salón Municipal (Town Hall) y otras reuniones públicas.....	1	2	3	4
j. De palabra	1	2	3	4

19. Abajo hay una lista de servicios disponibles en línea en el sitio de Red de Pinal County ([www.Pinal CountyAZ.gov](http://www.PinalCountyAZ.gov)). Por favor indique si usted alguna vez ha utilizado el servicio, escuchado sobre pero nunca utilizado el servicio, o nunca ha escuchado del servicio.

	He hecho	Escuchado sobre pero nunca hecho	Nunca he escuchado
a. Buscó información de bienes raíces, tales como valores de impuestos, información sobre construcción, y mapas	1	2	3
b. Revisó para ver en el distrito de cuál Supervisor está localizado su hogar.....	1	2	3
c. Buscó información de votante de Pinal County, tales como representantes de distrito, localizaciones de distritos electorales o fronteras del distrito.....	1	2	3
d. Pagó sus impuestos.....	1	2	3
e. Solicitó Permisos del Condado	1	2	3
f. Presentó preguntas sobre requisitos de permiso o el proceso para adiciones mayores al hogar.....	1	2	3
g. Accedió información financiera y de rendimiento del Condado	1	2	3
h. Accedió un formulario del Condado (e.g., solicitud de empleo, documento público).....	1	2	3
i. Obtuvo información sobre servicios proporcionados por Pinal County	1	2	3
j. Buscó información sobre o solicitó empleo del Condado.....	1	2	3
k. Buscó información de turismo o detalles sobre atracciones locales en Pinal County.....	1	2	3

20. Durante los 12 meses pasados, ¿ha solicitado usted una Revisión de Bosquejo/Plano o Permiso de Pinal County?

- No → Vaya a 22 Sí → Vaya a 21

21. ¿Cuál fue su impresión del (los) empleado(s) de Pinal County en su solicitud más reciente de Revisión de Bosquejo/Plano o Permiso?

	Excelente	Buena	Regular	Deficiente	No sé
a. Puntualidad.....	1	2	3	4	5
b. Receptividad.....	1	2	3	4	5
c. Impresión general.....	1	2	3	4	5

22. ¿Durante los 12 meses pasados, ¿ha usado usted o cualquiera de su hogar Servicios Públicos de Salud de Pinal County?

- No Sí No sé

23. ¿Durante los 12 meses pasados, ha usado usted los servicios gratis de inmunizaciones proporcionados por Pinal County para un niño en su cuidado con edad menor de 18?

- No Sí No estuve al tanto de los servicios gratis de inmunización

24. ¿Durante los últimos 12 meses, usted o cualquiera en su hogar fue víctima de algún crimen?

- No → Vaya a 27 Sí → Vaya a 25 No sé → Vaya a 27

25. Si es así, ¿este crimen (estos crímenes) fue(ron) reportado(s) a la Oficina del Alguacil (Sheriff) de Policía de Pinal County?

- No → Vaya a 27 Sí → Vaya a 26 No sé → Vaya a 27

26. ¿Cuál fue su impresión del (los) empleado(s) de Pinal County en su contacto más reciente al reportar un crimen a la Oficina del Alguacil (Sheriff) de Policía de Pinal County?

	Excelente	Buena	Regular	Deficiente	No sé
a. Puntualidad.....	1	2	3	4	5
b. Receptividad.....	1	2	3	4	5
c. Impresión general.....	1	2	3	4	5

Nuestras últimas preguntas se tratan de usted y su hogar. De nuevo, todas sus respuestas a esta encuesta son completamente anónimas y serán reportadas únicamente en forma de grupo.

27. ¿Cuántos años ha vivido en Pinal County?

- Menos de 2 años 11-20 años
 2-5 años Más de 20 años
 6-10 años

28. ¿Cuál es su código postal? _____

29. ¿Reside en Pinal County más del 50% de cualquier año?

- No
 Sí

30. ¿Actualmente está empleado (trabajo pagado)?

- No → Vaya a la pregunta 34
 Sí, a tiempo completo → Vaya a la pregunta 31
 Sí, a medio tiempo → Vaya a la pregunta 31

31. ¿Su lugar de empleo está dentro de Pinal County?

- No
 Sí

32. ¿Durante una semana típica, ¿cómo recorre al trabajo? (Marque todos los que aplican.)

- Siempre trabajo desde el hogar (e.g., negocio con base en el hogar) → Vaya a pregunta 34
 Tele-recorrido (trabajo desde hogar) al menos un día por semana
 Vehículo motorizado (e.g., carro, camión, furgoneta, motocicleta, etc.) yo solo
 Vehículo motorizado (e.g., carro, camión, furgoneta, motocicleta, etc.) con otros adultos o niños
 Camino
 Bicicleta
 Otro

33. Como promedio, ¿como cuánto tiempo dura usted para viajar AL trabajo?

- 1 a 15 minutos 46 minutos a 1 hora
 16 a 30 minutos Más de 1 hora
 31 a 45 minutos

34. ¿Algún niño de 17 años o menos vive en su hogar?

- No Sí

35. ¿Usted o cualesquiera otros miembros de su hogar tiene(n) edad de 65 años o mayor?

- No Sí

36. ¿Cuánto espera que será el ingreso total de su hogar antes de los impuestos para el año actual? (Por favor incluya en su ingreso total el dinero de todas las fuentes para todas las personas que viven en su hogar.)

- Menos de \$24,999
 De \$25,000 a \$49,999
 De \$50,000 a \$99,999
 De \$100,000 a \$149,999
 De \$150,000 o más

37. ¿Alquila o es dueño de su hogar?

- Alquilo Soy dueño

38. ¿Cuál describe mejor el edificio en el que vive?

- Casa individual de familia separada de cualquier otra casa
 Casa adjunta a una o más casas (e.g., un dúplex o townhome)
 Edificio con dos o más apartamentos o condominios
 Hogar móvil
 Otro

39. ¿Cómo cuánto es su costo mensual de vivienda para el lugar donde vive (incluyendo alquiler, pago de hipoteca, impuesto de propiedad, seguro de propiedad, pagos de servicio de electricidad/gas/agua, y tarifas de la Asociación de Propietarios de Hogar [HOA])?

- Menos de \$599 por mes
 de \$600 a \$999 por mes
 de \$1,000 a \$1,499 por mes
 de \$1,500 a \$2,499 por mes
 de \$2,500 a \$3,999 por mes
 de \$4,000 o más por mes

40. ¿Usted es Español, Hispano o Latino?

- No, ni Español, Hispano ni Latino
 Sí, considero que soy Español, Hispano o Latino

41. ¿Cuál es su raza? (Marque una o más razas para indicar de cuál raza se considera usted.)

- Indio Americano o Nativo de Alaska
 Asiático, Indio Asiático o Isleño del Pacífico
 Negro o Afroamericano
 Blanco
 Otra

42. ¿Dentro de cuál categoría está su edad?

- 18-24 años 55-64 años
 25-34 años 65-74 años
 35-44 años 75 años o más
 45-54 años

43. ¿Cuál es su género?

- Femenino Masculino

44. ¿Está registrado para votar en su jurisdicción?

- No
 Sí
 No soy elegible para votar
 No sé

45. Muchas personas no tienen tiempo para votar en las elecciones. ¿Usted votó en la última elección general?

- No
 Sí
 No soy elegible para votar
 No sé

Gracias por completar esta encuesta. Por favor devuelva la encuesta completada en el sobre pre-pagado al:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502