

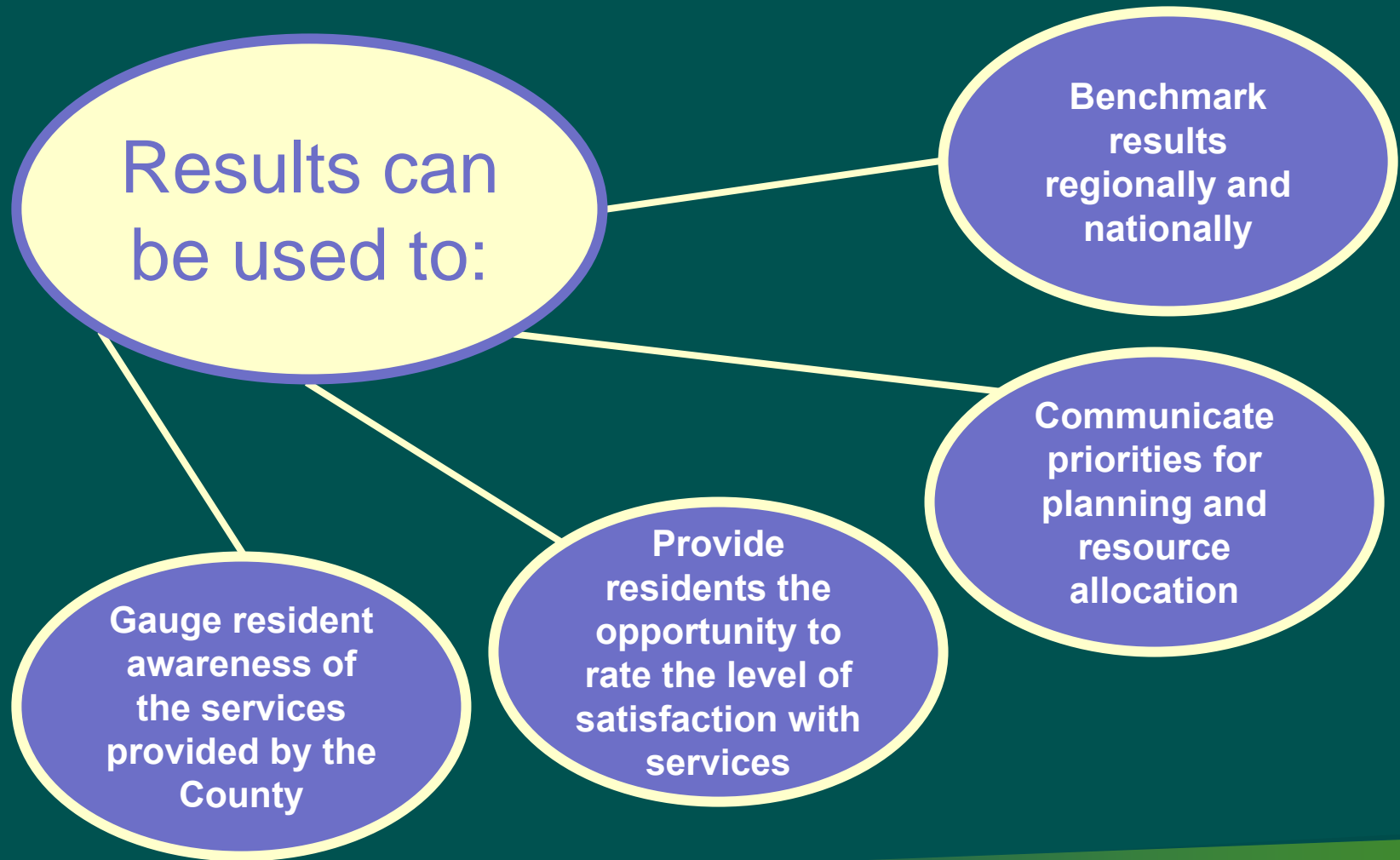
# Pinal County, AZ

## *2010 Resident Survey*

June 16, 2010



# Purpose



# Survey Methods

- Mailed survey to 3,000 randomly selected households
- 963 completed surveys received
- Response rate was 35%
- Results were weighted by age, gender, race and ethnicity
- Margin of error was +/- 3%

# Community Life

# Community Life

**Your neighborhood as a place to live**

**71%**

**Pinal County as a place to retire**

**66%**

**Pinal County as a place to live**

**65%**

**Pinal County as a place to raise children**

**51%**

**Pinal County as a place to Work**

**32%**

**The overall quality of life in Pinal county**

**58%**

Percent reporting “good” or “excellent”

# Community Characteristics

Quality of overall natural environment in Pinal County

**58%**

Availability of affordable housing

**58%**

Openness and acceptance of the community toward people of diverse backgrounds

**58%**

Highest Rated

Lowest Rated

Availability of affordable child care

**26%**

Ease of bicycle travel in Pinal County

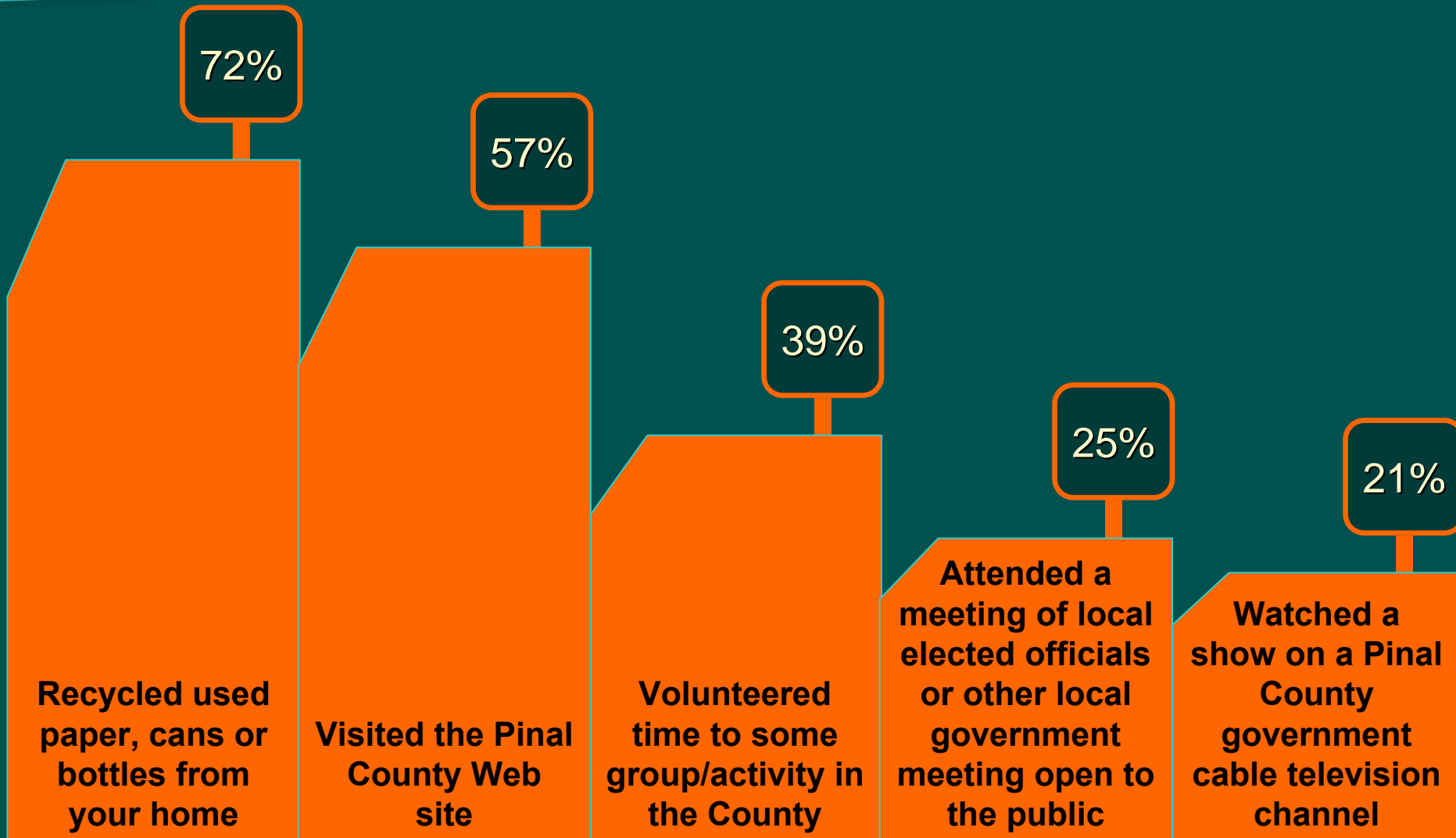
**26%**

Employment opportunities

**16%**

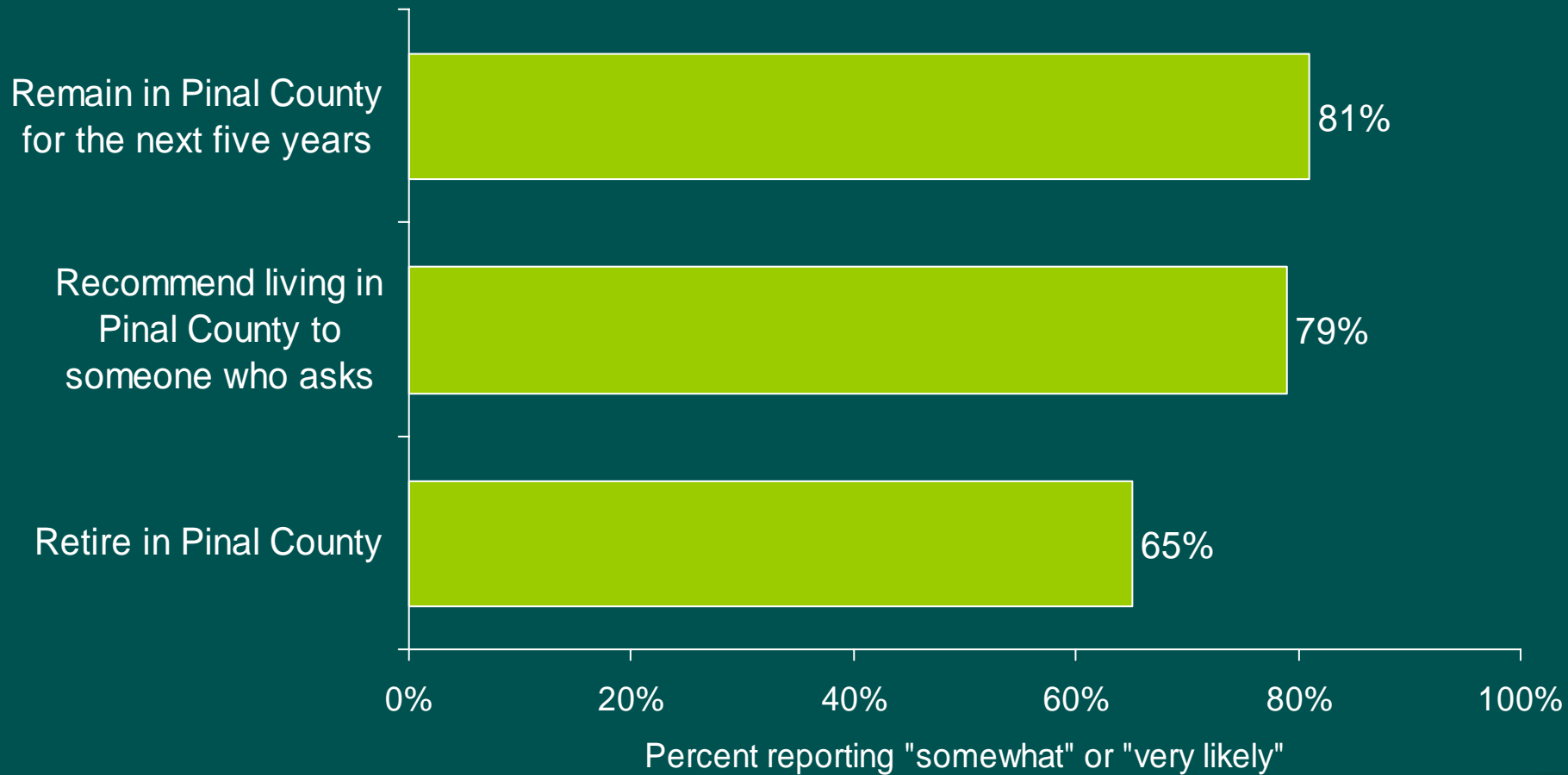
Percent reporting “very good” or “good”

# Community Participation



Percent reporting participation at least once in the past 12 months

# Likelihood of Remaining in and Recommending Community



# County Services

# Quality of County Services

## Highest Rated

- Pinal County Sheriff Services – 75%
- Voter experience during last election – 67%
- Law enforcement response time – 64%

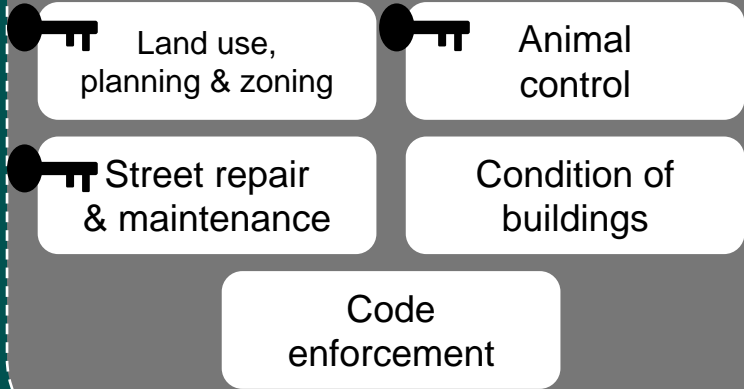
## Lowest Rated

- Street repairs and maintenance – 29%
- Code enforcement (weeds, dumping, over-crowded housing, etc)- 25%

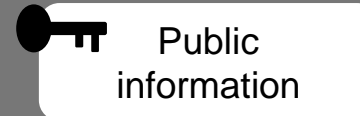
Percent reporting “good” or “excellent”

# Key Driver Analysis

## Community Design



## Civic Engagement



## Environmental Sustainability



## Public Safety



### Legend

 Key Driver

Overall Quality of Pinal County Services

# Regional Leadership

# Importance of Pinal County Focus on Issues

## Highest Importance

▲ **Crime - 89%**

▲ **Decreasing substance abuse among youth – 79%**

## Importance

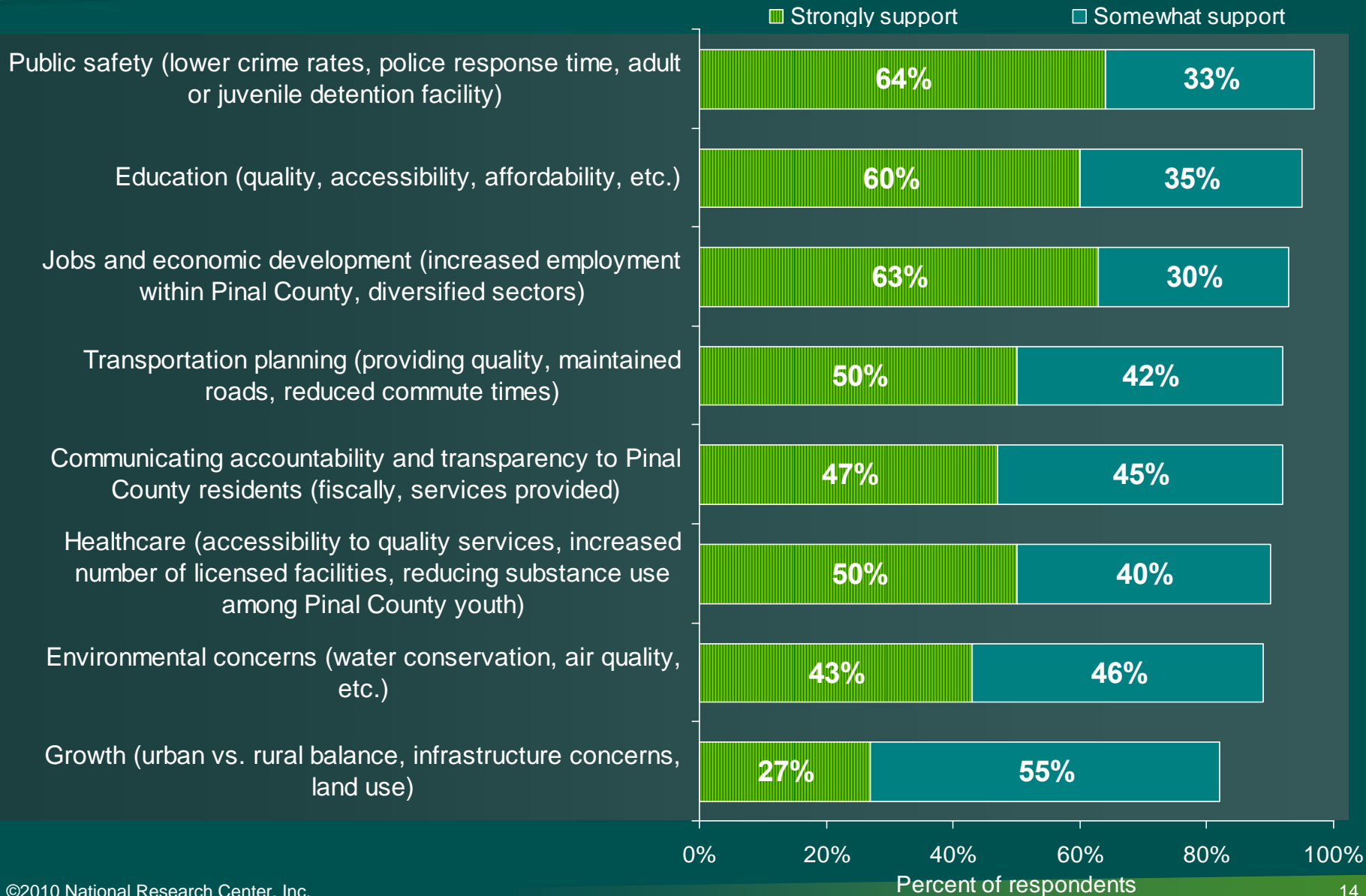
▼ **Mass Transit - 48%**

▼ **Increasing the amount of affordable housing – 42%**

## Lowest Importance

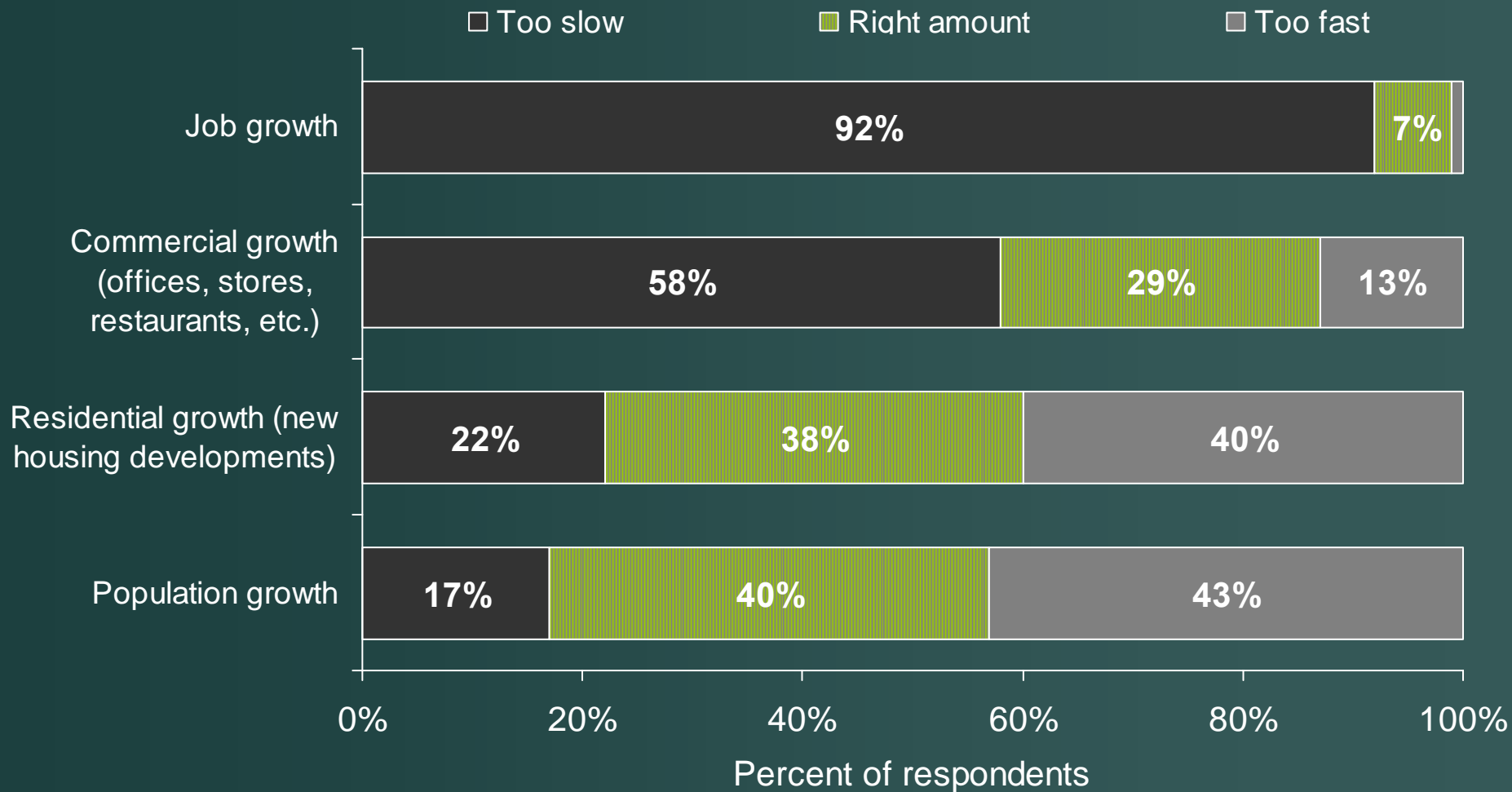
Percent reporting “very important” or “essential”

# Support for Expending Local Resources to Improve Services



Growth

# Speed of Growth



# Land Use, Open Space and Code Enforcement

**Preservation of natural areas such as open space and farmland**

43%

**Land use, planning and zoning**

33%

**Code enforcement**

25%



Percent reporting “good” or “excellent”

# Plan Reviews and Permits

**4% requested a Plan review or Permit in the past 12 months**

```
graph LR; A[4% requested a Plan review or Permit in the past 12 months] --> B[Timeliness - 30 of 38 respondents gave a "good" or "excellent" rating]; A --> C[Responsiveness - 29 of 38 respondents gave a "good" or "excellent" rating]; A --> D[Overall impression - 29 of 38 respondents gave a "good" or "excellent" rating];
```

**Timeliness - 30 of 38 respondents gave a “good” or “excellent” rating**

**Responsiveness - 29 of 38 respondents gave a “good” or “excellent” rating**

**Overall impression - 29 of 38 respondents gave a “good” or “excellent” rating**

# Public Safety

# Safety Ratings

In your neighborhood during the day

87%

Violent crime  
(e.g., rape,  
assault, robbery)

64%

In your neighborhood after dark

64%

Property  
Crimes (e.g.,  
burglary, theft)

48%

Percent reporting "somewhat" or "very safe"

# Victimization

**12%**  
reported  
being the  
victim of a  
crime in the  
past 12  
months

**77 of 115**  
reported the  
crime  
to the Pinal  
County  
Sheriff's office

**Timeliness** – 55 of 77  
respondents gave a “good”  
or “excellent” rating

**Responsiveness** – 46 of 77  
respondents gave a “good”  
or “excellent” rating

**Overall impression** – 51 of 77  
respondents gave a “good”  
or “excellent” rating

# Quality of Public Safety Services

Pinal County  
Sheriff  
services

75%

Law  
enforcement  
response  
time

64%

Traffic  
enforcement

58%

Courts

56%

Emergency  
preparedness

47%

Animal  
control

45%

Percent reporting "good" or "excellent"

# Healthcare

# Availability and Accessibility of Health and Human Services

**Availability of services for seniors**

**44%**

**Accessibility of county services for disabled persons**

**40%**

**Accessibility of Pinal County Health Clinics**

**38%**

**Availability of affordable healthcare**

**32%**

Percent reporting "good" or "excellent"

# Quality of Health and Human Services

**Services to seniors**

45%

**Services to people with disabilities**

43%

**Health services**

39%

**Services for low-income people**

38%

**Mental health services**

35%

**Addiction services**

32%

**Services for youth**

31%



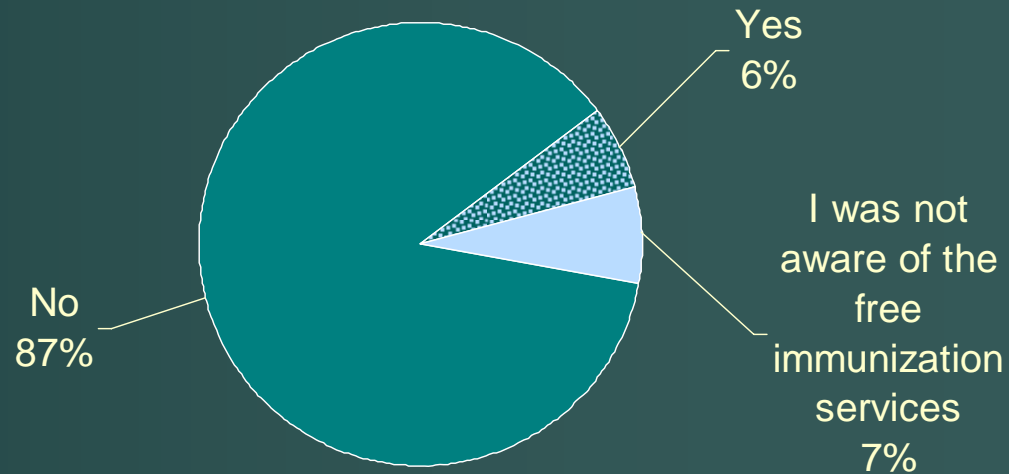
Percent reporting "good" or "excellent"

# Use of Public Health Services

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



# Transportation

# Ease of Travel in Pinal County

**Ease of car travel**

**44%**

**Pedestrian safety**

**34%**

**Ease of bicycle  
travel**

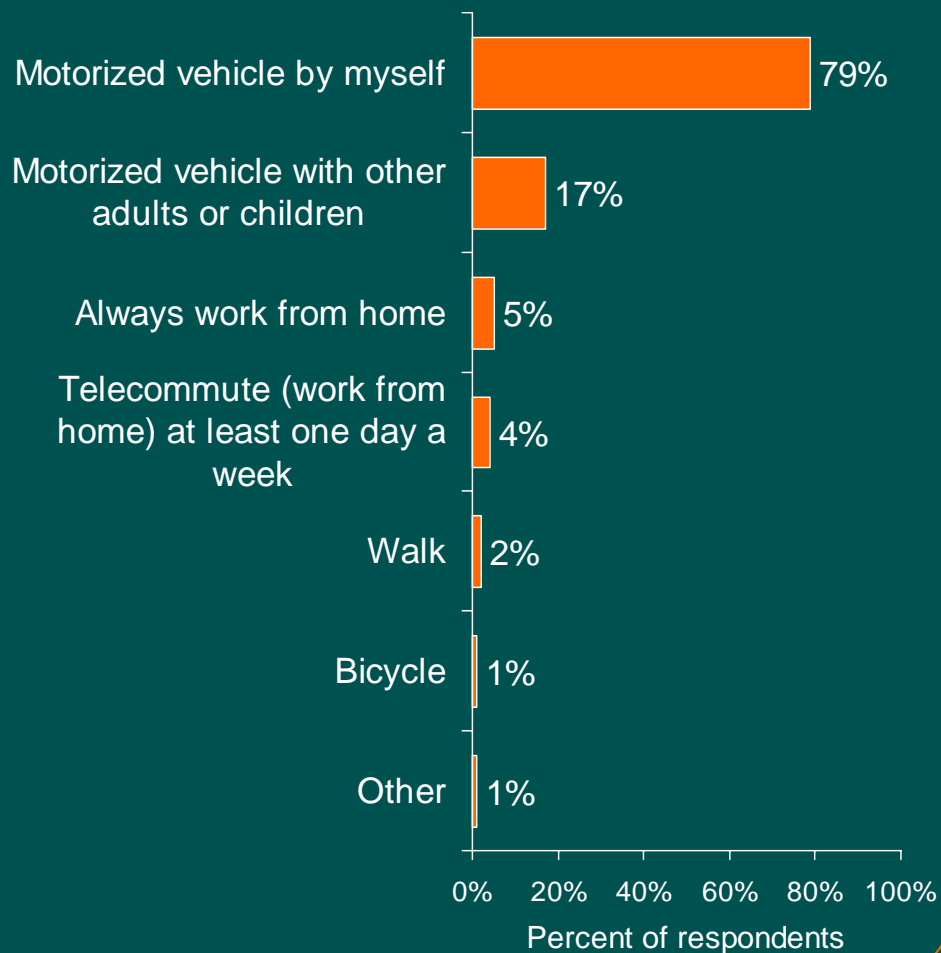
**26%**



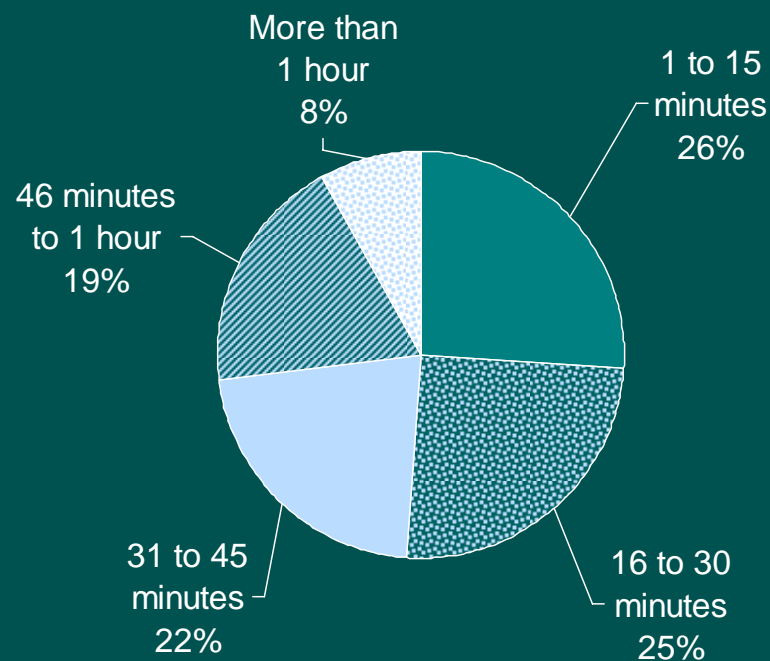
Percent reporting "good" or "excellent"

# Commuting in Pinal County

## Typical Work Commute Mode



## On average, about how long does it take you to travel to work?



# Environmental Characteristics

**Air quality**

**54%**

**Availability of paths  
and walking trails**

**34%**



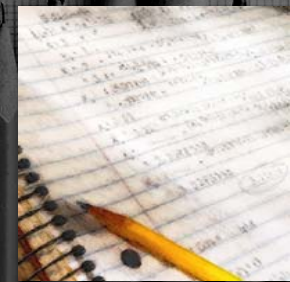
Percent reporting "good" or "excellent"

# Jobs and Economic Development

# Opportunities

92%

think job growth has been “too slow” in Pinal County over the last 2 years



35%

think educational opportunities in Pinal County are “good” or “excellent”

16%

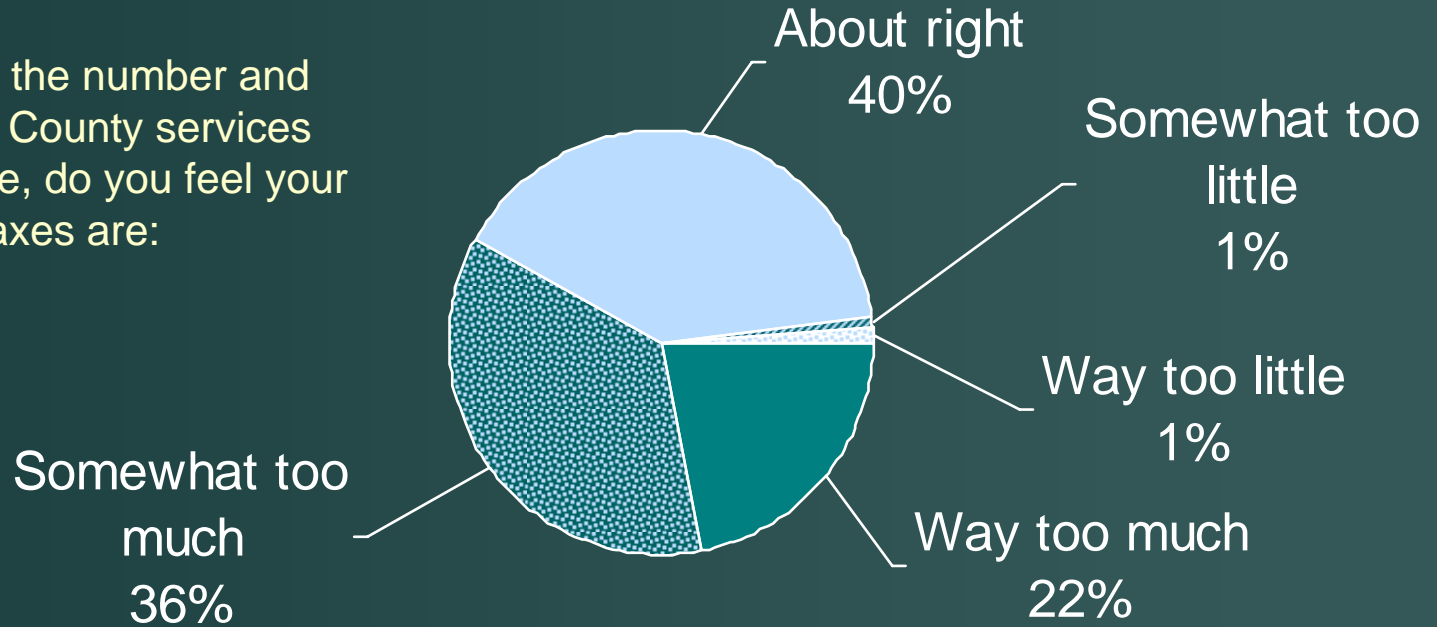
think employment opportunities in Pinal County are “good” or “excellent”



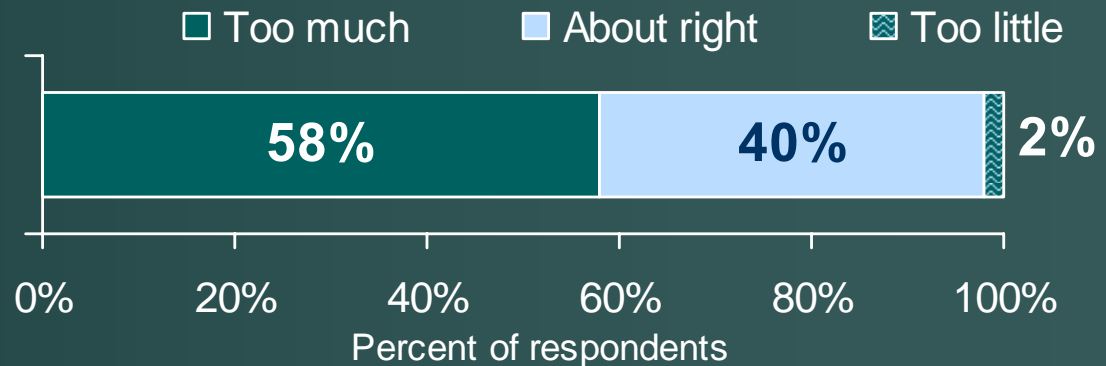
# Financial Responsibility

# Taxes and Services

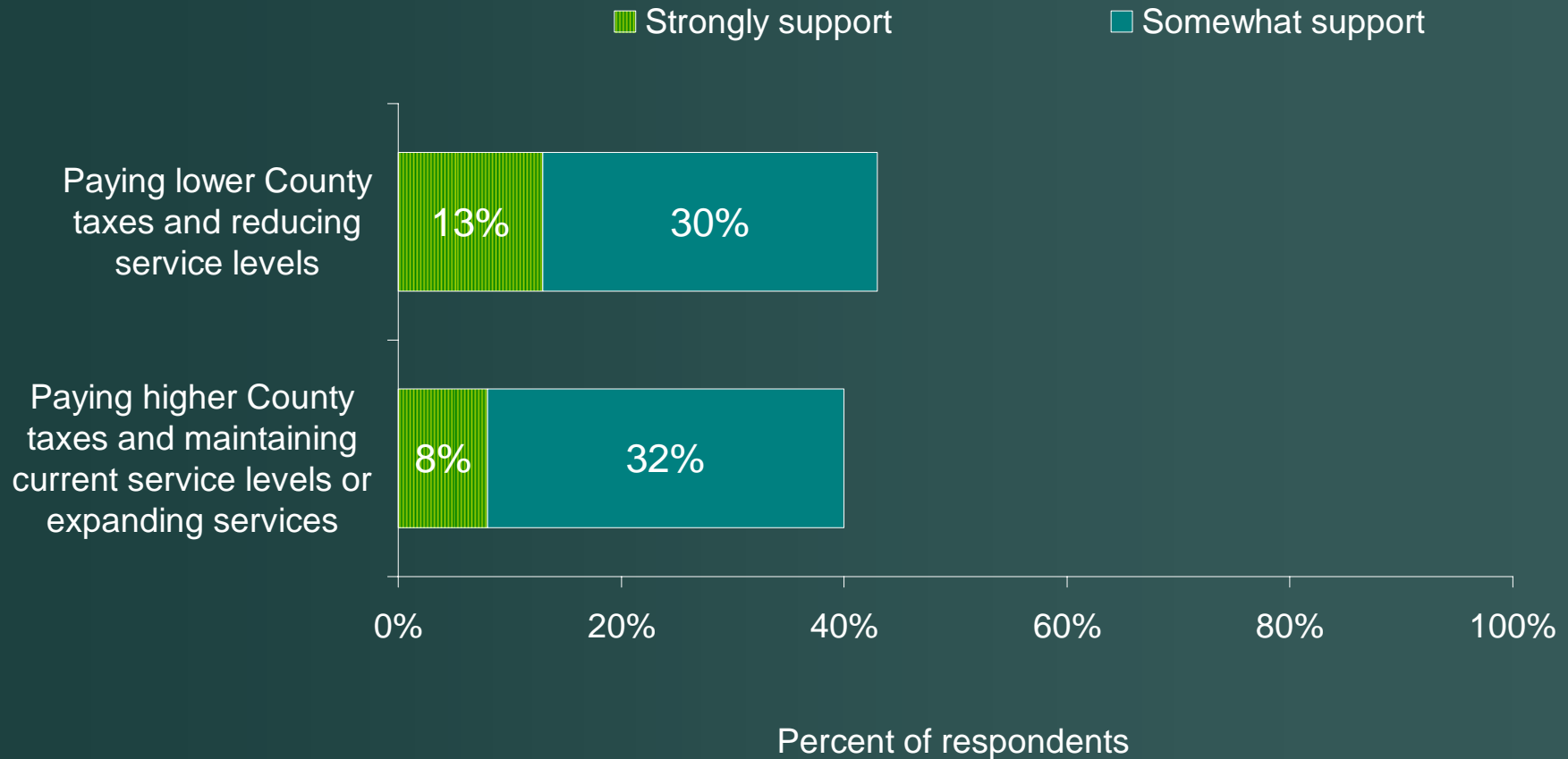
Thinking about the number and quality of Pinal County services that you receive, do you feel your Pinal County taxes are:



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

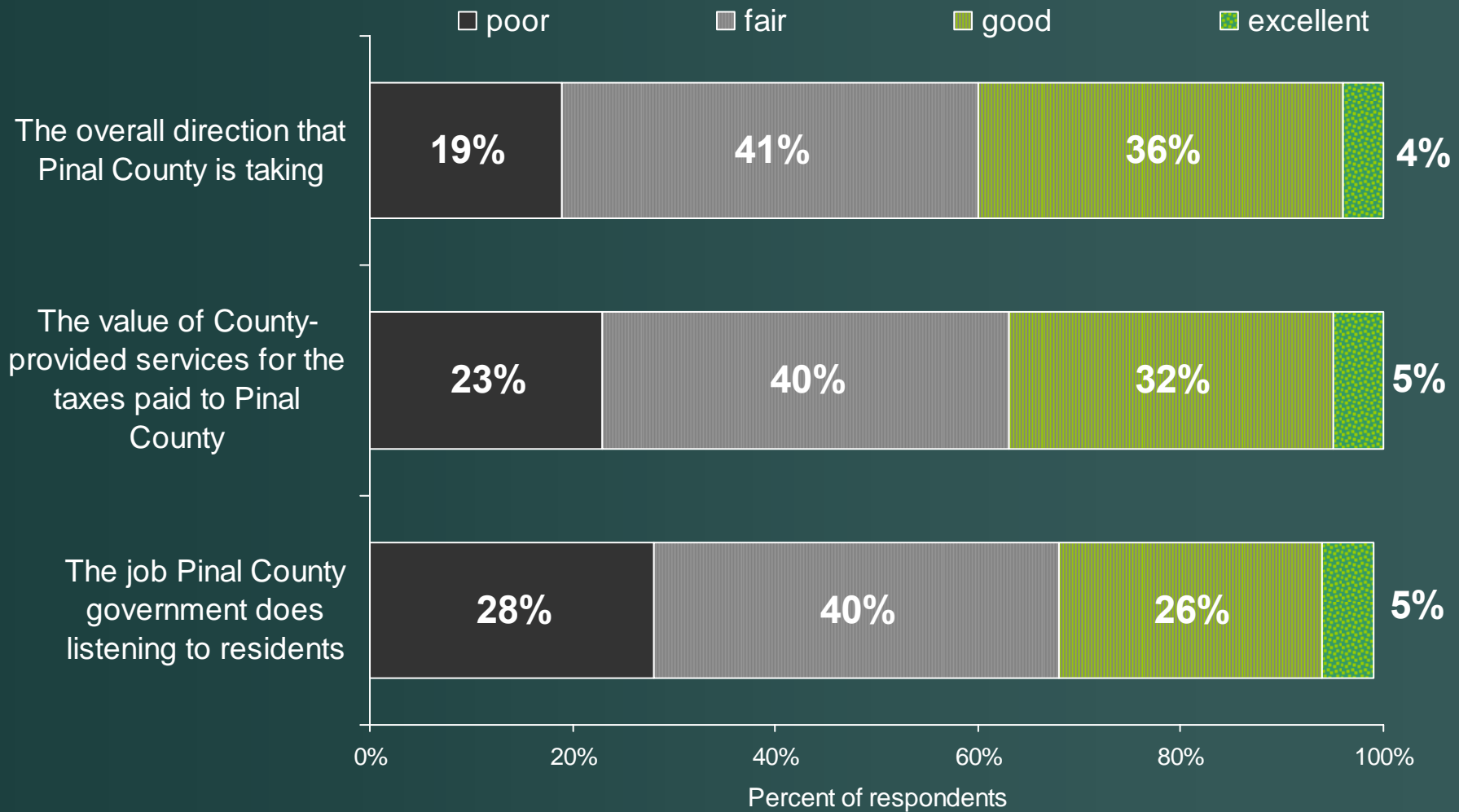


# Higher Taxes or Reducing Services

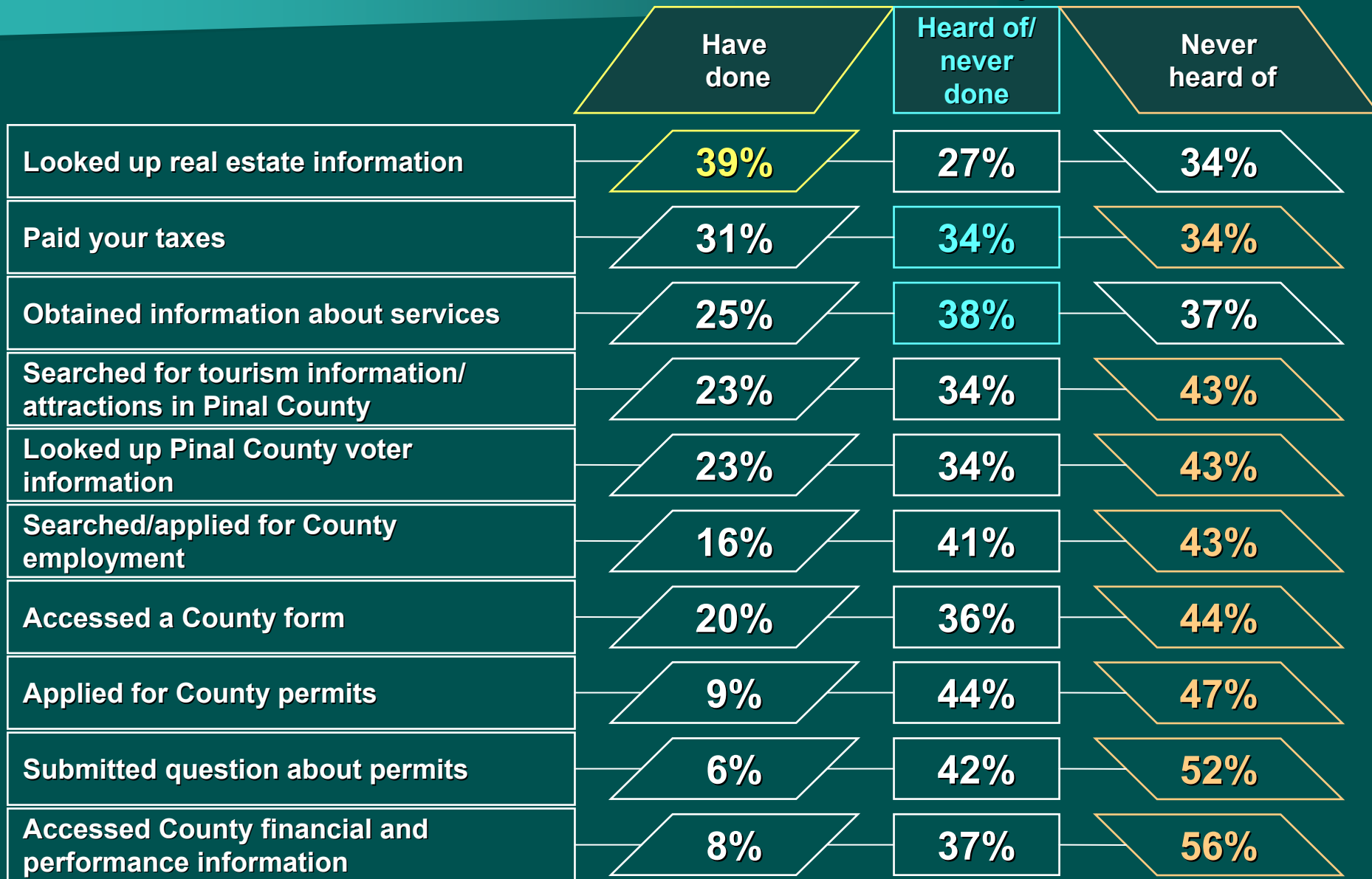


# Accountability

# Pinal County Government Performance



# Use and Awareness of County Website



# Awareness of Pinal County Services

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**

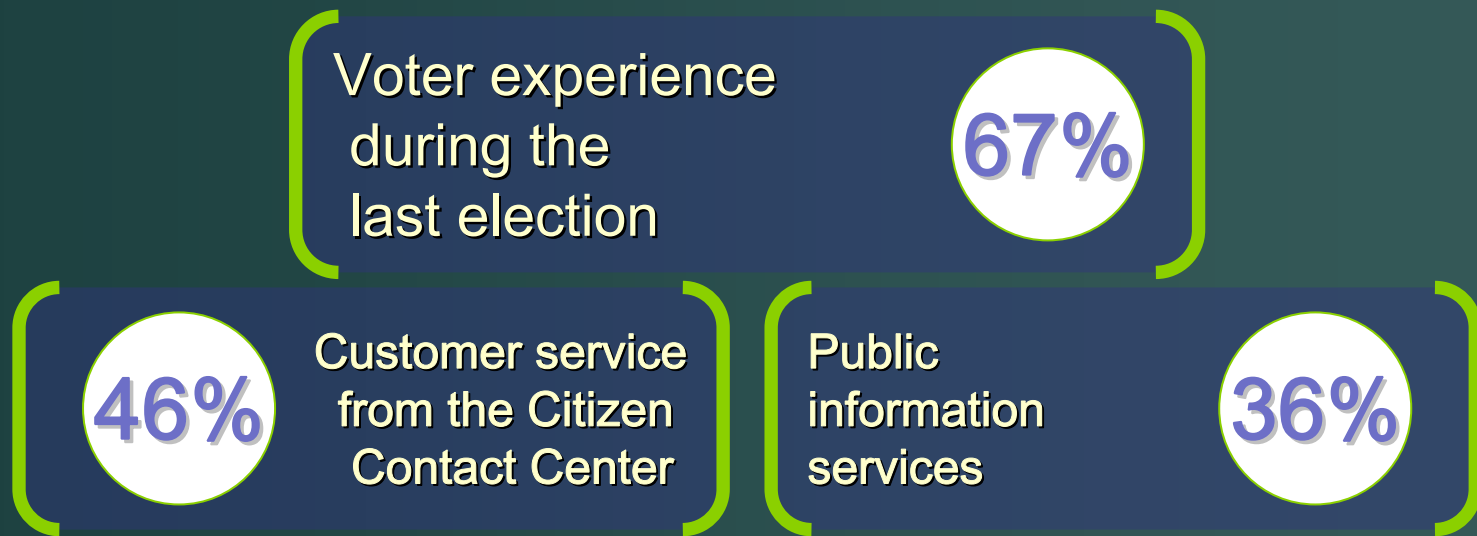
**42%**

**Customer service from the Citizen Contact Center**

**26%**

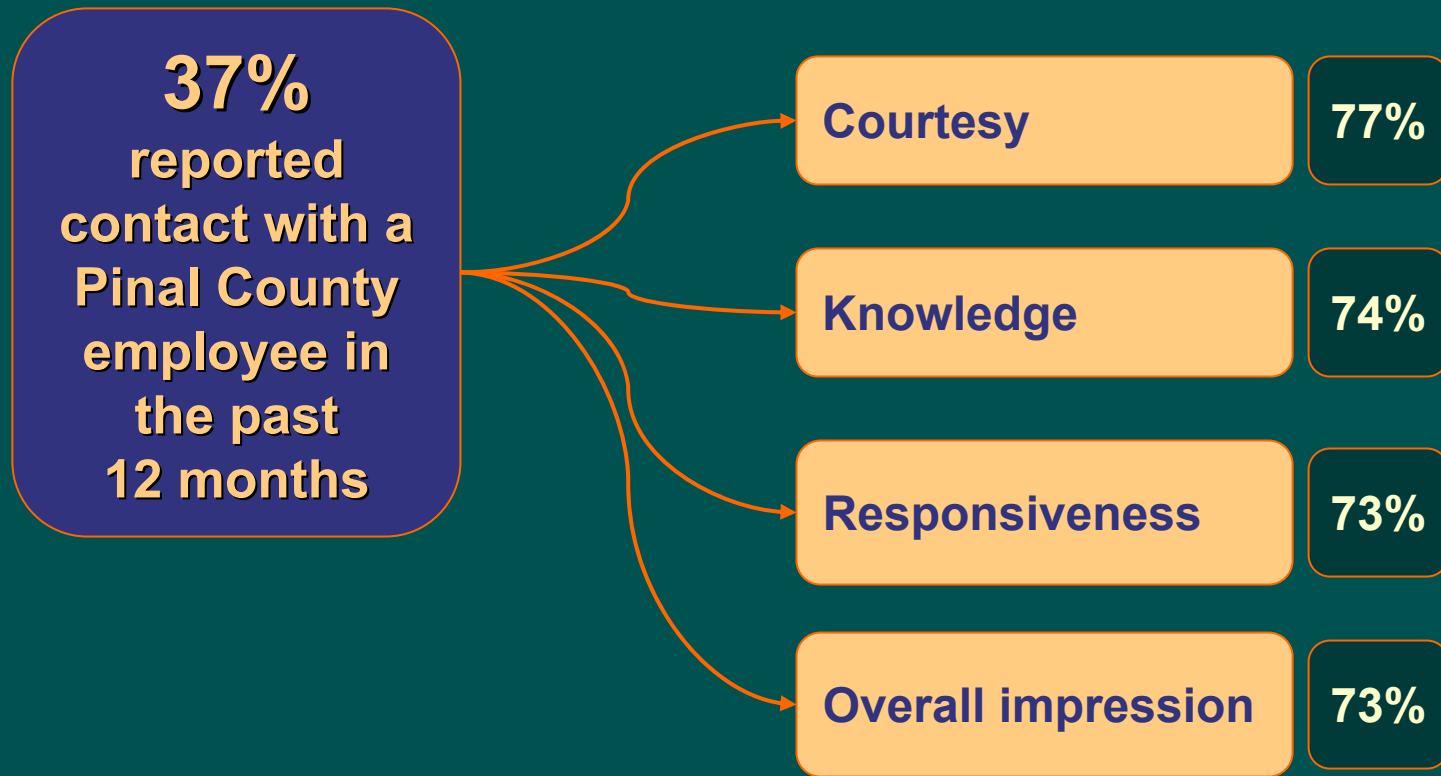
Percent reporting an opinion

# Quality of Public Information and Customer Services



Percent reporting “good” or “excellent”

# Contact with Pinal County



Percent reporting "good" or "excellent"

# Thank you!

Tom Miller, Ph.D.  
President  
303-444-7863  
tom@n-r-c.com

Rachel Cooper, M.A.  
Project Manager  
303-444-7863 x103  
rachel@n-r-c.com

