Q1 I certify that I am both a resident of Pinal County and I am an adult (age 18 years or older).

Answered: 1,035  Skipped: 0

Yes  100.0%

No
Q2 Please rate each of the following aspects of quality of life in Pinal County:

**a. Pinal County as a...**
- Answered: 1,035
- Skipped: 0
- 15.9% 26.7%

**b. Your neighborhood...**
- 6.6% 18.0%

**c. Pinal County as a...**
- 9.0% 26.2%

**d. Pinal County as a...**
- 5.6% 24.3%

0.2% 0.1% 50.6% 44.3% 31.7% 27.1% 26.7% 26.2% 22.5% 20.3% 18.0% 14.3% 9.0% 5.9% 5.6% 50.6%
Q3 Please rate how safe or unsafe you feel from the following in Pinal County:

Answered: 1,035  Skipped: 0

a. Violent crime (e.g.,...  
- Very safe: 15.1%  
- Somewhat safe: 39.9%  
- Neither safe nor unsafe: 28.7%  
- Somewhat unsafe: 12.6%  
- Very unsafe: 3.1%  
- Don't know: 0.6%

b. Property crimes (e.g....  
- Very safe: 15.1%  
- Somewhat safe: 38.2%  
- Neither safe nor unsafe: 13.7%  
- Somewhat unsafe: 21.3%  
- Very unsafe: 11.1%  
- Don't know: 0.5%
Q4 Please rate how safe or unsafe you feel:

Answered: 1,035   Skipped: 0

1 - Very safe
2 - Somewhat safe
3 - Neither safe nor unsafe
4 - Somewhat unsafe
5 - Very unsafe
6 - Don't know

a. In your neighborhood...
   - 1 - Very safe: 53.9%
   - 2 - Somewhat safe: 32.7%
   - 3 - Neither safe nor unsafe: 6.9%
   - 4 - Somewhat unsafe: 5.1%
   - 5 - Very unsafe: 1.3%
   - 6 - Don't know: 0.2%

b. In your neighborhood...
   - 1 - Very safe: 35.3%
   - 2 - Somewhat safe: 29.2%
   - 3 - Neither safe nor unsafe: 13.0%
   - 4 - Somewhat unsafe: 16.4%
   - 5 - Very unsafe: 5.8%
   - 6 - Don't know: 0.3%
Q5 Please rate each of the following characteristics as they relate to Pinal County as a whole:

- a. Recreational...
  - Answered: 1,035
  - Skipped: 0
  - 10.3%
  - 30.8%
  - 30.6%
  - 25.0%
  - 3.5%

- b. Employment opportunities
  - 1.3%
  - 12.9%
  - 29.9%
  - 37.4%
  - 18.6%

- c. Educational opportunities
  - 4.4%
  - 22.8%
  - 36.0%
  - 23.0%
  - 13.7%

- d. Ease of car travel in Pi...
  - 11.7%
  - 36.4%
  - 29.8%
Pinal County Citizen Satisfaction Survey

e. Ease of bicycle travel:
- 23.0% (Yellow)
- 21.5% (Grey)

f. Availability:
- 26.6% (Yellow)
- 34.9% (Grey)

- 23.1% (Grey)

- 5.7% (Yellow)
- 22.2% (Dark teal)

g. Variety of housing options:
- 33.2% (Yellow)
- 40.4% (Dark teal)

- 10.3% (Yellow)
- 14.3% (Dark teal)

- 10.8% (Grey)
- 5.3% (Dark teal)

- 13.0% (Yellow)
- 38.5% (Dark teal)

- 9.3% (Grey)
- 29.9% (Yellow)
Pinal County Citizen Satisfaction Survey

Accessibilit... 27.6%

Air quality 29.4%

Availability... 38.4%

Your experience... 43.6%
Q6 Please indicate how likely or unlikely you are to do each of the following:

Answered: 1,035  Skipped: 0

1 - Very likely
2 - Somewhat likely
3 - Somewhat unlikely
4 - Very unlikely
5 - Don't know

a. Recommend living in Pinal County...
- Very likely: 27.9%
- Somewhat likely: 45.6%
- Somewhat unlikely: 0.8%
- Very unlikely: 10.7%
- Don't know: 15.0%

b. Remain in Pinal County...
- Very likely: 50.7%
- Somewhat likely: 27.3%
- Somewhat unlikely: 1.9%
- Very unlikely: 10.7%
- Don't know: 9.4%

c. Retire in Pinal County
- Very likely: 45.3%
- Somewhat likely: 19.8%
- Somewhat unlikely: 5.5%
- Very unlikely: 11.3%
- Don't know: 18.1%
Q7 Are you aware that Pinal County has a Strategic Plan?

Answered: 1,035  Skipped: 0

Yes: 45.3%
No: 54.7%
Q8 The Pinal County Strategic Plan 2014-2017 is our roadmap for continuous improvement and accountability. To what extent do you support or oppose Pinal County elected officials or staff expending local resources towards these priorities?

Answered: 1,035  Skipped: 0

a. Vibrant, Safe,...
   - 57.3%
   - 31.9%
   - 4.4%
   - 2.1%
   - 4.3%

b. Economic Development...
   - 65.2%
   - 26.8%
   - 3.2%
   - 1.6%
   - 3.2%

c. Transportation...
   - 59.8%
   - 29.5%
   - 5.6%
   - 2.5%
   - 2.5%

51.4%
Pinal County Citizen Satisfaction Survey

Q9 Please rate the quality of each of the following services in Pinal County:

Answered: 1,035  Skipped: 0

a. Pinal County Sheriff's Office
   - Yellow: 16.6%
   - Teal: 36.5%
   - Dark Gray: 13.0%
   - Light Gray: 8.6%

b. Pinal County Sheriff's Office
   - Yellow: 17.6%
   - Teal: 29.7%
   - Dark Gray: 17.7%
   - Light Gray: 11.2%

C. County Courts
   - Yellow: 9.3%
   - Teal: 24.8%
   - Dark Gray: 17.9%
   - Light Gray: 7.6%

D. Animal shelter/Adoption
   - Yellow: 10.7%
   - Teal: 26.7%
   - Dark Gray: 18.1%
   - Light Gray: 8.8%
Pinal County Citizen Satisfaction Survey

1. Condition of Pinal County...
   - Overall: 43.6%
   - Yellow: 10.7%
   - Blue: 19.3%
   - Gray: 5.9%

2. Long range planning...
   - Overall: 34.3%
   - Yellow: 5.1%
   - Blue: 25.5%
   - Gray: 11.6%

3. Preservation...
   - Overall: 33.0%
   - Yellow: 8.7%
   - Blue: 26.9%
   - Gray: 14.1%

4. Enforcement of county...
   - Overall: 26.7%
   - Yellow: 5.5%
   - Blue: 24.1%
   - Gray: 17.2%

- Percentage Representation
Pinal County Citizen Satisfaction Survey

m. Health services...
- 7.8%
- 26.9%
- 19.6%
- 7.6%
- 38.2%

n. Mental health services
- 2.7%
- 20.9%
- 15.4%
- 8.8%
- 52.2%

o. Public records and...
- 9.7%
- 28.5%
- 21.2%
- 5.1%
- 35.5%

p. Customer service from...
- 6.3%
- 14.3%
- 13.3%
- 4.4%
- 61.7%
Pinal County Citizen Satisfaction Survey

q. Voter registration...
   - Registration: 15.1%
   - Finding: 6.0%
   - Online (internet): 12.5%
   - Total: 38.3%

r. Finding information...
   - Registration: 25.4%
   - Finding: 6.9%
   - Online (internet): 14.3%
   - Total: 38.2%

s. Services provided to...
   - Registration: 14.9%
   - Finding: 10.3%
   - Online (internet): 28.1%
   - Total: 55.8%

t. Online (internet)...
   - Registration: 18.8%
   - Finding: 5.6%
   - Online (internet): 21.1%
   - Total: 45.5%
Pinal County Citizen Satisfaction Survey

- u. Housing assistance...
  - Assistance...
  - Economic development...
  - Development standards and...
  - Building permits and...
  - County

- Percentage data for each category.
Pinal County Citizen Satisfaction Survey

- 1. Libraries: 22.6% Don't know, 18.0% Poor, 18.2% Fair, 15.9% Good, 7.1% Excellent
- 2. County Attorney: 11.0% Poor, 13.9% Fair, 15.9% Good, 7.1% Excellent, 11.0% Don't know
- 3. Public Defender: 7.0% Poor, 11.6% Fair, 11.7% Good, 5.9% Excellent, 11.7% Don't know
- 4. Environment: 17.2% Poor, 18.2% Fair, 20.9% Good, 18.2% Excellent, 13.9% Don't know

Survey Results:
- 18.2% Excellent
- 22.6% Don't know
- 18.0% Poor
- 15.9% Good
- 7.1% Excellent

20 / 59
Q10 Overall, how would you rate the quality of the services provided by the Pinal County Government?

Answered: 1,035  Skipped: 0

- 1 - Excellent: 4.8%
- 2 - Good: 43.9%
- 3 - Fair: 36.4%
- 4 - Poor: 11.0%
- 5 - Don't know: 3.9%
Q11 Please rate the following aspects of Pinal County government performance:

Answered: 1,035  Skipped: 0

a. The value of...
- 5.7% (yellow)
- 31.2% (teal)
- 32.8% (orange)
- 21.8% (gray)
- 8.4% (blue)

b. The overall direction th...
- 7.7% (yellow)
- 31.6% (teal)
- 31.4% (orange)
- 17.6% (gray)
- 11.7% (blue)

c. The job Pinal County...
- 6.3% (yellow)
- 21.9% (teal)
- 25.8% (orange)
- 28.1% (gray)
- 17.9% (blue)

d. The job Pinal County...
- 6.0% (yellow)
- 21.0% (teal)
- 26.3% (orange)
- 27.2% (gray)
Pinal County Citizen Satisfaction Survey

19.5% 2 - Good
Q12 Thinking about the number and quality of Pinal County services that you receive, do you feel your Pinal County taxes are:

Answered: 1,035  Skipped: 0

- Way to much: 15.5%
- Somewhat too much: 29.5%
- About right: 45.8%
- Somewhat too little: 6.6%
- Way too little: 2.7%
Q13 How do you rate your support of Pinal County taxes and services?

Answered: 1,035  Skipped: 0

- Strongly support paying taxes and fees: 8.7%
- Somewhat support paying taxes and fees: 23.8%
- Prefer no changes to taxes and fees: 40.1%
- Somewhat oppose paying taxes and fees: 11.1%
- Strongly oppose paying taxes and fees: 8.6%
- Don't know: 7.7%
Q14 Have you had any in-person, phone or email contact with a Pinal County employee regardless of department or office, within the last 12 months (including sheriff, receptionists, planners, engineers or any others)?

Answered: 1,035   Skipped: 0

- Yes: 66.6%
- No: 33.4%
Q15 Which Pinal County Office(s) or Department(s) did you have contact with in the last 12 months? (Check all that apply.)

Answered: 689   Skipped: 346

- a) Adult Probation: 6.4%
- b) Air Quality: 7.4%
- c) Animal Care and Control: 24.2%
- d) Assessor: 17.0%
- e) Board of Supervisors: 23.4%
- f) Citizen Contact Center: 10.0%
- g) Civil Hearing Office: 0.6%
- h) Clerk of the Board: 5.2%
- i) Clerk of the Superior Court: 14.5%
- j) Communications and Public Affairs: 5.4%
- k) Community Development: 12.5%
- l) Conciliation Court: 1.7%
- m) Correctional Health: 2.5%
- n) County Attorney: 12.6%
- o) County Manager: 7.0%
- p) Division of Behavioral Health: 1.7%
- q) Economic Development: 6.8%
- r) Facilities Management: 4.5%
Q16 What was your impression of the employee(s) of Pinal County in your most recent contact? (Rate each characteristic below.)

Answered: 689  Skipped: 346
Pinal County Citizen Satisfaction Survey

d. Respectfulness...

1.2% 1.1% 1.0% 0.9% 0.8% 0.7% 0.6% 0.5% 0.4% 0.3% 0.2% 0.1% 0.0%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

1 - Excellent 2 - Good 3 - Fair 4 - Poor 5 - Don't know N/A
Q17 How much information, if any, do you get about Pinal County government and its activities, events and services from each of the following sources?

Answered: 1,035   Skipped: 0

<table>
<thead>
<tr>
<th>Source</th>
<th>Answers</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. County Website</td>
<td></td>
<td>41.3%</td>
</tr>
<tr>
<td>b. Local Newspapers</td>
<td></td>
<td>44.5%</td>
</tr>
<tr>
<td>c. Radio</td>
<td></td>
<td>75.6%</td>
</tr>
<tr>
<td>d. Local Television</td>
<td></td>
<td>58.1%</td>
</tr>
</tbody>
</table>
Pinal County Citizen Satisfaction Survey

e. Civic association/...
- 10.4% (48.9%)
- 32.3% (51.9%)

f. Social networking...
- 7.6% (48.9%)
- 15.0% (48.9%)
- 28.5% (48.9%)

g. Mailings, publications...
- 5.0% (48.9%)
- 12.4% (48.9%)

h. Town Hall meetings and...
- 2.7% (58.1%)
- 7.0% (58.1%)
- 32.2% (58.1%)

i. Word-of-mouth
- 7.5% (52.8%)
- 21.6% (52.8%)

j. Attending a meeting of...
- 4.1% (34.0%)
- 9.5% (34.0%)
"Pinal County Citizen Satisfaction Survey"

- Most: 34.0%
- A lot: 52.4%
- Some: 17.3%
- None: 75.9%

k. Watching live or...
Q18 Pretend for a moment that you are responsible for making decisions about service provisions in Pinal County that require difficult trade-offs. Now say you have a total of 100 “importance” points that you can distribute among 6 service categories. Please give each category the number of points you think it deserves based on how important you think this is to the quality of community life in Pinal County. The most important category should receive the largest number of points. (You must use all but not more than 100 points. You do not have to give points to every category. In fact, if you would like to assign all of the points to 1, 2 or 3 categories and 0 points to all of the others, you may do so). TOTAL: 100 points

Answered: 1,035  Skipped: 0

---

<table>
<thead>
<tr>
<th>Category</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Services...</td>
<td>17</td>
</tr>
<tr>
<td>Economic Development...</td>
<td>20</td>
</tr>
<tr>
<td>Human Services (includes...)</td>
<td>14</td>
</tr>
<tr>
<td>Law Enforcement...</td>
<td>26</td>
</tr>
<tr>
<td>Public Services...</td>
<td>11</td>
</tr>
<tr>
<td>Transportation Infrastructure...</td>
<td>21</td>
</tr>
</tbody>
</table>
Q19 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.

Answered: 1,035  Skipped: 0

- a. Looked up property... 18.5% 8.6%
- b. Checked to see what... 40.8% 30.2% 29.1%
- c. Looked up Pinal County... 51.3% 29.6% 19.2%
- d. Paid your property taxes 35.7% 49.2% 15.2%
- e. Applied for County Permits 62.1% 27.3% 10.6%
- f. Submitted questions at... 57.3% 6.8%
<table>
<thead>
<tr>
<th>Question</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>g. Accessed County information</td>
<td>45.1%</td>
</tr>
<tr>
<td>h. Accessed a County form</td>
<td>40.0%</td>
</tr>
<tr>
<td>i. Obtained information</td>
<td>42.1%</td>
</tr>
<tr>
<td>j. Searched for or applied for tourism</td>
<td>36.1%</td>
</tr>
<tr>
<td>k. Searched for tourism</td>
<td>21.7%</td>
</tr>
<tr>
<td>l. Searched for economic information</td>
<td>32.2%</td>
</tr>
<tr>
<td>m. Watching</td>
<td>18.1%</td>
</tr>
</tbody>
</table>
Q20 How many years have you lived in Pinal County?

Answered: 1,035  Skipped: 0

- Less than 2 years: 4.3%
- 2-5 years: 21.9%
- 6-10 years: 30.0%
- 11-20 years: 23.1%
- More than 20 years: 20.7%
Q21 What is your zip code?

Answered: 1,035   Skipped: 0
Q22 Do you reside in Pinal County more than 50% of a given year?

Answered: 1,035  Skipped: 0

- Yes: 95.6%
- No: 4.4%
Q23 Are you currently a paid employee?

Answered: 1,035  Skipped: 0

- Yes, full time: 36.0%
- Yes, part time: 4.2%
- No: 59.8%
Q24 Is your place of employment within Pinal County?

Answered: 416  Skipped: 619

- Yes: 76.2%
- No: 23.8%
Q25 During a typical week, how do you commute to work? (Check all that apply.)

Answered: 416  Skipped: 619

- Always work from home... 7.0%
- Telecommute (work from...) 8.4%
- Motorized vehicle (e.g... 79.6%
- Motorized vehicle (e.g... 11.5%
- Mass transit (e.g., bus o... 3.1%
- Walk 2.2%
- Bicycle 1.9%
- Other 2.2%
- Other (please specify): 0%
Q26 On average, about how long does it take you to travel TO work?

Answered: 388  Skipped: 647

- 1 to 15 minutes: 34.0%
- 16 to 30 minutes: 27.1%
- 31 to 45 minutes: 19.1%
- 46 minutes to 1 hour: 13.4%
- More than 1 hour: 6.4%
Q27 Do any children age 17 years or under live in your household?

Answered: 1,035  Skipped: 0

- Yes: 29.4%
- No: 70.6%
Q28 Are you or any other members of your household aged 65 or older?

Answered: 1,035  Skipped: 0

Yes: 42.4%
No: 57.6%
Q29 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.)

Answered: 1,035   Skipped: 0

- Less than $24,999: 8.8%
- $25,000 to $49,999: 22.3%
- $50,000 to $99,999: 44.2%
- $100,000 to $149,999: 17.8%
- $150,000 or more: 7.0%
Q30 Do you rent or own your home?

Answered: 1,035  Skipped: 0

Rent: 11.3%
Own: 88.7%
Q31 Which best describes the building you live in?

Answered: 1,035  Skipped: 0

- Single family house detached: 89.7%
- House attached to one or more: 0.9%
- Building with two or more: 0.9%
- Modular or mobile home: 8.0%
- RV: 0.2%
- Other (please specify): 0.4%
Q32 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)?

Answered: 1,035  Skipped: 0

- Less than $599 per month: 17.6%
- $600 to $999 per month: 27.4%
- $1,000 to $1,499 per month: 28.6%
- $1,500 to $2,499 per month: 20.1%
- $2,500 to $3,999 per month: 5.3%
- $4,000 or more per month: 1.0%
Q33 Are you an active member or veteran of the United States military?

Answered: 1,035   Skipped: 0

Yes: 19.5%
No: 80.5%
Q34 Please indicate your race and ethnicity. (You may select one or more options.)

Answered: 1,035  Skipped: 0

- White: 87.5%
- Black or African American: 1.5%
- American Indian or Alaska Native: 1.6%
- Pacific Islander: 0.6%
- Asian: 0.9%
- Hispanic, Latino, or Other: 10.6%
- Other race/ethnicity: 3.7%
Q35 In which category is your age?

Answered: 1,035  Skipped: 0

- 18-24 years: 1.0%
- 25-34 years: 9.6%
- 35-44 years: 15.2%
- 45-54 years: 17.3%
- 55-64 years: 23.7%
- 65-74 years: 26.8%
- 75 years or older: 6.6%
Q36 What is your gender?

Answered: 1,035  Skipped: 0

Female: 50.2%
Male: 49.8%
Q37 Are you registered to vote?

Answered: 1,035  Skipped: 0

- Yes: 92.3%
- No: 4.5%
- Ineligible to vote: 2.6%
- Don't know: 0.6%
Q38 Did you vote in the last general election?

Answered: 1,035  Skipped: 0

Yes 83.6%
No 14.5%
Ineligible to vote 1.7%
Don't know 0.2%
Q39 Do you live in an incorporated or unincorporated area of Pinal County?

Answered: 1,035  Skipped: 0

- Incorporated (inside...): 35.5%
- Unincorporated: 58.1%
- Don't know: 6.5%

Pinal County Citizen Satisfaction Survey
Q40 Do you live in one of the following Towns or Cities?

Answered: 1,035  Skipped: 0

- Apache Junction: 7.0%
- Casa Grande: 12.1%
- Coolidge: 4.4%
- Eloy: 1.0%
- Florence: 9.4%
- Kearny: 1.1%
- Mammoth: 0.9%
- Marana: 0.2%
- Maricopa: 6.2%
- Queen Creek: 3.3%
- Superior: 0.4%
- Winkelman: 0.9%
- Other community or...: 54.2%