

2010 Maricopa County Customer Satisfaction Survey

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1. In general, how satisfied or dissatisfied are you with the neighborhood you live in - would you say you are very satisfied, satisfied, dissatisfied, or very dissatisfied?

VERY SATISFIED	46%
SATISFIED	48%
DISSATISFIED	05%
VERY DISSATISFIED	01%
D.K. / REF.	00%

2. And how satisfied or dissatisfied are you with your city or town government? (Are you very satisfied, satisfied, dissatisfied, or very dissatisfied?)

VERY SATISFIED	13%
SATISFIED	56%
DISSATISFIED	19%
VERY DISSATISFIED	04%
D.K. / REF.	09%

3. How satisfied are you with Maricopa County government?

VERY SATISFIED	09%
SATISFIED	54%
DISSATISFIED	20%
VERY DISSATISFIED	04%
D.K. / REF.	12%

4. How satisfied are you with the Arizona State Government?

VERY SATISFIED	08%
SATISFIED	45%
DISSATISFIED	31%
VERY DISSATISFIED	09%
D.K. / REF.	08%

5. What about the public education system in your area - how satisfied or dissatisfied are you with it?

VERY SATISFIED	10%
SATISFIED	36%
DISSATISFIED	15%
VERY DISSATISFIED	07%
D.K. / REF.	31%

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11. How much would you say you know about the structure and organization of your county government? Would you say you know very much, much, some, or almost nothing?

VERY MUCH	06%
MUCH	14%
SOME	47%
ALMOST NOTHING	32%
D.K. / REF.	01%

12. In general, how confident do you feel about the job that your county government is doing? Are you very confident, confident, not very confident, or not confident at all in the county government?

VERY CONFIDENT	04%
CONFIDENT	51%
NOT VERY CONFIDENT	29%
NOT AT ALL CONFIDENT	07%
D.K. / REF.	09%

13. How satisfied are you that Maricopa County uses your tax dollars to provide services in a cost-effective manner?

VERY SATISFIED	05%
SATISFIED	48%
DISSATISFIED	27%
VERY DISSATISFIED	10%
D.K. / REF.	11%

14. How much trust do you have in the county government? Would you say a great deal, some, not much, or none at all?

A GREAT DEAL	09%
SOME	53%
NOT MUCH	24%
NONE AT ALL	11%
D.K. / REF.	03%

15. In general, how would you rate the job that Maricopa County is doing? Would you say it is excellent, good, fair, poor or very poor?

EXCELLENT	04%
GOOD	39%
FAIR	34%
POOR	14%
VERY POOR	04%
D.K. / REF.	05%

16. How would you rate the effectiveness of Maricopa County in telling the public about the services it provides?

EXCELLENT	05%
GOOD	31%
FAIR	32%
POOR	19%
VERY POOR	07%
D.K. / REF.	06%

17. What about the responsiveness of county government, would you say it is excellent, good, fair, poor or very poor?

EXCELLENT	04%
GOOD	31%
FAIR	28%
POOR	15%
VERY POOR	05%
D.K. / REF.	17%

18. Do you think the county should take a bigger role, remain about the same, or take a smaller role in regional issues?

(Issues that affect all or most of the cities and towns in the county?)

BIGGER ROLE	38%
REMAIN ABOUT THE SAME	32%
SMALLER ROLE	15%
D.K. / REF.	14%

21. How safe or unsafe do you feel in your own neighborhood **during the day**; do you feel very safe, safe, unsafe or very unsafe?

VERY SAFE	55%
SAFE	40%
NEUTRAL	02%
UNSAFE	03%
VERY UNSAFE	01%
DON'T KNOW/N.A.	00%

22. And how safe or unsafe do you feel in your neighborhood **after dark**?

VERY SAFE	42%
SAFE	44%
NEUTRAL	03%
UNSAFE	09%
VERY UNSAFE	02%
DON'T KNOW/N.A.	00%

23. Do you feel children, including teenagers, are very safe, safe, unsafe or very unsafe living in your neighborhood?

VERY SAFE	24%
SAFE	50%
NEUTRAL	05%
UNSAFE	08%
VERY UNSAFE	02%
DON'T KNOW/N.A.	12%

24. And overall how safe or unsafe do you feel living in Maricopa County?
(Do you feel very safe, safe, unsafe or very unsafe?)

VERY SAFE	21%
SAFE	60%
NEUTRAL	10%
UNSAFE	09%
VERY UNSAFE	01%
DON'T KNOW/N.A.	00%

25. Would you say you feel much safer, safer, about the same, less safe, or much less safe living in Maricopa County **now** than you did a year ago?

MUCH SAFER	03%
SAFER	08%
ABOUT THE SAME	65%
LESS SAFE	17%
MUCH LESS SAFE	03%
DON'T KNOW/N.A.	04%

26. And would you say the amount of **violent** crime in Maricopa County has increased a lot, increased a little, stayed about the same, decreased a little, or decreased a lot in the last year?

INCREASED A LOT	16%
INCREASED A LITTLE	26%
REMAINED ABOUT SAME	33%
DECREASED A LITTLE	02%
DECREASED A LOT	12%
DON'T KNOW/N.A.	

27. And what about the amount of **property** crime in Maricopa County? (Have property crimes increased a lot, increased a little, stayed about the same, decreased a little, or decreased a lot in the last year?)

INCREASED A LOT	18%
INCREASED A LITTLE	28%
REMAINED ABOUT SAME	29%
DECREASED A LITTLE	08%
DECREASED A LOT	02%
DON'T KNOW/N.A.	15%

31. Do you have access to the Internet from your home?

NO	19%
YES	81%
D.K. / REF.	00%

32. Have you ever accessed the Internet from somewhere else such as work, school, a friend's home, a public library, a government office, or a retail business?

NO	15%
YES	04%
INTERNET AT HOME	81%

33. How often do you use the Internet to find out about something you are interested in? Would you say: almost every day, once or twice a week, once or twice a month, less than once a month, or almost never?

ALMOST DAILY	62%
1-2 WEEK	14%
1-2 MONTH	04%
LESS THAN MONTHLY	01%
ALMOST NEVER	04%
NO INTERNET ACCESS	15%
D.K. / REF.	01%

34. And how often do you use the Internet to conduct personal business such as buying or selling, banking, looking for or applying for a job, or other similar transactions?

ALMOST DAILY	52%
1-2 WEEK	15%
1-2 MONTH	04%
LESS THAN MONTHLY	02%
ALMOST NEVER	11%
NO INTERNET ACCESS	15%
D.K. / REF.	02%

35. Have you accessed Maricopa County government's web site, www.maricopa.gov in the last year? (How many times?)

NO	40%
ONCE	07%
2 OR 3 TIIMES	15%
4 O4 5 TIMES	06%
MORE THAN 5 TIMES	16%
NO INTERNET ACCESS	15%
D.K. / REF.	02%

41. One of the things Maricopa County Government does to find out how citizens feel about issues is to have public hearings or forums. Have you ever attended a county sponsored hearing or forum? (How many?)

NO	91%
ONCE	04%
2 OR 3 TIIMES	04%
4 O4 5 TIMES	00%
MORE THAN 5 TIMES	01%
D.K. / REF.	01%

42. What (was the issue / were the issues) discussed at the hearing(s) or forum(s) you attended?

TAXES/BUDGET	17%
TRANSPORTATION	12%
FLOOD CONTROL	03%
PLANNING/ZONING	43%
PARKS/RECREATION	03%
JAIL CONSTRUCTION	01%
CRIME;PREVENTION	14%
DON'T KNOW/N.A.	07%

43. Overall, how would you rate the meeting(s) you attended?
Would you say excellent, good, fair, poor or very poor?

EXCELLENT	20%
GOOD	36%
FAIR	27%
POOR	10%
VERY POOR	07%
D.K. / REF.	00%

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101. Now I have a few questions about services provided by Maricopa County. First, how satisfied or dissatisfied are you with what Maricopa County Government is doing in the area of **Planning & Development** for the unincorporated areas in the county? (Would you say very satisfied, satisfied, dissatisfied, or very dissatisfied?)

VERY SATISFIED	03%	05%
SATISFIED	36%	67%
DISSATISFIED	11%	21%
VERY DISSATISFIED	04%	07%
D.K. / REF.	46%	

101a. In the last year have you visited, called, emailed, or visited the website of the Maricopa County Planning and Development Department, the office that issues building permits and conducts building inspections for the unincorporated areas of the county?

NO	94%
YES	05%
D.K. / REF.	01%

(ASKED ONLY OF THE 53 RESPONDENTS WHO MADE CONTACT)

101b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	09%
WEB ONLY	43%
EMAIL/MAIL ONLY	09%
EMAIL/MAIL, WEB, VISIT	02%
PHONE ONLY	15%
PHONE, VISIT	11%
PHONE, WEB	04%
PHONE, EMAIL/MAIL, WEB	02%
PHONE, EMAIL/MAIL, WEB, VISIT	04%

101c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	32%
SATISFIED	32%
DISSATISFIED	19%
VERY DISSATISFIED	13%
D.K. / REF.	04%

101d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	15%
SATISFIED	26%
DISSATISFIED	04%
VERY DISSATISFIED	09%
NO STAFF CONTACT	45%

102. How satisfied or dissatisfied are you that the **streets and roads** that are in Maricopa County but outside city and town boundaries are adequate and properly maintained by the county?

VERY SATISFIED	12%	13%
SATISFIED	62%	68%
DISSATISFIED	14%	15%
VERY DISSATISFIED	03%	04%
D.K. / REF.	09%	

102a. Have you been in contact with the Maricopa County Department of Transportation, the department responsible for streets and roads in unincorporated areas? (**NOT** for driver's licenses or vehicle registration.)

NO	97%
YES	03%

(ASKED ONLY OF THE 31 RESPONDENTS WHO MADE CONTACT)

102b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	10%
WEB ONLY	16%
EMAIL/MAIL ONLY	07%
PHONE ONLY	58%
PHONE, VISIT	03%
PHONE, EMAIL/MAIL	07%

102c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	10%
SATISFIED	52%
DISSATISFIED	26%
VERY DISSATISFIED	13%
D.K. / REF.	00%

102d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	19%
SATISFIED	45%
DISSATISFIED	07%
VERY DISSATISFIED	03%
NO STAFF CONTACT	26%

Maricopa County Customer Satisfaction Survey – 2010

103. How satisfied or dissatisfied are you that the county has taken adequate steps to ensure safety and reduce property damage during **major flooding**?

VERY SATISFIED	07%	11%
SATISFIED	49%	77%
DISSATISFIED	07%	11%
VERY DISSATISFIED	01%	01%
D.K. / REF.	36%	

103a. Have you called, visited the office, emailed, or visited the website of the Maricopa County Flood Control District in the last year?

NO	98%
YES	02%

(ASKED ONLY OF THE 15 RESPONDENTS WHO MADE CONTACT)

103b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	20%
WEB ONLY	27%
EMAIL/MAIL ONLY	07%
PHONE ONLY	20%
PHONE, VISIT	07%
PHONE, WEB	07%
PHONE, EMAIL/MAIL, VISIT	07%
PHONE, EMAIL/MAIL, WEB, VISIT	07%

103c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	40%
SATISFIED	40%
DISSATISFIED	07%
VERY DISSATISFIED	13%
D.K. / REF.	00%

103d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	40%
SATISFIED	20%
VERY DISSATISFIED	07%
NO STAFF CONTACT	33%

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104. How satisfied or dissatisfied are you with the Maricopa County **Library System**?

VERY SATISFIED	24%	35%
SATISFIED	40%	59%
DISSATISFIED	03%	04%
VERY DISSATISFIED	01%	02%
D.K. / REF.	33%	

104a. Have you visited, or been in contact with, a Maricopa County Library in the last year?

NO	54%
YES	45%
D.K. / REF.	00%

(ASKED ONLY OF THE 441 RESPONDENTS WHO MADE CONTACT)

104b. How did you contact them, by phone, by email, by visiting their web site, or by visiting a library?

VISIT ONLY	89%
WEB ONLY	02%
WEB, VISIT	04%
EMAIL/MAIL, VISIT	01%
EMAIL/MAIL, WEB, VISIT	00%
PHONE, VISIT	01%
PHONE, WEB	00%
PHONE, WEB, VISIT	01%
PHONE, EMAIL/MAIL, VISIT	00%
PHONE, EMAIL/MAIL, WEB, VISIT	01%

104c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	52%
SATISFIED	45%
DISSATISFIED	02%
VERY DISSATISFIED	01%
D.K. / REF.	00%

104d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	55%
SATISFIED	41%
DISSATISFIED	01%
VERY DISSATISFIED	00%
NO STAFF CONTACT	02%
D.K. / REF.	01%

104e. How much do you agree or disagree that county library services are conveniently located and open to the public at times they will most likely be used?

STRONGLY AGREE	16%
AGREE	40%
DISAGREE	07%
STRONGLY DISAGREE	02%
D.K. / REF.	35%

Maricopa County Customer Satisfaction Survey – 2010

105. How satisfied or dissatisfied are you with the Maricopa County **Parks and Recreation** Department?

VERY SATISFIED	17%	21%
SATISFIED	54%	70%
DISSATISFIED	06%	08%
VERY DISSATISFIED	01%	01%
D.K. / REF.	23%	

105a. In the last year, have you gone to a Maricopa County Park or Recreation Area or contacted them, electronically or by phone?

NO	52%
YES	48%

(ASKED ONLY OF THE 467 RESPONDENTS WHO MADE CONTACT)

105b. How did you contact them, by phone, by email, by visiting their web site, or by visiting a park (or office)?

VISIT ONLY	94%
WEB ONLY	01%
WEB, VISIT	02%
EMAIL/MAIL, VISIT	01%
PHONE ONLY	00%
PHONE, VISIT	00%
PHONE, WEB	00%
PHONE, WEB, VISIT	00%
PHONE, EMAIL/MAIL, WEB, VISIT	00%

105c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	36%
SATISFIED	57%
DISSATISFIED	03%
VERY DISSATISFIED	01%
D.K. / REF.	02%

105d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	29%
SATISFIED	31%
DISSATISFIED	02%
VERY DISSATISFIED	00%
NO STAFF CONTACT	36%
D.K. / REF.	01%

105e. How satisfied are you with the amount of park and recreation land and open space located in Maricopa County?

VERY SATISFIED	15%
SATISFIED	54%
DISSATISFIED	08%
VERY DISSATISFIED	01%
D.K. / REF.	22%

105f. And how satisfied are you with your access to park and recreation land and open space in Maricopa County?

VERY SATISFIED	17%
SATISFIED	57%
DISSATISFIED	05%
VERY DISSATISFIED	01%
D.K. / REF.	20%

105g. And how much do you agree or disagree that the county should be involved in the maintenance and/or preservation of “open space” or undeveloped areas within its boundaries?

STRONGLY AGREE	27%
AGREE	53%
DISAGREE	04%
STRONGLY DISAGREE	01%
D.K. / REF.	15%

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106. How satisfied or dissatisfied are you with the Maricopa County **Stadium District**, the county office responsible for the public interest in the Cactus League and Chase Field (formerly Bank One Ballpark)?

VERY SATISFIED	09%	15%
SATISFIED	46%	73%
DISSATISFIED	06%	09%
VERY DISSATISFIED	02%	03%
D.K. / REF.	37%	

106a. Have you attended any baseball games or other events at Chase Field (Formerly B.O.B.) in the last year?

NO	61%
YES	38%

106b. How satisfied or dissatisfied were you with your experience(s) at the ballpark?

(ASKED ONLY OF THE 373 RESPONDENTS WHO MADE CONTACT)

VERY SATISFIED	55%
SATISFIED	43%
DISSATISFIED	01%
VERY DISSATISFIED	01%
D.K. / REF.	00%

106c. Did you attend any Cactus League baseball games this year?

NO	84%
YES	16%

106d. How satisfied or dissatisfied were you with your experience(s) at the ballpark?

(ASKED ONLY OF THE 153 RESPONDENTS WHO MADE CONTACT)

VERY SATISFIED	57%
SATISFIED	42%
DISSATISFIED	00%
VERY DISSATISFIED	00%
D.K. / REF.	01%

107. How satisfied or dissatisfied are you with the attention given to **air quality** by the county?

VERY SATISFIED	08%	09%
SATISFIED	57%	65%
DISSATISFIED	20%	23%
VERY DISSATISFIED	03%	04%
D.K. / REF.	12%	

107a. In the last year have you called, visited or visited the website of the Maricopa County Department of Air Quality which monitors air pollution in the county?

NO	97%
YES	03%

(ASKED ONLY OF THE 30 RESPONDENTS WHO MADE CONTACT)

107b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	13%
WEB ONLY	60%
EMAIL/MAIL ONLY	13%
PHONE ONLY	03%
PHONE, WEB	03%
PHONE, EMAIL/MAIL, WEB, VISIT	07%

107c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	17%
SATISFIED	70%
DISSATISFIED	10%
VERY DISSATISFIED	03%
D.K. / REF.	00%

107d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	13%
SATISFIED	20%
DISSATISFIED	10%
NO STAFF CONTACT	57%

107e. How much do you agree or disagree that the county is doing a good job monitoring air quality?

STRONGLY AGREE	07%
AGREE	59%
DISAGREE	13%
STRONGLY DISAGREE	02%
D.K. / REF.	19%

107f. How much do you agree or disagree that the public is adequately informed about pollution issues in the county?

STRONGLY AGREE	09%
AGREE	61%
DISAGREE	17%
STRONGLY DISAGREE	02%
D.K. / REF.	12%

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108. How satisfied or dissatisfied are you with the attention given by the county to **environmental concerns**, such as food safety, water pollution, waste disposal, and vector control? (A vector is an insect or rodent that transmits a human disease.)

VERY SATISFIED	11%	12%
SATISFIED	62%	71%
DISSATISFIED	12%	14%
VERY DISSATISFIED	02%	02%
D.K. / REF.	13%	

108a. In the last year, have you been in contact with Maricopa County Environmental Services in any way such as calling or visiting their web site? This is the department that is responsible for monitoring water pollution, issuing food handler permits, inspecting restaurants and investigating insect (primarily mosquito) and rodent complaints?

NO	95%
YES	05%

108b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

(ASKED ONLY OF THE 52 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	19%
WEB ONLY	12%
EMAIL/MAIL ONLY	04%
PHONE ONLY	44%
PHONE, VISIT	06%
PHONE, WEB	04%
PHONE, WEB, VISIT	02%
PHONE, EMAIL/MAIL	02%
PHONE, EMAIL/MAIL, WEB	02%
PHONE, EMAIL/MAIL, WEB, VISIT	06%

108c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	46%
SATISFIED	40%
DISSATISFIED	10%
VERY DISSATISFIED	04%

108d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	42%
SATISFIED	42%
DISSATISFIED	02%
NO STAFF CONTACT	14%

108e. How much do you agree or disagree that restaurants and food stores located in Maricopa County are adequately monitored for food safety (Would you say you strongly agree, agree, disagree or strongly disagree?)

STRONGLY AGREE	15%
AGREE	60%
DISAGREE	14%
STRONGLY DISAGREE	02%
D.K. / REF.	09%

108f. How much do you agree or disagree that the county is doing a good job monitoring water quality?

STRONGLY AGREE	08%
AGREE	62%
DISAGREE	11%
STRONGLY DISAGREE	02%
D.K. / REF.	17%

108g. How much do you agree or disagree that the county is successfully controlling mosquitoes?

STRONGLY AGREE	10%
AGREE	64%
DISAGREE	11%
STRONGLY DISAGREE	03%
D.K. / REF.	12%

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109. How satisfied or dissatisfied are you with the **human services** provided by the county such as Head Start and Employment Services?

VERY SATISFIED	04%	10%
SATISFIED	29%	68%
DISSATISFIED	07%	16%
VERY DISSATISFIED	03%	07%
D.K. / REF.	57%	

109a. Have you been in contact with a county Human Services office such as Head Start or Work Force Development?

NO	94%
YES	05%
D.K. / REF.	01%

109b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

(ASKED ONLY OF THE 47 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	38%
WEB ONLY	15%
WEB, VISIT	02%
EMAIL/MAIL ONLY	09%
EMAIL/MAIL, VISIT	04%
PHONE ONLY	13%
PHONE, VISIT	06%
PHONE, WEB	04%
PHONE, EMAIL/MAIL	02%
PHONE, EMAIL/MAIL, VISIT	04%
PHONE, EMAIL/MAIL, WEB, VISIT	02%

109c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	32%
SATISFIED	47%
DISSATISFIED	13%
VERY DISSATISFIED	06%
D.K. / REF.	02%

109d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	34%
SATISFIED	30%
DISSATISFIED	04%
VERY DISSATISFIED	06%
NO STAFF CONTACT	21%
D.K. / REF.	04%

109e. How familiar are you with the downtown Phoenix Human Services Campus for the homeless? Would you say very familiar, somewhat familiar, somewhat unfamiliar, or not familiar at all?

VERY FAMILIAR	02%
SOMEWHAT FAMILIAR	06%
SOMEWHAT	02%
UNFAMILIAR	89%
NOT FAMILIAR AT ALL	01%
D.K. / REF.	

(ASKED ONLY OF THE 98 RESPONDENTS WHO HAD FAMILIARITY WITH CAMPUS)

109f. Have you or anyone you know used any services provided by the Human Services Campus?

NO	58%
YES	38%
D.K. / REF.	04%

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110. How satisfied or dissatisfied are you with the **Public Health Services** provided by the county, such as disease control, immunizations, and nutrition services?

VERY SATISFIED	08%	13%
SATISFIED	49%	75%
DISSATISFIED	07%	10%
VERY DISSATISFIED	01%	02%
D.K. / REF.	35%	

110a. Have you called or visited a public health facility for immunizations, birth or death certificates, or disease control OR have you applied for or received nutrition services from a WIC site OR have you visited the Public Health web site to get information?

NO	89%
YES	11%

(ASKED ONLY OF THE 106 RESPONDENTS WHO MADE CONTACT)

110b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	59%
WEB ONLY	09%
WEB, VISIT	03%
EMAIL/MAIL ONLY	02%
PHONE ONLY	15%
PHONE, VISIT	05%
PHONE, WEB	02%
PHONE, EMAIL/MAIL	01%
PHONE, EMAIL/MAIL, VISIT	02%
PHONE, EMAIL/MAIL, WEB, VISIT	02%

110c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	43%
SATISFIED	44%
DISSATISFIED	09%
VERY DISSATISFIED	01%
D.K. / REF.	02%

110d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	40%
SATISFIED	45%
DISSATISFIED	05%
NO STAFF CONTACT	09%
D.K. / REF.	02%

110e. (How much do you agree or disagree) that the public is adequately informed about communicable diseases?

STRONGLY AGREE	08%
AGREE	60%
DISAGREE	13%
STRONGLY DISAGREE	02%
D.K. / REF.	17%

110f. That immunizations are available to all county residents especially children? (How much do you agree or disagree?)

STRONGLY AGREE	13%
AGREE	65%
DISAGREE	05%
STRONGLY DISAGREE	01%
D.K. / REF.	15%

110g. The next few questions are about some specific public health issues that affect people living in Maricopa County. How concerned are you about the health risks to you and your family from the Arizona heat? Would you say very concerned, somewhat concerned, somewhat unconcerned or not concerned at all about these health risks?

VERY CONCERNED	22%
SOMEWHAT CONCERNED	32%
SOMEWHAT UNCONCERNED	08%
NOT CONCERNED AT ALL	37%
D.K. /REF.	01%

110h. What about West Nile Virus, how concerned are you about the health risks to you and your family from the West Nile Virus? (Would you say very concerned, somewhat concerned, somewhat unconcerned or not concerned at all?)

VERY CONCERNED	25%
SOMEWHAT CONCERNED	31%
SOMEWHAT UNCONCERNED	10%
NOT CONCERNED AT ALL	32%
D.K. /REF.	02%

110i. How concerned are you about the air quality here in the valley?

VERY CONCERNED	37%
SOMEWHAT CONCERNED	42%
SOMEWHAT UNCONCERNED	06%
NOT CONCERNED AT ALL	14%
D.K. /REF.	01%

110j. What about catching the FLU, how concerned are you about the health risks to you and your family from the FLU? Would you say very concerned, somewhat concerned, somewhat unconcerned or not concerned at all?

VERY CONCERNED	19%
SOMEWHAT CONCERNED	29%
SOMEWHAT UNCONCERNED	11%
NOT CONCERNED AT ALL	41%
D.K. /REF.	01%

110k. How satisfied are you with the information public health officials provided about the Swine Flu (novel h1n1) outbreak?

VERY SATISFIED	17%
SATISFIED	67%
DISSATISFIED	08%
VERY DISSATISFIED	02%
D.K. / REF.	07%

110l. And how satisfied are you with the way public health officials managed the response to the Swine Flu outbreak?

VERY SATISFIED	13%
SATISFIED	68%
DISSATISFIED	08%
VERY DISSATISFIED	02%
D.K. / REF.	09%

110m. Did you get a swine flu shot or vaccine last year? (Sometimes called Novel H1N1)

NO	65%
YES	34%
D.K. / REF.	00%

110n. How many persons 17 or younger living in your household got a swine flu shot or vaccine last year?

NONE	82%
ONE	08%
TWO	06%
THREE	02%
FOUR	01%
FIVE OR MORE	00%
D.K. / REF	01%

110o. Did you get a regular flu shot or vaccine last year?

NO	48%
YES	51%
D.K. / REF.	00%

110p. How many persons 17 or younger living in your household got a regular flu shot or vaccine last year?

NONE	78%
ONE	09%
TWO	08%
THREE	03%
FOUR	01%
FIVE OR MORE	01%
D.K. / REF	01%

110q. Which members of your household are most likely to get a flu shot this year?

NO ONE	33%
EVERYONE	50%
SPECIFIC GROUP	15%
D.K. / REF.	02%

110r. Is there a particular reason that you, or others in your household, may **NOT** get a flu shot this year?

NO	63%
YES,COST	01%
YES, CAUSES FLU	04%
YES, NEG REACTION	04%
YES, DONT KNOW WHERE	00%
YES, DONT NEED IT	24%
YES, VACCINE AVAILABILITY	02%
YES, OTHER	02%
DON'T KNOW/N.A.	01%

Maricopa County Customer Satisfaction Survey – 2010

111. How satisfied or dissatisfied are you with the animal control and shelter services provided by Maricopa County including spay and neuter services, pet licensing and pet adoptions?

VERY SATISFIED	17%	22%
SATISFIED	51%	64%
DISSATISFIED	08%	10%
VERY DISSATISFIED	03%	04%
D.K. / REF.	21%	

111a. Have you called or visited a county Animal Control facility, had contact with an animal care & control staff member or visited their web site in the last year? (Have you reported an animal control violation, licensed or adopted a pet, picked up or dropped off a pet, or looked for a lost animal on line or at one of the shelters or adoption centers?)

NO	74%
YES	26%

(ASKED ONLY OF THE 251 RESPONDENTS WHO MADE CONTACT)

111b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office, by visiting a mobile service trailer or by having contact with a field officer?

FIELD OFFICER	03%
MOBILE TRAILER VISIT	02%
MOBLIE TRAILER, FIELD OFFICER	00%
OFFICE VISIT	38%
OFFICE, FIELD OFFICER	01%
OFFICE, MOBILE TRAILER	00%
WEB	05%
WEB, OFFICE	04%
WEB, OFFICE MOBILE, OFFICER	00%
EMAIL/MAIL	11%
EMAIL, OFFICE	00%
EMAIL/MAIL,OFFICE,VISIT	00%
EMAIL/MAIL, WEB	00%
PHONE ONLY	19%
PHONE, FIELD OFFICER	03%
PHONE, OFFICE VISIT	05%
PHONE, OFFICE, FIELD OFFICER	00%
PHONE, WEB	02%
PHONE, WEB, OFFICE	01%
PHONE, EMAIL/MAIL	01%
PHONE, EMAIL, VISIT	00%
PHONE, EMAIL/MAIL,WEB,OFFICE	00%
PHONE, EMAIL/MAIL,WEB,OFFICE,MOBILE,FIELD OFFICER	00%

111c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	43%
SATISFIED	38%
DISSATISFIED	12%
VERY DISSATISFIED	06%
D.K. / REF.	02%

111d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	45%
SATISFIED	33%
DISSATISFIED	05%
VERY DISSATISFIED	04%
NO STAFF CONTACT	10%
D.K. / REF.	02%

111e. How many dogs do you (or other members of your household) own?

NONE	55%
ONE	24%
TWO	15%
THREE	03%
FOUR	01%
FIVE	01%
SIX	00%
SEVEN or MORE	00%
DON'T KNOW/N.A.	00%

111f. (Has it /How many of them have) been spayed or neutered?

NONE	11%
ONE	51%
TWO	30%
THREE	05%
FOUR	02%
FIVE	01%
SIX	00%
DON'T KNOW/N.A.	00%

111g. (Is it /How many of them are) licensed?

NONE	06%
ONE	52%
TWO	31%
THREE	07%
FOUR	03%
FIVE	01%
SIX	00%
SEVEN or MORE	00%
DON'T KNOW/N.A.	01%

111h. How many cats do you (or other members of your household) own?

NONE	79%
ONE	11%
TWO	06%
THREE	02%
FOUR	01%
FIVE	00%
SIX	00%
SEVEN or MORE	00%
DON'T KNOW/N.A.	00%

111i. (Has it /How many of them have) been spayed or neutered?

NONE	07%
ONE	49%
TWO	25%
THREE	10%
FOUR	05%
FIVE	02%
SIX	00%
SEVEN or MORE	00%
DON'T KNOW/N.A.	00%

111j. Do you (or any members of your household) feed, or in some way look after, any cats in your neighborhood which you do not own? (How Many)?

NONE	94%
ONE	02%
TWO	02%
THREE	01%
FOUR	00%
FIVE	00%
SIX	00%
SEVEN or MORE	00%
DON'T KNOW/N.A.	00%

111k. As far as you know, (has it been / how many of them have been) spayed or neutered?

NONE	26%
ONE	24%
TWO	14%
THREE	06%
FOUR	02%
FIVE	02%
SEVEN or MORE	02%
DON'T KNOW/N.A.	24%

Maricopa County Customer Satisfaction Survey – 2010

112. How satisfied or dissatisfied are you that the county has taken adequate steps to ensure **public safety** during a major disaster or terrorist attack?

VERY SATISFIED	08%	12%
SATISFIED	49%	75%
DISSATISFIED	06%	10%
VERY DISSATISFIED	02%	02%
D.K. / REF.	36%	

112a. Have you called or visited the Maricopa County Emergency Management Department in the last year?

NO	99%
YES	01%

(ASKED ONLY OF THE 11 RESPONDENTS WHO MADE CONTACT)

112b. How did you contact them, by phone, by email, by visiting their web site, or by visiting the office?

VISIT ONLY	18%
WEB ONLY	36%
EMAIL/MAIL ONLY	09%
PHONE ONLY	27%
PHONE, EMAIL/MAIL, WEB, VISIT	09%

112c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	09%
SATISFIED	73%
DISSATISFIED	09%
D.K. / REF.	09%

112d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	09%
SATISFIED	46%
NO STAFF CONTACT	36%
D.K. / REF.	09%

112e. How much do you agree or disagree that you have a family preparedness plan to assure your safety in the event of a disaster or terrorist attack? (Would you say you strongly agree, agree, disagree or strongly disagree?)

STRONGLY AGREE	09%
AGREE	46%
DISAGREE	27%
STRONGLY DISAGREE	09%
D.K. / REF.	09%

Maricopa County Customer Satisfaction Survey – 2010

113. How satisfied or dissatisfied are you with the **Justice of the Peace Courts** in Maricopa County?

VERY SATISFIED	04%	08%
SATISFIED	37%	74%
DISSATISFIED	06%	12%
VERY DISSATISFIED	03%	06%
D.K. / REF.	51%	

113a. Have you called or visited a Justice of the Peace Court in the last year?

NO	91%
YES	09%

(ASKED ONLY OF THE 84 RESPONDENTS WHO MADE CONTACT)

113b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	70%
WEB ONLY	05%
WEB, VISIT	02%
EMAIL/MAIL ONLY	02%
EMAIL/MAIL, VISIT	01%
EMAIL/MAIL, WEB	02%
PHONE ONLY	05%
PHONE, VISIT	07%
PHONE, WEB	01%
PHONE, EMAIL/MAIL, VISIT	01%
PHONE, EMAIL/MAIL, WEB, VISIT	02%

113c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	25%
SATISFIED	54%
DISSATISFIED	13%
VERY DISSATISFIED	07%
D.K. / REF.	01%

113d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	35%
SATISFIED	48%
DISSATISFIED	10%
VERY DISSATISFIED	02%
NO STAFF CONTACT	06%

114. And how satisfied or dissatisfied are you with the Maricopa County **Superior Courts**?

VERY SATISFIED	06%	10%
SATISFIED	42%	75%
DISSATISFIED	07%	12%
VERY DISSATISFIED	02%	03%
D.K. / REF.	44%	

114a. Have you been in contact with the Maricopa County Superior Courts in any way in the last year?

NO	86%
YES	14%

(ASKED ONLY OF THE 140 RESPONDENTS WHO MADE CONTACT)

114b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	63%
WEB ONLY	03%
WEB, VISIT	01%
EMAIL/MAIL ONLY	04%
EMAIL/MAIL, VISIT	04%
EMAIL/MAIL, WEB	01%
EMAIL/MAIL, WEB, VISIT	01%
PHONE ONLY	08%
PHONE, VISIT	01%
PHONE, WEB	01%
PHONE, WEB, VISIT	01%
PHONE, EMAIL/MAIL	08%
PHONE, EMAIL/MAIL, VISIT	02%
PHONE, EMAIL/MAIL, WEB, VISIT	04%

114c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	36%
SATISFIED	44%
DISSATISFIED	16%
VERY DISSATISFIED	04%
D.K. / REF.	01%

114d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	37%
SATISFIED	37%
DISSATISFIED	07%
VERY DISSATISFIED	03%
NO STAFF CONTACT	15%
D.K. / REF.	01%

115. How satisfied or dissatisfied are you with the services provided by the **Clerk of the Superior Court**, such as providing copies of court records and issuing marriage licenses and passports?

VERY SATISFIED	08%	17%
SATISFIED	39%	78%
DISSATISFIED	02%	04%
VERY DISSATISFIED	00%	01%
D.K. / REF.	50%	

115a. Have you called or visited the Office of Clerk of the Superior Court or their web site for court records, information on child support, to obtain a marriage license or to apply for a passport?

NO	86%
YES	14%

(ASKED ONLY OF THE 136 RESPONDENTS WHO MADE CONTACT)

115b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	63%
WEB ONLY	13%
WEB, VISIT	02%
EMAIL/MAIL ONLY	05%
EMAIL/MAIL, VISIT	01%
PHONE ONLY	08%
PHONE, VISIT	03%
PHONE, WEB	01%
PHONE, WEB, VISIT	01%
PHONE, EMAIL/MAIL, WEB	01%
PHONE, EMAIL/MAIL, WEB, VISIT	04%

115c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	49%
SATISFIED	48%
DISSATISFIED	04%

115d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	48%
SATISFIED	37%
DISSATISFIED	03%
NO STAFF CONTACT	13%

116. How satisfied or dissatisfied are you with the Maricopa County **Juvenile Detention** system?

VERY SATISFIED	02%	05%
SATISFIED	24%	74%
DISSATISFIED	06%	17%
VERY DISSATISFIED	01%	04%
D.K. / REF.	67%	

116a. Have you called or visited a Maricopa County Juvenile Detention facility or been in contact with Maricopa County Juvenile Probation and Detention?

NO	97%
YES	03%

(ASKED ONLY OF THE 30 RESPONDENTS WHO MADE CONTACT)

116b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	70%
EMAIL/MAIL, VISIT	03%
PHONE ONLY	13%
PHONE, VISIT	10%
PHONE, EMAIL/MAIL	03%

116c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	20%
SATISFIED	40%
DISSATISFIED	23%
VERY DISSATISFIED	17%
D.K. / REF.	

116d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	30%
SATISFIED	47%
DISSATISFIED	10%
VERY DISSATISFIED	13%
D.K. / REF.	

117. How satisfied are you with Maricopa County's branch of law enforcement and jails, the **Sheriff's Office (MCSO)**?

VERY SATISFIED	27%	31%
SATISFIED	34%	39%
DISSATISFIED	12%	14%
VERY DISSATISFIED	15%	17%
D.K. / REF.	12%	

117a. Have you had any contact with the Maricopa County Sheriff's Office or a county jail in the last year?

NO	93%
YES	07%

(ASKED ONLY OF THE 70 RESPONDENTS WHO MADE CONTACT)

117b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	49%
WEB ONLY	07%
EMAIL/MAIL ONLY	04%
PHONE ONLY	33%
PHONE, VISIT	04%
PHONE, EMAIL/MAIL	01%
PHONE, EMAIL/MAIL, WEB, VISIT	01%

117c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	36%
SATISFIED	30%
DISSATISFIED	19%
VERY DISSATISFIED	16%
D.K. / REF.	

117d. How satisfied or dissatisfied were you with the courtesy, respect and attitude of the staff?

VERY SATISFIED	39%
SATISFIED	21%
DISSATISFIED	11%
VERY DISSATISFIED	16%
NO STAFF CONTACT	11%
D.K. / REF.	01%

118. How satisfied or dissatisfied are you with the manner in which the **County Attorney's Office** prosecutes criminals?

VERY SATISFIED	06%	09%
SATISFIED	42%	62%
DISSATISFIED	15%	22%
VERY DISSATISFIED	05%	07%
D.K. / REF.	33%	

118a. Have you been in contact with the Office of the Maricopa County Attorney in the last year?

NO	97%
YES	03%

(ASKED ONLY OF THE 31 RESPONDENTS WHO MADE CONTACT)

118b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	48%
EMAIL/MAIL ONLY	10%
PHONE ONLY	10%
PHONE, VISIT	10%
PHONE, EMAIL/MAIL	16%
PHONE, EMAIL/MAIL, VISIT	03%
PHONE, EMAIL/MAIL, WEB, VISIT	03%

118c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	32%
SATISFIED	26%
DISSATISFIED	13%
VERY DISSATISFIED	16%
D.K. / REF.	13%

118d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	32%
SATISFIED	36%
DISSATISFIED	10%
VERY DISSATISFIED	10%
NO STAFF CONTACT	10%
D.K. / REF.	03%

119. How satisfied or dissatisfied are you with the services provided by the **Office of Public Defense Services** for persons who cannot afford a lawyer

VERY SATISFIED	03%	07%
SATISFIED	30%	81%
DISSATISFIED	03%	09%
VERY DISSATISFIED	01%	04%
D.K. / REF.	63%	

119a. In the last year, have you been in contact with the Maricopa County Public Defense Services: this includes the office of the Public Defender, the Legal Defender, the Legal Advocate and Contract Counsel?

NO	98%
YES	02%

(ASKED ONLY OF THE 22 RESPONDENTS WHO MADE CONTACT)

119b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	46%
PHONE ONLY	32%
PHONE, VISIT	18%
PHONE, EMAIL/MAIL, WEB, VISIT	05%

119c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	32%
SATISFIED	55%
DISSATISFIED	05%
VERY DISSATISFIED	09%
D.K. / REF.	

119d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	45%
SATISFIED	50%
VERY DISSATISFIED	05%
D.K. / REF.	

120. How satisfied are you with the supervision of offenders provided by **probation officers**?

VERY SATISFIED	02%	06%
SATISFIED	25%	67%
DISSATISFIED	08%	21%
VERY DISSATISFIED	02%	06%
D.K. / REF.	63%	

120a. Have you contacted, or have you been contacted by, the Maricopa County Adult Probation Department?

NO	97%
YES	03%

(ASKED ONLY OF THE 29 RESPONDENTS WHO MADE CONTACT)

120b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	48%
EMAIL/MAIL ONLY	07%
PHONE ONLY	14%
PHONE, VISIT	17%
PHONE, EMAIL/MAIL	07%
PHONE, EMAIL/MAIL, WEB, VISIT	07%

120c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	38%
SATISFIED	45%
DISSATISFIED	03%
VERY DISSATISFIED	14%
D.K. / REF.	

120d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	48%
SATISFIED	35%
VERY DISSATISFIED	14%
NO STAFF CONTACT	03%
D.K. / REF.	

121. How satisfied are you that the values of property and homes in the County are fairly **assessed** for taxing purposes?

VERY SATISFIED	03%	03%
SATISFIED	38%	44%
DISSATISFIED	34%	39%
VERY DISSATISFIED	12%	14%
D.K. / REF.	13%	

121a. Have you called or visited the County Assessor's Office or visited their web site?

NO	85%
YES	16%

(ASKED ONLY OF THE 151 RESPONDENTS WHO MADE CONTACT)

121b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	09%
WEB ONLY	50%
EMAIL/MAIL ONLY	10%
EMAIL/MAIL, VISIT	01%
PHONE ONLY	17%
PHONE, VISIT	01%
PHONE, WEB	07%
PHONE, WEB, VISIT	01%
PHONE, EMAIL/MAIL	02%
PHONE, EMAIL/MAIL, WEB, VISIT	02%

121c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	21%
SATISFIED	57%
DISSATISFIED	17%
VERY DISSATISFIED	05%

121d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	13%
SATISFIED	27%
DISSATISFIED	04%
VERY DISSATISFIED	01%
NO STAFF CONTACT	54%
D.K. / REF.	01%

122. How satisfied or dissatisfied are you with the services provided by the **County Recorder** in recording and maintaining public records?

VERY SATISFIED	06%	11%
SATISFIED	44%	84%
DISSATISFIED	02%	05%
VERY DISSATISFIED	01%	01%
D.K. / REF.	48%	

122a. Have you called, visited or in any other way been in contact with the Office of County Recorder in the last year?

NO	89%
YES	12%

(ASKED ONLY OF THE 112 RESPONDENTS WHO MADE CONTACT)

122b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	24%
WEB ONLY	34%
WEB, VISIT	03%
EMAIL/MAIL ONLY	13%
EMAIL/MAIL, WEB	02%
PHONE ONLY	12%
PHONE, VISIT	05%
PHONE, WEB	03%
PHONE, EMAIL/MAIL, VISIT	01%
PHONE, EMAIL/MAIL, WEB	01%
PHONE, EMAIL/MAIL, WEB, VISIT	04%

122c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	40%
SATISFIED	53%
DISSATISFIED	06%
VERY DISSATISFIED	01%

122d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	30%
SATISFIED	27%
DISSATISFIED	02%
VERY DISSATISFIED	01%
NO STAFF CONTACT	41%

123. How satisfied or dissatisfied are you with the maintenance of voter registration information and the conducting of elections in Maricopa County?

VERY SATISFIED	16%	19%
SATISFIED	63%	75%
DISSATISFIED	05%	06%
VERY DISSATISFIED	01%	01%
D.K. / REF.	16%	

123a. Have you called or visited the Elections Department or their web site in the last year?

NO	74%
YES	26%

(ASKED ONLY OF THE 254 RESPONDENTS WHO MADE CONTACT)

123b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	25%
WEB ONLY	28%
WEB, VISIT	01%
EMAIL/MAIL ONLY	34%
EMAIL/MAIL, VISIT	02%
EMAIL/MAIL, WEB	01%
PHONE ONLY	07%
PHONE, WEB	02%
PHONE, WEB, VISIT	00%
PHONE, EMAIL/MAIL	01%

123c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	56%
SATISFIED	40%
DISSATISFIED	04%
VERY DISSATISFIED	00%
D.K. / REF.	00%

123d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	28%
SATISFIED	13%
DISSATISFIED	02%
VERY DISSATISFIED	00%
NO STAFF CONTACT	56%
D.K. / REF.	01%

124. And how satisfied or dissatisfied are you with the services provided by the County Treasurer?

VERY SATISFIED	03%	06%
SATISFIED	35%	87%
DISSATISFIED	03%	06%
VERY DISSATISFIED	00%	00%
D.K. / REF.	60%	

124a. Have you called or visited the Office of the County Treasurer or visited their website in the last year?

NO	97%
YES	03%

(ASKED ONLY OF THE 30 RESPONDENTS WHO MADE CONTACT)

124b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	13%
WEB ONLY	30%
EMAIL/MAIL ONLY	43%
PHONE ONLY	07%
PHONE, EMAIL/MAIL	03%
PHONE, EMAIL/MAIL, WEB, VISIT	03%

124c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	50%
SATISFIED	47%
DISSATISFIED	03%
D.K. / REF.	00%

124d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	30%
SATISFIED	07%
NO STAFF CONTACT	63%

125. How satisfied or dissatisfied are you with the services provided by the County Superintendent of Schools?

VERY SATISFIED	02%	05%
SATISFIED	30%	69%
DISSATISFIED	09%	21%
VERY DISSATISFIED	02%	05%
D.K. / REF.	56%	

125a. In the last year have you contacted the Office of the County Superintendent of Schools either electronically, by phone or in person?

NO	96%
YES	04%

(ASKED ONLY OF THE 34 RESPONDENTS WHO MADE CONTACT)

125b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	27%
WEB ONLY	32%
EMAIL/MAIL ONLY	15%
PHONE ONLY	18%
PHONE, EMAIL/MAIL	06%
PHONE, EMAIL/MAIL, WEB	03%

125c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	27%
SATISFIED	38%
DISSATISFIED	24%
VERY DISSATISFIED	09%
D.K. / REF.	03%

125d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	32%
SATISFIED	24%
DISSATISFIED	12%
NO STAFF CONTACT	30%
D.K. / REF.	03%

126. And how satisfied are you with the services provided by the Office of the County **Medical Examiner** or Coroner?

VERY SATISFIED	02%	07%
SATISFIED	28%	88%
DISSATISFIED	01%	04%
VERY DISSATISFIED	00%	01%
D.K. / REF.	68%	

126a. Have you been in contact with the Office of the Maricopa Medical Examiner (County Coroner)?

NO	97%
YES	03%

(ASKED ONLY OF THE 29 RESPONDENTS WHO MADE CONTACT)

126b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	45%
WEB ONLY	03%
PHONE ONLY	38%
PHONE, VISIT	07%
PHONE, WEB, VISIT	03%
PHONE, EMAIL/MAIL, WEB, VISIT	03%

126c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	35%
SATISFIED	28%
DISSATISFIED	31%
VERY DISSATISFIED	03%
D.K. / REF.	03%

126d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	48%
SATISFIED	24%
DISSATISFIED	14%
NO STAFF CONTACT	07%
D.K. / REF.	07%

201. How old were you on your last birthday?

18-29	06%
30-39	15%
40-49	20%
50-59	21%
60-69	19%
70 PLUS	19%
REFUSED	01%

202. (INTERVIEWER: Is the respondent a male or female?)

MALE	44%
FEMALE	56%

203. How many persons 17 or younger live in your household?

NONE	65%
ONE	12%
TWO	13%
THREE	07%
FOUR	03%
FIVE OR MORE	01%
D.K. / REF	00%

204. How many persons age 18 to 59 live there?

NONE	32%
ONE	17%
TWO	37%
THREE	10%
FOUR	04%
FIVE OR MORE	01%
D.K. / REF	00%

205. And how many persons 60 years old or older?

NONE	54%
ONE	25%
TWO	20%
THREE	01%
FIVE OR MORE	00%
D.K. / REF	00%

206. What is your ethnic background? Would you say you are:

WHITE – NOT HISPANIC	74%
HISPANIC DESCENT	14%
BLACK -AFRICAN AMERICAN	05%
NATIVE AMERICAN	01%
ASIAN-PACIFIC ISLANDER	04%
SOMETHING ELSE	01%
D.K. / REF	02%

206a. What kind of health insurance do you have? (Do you have employer sponsored Insurance, private insurance, Medicare, AHCCCS or Medicaid, Veterans or Indian coverage, or something else?)

NO INSURANCE	06%
EMPLOYER SPONSORED	44%
PRIVATE	22%
MEDICARE	15%
AHCCCS/MEDICAIDE	07%
VETERANS/INDIAN	03%
OTHER	00%
D.K. / REF	03%

207. How long have you lived in Maricopa County (the Phoenix area)?

1 Yr or Less	04%
2-5 Yrs	10%
6-10 Yrs	14%
12-15 Yrs	15%
16-20 Yrs	11%
21-25 Yrs	08%
26-30 Yrs	08%
31 Yrs +	30%
N.A.	00%

208. Geography

Phx	29%
East	41%
West	30%

209. Which of the following best describes your household income in **2009** from all sources (before taxes)?

\$15,000 Or less	08%
\$15,001-\$30,000	14%
\$30,001-\$45,000	14%
\$45,001-\$60,000	09%
\$60,001-\$75,000	08%
\$75,001-\$90,000	09%
\$90,001-\$105,000	05%
MORE THAN \$105,000	15%
D.K. / REF	18%

OVERVIEW:

The Maricopa County Customer Satisfaction Survey is conducted annually by the Maricopa County Office of Research and Reporting. It is a general population survey conducted to assess the public's opinion of county government and its satisfaction with services provided.

Approximately 1000 interviews are conducted each year via telephone with randomly selected respondents within randomly selected households in Maricopa County. The households are selected using the random digit dialing method which allows each household in the county an equal chance of becoming a part of the survey sample. Respondents are randomly selected from the adults living in the households on the basis of which adult in the household will have the next birthday.

The questionnaire assesses the respondent's opinions in regard to different levels of government and satisfaction with each county agency. These questions are followed by ascertaining whether or not the respondent has had any type of contact with that program within the last year. In each case where the respondent has had some contact with the program, a series of questions is asked to determine the type of contact and satisfaction with various aspects of the interaction.

Because of the scientific methodologies used in conducting the survey, the percentages reported generally can be viewed as percentages of the adult population within Maricopa County with a margin of error of plus or minus 3.2 percent.

The highlights of the survey are presented in a graphic overview. The raw percentages are reported here. For each agency we provide two percentage groupings; the general population and the population who have an opinion.