

# Maricopa County Customer Satisfaction Survey General Population September 2009



Conducted by Maricopa County Office of Research & Reporting

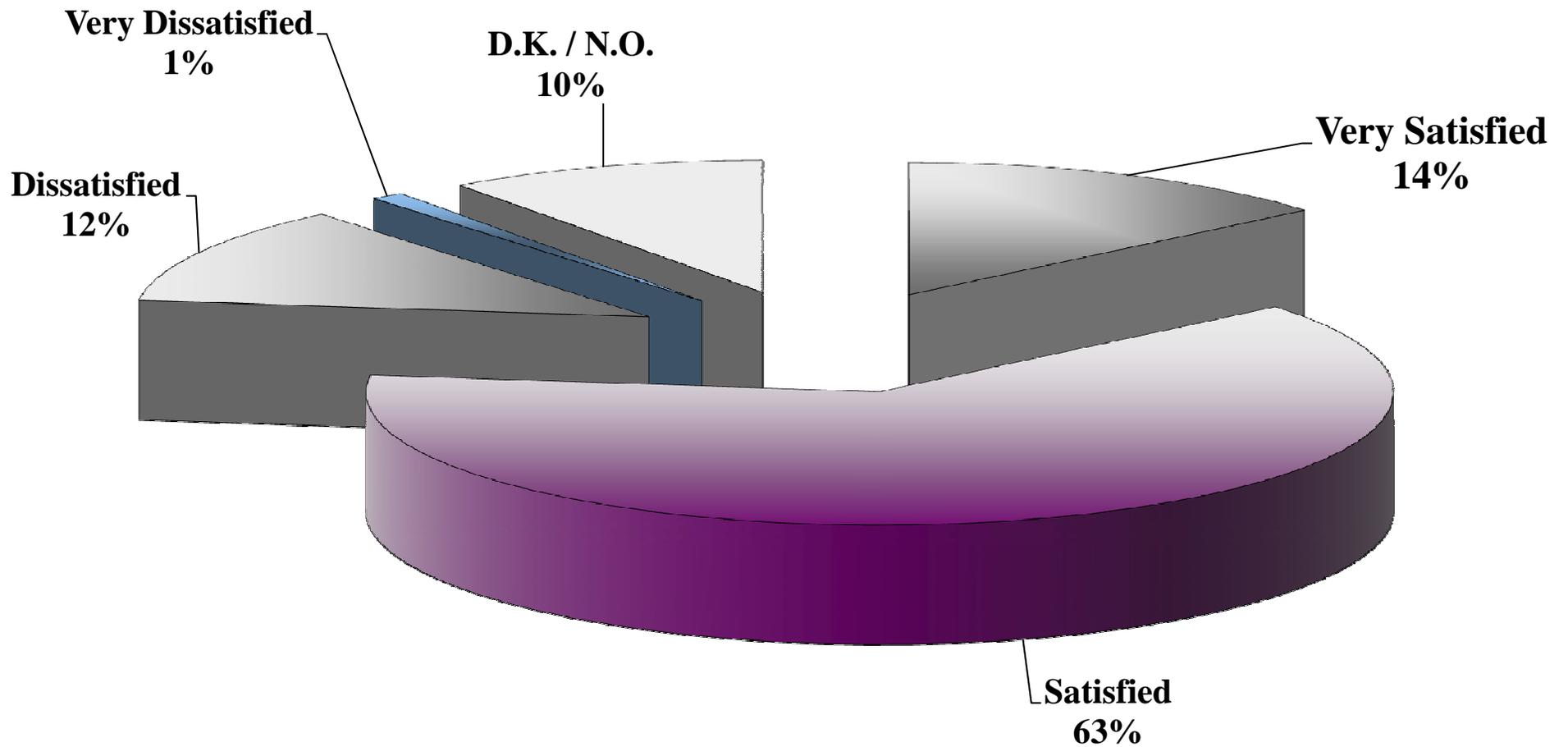
# Telephone Survey Methodology

Original Sample	Not In Service Code 91	Number Changed Code 92	Not Residential Code 93	Group Home Code 94	Not County Code 95	No Adult Code 96	Not Resident Code 97	Not Primary # Code 98	Total Non Sample	Resulting Sample / Hit Rate	Completed Interviews / Response Rate
7000	4386	6	1183	6	43	5	9	34	5672	1328	943
	63%	0%	17%	0%	1%	0%	0%	0%	81.0%	19.0%	71.0%

- A. Hello I'm \_\_\_\_\_  
I'm calling for Maricopa County Research & Reporting. **Is this** \_\_\_\_\_ ?
- B. We are doing a study for Maricopa County Government. Your number has been chosen randomly to be included in this study. **Is this a private residence?**
- C. Is your residence located in Maricopa County?
- D. Is \_\_\_\_\_ the only telephone **NUMBER** for your residence?
- E. Is \_\_\_\_\_ the PRIMARY telephone number for your residence?
- F. Our study requires that we randomly select one adult who lives in your household to be interviewed. How many members of your household, including yourself, are 18 years of age or older?  
 ONE (**Skip to H**)     TWO     THREE     FOUR     FIVE OR MORE
- G. May I speak to the adult who will have the next birthday?
- H. (Hello / As I mentioned), I'm \_\_\_\_\_. I am calling for the Maricopa County Office of Research & Reporting. We are calling Maricopa County residents for Maricopa County Government. Maricopa County is interested in how satisfied or dissatisfied you are with the various services they provide. They feel it is important to talk with residents in order to improve county government. Your household has been randomly selected to be a part of this study. Before we begin, I want to assure you that all of the information you give us is confidential, and that none of it will be released in any way that would permit identification of you or your family. Your participation, of course, is VOLUNTARY.



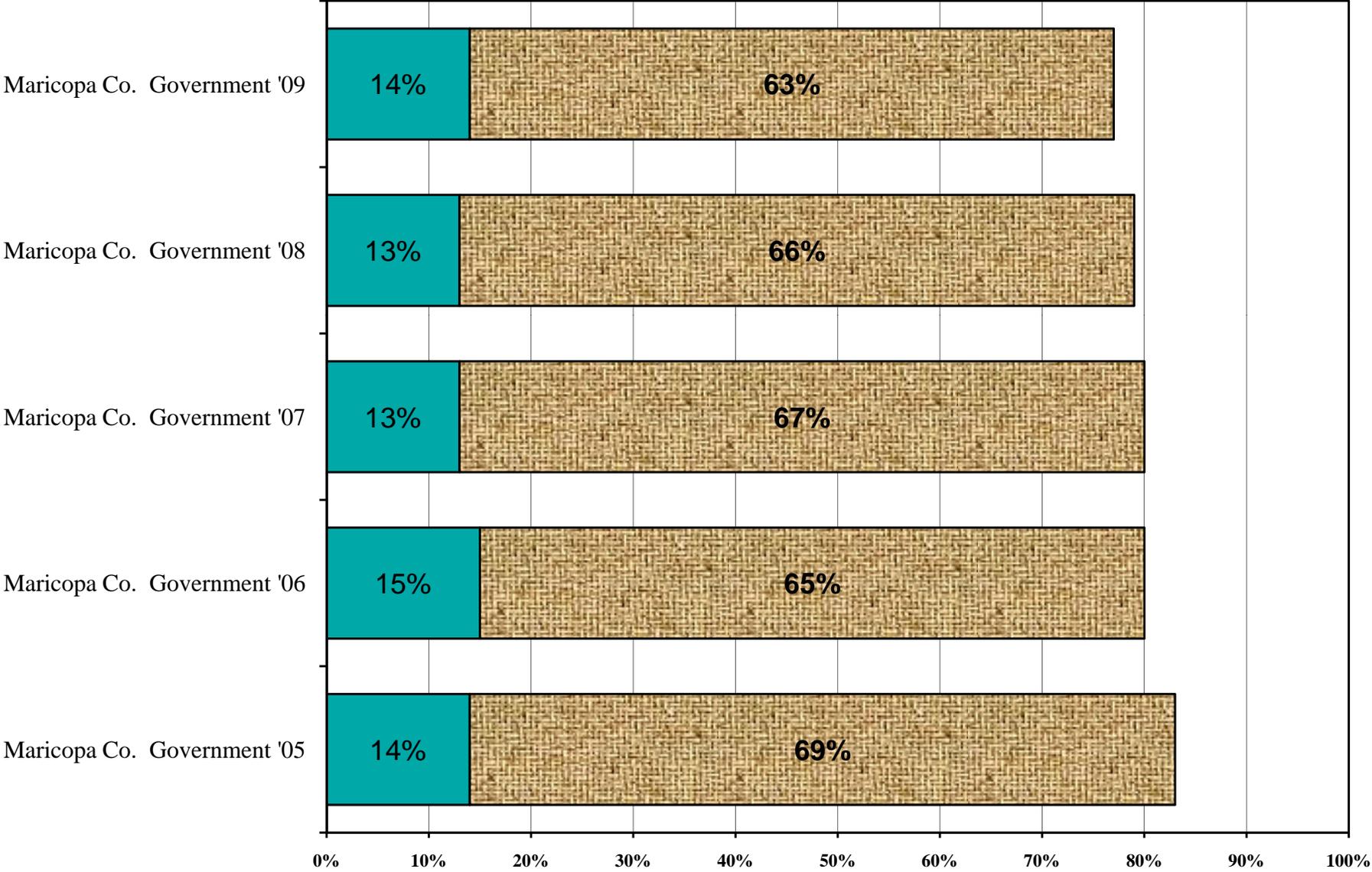
# Satisfaction With County Government



How satisfied or dissatisfied are you with Maricopa County Government?

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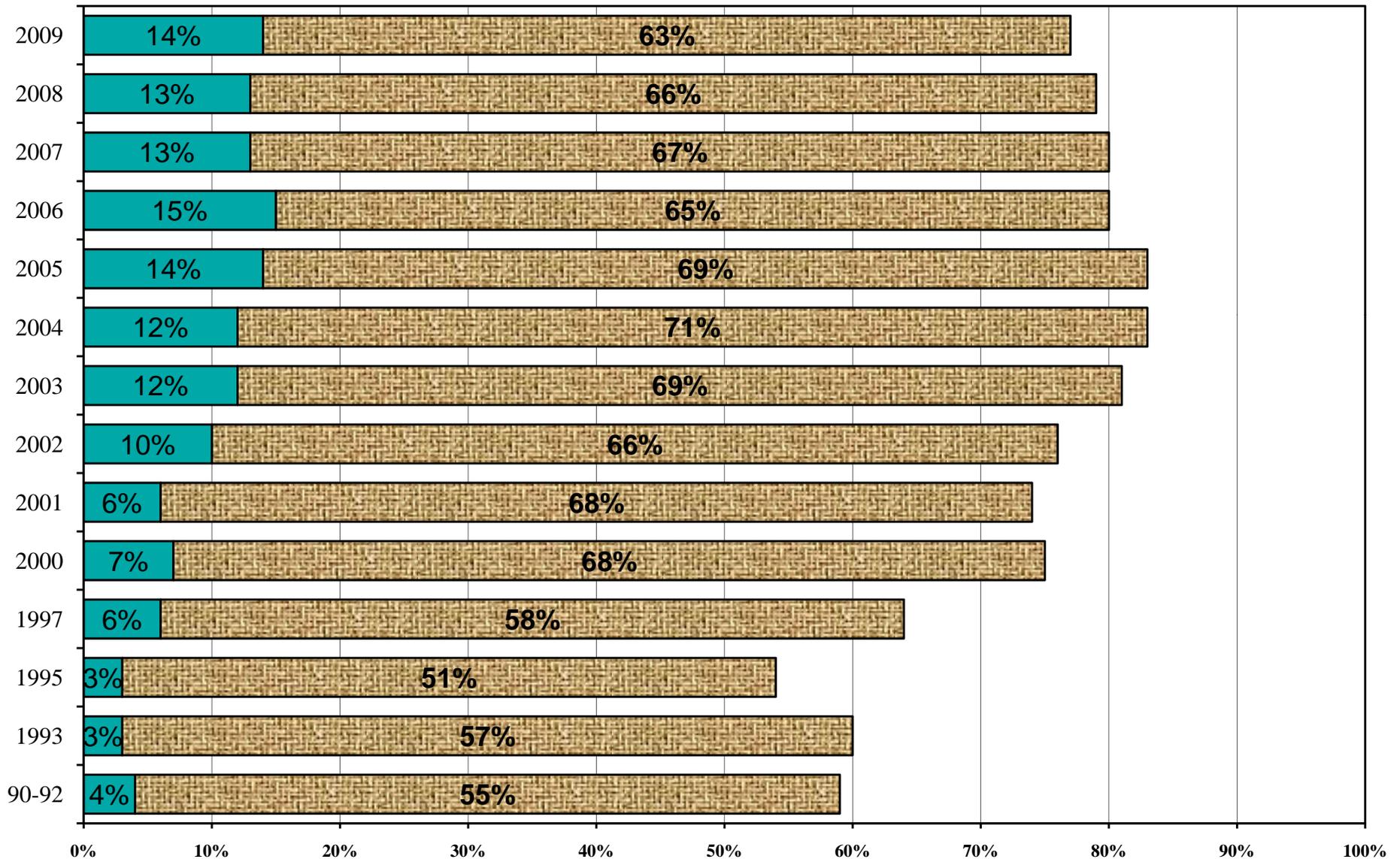
# Percent Satisfied With County Government



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■ % Very Satisfied    ■ % Satisfied

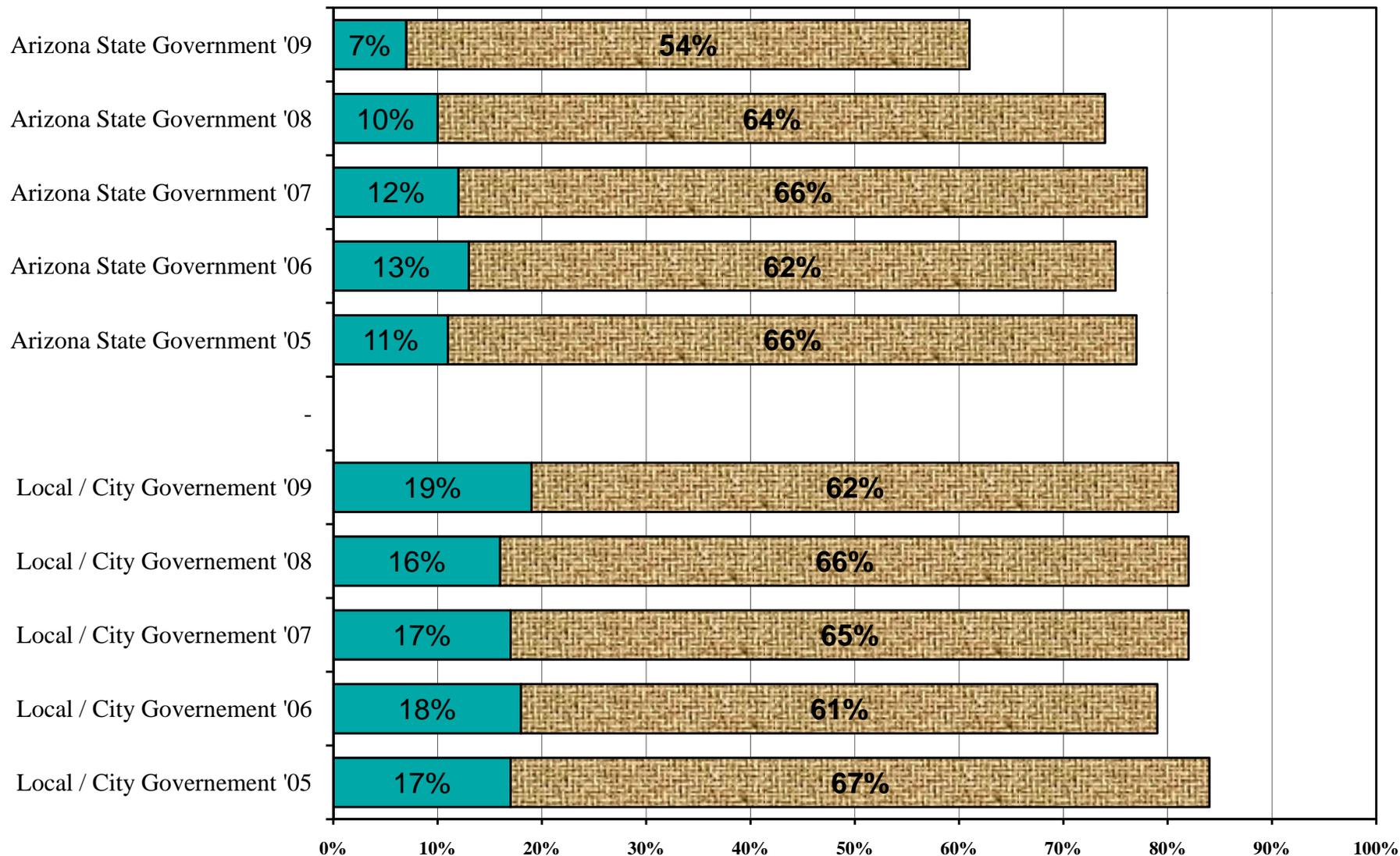
# Percent Satisfied With County Government



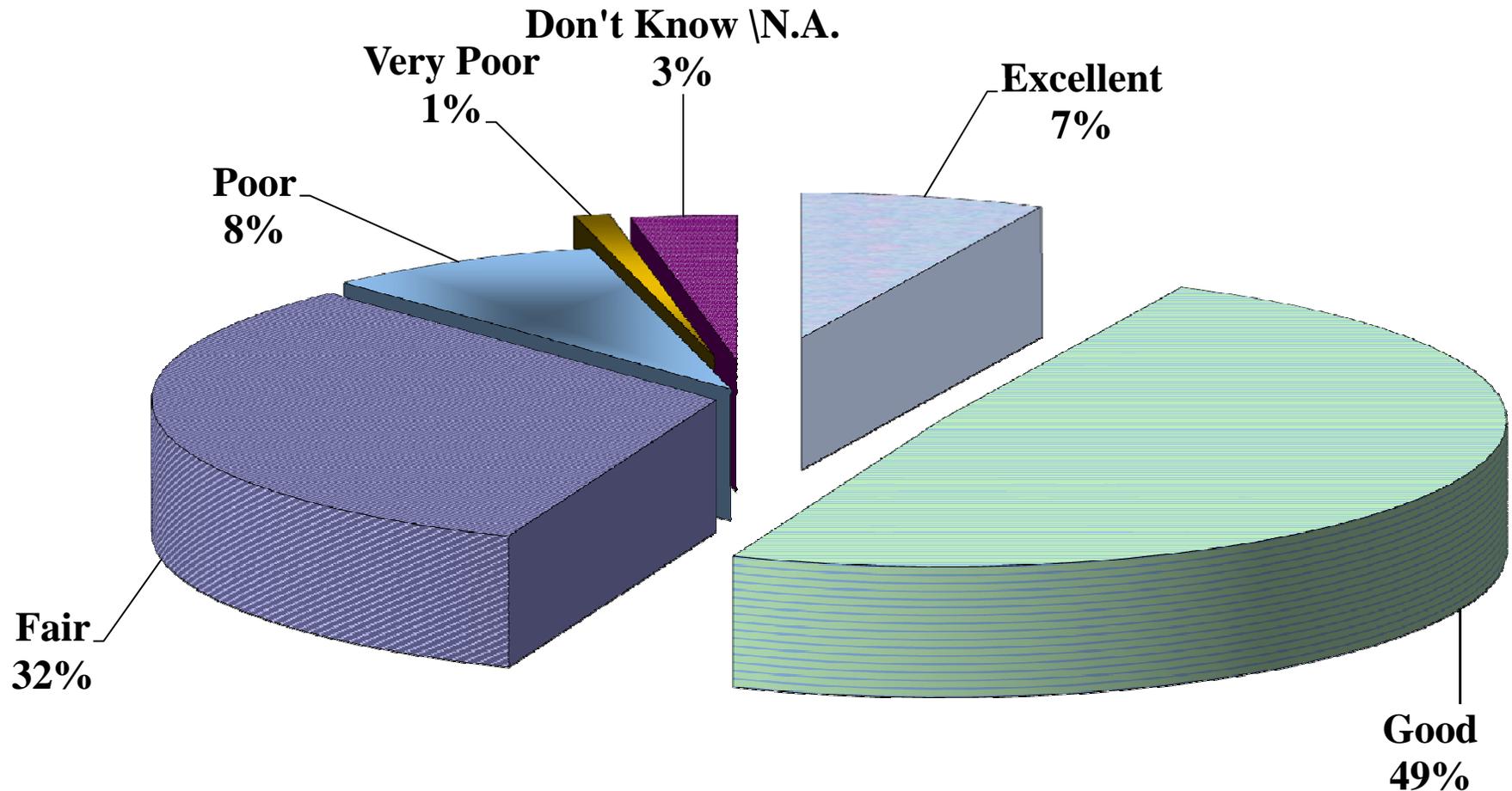
Conducted by Maricopa County  
Research and Reporting

■ % Very Satisfied    ■ % Satisfied

# Percent Satisfied With State & Local Government

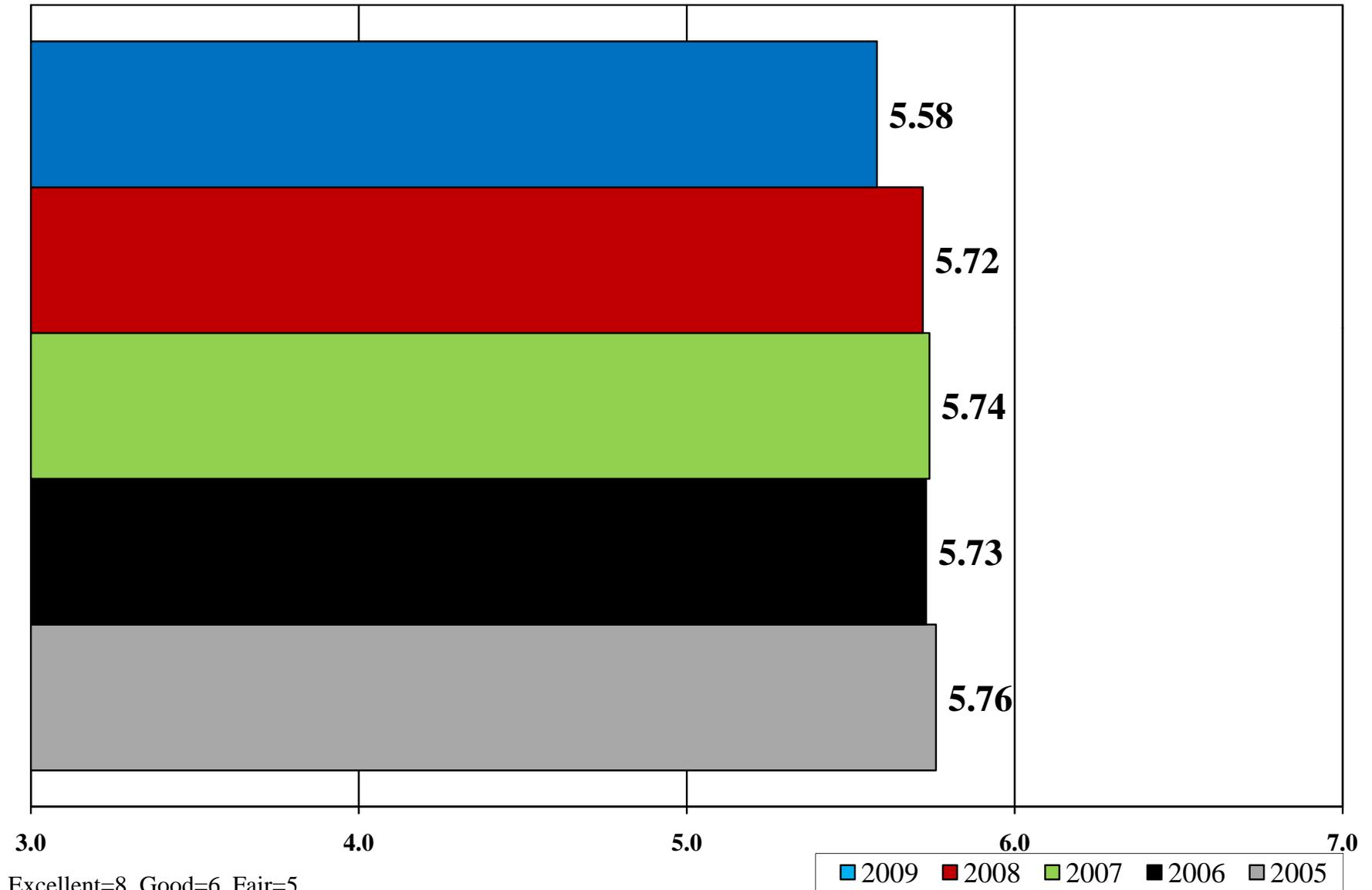


# Rating of Maricopa County Government

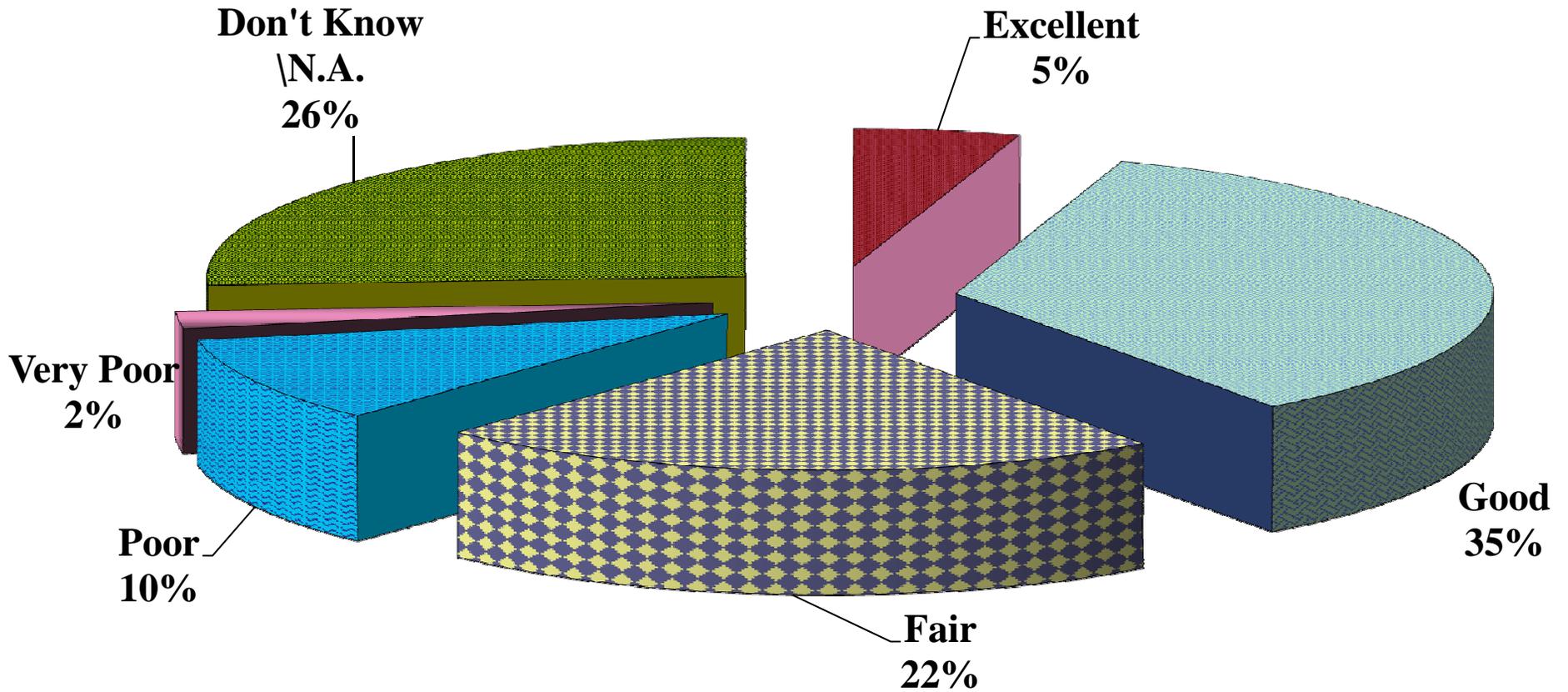


In general, how would you rate the job the Maricopa County is doing?  
Would you say it is excellent, good, fair, poor or very poor?

# Mean Rating Score ~ County Government Overall



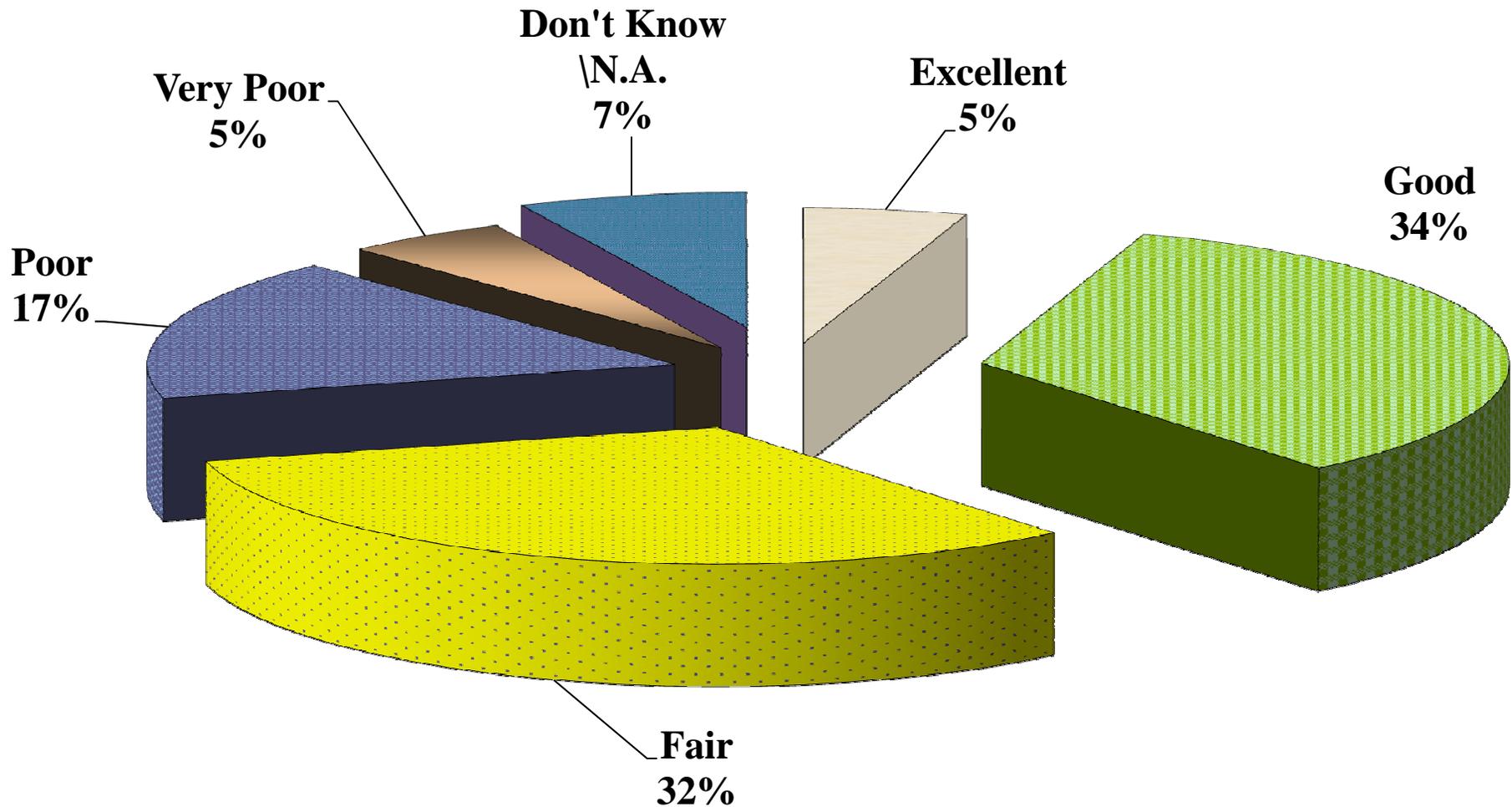
# Rating of County Government Responsiveness



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

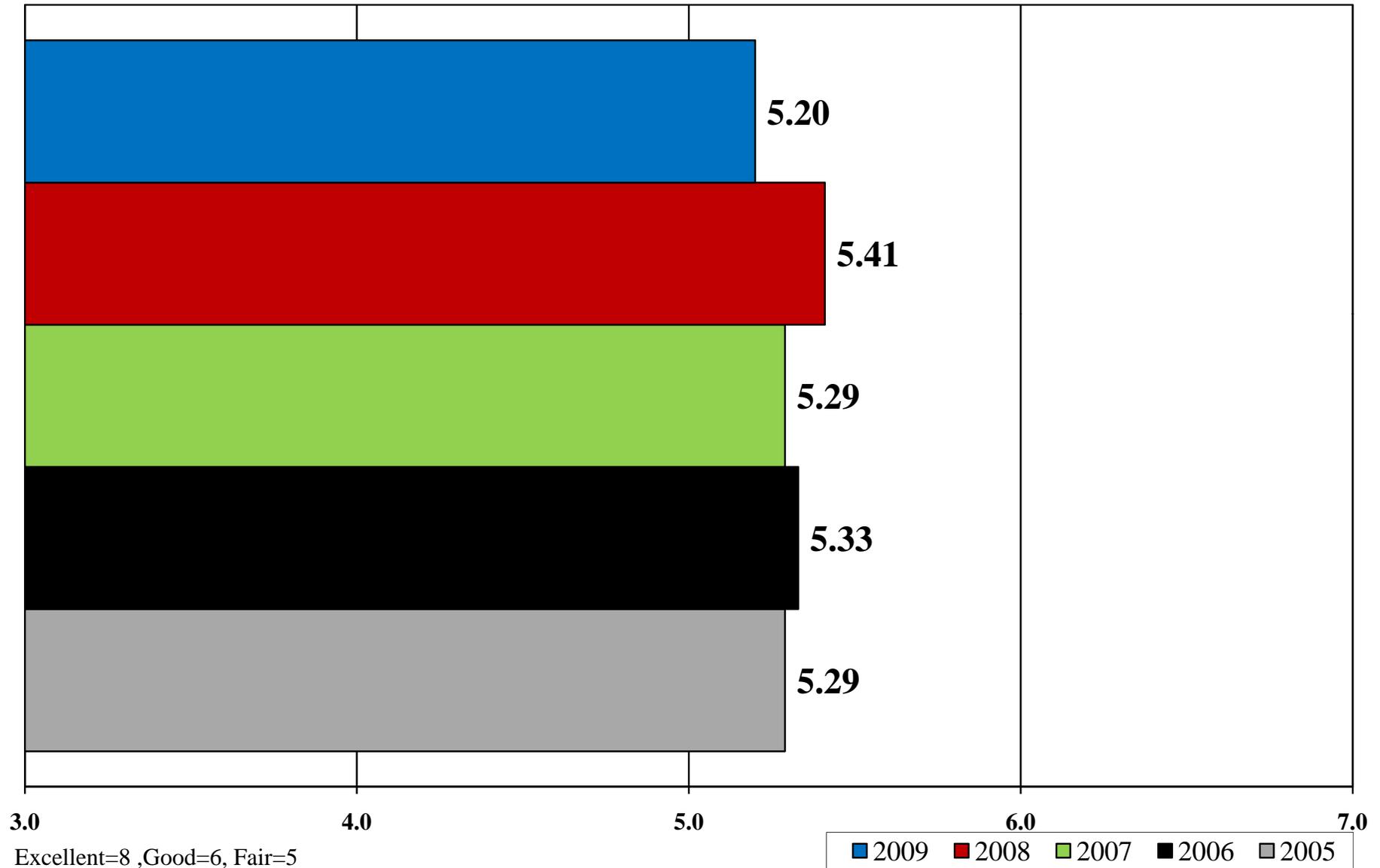


# Rating of County Effectiveness In Communication



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

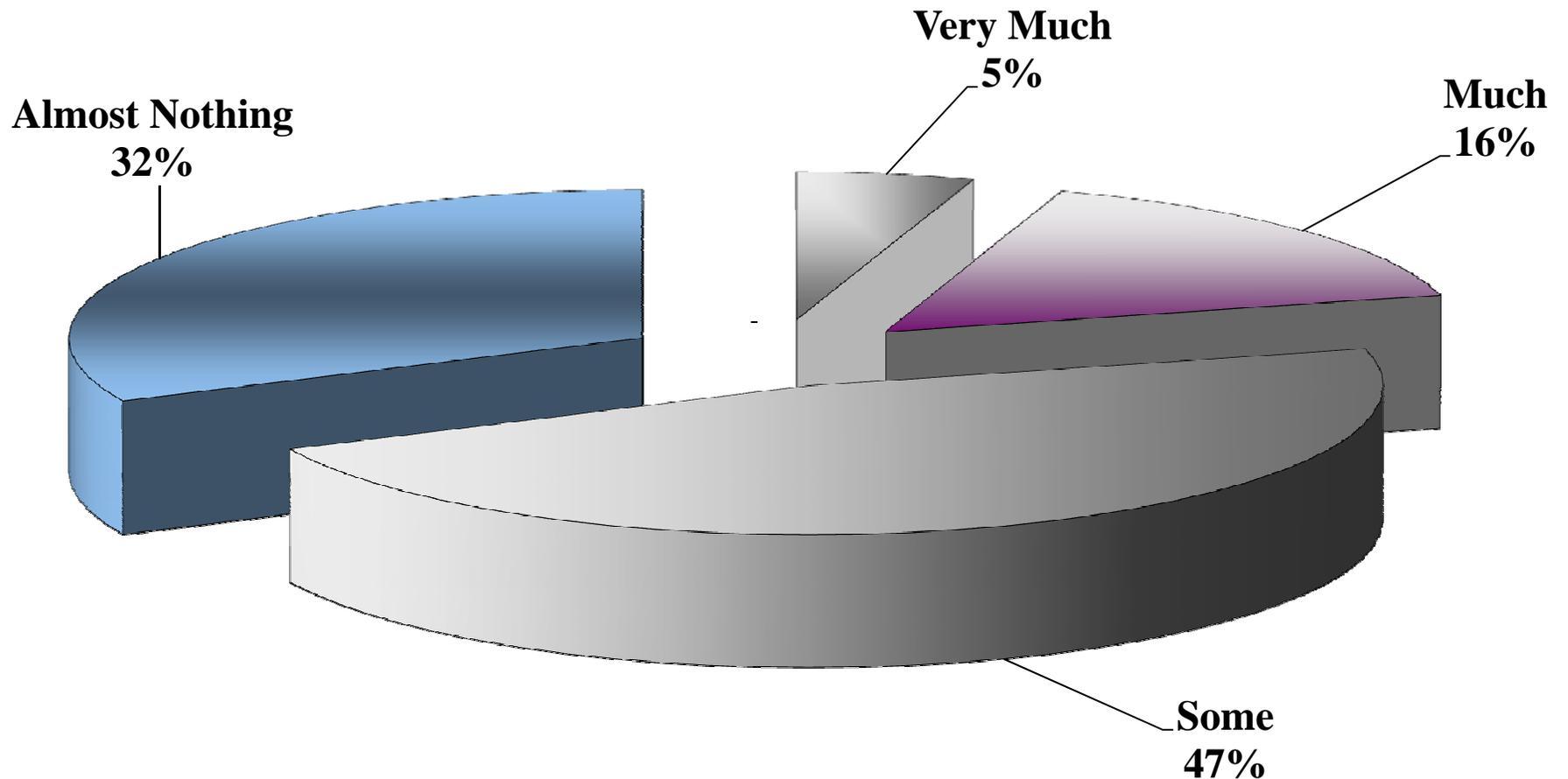
# Mean Rating Score ~ Effectiveness in Communication



Excellent=8 ,Good=6, Fair=5

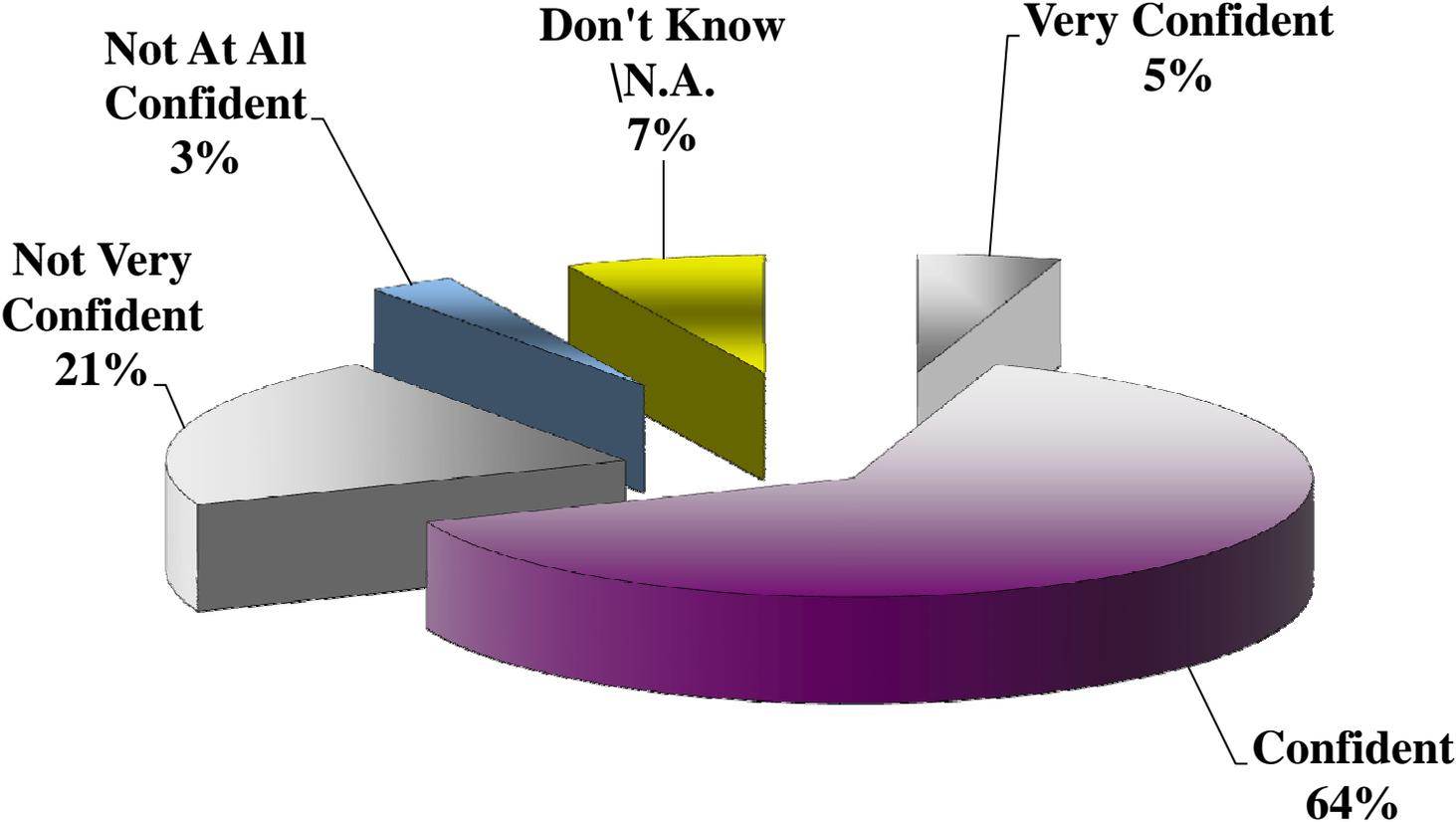
Poor=4, Very Poor=2

# Knowledge of County Structure



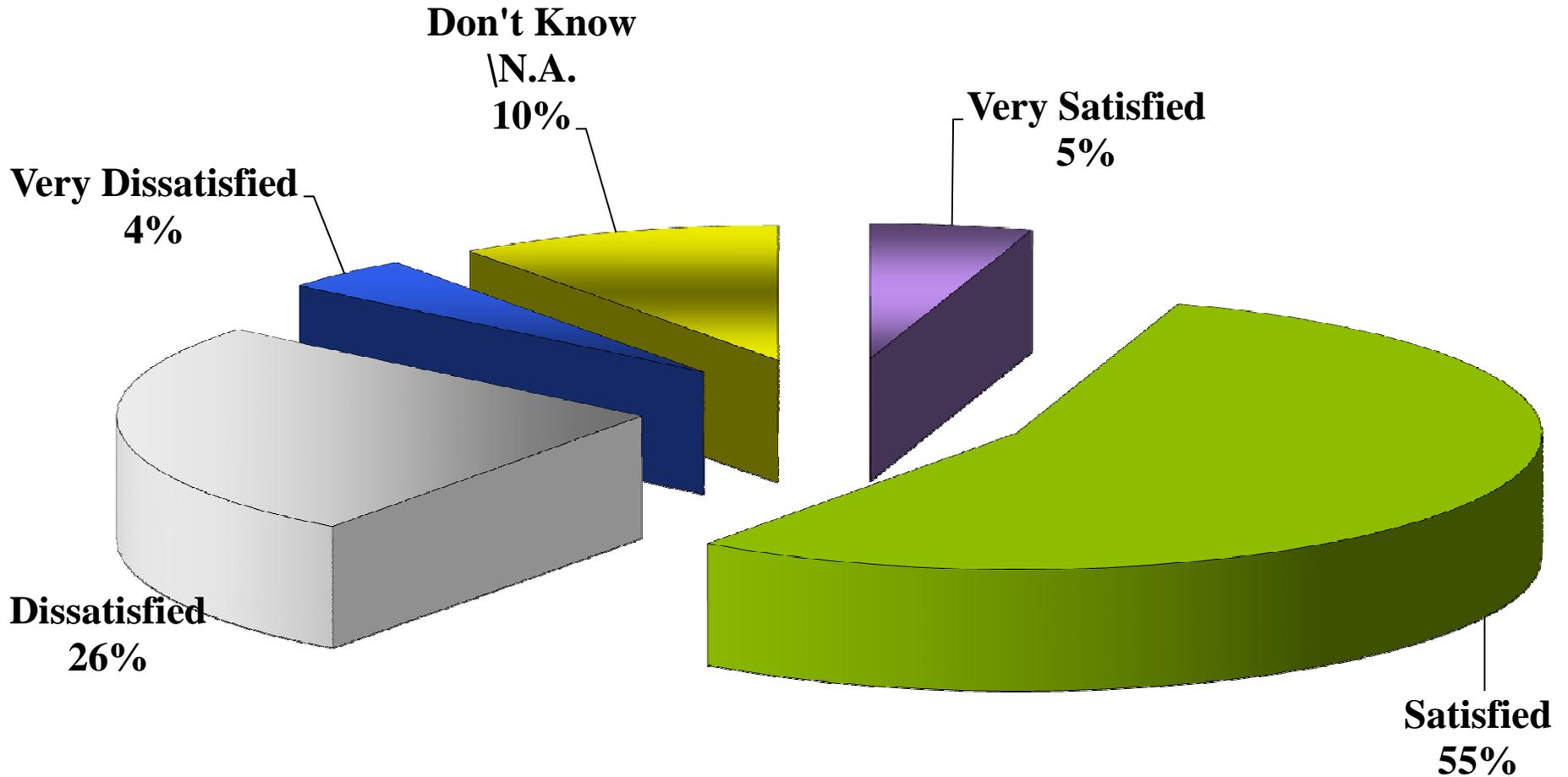
How much would you say you know about the structure and organization of your county government? Would you say you know very much, much, some, or almost nothing?

# Confidence In County Government



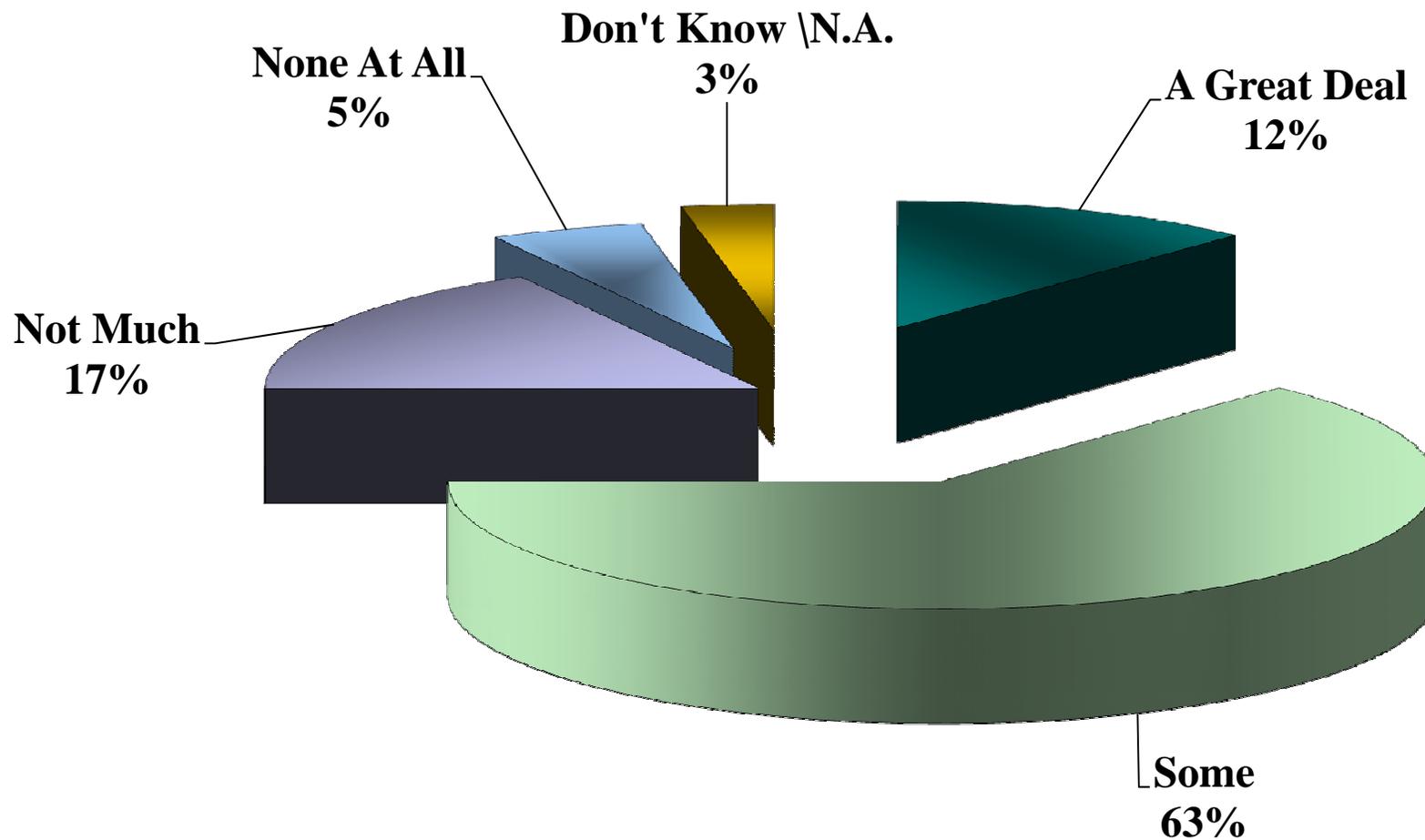
In general, how confident do you feel about the job that your county government is doing?  
Are you very confident, confident, not very confident, or not at all in the county government?

# Satisfaction With County Cost Effectiveness



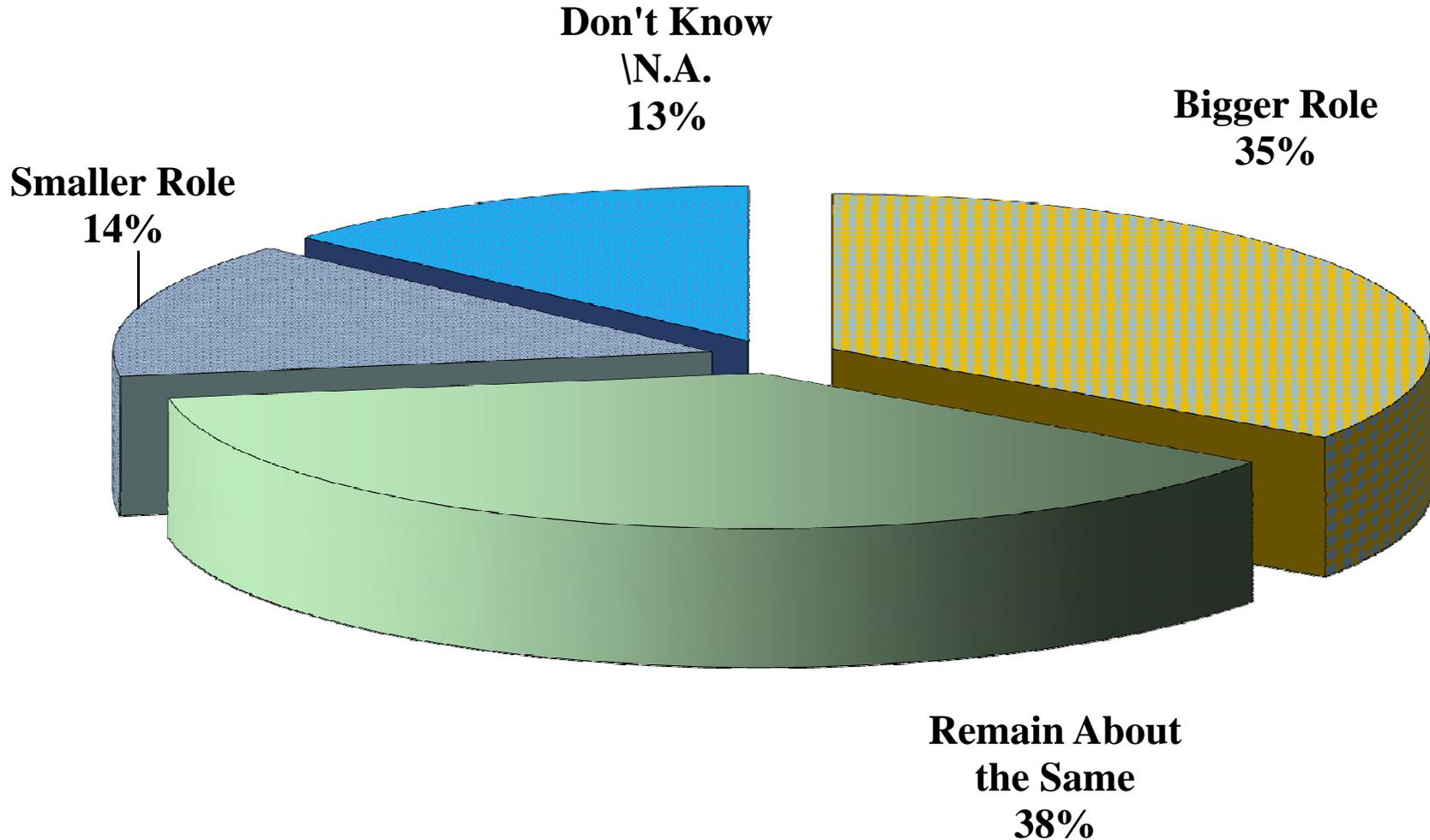
How satisfied are you that Maricopa County uses your tax dollars to provide services in a cost-effective manner?

# Trust In County Government



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

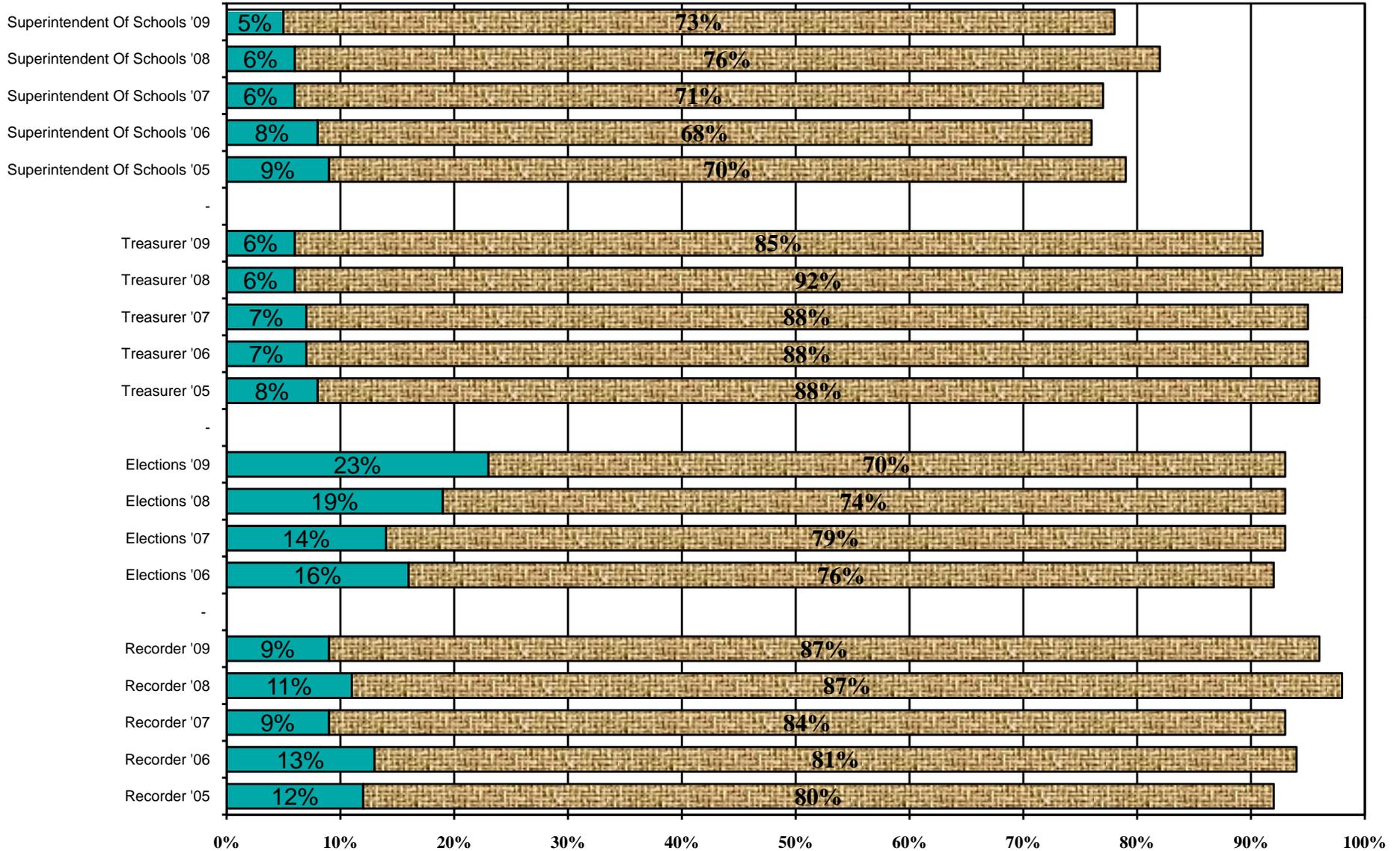
# Desired Role Of County In Regional Issues



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

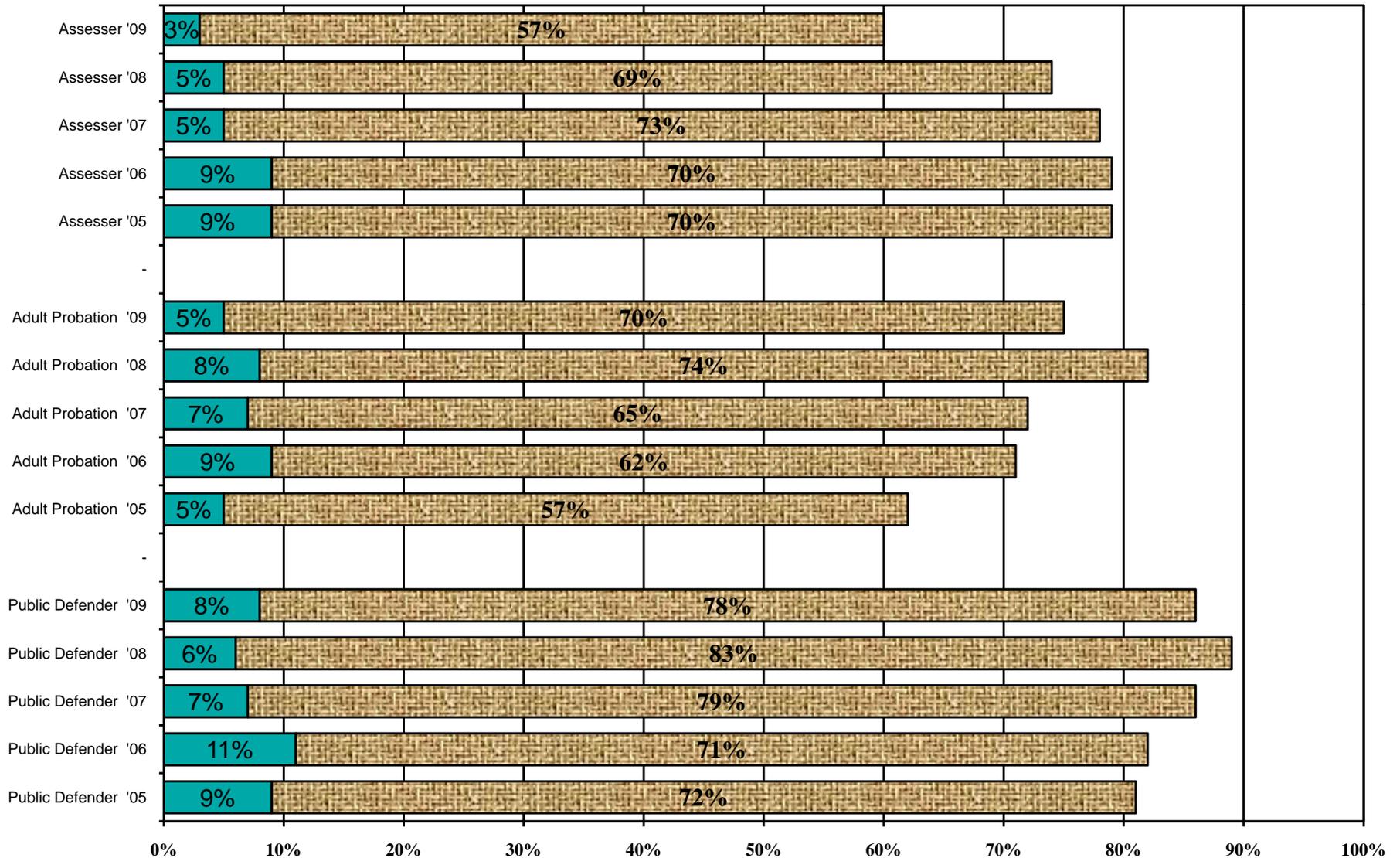
# Satisfaction With Departmental Services

Excluding Respondents With No Opinion



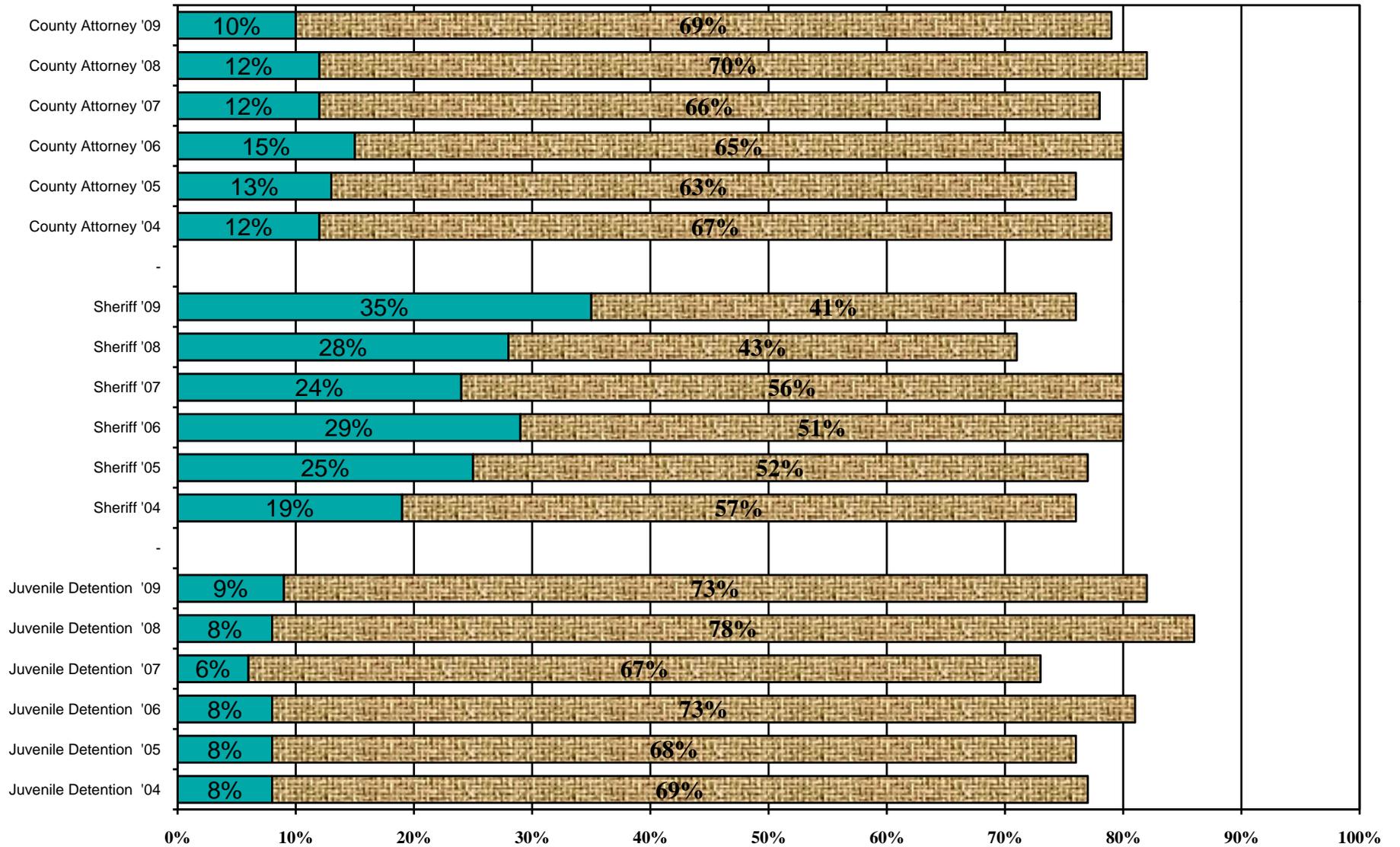
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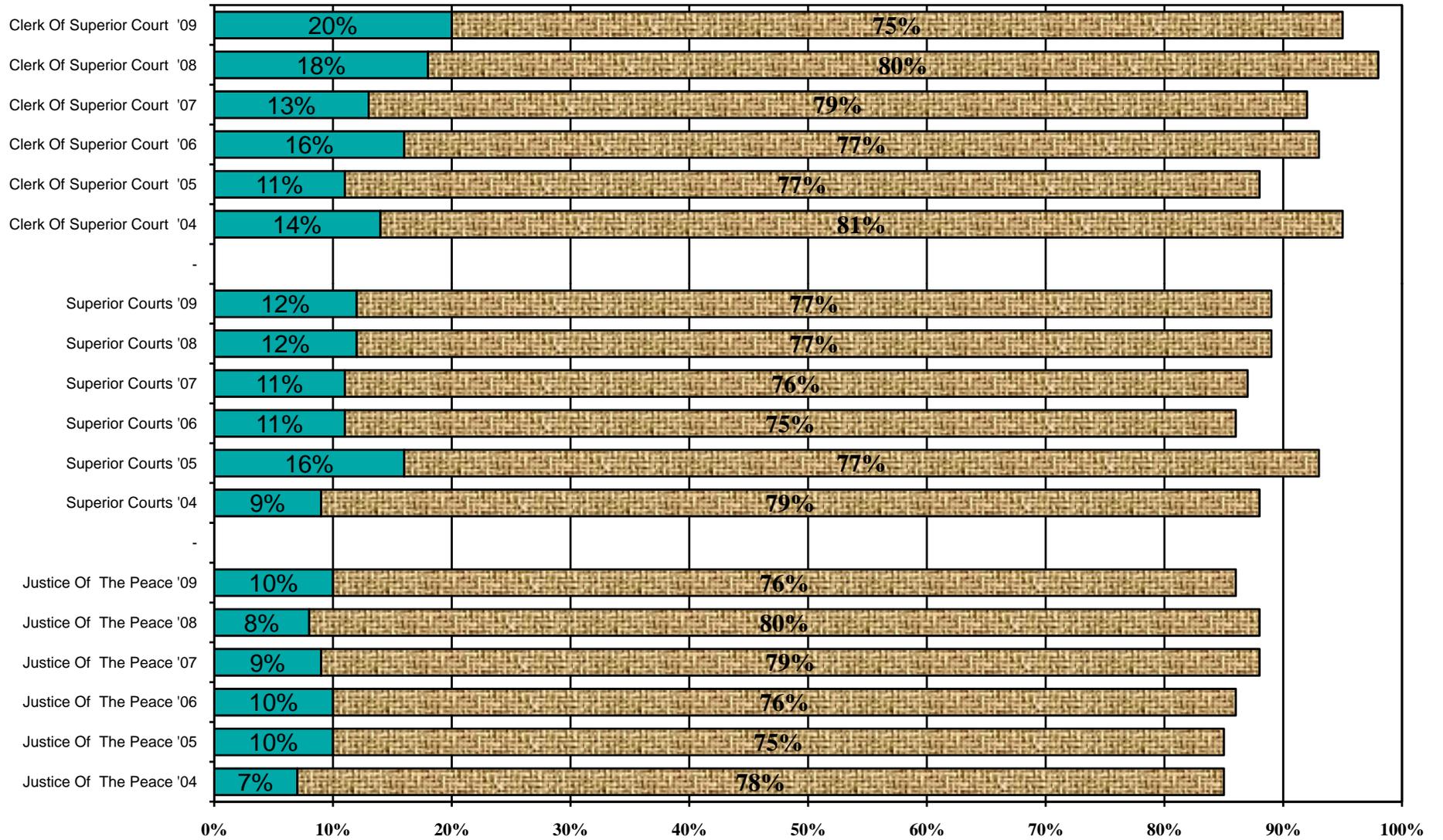
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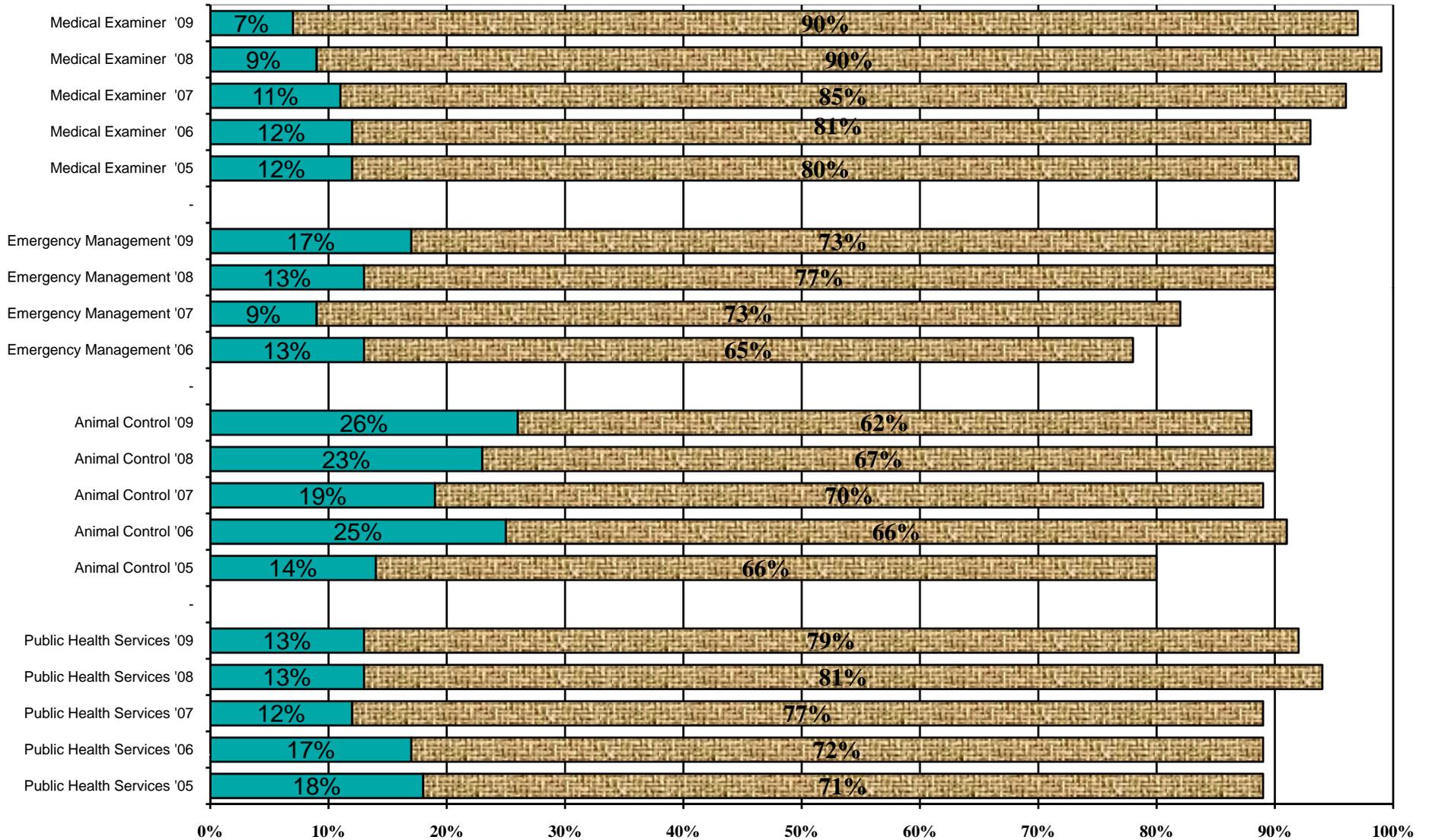
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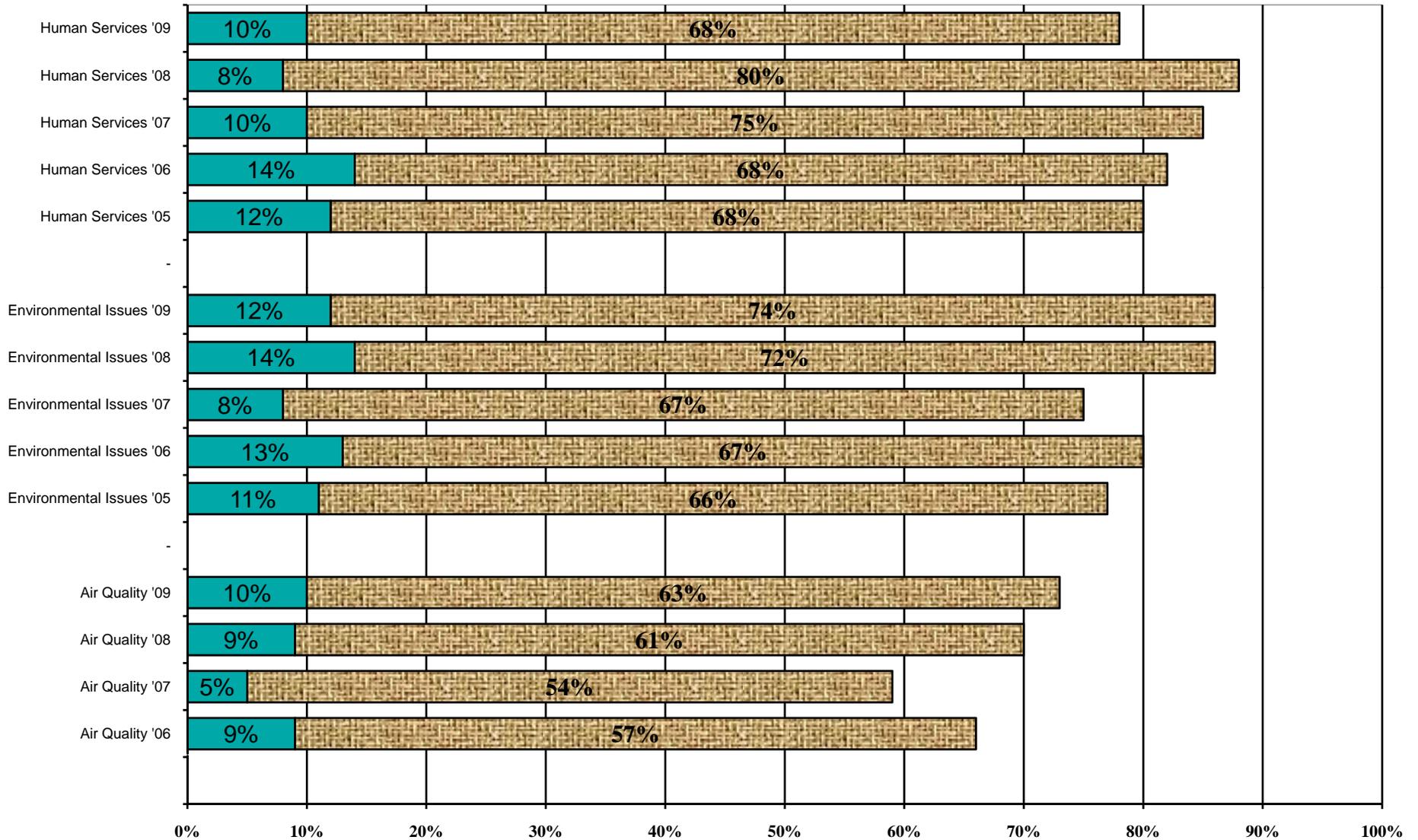
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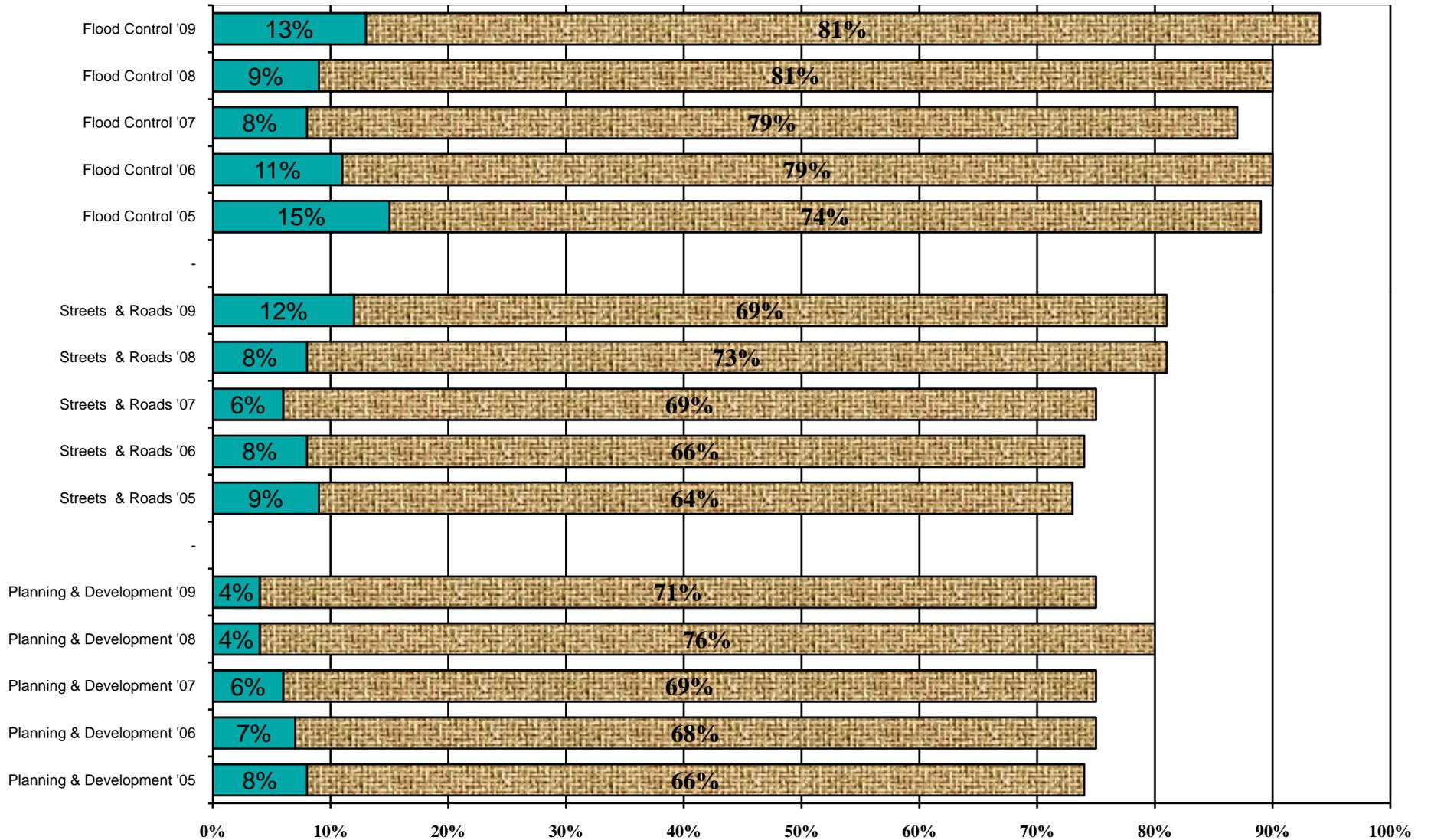
# Satisfaction With Departmental Services

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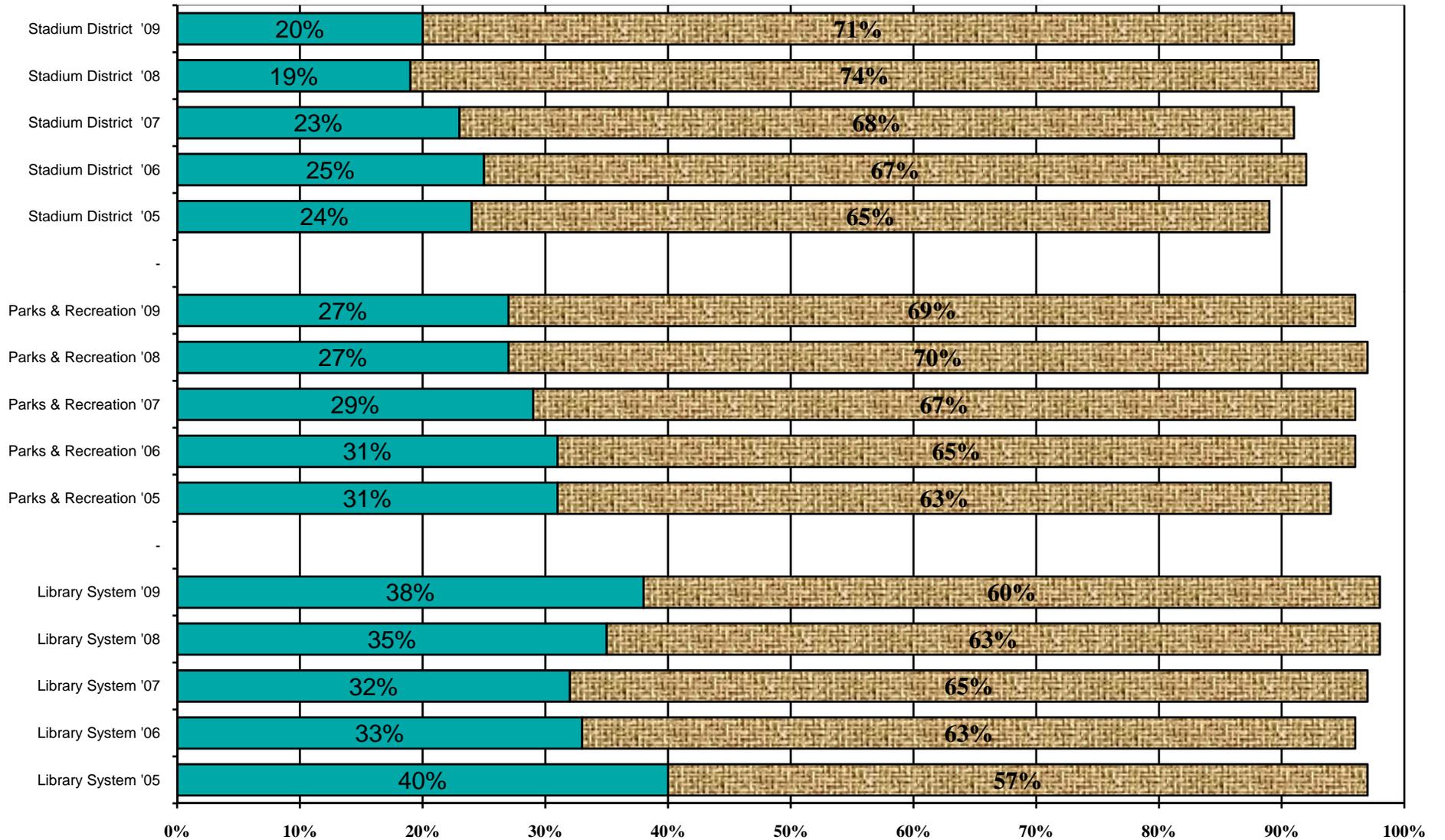
# Satisfaction With Departmental Services

Excluding Respondents With No Opinion



# Satisfaction With Departmental Services

Excluding Respondents With No Opinion



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

VERY SATISFIED	27%	38%
SATISFIED	43%	60%
DISSATISFIED	02%	03%
D.K. / REF.	29%	

**104a.** Have you visited, or been in contact with, a Maricopa County Library in the last year? (North Valley Regional Library in Anthem, Northwest Regional Library in Surprise, Campbell Library on 32<sup>nd</sup> & Bell, South East Regional in Gilbert, Fountain Hills, Litchfield Park, Queen Creek, Ed Robson in Sun Lakes, Perry in Gilbert, Civic Center in Avondale, Guadalupe, Avondale, El Mirage, Hollyhock in Surprise, Gila Bend, Aguila and the Book Mobiles)

NO	56%
YES	44%
D.K. / REF	

**104b.** How did you contact them, by phone, by email, by visiting their web site, or by visiting a library?  
(ASKED ONLY OF THE **418** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	90%
WEB ONLY	02%
WEB, VISIT	03%
EMAIL/MAIL ONLY	00%
EMAIL/MAIL, VISIT	01%
EMAIL/MAIL, WEB, VISIT	00%
PHONE ONLY	01%
PHONE, VISIT	01%
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	58%
SATISFIED	40%
DISSATISFIED	01%
DON'T KNOW/N.A.	00%

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

VERY SATISFIED	67%
SATISFIED	30%
DISSATISFIED	00%
NO STAFF CONTACT	02%
DON'T KNOW/N.A.	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	14%
AGREE	45%
DISAGREE	06%
STRONGLY DISAGREE	01%
D.K. / REF.	34%

# Examples of Public Safety Questions

21. For the next few questions we need you to think about your own personal safety. 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	52%
SAFE	42%
NEUTRAL	01%
UNSAFE	04%
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	37%
SAFE	47%
NEUTRAL	02%
UNSAFE	11%
VERY UNSAFE	03%
DON'T KNOW/N.A.	00%

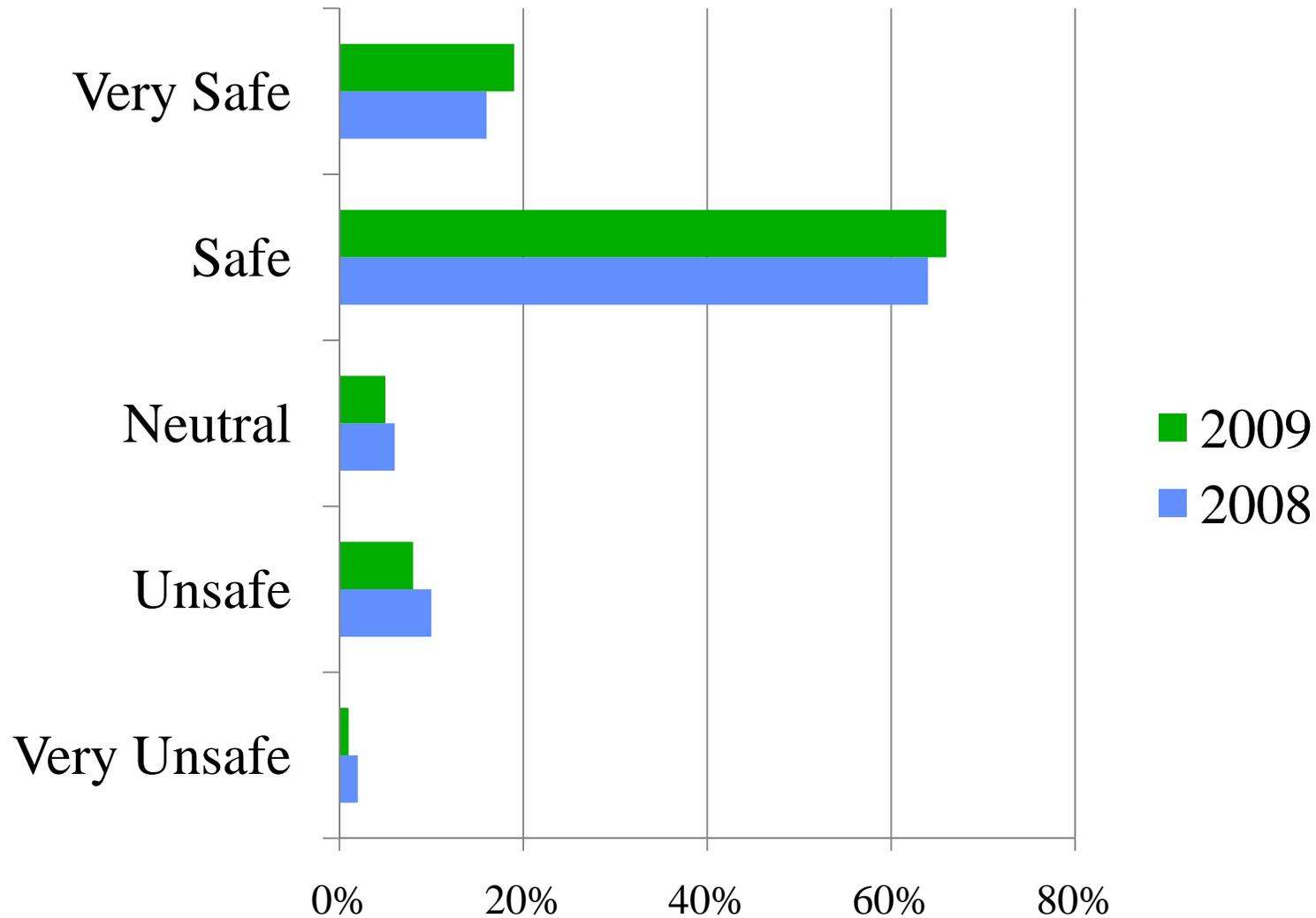
23. Do you feel children, including teenagers, are very safe, safe, unsafe or very unsafe living in your neighborhood?

VERY SAFE	22%
SAFE	51%
NEUTRAL	01%
UNSAFE	11%
VERY UNSAFE	02%
DON'T KNOW/N.A.	13%

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	19%
SAFE	66%
NEUTRAL	05%
UNSAFE	08%
VERY UNSAFE	01%
DON'T KNOW/N.A.	01%

# How safe or unsafe do you feel living in Maricopa County?



# Influenza Questions ~~~~~Novel H1N1

110o. Lets talk just a little bit about the SWINE FLU or Novel H1N1 Virus. How concerned are you about the health risks of the SWINE FLU to you and your family

VERY CONCERNED	25%
SOMEWHAT CONCERNED	36%
SOMEWHAT UNCONCERNED	11%
NOT CONCERNED AT ALL	28%
D.K. /REF.	01%

110p. How closely would you say you are following the news about the recent outbreak of the SWINE FLU (Novel HINI Virus)?

VERY CLOSELY	41%
SOMEWHAT CLOSELY	40%
NOT TO CLOSELY	11%
NOT ALL	07%
D.K. /REF.	01%

110q. And how likely is it that you will follow the advice of your local health officials in regard to precautions you should take regarding the spread of the virus?

VERY LIKELY	62%
SOMEWHAT LIKELY	30%
SOMEWHAT UNLIKELY	02%
NOT AT ALL LIKELY	04%
D.K. /REF.	02%

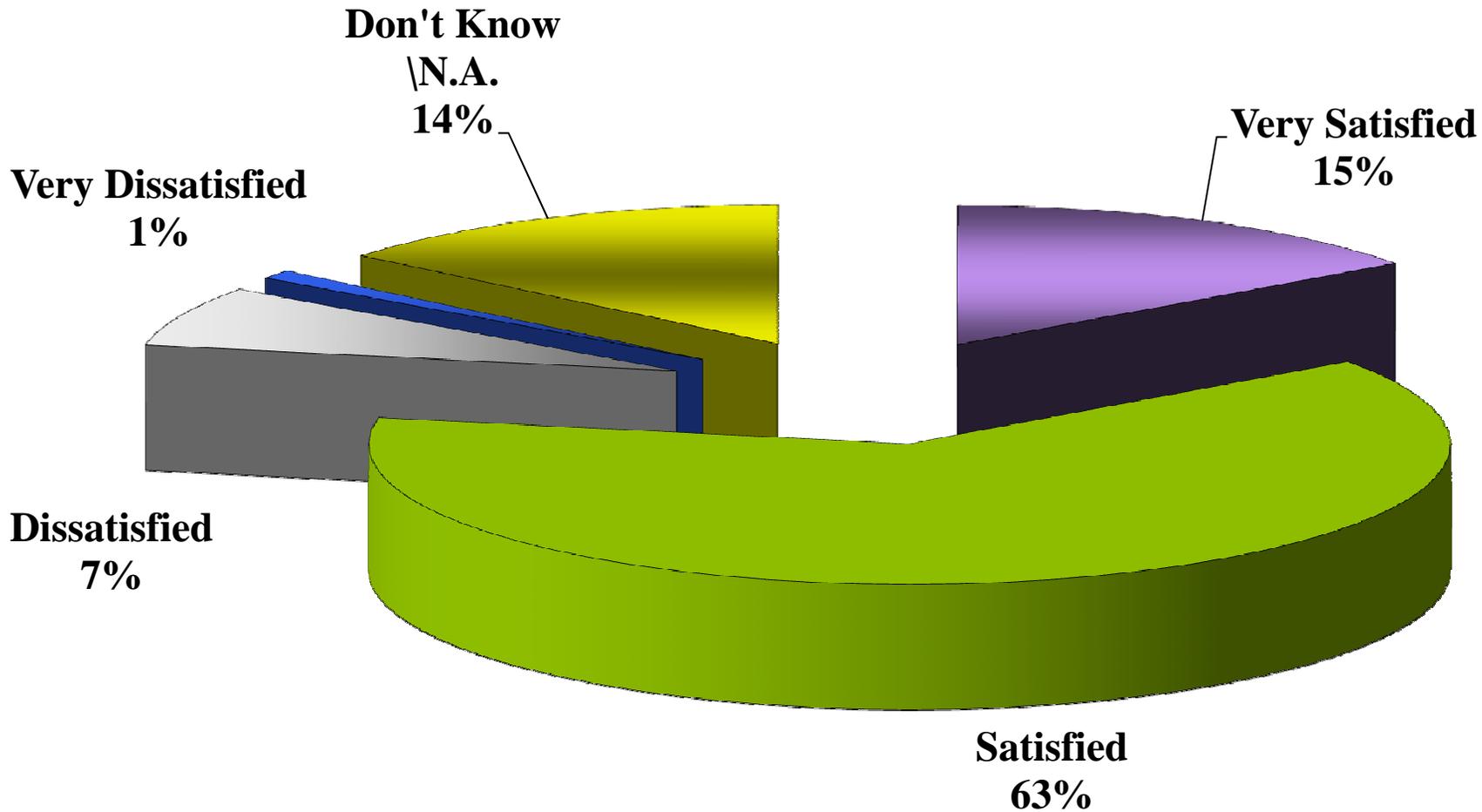
110t. How satisfied are you with the information public health officials have been providing about the Swine Flu outbreak?

VERY SATISFIED	19%
SATISFIED	64%
DISSATISFIED	09%
VERY DISSATISFIED	02%
D.K. / REF.	06%

110u. And how satisfied are you with the way public health officials have been managing the response to the Swine Flu outbreak?

VERY SATISFIED	15%
SATISFIED	63%
DISSATISFIED	07%
VERY DISSATISFIED	01%
D.K. / REF.	14%

# Satisfaction With handling of Novel H1N1



How satisfied are you with the way public health officials have been managing the response to the Swine Flu Outbreak?