

2008 M.C. Customer Satisfaction Survey

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	42%
SATISFIED	51%
DISSATISFIED	6%
VERY DISSATISFIED	1%
D.K. / REF.	0%

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	16%
SATISFIED	66%
DISSATISFIED	9%
VERY DISSATISFIED	2%
D.K. / REF.	8%

3. How satisfied are you with Maricopa County government?

VERY SATISFIED	13%
SATISFIED	66%
DISSATISFIED	9%
VERY DISSATISFIED	1%
D.K. / REF.	11%

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

VERY SATISFIED	10%
SATISFIED	64%
DISSATISFIED	16%
VERY DISSATISFIED	2%
D.K. / REF.	8%

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

VERY SATISFIED	15%
SATISFIED	37%
DISSATISFIED	15%
VERY DISSATISFIED	4%
D.K. / REF.	29%

11. As I said earlier, I am calling for Maricopa County government. They want to know how you feel about the services they provide. 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	5%
MUCH	13%
SOME	44%
ALMOST NOTHING	37%
D.K. / REF.	1%

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	5%
CONFIDENT	69%
NOT VERY CONFIDENT	16%
NOT AT ALL CONFIDENT	2%
D.K. / REF.	7%

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

VERY SATISFIED	5%
SATISFIED	62%
DISSATISFIED	20%
VERY DISSATISFIED	2%
D.K. / REF.	10%

Maricopa County Customer Satisfaction Survey – 2008

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	12%
SOME	66%
NOT MUCH	15%
NONE AT ALL	4%
D.K. / REF.	3% <input type="checkbox"/>

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	7%
GOOD	57%
FAIR	27%
POOR	5%
VERY POOR	1%
D.K. / REF.	4% <input type="checkbox"/>

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

EXCELLENT	5%
GOOD	44%
FAIR	30%
POOR	12%
VERY POOR	3%
D.K. / REF.	7% <input type="checkbox"/>

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

EXCELLENT	5%
GOOD	39%
FAIR	25%
POOR	7%
VERY POOR	2%
D.K. / REF.	22%
	<input type="checkbox"/>

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	41%
REMAIN ABOUT THE SAME	36%
SMALLER ROLE	10%
D.K. / REF.	13%

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	48%
SAFE	45%
NEUTRAL	2%
UNSAFE	4%
VERY UNSAFE	1%
DON'T KNOW/N.A.	0% <input type="checkbox"/>

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

VERY SAFE	31%
SAFE	50%
NEUTRAL	4%
UNSAFE	11%
VERY UNSAFE	4%
DON'T KNOW/N.A.	0% <input type="checkbox"/>

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

VERY SAFE	19%
SAFE	50%
NEUTRAL	4%
UNSAFE	11%
VERY UNSAFE	4%
DON'T KNOW/N.A.	12%

Maricopa County Customer Satisfaction Survey – 2008

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	16%
SAFE	64%
NEUTRAL	6%
UNSAFE	10%
VERY UNSAFE	2%
DON'T KNOW/N.A.	1% <input type="checkbox"/>

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	2%
SAFER	8%
ABOUT THE SAME	67%
LESS SAFE	18%
MUCH LESS SAFE	3%
DON'T KNOW/N.A.	2% <input type="checkbox"/>

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	23%
INCREASED A LITTLE	29%
REMAINED ABOUT SAME	29%
DECREASED A LITTLE	7%
DECREASED A LOT	0%
DON'T KNOW/N.A.	11%

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	26%
INCREASED A LITTLE	30%
REMAINED ABOUT SAME	26%
DECREASED A LITTLE	4%
DECREASED A LOT	1%
DON'T KNOW/N.A.	13%

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

NO	26%
YES	74%
D.K. / REF.	

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	18%
YES	7%
INTERNET AT HOME	74%
D.K. / REF.	1%

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	51%
1-2 WEEK	16%
1-2 MONTH	6%
LESS THAN MONTHLY	2%
ALMOST NEVER	5%
NO INTERNET ACCESS	19%
D.K. / REF.	1% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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	38%
1-2 WEEK	18%
1-2 MONTH	5%
LESS THAN MONTHLY	2%
ALMOST NEVER	16%
NO INTERNET ACCESS	19%
D.K. / REF.	2% <input type="checkbox"/>

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

NO	36%
ONCE	6%
2 OR 3 TIMES	17%
4 OR 5 TIMES	6%
MORE THAN 5 TIMES	16%
NO INTERNET ACCESS	19%
D.K. / REF.	1%

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	90%
ONCE	4%
2 OR 3 TIMES	4%
4 OR 5 TIMES	1%
MORE THAN 5 TIMES	1%
D.K./ REF.	<input type="checkbox"/>

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

TAXES/BUDGET	3%
TRANSPORTATION	8%
FLOOD CONTROL	3%
PLANNING/ZONING	40%
PARKS/RECREATION	1%
JAIL CONSTRUCTION	1%
CRIME;PREVENTION	14%
OTHER	3%
MULTIPLE MENTIONS	7%
DON'T KNOW/N.A. <input type="checkbox"/>	21%

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

EXCELLENT	18%
GOOD	42%
FAIR	24%
POOR	7%
VERY POOR	5%
D.K. / REF.	6% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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	3%	4%
SATISFIED	58%	76%
DISSATISFIED	12%	16%
VERY DISSATISFIED	2%	3% <input type="checkbox"/>
D.K. / REF.	24%	

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	93%
YES	7% <input type="checkbox"/>
D.K. / REF.	

101b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **75** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	21%
WEB ONLY	33%
WEB, VISIT	1%
EMAIL/MAIL ONLY	4%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	3%
PHONE ONLY	19%
PHONE, VISIT	4%
PHONE, WEB	7%
PHONE, EMAIL/MAIL, WEB	1%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	5% <input type="checkbox"/>

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

VERY SATISFIED	33%
SATISFIED	51%
DISSATISFIED	15%
VERY DISSATISFIED	1% <input type="checkbox"/>
D.K. / REF.	

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

VERY SATISFIED	32%
SATISFIED	31%
DISSATISFIED	3%
VERY DISSATISFIED	0%
NO STAFF CONTACT	33%
D.K. / REF.	1% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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	7%	8%
SATISFIED	67%	73%
DISSATISFIED	15%	16%
VERY DISSATISFIED	3%	3%□
D.K. / REF.	8%□	

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	95%
YES	5%□
D.K. / REF	

102b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **58** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	21%
WEB ONLY	10%
EMAIL/MAIL ONLY	9%
PHONE ONLY	53%
PHONE, VISIT	3%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, WEB, VISIT□	2%□

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

VERY SATISFIED	28%
SATISFIED	47%
DISSATISFIED	21%
VERY DISSATISFIED	5%□
D.K. / REF.	

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

VERY SATISFIED	43%
SATISFIED	33%
DISSATISFIED	7%
VERY DISSATISFIED	2%
NO STAFF CONTACT□	16%

Maricopa County Customer Satisfaction Survey – 2008

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	7%	9%
SATISFIED	61%	81%
DISSATISFIED	6%	8%
VERY DISSATISFIED	1%	1% <input type="checkbox"/>
D.K. / REF.	25%	

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

NO	97%
YES	3% <input type="checkbox"/>
D.K. / REF	

203a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **30** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	23%
WEB ONLY	20%
EMAIL/MAIL ONLY	7%
PHONE ONLY	40%
PHONE, WEB	3%
PHONE, EMAIL/MAIL	3%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	3% <input type="checkbox"/>

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

VERY SATISFIED	17%
SATISFIED	53%
DISSATISFIED	20%
VERY DISSATISFIED	10%
D.K. / REF.	<input type="checkbox"/>

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

VERY SATISFIED	27%
SATISFIED	43%
DISSATISFIED	17%
NO STAFF CONTACT <input type="checkbox"/>	13%

Maricopa County Customer Satisfaction Survey – 2008

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

VERY SATISFIED	25%	35%
SATISFIED	45%	63%
DISSATISFIED	1%	2%
VERY DISSATISFIED	0%	0%□
D.K. / REF.	28%	

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 32nd & Bell, South East Regional in Gilbert, Fountain Hills, Litchfield Park, Queen Creek, Sun Lakes, 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 **482** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	93%
WEB ONLY	1%
WEB, VISIT	3%
EMAIL/MAIL ONLY	0%
EMAIL/MAIL, VISIT	0%
PHONE ONLY	1%
PHONE, VISIT	1%
PHONE, EMAIL/MAIL, VISIT	0%
PHONE, EMAIL/MAIL, WEB, VISIT□	0%□

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

VERY SATISFIED	52%
SATISFIED	46%
DISSATISFIED	1%
DON'T KNOW/N.A.□	0%□

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

VERY SATISFIED	56%
SATISFIED	41%
DISSATISFIED	1%
VERY DISSATISFIED	0%
NO STAFF CONTACT	2%
DON'T KNOW/N.A.□	0%□

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	17%
AGREE	52%
DISAGREE	4%
STRONGLY DISAGREE	0%
D.K. / REF.	27%

Maricopa County Customer Satisfaction Survey – 2008

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

VERY SATISFIED	22%	27%
SATISFIED	57%	70%
DISSATISFIED	2%	3%
VERY DISSATISFIED	0%	0%
D.K. / REF.	19%	

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

NO	49%
YES	51%
D.K. / REF	<input type="checkbox"/>

105b. How did you contact them, by phone, by email, by visiting their web site, or by visiting a park (or office)?
(ASKED ONLY OF THE **556** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	97%
WEB ONLY	1%
WEB, VISIT	0%
PHONE ONLY	1%
PHONE, VISIT	0%
PHONE, WEB, VISIT	0%
PHONE, EMAIL/MAIL, VISIT	0%

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

VERY SATISFIED	36%
SATISFIED	56%
DISSATISFIED	2%
VERY DISSATISFIED	0%
DON'T KNOW/N.A.	5%

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

VERY SATISFIED	31%
SATISFIED	36%
DISSATISFIED	1%
VERY DISSATISFIED	0%
NO STAFF CONTACT	31%
DON'T KNOW/N.A.	1%

105e. How much do you agree or disagree that county parks and outdoor recreation areas are conveniently located and easy to get to?

STRONGLY AGREE	17%
AGREE	65%
DISAGREE	3%
STRONGLY DISAGREE	0%
D.K. / REF.	15%

105f. 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	28%
AGREE	59%
DISAGREE	3%
STRONGLY DISAGREE	1%
D.K. / REF.	9%

Maricopa County Customer Satisfaction Survey – 2008

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	14%	19%
SATISFIED	56%	74%
DISSATISFIED	4%	6%
VERY DISSATISFIED	1%	1%□
D.K. / REF.	25%	

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

NO	58%
YES	42%
D.K. / REF	□

106b. How satisfied or dissatisfied were you with your experience(s) at the ballpark?
(ASKED ONLY OF THE **453** RESPONDENTS WHO MADE CONTACT)

VERY SATISFIED	58%
SATISFIED	40%
DISSATISFIED	2%
VERY DISSATISFIED	0%
D.K. / REF.	0%□

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

NO	86%
YES	14%
D.K. / REF	□

106d. How satisfied or dissatisfied were you with your experience(s) at the ballpark?
(ASKED ONLY OF THE **152** RESPONDENTS WHO MADE CONTACT)

VERY SATISFIED	60%
SATISFIED	39%
DISSATISFIED	1%□
D.K. / REF.	

106e. Have you attended any functions or performances at the Maricopa County Events Center (formerly the Sun Dome)?

NO	89%
YES	11%
D.K. / REF	□

106f. How satisfied or dissatisfied were you with your experience(s) at the Events Center?
(ASKED ONLY OF THE **118** RESPONDENTS WHO MADE CONTACT)

VERY SATISFIED	41%
SATISFIED	54%
DISSATISFIED	3%
VERY DISSATISFIED	1%
D.K. / REF.	1%□

Maricopa County Customer Satisfaction Survey – 2008

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

VERY SATISFIED	8%	9%
SATISFIED	54%	61%
DISSATISFIED	23%	26%
VERY DISSATISFIED	4%	4% <input type="checkbox"/>
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	94%
YES	6% <input type="checkbox"/>
D.K. / REF.	

107b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 60 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	12%
WEB ONLY	50%
WEB, VISIT	2%
EMAIL/MAIL ONLY	12%
EMAIL/MAIL, WEB	3%
PHONE ONLY	13%
PHONE, WEB	3%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	5%

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

VERY SATISFIED	30%
SATISFIED	53%
DISSATISFIED	13%
VERY DISSATISFIED	2%
D.K. / REF.	2% <input type="checkbox"/>

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

VERY SATISFIED	8%
SATISFIED	27%
DISSATISFIED	5%
VERY DISSATISFIED	2%
NO STAFF CONTACT <input type="checkbox"/>	58%

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

STRONGLY AGREE	6%
AGREE	65%
DISAGREE	12%
STRONGLY DISAGREE	2%
D.K. / REF.	15%

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

STRONGLY AGREE	9%
AGREE	69%
DISAGREE	12%
STRONGLY DISAGREE	3%
D.K. / REF.	7% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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	13%	14%
SATISFIED	65%	72%
DISSATISFIED	11%	12%
VERY DISSATISFIED	2%	2%□
D.K. / REF.	9%□	

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	94%
YES	6%□
D.K. / REF	

108b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 67 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	19%
WEB ONLY	31%
EMAIL/MAIL ONLY	1%
PHONE ONLY	42%
PHONE, WEB	3%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, WEB, VISIT□	1%

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

VERY SATISFIED	25%
SATISFIED	58%
DISSATISFIED	9%
VERY DISSATISFIED	6%
D.K. / REF.	1%□

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

VERY SATISFIED	33%
SATISFIED	31%
DISSATISFIED	3%
VERY DISSATISFIED	1%
NO STAFF CONTACT□	31%

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	12%
AGREE	63%
DISAGREE	14%
STRONGLY DISAGREE	2%
D.K. / REF.	9%□

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

STRONGLY AGREE	8%
AGREE	71%
DISAGREE	9%
STRONGLY DISAGREE	1%
D.K. / REF.	11%

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

STRONGLY AGREE	7%
AGREE	68%
DISAGREE	11%
STRONGLY DISAGREE	2%
D.K. / REF.	11%

Maricopa County Customer Satisfaction Survey – 2008

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

VERY SATISFIED	4%	8%
SATISFIED	42%	80%
DISSATISFIED	6%	10%
VERY DISSATISFIED	1%	2% <input type="checkbox"/>
D.K. / REF.	47%	

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

NO	93%
YES	7% <input type="checkbox"/>
D.K. / REF	

109b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **80** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	50%
WEB ONLY	19%
WEB, VISIT	3%
EMAIL/MAIL ONLY	1%
PHONE ONLY	13%
PHONE, VISIT	3%
PHONE, WEB	4%
PHONE, EMAIL/MAIL	4%
PHONE, EMAIL/MAIL, WEB	1%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	4%

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

VERY SATISFIED	24%
SATISFIED	43%
DISSATISFIED	24%
VERY DISSATISFIED	10%
D.K. / REF.	

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

VERY SATISFIED	29%
SATISFIED	35%
DISSATISFIED	13%
VERY DISSATISFIED	5%
NO STAFF CONTACT <input type="checkbox"/>	19%

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	1%
SOMEWHAT FAMILIAR	11%
SOMEWHAT UNFAMILIAR	3%
NOT FAMILIAR AT ALL	83%
D.K. / REF.	3% <input type="checkbox"/>

109f. Have you or anyone you know used any services provided by the Human Services Campus?
(ASKED ONLY OF THE **156** RESPONDENTS WHO HAD FAMILIARITY WITH CAMPUS)

NO	83%
YES	17%
D.K. / REF	<input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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	8%	13%
SATISFIED	52%	81%
DISSATISFIED	4%	6%
VERY DISSATISFIED	0%	1% <input type="checkbox"/>
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	84%
YES	16%
D.K. / REF	<input type="checkbox"/>

110b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **169** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	67%
WEB ONLY	8%
WEB, VISIT	1%
EMAIL/MAIL ONLY	2%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	1%
EMAIL/MAIL, WEB, VISIT	1%
PHONE ONLY	15%
PHONE, VISIT	5%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	1%

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

VERY SATISFIED	37%
SATISFIED	51%
DISSATISFIED	8%
VERY DISSATISFIED	2%
D.K. / REF.	1% <input type="checkbox"/>

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

VERY SATISFIED	37%
SATISFIED	46%
DISSATISFIED	6%
VERY DISSATISFIED	1%
NO STAFF CONTACT	10%
DON'T KNOW/N.A. <input type="checkbox"/>	1% <input type="checkbox"/>

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

STRONGLY AGREE	9%
AGREE	64%
DISAGREE	12%
STRONGLY DISAGREE	1%
D.K. / REF.	14%

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

STRONGLY AGREE	11%
AGREE	66%
DISAGREE	6%
STRONGLY DISAGREE	0%
D.K. / REF.	16%

110g. That WIC nutrition services are available to all women with small children who are in need?

STRONGLY AGREE	10%
AGREE	56%
DISAGREE	5%
STRONGLY DISAGREE	1%
D.K. / REF.	28%

Maricopa County Customer Satisfaction Survey – 2008

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	19%	23%
SATISFIED	56%	67%
DISSATISFIED	6%	7%
VERY DISSATISFIED	2%	2% <input type="checkbox"/>
D.K. / REF.	17%	

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	75%
YES	25%
D.K. / REF	<input type="checkbox"/>

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?

(ASKED ONLY OF THE 271 RESPONDENTS WHO MADE CONTACT)

FIELD OFFICER	11%
MOBILE TRAILER VISIT	1%
OFFICE VISIT	42%
OFFICE, FIELD OFFICER	1%
WEB	4%
WEB, OFFICE	1%
WEB, OFFICE, FIELD OFFICER	1%
EMAIL/MAIL	4%
EMAIL, OFFICE	0%
EMAIL/MAIL, WEB	1%
PHONE ONLY	23%
PHONE, FIELD OFFICER	2%
PHONE, OFFICE VISIT	5%
PHONE, WEB	2%
PHONE, WEB, OFFICE	1%
PHONE, EMAIL/MAIL <input type="checkbox"/>	1%

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

VERY SATISFIED	40%
SATISFIED	38%
DISSATISFIED	15%
VERY DISSATISFIED	7%
D.K. / REF.	1% <input type="checkbox"/>

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

VERY SATISFIED	39%
SATISFIED	39%
DISSATISFIED	8%
VERY DISSATISFIED	3%
NO STAFF CONTACT	9%
DON'T KNOW/N.A. <input type="checkbox"/>	1% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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

NONE	55%
ONE	24%
TWO	14%
THREE	4%
FOUR	1%
FIVE	0%
SEVEN or MORE	0%
DON'T KNOW/N.A. □	2% □

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

NONE	15%
ONE	49%
TWO	27%
THREE	7%
FOUR	2%
DON'T KNOW/N.A. □	0% □

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

NONE	8%
ONE	51%
TWO	30%
THREE	8%
FOUR	2%
FIVE	0%
DON'T KNOW/N.A. □	1% □

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

NONE	80%
ONE	10%
TWO	6%
THREE	2%
FOUR	1%
FIVE	0%
SIX	0%
DON'T KNOW/N.A. □	1% □

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

NONE	5%
ONE	49%
TWO	30%
THREE	8%
FOUR	4%
FIVE	3%
SIX	1%
DON'T KNOW/N.A. □	2% □

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	92%
ONE	2%
TWO	2%
THREE	1%
FOUR	1%
FIVE	0%
SIX	0%
SEVEN or MORE	0%
DON'T KNOW/N.A. □	2% □

111k. As far as you know, (has it been / how many of them have been) spayed or neutered?
(Interviewers: Respondents may mention the TNR program: trap, neuter, and release.)

NONE	18%
ONE	12%
TWO	11%
THREE	3%
FOUR	2%
SIX	3%
SEVEN or MORE	3%
DON'T KNOW/N.A. □	48%

Maricopa County Customer Satisfaction Survey – 2008

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	9%	13%
SATISFIED	53%	77%
DISSATISFIED	6%	8%
VERY DISSATISFIED	1%	2% <input type="checkbox"/>
D.K. / REF.	32%	

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

NO	98%
YES	2% <input type="checkbox"/>
D.K. / REF	

112b. How did you contact them, by phone, by email, by visiting their web site, or by visiting the office?
(ASKED ONLY OF THE **22** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	50%
WEB ONLY	18%
PHONE ONLY <input type="checkbox"/>	32%

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

VERY SATISFIED	41%
SATISFIED	59%
	<input type="checkbox"/>

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

VERY SATISFIED	45%
SATISFIED	41%
NO STAFF CONTACT <input type="checkbox"/>	14%
	<input type="checkbox"/>

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	10%
AGREE	50%
DISAGREE	30%
STRONGLY DISAGREE	5%
DON'T KNOW/ NA	5% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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

VERY SATISFIED	5%	8%
SATISFIED	45%	80%
DISSATISFIED	5%	9%
VERY DISSATISFIED	1%	2% <input type="checkbox"/>
D.K. / REF.	44%	

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

NO	93%
YES	7% <input type="checkbox"/>
D.K. / REF	

113b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **76** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	75%
WEB ONLY	3%
WEB, VISIT	3%
PHONE ONLY	11%
PHONE, VISIT	3%
PHONE, WEB	1%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	4%

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

VERY SATISFIED	22%
SATISFIED	58%
DISSATISFIED	14%
VERY DISSATISFIED	5% <input type="checkbox"/>
D.K. / REF.	

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

VERY SATISFIED	28%
SATISFIED	51%
DISSATISFIED	13%
VERY DISSATISFIED	3%
NO STAFF CONTACT <input type="checkbox"/>	5% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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

VERY SATISFIED	7%	12%
SATISFIED	47%	77%
DISSATISFIED	6%	9%
VERY DISSATISFIED	1%	2% <input type="checkbox"/>
D.K. / REF.	39%	

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

NO	81%
YES	19%
D.K. / REF	<input type="checkbox"/>

114b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **203** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	56%
WEB ONLY	7%
EMAIL/MAIL ONLY	15%
EMAIL/MAIL, VISIT	5%
EMAIL/MAIL, WEB	0%
EMAIL/MAIL, WEB, VISIT	0%
PHONE ONLY	5%
PHONE, VISIT	2%
PHONE, WEB	1%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	0%
PHONE, EMAIL/MAIL, WEB	0%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	3%

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

VERY SATISFIED	33%
SATISFIED	55%
DISSATISFIED	9%
VERY DISSATISFIED	3%
D.K. / REF.	1% <input type="checkbox"/>

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

VERY SATISFIED	33%
SATISFIED	47%
DISSATISFIED	4%
VERY DISSATISFIED	2%
NO STAFF CONTACT	13%
DON'T KNOW/N.A. <input type="checkbox"/>	0% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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	11%	18%
SATISFIED	48%	80%
DISSATISFIED	1%	2%
VERY DISSATISFIED	0%	1% <input type="checkbox"/>
D.K. / REF.	39%	

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	80%
YES	20%
D.K. / REF	<input type="checkbox"/>

115b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **215** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	59%
WEB ONLY	14%
WEB, VISIT	3%
EMAIL/MAIL ONLY	3%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	0%
EMAIL/MAIL, WEB, VISIT	0%
PHONE ONLY	12%
PHONE, VISIT	2%
PHONE, WEB	1%
PHONE, WEB, VISIT	0%
PHONE, EMAIL/MAIL, VISIT	0%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	3%

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

VERY SATISFIED	46%
SATISFIED	47%
DISSATISFIED	6%
VERY DISSATISFIED	0% <input type="checkbox"/>
D.K. / REF.	

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

VERY SATISFIED	44%
SATISFIED	38%
DISSATISFIED	5%
VERY DISSATISFIED	0%
NO STAFF CONTACT	13%
DONT KNOW/N.A. <input type="checkbox"/>	0% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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

VERY SATISFIED	4%	8%
SATISFIED	35%	78%
DISSATISFIED	5%	10%
VERY DISSATISFIED	1%	3% <input type="checkbox"/>
D.K. / REF.	55%	

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	3% <input type="checkbox"/>
D.K. / REF	

116b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **30** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	80%
PHONE ONLY	13%
PHONE, VISIT	3%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	3%

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

VERY SATISFIED	30%
SATISFIED	50%
DISSATISFIED	10%
VERY DISSATISFIED	7%
D.K. / REF.	3% <input type="checkbox"/>

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

VERY SATISFIED	43%
SATISFIED	40%
DISSATISFIED	3%
VERY DISSATISFIED	7%
D.K. / REF.	7% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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

VERY SATISFIED	23%	27%
SATISFIED	36%	43%
DISSATISFIED	13%	15%
VERY DISSATISFIED	13%	15%
D.K. / REF.	15%	<input type="checkbox"/>

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

NO	90%
YES	10%
D.K. / REF	<input type="checkbox"/>

117b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **104** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	49%
WEB ONLY	5%
WEB, VISIT	2%
EMAIL/MAIL ONLY	4%
EMAIL/MAIL, VISIT	2%
PHONE ONLY	28%
PHONE, VISIT	3%
PHONE, WEB	3%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	2%
	<input type="checkbox"/>

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

VERY SATISFIED	37%
SATISFIED	38%
DISSATISFIED	14%
VERY DISSATISFIED	11%
D.K. / REF.	

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

VERY SATISFIED	42%
SATISFIED	26%
DISSATISFIED	15%
VERY DISSATISFIED	8%
NO STAFF CONTACT	8%
DONT KNOW/N.A. <input type="checkbox"/>	1% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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

VERY SATISFIED	9%	12%
SATISFIED	52%	70%
DISSATISFIED	10%	14%
VERY DISSATISFIED	3%	4% <input type="checkbox"/>
D.K. / REF.	26%	

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

NO	95%
YES	5% <input type="checkbox"/>
D.K. / REF	

118b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **51** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	37%
WEB ONLY	2%
WEB, VISIT	4%
EMAIL/MAIL ONLY	8%
EMAIL/MAIL, VISIT	4%
EMAIL/MAIL, WEB	2%
PHONE ONLY	22%
PHONE, VISIT	6%
PHONE, WEB	2%
PHONE, EMAIL/MAIL	6%
PHONE, EMAIL/MAIL, WEB	4%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	4%

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

VERY SATISFIED	31%
SATISFIED	39%
DISSATISFIED	20%
VERY DISSATISFIED	6%
D.K. / REF.	4% <input type="checkbox"/>

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

VERY SATISFIED	41%
SATISFIED	37%
DISSATISFIED	16%
VERY DISSATISFIED	2%
D.K. / REF.	4% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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? (Are you very satisfied, satisfied, dissatisfied or very dissatisfied?)

VERY SATISFIED	3%	6%
SATISFIED	39%	83%
DISSATISFIED	4%	8%
VERY DISSATISFIED	1%	3% <input type="checkbox"/>
D.K. / REF.	53%	

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	97%
YES	3% <input type="checkbox"/>
D.K. / REF	

119b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **37** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	57%
WEB ONLY	3%
EMAIL/MAIL ONLY	3%
EMAIL/MAIL, VISIT	3%
PHONE ONLY	19%
PHONE, VISIT	3%
PHONE, WEB, VISIT	3%
PHONE, EMAIL/MAIL	3%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	8%

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

VERY SATISFIED	24%
SATISFIED	32%
DISSATISFIED	32%
VERY DISSATISFIED	11%
D.K. / REF.	

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

VERY SATISFIED	38%
SATISFIED	35%
DISSATISFIED	22%
VERY DISSATISFIED	3%
D.K. / REF.	3% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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

VERY SATISFIED	4%	8%
SATISFIED	35%	74%
DISSATISFIED	8%	16%
VERY DISSATISFIED	1%	3%□
D.K. / REF.	53%	

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

NO	94%
YES	6%□
D.K. / REF	

120b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **61** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	43%
WEB ONLY	3%
WEB, VISIT	2%
EMAIL/MAIL ONLY	3%
EMAIL/MAIL, VISIT	3%
PHONE ONLY	28%
PHONE, VISIT	11%
PHONE, WEB	2%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, WEB, VISIT□	3%

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

VERY SATISFIED	34%
SATISFIED	41%
DISSATISFIED	21%
VERY DISSATISFIED	2%
D.K. / REF.	2%□

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

VERY SATISFIED	34%
SATISFIED	41%
DISSATISFIED	15%
VERY DISSATISFIED	3%
NO STAFF CONTACT	5%
DON'T KNOW/N.A.□	2%□

Maricopa County Customer Satisfaction Survey – 2008

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

VERY SATISFIED	4%	5%
SATISFIED	61%	69%
DISSATISFIED	19%	21%
VERY DISSATISFIED	5%	5% <input type="checkbox"/>
D.K. / REF.	11%	

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

NO	82%
YES	18%
D.K. / REF	<input type="checkbox"/>

121b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **193** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	11%
WEB ONLY	40%
WEB, VISIT	2%
EMAIL/MAIL ONLY	21%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	1%
PHONE ONLY	18%
PHONE, VISIT	1%
PHONE, WEB	4%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	2%

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

VERY SATISFIED	19%
SATISFIED	63%
DISSATISFIED	13%
VERY DISSATISFIED	4%
D.K. / REF.	1% <input type="checkbox"/>

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

VERY SATISFIED	13%
SATISFIED	19%
DISSATISFIED	5%
VERY DISSATISFIED	2%
NO STAFF CONTACT	59%
DON'T KNOW/N.A. <input type="checkbox"/>	2% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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

VERY SATISFIED	7%	11%
SATISFIED	57%	87%
DISSATISFIED	1%	2%
VERY DISSATISFIED	0%	1% <input type="checkbox"/>
D.K. / REF.	34%	

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

NO	87%
YES	13%
D.K. / REF	<input type="checkbox"/>

122b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **136** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	22%
WEB ONLY	43%
EMAIL/MAIL ONLY	9%
PHONE ONLY	19%
PHONE, VISIT	1%
PHONE, WEB	2%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL, WEB	1%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	1%
	<input type="checkbox"/>

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

VERY SATISFIED	36%
SATISFIED	56%
DISSATISFIED	5%
VERY DISSATISFIED	2%
D.K. / REF.	1% <input type="checkbox"/>

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

VERY SATISFIED	25%
SATISFIED	26%
DISSATISFIED	1%
VERY DISSATISFIED	1%
NO STAFF CONTACT	46%
DONT KNOW/N.A. <input type="checkbox"/>	1% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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

VERY SATISFIED	17%	19%
SATISFIED	65%	74%
DISSATISFIED	5%	6%
VERY DISSATISFIED	1%	1% <input type="checkbox"/>
D.K. / REF.	13%	

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

NO	77%
YES	23%
D.K. / REF	<input type="checkbox"/>

123b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **249** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	15%
WEB ONLY	37%
EMAIL/MAIL ONLY	29%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	2%
PHONE ONLY	14%
PHONE, VISIT	1%
PHONE, WEB	1%
PHONE, EMAIL/MAIL <input type="checkbox"/>	1%

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

VERY SATISFIED	35%
SATISFIED	57%
DISSATISFIED	5%
VERY DISSATISFIED	0%
D.K. / REF.	2% <input type="checkbox"/>

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

VERY SATISFIED	19%
SATISFIED	22%
DISSATISFIED	1%
NO STAFF CONTACT	57%
DON'T KNOW/N.A. <input type="checkbox"/>	0% <input type="checkbox"/>

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

VERY SATISFIED	3%	6%
SATISFIED	46%	91%
DISSATISFIED	1%	2%
VERY DISSATISFIED	0%	1% <input type="checkbox"/>
D.K. / REF.	50%	

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

NO	96%
YES	4% <input type="checkbox"/>
D.K. / REF	

124b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 48 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	2%
WEB ONLY	54%
EMAIL/MAIL ONLY	19%
EMAIL/MAIL, WEB	2%
PHONE ONLY	13%
PHONE, VISIT	2%
PHONE, WEB	4%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	4%

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

VERY SATISFIED	35%
SATISFIED	52%
DISSATISFIED	6%
VERY DISSATISFIED	4%
D.K. / REF.	2% <input type="checkbox"/>

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

VERY SATISFIED	21%
SATISFIED	17%
DISSATISFIED	2%
NO STAFF CONTACT <input type="checkbox"/>	60%

Maricopa County Customer Satisfaction Survey – 2008

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

VERY SATISFIED	4%	6%
SATISFIED	43%	76%
DISSATISFIED	8%	14%
VERY DISSATISFIED	2%	3% <input type="checkbox"/>
DON'T KNOW/N.A. <input type="checkbox"/>	44%	

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

NO	95%
YES	5% <input type="checkbox"/>
D.K. / REF	

125b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 56 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	46%
WEB ONLY	11%
EMAIL/MAIL ONLY	9%
EMAIL/MAIL, VISIT	2%
EMAIL/MAIL, WEB	2%
PHONE ONLY	21%
PHONE, VISIT	4%
PHONE, WEB	2%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, VISIT <input type="checkbox"/>	2%

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

VERY SATISFIED	20%
SATISFIED	63%
DISSATISFIED	11%
VERY DISSATISFIED	5%
D.K. / REF.	2% <input type="checkbox"/>

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

VERY SATISFIED	18%
SATISFIED	52%
DISSATISFIED	7%
VERY DISSATISFIED	2%
NO STAFF CONTACT	20%
DON'T KNOW/N.A. <input type="checkbox"/>	2% <input type="checkbox"/>

Maricopa County Customer Satisfaction Survey – 2008

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

VERY SATISFIED	3%	9%
SATISFIED	35%	90%
DISSATISFIED	1%	2% <input type="checkbox"/>
D.K. / REF.	61%	

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

NO	97%
YES	3% <input type="checkbox"/>
D.K. / REF	

126b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 30 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	27%
WEB ONLY	3%
EMAIL/MAIL ONLY	3%
PHONE ONLY	50%
PHONE, VISIT	3%
PHONE, WEB	3%
PHONE, EMAIL/MAIL	7%
PHONE, EMAIL/MAIL, VISIT <input type="checkbox"/>	3%

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

VERY SATISFIED	53%
SATISFIED	43%
D.K. / REF.	3% <input type="checkbox"/>

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

VERY SATISFIED	57%
SATISFIED	37%
NO STAFF CONTACT <input type="checkbox"/>	7% <input type="checkbox"/>