

# 2009 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	49%
SATISFIED	44%
DISSATISFIED	06%
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	19%
SATISFIED	62%
DISSATISFIED	09%
VERY DISSATISFIED	01%
D.K. / REF.	10%

3. How satisfied are you with Maricopa County government?

VERY SATISFIED	14%
SATISFIED	63%
DISSATISFIED	12%
VERY DISSATISFIED	01%
D.K. / REF.	10%

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

VERY SATISFIED	07%
SATISFIED	54%
DISSATISFIED	27%
VERY DISSATISFIED	05%
D.K. / REF.	07%

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

VERY SATISFIED	13%
SATISFIED	38%
DISSATISFIED	16%
VERY DISSATISFIED	06%
D.K. / REF.	28%

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	05%
MUCH	16%
SOME	46%
ALMOST NOTHING	31%
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	05%
CONFIDENT	64%
NOT VERY CONFIDENT	21%
NOT AT ALL CONFIDENT	03%
D.K. / REF.	08%

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

VERY SATISFIED	05%
SATISFIED	55%
DISSATISFIED	26%
VERY DISSATISFIED	04%
D.K. / REF.	10%

## Maricopa County Customer Satisfaction Survey – 2009

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	63%
NOT MUCH	17%
NONE AT ALL	05%
D.K. / REF.	04%

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	07%
GOOD	49%
FAIR	32%
POOR	08%
VERY POOR	02%
D.K. / REF.	03%

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

EXCELLENT	05%
GOOD	34%
FAIR	32%
POOR	17%
VERY POOR	05%
D.K. / REF.	07%

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

EXCELLENT	05%
GOOD	35%
FAIR	22%
POOR	10%
VERY POOR	03%
D.K. / REF.	25%

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	35%
REMAIN ABOUT THE SAME	37%
SMALLER ROLE	14%
D.K. / REF.	14%

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%

## Maricopa County Customer Satisfaction Survey – 2009

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%

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	02%
SAFER	09%
ABOUT THE SAME	66%
LESS SAFE	19%
MUCH LESS SAFE	01%
DON'T KNOW/N.A.	03%

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	20%
INCREASED A LITTLE	26%
REMAINED ABOUT SAME	35%
DECREASED A LITTLE	09%
DECREASED A LOT	01%
DON'T KNOW/N.A.	09%

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	27%
INCREASED A LITTLE	27%
REMAINED ABOUT SAME	28%
DECREASED A LITTLE	07%
DECREASED A LOT	01%
DON'T KNOW/N.A.	10%

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

NO	20%
YES	80%
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	15%
YES	05%
INTERNET AT HOME	80%
D.K. / REF.	00%

## Maricopa County Customer Satisfaction Survey – 2009

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	57%
1-2 WEEK	17%
1-2 MONTH	05%
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	43%
1-2 WEEK	20%
1-2 MONTH	06%
LESS THAN MONTHLY	01%
ALMOST NEVER	13%
NO INTERNET ACCESS	15%
D.K. / REF.	03%

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

NO	35%
ONCE	06%
2 OR 3 TIMES	17%
4 OR 5 TIMES	06%
MORE THAN 5 TIMES	20%
NO INTERNET ACCESS	15%
D.K. / REF.	01%

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	89%
ONCE	05%
2 OR 3 TIMES	03%
4 OR 5 TIMES	01%
MORE THAN 5 TIMES	02%
D.K./ REF.	01%

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

TAXES/BUDGET	16%
TRANSPORTATION	14%
FLOOD CONTROL	01%
PLANNING/ZONING	27%
STADIUM	01%
PARKS/RECREATION	02%
CRIME;PREVENTION	11%
MULTIPLE MENTIONS	09%
DONT KNOW/N.A. □	18%

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

EXCELLENT	22%
GOOD	37%
FAIR	24%
POOR	07%
VERY POOR	05%
D.K. / REF.	05%

## Maricopa County Customer Satisfaction Survey – 2009

**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%	04%
SATISFIED	45%	71%
DISSATISFIED	15%	23%
VERY DISSATISFIED	02%	03%
D.K. / REF.	36%	

**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	06%
D.K. / REF.	<input type="checkbox"/>

**101b.** 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	29%
WEB, VISIT	02%
EMAIL/MAIL ONLY	06%
EMAIL/MAIL, WEB	06%
PHONE ONLY	21%
PHONE, VISIT	02%
PHONE, WEB	06%
PHONE, EMAIL/MAIL	06%
PHONE, EMAIL/MAIL, WEB	02%
PHONE, EMAIL/MAIL, WEB, VISIT	02%

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

VERY SATISFIED	17%
SATISFIED	71%
DISSATISFIED	10%
VERY DISSATISFIED	02%
D.K. / REF.	

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

VERY SATISFIED	25%
SATISFIED	40%
DISSATISFIED	02%
NO STAFF CONTACT	31%
D.K. / REF.	02%

## Maricopa County Customer Satisfaction Survey – 2009

**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	11%	12%
SATISFIED	61%	69%
DISSATISFIED	14%	16%
VERY DISSATISFIED	02%	03%
D.K. / REF.	12%	

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	05%
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 **46** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	15%
WEB ONLY	20%
EMAIL/MAIL ONLY	09%
EMAIL/MAIL, WEB	04%
PHONE ONLY	35%
PHONE, VISIT	07%
PHONE, EMAIL/MAIL	04%
PHONE, EMAIL/MAIL, WEB	07%

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

VERY SATISFIED	26%
SATISFIED	50%
DISSATISFIED	15%
VERY DISSATISFIED	07%
D.K. / REF.	02%

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

VERY SATISFIED	44%
SATISFIED	30%
DISSATISFIED	04%
NO STAFF CONTACT	22%

## Maricopa County Customer Satisfaction Survey – 2009

**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	09%	13%
SATISFIED	54%	81%
DISSATISFIED	04%	05%
VERY DISSATISFIED	01%	01%
D.K. / REF.	33%	

**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	03%
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 **24** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	21%
WEB ONLY	29%
WEB, VISIT	04%
EMAIL/MAIL ONLY	08%
EMAIL/MAIL, VISIT	04%
PHONE ONLY	13%
PHONE, VISIT	04%
PHONE, WEB	08%
PHONE, EMAIL/MAIL, WEB, VISIT	08%

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

VERY SATISFIED	42%
SATISFIED	42%
DISSATISFIED	13%
VERY DISSATISFIED	04%
D.K. / REF.	

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

VERY SATISFIED	29%
SATISFIED	29%
DISSATISFIED	04%
VERY DISSATISFIED	04%
NO STAFF CONTACT □	33%

## Maricopa County Customer Satisfaction Survey – 2009

**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, Goodyear, Sun City, 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%

## Maricopa County Customer Satisfaction Survey – 2009

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

VERY SATISFIED	21%	27%
SATISFIED	54%	69%
DISSATISFIED	03%	04%
VERY DISSATISFIED	00%	00%
D.K. / REF.	22%	

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	□

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 **484** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	94%
WEB ONLY	01%
WEB, VISIT	01%
EMAIL/MAIL ONLY	01%
PHONE ONLY	01%
PHONE, VISIT	01%
PHONE, WEB	00%
PHONE, EMAIL/MAIL	00%
PHONE, EMAIL/MAIL, WEB	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	38%
SATISFIED	54%
DISSATISFIED	03%
VERY DISSATISFIED	00%
DON'T KNOW/N.A. □	05%

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

VERY SATISFIED	37%
SATISFIED	42%
DISSATISFIED	01%
NO STAFF CONTACT	19%
DON'T KNOW/N.A. □	02%

**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	16%
AGREE	61%
DISAGREE	02%
STRONGLY DISAGREE	00%
D.K. / REF.	21%

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	26%
AGREE	59%
DISAGREE	04%
STRONGLY DISAGREE	01%
D.K. / REF.	10%

## Maricopa County Customer Satisfaction Survey – 2009

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	15%	20%
SATISFIED	53%	71%
DISSATISFIED	05%	07%
VERY DISSATISFIED	01%	02%
D.K. / REF.	26%	

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

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

106b. How satisfied or dissatisfied were you with your experience(s) at the ballpark?  
(ASKED ONLY OF THE **412** RESPONDENTS WHO MADE CONTACT)

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

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

NO	84%
YES	16%
D.K. / REF	

106d. How satisfied or dissatisfied were you with your experience(s) at the ballpark?  
(ASKED ONLY OF THE **146** RESPONDENTS WHO MADE CONTACT)

VERY SATISFIED	58%
SATISFIED	38%
DISSATISFIED	03%
D.K. / REF.	01%

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

NO	90%
YES	10%
D.K. / REF	

106f. How satisfied or dissatisfied were you with your experience(s) at the Events Center?  
(ASKED ONLY OF THE **90** RESPONDENTS WHO MADE CONTACT)

VERY SATISFIED	44%
SATISFIED	47%
DISSATISFIED	08%
VERY DISSATISFIED	01%
D.K. / REF.	

## Maricopa County Customer Satisfaction Survey – 2009

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

VERY SATISFIED	09%	10%
SATISFIED	53%	63%
DISSATISFIED	20%	23%
VERY DISSATISFIED	03%	03%
D.K. / REF.	16%	

**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	06%
D.K. / REF	<input type="checkbox"/>

**107b.** How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **54** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	28x
WEB ONLY	41%
EMAIL/MAIL ONLY	06%
EMAIL/MAIL, WEB	04%
PHONE ONLY	17%
PHONE, WEB	02%
PHONE, EMAIL/MAIL, WEB, VISIT	04%

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

VERY SATISFIED	37%
SATISFIED	43%
DISSATISFIED	17%
VERY DISSATISFIED	02%
D.K. / REF.	02%

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

VERY SATISFIED	22%
SATISFIED	26%
DISSATISFIED	07%
NO STAFF CONTACT <input type="checkbox"/>	44%

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

STRONGLY AGREE	08%
AGREE	61%
DISAGREE	11%
STRONGLY DISAGREE	01%
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	08%
AGREE	67%
DISAGREE	13%
STRONGLY DISAGREE	01%
D.K. / REF.	10%

## Maricopa County Customer Satisfaction Survey – 2009

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	64%	74%
DISSATISFIED	11%	12
VERY DISSATISFIED	01%	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	92%
YES	08%
D.K. / REF.	<input type="checkbox"/>

108b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 71 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	18%
WEB ONLY	10%
WEB, VISIT	01%
EMAIL/MAIL ONLY	06%
EMAIL/MAIL, WEB	03%
PHONE ONLY	52%
PHONE, VISIT	04%
PHONE, WEB	01%
PHONE, EMAIL/MAIL	01%
PHONE, EMAIL/MAIL, WEB	01%
PHONE, EMAIL/MAIL, WEB, VISIT	01%

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

VERY SATISFIED	28%
SATISFIED	51%
DISSATISFIED	17%
VERY DISSATISFIED	03%
D.K. / REF.	01%

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

VERY SATISFIED	35%
SATISFIED	38%
DISSATISFIED	09%
VERY DISSATISFIED	01%
NO STAFF CONTACT	16%
D.K. / REF.	01%

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	16%
AGREE	59%
DISAGREE	15%
STRONGLY DISAGREE	02%
D.K. / REF.	08%

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

STRONGLY AGREE	09%
AGREE	65%
DISAGREE	09%
STRONGLY DISAGREE	01
D.K. / REF.	16%

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

STRONGLY AGREE	09%
AGREE	68%
DISAGREE	11%
STRONGLY DISAGREE	01%
D.K. / REF.	11%

## Maricopa County Customer Satisfaction Survey – 2009

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

VERY SATISFIED	05%	10%
SATISFIED	34%	68%
DISSATISFIED	09%	17%
VERY DISSATISFIED	03%	05%
D.K. / REF.	50%	

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

NO	91%
YES	09%
D.K. / REF	<input type="checkbox"/>

109b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **82** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	51%
WEB ONLY	10%
WEB, VISIT	05%
EMAIL/MAIL ONLY	02%
PHONE ONLY	17%
PHONE, VISIT	05%
PHONE, WEB	01%
PHONE, WEB, VISIT	04%
PHONE, EMAIL/MAIL	01%
PHONE, EMAIL/MAIL, WEB	01%
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	21%
SATISFIED	46%
DISSATISFIED	28%
VERY DISSATISFIED	02%
D.K. / REF.	02%

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

VERY SATISFIED	26%
SATISFIED	55%
DISSATISFIED	07%
VERY DISSATISFIED	02%
NO STAFF CONTACT <input type="checkbox"/>	10%

**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	09%
SOMEWHAT UNFAMILIAR	04%
NOT FAMILIAR AT ALL	83%
D.K. / REF.	01%

109f. Have you or anyone you know used any services provided by the Human Services Campus?  
(ASKED ONLY OF THE **147** RESPONDENTS WHO HAD FAMILIARITY WITH CAMPUS)

NO	75%
YES	21%
D.K. / REF	04%

## Maricopa County Customer Satisfaction Survey – 2009

**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	51%	79%
DISSATISFIED	04%	06%
VERY DISSATISFIED	01%	02%
D.K. / REF.	36%	

**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	86%
YES	14%
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 **132** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	58%
WEB ONLY	07%
WEB, VISIT	01%
EMAIL/MAIL ONLY	06%
PHONE ONLY	19%
PHONE, VISIT	06%
PHONE, WEB	01%
PHONE, EMAIL/MAIL	01%
PHONE, EMAIL/MAIL, VISIT	01%
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	44%
SATISFIED	48%
DISSATISFIED	04%
VERY DISSATISFIED	03%
D.K. / REF.	01%

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

VERY SATISFIED	45%
SATISFIED	40%
DISSATISFIED	02%
VERY DISSATISFIED	01%
NO STAFF CONTACT	13%

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

STRONGLY AGREE	14%
AGREE	62%
DISAGREE	12%
STRONGLY DISAGREE	01%
D.K. / REF.	11%

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

STRONGLY AGREE	14%
AGREE	62%
DISAGREE	05%
STRONGLY DISAGREE	01%
D.K. / REF.	18%

## Maricopa County Customer Satisfaction Survey – 2009

- 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?

---

VERY CONCERNED	23%
SOMEWHAT CONCERNED	37%
SOMEWHAT UNCONCERNED	10%
NOT CONCERNED AT ALL	29%
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?

---

VERY CONCERNED	20%
SOMEWHAT CONCERNED	36%
SOMEWHAT UNCONCERNED	13%
NOT CONCERNED AT ALL	29%
D.K. /REF.	02%

---

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

---

VERY CONCERNED	37%
SOMEWHAT CONCERNED	48%
SOMEWHAT UNCONCERNED	05%
NOT CONCERNED AT ALL	09%
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?

---

VERY CONCERNED	23%
SOMEWHAT CONCERNED	34%
SOMEWHAT UNCONCERNED	10%
NOT CONCERNED AT ALL	32%
D.K. /REF.	01%

---

## Maricopa County Customer Satisfaction Survey – 2009

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	22%	26%
SATISFIED	51%	62%
DISSATISFIED	08%	10%
VERY DISSATISFIED	02%	02%
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	71%
YES	29%
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 277 RESPONDENTS WHO MADE CONTACT)

FIELD OFFICER	03%
MOBILE TRAILER VISIT	02%
MOBLIE TRAILER, FIELD OFFICER	00%
OFFICE VISIT	35%
OFFICE, FIELD OFFICER	00%
WEB	07%
WEB, OFFICE	00%
EMAIL/MAIL	20%
EMAIL, MOBILE TRAILER	00%
EMAIL, OFFICE	02%
EMAIL/MAIL, WEB	01%
EMAIL, WEB, OFFICE	00%
PHONE ONLY	21%
PHONE, FIELD OFFICER	00%
PHONE, OFFICE VISIT	03%
PHONE, WEB	01%
PHONE, WEB, OFFICE	00%
PHONE, EMAIL/MAIL <input type="checkbox"/>	03%

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

VERY SATISFIED	43%
SATISFIED	41%
DISSATISFIED	10%
VERY DISSATISFIED	05%
D.K. / REF.	01%

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

VERY SATISFIED	38%
SATISFIED	27%
DISSATISFIED	05%
VERY DISSATISFIED	01%
NO STAFF CONTACT	28%
DON'T KNOW/N.A. <input type="checkbox"/>	01%

Maricopa County Customer Satisfaction Survey – 2009

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

NONE	56%
ONE	25%
TWO	14%
THREE	03%
FOUR	01%
FIVE	00%
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	14%
ONE	49%
TWO	27%
THREE	06%
FOUR	02%
FIVE	00%
SIX	00%
DON'T KNOW/N.A.	01%

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

NONE	09%
ONE	53%
TWO	29%
THREE	06%
FOUR	02%
FIVE	00%
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	80%
ONE	09%
TWO	07%
THREE	02%
FOUR	01%
FIVE	00%
SIX	00%
SEVEN or MORE	00%
DON'T KNOW/N.A.	01%

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

NONE	04%
ONE	43%
TWO	36%
THREE	12%
FOUR	03%
FIVE	01%
SIX	01%
SEVEN or MORE	01%
DON'T KNOW/N.A.	01%

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	93%
ONE	03%
TWO	02%
THREE	01%
FOUR	00%
FIVE	00%
SIX	00%
SEVEN or MORE	01%
DON'T KNOW/N.A.	00%

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	27%
ONE	21%
TWO	10%
THREE	02%
FOUR	05%
FIVE	02%
SIX	03%
SEVEN or MORE	05%
DON'T KNOW/N.A.	27%

## Maricopa County Customer Satisfaction Survey – 2009

**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	11%	17%
SATISFIED	49%	73%
DISSATISFIED	06%	08%
VERY DISSATISFIED	01%	02%
D.K. / REF.	33%	

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

NO	98%
YES	02%
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 **19** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	58%
WEB ONLY	11%
EMAIL/MAIL ONLY	11%
EMAIL/MAIL, VISIT	05%
PHONE ONLY	11%
PHONE, EMAIL/MAIL, VISIT □	05%

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

VERY SATISFIED	47%
SATISFIED	32%
DISSATISFIED	16%
DON'T KNOW/ NA	05%

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

VERY SATISFIED	47%
SATISFIED	26%
NO STAFF CONTACT	21%
DON'T KNOW/ NA	05%

**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	12%
AGREE	47%
DISAGREE	31%
STRONGLY DISAGREE	05%
DON'T KNOW/ NA	05%

## Maricopa County Customer Satisfaction Survey – 2009

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

VERY SATISFIED	05%	10%
SATISFIED	40%	76%
DISSATISFIED	05%	10%
VERY DISSATISFIED	02%	04%
D.K. / REF.	48%	

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

NO	93%
YES	07%
D.K. / REF	<input type="checkbox"/>

113b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **65** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	69%
WEB ONLY	03%
WEB, VISIT	02%
EMAIL/MAIL ONLY	03%
EMAIL/MAIL, VISIT	03%
PHONE ONLY	06%
PHONE, VISIT	05%
PHONE, EMAIL/MAIL	03%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	06%

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

VERY SATISFIED	35%
SATISFIED	45%
DISSATISFIED	12%
VERY DISSATISFIED	06%
D.K. / REF.	02%

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

VERY SATISFIED	45%
SATISFIED	40%
DISSATISFIED	06%
VERY DISSATISFIED	03%
NO STAFF CONTACT	05%
D.K. / REF.	02%

## Maricopa County Customer Satisfaction Survey – 2009

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

VERY SATISFIED	07%	12%
SATISFIED	44%	77%
DISSATISFIED	05%	08%
VERY DISSATISFIED	02%	03%
D.K. / REF.	43%	

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

NO	77%
YES	23%
D.K. / REF	

**114b.** How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **217** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	49%
WEB ONLY	04%
EMAIL/MAIL ONLY	16%
EMAIL/MAIL, VISIT	07%
PHONE ONLY	12%
PHONE, VISIT	03%
PHONE, WEB	01%
PHONE, EMAIL/MAIL	01%
PHONE, EMAIL/MAIL, VISIT	04%
PHONE, EMAIL/MAIL, WEB	01%
PHONE, EMAIL/MAIL, WEB, VISIT	02%

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

VERY SATISFIED	36%
SATISFIED	51%
DISSATISFIED	10%
VERY DISSATISFIED	02%
D.K. / REF.	01%

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

VERY SATISFIED	37%
SATISFIED	38%
DISSATISFIED	07%
VERY DISSATISFIED	01%
NO STAFF CONTACT	17%
DON'T KNOW/N.A.	

## Maricopa County Customer Satisfaction Survey – 2009

**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%	20%
SATISFIED	42%	75%
DISSATISFIED	02%	04%
VERY DISSATISFIED	01%	01%
D.K. / REF.	44%	

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	82%
YES	18%
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 **168** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	50%
WEB ONLY	17%
EMAIL/MAIL ONLY	04%
EMAIL/MAIL, VISIT	06%
PHONE ONLY	02%
PHONE, VISIT	01%
PHONE, WEB	11%
PHONE, EMAIL/MAIL	03%
PHONE, EMAIL/MAIL, VISIT	01%
PHONE, EMAIL/MAIL, WEB	04%
PHONE, EMAIL/MAIL, WEB, VISIT <input type="checkbox"/>	01%

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

VERY SATISFIED	45%
SATISFIED	45%
DISSATISFIED	08%
VERY DISSATISFIED	02%
D.K. / REF.	

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

VERY SATISFIED	41%
SATISFIED	32%
DISSATISFIED	07%
VERY DISSATISFIED	02%
NO STAFF CONTACT	19%
DON'T KNOW/N.A. <input type="checkbox"/>	01%

## Maricopa County Customer Satisfaction Survey – 2009

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

VERY SATISFIED	03%	09%
SATISFIED	25%	74%
DISSATISFIED	05%	15%
VERY DISSATISFIED	01%	03%
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%
D.K. / REF	<input type="checkbox"/>

116b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **28** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	75%
EMAIL/MAIL, VISIT	04%
PHONE ONLY	04%
PHONE, VISIT	14%
PHONE, WEB	04%

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

VERY SATISFIED	43%
SATISFIED	32%
DISSATISFIED	14%
VERY DISSATISFIED	07%
D.K. / REF.	04%

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

VERY SATISFIED	46%
SATISFIED	39%
DISSATISFIED	07%
VERY DISSATISFIED	04%
D.K. / REF.	04%

## Maricopa County Customer Satisfaction Survey – 2009

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

VERY SATISFIED	30%	35%
SATISFIED	35%	41%
DISSATISFIED	11%	13%
VERY DISSATISFIED	09%	11%
D.K. / REF.	16%	

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

NO	87%
YES	13%
D.K. / REF	

**117b.** How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 122 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	49%
WEB ONLY	04%
EMAIL/MAIL ONLY	03%
EMAIL/MAIL, VISIT	01%
PHONE ONLY	31%
PHONE, VISIT	09%
PHONE, WEB	02%
PHONE, EMAIL/MAIL	02%

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

VERY SATISFIED	37%
SATISFIED	39%
DISSATISFIED	12%
VERY DISSATISFIED	11%
D.K. / REF.	02%

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

VERY SATISFIED	46%
SATISFIED	34%
DISSATISFIED	07%
VERY DISSATISFIED	07%
NO STAFF CONTACT	06%
DON'T KNOW/N.A.	01%

## Maricopa County Customer Satisfaction Survey – 2009

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

VERY SATISFIED	07%	10%
SATISFIED	46%	69%
DISSATISFIED	11%	16%
VERY DISSATISFIED	03%	05%
D.K. / REF.	33%	

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

NO	96%
YES	04%
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 **40** RESPONDENTS WHO MADE CONTACT)

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

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

VERY SATISFIED	40%
SATISFIED	33%
DISSATISFIED	20%
VERY DISSATISFIED	08%
D.K. / REF.	

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

VERY SATISFIED	43%
SATISFIED	28%
DISSATISFIED	15%
VERY DISSATISFIED	03%
NO STAFF CONTACT	13%
D.K. / REF.	

## Maricopa County Customer Satisfaction Survey – 2009

**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	03%	08%
SATISFIED	30%	79%
DISSATISFIED	04%	10%
VERY DISSATISFIED	01%	03%
D.K. / REF.	61%	

**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	03%
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 **25** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	64%
PHONE ONLY	24%
PHONE, VISIT	08%
PHONE, EMAIL/MAIL□□	04%

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

VERY SATISFIED	28%
SATISFIED	40%
DISSATISFIED	20%
VERY DISSATISFIED	04%
D.K. / REF.	08%

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

VERY SATISFIED	40%
SATISFIED	36%
DISSATISFIED	12%
VERY DISSATISFIED	04%
NO STAFF CONTACT	04%
D.K. / REF.	04%

## Maricopa County Customer Satisfaction Survey – 2009

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

VERY SATISFIED	02%	05%
SATISFIED	26%	70%
DISSATISFIED	08%	22%
VERY DISSATISFIED	01%	03%
D.K. / REF.	38%	

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

NO	97%
YES	03%
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 **27** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	48%
WEB ONLY	04%
EMAIL/MAIL ONLY	11%
PHONE ONLY	15%
PHONE, VISIT	11%
PHONE, EMAIL/MAIL	04%
PHONE, EMAIL/MAIL, VISIT	07%

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

VERY SATISFIED	33%
SATISFIED	41%
DISSATISFIED	19%
VERY DISSATISFIED	07%
D.K. / REF.	

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

VERY SATISFIED	44%
SATISFIED	30%
DISSATISFIED	04%
VERY DISSATISFIED	07%
NO STAFF CONTACT	15%
DON'T KNOW/N.A.	

## Maricopa County Customer Satisfaction Survey – 2009

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

VERY SATISFIED	02%	03%
SATISFIED	47%	57%
DISSATISFIED	26%	32%
VERY DISSATISFIED	07%	09%
D.K. / REF.	17%	

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

NO	78%
YES	22%
D.K. / REF	

**121b.** How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **205** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	04%
WEB ONLY	44%
WEB, VISIT	02%
EMAIL/MAIL ONLY	26%
EMAIL/MAIL, WEB	02%
EMAIL/MAIL, WEB, VISIT	01%
PHONE ONLY	17%
PHONE, VISIT	01%
PHONE, WEB	02%
PHONE, EMAIL/MAIL	01%

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

VERY SATISFIED	20%
SATISFIED	57%
DISSATISFIED	21%
VERY DISSATISFIED	01%
D.K. / REF.	02%

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

VERY SATISFIED	09%
SATISFIED	17%
DISSATISFIED	03%
VERY DISSATISFIED	01%
NO STAFF CONTACT	70%
DON'T KNOW/N.A.	01%

## Maricopa County Customer Satisfaction Survey – 2009

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

VERY SATISFIED	05%	09%
SATISFIED	51%	86%
DISSATISFIED	02%	04%
VERY DISSATISFIED	00%	01%
D.K. / REF.	42%	

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

NO	85%
YES	15%
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 **143** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	20%
WEB ONLY	43%
WEB, VISIT	01%
EMAIL/MAIL ONLY	13%
EMAIL/MAIL, WEB	03%
PHONE ONLY	11%
PHONE, VISIT	01%
PHONE, WEB	04%
PHONE, EMAIL/MAIL	03%
PHONE, EMAIL/MAIL, WEB, VISIT	<input type="checkbox"/> 01%

122c. 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	05%
VERY DISSATISFIED	01%
D.K. / REF.	01%

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

VERY SATISFIED	23%
SATISFIED	19%
DISSATISFIED	01%
NO STAFF CONTACT	55%
DON'T KNOW/N.A.	<input type="checkbox"/> 04%

## Maricopa County Customer Satisfaction Survey – 2009

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

VERY SATISFIED	19%	23%
SATISFIED	57%	70%
DISSATISFIED	05%	06%
VERY DISSATISFIED	01%	01%
D.K. / REF.	18%	

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

NO	71%
YES	29%
D.K. / REF	

**123b.** How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **273** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	27%
WEB ONLY	18%
WEB, VISIT	01%
EMAIL/MAIL ONLY	37%
EMAIL/MAIL, VISIT	02%
EMAIL/MAIL, WEB	01%
PHONE ONLY	10%
PHONE, VISIT	01%
PHONE, WEB	02%
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	52%
SATISFIED	43%
DISSATISFIED	04%
VERY DISSATISFIED	00%
D.K. / REF.	01%

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

VERY SATISFIED	31%
SATISFIED	15%
DISSATISFIED	01%
NO STAFF CONTACT	51%
DON'T KNOW/N.A.	02%

## Maricopa County Customer Satisfaction Survey – 2009

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

VERY SATISFIED	03%	06%
SATISFIED	40%	85%
DISSATISFIED	04%	08%
VERY DISSATISFIED	00%	01%
D.K. / REF.	52%	

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

NO	92%
YES	08%
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 77 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	11%
WEB ONLY	26%
WEB, VISIT	01%
EMAIL/MAIL ONLY	46%
EMAIL/MAIL, WEB	04%
PHONE ONLY	10%
PHONE, WEB	01%
PHONE, EMAIL/MAIL	01%

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

VERY SATISFIED	30%
SATISFIED	58%
DISSATISFIED	05%
D.K. / REF.	07%

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

VERY SATISFIED	17%
SATISFIED	12%
DISSATISFIED	03%
NO STAFF CONTACT	65%
D.K. / REF.	04%

## Maricopa County Customer Satisfaction Survey – 2009

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

VERY SATISFIED	02%	05%
SATISFIED	33%	73%
DISSATISFIED	09%	19%
VERY DISSATISFIED	01%	03%
DON'T KNOW/N.A. □	54%	

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

NO	97%
YES	03%
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 **32** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	19%
WEB ONLY	22%
EMAIL/MAIL ONLY	22%
EMAIL/MAIL, VISIT	03%
EMAIL/MAIL, WEB	06%
PHONE ONLY	13%
PHONE, VISIT	06%
PHONE, WEB	03%
PHONE, EMAIL/MAIL □	06%

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

VERY SATISFIED	28%
SATISFIED	44%
DISSATISFIED	19%
VERY DISSATISFIED	06%
D.K. / REF.	03%

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

VERY SATISFIED	22%
SATISFIED	19%
DISSATISFIED	03%
VERY DISSATISFIED	03%
NO STAFF CONTACT	50%
DON'T KNOW/N.A. □	03%

## Maricopa County Customer Satisfaction Survey – 2009

**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%	90%
DISSATISFIED	01%	03%
D.K. / REF.	69%	

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

NO	97%
YES	03%

126b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 31 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	39%
WEB ONLY	03%
EMAIL/MAIL ONLY	03%
PHONE ONLY	42%
PHONE, VISIT <input type="checkbox"/>	13%

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

VERY SATISFIED	45%
SATISFIED	48%
D.K. / REF.	07%

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

VERY SATISFIED	48%
SATISFIED	42%
DISSATISFIED	03%
NO STAFF CONTACT <input type="checkbox"/>	07%