

# 2005 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	38%
SATISFIED	53%
DISSATISFIED	7%
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	17%
SATISFIED	67%
DISSATISFIED	8%
VERY DISSATISFIED	1%
D.K. / REF.	7%

3. How satisfied are you with Maricopa County government?

VERY SATISFIED	14%
SATISFIED	69%
DISSATISFIED	6%
VERY DISSATISFIED	1%
D.K. / REF.	10%

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

VERY SATISFIED	11%
SATISFIED	66%
DISSATISFIED	15%
VERY DISSATISFIED	3%
D.K. / REF.	6%

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

VERY SATISFIED	14%
SATISFIED	37%
DISSATISFIED	17%
VERY DISSATISFIED	5%
D.K. / REF.	28%

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

VERY MUCH	4%
MUCH	15%
SOME	46%
ALMOST NOTHING	35%

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	6%
CONFIDENT	71%
NOT VERY CONFIDENT	12%
NOT AT ALL CONFIDENT	2%
D.K. / REF.	9%

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

VERY SATISFIED	6%
SATISFIED	60%
DISSATISFIED	20%
VERY DISSATISFIED	2%
D.K. / REF.	12%

## Maricopa County Customer Satisfaction Survey - 2005

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

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A GREAT DEAL	15%
SOME	65%
NOT MUCH	13%
NONE AT ALL	3%
D.K. / REF.	4%

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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?

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EXCELLENT	8%
GOOD	56%
FAIR	26%
POOR	4%
VERY POOR	1%
D.K. / REF.	5%

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

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EXCELLENT	6%
GOOD	38%
FAIR	29%
POOR	18%
VERY POOR	4%
D.K. / REF.	5%

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

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EXCELLENT	6%
GOOD	42%
FAIR	24%
POOR	7%
VERY POOR	2%
D.K. / REF.	19%

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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?)

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BIGGER ROLE	43%
REMAIN ABOUT THE SAME	37%
SMALLER ROLE	7%
D.K. / REF.	13%

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## Maricopa County Customer Satisfaction Survey - 2005

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

NO	31%
YES	69%
D.K. / REF.	0%

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	20%
YES	11%
INTERNET AT HOME	69%
D.K. / REF.	0%

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	42%
1-2 WEEK	21%
1-2 MONTH	9%
LESS THAN MONTHLY	2%
ALMOST NEVER	5%
NO INTERNET ACCESS	20%
D.K. / REF.	1%

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	30%
1-2 WEEK	19%
1-2 MONTH	8%
LESS THAN MONTHLY	2%
ALMOST NEVER	19%
NO INTERNET ACCESS	20%
D.K. / REF.	1%

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

NO	34%
ONCE	7%
2 OR 3 TIIMES	13%
4 O4 5 TIMES	5%
MORE THAN 5 TIMES	21%
NO INTERNET ACCESS	20%
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	88%
ONCE	4%
2 OR 3 TIMIES	4%
4 OR 5 TIMES	1%
MORE THAN 5 TIMES	2%
D.K./ REF.	

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

TAXES/BUDGET	8%
TRANSPORTATION'	3%
FLOOD CONTROL	3%
PLANNING/ZONING	44%
STADIUM	3%
PARKS/RECREATION	2%
JAIL CONSTRUCTION	2%
OTHER	1%
MULTIPLE MENTIONS	19%
DONT KNOW/N.A.	16%

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

EXCELLENT	15%
GOOD	47%
FAIR	28%
POOR	7%
VERY POOR	2%
D.K. / REF.	2%

## Maricopa County Customer Satisfaction Survey - 2005

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	6%	8%
SATISFIED	49%	66%
DISSATISFIED	17%	23%
VERY DISSATISFIED	3%	4%
D.K. / REF.	26%	

201. In the last year have you contacted Maricopa County Planning and Development, the office that issues building permits and conducts building inspections for the unincorporated areas of the county?

NO	91%
YES	9%
D.K. / REF.	0%

- 201a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 121 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	32%
WEB ONLY	16%
WEB, VISIT	2%
EMAIL/MAIL ONLY	9%
EMAIL/MAIL, VISIT	1%
PHONE ONLY	29%
PHONE, VISIT	4%
PHONE, WEB	1%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	3%
PHONE, EMAIL/MAIL, VISIT	1%
PHONE, EMAIL/MAIL, WEB, VISIT	2%

- 201b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	26%
SATISFIED	57%
DISSATISFIED	11%
VERY DISSATISFIED	5%
DON'T KNOW/N.A.	1%

- 201c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	28%
SATISFIED	45%
DISSATISFIED	5%
VERY DISSATISFIED	2%
NO STAFF CONTACT	20%
DON'T KNOW/N.A.	

## Maricopa County Customer Satisfaction Survey - 2005

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	9%	9%
SATISFIED	59%	64%
DISSATISFIED	19%	21%
VERY DISSATISFIED	5%	5%
D.K. / REF.	9%	

202. Have you been in contact with the Maricopa County Department of Transportation? This is the department responsible for streets and roads in unincorporated areas **NOT** for driver's licenses or vehicle registration.

NO	88%
YES	12%
D.K. / REF.	0%

- 202a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **158** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	17%
WEB ONLY	27%
WEB, VISIT	3%
EMAIL/MAIL ONLY	8%
EMAIL/MAIL, VISIT	1%
PHONE ONLY	36%
PHONE, VISIT	3%
PHONE, WEB	2%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

- 202b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	28%
SATISFIED	56%
DISSATISFIED	11%
VERY DISSATISFIED	4%
DON'T KNOW/N.A.	1%

- 202c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	23%
SATISFIED	37%
DISSATISFIED	6%
VERY DISSATISFIED	1%
NO STAFF CONTACT	31%
DON'T KNOW/N.A.	2%

## Maricopa County Customer Satisfaction Survey - 2005

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

VERY SATISFIED	13%	15%
SATISFIED	62%	74%
DISSATISFIED	8%	10%
VERY DISSATISFIED	1%	1%
D.K. / REF.	17%	

203. The Maricopa County Flood Control District?

NO	96%
YES	3%
D.K. / REF.	0%

203a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 47 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	17%
WEB ONLY	15%
EMAIL/MAIL ONLY	11%
PHONE ONLY	43%
PHONE, VISIT	4%
PHONE, WEB	4%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, WEB, VISIT	2%

203b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	34%
SATISFIED	53%
DISSATISFIED	9%
VERY DISSATISFIED	4%

203c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	26%
SATISFIED	47%
DISSATISFIED	
VERY DISSATISFIED	6%
NO STAFF CONTACT	19%
DONT KNOW/N.A.	2%

# Maricopa County Customer Satisfaction Survey - 2005

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

VERY SATISFIED	28%	40%
SATISFIED	40%	57%
DISSATISFIED	1%	2%
VERY DISSATISFIED	0%	0%
D.K. / REF.	31%	

204. Have you visited or been in contact with a Maricopa County Library in the last year? (No. Central Regional on 32<sup>nd</sup> & Bell, SoEast Regional in Gilbert, Fountain Hills, Litchfield Park, Queen Creek, Sun Lakes, Guadalupe, Laveen, El Mirage, Surprise, Gila Bend, Aguila)

NO	66%
YES	34%
D.K. / REF	0%

204a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **458** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	85%
WEB ONLY	3%
WEB, VISIT	5%
EMAIL/MAIL ONLY	1%
EMAIL/MAIL, VISIT	0%
PHONE ONLY	3%
PHONE, VISIT	2%
PHONE, WEB	0%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL, VISIT	0%
PHONE, EMAIL/MAIL, WEB	0%

204b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	50%
SATISFIED	50%
DISSATISFIED	1%
VERY DISSATISFIED	
NO STAFF CONTACT	

204c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	52%
SATISFIED	44%
DISSATISFIED	0%
VERY DISSATISFIED	0%
NO STAFF CONTACT	3%
DON'T KNOW/N.A.	0%

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

STRONGLY AGREE	15%
AGREE	58%
DISAGREE	3%
STRONGLY DISAGREE	0%
D.K. / REF.	23%

## Maricopa County Customer Satisfaction Survey - 2005

105. What about the Maricopa County Parks and Recreation Department? (How satisfied are you with them?)

VERY SATISFIED	25%	31%
SATISFIED	51%	63%
DISSATISFIED	5%	6%
VERY DISSATISFIED	1%	1%
D.K. / REF.	19%	

205. Have you gone to a Maricopa County Park or Recreation Area or contacted them, electronically or by phone?

NO	57%
YES	42%
D.K. / REF.	1%

205a. 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 **574** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	90%
WEB ONLY	3%
WEB, VISIT	2%
EMAIL/MAIL ONLY	1%
PHONE ONLY	3%
PHONE, VISIT	1%
PHONE, WEB	0%

205b. How satisfied or dissatisfied were you with the park / recreation area or the service you received or information you were able to get?

VERY SATISFIED	40%
SATISFIED	54%
DISSATISFIED	2%
VERY DISSATISFIED	0%
D.K. / REF.	3%

205c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	31%
SATISFIED	33%
DISSATISFIED	2%
VERY DISSATISFIED	0%
NO STAFF CONTACT	33%
DON'T KNOW/N.A.	1%

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

STRONGLY AGREE	15%
AGREE	67%
DISAGREE	3%
STRONGLY DISAGREE	0%
D.K. / REF.	15%

309. That the county should be involved in the maintenance and/or preservation of "open space" or undeveloped areas within its boundaries?

STRONGLY AGREE	33%
AGREE	54%
DISAGREE	5%
STRONGLY DISAGREE	0%
D.K. / REF.	8%

## Maricopa County Customer Satisfaction Survey - 2005

106. What about Maricopa County Stadium District, the county office responsible for the public interest in the Cactus League and Bank One Ballpark? (How satisfied are you with them?)

VERY SATISFIED	19%	24%
SATISFIED	52%	65%
DISSATISFIED	7%	9%
VERY DISSATISFIED	2%	3%
D.K. / REF.	20%	

206. Have you attended any baseball games or other events at the Bank One Ballpark (B.O.B.) in the last year?

NO	57%
YES	43%
DONT KNOW/N.A.	

206a. How satisfied or dissatisfied were you with your experience(s) at the ballpark?  
(ASKED ONLY OF THE **586** RESPONDENTS WHO ATTENDED BOB)

VERY SATISFIED	54%
SATISFIED	44%
DISSATISFIED	2%
VERY DISSATISFIED	0%
D.K. / REF.	0%

206b. Did you attend any Cactus League baseball games this year?

NO	88%
YES	12%
D.K. / REF.	0%

206c. How satisfied or dissatisfied were you with your experiences at the ballpark?  
(ASKED ONLY OF THE **158** RESPONDENTS WHO ATTENDED CACTUS LEAGUE GAMES)

VERY SATISFIED	62%
SATISFIED	36%
DISSATISFIED	2%
VERY DISSATISFIED	
D.K. / REF.	

## Maricopa County Customer Satisfaction Survey - 2005

107. How satisfied or dissatisfied are you with the attention given by the county to environmental concerns, such as air and water pollution and waste disposal?

VERY SATISFIED	10%	11%
SATISFIED	59%	66%
DISSATISFIED	19%	21%
VERY DISSATISFIED	2%	2%
D.K. / REF.	11%	

207. Have you contacted Environmental Services, the office that monitors air and water pollution, issues food handler permits and inspects restaurants?

NO	94%
YES	6%
D.K. / REF.	0%

207a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **83** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	37%
WEB ONLY	23%
EMAIL/MAIL ONLY	5%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	1%
PHONE ONLY	18%
PHONE, VISIT	5%
PHONE, WEB	5%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, WEB	1%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

207b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	43%
SATISFIED	36%
DISSATISFIED	16%
VERY DISSATISFIED	5%
D.K. / REF.	

207c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	39%
SATISFIED	29%
DISSATISFIED	6%
VERY DISSATISFIED	2%
NO STAFF CONTACT	22%
DONT KNOW/N.A.	2%

301. How much do you agree or disagree that restaurants and food stores located in Maricopa County are adequately monitored for food safety?

STRONGLY AGREE	17%
AGREE	59%
DISAGREE	14%
STRONGLY DISAGREE	3%
D.K. / REF.	7%

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

STRONGLY AGREE	11%
AGREE	63%
DISAGREE	13%
STRONGLY DISAGREE	2%
D.K. / REF.	10%

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

STRONGLY AGREE	13%
AGREE	59%
DISAGREE	18%
STRONGLY DISAGREE	1%
D.K. / REF.	7%

## Maricopa County Customer Satisfaction Survey - 2005

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

VERY SATISFIED	8%	12%
SATISFIED	44%	68%
DISSATISFIED	12%	18%
VERY DISSATISFIED	1%	2%
D.K. / REF.	35%	

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

NO	94%
YES	6%
D.K. / REF.	

208a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **81** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	42%
WEB ONLY	12%
EMAIL/MAIL, WEB, VISIT	1%
PHONE ONLY	31%
PHONE, VISIT	2%
PHONE, WEB	2%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, WEB, VISIT	5%

208b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	30%
SATISFIED	43%
DISSATISFIED	21%
VERY DISSATISFIED	5%
D.K. / REF.	1%

208c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	33%
SATISFIED	43%
DISSATISFIED	10%
VERY DISSATISFIED	2%
NO STAFF CONTACT	10%
DON'T KNOW/N.A.	1%

## Maricopa County Customer Satisfaction Survey - 2005

109. The Public Health Services provided by the county, such as disease control and immunizations?

VERY SATISFIED	15%	18%
SATISFIED	58%	71%
DISSATISFIED	7%	9%
VERY DISSATISFIED	1%	1%
D.K. / REF.	19%	

209. Have you contacted the Public Health Department? 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	85%
YES	15%
D.K. / REF.	

209a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **196** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	55%
WEB ONLY	6%
WEB, VISIT	1%
EMAIL/MAIL ONLY	3%
PHONE ONLY	29%
PHONE, VISIT	2%
PHONE, WEB	4%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, VISIT	1%

209b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	44%
SATISFIED	44%
DISSATISFIED	9%
VERY DISSATISFIED	3%
D.K. / REF.	

209c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	44%
SATISFIED	42%
DISSATISFIED	5%
VERY DISSATISFIED	1%
NO STAFF CONTACT	9%
D.K. / REF.	

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

STRONGLY AGREE	11%
AGREE	60%
DISAGREE	15%
STRONGLY DISAGREE	2%
D.K. / REF.	12%

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

STRONGLY AGREE	17%
AGREE	61%
DISAGREE	9%
STRONGLY DISAGREE	0%
D.K. / REF.	12%

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

STRONGLY AGREE	14%
AGREE	51%
DISAGREE	9%
STRONGLY DISAGREE	1%
D.K. / REF.	25%

## Maricopa County Customer Satisfaction Survey - 2005

110. The control of the stray animal population in Maricopa County?

VERY SATISFIED	12%	14%
SATISFIED	58%	66%
DISSATISFIED	15%	17%
VERY DISSATISFIED	2%	3%
D.K. / REF.	12%	

210. Have you called or visited a county Animal Control facility or web site in the last year? (Have you 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	79%
YES	21%
D.K. / REF.	

210a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **281** RESPONDENTS WHO MADE CONTACT))

VISIT ONLY	46%
WEB ONLY	9%
WEB, VISIT	2%
EMAIL/MAIL ONLY	5%
EMAIL/MAIL, VISIT	0%
EMAIL/MAIL, WEB, VISIT	0%
PHONE ONLY	31%
PHONE, VISIT	5%
PHONE, WEB	1%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, WEB, VISIT	0%

210b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	40%
SATISFIED	43%
DISSATISFIED	12%
VERY DISSATISFIED	5%
D.K. / REF.	1%

210c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	40%
SATISFIED	38%
DISSATISFIED	6%
VERY DISSATISFIED	4%
NO STAFF CONTACT	11%
DON'T KNOW/N.A.	1%

## Maricopa County Customer Satisfaction Survey - 2005

311. How many dogs do you or other members of your household own?

NONE	56%
ONE	26%
TWO	14%
THREE	3%
FOUR	1%
FIVE	0%
SIX	0%

312. Number dogs spayed or neutered? (Of **591** households with dogs as pets)

NONE	21%
ONE	50%
TWO	23%
THREE	5%
FOUR	2%
DON'T KNOW/N.A.	

313. Number dogs licensed? (Of **591** households with dogs as pets)

NONE	11%
ONE	53%
TWO	27%
THREE	6%
FOUR	2%
SIX	0%
DON'T KNOW/N.A.	1%

314. Where did you to get your dog? (The newest one to your household.)

ANIMAL CARE & CONTROL	2%
COUNTY POUND	6%
ANIMAL SHELTER	5%
HUMANE SOCIETY	6%
PETSMART	3%
OTHER PET STORE	7%
NEWSPAPER ADD	5%
BREEDER	26%
GIFT / STRAY	37%
DON'T KNOW/N.A.	4%

## Maricopa County Customer Satisfaction Survey - 2005

315. How many cats do you or other members of your household own?

NONE	78%
ONE	12%
TWO	6%
THREE	2%
FOUR	1%
FIVE	1%
SIX	0%
SEVEN	0%
EIGHT OR MORE	0%
DON'T KNOW/N.A.	

316. Number cats spayed or neutered? (Of **295** households with cats as pets)

NONE	9%
ONE	49%
TWO	27%
THREE	9%
FOUR	2%
FIVE	2%
SIX	1%
EIGHT OR MORE	0%

317. Number cats licensed? (Of **295** households with cats as pets)

NONE	52%
ONE	29%
TWO	12%
THREE	3%
FOUR	1%
FIVE	1%
SIX	1%
DON'T KNOW/N.A.	3%

318. Where did you get your cat? (The newest one to your household.)

ANIMAL CARE & CONTROL	2%
COUNTY POUND	5%
ANIMAL SHELTER	5%
HUMANE SOCIETY	8%
PETSMART	3%
OTHER PET STORE	4%
NEWSPAPER ADD	2%
BREEDER	6%
GIFT / STRAY	59%
DON'T KNOW/N.A.	5%

## Maricopa County Customer Satisfaction Survey - 2005

111. How satisfied or dissatisfied are you with the health care provided by the Maricopa Medical Center ( the County Hospital) and the Maricopa County Family Health Centers?

VERY SATISFIED	11%	17%
SATISFIED	41%	66%
DISSATISFIED	9%	14%
VERY DISSATISFIED	2%	3%
D.K. / REF.	38%	

211. Have you called or visited the Maricopa Medical Center (County Hospital) or its web site in the last year?

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

211a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **173** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	84%
WEB ONLY	1%
PHONE ONLY	8%
PHONE, VISIT	5%
PHONE, WEB	1%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL, VISIT	1%
DON'T KNOW/N.A.	1%

211b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	36%
SATISFIED	40%
DISSATISFIED	17%
VERY DISSATISFIED	3%
D.K. / REF.	3%

211c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	38%
SATISFIED	43%
DISSATISFIED	11%
VERY DISSATISFIED	2%
NO STAFF CONTACT	2%
DON'T KNOW/N.A.	3%

## Maricopa County Customer Satisfaction Survey - 2005

211d. Have you contacted a county Family Health Center in the last year?

NO	91%
YES	8%
DON'T KNOW/N.A.	0%

211e. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 114 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	91%
WEB ONLY	1%
PHONE ONLY	4%
PHONE, VISIT	4%
PHONE, EMAIL/MAIL	1%

211f. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	39%
SATISFIED	52%
DISSATISFIED	8%
VERY DISSATISFIED	1%
DON'T KNOW/N.A.	1%

211g. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	35%
SATISFIED	54%
DISSATISFIED	8%
VERY DISSATISFIED	1%
NO STAFF CONTACT	1%
DON'T KNOW/N.A.	1%

## Maricopa County Customer Satisfaction Survey - 2005

112. How satisfied are you with the services provided by the Office of the County Medical Examiner or Coroner?

VERY SATISFIED	6%	12%
SATISFIED	37%	80%
DISSATISFIED	3%	6%
VERY DISSATISFIED	0%	1%
D.K. / REF.	55%	

212. Have you contacted the Office of the Maricopa Medical Examiner (County Coroner)?

NO	97%
YES	3%
D.K. / REF.	0%

212a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **35** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	43%
WEB ONLY	3%
EMAIL/MAIL ONLY	9%
PHONE ONLY	37%
PHONE, VISIT	3%
PHONE, WEB	3%
DON'T KNOW/N.A.	3%

212b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	40%
SATISFIED	43%
DISSATISFIED	11%
VERY DISSATISFIED	6%

212c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	37%
SATISFIED	46%
DISSATISFIED	3%
VERY DISSATISFIED	3%
NO STAFF CONTACT	11%

## Maricopa County Customer Satisfaction Survey - 2005

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

VERY SATISFIED	6%	10%
SATISFIED	49%	75%
DISSATISFIED	8%	13%
VERY DISSATISFIED	1%	2%
D.K. / REF.	35%	

213. Have you been in contact with Justice of the Peace Court?

NO	93%
YES	7%
D.K. / REF	

213a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **93** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	75%
WEB ONLY	1%
WEB, VISIT	1%
EMAIL/MAIL ONLY	1%
EMAIL/MAIL, VISIT	1%
PHONE ONLY	6%
PHONE, VISIT	9%
PHONE, WEB	1%
PHONE, WEB, VISIT	3%
PHONE, EMAIL/MAIL, VISIT	1%

213b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	28%
SATISFIED	46%
DISSATISFIED	22%
VERY DISSATISFIED	4%
D.K. / REF.	

213c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	30%
SATISFIED	45%
DISSATISFIED	17%
VERY DISSATISFIED	5%
NO STAFF CONTACT	2%
D.K. / REF	

## Maricopa County Customer Satisfaction Survey - 2005

114. Satisfaction with Maricopa County Superior Courts?

VERY SATISFIED	7%	11%
SATISFIED	53%	77%
DISSATISFIED	7%	10%
VERY DISSATISFIED	1%	2%
D.K. / REF.	32%	

214. Contacted Maricopa County Superior Courts?

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

214a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 179 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	46%
WEB ONLY	18%
WEB, VISIT	2%
EMAIL/MAIL ONLY	7%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	1%
PHONE ONLY	14%
PHONE, VISIT	7%
PHONE, WEB	2%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, VISIT	1%

214b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	36%
SATISFIED	51%
DISSATISFIED	8%
VERY DISSATISFIED	4%
D.K. / REF.	1%

214c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	32%
SATISFIED	39%
DISSATISFIED	4%
VERY DISSATISFIED	3%
NO STAFF CONTACT	19%
DON'T KNOW/N.A.	2%

## Maricopa County Customer Satisfaction Survey - 2005

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%	16%
SATISFIED	53%	77%
DISSATISFIED	4%	6%
VERY DISSATISFIED	1%	1%
D.K. / REF.	31%	

215. 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	87%
YES	13%
DON'T KNOW/N.A.	

- 215a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 179 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	46%
WEB ONLY	18%
WEB, VISIT	2%
EMAIL/MAIL ONLY	7%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	1%
PHONE ONLY	14%
PHONE, VISIT	7%
PHONE, WEB	2%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, VISIT	1%

- 215b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	36%
SATISFIED	51%
DISSATISFIED	8%
VERY DISSATISFIED	4%
DON'T KNOW/N.A.	1%

- 215c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	32%
SATISFIED	39%
DISSATISFIED	4%
VERY DISSATISFIED	3%
NO STAFF CONTACT	19%
DON'T KNOW/N.A.	2%

## Maricopa County Customer Satisfaction Survey - 2005

116. Satisfaction with the Maricopa County Juvenile Detention system?

VERY SATISFIED	4%	8%
SATISFIED	36%	68%
DISSATISFIED	11%	21%
VERY DISSATISFIED	2%	3%
D.K. / REF.	48%	

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

NO	98%
YES	2%
D.K. / REF.	0%

216a. 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	72%
EMAIL/MAIL ONLY	3%
PHONE ONLY	6%
PHONE, VISIT	13%
PHONE, WEB, VISIT	3%
PHONE, EMAIL/MAIL, VISIT	3%

216b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	13%
SATISFIED	50%
DISSATISFIED	25%
VERY DISSATISFIED	13%

216c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	16%
SATISFIED	41%
DISSATISFIED	34%
VERY DISSATISFIED	3%
NO STAFF CONTACT	3%
DON'T KNOW/N.A.	3%

## Maricopa County Customer Satisfaction Survey - 2005

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

VERY SATISFIED	22%	25%
SATISFIED	47%	52%
DISSATISFIED	15%	17%
VERY DISSATISFIED	6%	7%
D.K. / REF.	10%	

217. Have you been in contact with the Sheriff's Office or visited a county jail?

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

217a. 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	49%
WEB ONLY	7%
WEB, VISIT	1%
EMAIL/MAIL ONLY	5%
EMAIL/MAIL, VISIT	1%
PHONE ONLY	24%
PHONE, VISIT	7%
PHONE, WEB	1%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

217b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	23%
SATISFIED	39%
DISSATISFIED	29%
VERY DISSATISFIED	10%
D.K. / REF.	

217c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	28%
SATISFIED	29%
DISSATISFIED	20%
VERY DISSATISFIED	12%
NO STAFF CONTACT	11%
DON'T KNOW/N.A.	

## Maricopa County Customer Satisfaction Survey - 2005

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

VERY SATISFIED	10%	13%
SATISFIED	51%	63%
DISSATISFIED	17%	21%
VERY DISSATISFIED	3%	3%
D.K. / REF.	19%	

218. The Office of the Maricopa County Attorney?

NO	96%
YES	4%
D.K. / REF.	

218a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 50 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	36%
WEB ONLY	4%
EMAIL/MAIL ONLY	8%
PHONE ONLY	30%
PHONE, VISIT	10%
PHONE, WEB	2%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL, VISIT	2%
PHONE, EMAIL/MAIL, WEB	2%
PHONE, EMAIL/MAIL, WEB, VISIT	2%
DON'T KNOW/N.A.	

218b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	20%
SATISFIED	54%
DISSATISFIED	18%
VERY DISSATISFIED	6%
D.K. / REF.	2%

218c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	20%
SATISFIED	58%
DISSATISFIED	10%
VERY DISSATISFIED	4%
NO STAFF CONTACT	8%
DON'T KNOW/N.A.	

## Maricopa County Customer Satisfaction Survey - 2005

119. What about the defense provided by the Office of the Public Defender for persons who cannot afford a lawyer?

VERY SATISFIED	5%	9%
SATISFIED	43%	72%
DISSATISFIED	9%	15%
VERY DISSATISFIED	3%	4%
D.K. / REF.	40%	

219. Have you contacted the Office of the Public Defender?

NO	97%
YES	3%
D.K. / REF	0%

219a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **43** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	63%
EMAIL/MAIL ONLY	2%
PHONE ONLY	19%
PHONE, VISIT	9%
PHONE, WEB	2%
PHONE, EMAIL/MAIL, VISIT	2%
PHONE, EMAIL/MAIL, WEB, VISIT	2%

219b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	30%
SATISFIED	37%
DISSATISFIED	23%
VERY DISSATISFIED	9%

219c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	28%
SATISFIED	47%
DISSATISFIED	21%
VERY DISSATISFIED	5%
NO STAFF CONTACT	

## Maricopa County Customer Satisfaction Survey - 2005

119a. How satisfied are you with the supervision of offenders provided by probation officers?

VERY SATISFIED	3%	5%
SATISFIED	34%	57%
DISSATISFIED	19%	31%
VERY DISSATISFIED	4%	6%
D.K. / REF.	40%	

219d. Have you contacted, or have you been contacted by, the Maricopa County Adult Probation Department?

NO	97%
YES	3%
D.K. / REF.	0%

219e. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **34** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	56%
EMAIL/MAIL ONLY	3%
PHONE ONLY	15%
PHONE, VISIT	12%
PHONE, WEB	6%
PHONE, WEB, VISIT	3%
PHONE, EMAIL/MAIL	6%

219f. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	24%
SATISFIED	50%
DISSATISFIED	18%
VERY DISSATISFIED	9%
D.K. / REF.	

219g. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	24%
SATISFIED	44%
DISSATISFIED	21%
VERY DISSATISFIED	6%
NO STAFF CONTACT	6%
D.K. / REF.	

## Maricopa County Customer Satisfaction Survey - 2005

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

VERY SATISFIED	8%	9%
SATISFIED	62%	70%
DISSATISFIED	16%	19%
VERY DISSATISFIED	2%	2%
D.K. / REF.	11%	

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

NO	88%
YES	12%
D.K. / REF.	

220a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **161** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	9%
WEB ONLY	42%
WEB, VISIT	1%
EMAIL/MAIL ONLY	20%
EMAIL/MAIL, WEB	1%
PHONE ONLY	19%
PHONE, VISIT	2%
PHONE, WEB	2%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

220b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	40%
SATISFIED	42%
DISSATISFIED	14%
VERY DISSATISFIED	2%
DON'T KNOW/N.A.	2%

220c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	19%
SATISFIED	21%
DISSATISFIED	5%
VERY DISSATISFIED	1%
NO STAFF CONTACT	52%
DON'T KNOW/N.A.	2%

## Maricopa County Customer Satisfaction Survey - 2005

121. What about the services provided by the County Recorder, which include conducting all elections in the county?

VERY SATISFIED	10%	12%
SATISFIED	67%	80%
DISSATISFIED	6%	7%
VERY DISSATISFIED	1%	1%
D.K. / REF.	16%	

221. What about the Office of County Recorder which includes Elections, have you called or visited this office or web site

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

221a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **170** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	17%
WEB ONLY	31%
WEB, VISIT	2%
EMAIL/MAIL ONLY	21%
EMAIL/MAIL, WEB	1%
PHONE ONLY	24%
PHONE, VISIT	2%
PHONE, WEB	1%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	1%
DON'T KNOW/N.A.	1%

221b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	41%
SATISFIED	50%
DISSATISFIED	8%
VERY DISSATISFIED	1%
DON'T KNOW/N.A.	1%

221c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	24%
SATISFIED	28%
DISSATISFIED	3%
VERY DISSATISFIED	
NO STAFF CONTACT	44%
DON'T KNOW/N.A.	2%

## Maricopa County Customer Satisfaction Survey - 2005

122. Services provided by the County Treasurer?

VERY SATISFIED	5%	8%
SATISFIED	58%	88%
DISSATISFIED	3%	4%
VERY DISSATISFIED	0%	1%
D.K. / REF.	34%	

222. What about the Office of the County Treasurer?

NO	95%
YES	5%
D.K. / REF.	0%

222a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **62** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	21%
WEB ONLY	19%
WEB, VISIT	2%
EMAIL/MAIL ONLY	37%
PHONE ONLY	11%
PHONE, VISIT	5%
PHONE, WEB, VISIT	3%
PHONE, EMAIL/MAIL	2%

222b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	34%
SATISFIED	60%
DISSATISFIED	5%
VERY DISSATISFIED	2%

222c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	15%
SATISFIED	31%
DISSATISFIED	5%
NO STAFF CONTACT	2%
D.K. / REF.	45%
	3%

## Maricopa County Customer Satisfaction Survey - 2005

123. Services provided by the County Superintendent of Schools?

VERY SATISFIED	6%	9%
SATISFIED	47%	70%
DISSATISFIED	13%	19%
VERY DISSATISFIED	2%	3%
D.K. / REF.	32%	

223. And have you contacted the County Superintendent of Schools either electronically, by phone or in person?

NO	97%
YES	3%
D.K. / REF	0%

223a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 42 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	36%
WEB ONLY	24%
WEB, VISIT	2%
EMAIL/MAIL ONLY	14%
PHONE ONLY	14%
PHONE, VISIT	5%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, WEB	2%

223b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	36%
SATISFIED	40%
DISSATISFIED	21%
VERY DISSATISFIED	2%

223c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	26%
SATISFIED	24%
DISSATISFIED	17%
VERY DISSATISFIED	2%
NO STAFF CONTACT	29%
D.K. / REF.	2%