



Maricopa County Cooling Center Evaluation Project in Collaboration with Arizona State University and Arizona Department of Health Services

VISTOR SURVEY RESULTS



Maricopa County Department of Public Health

Division of Disease Control

Office of Epidemiology

September 2015

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Acknowledgments

The Maricopa County Department of Public Health (MCDPH), Office of Epidemiology would like to thank the following agencies for their contributions to the Cooling Center Evaluation Project:

- ❖ Arizona Department of Health Services (ADHS): Office of Environmental Health
- ❖ Arizona State University (ASU) Center for Policy Informatics and School of Geographical Sciences and Urban Planning
- ❖ City of Phoenix
- ❖ Maricopa Association of Governments (MAG)
- ❖ Cooling Center Facility Managers

Background

Maricopa County experiences temperatures ≥ 100 °F as early as mid-May, and such conditions continue through the first week of October. On average, there are 26 days each year in which maximum temperatures are > 110 °F, and 10 days where minimum temperatures are >90 °F. Daytime temperatures experienced in Maricopa are often high enough to cause an increase in core temperature for individuals who are outdoors, even when at rest. Further, when nighttime temperatures remain high the human body does not get relief from the day time heat and may not be able to appropriately adjust.

In 2005, there were 35 heat-associated deaths in Maricopa County over nine consecutive days, with the majority occurring amongst the homeless population. In response to this event, the City of Phoenix and the Maricopa County Association of Governments (MAG) partnered together to found the Heat Relief Network (HRN), a county-wide response to extreme environmental temperatures. The response included implementation of cooling centers and water collection and distribution sites. Cooling centers can be community centers, churches, and other community based organizations that provide water and serve as a safe, cool indoor place during the day for refuge from the heat. There were 56 registered cooling centers during the summer of 2014.

The Cooling Center Evaluation project was a collaboration between Maricopa County Department of Public Health (MCDPH), Arizona Department of Health Services (ADHS), and Arizona State University (ASU) to evaluate the cooling centers based on the services provided, daily operations, demographics of visitors, and potential for expansion.

Throughout the evaluation process, multiple partners including public health officials, community members, academic researchers, government agencies, and nonprofit organizations joined together to complete the assessment. Those involved with the project were broken down into two groups: evaluators and stakeholders.

- The evaluators, which consisted of MCDPH, ADHS, ASU, and a team of MCDPH interns, were responsible for the project as a whole. The evaluators developed the surveys, conducted the interviews, collected and analyzed the data, and developed recommendations.
- The stakeholders were a collective group of community members/organizations who were invested in the project through their interest in heat relief efforts. They consisted of HRN, MAG, and the cooling center managers.

Methodology

Maricopa County Department of Public Health has tracked heat associated mortality and morbidity data since 2006. From these data, MCDPH has examined trends and risk factors to help identify vulnerable populations within Maricopa County. The idea to evaluate the cooling centers originated at MCDPH in November of 2013, in an effort to link the heat-associated morbidity and mortality data with prevention strategies in the community, to build partnerships between community and government members, and to improve the quality and reach of existing services.

Shortly after introducing the project internally, MCDPH introduced the idea to ASU and ADHS during the monthly Heat Surveillance Planning meeting that MCDPH organizes. At the meeting, all three partners agreed to pursue the project, and began initial planning. From January to February of 2014 MCDPH, ADHS, and ASU worked on developing project plans and a timeline, (see table 1) ultimately deciding to implement the project in the summer of 2014. Part of the planning phase included introducing the project to the Phoenix HRN and MAG, both of whom agreed to become project stakeholders.

In March of 2014, MCDPH, ASU, and ADHS began working on developing the surveys that would be used for the evaluation. **Three surveys were developed: the visitor survey, facility manager survey, and observational site survey.**

During the same time period, MCDPH worked on obtaining an exemption from the Institutional Review Board (IRB) for the evaluation, and training and ensuring all parties involved in the evaluation were certified using the Collaborative Institutional Training Initiative (CITI) Human Research Curriculum.

Concurrently, MCDPH invited the Centers for Disease Control and Prevention (CDC) Public Health Associate (PHAP) to assist with project planning and implementation.

In May of 2014, the three surveys were pilot tested to ensure they captured the themes and goals of the evaluation. Pilot tests were done at two of the Cooling Center locations, and allowed for the facility managers to provide feedback on the surveys and evaluation as a whole.

After successfully pilot testing the surveys and incorporating feedback from stakeholders, the evaluators divided themselves into three field teams to more efficiently complete the evaluation across the large geographic expanse covered by the HRN. The field teams included members from MCDPH, ADHS, ASU, as well as, the PHAP fellow, and a group of MCDPH interns.

Visitor Survey Results

Each field team consisted of three members, all of whom were thoroughly trained on survey procedures, interviewer bias, and best practices for working with community partners.

In the same month, MCDPH introduced the Cooling Center Evaluation to the public at the HRN Summer Kick-Off Meeting. The project was well received by the community, and was ready to be implemented.

Initial deployment of the surveys took place on June 3, 2014, following the first excessive heat warning of 2014. Site visits were made to each of the cooling centers during the first few weeks of June, and surveys and educational materials were distributed. Both qualitative and quantitative data were collected from the surveys. Below is a breakdown of the survey distribution.

1. **Visitor Survey:** Evaluators distributed visitor surveys to the Cooling Centers based on the estimated capacity and utilization. The surveys were distributed to anyone who came to utilize any of the facility's services. The surveys were self-administered by the visitors, on a one per person basis, and responses were kept anonymous. The survey focused on questions that gauged the visitors' reason(s) for visiting the center, modes of transportation, air conditioning (AC) status in the home or primary residence, knowledge of heat risk, and demographic information. The survey was available in English and Spanish language. Translation was completed by a certified translator. The evaluators collected the surveys at the end of the summer (September 2014).
2. **Facility Manager Survey:** Evaluators conducted the facility manager survey as an in-person interview and with the interviewee permission it was recorded. The facility manager survey was designed to collect basic facility information, cooling center capacity and utilization information, information on services and supplies, and other related information. Interviews were conducted June-September 2014.
3. **Observational Site Survey:** Evaluators conducted the observational site survey in-person. Information collected was based on evaluators view and understanding of the cooling center(s). The observers collected information on the cooling center type, location, visibility, accessibility, capacity, utilization, features and amenities.

Data collection, quality control, and analysis of the visitor surveys were completed using Qualtrics, Microsoft Excel, and SAS Enterprise Guide.

Table 1. Timeline of Cooling Center Evaluation Events, Maricopa County 2014

Date	Project Timeline	Partners Involved
November 2013	Project Idea Developed	MCDPH
January-February 2014	Initial Planning Phase (workgroup planning meetings)	Evaluators/Stakeholders
March 2014	Site Observational Site Survey, Visitor Survey, and Facility Manager Survey developed	Evaluators
April 2014	Institutional Review Board (IRB) exemption submitted	Evaluators
May 2014	Survey pilot tested, field teams established, field team training completed Project introduced at the HRN Kick-Off Meeting	Evaluators
June-August 2014	Data collection and data entry	Evaluators/Stakeholders
September-December 2014	Data entry continued, preliminary data quality control and analysis	Evaluators
January-August 2015	Finalize report, disseminate results to Stakeholders	Evaluators

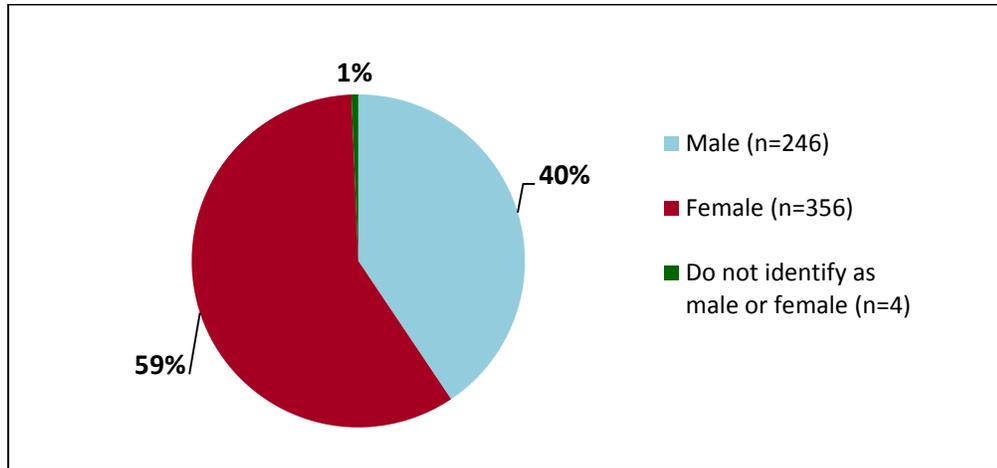
Visitor Surveys Results

This report focuses on the results from the visitor survey only. The goal of the visitor survey was to gain a better understanding of the role that the HRN plays in supporting at-risk individuals who visit the cooling centers. Questions in the visitor survey were designed to gain information about visitor demographics, utilization patterns (time day, length of stay, number of visits), air-conditioning status, and health risk factors.

There were a total of 685 visitor surveys collected from 35 of the 56 (63%) cooling centers during the summer of 2014. There were various reasons as to why some of the sites did not collect visitors’ surveys, including lack of visitors, lack of staff to administer the surveys, and lack of interest in participating in the survey. Of the 685 surveys, 27 of the visitors indicated that they had filled out the survey before. Those 27 duplicate surveys have been excluded from the final results, for a total of 658 visitor surveys.

Demographics

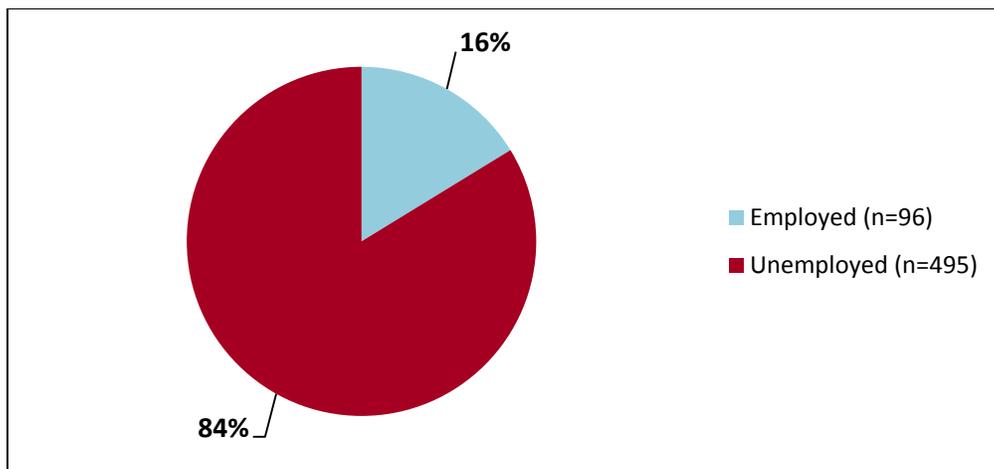
Graph 1. Number of Cooling Center Visitors by Gender (n=606)*, Maricopa County, 2014



*Excludes 52 visitors who did not respond

Based on the study results a majority of the visitors were female 59%, with males representing only 40%. A small minority of people identified as neither male nor female 1%.

Graph 2. Employment Status of Cooling Center Visitors (n=591)*, Maricopa County, 2014

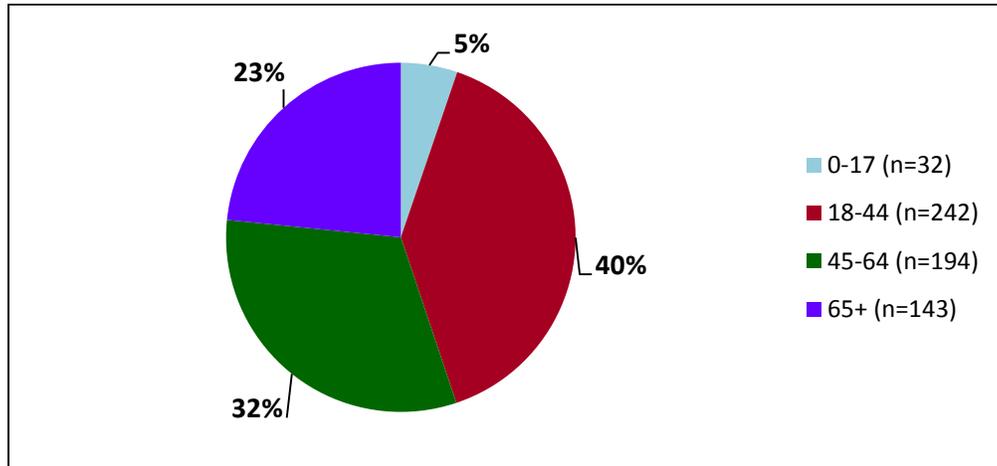


*Excludes 67 visitors who did not respond

Visitor Survey Results

The majority of the individuals visiting the Cooling Centers were unemployed (84%). There were no significant gender differences in employment status.

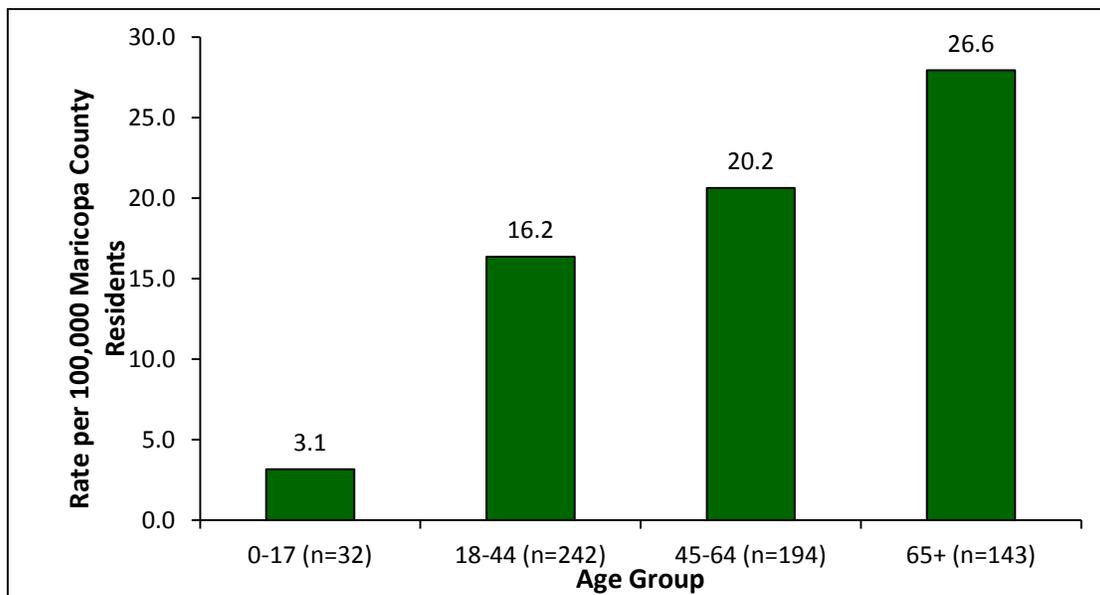
Graph 3. Number of Cooling Center Visitors by Age Group (n=611)*, Maricopa County, 2014



*Excludes 47 visitors who did not respond

The majority of the Cooling Center visitors were between the ages of 18-44 (40%), followed by visitors between the ages 45-64 (32%), and then visitors 65 and above (23%). A small percentage of visitors were between the ages of 0-17 (5%).

Graph 4. Rate of Cooling Center Visitors by Age Group, Maricopa County, 2014*

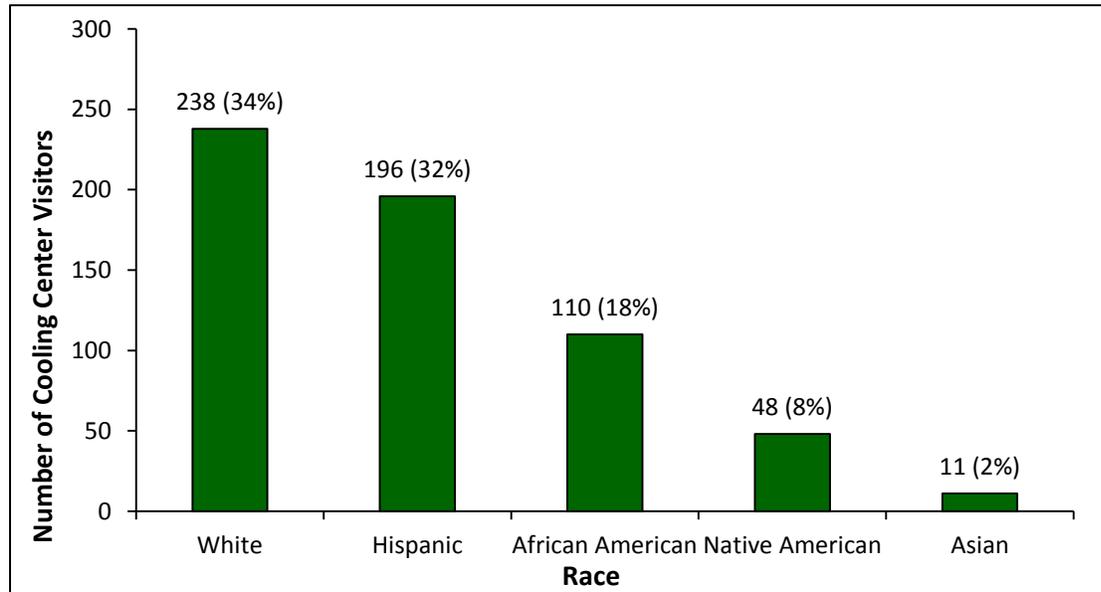


*Twenty-nine visitors without age information were excluded

Visitor Survey Results

While the highest numbers of cooling center visitors were between 18 and 44 years old, the rate of visitors per 100,000 population was highest among adults 65 and older. Rates were calculated using the 2013 population census data for Maricopa County.

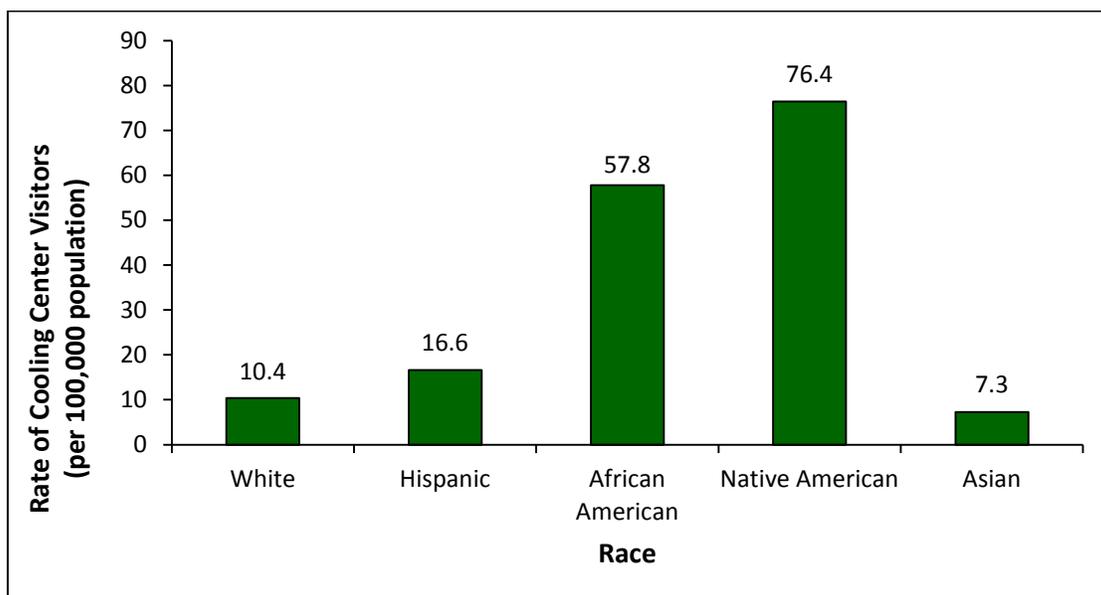
Graph 5. Number of Cooling Center Visitors by Race (n=603)*, Maricopa County, 2014



*Excludes 55 visitors who did not respond

The highest percentage of cooling center visitors identified as White (39%), followed by Hispanic (32%).

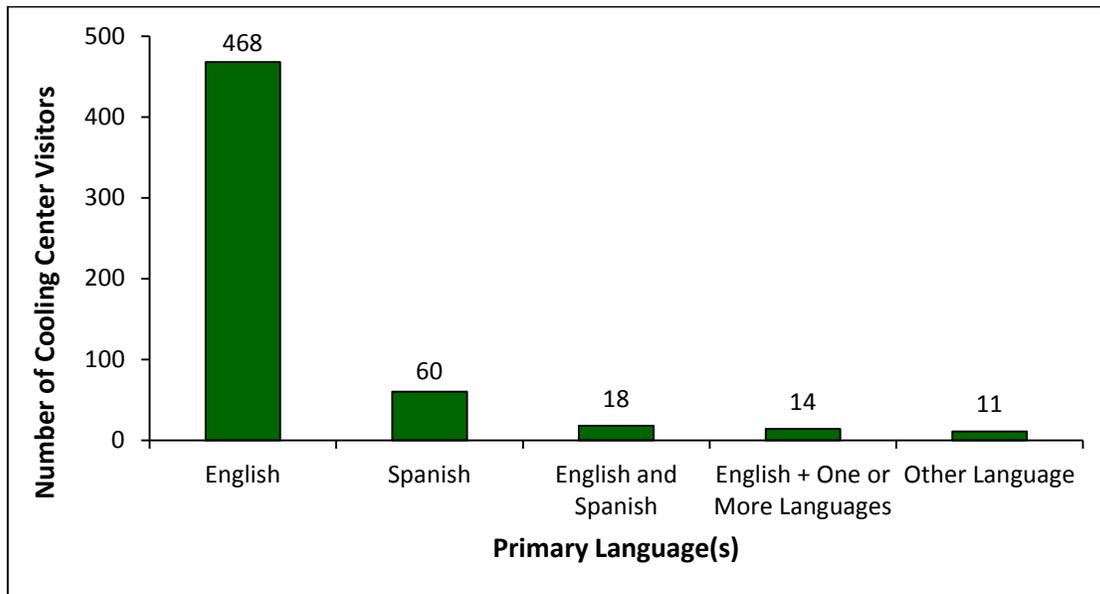
Graph 6. Rate of Cooling Center Visitors by Race, Maricopa County, 2014



Visitor Survey Results

While the highest numbers of cooling center visitors were White, the rate per 100,000 population of cooling center visitors was highest amongst Native Americans, followed by African Americans. Rates were calculated using the 2013 population census data for Maricopa County. The population denominators were estimated using the 2013 population projections obtained from the Office of Employment and Population Statistics within the Arizona Department of Administration.

Graph 7. Primary Language(s) of Cooling Center Visitors (n=571)*, Maricopa County, 2014

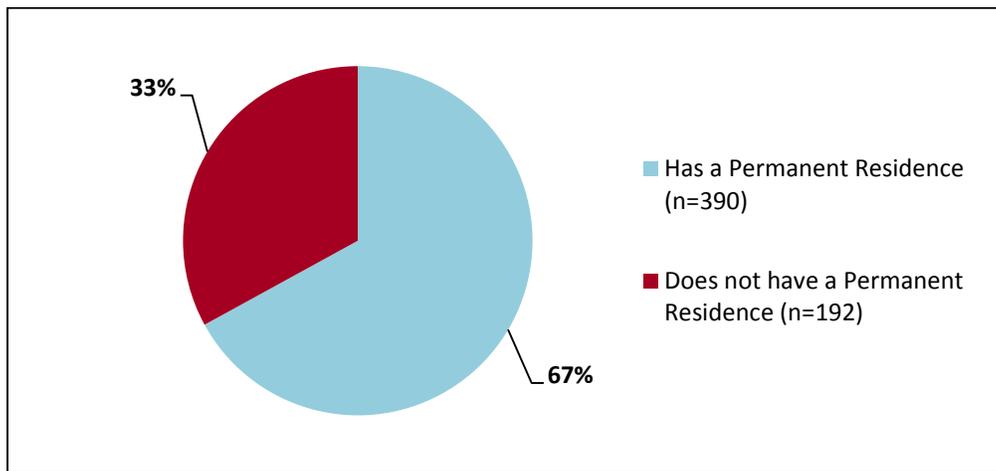


*Excludes 87 visitors who did not respond or had an unknown response

A majority of the cooling center visitors identified their primary language as English (82%). See [Appendix Table 2](#) for a full list of languages. Note: surveys were available in both English and Spanish at facilities where managers reported that both languages were spoken by visitors.

Household Information

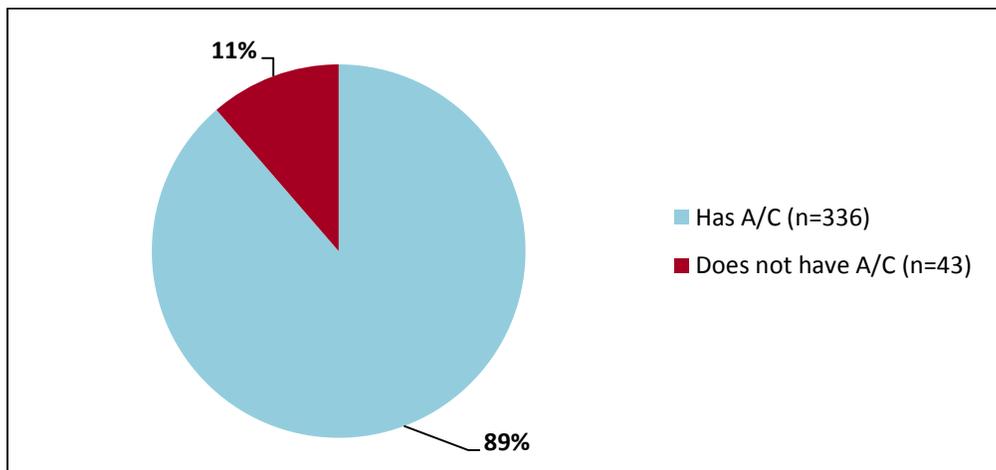
Graph 8. Housing Status of the Cooling Center Visitors (n=582)*, Maricopa County, 2014



*Excludes 76 visitors who did not respond

Based on the visitor results 67% of cooling center visitors have a permanent residence. This indicates that 1/3 of the cooling center visitors do not have a permanent residence.

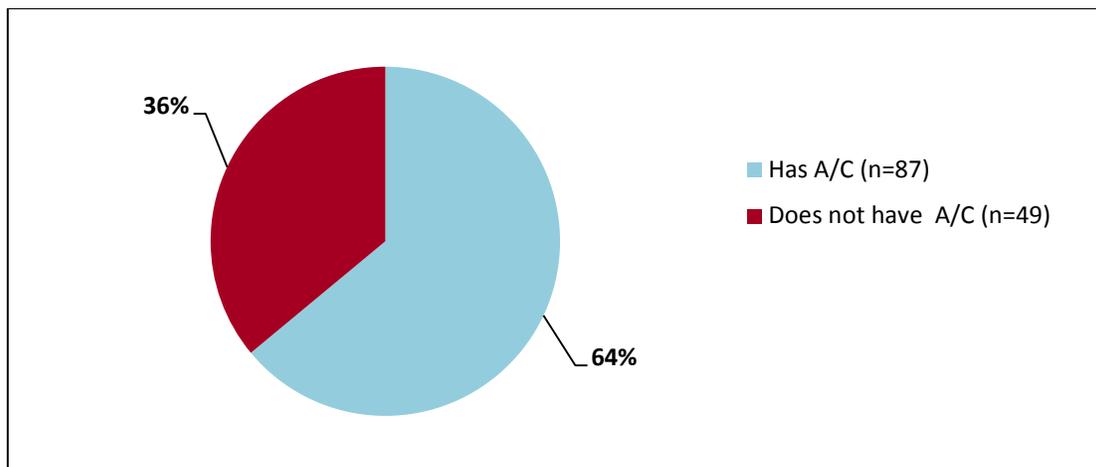
Graph 9. Air Conditioning Status of Cooling Center Visitors Who Indicated Having a Permanent Residence (379)*, Maricopa County, 2014



*Excludes 11 visitors who reported having a permanent residence but did not respond or had conflicting responses about AC

Based on the results, 89% of cooling center visitors who indicated they had a permanent residence stated that they had air conditioning in their residence.

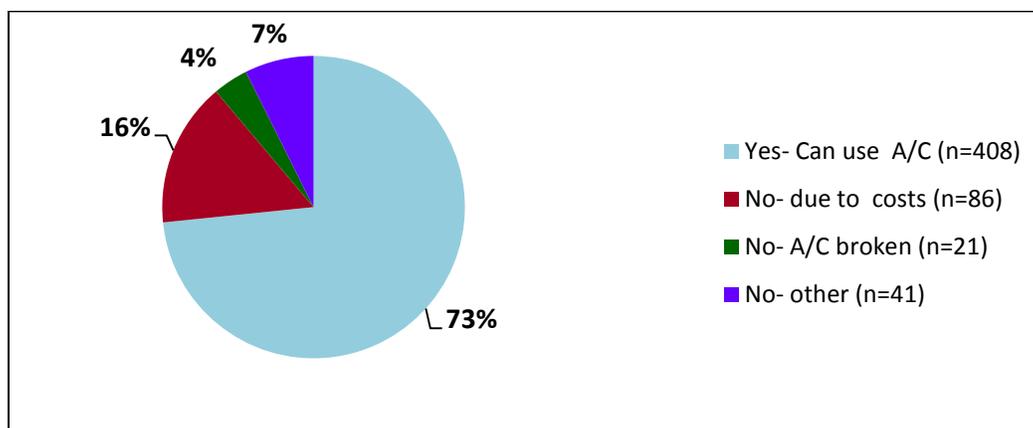
Graph 10. Air Conditioning Status of Cooling Center Visitors Who Indicated Not Having Permanent Residence (n=136)*, Maricopa County, 2014



*Excludes 56 visitors who did not respond or who had conflicting responses

Based on the results, 64% of cooling center visitors who indicated they did not have a permanent residence stated that they had air conditioning.

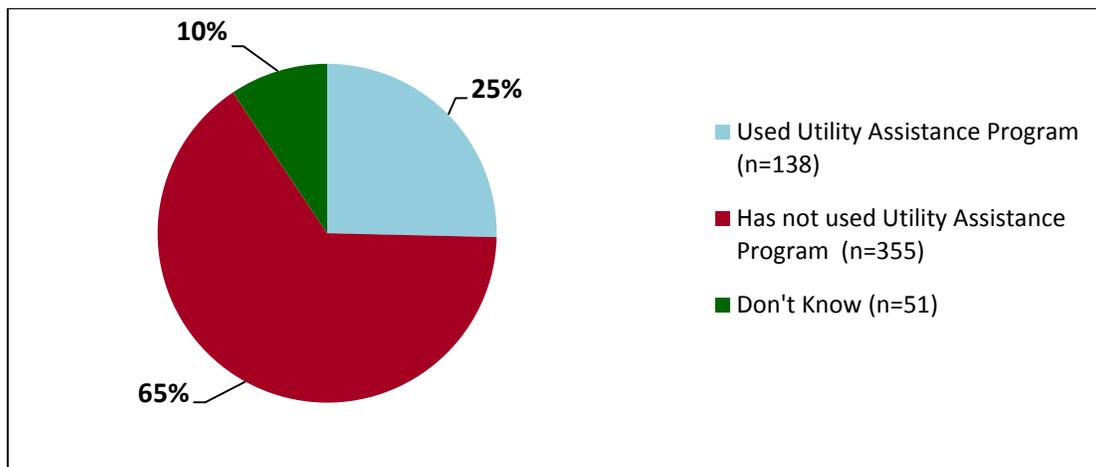
Graph 11. Percentage of Cooling Center Visitors who are able to use their Air Conditioner (n=556)*, Maricopa County, 2014



*Excludes 102 visitors who did not respond

Next, visitors were asked whether or not they were able to use their air conditioner in their residence. Almost 3/4 of visitors (73%) said they were able to use their air conditioner. Sixteen percent (86) indicated that they could not use their air conditioner due to costs. See [Appendix Table 3](#) for a list of other reasons why visitors are unable to use their air conditioner.

Graph 12. Percentage of Visitors who have used a Utility Assistance Program (n=544)*, Maricopa County, 2014

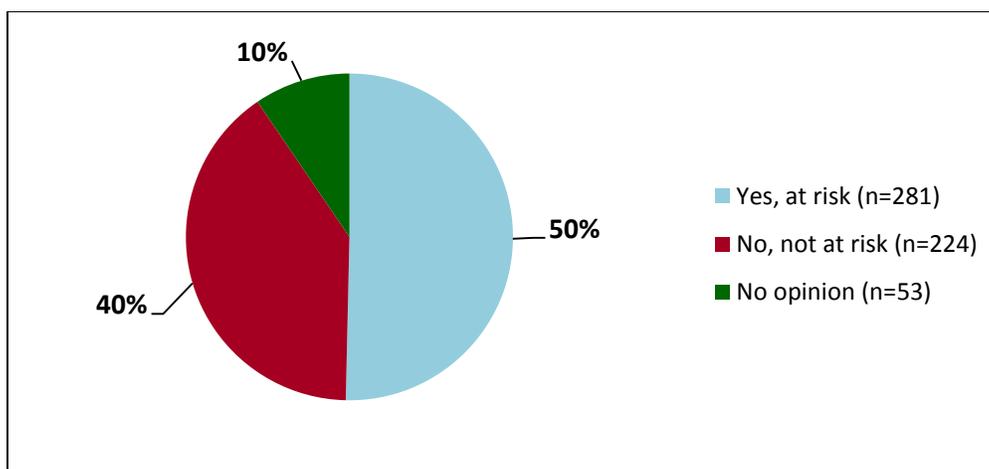


*Excludes 114 visitors who did not respond

Visitors were asked whether or not they have ever used a utility assistance program. Based on the results, 65% of cooling center visitors indicated that they have never used a utility assistance program before, while 25% of visitors indicated they have used a utility assistance program before. Thirty-three percent of individuals who stated not using air conditioning due to cost (see graph 11) have used a utility assistance program.

Vulnerability Factors

Graph 13. Percentage of Visitors who feel their Health is at Risk due to High Summer Temperatures (n=558)*, Maricopa County, 2014

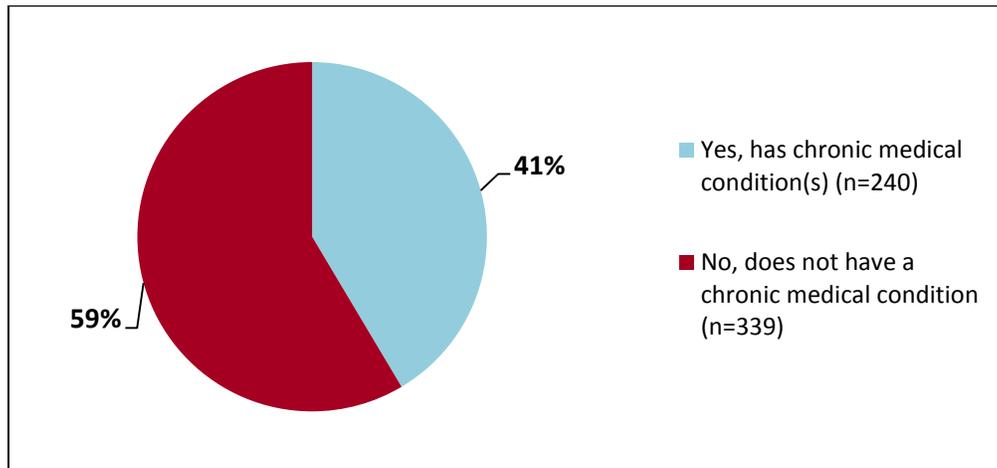


*Excludes 100 visitors who did not respond

Visitor Survey Results

As part of the visitor survey, participants were asked whether they felt their health was at risk due to high summer temperatures. Only 50% of visitors indicated they felt their health is at risk due to high summer temperatures

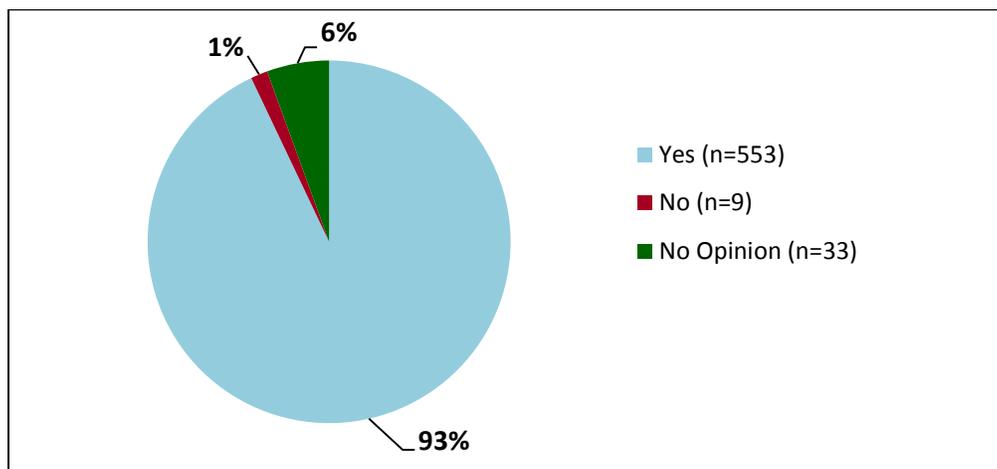
Graph 14. Percentage of Visitors who have a Chronic Medical Condition (n=579)*, Maricopa County, 2014



*Excludes 79 visitors who did not respond or had an unknown response

Based on the visitor survey, 41% of cooling center visitors stated that they had a chronic medical condition. Chronic medical conditions can put individuals at higher risk for heat related illness or death. The most common chronic medical conditions reported were diabetes (17%), back pain /leg and arm injuries/pain (15%) and hypertension (13%). See [Appendix Table 4](#) for a full list of chronic medical conditions listed by visitors.

Graph 15. Percentage of Visitors who Feel Safe and Secure in the Cooling Centers (n=595)*, Maricopa County, 2014

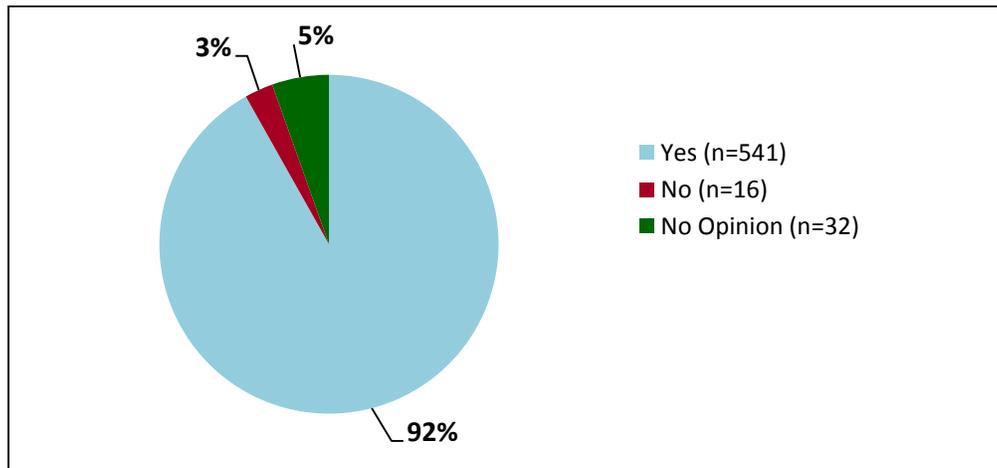


*Excludes 63 visitors who did not respond

Visitor Survey Results

Overall, the vast majority of visitors indicated that they felt safe and secure in the cooling centers.

Graph 16. Percentage of Visitors who feel comfortable in the Cooling Centers (n=589)*, Maricopa County, 2014

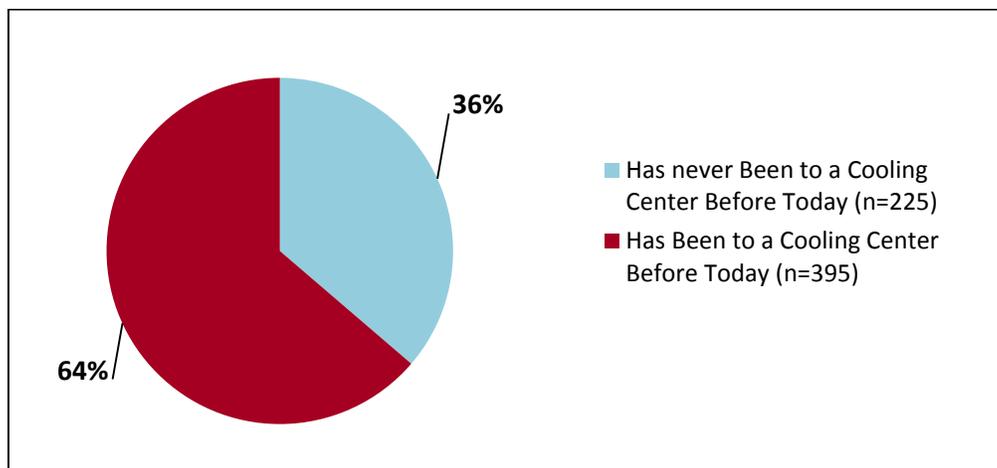


*Excludes 69 visitors who did not respond

Overall, 92% of visitors indicated that they felt comfortable in the cooling centers

Visitation Patterns

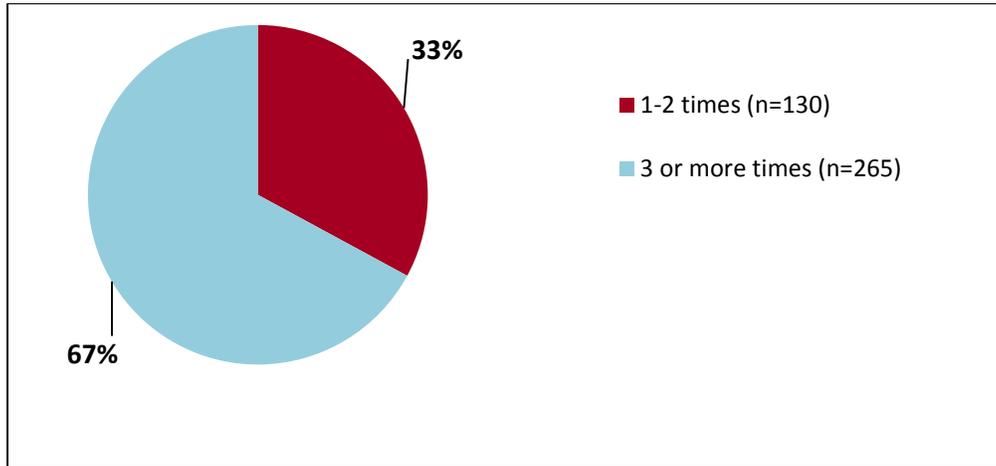
Graph 17. Percentage of First-Time Visitor to a Cooling Center (n=620)*, Maricopa County, 2014



*Excludes 38 visitors who did not respond or had an unknown response

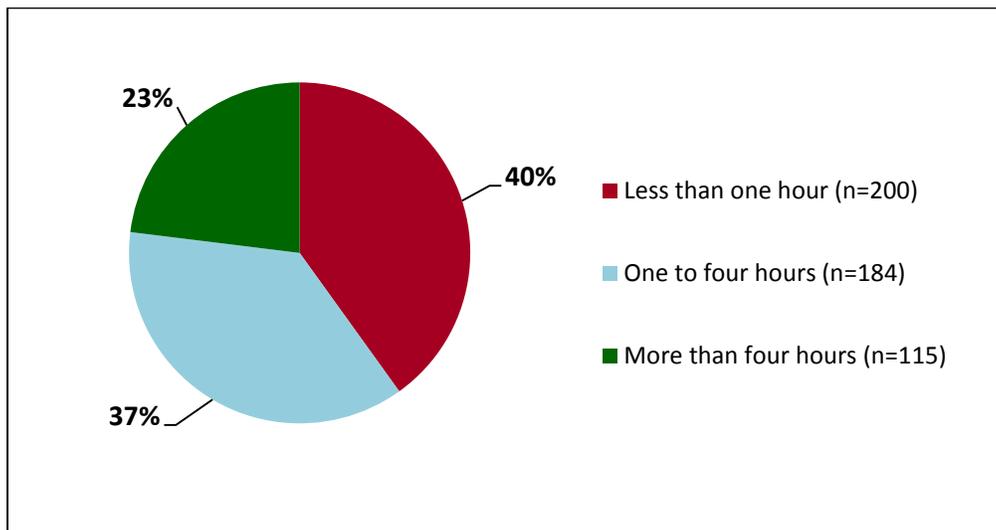
Based on the visitor survey, about two-thirds of the visitors (64%) had previously visited a cooling center.

Graph 18. Average Number of Visits to a Cooling Center during a Typical Summer (n=395)*, Maricopa County, 2014



The majority of cooling center visitors (67%) had frequented the cooling centers three or more times.

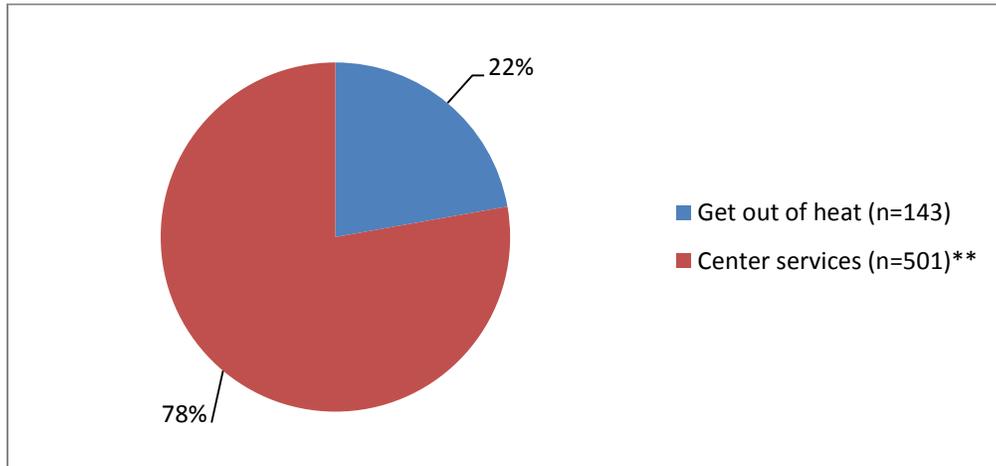
Graph 19. Average Amount of Time Spent in a Cooling Center (n=499)*, Maricopa County, 2014



*Excludes 159 visitors who did not respond or had an unknown response

On average, 60% of visitors spend more than one hour in a cooling center during their visit(s).

Graph 19. Reason for Visit to Cooling Center (n=644)*, Maricopa County, 2014

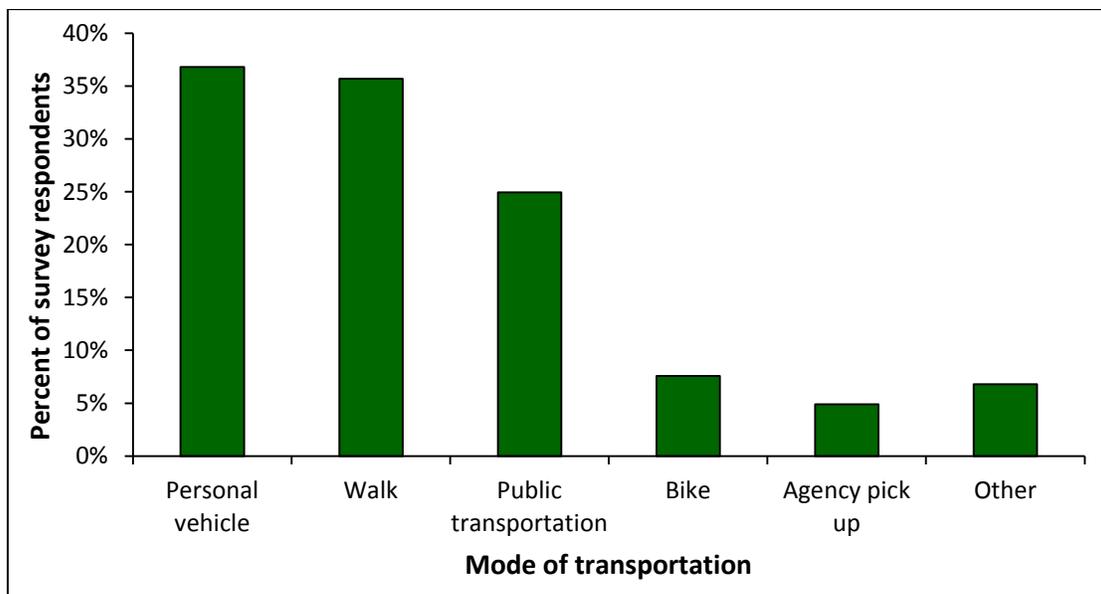


*Excludes 14 visitors who did not respond or had an unknown response;

**Center services include: food, water, recreation, shelter & utility assistance

Twenty-two percent of cooling center visitors indicated they visited the center to get out of the heat. Seventy-eight percent visited the cooling center for other reasons such as food and water (43%), utility/rent assistance (6.7%) and shelter (6.4%). See [Appendix Table 5](#) .

Graph 20. Means of Travel to Cooling Center (n=633), Maricopa County, 2014

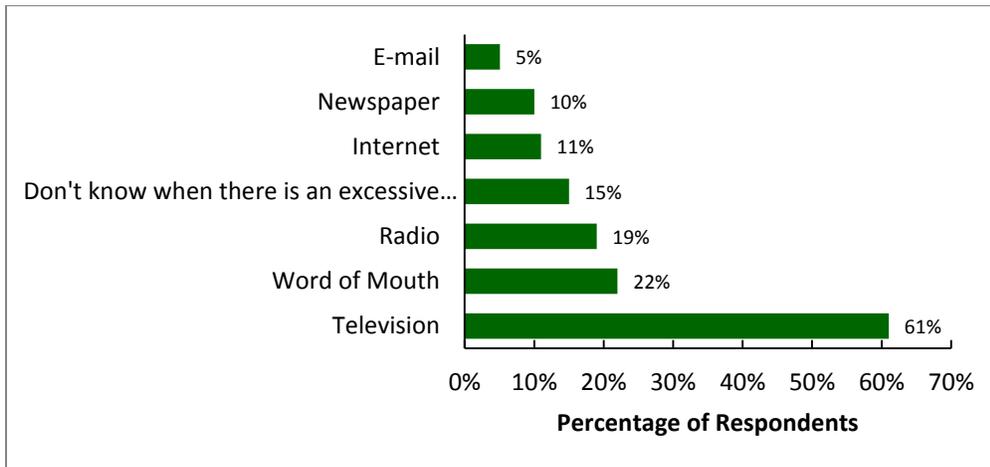


* Survey respondents were able to choose more than one option; percentages add to more than 100%.

Visitor Survey Results

Visitors had a multitude of means of travel to a cooling center, with the majority of visitors taking their personal vehicle (37%) or walking (36%). See [Appendix Table 6](#) for other of methods of travel.

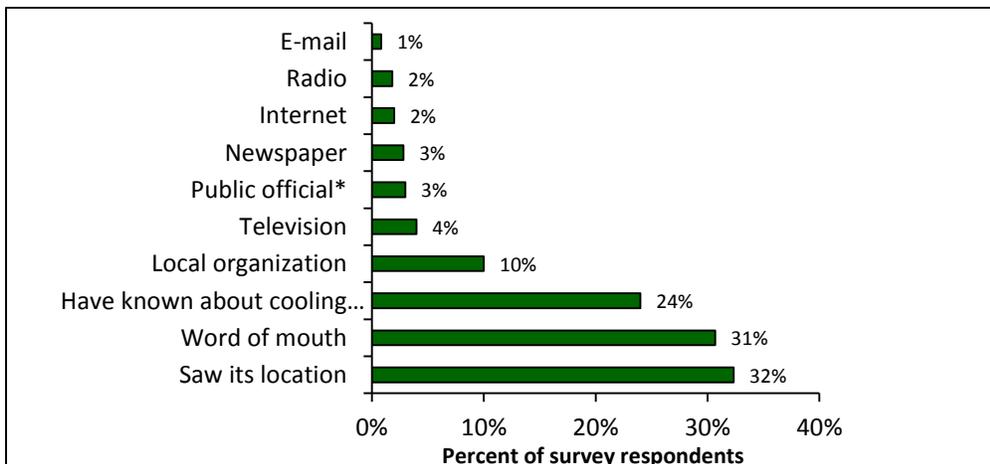
Graph 21. Methods used by Cooling Center Visitors to find out about Excessive Heat Warnings (n=628)*, Maricopa County, 2014



* Survey respondents were able to choose more than one option; therefore, percentages add to more than 100%.

Visitors used several methods to find out about excessive heat warnings in Maricopa County. The majority of the visitors found out about excessive heat warnings through television (61%), followed by word of mouth (22%). Fifteen-percent of visitors did not know when there is an excessive heat warning. Other methods that were mentioned included cell phone alerts and by feeling the heat while walking outside.

Graph 22. How Visitors found Cooling Centers (n=612), Maricopa County, 2014



Visitor Survey Results

* Survey respondents were able to choose more than one option; therefore, percentages add to more than 100%.

A majority of visitors found out about the cooling centers because they saw its sign(32%), followed closely by those who found out through word of mouth (31%). See [Appendix Table 7](#) for other methods visitors mentioned for finding the cooling centers.

Limitations

While the visitor surveys provided valuable information regarding cooling center utilization patterns and visitor demographics, this study methodology had some limitations. Both the evaluators and the cooling center staff lacked the time and funds to individually administer the visitor surveys. This limited the ability to ensure every visitor completed a survey, monitor total number of visitors, and to ensure the representativeness of the study sample compared to all visitors. The other limitation worth to mention is that we could only get information from those who visited the cooling center. There were no mechanisms to survey other vulnerable populations to find out if they were aware of the cooling centers existence.

Additionally, since the visitor surveys were self-administered, there could have been issues in interpreting some of the questions. Although the surveys were designed at a 5th grade reading level, there were several questions that could have been misconstrued or misread without the help of a facilitator. There were also skip patterns within the survey which were not always followed which created overlap in some of the responses. The survey was available in both English and Spanish, but 11 respondents indicated that their primary language was something other than English or Spanish, which suggests that we might have missed additional visitors who did not feel comfortable enough with their English language abilities to fill out the survey.

Finally, visibility of the visitor surveys was also a limitation. Some of the cooling centers provided a specific location to make the surveys visible to visitors, while other cooling centers personally handed out the visitor surveys. Some cooling centers did not have the space or resources to display the surveys at all. This limitation was evident from the amount of surveys received from each site. Some sites collected multiple surveys, while other sites collected zero surveys.

Conclusions and Recommendations

The cooling centers play a crucial role in preventing heat related mortality and morbidity. Results from the visitor surveys show that cooling centers have played an integral role in keeping Maricopa County residents and visitors safe from extreme heat for several years. Highlights of the analysis include:

Visitor Survey Results

- The Phoenix Heat Relief Network cooling centers provide opportunities for relief from the heat for many Maricopa County residents. Visitors express a high degree of satisfaction with HRN facilities: 93% of respondents said that they feel safe and secure in HRN facilities and 92% reported that they feel comfortable.
- There were more survey respondents who were females as opposed to males - 59% vs. 40%.
- The majority of respondents (84%) reported that they were unemployed.
- The highest number of cooling center visitors who completed the survey were 18 to 44 years old. However, adults 65 years and older represented the highest rate of cooling center visitors.
- The majority of survey respondents were White or Hispanic. However, Native Americans and African Americans represented the highest rates of cooling center visitors.
- One-third of the cooling center visitors reported not having a permanent residence.
- Half of the respondents did not believe their health was at risk due to high summer temperatures and another 10% had no opinion.
- Although half of respondents did not believe their health was at risk due to high summer temperatures, 41% of visitors indicated that they had a chronic medical condition.
- Of the cooling center visitors who stated that they had air conditioning at their place of residence, 27% indicated they are rarely able or unable to use their air-conditioner due to costs and other reasons.
- About one-third of respondents indicated that they are first-time visitors to the cooling centers. The other two-thirds indicated that they are repeat visitors.

Based on the results from the cooling center visitor survey, Maricopa County Department of Public Health recommends the following:

- Almost a fourth of the cooling center visitors used public transit to get to the cooling centers (23%). This suggests that marketing and education strategies geared toward public transit users may be an opportunity to increase outreach. Some ideas include, but are not limited to:
 - MAG Maps of the Heat Relief Network posted at each of the Bus Stations along with heat fact sheets identifying risk factors and signs of heat illness
 - MAG Maps of the Heat Relief Network posted on the light rail along with heat fact sheets identifying risk factors and signs of heat illness
 - Advertisements on the electronic signs at the light rail stations identifying the nearest cooling center

Visitor Survey Results

- About one-third of cooling center visitors do not have a permanent residence suggesting another opportunity for marketing and education of cooling center services are homeless shelters, clinics and other services geared toward the homeless population.
- Increase the availability of heat related education for cooling center visitors, including the fact that chronic medical conditions put people at higher risk for heat related illness and the existence of utility assistance services available to the public. This information could be produced by the contributors to this investigation and or the HRN and shared with the cooling centers to ensure standardization and accuracy of the information.
- Since this survey only assesses those Maricopa County residents who are already aware of the existence of cooling centers, consider a follow-up survey among populations at risk for heat related morbidity and mortality, such as low income elderly persons and homeless individuals to determine barriers to accessing cooling centers in Maricopa County.

Appendix

Table 2. Primary Language(s) of Cooling Center Visitors, Maricopa County, 2014

Primary Language(s) Spoken	# of Visitors
English	468
Spanish	60
Navajo	1
Russian	3
Chinese	1
Thai	1
Twi	1
French	2
Jamaican	1
Luganda	2
English and Spanish	18
English and American Sign Language	1
English and Dutch	1
English and Native	1
English and Tagalog	1
English and Navajo	2
English and Swahili	1
English and Romanian	1
English and German	1
English, Navajo, and German	1
English, Spanish, and American Sign Language	1
English, French, and Vietnamese	1
Unknown	86

Table 3: Other Reasons Visitor is Unable to Use Air Conditioner, Maricopa County 2014

Other Reasons why Visitor is Unable to Use Air Conditioner
A/C broken or does not sufficiently cool residence
Alternative cooling system (e.g., evaporative cooler)
Can use A/C but limit use to keep rates down
Can't control A/C
Don't have A/C
Economic reasons (i.e., too expensive)
Homeless
Medical reasons
No electricity

Table 4. List of Chronic Medical Condition(s), Maricopa County 2014

Chronic medical condition	Number (%)
Chronic Obstructive Pulmonary Disease (COPD)	8 (4.0%)
Arthritis	10 (5.0%)
Mental Health Related	11 (5.5%)
Asthma	19 (9.5%)
Heart disease/heart failure	19 (9.5%)
Hypertension	25 (12.6%)
Back Pain/Leg and Arm injuries	29 (14.6%)
Diabetes	34 (17.1%)
Other (Kidney disease, seizures, Valley fever, Epilepsy, Hepatitis C, Urinary Tract, Gastrointestinal Diseases, anemia, Cancer, Fibromyalgia)	44 (22%)

Table 5. Reason(s) for Visit to Cooling Center Other than to Getting Out of Heat, Maricopa County, 2014

Center Services (N=501)	Number (%)
Food and Water	217 (43.3%)
Utility/Rent Assistance	34 (6.7%)
Shelter	32 (6.4%)
Social Activities	22 (4.4%)
Other Specified Center Services (Assistance with job applications, taxes, WIC, meeting with case worker, taking classes, using restrooms, and using phones)	81 (16.2%)
Other Non-Specified Center Services	115 (23.0%)

Table 6. Other Methods of Travel to Cooling Center, Maricopa County, 2014

Other Method of Travel to Cooling Center
Cab
Circulator bus
House vehicle
Group home vehicle
Jog
Ride from family/friends
Senior Shuttle Program
Wheelchair

Table 7. Methods used by the visitors to find the Cooling Centers, Maricopa County 2014*

Other Methods Visitors Used to find Cooling Centers	N umber of Visitors (%)
Learned about while receiving other services	38 (40.0%)
No prior knowledge, accidentally found out about cooling center while trying to get heat relief	25 (26.5%)
Referred by family members/friend	14 (14.8%)
Referred by family service agency	14 (14.8%)
211 (Community Information and Referral services)	3 (3.2%)

*Excluded 7 responses with conflicting information

Cooling Center Evaluation - Visitor Survey

Dear Cooling Center Visitor, We would like your help in improving public services during our hot summers. One step to this is looking at how cooling centers are being used. We hope to gather some basic information about those visiting the centers and their use of them. Your decision to complete the survey is voluntary. If you do not feel comfortable answering any question, please skip it. We do not need your name on this form and this information will not be shared with anyone. You can rip off this page and keep it with you if you wish to contact us.

The survey should take 10 minutes to complete. When you are done, please fold the survey in half. You can return the form to the box located next to the blank surveys. Please do not complete the survey more than once. If you have taken the survey at any other point this summer, we kindly ask you do not participate again.

If you have any questions, please contact Darcie Bentz at 602-372-4092.

Thank you for all your help!

Maricopa County Department of Public Health, Arizona Department of Health Services, and Arizona State University

Cooling Center Survey:

Initials of Data Specialist:

Visitor Survey Results

Facility Name:

Was the survey filled out in English or Spanish?

- English
- Spanish

Have you filled out this survey before? (If yes, please STOP here)

- Yes
- No
- Not selected

Additional Comments:

Date of your visit:

Time of your visit:

Is this your first visit this summer?

- Yes
- No
- Not selected

Additional Comments:

What is the reason for your visit? (check all that apply)

- Food, water
- Shelter
- Get away from the heat
- Center services (classes, programs, etc.)
- Other (please explain)

Additional Comments:

How do you normally travel to this cooling center?

- Walk
- Bike
- Public Transportation (bus, light rail)
- Personal Vehicle
- Agency pickup (dial-a-ride, shuttle, etc.)
- Other (please explain)

Additional Comments:

Visitor Survey Results

Do you have an air conditioning unit where you live?

- Yes
- No
- I do not have a permanent residence (3)

Additional Comments:

If you do have an air conditioning unit where you live, are you able to use it?

- Yes
- Yes, but used rarely because it costs too much
- No, because it is broken
- No, Other (please describe)
- Other (please describe)

Additional Comments:

How many times do you usually visit a cooling center during a typical summer?

- I have never been to a cooling center before today
- Once
- One or two times
- Three or more times

Additional Comments:

Q22 Please answer this question if you have visited a cooling center before. How much time do you typically spend at the center?

- Less than one hour
- One to four hours
- More than four hours

Additional Comments:

Visitor Survey Results

Q24 How did you find out about this cooling center? (check all that apply)

- I saw its location
- I heard about it through someone I know
- I heard about it through a local organization (church, community center)
- I heard about it through a public official (medical, police, fire, EMS)
- Television
- Radio
- Newspaper
- Internet
- E-mail
- I have known about this cooling center for a long time
- Other (please describe)

Additional Comments:

How do you usually find out there is an excessive heat warning ? (check all that apply)

- Television
- Radio
- Newspaper
- Internet
- E-mail
- Word of mouth
- I usually do not know when an excessive heat warning has been issued

Additional Comments:

Do you feel safe and secure at this facility?

- Yes
- No
- No Opinion

Additional Comments:

Do you feel comfortable at this facility?

- Yes
- No
- No Opinion

Additional Comments:

Visitor Survey Results

Do you feel that your health is at risk because of high summer temperatures?

- Yes
- No
- No Opinion

Additional Comments:

What is your age?

- Under 18
- 18-44
- 45-64
- 65 or above
- Not selected

What is your gender?

- Male
- Female
- Do not identify as either M or F

Additional Comments:

What is your racial or ethnic background?

- African American
- Asian
- Hispanic
- Native American
- White
- Other

Additional Comments:

Are you currently employed?

- Yes
- No

Additional Comments:

If yes, does your job require you to work outdoors most of the day?

- Yes
- No

Additional Comments:

Visitor Survey Results

What is your zip code of residence?

Do you have a permanent residence?

- Yes
- No

Additional Comments:

What is your primary language?

Do you have any chronic medical conditions? If yes, please explain.

- Yes
- No

Additional Comments:

Have you ever used an utility assistance program (for example Low Income Home Energy Assistance Program, LIHEAP)?

- Yes
- No
- Don't know

Additional Comments:

Is there anything else you would like to report that was not asked?