

2003 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	43%
SATISFIED	49%
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	65%
DISSATISFIED	10%
VERY DISSATISFIED	2%
D.K. / REF.	7%

3. How satisfied are you with Maricopa County government?

VERY SATISFIED	12%
SATISFIED	69%
DISSATISFIED	8%
VERY DISSATISFIED	0%
D.K. / REF.	10%

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

VERY SATISFIED	9%
SATISFIED	61%
DISSATISFIED	21%
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	13%
SATISFIED	37%
DISSATISFIED	20%
VERY DISSATISFIED	6%
D.K. / REF.	24%

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	3%
MUCH	16%
SOME	42%
ALMOST NOTHING	38%
D.K. / REF.	0%

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

VERY CONFIDENT	5%
CONFIDENT	68%
NOT VERY CONFIDENT	16%
NOT AT ALL CONFIDENT	2%
D.K. / REF.	8%

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

VERY SATISFIED	5%
SATISFIED	58%
DISSATISFIED	22%
VERY DISSATISFIED	4%
D.K. / REF.	11%

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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	15%
SOME	64%
NOT MUCH	14%
NONE AT ALL	4%
D.K. / REF.	4%

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

EXCELLENT	7%
GOOD	53%
FAIR	29%
POOR	5%
VERY POOR	1%
D.K. / REF.	4%

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

EXCELLENT	7%
GOOD	34%
FAIR	31%
POOR	17%
VERY POOR	6%
D.K. / REF.	5%

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

EXCELLENT	5%
GOOD	41%
FAIR	27%
POOR	9%
VERY POOR	2%
D.K. / REF.	16%

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	45%
REMAIN ABOUT THE SAME	34%
SMALLER ROLE	10%
D.K. / REF.	11%

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

NO	34%
YES	66%
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	23%
YES	11%
INTERNET AT HOME	66%
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	40%
1-2 WEEK	20%
1-2 MONTH	9%
LESS THAN MONTHLY	3%
ALMOST NEVER	6%
NO INTERNET ACCESS	23%
D.K. / REF.	

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	25%
1-2 WEEK	16%
1-2 MONTH	9%
LESS THAN MONTHLY	4%
ALMOST NEVER	22%
NO INTERNET ACCESS	23%
D.K. / REF.	1%

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

NO	39%
ONCE	5%
2 OR 3 TIMES	12%
4 OR 5 TIMES	4%
MORE THAN 5 TIMES	16%
NO INTERNET ACCESS	23%
D.K. / REF.	1%

41. One of the things Maricopa County government does to find out how citizens feel about issues is to have public hearings or forums. Have you ever attended a county sponsored hearing or forum? (How many?)

NO	90%
ONCE	5%
2 OR 3 TIMES	4%
4 OR 5 TIMES	1%
MORE THAN 5 TIMES	1%
D.K./ REF.	

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

TAXES/BUDGET	6%
TRANSPORTATION	11%
FLOOD CONTROL	4%
PLANNING/ZONING	48%
STADIUM	1%
PARKS/RECREATION	2%
JAIL CONSTRUCTION	2%
OTHER	8%
MULTIPLE MENTIONS	2%
DON'T KNOW/N.A.	17%

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

EXCELLENT	12%
GOOD	39%
FAIR	32%
POOR	9%
VERY POOR	6%
D.K. / REF.	2%

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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	4%	6%
SATISFIED	56%	72%
DISSATISFIED	14%	18%
VERY DISSATISFIED	3%	4%
D.K. / REF.	22%	

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	90%
YES	10%
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 113 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	24%
WEB ONLY	18%
EMAIL ONLY	1%
EMAIL, VISIT	
EMAIL, WEB	1%
PHONE ONLY	41%
PHONE, VISIT	7%
PHONE, EMAIL, VISIT	
PHONE, EMAIL	2%
PHONE, EMAIL, WEB, VISIT	4%

- 201b. How satisfied or dissatisfied were you with the service you received?
(ASKED ONLY OF THE 113 RESPONDENTS WHO MADE CONTACT)

VERY SATISFIED	26%
SATISFIED	53%
DISSATISFIED	13%
VERY DISSATISFIED	7%
DON'T KNOW/N.A.	1%

- 201c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?
(ASKED ONLY OF THE 113 RESPONDENTS WHO MADE CONTACT)

VERY SATISFIED	26%
SATISFIED	44%
DISSATISFIED	9%
VERY DISSATISFIED	2%
NO STAFF CONTACT	19%
DON'T KNOW/N.A.	1%

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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%	10%
SATISFIED	62%	68%
DISSATISFIED	17%	18%
VERY DISSATISFIED	4%	5%
D.K. / REF.	8%	

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	90%
YES	10%
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 115 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	15%
WEB ONLY	19%
WEB, VISIT	
EMAIL ONLY	4%
EMAIL, VISIT	2%
PHONE ONLY	52%
PHONE, VISIT	3%
PHONE, WEB	3%
PHONE, EMAIL, VISIT	1%
PHONE, EMAIL	1%
PHONE, EMAIL, WEB	1%

- 202b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	30%
SATISFIED	51%
DISSATISFIED	14%
VERY DISSATISFIED	5%

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

VERY SATISFIED	19%
SATISFIED	49%
DISSATISFIED	7%
VERY DISSATISFIED	2%
NO STAFF CONTACT	22%
DONT KNOW/N.A.	2%

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

VERY SATISFIED	11%	13%
SATISFIED	66%	79%
DISSATISFIED	6%	7%
VERY DISSATISFIED	1%	1%
D.K. / REF.	16%	

203. The Maricopa County Flood Control District?

NO	97%
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 **38** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	24%
WEB ONLY	8%
WEB, VISIT	3%
EMAIL ONLY	13%
EMAIL, WEB	3%
PHONE ONLY	34%
PHONE, VISIT	3%
PHONE, WEB	5%
PHONE, EMAIL	5%
PHONE, EMAIL, WEB	3%

203b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	34%
SATISFIED	47%
DISSATISFIED	13%
VERY DISSATISFIED	5%

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

VERY SATISFIED	42%
SATISFIED	34%
DISSATISFIED	5%
VERY DISSATISFIED	
NO STAFF CONTACT	18%
DON'T KNOW/N.A.	

Maricopa County Customer Satisfaction Survey - 2003

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

VERY SATISFIED	27%	35%
SATISFIED	47%	62%
DISSATISFIED	2%	3%
VERY DISSATISFIED	0%	0%
D.K. / REF.	24%	

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

NO	62%
YES	38%

204a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 454 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	79%
WEB ONLY	3%
WEB, VISIT	5%
EMAIL ONLY	1%
EMAIL, VISIT	2%
EMAIL, WEB, VISIT	0%
PHONE ONLY	4%
PHONE, VISIT	2%
PHONE, WEB	1%
PHONE, EMAIL, VISIT	1%
PHONE, EMAIL, VIST	0%
PHONE, EMAIL, WEB, VISIT	1%
DON'T KNOW/N.A.	0%

204b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	55%
SATISFIED	43%
DISSATISFIED	2%
VERY DISSATISFIED	
NO STAFF CONTACT	0%

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

VERY SATISFIED	59%
SATISFIED	37%
DISSATISFIED	1%
VERY DISSATISFIED	
NO STAFF CONTACT	3%
DON'T KNOW/N.A.	1%

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	14%
AGREE	65%
DISAGREE	4%
STRONGLY DISAGREE	0%
D.K. / REF.	17%

Maricopa County Customer Satisfaction Survey - 2003

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

VERY SATISFIED	26%	30%
SATISFIED	56%	64%
DISSATISFIED	4%	5%
VERY DISSATISFIED	1%	1%
D.K. / REF.	13%	

205. Have you gone to a Maricopa County Park or Recreation Area or have you contacted the office in the last year?

NO	50%
YES	50%
D.K. / REF.	0%

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 **587** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	87%
WEB ONLY	3%
WEB, VISIT	1%
EMAIL ONLY	1%
EMAIL, VISIT	1%
EMAIL, WEB, VISIT	0%
PHONE ONLY	4%
PHONE, VISIT	3%
PHONE, WEB	0%
PHONE, EMAIL, VIST	0%
PHONE, EMAIL, WEB, VISIT	0%

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

VERY SATISFIED	43%
SATISFIED	53%
DISSATISFIED	2%
VERY DISSATISFIED	1%
D.K. / REF.	2%

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

VERY SATISFIED	32%
SATISFIED	38%
DISSATISFIED	1%
VERY DISSATISFIED	0%
NO STAFF CONTACT	28%
DONT KNOW/N.A.	2%

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

STRONGLY AGREE	13%
AGREE	75%
DISAGREE	3%
STRONGLY DISAGREE	0%
D.K. / REF.	8%

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

STRONGLY AGREE	32%
AGREE	54%
DISAGREE	5%
STRONGLY DISAGREE	1%
D.K. / REF.	8%

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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	22%	25%
SATISFIED	50%	58%
DISSATISFIED	10%	12%
VERY DISSATISFIED	5%	6%
D.K. / REF.	14%	

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

NO	48%
YES	52%
DONT KNOW/N.A.	

206a. How satisfied or dissatisfied were you with your experience(s) at the ballpark?
(ASKED ONLY OF THE **610** RESPONDENTS WHO ATTENDED BOB)

VERY SATISFIED	64%
SATISFIED	32%
DISSATISFIED	3%
VERY DISSATISFIED	0%
D.K. / REF.	

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

NO	86%
YES	14%
D.K. / REF.	

206c. How satisfied or dissatisfied were you with your experiences at the ballpark?
(ASKED ONLY OF THE **165** RESPONDENTS WHO ATTENDED CACTUS LEAGUE GAMES)

VERY SATISFIED	65%
SATISFIED	32%
DISSATISFIED	1%
VERY DISSATISFIED	1%
D.K. / REF.	1%

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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	58%	63%
DISSATISFIED	19%	21%
VERY DISSATISFIED	4%	5%
D.K. / REF.	8%	

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

NO	91%
YES	9%
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 **109** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	30%
WEB ONLY	28%
WEB, VISIT	1%
EMAIL ONLY	2%
EMAIL, WEB	3%
PHONE ONLY	25%
PHONE, VISIT	3%
PHONE, WEB	2%
PHONE, EMAIL, VISIT	2%
PHONE, EMAIL	1%
PHONE, EMAIL, WEB	2%
PHONE, EMAIL, WEB, VISIT	2%
DON'T KNOW/N.A.	1%

207b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	46%
SATISFIED	39%
DISSATISFIED	13%
VERY DISSATISFIED	3%

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

VERY SATISFIED	40%
SATISFIED	27%
DISSATISFIED	6%
VERY DISSATISFIED	2%
NO STAFF CONTACT	24%
DON'T KNOW/N.A.	1%

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

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

STRONGLY AGREE	9%
AGREE	63%
DISAGREE	16%
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	10%
AGREE	62%
DISAGREE	19%
STRONGLY DISAGREE	3%
D.K. / REF.	7%

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

VERY SATISFIED	6%	9%
SATISFIED	46%	70%
DISSATISFIED	11%	17%
VERY DISSATISFIED	3%	4%
D.K. / REF.	34%	

208. Have you contacted a county Human Services office such as Head Start or Work Force Development?

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

208a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **70** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	30%
WEB ONLY	14%
WEB, VISIT	1%
EMAIL ONLY	4%
EMAIL, WEB, VISIT	1%
PHONE ONLY	30%
PHONE, VISIT	11%
PHONE, WEB	1%
PHONE, EMAIL	4%
PHONE, EMAIL, WEB, VISIT	1%

208b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	34%
SATISFIED	34%
DISSATISFIED	27%
VERY DISSATISFIED	4%

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

VERY SATISFIED	36%
SATISFIED	37%
DISSATISFIED	10%
VERY DISSATISFIED	7%
NO STAFF CONTACT	10%
DON'T KNOW/N.A.	

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

VERY SATISFIED	11%	14%
SATISFIED	57%	76%
DISSATISFIED	6%	8%
VERY DISSATISFIED	1%	1%
D.K. / REF.	25%	

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	87%
YES	13%
D.K. / REF.	0%

209a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **150** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	59%
WEB ONLY	8%
WEB, VISIT	1%
EMAIL ONLY	1%
EMAIL, VISIT	1%
PHONE ONLY	22%
PHONE, VISIT	6%
PHONE, WEB	1%
PHONE, EMAIL, VISIT	1%
PHONE, EMAIL	1%

209b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	48%
SATISFIED	44%
DISSATISFIED	5%
VERY DISSATISFIED	3%

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

VERY SATISFIED	50%
SATISFIED	38%
DISSATISFIED	5%
VERY DISSATISFIED	3%
NO STAFF CONTACT	5%

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

STRONGLY AGREE	6%
AGREE	64%
DISAGREE	14%
STRONGLY DISAGREE	2%
D.K. / REF.	14%

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

STRONGLY AGREE	11%
AGREE	65%
DISAGREE	8%
STRONGLY DISAGREE	0%
D.K. / REF.	16%

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

STRONGLY AGREE	9%
AGREE	56%
DISAGREE	8%
STRONGLY DISAGREE	1%
D.K. / REF.	27%

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

VERY SATISFIED	13%	14%
SATISFIED	60%	68%
DISSATISFIED	13%	15%
VERY DISSATISFIED	2%	3%
D.K. / REF.	11%	

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	81%
YES	19%
D.K. / REF.	0%

210a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **227** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	47%
WEB ONLY	8%
WEB, VISIT	3%
EMAIL ONLY	3%
PHONE ONLY	26%
PHONE, VISIT	9%
PHONE, WEB	2%
PHONE, EMAIL	0%
PHONE, EMAIL, VIST	0%
PHONE, EMAIL, WEB, VISIT	1%
DON'T KNOW/N.A.	0%

210b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	43%
SATISFIED	42%
DISSATISFIED	8%
VERY DISSATISFIED	7%
D.K. / REF.	0%

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

VERY SATISFIED	41%
SATISFIED	44%
DISSATISFIED	5%
VERY DISSATISFIED	4%
NO STAFF CONTACT	7%
DON'T KNOW/N.A.	0%

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

NONE	57%
ONE	26%
TWO	12%
THREE	3%
FOUR	1%
FIVE	0%
SIX	0%
SEVEN	0%
DON'T KNOW/N.A.	0%

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

NONE	80%
ONE	11%
TWO	6%
THREE	2%
FOUR	1%
FIVE	1%
SIX	0%
SEVEN	0%
EIGHT OR MORE	0%
DON'T KNOW/N.A.	0%

312. (Has it / Have all of them) been spayed or neutered?

NO	23%
YES	76%
DON'T KNOW/N.A.	0%

312a. Why not?

COST	18%
TIME	10%
PLAN TO BREED	21%
EFFECT ON ANIMAL	4%
DON'T BELIEVE IN IT	7%
AGE OF ANIMAL	30%
DON'T KNOW/N.A.	9%

313. Where did you to get your dog or cat? (The newest one to your household.)

ANIMAL CARE & CONTROL	1%
COUNTY POUND	6%
ANIMAL SHELTER	7%
HUMANE SOCIETY	6%
PETSMART	3%
OTHER PET STORE	4%
NEWSPAPER ADD	7%
BREEDER	25%
GIFT / STRAY	39%
DON'T KNOW/N.A.	3%

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314. In the past two years, have you either lost a dog or cat, or found one?

NO	86%
LOST	5%
FOUND	7%
LOST & FOUND	1%
DON'T KNOW/N.A..	0%

314a. What all did you do to try to find (your pet / the owner of the lost animal)?
Did you put up flyers/ posters in your neighborhood?

NO	61%
YES	35%
D.K. / REF.	4%

314b. Did you use the Internet?

NO	78%
YES	18%
D.K. / REF.	4%

314c. Did you call &/or go to the Humane Society?

NO	51%
YES	45%
D.K. / REF.	4%

314d. Did you call &/or go to the county pound (A.C.C.S.)?

NO	54%
YES	42%
D.K. / REF.	4%

314e. Did you do anything else? (What? _____)

NO	62%
YES	34%
D.K. / REF.	4%

315. Have you ever had to give up a dog or cat to an animal shelter? (Which?)

NO	85%
YES, DOG	10%
YES, CAT	4%
YES, BOTH	1%
DON'T KNOW/N.A.	0%

315a. Why?

FAMILY MOVING	14%
PET TOO EXPENSIVE	7%
PET IN POOR HEALTH	24%
HEALTH OF FAMILY MEMBER	6%
DIVORCE / MARRIAGE	2%
DEATH IN FAMILY	1%
BARKING / NOICE	1%
BITING / ATTACKING	24%
CHEWING	3%
JUMPING FENCES	3%
HOUSEBREAKING	3%
OTHER	4%
DON'T KNOW/N.A.	8%

Maricopa County Customer Satisfaction Survey - 2003

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	9%	16%
SATISFIED	38%	66%
DISSATISFIED	8%	14%
VERY DISSATISFIED	2%	4%
D.K. / REF.	42%	

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

NO	87%
YES	13%
	0%

211a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **155** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	74%
WEB ONLY	5%
EMAIL, WEB, VISIT	1%
PHONE ONLY	6%
PHONE, VISIT	11%
PHONE, EMAIL, VISIT	1%
PHONE, EMAIL, VIST	1%
PHONE, EMAIL, WEB, VISIT	1%

211b. How satisfied or dissatisfied were you with MMC and any service you received?

VERY SATISFIED	42%
SATISFIED	47%
DISSATISFIED	8%
VERY DISSATISFIED	3%
D.K. / REF.	

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

VERY SATISFIED	43%
SATISFIED	44%
DISSATISFIED	7%
VERY DISSATISFIED	4%
NO STAFF CONTACT	3%
DON'T KNOW/N.A.	

Maricopa County Customer Satisfaction Survey - 2003

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

NO	92%
YES	7%
	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 **88** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	74%
WEB ONLY	3%
PHONE ONLY	7%
PHONE, VISIT	15%
PHONE, EMAIL, VISIT	1%

211f. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	48%
SATISFIED	42%
DISSATISFIED	2%
VERY DISSATISFIED	6%
	2%

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

VERY SATISFIED	52%
SATISFIED	36%
DISSATISFIED	5%
VERY DISSATISFIED	5%
NO STAFF CONTACT	1%
DON'T KNOW/N.A.	1%

Maricopa County Customer Satisfaction Survey - 2003

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

VERY SATISFIED	4%	9%
SATISFIED	39%	86%
DISSATISFIED	2%	4%
VERY DISSATISFIED	1%	1%
D.K. / REF.	54%	

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

NO	98%
YES	2%
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 **25** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	32%
WEB ONLY	4%
EMAIL ONLY	8%
PHONE ONLY	48%
PHONE, VISIT	4%
PHONE, EMAIL	4%

212b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	32%
SATISFIED	48%
DISSATISFIED	4%
VERY DISSATISFIED	12%
	4%

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

VERY SATISFIED	32%
SATISFIED	52%
VERY DISSATISFIED	8%
NO STAFF CONTACT	8%

Maricopa County Customer Satisfaction Survey - 2003

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

VERY SATISFIED	6%	10%
SATISFIED	51%	76%
DISSATISFIED	8%	12%
VERY DISSATISFIED	2%	3%
D.K. / REF.	33%	

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

NO	93%
YES	7%

213a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **84** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	56%
WEB ONLY	4%
PHONE ONLY	26%
PHONE, VISIT	8%
PHONE, EMAIL, VISIT	1%
PHONE, EMAIL	1%
PHONE, EMAIL, VIST	1%
PHONE, EMAIL, WEB, VISIT	2%

213b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	32%
SATISFIED	51%
DISSATISFIED	12%
VERY DISSATISFIED	5%
D.K. / REF.	

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

VERY SATISFIED	38%
SATISFIED	39%
DISSATISFIED	14%
VERY DISSATISFIED	6%
NO STAFF CONTACT	2%

Maricopa County Customer Satisfaction Survey - 2003

114. Satisfaction with Maricopa County Superior Courts?

VERY SATISFIED	7%	11%
SATISFIED	53%	75%
DISSATISFIED	8%	11%
VERY DISSATISFIED	2%	3%
D.K. / REF.	30%	

214. Contacted Maricopa County Superior Courts?

NO	86%
YES	14%

214a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **169** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	41%
WEB ONLY	21%
WEB, VISIT	6%
EMAIL ONLY	2%
EMAIL, VISIT	1%
EMAIL, WEB	1%
PHONE ONLY	12%
PHONE, VISIT	9%
PHONE, WEB	3%
PHONE, EMAIL, VISIT	1%
PHONE, EMAIL	1%
PHONE, EMAIL, VIST	1%
PHONE, EMAIL, WEB	1%
PHONE, EMAIL, WEB, VISIT	1%

214b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	47%
SATISFIED	36%
DISSATISFIED	9%
VERY DISSATISFIED	6%
D.K. / REF.	1%

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

VERY SATISFIED	34%
SATISFIED	33%
DISSATISFIED	7%
VERY DISSATISFIED	4%
NO STAFF CONTACT	21%
DONT KNOW/N.A.	1%

Maricopa County Customer Satisfaction Survey - 2003

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	12%	17%
SATISFIED	54%	77%
DISSATISFIED	3%	4%
VERY DISSATISFIED	1%	2%
D.K. / REF.	30%	

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

VISIT ONLY	41%
WEB ONLY	21%
WEB, VISIT	6%
EMAIL ONLY	2%
EMAIL, VISIT	1%
EMAIL, WEB	1%
PHONE ONLY	12%
PHONE, VISIT	9%
PHONE, WEB	3%
PHONE, EMAIL, VISIT	1%
PHONE, EMAIL	1%
PHONE, EMAIL, VIST	1%
PHONE, EMAIL, WEB	1%
PHONE, EMAIL, WEB, VISIT	1%

215b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	47%
SATISFIED	36%
DISSATISFIED	9%
VERY DISSATISFIED	6%
DON'T KNOW/N.A.	1%

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

VERY SATISFIED	34%
SATISFIED	33%
DISSATISFIED	7%
VERY DISSATISFIED	4%
NO STAFF CONTACT	21%
DON'T KNOW/N.A.	1%

Maricopa County Customer Satisfaction Survey - 2003

116. Satisfaction with the Maricopa County Juvenile Detention system?

VERY SATISFIED	4%	7%
SATISFIED	38%	68%
DISSATISFIED	12%	20%
VERY DISSATISFIED	2%	4%
D.K. / REF.	44%	

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

NO	97%
YES	3%

216a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 59 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	41%
PHONE ONLY	47%
PHONE, VISIT	9%
PHONE, EMAIL, WEB, VISIT	3%

216b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	25%
SATISFIED	63%
DISSATISFIED	6%
VERY DISSATISFIED	6%

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

VERY SATISFIED	31%
SATISFIED	53%
DISSATISFIED	6%
VERY DISSATISFIED	6%
NO STAFF CONTACT	3%

Maricopa County Customer Satisfaction Survey - 2003

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

VERY SATISFIED	21%	24%
SATISFIED	49%	55%
DISSATISFIED	13%	15%
VERY DISSATISFIED	5%	6%
D.K. / REF.	12%	

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

NO	90%
YES	10%
	0%

217a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **120** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	48%
WEB ONLY	8%
WEB, VISIT	2%
EMAIL ONLY	2%
PHONE ONLY	32%
PHONE, VISIT	6%
PHONE, EMAIL, VISIT	2%
PHONE, EMAIL	1%
PHONE, EMAIL, WEB, VISIT	1%

217b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	29%
SATISFIED	40%
DISSATISFIED	18%
VERY DISSATISFIED	13%

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

VERY SATISFIED	28%
SATISFIED	35%
DISSATISFIED	15%
VERY DISSATISFIED	13%
NO STAFF CONTACT	8%
DON'T KNOW/N.A.	1%

Maricopa County Customer Satisfaction Survey - 2003

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

VERY SATISFIED	12%	14%
SATISFIED	53%	64%
DISSATISFIED	14%	17%
VERY DISSATISFIED	4%	5%
D.K. / REF.	17%	

218. The Office of the Maricopa County Attorney?

NO	96%
YES	4%

218a. 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	21%
WEB ONLY	2%
EMAIL ONLY	8%
EMAIL, VISIT	2%
PHONE ONLY	54%
PHONE, VISIT	8%
PHONE, WEB	2%
PHONE, EMAIL	4%

218b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	42%
SATISFIED	37%
DISSATISFIED	12%
VERY DISSATISFIED	8%
D.K. / REF.	2%

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

VERY SATISFIED	43%
SATISFIED	41%
DISSATISFIED	6%
VERY DISSATISFIED	6%
NO STAFF CONTACT	2%
DON'T KNOW/N.A.	2%

Maricopa County Customer Satisfaction Survey - 2003

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

VERY SATISFIED	6%	9%
SATISFIED	45%	75%
DISSATISFIED	7%	11%
VERY DISSATISFIED	3%	4%
D.K. / REF.	40%	

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

NO	98%
YES	2%

219a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **26** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	42%
WEB ONLY	4%
PHONE ONLY	38%
PHONE, VISIT	12%
PHONE, EMAIL, WEB, VISIT	4%

219b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	31%
SATISFIED	46%
DISSATISFIED	8%
VERY DISSATISFIED	15%

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

VERY SATISFIED	38%
SATISFIED	46%
VERY DISSATISFIED	15%

Maricopa County Customer Satisfaction Survey - 2003

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

VERY SATISFIED	4%	6%
SATISFIED	38%	65%
DISSATISFIED	15%	25%
VERY DISSATISFIED	2%	4%
D.K. / REF.	41%	

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

NO	97%
YES	3%

219e. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 39 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	28%
EMAIL ONLY	3%
PHONE ONLY	49%
PHONE, VISIT	13%
PHONE, EMAIL	3%
PHONE, EMAIL, WEB, VISIT	5%

219f. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	51%
SATISFIED	31%
DISSATISFIED	10%
VERY DISSATISFIED	8%

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

VERY SATISFIED	46%
SATISFIED	41%
DISSATISFIED	5%
VERY DISSATISFIED	5%
NO STAFF CONTACT	3%

Maricopa County Customer Satisfaction Survey - 2003

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	63%	73%
DISSATISFIED	13%	15%
VERY DISSATISFIED	2%	2%
D.K. / REF.	14%	

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

NO	88%
YES	12%
	0%

220a. 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	10%
WEB ONLY	49%
WEB, VISIT	2%
EMAIL ONLY	8%
EMAIL, WEB	1%
PHONE ONLY	24%
PHONE, VISIT	1%
PHONE, WEB	3%
PHONE, EMAIL	1%
PHONE, EMAIL, WEB, VISIT	1%

220b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	44%
SATISFIED	45%
DISSATISFIED	7%
VERY DISSATISFIED	4%
DON'T KNOW/N.A.	1%

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

VERY SATISFIED	19%
SATISFIED	24%
DISSATISFIED	3%
VERY DISSATISFIED	1%
NO STAFF CONTACT	47%
DON'T KNOW/N.A.	4%

Maricopa County Customer Satisfaction Survey - 2003

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

VERY SATISFIED	9%	11%
SATISFIED	70%	84%
DISSATISFIED	4%	5%
VERY DISSATISFIED	0%	0%
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	89%
YES	11%

221a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **125** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	18%
WEB ONLY	40%
WEB, VISIT	1%
EMAIL ONLY	4%
PHONE ONLY	27%
PHONE, VISIT	2%
PHONE, WEB	2%
PHONE, EMAIL, VISIT	1%
PHONE, EMAIL	2%
PHONE, EMAIL, WEB	1%
PHONE, EMAIL, WEB, VISIT	1%
DON'T KNOW/N.A.	1%

221b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	50%
SATISFIED	43%
DISSATISFIED	5%
VERY DISSATISFIED	2%
DON'T KNOW/N.A.	1%

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

VERY SATISFIED	35%
SATISFIED	27%
DISSATISFIED	2%
VERY DISSATISFIED	1%
NO STAFF CONTACT	33%
DON'T KNOW/N.A.	2%

Maricopa County Customer Satisfaction Survey - 2003

122. Services provided by the County Treasurer?

VERY SATISFIED	4%	6%
SATISFIED	58%	87%
DISSATISFIED	4%	6%
VERY DISSATISFIED	0%	1%
D.K. / REF.	33%	

222. What about the Office of the County Treasurer?

NO	98%
YES	2%
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 24 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	13%
WEB ONLY	29%
EMAIL ONLY	4%
EMAIL, WEB	4%
PHONE ONLY	25%
PHONE, WEB	25%

222b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	33%
SATISFIED	58%
DISSATISFIED	4%
VERY DISSATISFIED	4%

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

VERY SATISFIED	29%
SATISFIED	42%
DISSATISFIED	4%
NO STAFF CONTACT	25%

Maricopa County Customer Satisfaction Survey - 2003

123. Services provided by the County Superintendent of Schools?

VERY SATISFIED	5%	7%
SATISFIED	50%	68%
DISSATISFIED	15%	21%
VERY DISSATISFIED	3%	5%
D.K. / REF.	27%	

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 **40** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	18%
WEB ONLY	20%
WEB, VISIT	5%
EMAIL ONLY	5%
EMAIL, VISIT	3%
EMAIL, WEB	5%
PHONE ONLY	35%
PHONE, VISIT	5%
PHONE, EMAIL	3%
PHONE, EMAIL, WEB, VISIT	3%

223b. How satisfied or dissatisfied were you with the service you received?

VERY SATISFIED	35%
SATISFIED	43%
DISSATISFIED	13%
VERY DISSATISFIED	10%

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

VERY SATISFIED	23%
SATISFIED	30%
DISSATISFIED	15%
VERY DISSATISFIED	10%
NO STAFF CONTACT	18%
D.K. / REF.	5%