THE NCS™

THE NATIONAL COMMUNITY SURVEY™

Glendale, AZ

The National Community Survey

Report of Results
2023

Report by:

National Research Center

POWERED BY POLCO

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About The NCS™

The National Community Survey™ (The NCS™) report is about the "livability" of Glendale. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents' opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 5,000 residents of the City of Glendale collected from January 9th, 2023 to Febuary 20th, 2023. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2023 survey was 8%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Glendale.

How the results are reported

For the most part, the percentages presented in the following tabs represent the "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in the tab "Complete data." However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Glendale's results are noted as being "higher" than the benchmark, "lower" than the benchmark, or "similar" to the benchmark, meaning that the average rating given by Glendale residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Glendale's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Glendale's average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City's 2023 ratings compare to other communities' ratings from the past five years.

Methods

Selecting survey recipients

All households within the City of Glendale were eligible to participate in the survey. A list of all households within the zip codes serving Glendale was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Glendale households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Glendale boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the 6 areas. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 5,000 randomly selected households received mailings beginning on January 9th, 2023 and the survey remained open for 6 weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

The survey was available in English and Spanish. All mailings contained paragraphs in both languages instructing participants on how to complete the survey in their preferred language.

About 7% of the 5,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 4,639 households that received the invitations to participate, 375 completed the survey, providing an overall response rate of 8%. The response rate was calculated using AAPOR's response rate #2 for mailed surveys of unnamed persons.*

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The margin of error for the City of Glendale survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (375 completed surveys).

In addition to the randomly selected "probability sample" of households, a link to an online open participation survey was publicized by the City of Glendale. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on Febuary 6th, 2022. The survey remained open for 2 weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a "key and verify" method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2020 American Community Survey estimates for adults in the City of Glendale. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	9%	34%	35%
	35-54	25%	34%	34%
	55+	66%	32%	32%
Area	Barrel	12%	13%	13%
	Cactus	12%	17%	17%
	Cholla	21%	11%	11%
	Ocotillo	15%	21%	21%
	Sahuaro	15%	13%	13%
	Yucca	24%	26%	26%
Hispanic origin	No, not Spanish, Hispanic, or Latino	79%	67%	67%
	Spanish, Hispanic, or Latino	21%	33%	33%
Housing tenure	Own	77%	56%	56%
	Rent	23%	44%	44%
Housing type	Attached	22%	39%	39%
	Detached	78%	61%	61%
Race & Hispanic origin	Not white alone	35%	49%	49%
	White alone, not Hispanic or Latino	65%	51%	51%
Sex	Man	46%	49%	49%
	Woman	54%	51%	51%
Sex/age	Man 18-34	4%	18%	18%
	Man 35-54	11%	17%	17%
	Man 55+	31%	14%	14%
	Woman 18-34	5%	17%	17%
	Woman 35-54	14%	17%	17%
	Woman 55+	35%	17%	17%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python, and Tableau. For the most part, the percentages presented in the reports represent the "percent positive." The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in the tab "Complete data". However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The City of Glendale funded this research. Please contact Khala Stanfield of the City of Glendale at kstanfield@glendaleaz.com if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at https://info.polco.us/knowledge/statistical-vali

* See AAPOR's Standard Definitions for more information at https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx
* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf
* Targets come from the 2010 Census and 2020 American Community Survey

Key Findings

Utilities are a top priority and a strength of the Glendale community.

When asked which aspects of the community the City of Glendale should focus on in the next two years, 92% stated that a focus on the overall quality of the utility infrastructure was either essential or very important, making it among the top priorities for Glendale residents. Two-thirds of participants rated the overall quality of the utility infrastructure as excellent or good, on par with the national average. Within the broader category of utilities, about 8 in 10 residents stated that the quality of garbage collection and sewer services was excellent or good. The quality of power utility earned favorable marks from three-quarters of residents. Utility billing, storm water management, and drinking water were rated excellent or good by about 6 in 10 residents, though the quality of drinking water was below national benchmarks. About half of residents rated Glendale positively for affordable high-speed internet access, which was similar to comparable communities across the country.

While the City's safety services received positive ratings, residents indicate concerns about crime.

Glendale's safety services largely received positive reviews from survey respondents. Eighty-four percent of residents favorably assessed Glendale's fire services, while ambulance or emergency medical services garnered similar evaluations from 73% of residents. Two-thirds of respondents rated police services and fire prevention and education as excellent or good, and about half offered similar marks for animal control in Glendale. Crime prevention was the only safety-related service in the city scoring below the national benchmarks, with 46% rating it as excellent or good.

Residents generally felt safe from fire, flood, and other natural disasters (88% very safe or somewhat safe), similar to comparison communities. However, other ratings pertaining to residents' perceptions of safety were less favorable. About three-quarters of residents indicated that they felt safe in their neighborhood or in Glendale's commercial areas during the day, while about half of participants stated they felt very or somewhat safe from violent crime or property crime. When asked about the overall feeling of safety in Glendale, fewer than half (44%) evaluated it as excellent or good. In each of these cases, the ratings fell below the national average.

Survey participants are pleased with mobility in Glendale but identify opportunities for additional focus.

Mobility scores provided by Glendale residents largely place the city on par with national averages, with a few exceptions. Roughly 6 in 10 residents rated the ease of traveling by car and the quality of street lighting in Glendale as excellent or good. Half of respondents similarly reviewed the ease of public parking, the quality of bus or transit services, sidewalk maintenance, the ease of walking, and the ease of traveling by bicycle in Glendale. The ease of travel by public transportation (44%), the quality of traffic signal timing (42%), and traffic flow on major streets (40%) were also similar to national benchmarks. While about 4 in 10 respondents also rated the quality of traffic enforcement and street cleaning as excellent or good, these items fell below the national benchmarks. The quality of street repair was likewise rated lower than comparison communities, with 29% offering positive evaluations.

Residents appreciate the community design of Glendale.

Glendale residents are generally pleased with the design of the community, with about 6 in 10 residents awarding positive marks to the overall design or layout of residential and commercial areas, the preservation of the historical or cultural character of the community, and the overall quality of new development. About half of residents gave favorable ratings to public places where people want to spend time, well-planned residential and commercial growth, well-designed neighborhoods, all of which were similar to benchmark comparison communities nationwide. Survey respondents also positively reviewed their neighborhood as a place to live (64%) and the overall appearance of the Glendale community (49%), though both of these scores were below national averages. The variety of housing options (43%) and the availability of affordable housing (27%), however, were on par with other communities across the nation.

Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation. The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Glendale as a whole.
(% excellent or good)

		vs. benchmark*
Overall economic health	50%	Lower
Overall quality of the transportation system	44%	Similar
Overall design or layout of residential and commercial areas	57%	Similar
Overall quality of the utility infrastructure	67%	Similar
Overall feeling of safety	44%	Much lower
Overall quality of natural environment	45%	Much lower
Overall quality of parks and recreation opportunities	51%	Lower
Overall health and wellness opportunities	55%	Lower
Overall opportunities for education, culture, and the arts	46%	Lower
Residents' connection and engagement with their community	32%	Lower

Please rate how important, if at all, you think it is for the Glendale community to focus on each of the following in the coming two years.
(% essential or very important)

Overall economic health	90%	Similar
Overall quality of the transportation system	81%	Similar
Overall design or layout of residential and commercial areas	73%	Similar
Overall quality of the utility infrastructure	92%	Similar
Overall feeling of safety	94%	Similar
Overall quality of natural environment	83%	Similar
Overall quality of parks and recreation opportunities	80%	Similar
Overall health and wellness opportunities	81%	Similar
Overall opportunities for education, culture, and the arts	78%	Similar
Residents' connection and engagement with their community	60%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

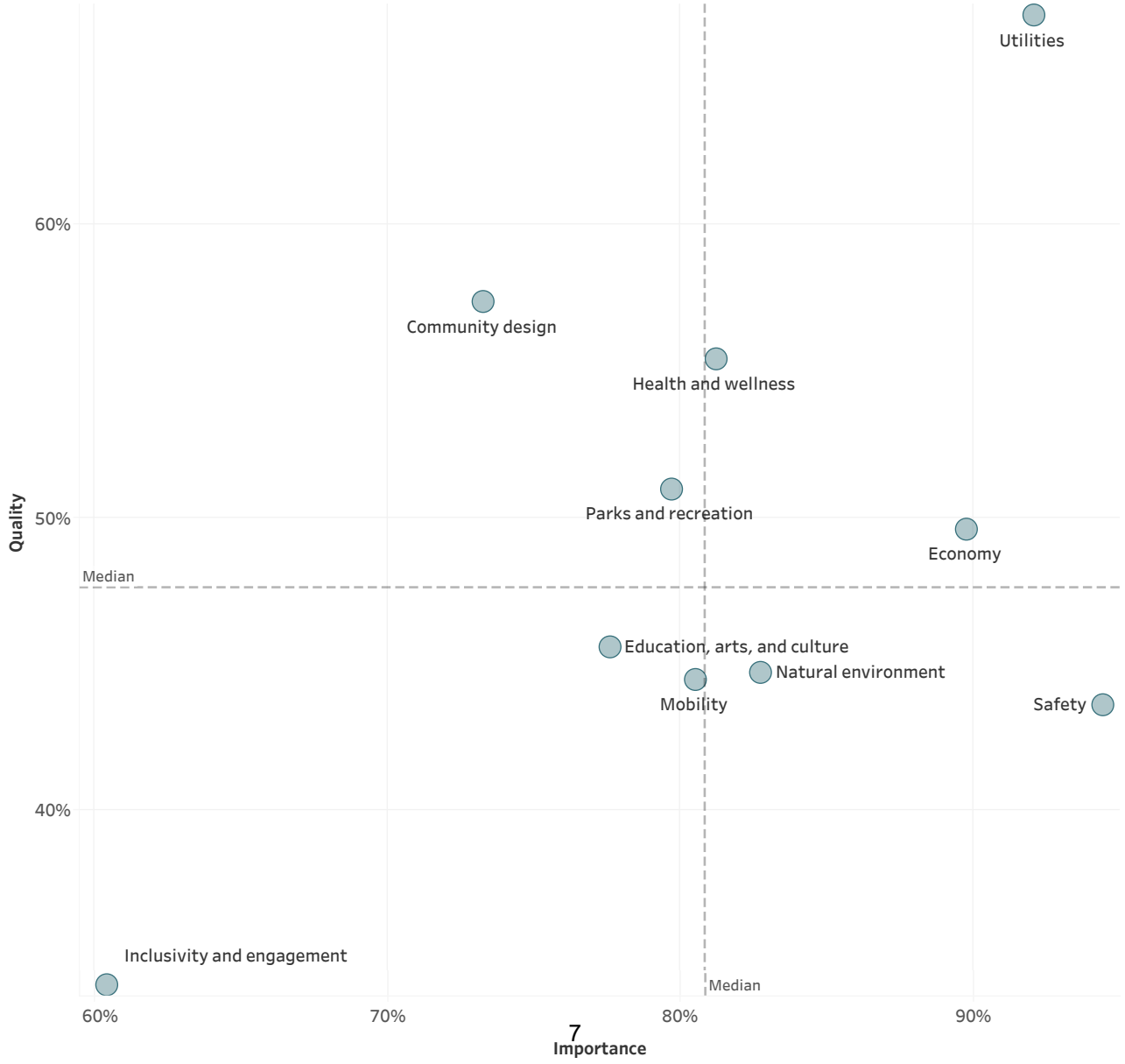
Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 48% or more of respondents were considered of "higher quality" and those with ratings lower than 48% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 81% or more of respondents. Services were rated as "less important" if they received a rating of less than 81%. This classification uses the median ratings for quality and importance to divide the services in half.

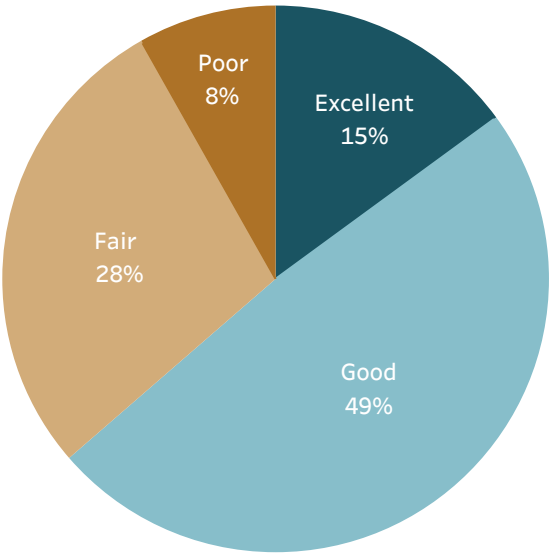
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Glendale



Please rate each of the following aspects of quality of life in Glendale. **(% excellent or good)**		vs. benchmark*
Glendale as a place to live	72%	Lower
The overall quality of life	64%	Lower

Please indicate how likely or unlikely you are to do each of the following. **(% very or somewhat likely)**		
Recommend living in Glendale to someone who asks	80%	Similar
Remain in Glendale for the next five years	72%	Lower

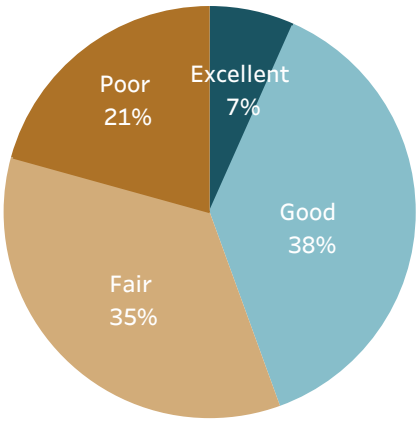
Please rate each of the following in the Glendale community. **(% excellent or good)**		
Overall image or reputation	52%	Lower

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Glendale government



Please rate the quality of each of the following services in Glendale. (% excellent or good)		vs. benchmark*
Overall customer service by Glendale employees	66%	Similar
Public information services	53%	Similar

Please rate the following categories of Glendale government performance. (% excellent or good)		
Treating residents with respect	58%	Similar
The overall direction that Glendale is taking	55%	Similar
Treating all residents fairly	52%	Similar
Generally acting in the best interest of the community	49%	Similar
The value of services for the taxes paid to Glendale	45%	Similar
Being honest	45%	Similar
Being open and transparent to the public	44%	Similar
Overall confidence in Glendale government	44%	Similar
The job Glendale government does at welcoming resident involvement	41%	Similar
Informing residents about issues facing the community	40%	Similar

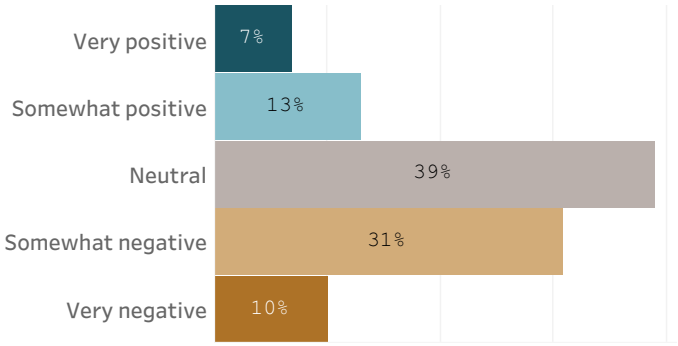
Overall, how would you rate the quality of the services provided by each of the following? (% excellent or good)		
The City of Glendale	60%	Similar
The Federal Government	29%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

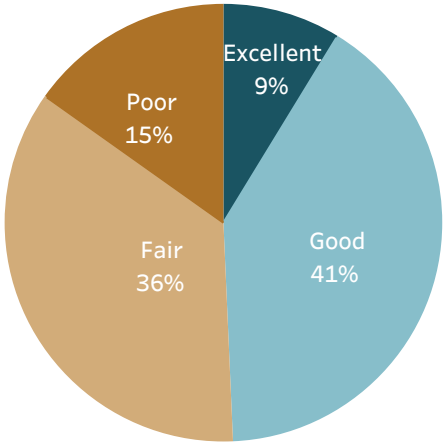
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Overall economic health of Glendale



Please rate each of the following aspects of quality of life in Glendale. **(% excellent or good)**		**vs. benchmark***
Glendale as a place to visit	59%	Similar
Glendale as a place to work	59%	Similar

Please rate each of the following characteristics as they relate to Glendale as a whole. **(% excellent or good)**		
Overall economic health	50%	Lower

Please rate each of the following in the Glendale community. **(% excellent or good)**		
Variety of business and service establishments	68%	Similar
Shopping opportunities	68%	Similar
Overall quality of business and service establishments	63%	Similar
Employment opportunities	53%	Similar
Vibrancy of downtown/commercial area	50%	Similar
Cost of living	43%	Similar

Please rate the quality of each of the following services in Glendale.
(% excellent or good)

Economic development	50%	Similar

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)

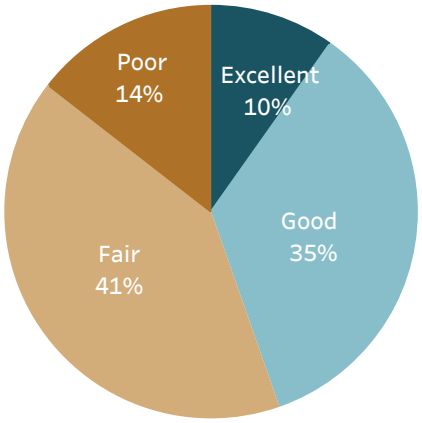
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	22%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in Glendale



Please rate each of the following characteristics as they relate to Glendale as a whole. (% excellent or good)		vs. benchmark*
Overall quality of the transportation system	44%	Similar

Please also rate each of the following in the Glendale community. (% excellent or good)		
Ease of travel by car	62%	Similar
Ease of public parking	54%	Similar
Ease of walking	51%	Similar
Ease of travel by bicycle	46%	Similar
Ease of travel by public transportation	44%	Similar
Traffic flow on major streets	40%	Similar

Please indicate whether or not you have done each of the following in the last 12 months. (% yes)		
Carpooled with other adults or children instead of driving alone	49%	Similar
Walked or biked instead of driving	48%	Similar
Used public transportation instead of driving	21%	Similar

Please rate the quality of each of the following services in Glendale.
(% excellent or good)

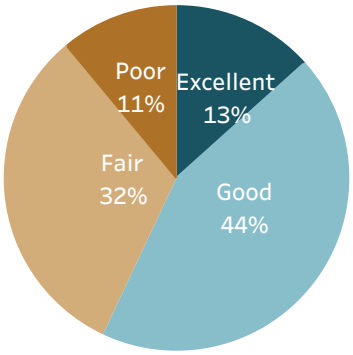
Street lighting	58%	Similar
Bus or transit services	50%	Similar
Sidewalk maintenance	47%	Similar
Traffic enforcement	46%	Lower
Street cleaning	45%	Lower
Traffic signal timing	42%	Similar
Street repair	29%	Lower

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Overall design or layout of Glendale's residential and commercial areas



Please rate each of the following aspects of quality of life in Glendale. (% excellent or good)		vs. benchmark*
Your neighborhood as a place to live	64%	Lower

Please rate each of the following characteristics as they relate to Glendale as a whole. (% excellent or good)		
Overall design or layout of residential and commercial areas	57%	Similar

Please also rate each of the following in the Glendale community. (% excellent or good)		
Preservation of the historical or cultural character of the community	58%	Similar
Overall quality of new development	56%	Similar
Well-planned residential growth	54%	Similar
Public places where people want to spend time	53%	Similar
Well-planned commercial growth	52%	Similar
Well-designed neighborhoods	51%	Similar
Overall appearance	49%	Lower
Variety of housing options	43%	Similar
Availability of affordable quality housing	27%	Similar

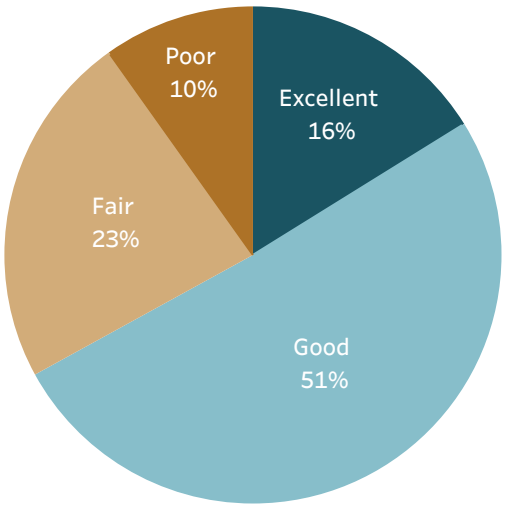
Please rate the quality of each of the following services in Glendale. (% excellent or good)		
Land use, planning and zoning	48%	Similar
Code enforcement	34%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Glendale



Please rate the quality of each of the following services in Glendale. (% excellent or good)		vs. benchmark*
Garbage collection	81%	Similar
Sewer services	77%	Similar
Power (electric and/or gas) utility	74%	Similar
Utility billing	64%	Similar
Storm water management	60%	Similar
Drinking water	59%	Lower
Affordable high-speed internet access	45%	Similar

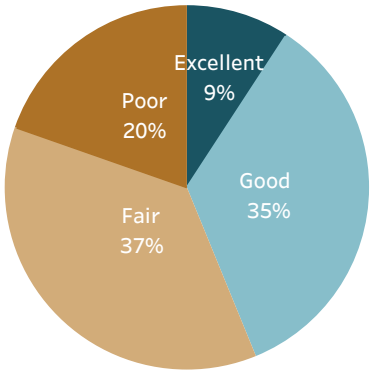
Please rate each of the following characteristics as they relate to Glendale as a whole. (% excellent or good)		
Overall quality of the utility infrastructure	67%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

Overall feeling of safety in Glendale



Please rate each of the following characteristics as they relate to Glendale as a whole. (% excellent or good)		vs. benchmark*
Overall feeling of safety	44%	Much lower

Please rate how safe or unsafe you feel: (% very or somewhat safe)		
From fire, flood, or other natural disaster	88%	Similar
In your neighborhood during the day	79%	Lower
In Glendale's commercial areas during the day	74%	Lower
From violent crime	54%	Lower
From property crime	54%	Lower

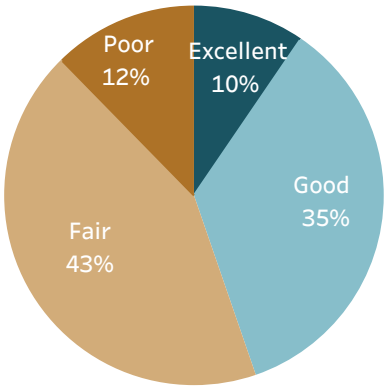
Please rate the quality of each of the following services in Glendale. (% excellent or good)		
Fire services	84%	Similar
Ambulance or emergency medical services	73%	Similar
Police services	66%	Similar
Fire prevention and education	63%	Similar
Emergency preparedness	56%	Similar
Animal control	50%	Similar
Crime prevention	46%	Lower

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Overall quality of natural environment in Glendale



Please rate each of the following characteristics as they relate to Glendale as a whole. (% excellent or good)		vs. benchmark*
Overall quality of natural environment	45%	Much lower

Please also rate each of the following in the Glendale community. (% excellent or good)		
Cleanliness	44%	Lower
Air quality	40%	Much lower
Water resources	33%	Lower

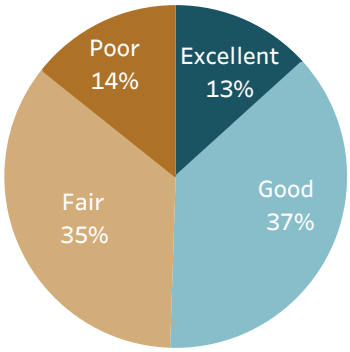
Please rate the quality of each of the following services in Glendale. (% excellent or good)		
Yard waste pick-up	69%	Similar
Recycling	58%	Similar
Preservation of natural areas	38%	Lower
Glendale open space	36%	Lower

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Parks and recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."
- National Recreation and Park Association

Overall quality of the parks and recreation opportunities



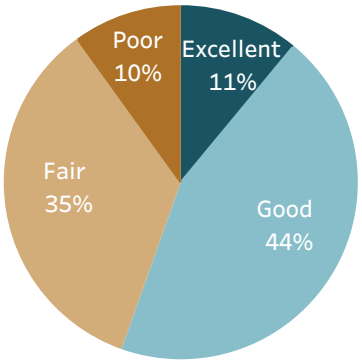
Please rate each of the following characteristics as they relate to Glendale as a whole. (% excellent or good)		vs. benchmark*
Overall quality of parks and recreation opportunities	51%	Lower
Please also rate each of the following in the Glendale community. (% excellent or good)		
Recreational opportunities	55%	Lower
Fitness opportunities	51%	Lower
Availability of paths and walking trails	48%	Lower
Please rate the quality of each of the following services in Glendale. (% excellent or good)		
City parks	54%	Lower
Recreation centers or facilities	51%	Lower
Recreation programs or classes	46%	Lower

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Overall health and wellness opportunities in Glendale



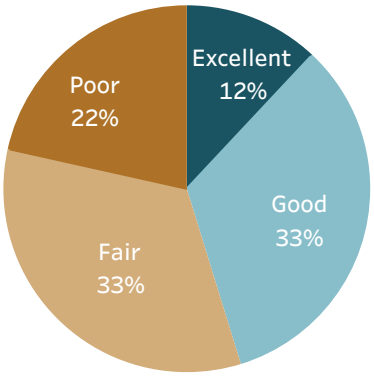
Please rate each of the following characteristics as they relate to Glendale as a whole. (% excellent or good)		vs. benchmark*
Overall health and wellness opportunities	55%	Lower
Please also rate each of the following in the Glendale community. (% excellent or good)		
Availability of affordable quality health care	58%	Similar
Availability of affordable quality food	51%	Similar
Availability of preventive health services	51%	Similar
Availability of affordable quality mental health care	35%	Similar
Please rate the quality of each of the following services in Glendale. (% excellent or good)		
Health services	57%	Similar
Please rate your overall health. (% excellent or very good)		
Please rate your overall health.	63%	Lower

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Overall opportunities for education, culture and the arts



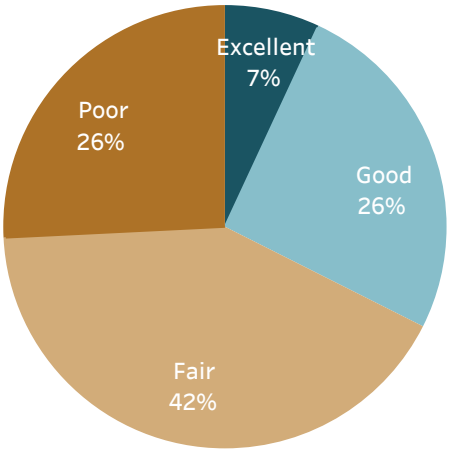
Please rate each of the following characteristics as they relate to Glendale as a whole. (% excellent or good)		vs. benchmark*
Overall opportunities for education, culture, and the arts	46%	Lower
Please also rate each of the following in the Glendale community. (% excellent or good)		
K-12 education	51%	Lower
Opportunities to attend cultural/arts/music activities	47%	Similar
Opportunities to attend special events and festivals	47%	Lower
Adult educational opportunities	43%	Similar
Community support for the arts	42%	Lower
Availability of affordable quality childcare/preschool	35%	Similar
Please rate the quality of each of the following services in Glendale. (% excellent or good)		
Public library services	78%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

Residents' connection and engagement with their community



Please rate each of the following aspects of quality of life in Glendale. **(% excellent or good)**		vs. benchmark*
Glendale as a place to raise children	55%	Lower
Glendale as a place to retire	52%	Lower
Sense of community	43%	Lower

Please rate each of the following characteristics as they relate to Glendale as a whole. **(% excellent or good)**		
Residents' connection and engagement with their community	32%	Lower

Please rate the job you feel the Glendale community does at each of the following. **(% excellent or good)**		
Valuing/respecting residents from diverse backgrounds	59%	Similar
Attracting people from diverse backgrounds	58%	Similar
Making all residents feel welcome	53%	Similar
Taking care of vulnerable residents	36%	Lower

Please also rate each of the following in the Glendale community.
(% excellent or good)

Openness and acceptance of the community toward people of diverse backgrounds	51%	Similar
Opportunities to volunteer	46%	Lower
Neighborliness of residents	44%	Lower
Opportunities to participate in community matters	42%	Lower
Opportunities to participate in social events and activities	41%	Lower
Sense of civic/community pride	38%	Lower

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)

		vs...
Voted in your most recent local election	71%	Similar
Contacted the City of Glendale for help or information	39%	Similar
Volunteered your time to some group/activity	20%	Lower
Watched a local public meeting	19%	Similar
Contacted Glendale elected officials to express your opinion	10%	Similar
Attended a local public meeting	10%	Similar
Campaigned or advocated for a local issue, cause, or candidate	9%	Lower

In general, how many times do you:
(% a few times a week or more)

Use or check email	99%	Similar
Access the internet from your home	98%	Similar
Access the internet from your cell phone	95%	Similar
Visit social media sites	92%	Higher
Share your opinions online	75%	Much higher
Shop online	64%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

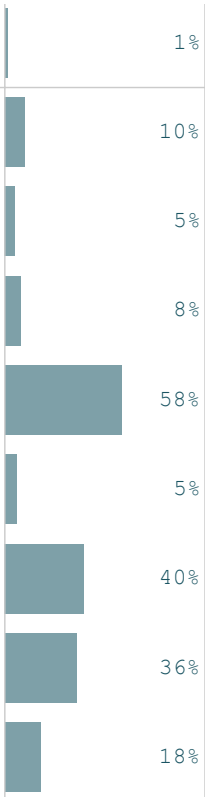
Below are the complete set of responses to each custom question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter below.

Include "don't know"
No

Please rate how important, if at all, you think it is for the City of Glendale to focus on each of the following in the coming two years.	Positively marketing the City	Essential	24%
		Very important	36%
		Somewhat important	31%
		Not at all important	9%
	Increasing public awareness of City news and alerts	Essential	29%
		Very important	45%
		Somewhat important	25%
		Not at all important	1%
	Improving City apps and websites to function better on mobile platforms	Essential	35%
		Very important	35%
		Somewhat important	24%
		Not at all important	6%
	Providing programming that assists your household in conserving water	Essential	36%
		Very important	38%
		Somewhat important	21%
		Not at all important	5%
	Increasing the generation of revenue to support City services	Essential	25%
		Very important	37%

	Increasing the generation of revenue to support City services	Somewhat important	34%
		Not at all important	5%
Please indicate how important, if at all, it is for the City of Glendale to consider in addressing homelessness.	Providing emergency shelter	Essential	47%
		Very important	34%
		Somewhat important	15%
		Not at all important	4%
	Providing transitional housing, available for a limited period, to provide structure, supervision, addiction and mental health support, and life skills	Essential	47%
		Very important	36%
		Somewhat important	15%
		Not at all important	1%
	Creating affordable, permanent housing	Essential	45%
		Very important	30%
		Somewhat important	18%
		Not at all important	7%
	Providing access to healthcare, behavioral health, and substance abuse treatment	Essential	50%
		Very important	37%
		Somewhat important	12%
		Not at all important	1%
	Partnering with non-profits and health care providers to provide services	Essential	55%
		Very important	32%
		Somewhat important	11%

	Partnering with non-profits and health care providers to provide services	Not at all important	1%
	Which of the following, if any, prevent you from engaging with the City of Glendale (e.g., participating in public meetings, events, surveys, etc.)? Check all that apply.	Limited or no internet access	10%
		Accessibility barriers (due to a disability)	5%
		Language barriers	8%
		Lack of information/prior knowledge	58%
		No transportation	5%
		Inconvenient timing	40%
		Lack of interest	36%
		Other	18%



National benchmark tables

This table contains the comparisons of Glendale's results to those from other communities. The first column shows the comparison of Glendale's rating to the benchmark. Glendale's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Glendale residents is statistically similar to or different than the benchmark. The second column is Glendale's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Glendale's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Glendale's result -- that is what percent of surveyed communities had a lower rating than Glendale.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Glendale.	Glendale as a place to live	Lower	72%	330	371	11
	Your neighborhood as a place to live	Lower	64%	319	323	1
	Glendale as a place to raise children	Lower	55%	336	375	10
	Glendale as a place to work	Similar	59%	229	366	37
	Glendale as a place to visit	Similar	59%	191	324	41
	Glendale as a place to retire	Lower	52%	306	371	17
	The overall quality of life	Lower	64%	347	396	12
	Sense of community	Lower	43%	293	323	9
Please rate each of the following characteristics as they relate to Glendale as a whole.	Overall economic health	Lower	50%	246	311	21
	Overall quality of the transportation system	Similar	44%	119	213	44
	Overall design or layout of residential and commercial areas	Similar	57%	179	304	41
	Overall quality of the utility infrastructure	Similar	67%	117	208	44
	Overall feeling of safety	Much lower	44%	337	361	6
	Overall quality of natural environment	Much lower	45%	306	313	2
	Overall quality of parks and recreation opportunities	Lower	51%	204	213	4

Please rate each of the following characteristics as they relate to Glendale as a whole.	Overall health and wellness opportunities	Lower	55%	258	306	16
	Overall opportunities for education, culture, and the arts	Lower	46%	259	308	16
	Residents' connection and engagement with their community	Lower	32%	197	210	6
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Glendale to someone who asks	Similar	80%	225	315	28
	Remain in Glendale for the next five years	Lower	72%	290	312	7
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Lower	79%	328	342	4
	In Glendale's commercial areas during the day	Lower	74%	293	326	10
	From property crime	Lower	54%	189	218	13
	From violent crime	Lower	54%	201	218	7
	From fire, flood, or other natural disaster	Similar	88%	81	208	61
Please rate the job you feel the Glendale community does at each of the following.	Making all residents feel welcome	Similar	53%	193	216	11
	Attracting people from diverse backgrounds	Similar	58%	121	213	43
	Valuing/respecting residents from diverse backgrounds	Similar	59%	138	214	35
	Taking care of vulnerable residents	Lower	36%	187	210	11
Please rate each of the following in the Glendale community.	Overall quality of business and service establishments	Similar	63%	193	313	38
	Variety of business and service establishments	Similar	68%	62	211	71
	Vibrancy of downtown/commercial area	Similar	50%	156	292	46
	Employment opportunities	Similar	53%	121	327	63
	Shopping opportunities	Similar	68%	84	318	73
	Cost of living	Similar	43%	143	305	53

Please rate each of the following in the Glendale community.	Overall image or reputation	Lower	52%	311	366	15
Please also rate each of the following in the Glendale community.	Traffic flow on major streets	Similar	40%	234	338	31
	Ease of public parking	Similar	54%	173	287	40
	Ease of travel by car	Similar	62%	210	326	35
	Ease of travel by public transportation	Similar	44%	100	287	65
	Ease of travel by bicycle	Similar	46%	202	328	38
	Ease of walking	Similar	51%	243	329	26
	Well-planned residential growth	Similar	54%	76	212	64
	Well-planned commercial growth	Similar	52%	53	212	75
	Well-designed neighborhoods	Similar	51%	127	209	39
	Preservation of the historical or cultural character of the community	Similar	58%	127	208	39
	Public places where people want to spend time	Similar	53%	222	299	26
	Variety of housing options	Similar	43%	174	311	44
	Availability of affordable quality housing	Similar	27%	197	333	41
	Overall quality of new development	Similar	56%	115	323	64
	Overall appearance	Lower	49%	308	345	11
	Cleanliness	Lower	44%	301	334	10
	Water resources	Lower	33%	170	192	11
	Air quality	Much lower	40%	291	299	3
	Availability of paths and walking trails	Lower	48%	294	329	10

Please also rate each of the following in the Glendale community.	Fitness opportunities	Lower	51%	255	299	15
	Recreational opportunities	Lower	55%	263	320	18
	Availability of affordable quality food	Similar	51%	238	295	19
	Availability of affordable quality health care	Similar	58%	188	304	38
	Availability of preventive health services	Similar	51%	219	290	24
	Availability of affordable quality mental health care	Similar	35%	187	292	36
	Opportunities to attend cultural/arts/music activities	Similar	47%	213	316	32
	Community support for the arts	Lower	42%	168	209	20
	Availability of affordable quality childcare/preschool	Similar	35%	236	301	21
	K-12 education	Lower	51%	251	304	17
	Adult educational opportunities	Similar	43%	227	296	23
	Sense of civic/community pride	Lower	38%	187	209	11
	Neighborliness of residents	Lower	44%	281	301	6
	Opportunities to participate in social events and activities	Lower	41%	276	308	10
	Opportunities to attend special events and festivals	Lower	47%	281	305	8
	Opportunities to volunteer	Lower	46%	296	304	2
	Opportunities to participate in community matters	Lower	42%	291	306	5
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	51%	255	323	21
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Glendale for help or information	Similar	39%	273	341	20
	Contacted Glendale elected officials to express your opinion	Similar	10%	271	299	9

Please indicate whether or not you have done each of the following in the last 12 months.	Attended a local public meeting	Similar	10%	290	302	4
	Watched a local public meeting	Similar	19%	212	283	25
	Volunteered your time to some group/activity	Lower	20%	266	305	13
	Campaigned or advocated for a local issue, cause, or candidate	Lower	9%	282	294	4
	Voted in your most recent local election	Similar	71%	148	211	30
	Used public transportation instead of driving	Similar	21%	94	273	65
	Carpooled with other adults or children instead of driving alone	Similar	49%	58	296	80
	Walked or biked instead of driving	Similar	48%	223	300	26
Please rate the quality of each of the following services in Glendale.	Public information services	Similar	53%	266	318	16
	Economic development	Similar	50%	192	312	38
	Traffic enforcement	Lower	46%	326	360	9
	Traffic signal timing	Similar	42%	237	304	22
	Street repair	Lower	29%	289	354	18
	Street cleaning	Lower	45%	274	318	14
	Street lighting	Similar	58%	236	347	32
	Sidewalk maintenance	Similar	47%	221	315	30
	Bus or transit services	Similar	50%	115	283	59
	Land use, planning and zoning	Similar	48%	111	320	65
	Code enforcement	Similar	34%	271	353	23
	Affordable high-speed internet access	Similar	45%	121	206	41

Please rate the quality of each of the following services in Glendale.	Garbage collection	Similar	81%	158	337	53
	Drinking water	Lower	59%	267	316	15
	Sewer services	Similar	77%	211	319	34
	Storm water management	Similar	60%	244	331	26
	Power (electric and/or gas) utility	Similar	74%	168	261	36
	Utility billing	Similar	64%	184	285	35
	Police services	Similar	66%	331	387	14
	Crime prevention	Lower	46%	319	359	11
	Animal control	Similar	50%	273	330	17
	Ambulance or emergency medical services	Similar	73%	287	325	12
	Fire services	Similar	84%	293	350	16
	Fire prevention and education	Similar	63%	280	315	11
	Emergency preparedness	Similar	56%	251	314	20
	Preservation of natural areas	Lower	38%	290	297	2
	Glendale open space	Lower	36%	281	291	3
	Recycling	Similar	58%	273	339	19
	Yard waste pick-up	Similar	69%	140	296	53
	City parks	Lower	54%	314	332	5
	Recreation programs or classes	Lower	46%	289	326	11
	Recreation centers or facilities	Lower	51%	262	308	15

Please rate the quality of each of the following services in Glendale.	Health services	Similar	57%	203	284	28
	Public library services	Similar	78%	259	329	21
	Overall customer service by Glendale employees	Similar	66%	314	375	16
Please rate the following categories of Glendale government performance.	The value of services for the taxes paid to Glendale	Similar	45%	285	379	24
	The overall direction that Glendale is taking	Similar	55%	194	344	43
	The job Glendale government does at welcoming resident involvement	Similar	41%	278	342	18
	Overall confidence in Glendale government	Similar	44%	228	309	26
	Generally acting in the best interest of the community	Similar	49%	203	313	35
	Being honest	Similar	45%	219	304	28
	Being open and transparent to the public	Similar	44%	148	215	31
	Informing residents about issues facing the community	Similar	40%	185	220	16
	Treating all residents fairly	Similar	52%	219	310	29
	Treating residents with respect	Similar	58%	155	212	27
Overall, how would you rate the quality of the services provided by each of the following?	The City of Glendale	Similar	60%	287	371	22
	The Federal Government	Similar	29%	268	294	9
Please rate how important, if at all, you think it is for the Glendale community to focus on each of the following in the coming two years.	Overall economic health	Similar	90%	174	287	39
	Overall quality of the transportation system	Similar	81%	44	208	79
	Overall design or layout of residential and commercial areas	Similar	73%	168	287	41
	Overall quality of the utility infrastructure	Similar	92%	43	207	79
	Overall feeling of safety	Similar	94%	32	287	89

Please rate how important, if at all, you think it is for the Glendale community to focus on each of the following in the coming two years.	Overall quality of natural environment	Similar	83%	200	287	30
	Overall quality of parks and recreation opportunities	Similar	80%	95	208	54
	Overall health and wellness opportunities	Similar	81%	37	287	87
	Overall opportunities for education, culture, and the arts	Similar	78%	57	287	80
	Residents' connection and engagement with their community	Similar	60%	249	287	13
In general, how many times do you:	Access the internet from your home	Similar	98%	26	208	87
	Access the internet from your cell phone	Similar	95%	71	208	66
	Visit social media sites	Higher	92%	2	207	99
	Use or check email	Similar	99%	35	208	83
	Share your opinions online	Much higher	75%	1	208	100
	Shop online	Similar	64%	41	207	80
	Please rate your overall health.	Lower	63%	289	295	2
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Similar	22%	171	297	42

Custom benchmark tables

This table contains the comparisons of Glendale's results to those from other communities within Arizona, New Mexico, Nevada, and Utah. The first column shows the comparison of Glendale's rating to the benchmark. Glendale's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Glendale residents is statistically similar to or different than the benchmark. The second column is Glendale's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Glendale's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Glendale's result -- that is what percent of surveyed communities had a lower rating than Glendale.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Glendale.	Glendale as a place to live	Lower	71%	18	21	19
	Your neighborhood as a place to live	Lower	64%	21	21	4
	Glendale as a place to raise children	Similar	55%	16	23	34
	Glendale as a place to work	Similar	59%	10	22	59
	Glendale as a place to visit	Similar	60%	12	20	45
	Glendale as a place to retire	Lower	52%	23	23	4
	The overall quality of life	Similar	64%	20	24	20
	Sense of community	Similar	45%	16	20	25
Please rate each of the following characteristics as they relate to Glendale as a whole.	Overall economic health	Similar	49%	15	20	30
	Overall quality of the transportation system	Similar	45%	6	16	68
	Overall design or layout of residential and commercial areas	Similar	59%	8	20	65
	Overall quality of the utility infrastructure	Similar	67%	7	16	62
	Overall feeling of safety	Much lower	44%	23	23	4
	Overall quality of natural environment	Lower	45%	20	20	5
	Overall quality of parks and recreation opportunities	Lower	52%	16	16	6
	Overall health and wellness opportunities	Similar	56%	12	19	42
	Overall opportunities for education, culture, and the arts	Similar	46%	14	20	35

	Residents' connection and engagement with their community	Lower	32%	14	16	18
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Glendale to someone who asks	Similar	80%	12	20	45
	Remain in Glendale for the next five years	Similar	73%	19	20	10
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Lower	79%	21	22	9
	In Glendale's commercial areas during the day	Lower	74%	16	19	21
	From property crime	Lower	53%	16	16	6
	From violent crime	Much lower	54%	16	16	6
	From fire, flood, or other natural disaster	Similar	88%	10	16	43
Please rate the job you feel the Glendale community does at each of the following.	Making all residents feel welcome	Similar	55%	14	17	23
	Attracting people from diverse backgrounds	Similar	59%	7	16	62
	Valuing/respecting residents from diverse backgrounds	Similar	60%	11	16	37
	Taking care of vulnerable residents	Lower	37%	14	16	18
Please rate each of the following in the Glendale community.	Overall quality of business and service establishments	Similar	64%	8	19	63
	Variety of business and service establishments	Higher	68%	3	16	87
	Vibrancy of downtown/commercial area	Similar	50%	7	17	64
	Employment opportunities	Similar	54%	6	20	75
	Shopping opportunities	Higher	68%	5	20	80
	Cost of living	Similar	43%	10	19	52
	Overall image or reputation	Lower	53%	18	22	22
Please also rate each of the following in the Glendale community.	Traffic flow on major streets	Similar	40%	13	20	40
	Ease of public parking	Similar	54%	12	17	35
	Ease of travel by car	Similar	62%	12	21	47
	Ease of travel by public transportation	Higher	45%	4	20	85
	Ease of travel by bicycle	Similar	46%	12	22	50
	Ease of walking	Similar	52%	15	21	33

Please also rate each of the following in the Glendale community.	Well-planned residential growth	Similar	55%	4	16	81
	Well-planned commercial growth	Higher	53%	4	16	81
	Well-designed neighborhoods	Similar	51%	8	16	56
	Preservation of the historical or cultural character of the community	Similar	59%	9	16	50
	Public places where people want to spend time	Similar	53%	10	19	52
	Variety of housing options	Similar	43%	9	19	57
	Availability of affordable quality housing	Similar	27%	11	19	47
	Overall quality of new development	Similar	57%	5	19	78
	Overall appearance	Lower	49%	18	21	19
	Cleanliness	Lower	44%	19	20	10
	Water resources	Similar	34%	9	13	38
	Air quality	Much lower	41%	19	19	5
	Availability of paths and walking trails	Lower	48%	20	21	9
	Fitness opportunities	Similar	52%	16	18	16
	Recreational opportunities	Similar	55%	13	20	40
	Availability of affordable quality food	Similar	51%	12	18	38
	Availability of affordable quality health care	Similar	59%	9	19	57
	Availability of preventive health services	Similar	51%	10	19	52
	Availability of affordable quality mental health care	Similar	34%	9	19	57
	Opportunities to attend cultural/arts/music activities	Similar	48%	12	21	47
	Community support for the arts	Similar	42%	11	16	37
	Availability of affordable quality childcare/preschool	Similar	36%	9	18	55
	K-12 education	Similar	51%	11	17	41
	Adult educational opportunities	Similar	43%	13	17	29
	Sense of civic/community pride	Similar	39%	14	16	18

Please also rate each of the following in the Glendale community.	Neighborliness of residents	Similar	45%	17	18	11
	Opportunities to participate in social events and activities	Similar	42%	17	20	20
	Opportunities to attend special events and festivals	Similar	48%	17	20	20
	Opportunities to volunteer	Lower	46%	18	19	10
	Opportunities to participate in community matters	Similar	43%	17	19	15
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	51%	19	20	10
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Glendale for help or information	Similar	40%	15	21	33
	Contacted Glendale elected officials to express your opinion	Similar	11%	15	19	26
	Attended a local public meeting	Lower	10%	19	19	5
	Watched a local public meeting	Similar	19%	15	17	17
	Volunteered your time to some group/activity	Lower	19%	18	19	10
	Campaigned or advocated for a local issue, cause, or candidate	Lower	9%	17	19	15
	Voted in your most recent local election	Similar	70%	13	16	25
	Used public transportation instead of driving	Similar	22%	3	17	88
	Carpooled with other adults or children instead of driving alone	Similar	50%	5	18	77
	Walked or biked instead of driving	Similar	49%	7	19	68
Please rate the quality of each of the following services in Glendale.	Public information services	Similar	54%	13	21	42
	Economic development	Similar	51%	8	21	66
	Traffic enforcement	Similar	47%	19	23	21
	Traffic signal timing	Similar	42%	15	21	33
	Street repair	Lower	30%	19	22	18
	Street cleaning	Similar	46%	16	20	25
	Street lighting	Similar	58%	14	23	43
	Sidewalk maintenance	Similar	47%	14	20	35
	Bus or transit services	Higher	50%	5	19	78

Please rate the quality of each of the following services in Glendale.	Land use, planning and zoning	Similar	49%	3	22	90
	Code enforcement	Similar	35%	14	22	40
	Affordable high-speed internet access	Similar	45%	8	16	56
	Garbage collection	Similar	81%	11	23	56
	Drinking water	Similar	60%	12	21	47
	Sewer services	Similar	77%	11	23	56
	Storm water management	Similar	61%	13	20	40
	Power (electric and/or gas) utility	Similar	75%	9	19	57
	Utility billing	Similar	63%	13	21	42
	Police/Sheriff services	Similar	65%	22	25	16
	Crime prevention	Lower	45%	21	23	13
	Animal control	Similar	49%	17	22	27
	Ambulance or emergency medical services	Similar	73%	19	22	18
	Fire services	Similar	84%	19	24	25
	Fire prevention and education	Similar	63%	16	18	16
	Emergency preparedness	Similar	54%	12	19	42
	Preservation of natural areas	Lower	39%	19	20	10
	Glendale open space	Lower	36%	21	21	4
	Recycling	Similar	58%	17	23	30
	Yard waste pick-up	Similar	69%	6	18	72
	City parks	Lower	54%	22	23	8
	Recreation programs or classes	Similar	47%	19	23	21
	Recreation centers or facilities	Similar	52%	15	20	30
	Health services	Similar	57%	9	19	57
	Public library services	Similar	78%	15	23	39

Please rate the quality of each of the following services in Glendale.	Overall customer service by Glendale employees	Similar	66%	17	23	30
Please rate the following categories of Glendale government performance.	The value of services for the taxes paid to Glendale	Similar	45%	18	24	29
	The overall direction that Glendale is taking	Similar	55%	11	24	58
	The job Glendale government does at welcoming resident involvement	Similar	41%	18	23	26
	Overall confidence in Glendale government	Similar	45%	14	21	38
	Generally acting in the best interest of the community	Similar	50%	12	21	47
	Being honest	Similar	45%	15	21	33
	Being open and transparent to the public	Similar	44%	12	17	35
	Informing residents about issues facing the community	Similar	39%	14	16	18
	Treating all residents fairly	Similar	52%	14	21	38
	Treating residents with respect	Similar	57%	12	16	31
Overall, how would you rate the quality of the services provided by each of the following?	The City of Glendale	Similar	62%	18	22	22
	The Federal Government	Similar	30%	14	18	27
Please rate how important, if at all, you think it is for the Glendale community to focus on each of the following in the coming two years.	Overall economic health	Similar	90%	15	19	26
	Overall quality of the transportation system	Similar	81%	4	16	81
	Overall design or layout of residential and commercial areas	Similar	75%	11	19	47
	Overall quality of the utility infrastructure	Similar	92%	5	16	75
	Overall feeling of safety	Similar	95%	2	19	94
	Overall quality of natural environment	Similar	84%	9	19	57
	Overall quality of parks and recreation opportunities	Similar	81%	5	16	75
	Overall health and wellness opportunities	Similar	82%	6	19	73
	Overall opportunities for education, culture, and the arts	Similar	78%	5	19	78
	Residents' connection and engagement with their community	Similar	62%	13	19	36
In general, how many times do you:	Access the internet from your home	Similar	98%	3	16	87
	Access the internet from your cell phone	Similar	96%	5	16	75

In general, how many times do you:	Visit social media sites	Higher	92%	1	15	100
	Use or check email	Similar	98%	3	16	87
	Share your opinions online	Much higher	73%	1	16	100
	Shop online	Similar	64%	3	16	87
	Please rate your overall health.	Lower	63%	19	19	5
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Similar	24%	9	19	57

Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Please rate each of the following aspects of quality of life in Glendale.	Glendale as a place to live	Excellent	17% N=62
		Good	56% N=208
		Fair	21% N=78
		Poor	7% N=27
	Your neighborhood as a place to live	Excellent	21% N=78
		Good	43% N=159
		Fair	22% N=80
		Poor	14% N=53
	Glendale as a place to raise children	Excellent	13% N=43
		Good	41% N=137
		Fair	35% N=115
		Poor	11% N=35
	Glendale as a place to work	Excellent	18% N=50
		Good	42% N=119
		Fair	30% N=85
		Poor	10% N=29
	Glendale as a place to visit	Excellent	22% N=78

Please rate each of the following aspects of quality of life in Glendale.	Glendale as a place to visit	Good	38% N=136
		Fair	28% N=102
		Poor	12% N=41
	Glendale as a place to retire	Excellent	16% N=51
		Good	35% N=116
		Fair	29% N=96
		Poor	20% N=65
	The overall quality of life	Excellent	15% N=55
		Good	49% N=178
		Fair	28% N=103
		Poor	8% N=30
	Sense of community	Excellent	11% N=39
		Good	32% N=114
		Fair	39% N=139
		Poor	17% N=61
Please rate each of the following characteristics as they relate to Glendale as a whole.	Overall economic health	Excellent	9% N=29
		Good	41% N=133
		Fair	36% N=116
		Poor	15% N=50

Please rate each of the following characteristics as they relate to Glendale as a whole.	Overall quality of the transportation system	Excellent	10% N=32
		Good	35% N=116
		Fair	41% N=136
		Poor	14% N=48
	Overall design or layout of residential and commercial areas	Excellent	13% N=49
		Good	44% N=161
		Fair	32% N=118
		Poor	11% N=41
	Overall quality of the utility infrastructure	Excellent	16% N=57
		Good	51% N=181
		Fair	23% N=82
		Poor	10% N=35
	Overall feeling of safety	Excellent	9% N=34
		Good	35% N=127
		Fair	37% N=134
		Poor	20% N=72
	Overall quality of natural environment	Excellent	10% N=34
		Good	35% N=126
		Fair	43% N=153

Please rate each of the following characteristics as they relate to Glendale as a whole.	Overall quality of natural environment	Poor	12% N=44
	Overall quality of parks and recreation opportunities	Excellent	13% N=48
		Good	37% N=136
		Fair	35% N=129
		Poor	14% N=52
	Overall health and wellness opportunities	Excellent	11% N=36
		Good	44% N=145
		Fair	35% N=113
		Poor	10% N=32
	Overall opportunities for education, culture, and the arts	Excellent	12% N=40
		Good	33% N=111
		Fair	33% N=111
		Poor	22% N=72
	Residents' connection and engagement with their community	Excellent	7% N=22
		Good	26% N=82
		Fair	42% N=134
		Poor	26% N=83
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Glendale to someone who asks	Very likely	26% N=93
		Somewhat likely	54% N=196

Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Glendale to someone who asks	Somewhat unlikely	9% N=34
		Very unlikely	10% N=37
	Remain in Glendale for the next five years	Very likely	48% N=171
		Somewhat likely	24% N=87
		Somewhat unlikely	12% N=42
		Very unlikely	16% N=57
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe	47% N=174
		Somewhat safe	32% N=120
		Neither safe nor unsafe	10% N=38
		Somewhat unsafe	6% N=21
		Very unsafe	6% N=21
	In Glendale's commercial areas during the day	Very safe	32% N=118
		Somewhat safe	41% N=152
		Neither safe nor unsafe	13% N=48
		Somewhat unsafe	10% N=36
		Very unsafe	3% N=13
	From property crime	Very safe	18% N=65
		Somewhat safe	36% N=128
		Neither safe nor unsafe	17% N=62

Please rate how safe or unsafe you feel:	From property crime	Somewhat unsafe	19% N=69
		Very unsafe	10% N=36
	From violent crime	Very safe	22% N=78
		Somewhat safe	33% N=117
		Neither safe nor unsafe	18% N=63
		Somewhat unsafe	19% N=68
		Very unsafe	9% N=33
	From fire, flood, or other natural disaster	Very safe	46% N=166
		Somewhat safe	42% N=152
		Neither safe nor unsafe	9% N=34
		Somewhat unsafe	1% N=4
		Very unsafe	1% N=4
Please rate the job you feel the Glendale community does at each of the following.	Making all residents feel welcome	Excellent	13% N=43
		Good	40% N=132
		Fair	33% N=109
		Poor	13% N=44
	Attracting people from diverse backgrounds	Excellent	16% N=50
		Good	41% N=129
		Fair	27% N=85

Please rate the job you feel the Glendale community does at each of the following.	Attracting people from diverse backgrounds	Poor	15% N=48
	Valuing/respecting residents from diverse backgrounds	Excellent	18% N=53
		Good	41% N=117
		Fair	27% N=78
		Poor	13% N=38
	Taking care of vulnerable residents	Excellent	8% N=22
		Good	29% N=80
		Fair	30% N=84
		Poor	33% N=93
Please rate each of the following in the Glendale community.	Overall quality of business and service establishments	Excellent	15% N=55
		Good	48% N=172
		Fair	32% N=117
		Poor	5% N=17
	Variety of business and service establishments	Excellent	23% N=85
		Good	44% N=159
		Fair	25% N=88
		Poor	8% N=29
	Vibrancy of downtown/commercial area	Excellent	14% N=49
		Good	36% N=126

Please rate each of the following in the Glendale community.	Vibrancy of downtown/commercial area	Fair	35% N=121
		Poor	15% N=51
	Employment opportunities	Excellent	15% N=42
		Good	38% N=109
		Fair	32% N=90
		Poor	15% N=43
	Shopping opportunities	Excellent	23% N=82
		Good	45% N=160
		Fair	23% N=81
		Poor	10% N=35
	Cost of living	Excellent	5% N=20
		Good	36% N=131
		Fair	40% N=144
		Poor	18% N=67
	Overall image or reputation	Excellent	8% N=30
		Good	44% N=158
		Fair	30% N=109
		Poor	17% N=62
Please also rate each of the following in the Glendale community.	Traffic flow on major streets	Excellent	4% N=14

Please also rate each of the following in the Glendale community.	Traffic flow on major streets	Good	36% N=132
		Fair	41% N=150
		Poor	19% N=70
	Ease of public parking	Excellent	8% N=29
		Good	46% N=162
		Fair	37% N=131
		Poor	9% N=34
	Ease of travel by car	Excellent	17% N=61
		Good	45% N=164
		Fair	33% N=121
		Poor	5% N=19
	Ease of travel by public transportation	Excellent	9% N=18
		Good	35% N=71
		Fair	32% N=64
		Poor	24% N=48
	Ease of travel by bicycle	Excellent	11% N=24
		Good	35% N=79
		Fair	33% N=75
		Poor	21% N=48

Please also rate each of the following in the Glendale community.	Ease of walking	Excellent	12% N=39
		Good	39% N=125
		Fair	33% N=105
		Poor	16% N=52
	Well-planned residential growth	Excellent	10% N=29
		Good	44% N=123
		Fair	32% N=91
		Poor	14% N=39
	Well-planned commercial growth	Excellent	13% N=36
		Good	39% N=108
		Fair	37% N=100
		Poor	11% N=31
	Well-designed neighborhoods	Excellent	9% N=30
		Good	42% N=145
		Fair	39% N=133
		Poor	10% N=33
	Preservation of the historical or cultural character of the community	Excellent	15% N=41
		Good	44% N=124
		Fair	29% N=81

Please also rate each of the following in the Glendale community.	Preservation of the historical or cultural character of the community	Poor	12% N=34
	Public places where people want to spend time	Excellent	11% N=39
		Good	41% N=140
		Fair	32% N=111
		Poor	15% N=53
	Variety of housing options	Excellent	11% N=37
		Good	32% N=110
		Fair	36% N=123
		Poor	20% N=69
	Availability of affordable quality housing	Excellent	5% N=16
		Good	22% N=69
		Fair	36% N=113
		Poor	36% N=113
	Overall quality of new development	Excellent	15% N=42
		Good	41% N=121
		Fair	34% N=99
		Poor	10% N=30
	Overall appearance	Excellent	8% N=29
		Good	40% N=146

Please also rate each of the following in the Glendale community.	Overall appearance	Fair	36% N=130
		Poor	16% N=57
	Cleanliness	Excellent	7% N=26
		Good	36% N=131
		Fair	39% N=144
		Poor	18% N=64
	Water resources	Excellent	7% N=22
		Good	25% N=73
		Fair	40% N=117
		Poor	28% N=81
	Air quality	Excellent	5% N=19
		Good	34% N=119
		Fair	41% N=143
		Poor	19% N=66
	Availability of paths and walking trails	Excellent	10% N=33
		Good	38% N=128
		Fair	31% N=105
		Poor	21% N=70
	Fitness opportunities	Excellent	15% N=46

Please also rate each of the following in the Glendale community.	Fitness opportunities	Good	37% N=116
		Fair	36% N=112
		Poor	13% N=40
	Recreational opportunities	Excellent	11% N=37
		Good	43% N=144
		Fair	32% N=106
		Poor	14% N=46
	Availability of affordable quality food	Excellent	11% N=40
		Good	39% N=138
		Fair	34% N=120
		Poor	15% N=53
	Availability of affordable quality health care	Excellent	11% N=33
		Good	47% N=147
		Fair	28% N=86
		Poor	15% N=45
	Availability of preventive health services	Excellent	10% N=29
		Good	40% N=119
		Fair	32% N=94
		Poor	18% N=52

Please also rate each of the following in the Glendale community.	Availability of affordable quality mental health care	Excellent	10% N=23
		Good	24% N=53
		Fair	33% N=72
		Poor	32% N=70
	Opportunities to attend cultural/arts/music activities	Excellent	11% N=35
		Good	36% N=115
		Fair	35% N=110
		Poor	18% N=56
	Community support for the arts	Excellent	9% N=23
		Good	33% N=86
		Fair	37% N=95
		Poor	21% N=55
	Availability of affordable quality childcare/preschool	Excellent	9% N=14
		Good	26% N=44
		Fair	33% N=54
		Poor	32% N=52
	K-12 education	Excellent	13% N=29
		Good	38% N=86
		Fair	29% N=65

Please also rate each of the following in the Glendale community.	K-12 education	Poor	20% N=46
	Adult educational opportunities	Excellent	13% N=26
		Good	30% N=62
		Fair	32% N=65
		Poor	25% N=52
	Sense of civic/community pride	Excellent	9% N=25
		Good	30% N=84
		Fair	40% N=113
		Poor	21% N=61
	Neighborliness of residents	Excellent	12% N=40
		Good	32% N=107
		Fair	34% N=115
		Poor	22% N=74
	Opportunities to participate in social events and activities	Excellent	13% N=37
		Good	29% N=86
		Fair	38% N=113
		Poor	20% N=61
	Opportunities to attend special events and festivals	Excellent	12% N=40
		Good	35% N=111

Please also rate each of the following in the Glendale community.	Opportunities to attend special events and festivals	Fair	32% N=104
		Poor	20% N=65
	Opportunities to volunteer	Excellent	12% N=25
		Good	35% N=75
		Fair	33% N=72
		Poor	20% N=43
	Opportunities to participate in community matters	Excellent	9% N=20
		Good	33% N=74
		Fair	35% N=78
		Poor	22% N=49
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent	12% N=33
		Good	39% N=109
		Fair	32% N=90
		Poor	17% N=49
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Glendale for help or information	No	61% N=221
		Yes	39% N=141
	Contacted Glendale elected officials to express your opinion	No	90% N=325
		Yes	10% N=36
	Attended a local public meeting	No	90% N=323

Please indicate whether or not you have done each of the following in the last 12 months.	Attended a local public meeting	Yes	10% N=38
	Watched a local public meeting	No	81% N=295
		Yes	19% N=67
	Volunteered your time to some group/activity	No	80% N=289
		Yes	20% N=71
	Campaigned or advocated for a local issue, cause, or candidate	No	91% N=330
		Yes	9% N=32
	Voted in your most recent local election	No	29% N=106
		Yes	71% N=256
	Used public transportation instead of driving	No	80% N=289
		Yes	20% N=74
	Carpooled with other adults or children instead of driving alone	No	50% N=182
		Yes	50% N=181
	Walked or biked instead of driving	No	52% N=186
		Yes	48% N=175
Please rate the quality of each of the following services in Glendale.	Public information services	Excellent	12% N=35
		Good	41% N=119
		Fair	37% N=106
		Poor	10% N=29

Please rate the quality of each of the following services in Glendale.	Economic development	Excellent	9% N=25
		Good	42% N=121
		Fair	37% N=108
		Poor	13% N=37
	Traffic enforcement	Excellent	8% N=25
		Good	39% N=128
		Fair	31% N=103
		Poor	23% N=76
	Traffic signal timing	Excellent	6% N=22
		Good	35% N=125
		Fair	42% N=149
		Poor	16% N=57
	Street repair	Excellent	3% N=9
		Good	27% N=95
		Fair	38% N=135
		Poor	32% N=115
	Street cleaning	Excellent	9% N=30
		Good	37% N=128
		Fair	37% N=127

Please rate the quality of each of the following services in Glendale.	Street cleaning	Poor	17% N=60
	Street lighting	Excellent	9% N=32
		Good	49% N=171
		Fair	28% N=99
		Poor	14% N=49
	Sidewalk maintenance	Excellent	7% N=24
		Good	40% N=138
		Fair	39% N=135
		Poor	14% N=48
	Bus or transit services	Excellent	12% N=24
		Good	38% N=80
		Fair	34% N=72
		Poor	16% N=34
	Land use, planning and zoning	Excellent	13% N=29
		Good	35% N=75
		Fair	36% N=78
		Poor	16% N=34
	Code enforcement	Excellent	8% N=24
		Good	26% N=76

Please rate the quality of each of the following services in Glendale.	Code enforcement	Fair	35% N=101
		Poor	31% N=89
	Affordable high-speed internet access	Excellent	14% N=46
		Good	30% N=97
		Fair	37% N=118
		Poor	18% N=59
	Garbage collection	Excellent	41% N=140
		Good	40% N=139
		Fair	12% N=42
		Poor	7% N=24
	Drinking water	Excellent	14% N=48
		Good	45% N=156
		Fair	23% N=80
		Poor	17% N=60
	Sewer services	Excellent	24% N=78
		Good	52% N=166
		Fair	18% N=56
		Poor	6% N=19
	Storm water management	Excellent	20% N=61

Please rate the quality of each of the following services in Glendale.	Storm water management	Good	41% N=127
		Fair	26% N=80
		Poor	14% N=43
	Power (electric and/or gas) utility	Excellent	24% N=85
		Good	50% N=176
		Fair	21% N=75
		Poor	4% N=14
	Utility billing	Excellent	19% N=66
		Good	45% N=153
		Fair	30% N=103
		Poor	6% N=19
	Police services	Excellent	22% N=70
		Good	44% N=137
		Fair	21% N=67
		Poor	12% N=38
	Crime prevention	Excellent	11% N=34
		Good	36% N=113
		Fair	32% N=100
		Poor	22% N=68

Please rate the quality of each of the following services in Glendale.	Animal control	Excellent	19% N=51
		Good	32% N=88
		Fair	33% N=90
		Poor	17% N=46
	Ambulance or emergency medical services	Excellent	30% N=82
		Good	44% N=118
		Fair	23% N=61
		Poor	4% N=10
	Fire services	Excellent	35% N=98
		Good	50% N=139
		Fair	14% N=40
		Poor	1% N=4
	Fire prevention and education	Excellent	23% N=49
		Good	41% N=86
		Fair	25% N=53
		Poor	11% N=24
	Emergency preparedness	Excellent	16% N=30
		Good	39% N=76
		Fair	27% N=52

Please rate the quality of each of the following services in Glendale.	Emergency preparedness	Poor	18% N=35
	Preservation of natural areas	Excellent	9% N=25
		Good	29% N=80
		Fair	37% N=101
		Poor	24% N=65
	Glendale open space	Excellent	9% N=25
		Good	28% N=81
		Fair	41% N=119
		Poor	22% N=65
	Recycling	Excellent	19% N=61
		Good	39% N=126
		Fair	24% N=76
		Poor	18% N=57
	Yard waste pick-up	Excellent	36% N=110
		Good	33% N=100
		Fair	24% N=75
		Poor	7% N=21
	City parks	Excellent	15% N=53
		Good	38% N=131

Please rate the quality of each of the following services in Glendale.	City parks	Fair	34% N=117
		Poor	13% N=44
	Recreation programs or classes	Excellent	15% N=32
		Good	32% N=68
		Fair	37% N=79
		Poor	16% N=35
	Recreation centers or facilities	Excellent	16% N=39
		Good	35% N=85
		Fair	29% N=70
		Poor	19% N=46
	Health services	Excellent	15% N=42
		Good	42% N=113
		Fair	31% N=85
		Poor	12% N=32
	Public library services	Excellent	30% N=85
		Good	48% N=138
		Fair	18% N=53
		Poor	3% N=10
	Overall customer service by Glendale employees	Excellent	20% N=59

Please rate the quality of each of the following services in Glendale.	Overall customer service by Glendale employees	Good	46% N=135
		Fair	23% N=66
		Poor	11% N=31
Please rate the following categories of Glendale government performance.	The value of services for the taxes paid to Glendale	Excellent	6% N=21
		Good	38% N=122
		Fair	34% N=107
		Poor	22% N=69
	The overall direction that Glendale is taking	Excellent	10% N=28
		Good	45% N=134
		Fair	34% N=100
		Poor	11% N=32
	The job Glendale government does at welcoming resident involvement	Excellent	10% N=24
		Good	32% N=79
		Fair	33% N=82
		Poor	26% N=65
	Overall confidence in Glendale government	Excellent	7% N=21
		Good	38% N=120
		Fair	35% N=110
		Poor	21% N=65

Please rate the following categories of Glendale government performance.	Generally acting in the best interest of the community	Excellent	10% N=31
		Good	39% N=124
		Fair	36% N=115
		Poor	14% N=45
	Being honest	Excellent	10% N=26
		Good	35% N=89
		Fair	42% N=107
		Poor	14% N=36
	Being open and transparent to the public	Excellent	10% N=24
		Good	34% N=78
		Fair	35% N=81
		Poor	21% N=48
	Informing residents about issues facing the community	Excellent	10% N=27
		Good	30% N=82
		Fair	29% N=80
		Poor	31% N=86
	Treating all residents fairly	Excellent	11% N=26
		Good	41% N=102
		Fair	28% N=70

Please rate the following categories of Glendale government performance.	Treating all residents fairly	Poor	20% N=50
	Treating residents with respect	Excellent	12% N=32
		Good	46% N=120
		Fair	29% N=77
		Poor	13% N=35
Overall, how would you rate the quality of the services provided by each of the following?	The City of Glendale	Excellent	14% N=49
		Good	47% N=158
		Fair	31% N=103
		Poor	8% N=28
	The Federal Government	Excellent	5% N=16
		Good	25% N=81
		Fair	36% N=118
		Poor	34% N=112
Please rate how important, if at all, you think it is for the Glendale community to focus on each of the following in the coming two years.	Overall economic health	Essential	45% N=161
		Very important	45% N=162
		Somewhat important	9% N=33
		Not at all important	1% N=3
	Overall quality of the transportation system	Essential	35% N=125
		Very important	46% N=164

Please rate how important, if at all, you think it is for the Glendale community to focus on each of the following in the coming two years.	Overall quality of the transportation system	Somewhat important	19% N=67
		Not at all important	0% N=1
	Overall design or layout of residential and commercial areas	Essential	32% N=116
		Very important	41% N=148
		Somewhat important	23% N=83
		Not at all important	3% N=10
	Overall quality of the utility infrastructure	Essential	56% N=201
		Very important	36% N=129
		Somewhat important	6% N=20
		Not at all important	2% N=8
	Overall feeling of safety	Essential	65% N=230
		Very important	30% N=105
		Somewhat important	5% N=19
		Not at all important	0% N=1
	Overall quality of natural environment	Essential	33% N=117
		Very important	50% N=179
		Somewhat important	15% N=54
		Not at all important	2% N=9
	Overall quality of parks and recreation opportunities	Essential	35% N=122

Please rate how important, if at all, you think it is for the Glendale community to focus on each of the following in the coming two years.	Overall quality of parks and recreation opportunities	Very important	45% N=159
		Somewhat important	18% N=63
		Not at all important	3% N=9
	Overall health and wellness opportunities	Essential	40% N=143
		Very important	41% N=147
		Somewhat important	17% N=60
		Not at all important	2% N=6
	Overall opportunities for education, culture, and the arts	Essential	41% N=145
		Very important	38% N=134
		Somewhat important	20% N=70
		Not at all important	2% N=9
	Residents' connection and engagement with their community	Essential	23% N=81
		Very important	38% N=137
		Somewhat important	37% N=132
		Not at all important	3% N=9
Please rate how important, if at all, you think it is for the City of Glendale to focus on each of the following in the coming two years.	Positively marketing the City	Essential	24% N=83
		Very important	36% N=126
		Somewhat important	31% N=106
		Not at all important	9% N=31

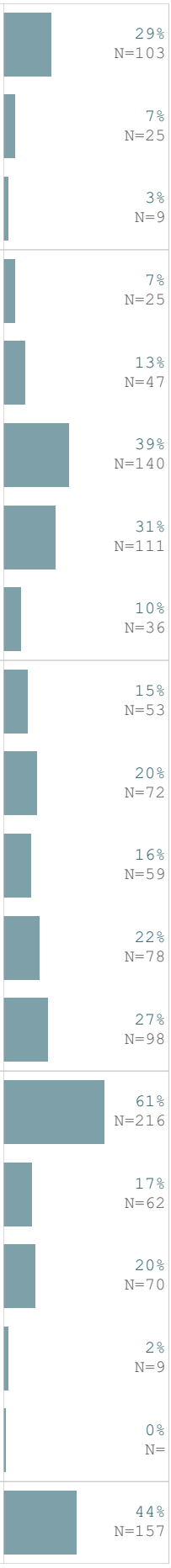
Please rate how important, if at all, you think it is for the City of Glendale to focus on each of the following in the coming two years.	Increasing public awareness of City news and alerts	Essential	29% N=103
		Very important	45% N=158
		Somewhat important	25% N=87
		Not at all important	1% N=3
	Improving City apps and websites to function better on mobile platforms	Essential	35% N=118
		Very important	35% N=119
		Somewhat important	24% N=81
		Not at all important	6% N=21
	Providing programming that assists your household in conserving water	Essential	36% N=126
		Very important	38% N=135
		Somewhat important	21% N=74
		Not at all important	5% N=19
	Increasing the generation of revenue to support City services	Essential	25% N=84
		Very important	37% N=125
		Somewhat important	34% N=115
		Not at all important	5% N=18
Please indicate how important, if at all, it is for the City of Glendale to consider in addressing homelessness.	Providing emergency shelter	Essential	47% N=166
		Very important	34% N=120
		Somewhat important	15% N=52

Please indicate how important, if at all, it is for the City of Glendale to consider in addressing homelessness.	Providing emergency shelter	Not at all important	4% N=12
	Providing transitional housing, available for a limited period, to provide structure, supervision, addiction and mental health support, and life skills	Essential	47% N=161
		Very important	36% N=126
		Somewhat important	15% N=53
		Not at all important	1% N=5
	Creating affordable, permanent housing	Essential	45% N=157
		Very important	30% N=103
		Somewhat important	18% N=61
		Not at all important	7% N=25
	Providing access to healthcare, behavioral health, and substance abuse treatment	Essential	50% N=173
		Very important	37% N=130
		Somewhat important	12% N=42
		Not at all important	1% N=3
	Partnering with non-profits and health care providers to provide services	Essential	55% N=191
		Very important	32% N=111
		Somewhat important	11% N=40
		Not at all important	1% N=3
	Which of the following, if any, prevent you from engaging with the City of Glendale (e.g., participating in public meetings, events, surveys, etc.)? Check all that apply.	Limited or no internet access	10% N=33
		Accessibility barriers (due to a disability)	5% N=16

	Which of the following, if any, prevent you from engaging with the City of Glendale (e.g., participating in public meetings, events, surveys, etc.)? Check all that apply.	Language barriers	8% N=27
		Lack of information/prior knowledge	58% N=190
		No transportation	5% N=18
		Inconvenient timing	40% N=130
		Lack of interest	36% N=118
		Other	18% N=60
In general, how many times do you:	Access the internet from your home	Several times a day	77% N=272
		Once a day	5% N=19
		A few times a week	7% N=24
		Every few weeks	2% N=6
		Less often or never	9% N=32
	Access the internet from your cell phone	Several times a day	82% N=289
		Once a day	4% N=16
		A few times a week	3% N=11
		Every few weeks	5% N=16
		Less often or never	5% N=18
	Visit social media sites	Several times a day	59% N=207
		Once a day	12% N=41
		A few times a week	10% N=35

In general, how many times do you:	Visit social media sites	Every few weeks	7% N=23
		Less often or never	12% N=43
	Use or check email	Several times a day	71% N=249
		Once a day	19% N=65
		A few times a week	6% N=22
		Every few weeks	1% N=5
		Less often or never	2% N=8
	Share your opinions online	Several times a day	11% N=39
		Once a day	4% N=15
		A few times a week	20% N=69
		Every few weeks	12% N=42
		Less often or never	52% N=180
	Shop online	Several times a day	14% N=49
		Once a day	7% N=24
		A few times a week	34% N=118
		Every few weeks	32% N=109
		Less often or never	13% N=45
	Please rate your overall health.	Excellent	26% N=94
		Very good	35% N=125

Please rate your overall health.	Good	29% N=103
	Fair	7% N=25
	Poor	3% N=9
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive	7% N=25
	Somewhat positive	13% N=47
	Neutral	39% N=140
	Somewhat negative	31% N=111
	Very negative	10% N=36
How many years have you lived in Glendale?	Less than 2 years	15% N=53
	2-5 years	20% N=72
	6-10 years	16% N=59
	11-20 years	22% N=78
	More than 20 years	27% N=98
Which best describes the building you live in?	Single-family detached home	61% N=216
	Townhouse or duplex (may share walls but no units above or below you)	17% N=62
	Condominium or apartment (have units above or below you)	20% N=70
	Mobile home	2% N=9
	Other	0% N=
Do you rent or own your home?	Rent	44% N=157



	Do you rent or own your home?	Own	56% N=198
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than $500	7% N=26
		$500 to $999	22% N=79
		$1,000 to $1,499	35% N=122
		$1,500 to $1,999	17% N=62
		$2,000 to $2,499	9% N=33
		$2,500 to $2,999	7% N=25
		$3,000 to $3,499	2% N=6
		$3,500 or more	1% N=2
	Do any children 17 or under live in your household?	No	69% N=247
		Yes	31% N=113
	Are you or any other members of your household aged 65 or older?	No	73% N=262
		Yes	27% N=98
	How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than $25,000	10% N=36
		$25,000 to $49,999	26% N=91
		$50,000 to $74,999	24% N=85
		$75,000 to $99,999	9% N=30
		$100,000 to $149,999	22% N=77
		$150,000 or more	9% N=33

Are you Spanish, Hispanic, or Latino?	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino	67% N=239
		Yes, I consider myself to be Spanish, Hispanic, or Latino	33% N=119
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native	2% N=7
		Asian, Asian Indian, or Pacific Islander	6% N=20
		Black or African American	7% N=26
		White	76% N=271
		Other	15% N=52
	In which category is your age?	18-24 years	11% N=38
		25-34 years	24% N=86
		35-44 years	16% N=57
		45-54 years	19% N=67
		55-64 years	12% N=42
		65-74 years	12% N=44
		75 years or older	7% N=26
	What is your gender?	Woman	51% N=185
		Man	48% N=175
		Identify in another way	1% N=2
	If you identify in another way, how would you describe your gender?	Non-binary	40% N=1
		Identify in another way	60% N=1

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), the City of Glendale conducted a survey of 375 residents. Survey invitations were mailed to randomly selected households and data were collected from January 9th, 2023 to Febuary 20th, 2023. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Glendale. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on Febuay 6th, 2023. The survey remained open for 2 weeks and there were 130 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2020 American Community Survey estimates for adults in the City of Glendale. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the open participation survey are presented in the following table.

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf

		Unweighted	Weighted	Target*
Age	18-34	3%	16%	35%
	35-54	19%	42%	34%
	55+	78%	42%	32%
Hispanic	No, not Spanish, Hispanic, or Latino	89%	63%	67%
	Yes, I consider myself to be Spanish, Hispa..	11%	37%	33%
Housing type	Attached	6%	32%	39%
	Detached	94%	68%	61%
race	Not white	13%	39%	27%
	White	88%	61%	73%
Race/ethnicity	Not white alone	17%	55%	49%
	White alone, not Hispanic or Latino	83%	45%	51%
Sex	Man	41%	54%	49%
	Woman	59%	46%	51%
Tenure	Own	94%	65%	56%
	Rent	6%	35%	44%

Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

	In which area of Glendale do you live?	Area 1-Barrel (Yellow)	27% N=35
		Area 2-Cactus (Purple)	16% N=20
		Area 3-Cholla (Red)	2% N=2
		Area 4-Ocotillo (Blue)	7% N=9
		Area 5-Sahuaro (Pink)	32% N=41
		Area 6-Yucca (Green)	13% N=17
		None of these/I don't live in Glendale	4% N=5
Please rate each of the following aspects of quality of life in Glendale.	Glendale as a place to live	Excellent	10% N=13
		Good	53% N=66
		Fair	32% N=40
		Poor	4% N=5
	Your neighborhood as a place to live	Excellent	18% N=22
		Good	50% N=62

Please rate each of the following aspects of quality of life in Glendale.	Your neighborhood as a place to live	Fair	20% N=25
		Poor	12% N=15
	Glendale as a place to raise children	Excellent	15% N=15
		Good	40% N=42
		Fair	26% N=27
		Poor	19% N=20
	Glendale as a place to work	Excellent	18% N=14
		Good	52% N=39
		Fair	7% N=6
		Poor	23% N=17
	Glendale as a place to visit	Excellent	12% N=14
		Good	35% N=41
		Fair	40% N=47
		Poor	13% N=15
	Glendale as a place to retire	Excellent	15% N=16

Please rate each of the following aspects of quality of life in Glendale.	Glendale as a place to retire	Good	40% N=43
		Fair	20% N=21
		Poor	25% N=27
	The overall quality of life	Excellent	10% N=13
		Good	53% N=69
		Fair	29% N=37
		Poor	8% N=10
	Sense of community	Excellent	5% N=5
		Good	21% N=25
		Fair	45% N=53
		Poor	30% N=35
Please rate each of the following characteristics as they relate to Glendale as a whole.	Overall economic health	Excellent	10% N=12
		Good	38% N=48
		Fair	28% N=35
		Poor	23% N=29

Please rate each of the following characteristics as they relate to Glendale as a whole.	Overall quality of the transportation system	Excellent	12% N=15
		Good	21% N=26
		Fair	37% N=45
		Poor	30% N=37
	Overall design or layout of residential and commercial areas	Excellent	11% N=14
		Good	43% N=53
		Fair	27% N=34
		Poor	19% N=23
	Overall quality of the utility infrastructure	Excellent	20% N=24
		Good	42% N=53
		Fair	29% N=36
		Poor	9% N=11
	Overall feeling of safety	Excellent	12% N=15
		Good	37% N=47
		Fair	23% N=30

Please rate each of the following characteristics as they relate to Glendale as a whole.	Overall feeling of safety	Poor	29% N=37
	Overall quality of natural environment	Excellent	7% N=7
		Good	41% N=47
		Fair	46% N=52
		Poor	7% N=8
	Overall quality of parks and recreation opportunities	Excellent	6% N=7
		Good	38% N=45
		Fair	37% N=43
		Poor	19% N=22
	Overall health and wellness opportunities	Excellent	12% N=14
		Good	38% N=46
		Fair	26% N=31
		Poor	23% N=27
	Overall opportunities for education, culture, and the arts	Excellent	9% N=11
		Good	18% N=23

Please rate each of the following characteristics as they relate to Glendale as a whole.	Overall opportunities for education, culture, and the arts	Fair	44% N=55
		Poor	28% N=35
	Residents' connection and engagement with their community	Excellent	5% N=5
		Good	26% N=30
		Fair	35% N=41
		Poor	34% N=40
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Glendale to someone who asks	Very likely	16% N=20
		Somewhat likely	46% N=60
		Somewhat unlikely	28% N=37
		Very unlikely	10% N=12
	Remain in Glendale for the next five years	Very likely	54% N=64
		Somewhat likely	15% N=18
		Somewhat unlikely	22% N=27
		Very unlikely	8% N=10
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe	34% N=44

Please rate how safe or unsafe you feel:	In your neighborhood during the day	Somewhat safe	44% N=57
		Neither safe nor unsafe	9% N=12
		Somewhat unsafe	9% N=11
		Very unsafe	4% N=5
	In Glendale's commercial areas during the day	Very safe	15% N=20
		Somewhat safe	38% N=49
		Neither safe nor unsafe	30% N=39
		Somewhat unsafe	12% N=16
		Very unsafe	4% N=5
	From property crime	Very safe	10% N=13
		Somewhat safe	36% N=46
		Neither safe nor unsafe	12% N=16
		Somewhat unsafe	34% N=44
		Very unsafe	8% N=10
	From violent crime	Very safe	19% N=22

Please rate how safe or unsafe you feel:	From violent crime	Somewhat safe	22% N=26
		Neither safe nor unsafe	21% N=25
		Somewhat unsafe	28% N=33
		Very unsafe	10% N=12
	From fire, flood, or other natural disaster	Very safe	56% N=73
		Somewhat safe	29% N=38
		Neither safe nor unsafe	6% N=8
		Somewhat unsafe	4% N=5
		Very unsafe	4% N=5
Please rate the job you feel the Glendale community does at each of the following.	Making all residents feel welcome	Excellent	13% N=14
		Good	19% N=21
		Fair	34% N=38
		Poor	34% N=38
	Attracting people from diverse backgrounds	Excellent	8% N=8
		Good	29% N=28

Please rate the job you feel the Glendale community does at each of the following.	Attracting people from diverse backgrounds	Fair	40% N=38
		Poor	23% N=22
	Valuing/respecting residents from diverse backgrounds	Excellent	9% N=9
		Good	31% N=34
		Fair	41% N=44
		Poor	19% N=20
	Taking care of vulnerable residents	Excellent	5% N=5
		Good	14% N=15
		Fair	39% N=40
		Poor	42% N=43
Please rate each of the following in the Glendale community.	Overall quality of business and service establishments	Excellent	12% N=15
		Good	38% N=49
		Fair	42% N=54
		Poor	9% N=11
	Variety of business and service establishments	Excellent	10% N=12

Please rate each of the following in the Glendale community.	Variety of business and service establishments	Good	54% N=67
		Fair	26% N=32
		Poor	11% N=13
	Vibrancy of downtown/commercial area	Excellent	3% N=4
		Good	38% N=47
		Fair	21% N=27
		Poor	37% N=46
	Employment opportunities	Excellent	11% N=10
		Good	21% N=20
		Fair	39% N=37
		Poor	29% N=28
	Shopping opportunities	Excellent	13% N=17
		Good	47% N=61
		Fair	36% N=46
		Poor	4% N=5

Please rate each of the following in the Glendale community.	Cost of living	Excellent	0% N=
		Good	18% N=22
		Fair	56% N=67
		Poor	25% N=30
	Overall image or reputation	Excellent	6% N=7
		Good	27% N=35
		Fair	38% N=49
		Poor	29% N=37
Please also rate each of the following in the Glendale community.	Traffic flow on major streets	Excellent	6% N=7
		Good	31% N=40
		Fair	37% N=48
		Poor	26% N=34
	Ease of public parking	Excellent	11% N=13
		Good	52% N=59
		Fair	20% N=22

Please also rate each of the following in the Glendale community.	Ease of public parking	Poor	18% N=20
	Ease of travel by car	Excellent	18% N=22
		Good	35% N=45
		Fair	29% N=38
		Poor	18% N=22
	Ease of travel by public transportation	Excellent	12% N=10
		Good	18% N=14
		Fair	17% N=14
		Poor	53% N=44
	Ease of travel by bicycle	Excellent	0% N=
		Good	9% N=7
		Fair	24% N=20
		Poor	66% N=54
	Ease of walking	Excellent	12% N=14
		Good	21% N=25

Please also rate each of the following in the Glendale community.	Ease of walking	Fair	24% N=28
		Poor	43% N=51
	Well-planned residential growth	Excellent	13% N=14
		Good	18% N=20
		Fair	21% N=23
		Poor	48% N=54
	Well-planned commercial growth	Excellent	12% N=12
		Good	39% N=40
		Fair	31% N=33
		Poor	18% N=19
	Well-designed neighborhoods	Excellent	6% N=8
		Good	31% N=39
		Fair	40% N=50
		Poor	22% N=28
	Preservation of the historical or cultural character of the community	Excellent	5% N=5

Please also rate each of the following in the Glendale community.	Preservation of the historical or cultural character of the community	Good	30% N=34
		Fair	33% N=36
		Poor	33% N=36
	Public places where people want to spend time	Excellent	2% N=2
		Good	27% N=34
		Fair	45% N=56
		Poor	25% N=31
	Variety of housing options	Excellent	7% N=8
		Good	14% N=15
		Fair	40% N=43
		Poor	39% N=42
	Availability of affordable quality housing	Excellent	0% N=
		Good	16% N=18
		Fair	25% N=28
		Poor	59% N=67

Please also rate each of the following in the Glendale community.	Overall quality of new development	Excellent	6% N=7
		Good	33% N=39
		Fair	48% N=57
		Poor	13% N=15
	Overall appearance	Excellent	2% N=2
		Good	35% N=45
		Fair	44% N=56
		Poor	20% N=26
	Cleanliness	Excellent	2% N=2
		Good	39% N=50
		Fair	34% N=43
		Poor	25% N=33
	Water resources	Excellent	0% N=
		Good	15% N=12
		Fair	31% N=26

Please also rate each of the following in the Glendale community.	Water resources	Poor	54% N=45
	Air quality	Excellent	0% N=
		Good	28% N=31
		Fair	47% N=52
		Poor	24% N=26
	Availability of paths and walking trails	Excellent	5% N=5
		Good	31% N=33
		Fair	36% N=39
		Poor	29% N=31
	Fitness opportunities	Excellent	9% N=10
		Good	20% N=22
		Fair	27% N=29
		Poor	44% N=48
	Recreational opportunities	Excellent	2% N=2
		Good	24% N=26

Please also rate each of the following in the Glendale community.	Recreational opportunities	Fair	49% N=53
		Poor	25% N=27
	Availability of affordable quality food	Excellent	4% N=5
		Good	31% N=39
		Fair	38% N=49
		Poor	27% N=35
	Availability of affordable quality health care	Excellent	12% N=13
		Good	29% N=32
		Fair	36% N=39
		Poor	23% N=25
	Availability of preventive health services	Excellent	9% N=8
		Good	37% N=33
		Fair	31% N=27
		Poor	24% N=21
	Availability of affordable quality mental health care	Excellent	0% N=

Please also rate each of the following in the Glendale community.	Availability of affordable quality mental health care	Good	36% N=22
		Fair	12% N=7
		Poor	53% N=32
	Opportunities to attend cultural/arts/music activities	Excellent	10% N=12
		Good	26% N=33
		Fair	34% N=43
		Poor	30% N=38
	Community support for the arts	Excellent	8% N=7
		Good	25% N=24
		Fair	36% N=35
		Poor	31% N=30
	Availability of affordable quality childcare/preschool	Excellent	0% N=
		Good	23% N=13
		Fair	25% N=15
		Poor	52% N=30

Please also rate each of the following in the Glendale community.	K-12 education	Excellent	6% N=5
		Good	27% N=24
		Fair	37% N=32
		Poor	29% N=25
	Adult educational opportunities	Excellent	1% N=
		Good	37% N=28
		Fair	23% N=18
		Poor	39% N=30
	Sense of civic/community pride	Excellent	2% N=2
		Good	27% N=34
		Fair	32% N=39
		Poor	40% N=49
	Neighborliness of residents	Excellent	2% N=2
		Good	31% N=39
		Fair	41% N=50

Please also rate each of the following in the Glendale community.	Neighborliness of residents	Poor	26% N=33
	Opportunities to participate in social events and activities	Excellent	7% N=7
		Good	25% N=27
		Fair	38% N=41
		Poor	31% N=33
	Opportunities to attend special events and festivals	Excellent	2% N=2
		Good	34% N=41
		Fair	40% N=47
		Poor	24% N=28
	Opportunities to volunteer	Excellent	13% N=12
		Good	45% N=41
		Fair	8% N=7
		Poor	34% N=31
	Opportunities to participate in community matters	Excellent	7% N=7
		Good	44% N=46

Please also rate each of the following in the Glendale community.	Opportunities to participate in community matters	Fair	21% N=22
		Poor	27% N=28
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent	13% N=13
		Good	32% N=30
		Fair	28% N=27
		Poor	26% N=25
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Glendale for help or information	No	28% N=35
		Yes	72% N=89
	Contacted Glendale elected officials to express your opinion	No	55% N=68
		Yes	45% N=56
	Attended a local public meeting	No	72% N=90
		Yes	28% N=34
	Watched a local public meeting	No	40% N=47
		Yes	60% N=72
	Volunteered your time to some group/activity	No	59% N=73

Please indicate whether or not you have done each of the following in the last 12 months.	Volunteered your time to some group/activity	Yes	41% N=51
	Campaigned or advocated for a local issue, cause, or candidate	No	78% N=97
		Yes	22% N=27
	Voted in your most recent local election	No	18% N=23
		Yes	82% N=101
	Used public transportation instead of driving	No	56% N=70
		Yes	44% N=54
	Carpooled with other adults or children instead of driving alone	No	44% N=55
		Yes	56% N=69
	Walked or biked instead of driving	No	39% N=49
		Yes	61% N=75
Please rate the quality of each of the following services in Glendale.	Public information services	Excellent	5% N=6
		Good	39% N=43
		Fair	33% N=36
		Poor	23% N=25

Please rate the quality of each of the following services in Glendale.	Economic development	Excellent	13% N=13
		Good	32% N=31
		Fair	44% N=43
		Poor	11% N=10
	Traffic enforcement	Excellent	13% N=15
		Good	24% N=28
		Fair	27% N=32
		Poor	36% N=43
	Traffic signal timing	Excellent	18% N=20
		Good	14% N=16
		Fair	38% N=44
		Poor	30% N=34
	Street repair	Excellent	8% N=10
		Good	25% N=30
		Fair	29% N=35

Please rate the quality of each of the following services in Glendale.	Street repair	Poor	37% N=44
	Street cleaning	Excellent	10% N=12
		Good	26% N=31
		Fair	38% N=45
		Poor	26% N=31
	Street lighting	Excellent	8% N=9
		Good	51% N=60
		Fair	25% N=29
		Poor	17% N=20
	Sidewalk maintenance	Excellent	12% N=14
		Good	35% N=41
		Fair	23% N=27
		Poor	30% N=36
	Bus or transit services	Excellent	7% N=5
		Good	31% N=22

Please rate the quality of each of the following services in Glendale.	Bus or transit services	Fair	33% N=24
		Poor	28% N=20
	Land use, planning and zoning	Excellent	14% N=12
		Good	27% N=24
		Fair	29% N=25
		Poor	30% N=26
	Code enforcement	Excellent	10% N=10
		Good	34% N=36
		Fair	34% N=36
		Poor	23% N=25
	Affordable high-speed internet access	Excellent	21% N=23
		Good	16% N=17
		Fair	45% N=49
		Poor	17% N=19
	Garbage collection	Excellent	50% N=57

Please rate the quality of each of the following services in Glendale.	Garbage collection	Good	27% N=31
		Fair	14% N=16
		Poor	9% N=10
	Drinking water	Excellent	33% N=35
		Good	20% N=21
		Fair	31% N=32
		Poor	15% N=16
	Sewer services	Excellent	31% N=34
		Good	40% N=44
		Fair	24% N=26
		Poor	5% N=5
	Storm water management	Excellent	25% N=27
		Good	28% N=30
		Fair	24% N=25
		Poor	23% N=25

Please rate the quality of each of the following services in Glendale.	Power (electric and/or gas) utility	Excellent	32% N=35
		Good	26% N=28
		Fair	23% N=25
		Poor	19% N=21
	Utility billing	Excellent	16% N=19
		Good	35% N=41
		Fair	27% N=32
		Poor	22% N=26
	Police/Sheriff services	Excellent	47% N=48
		Good	37% N=38
		Fair	1% N=2
		Poor	15% N=15
	Crime prevention	Excellent	14% N=15
		Good	26% N=30
		Fair	41% N=46

Please rate the quality of each of the following services in Glendale.	Crime prevention	Poor	19% N=22
	Animal control	Excellent	23% N=20
		Good	38% N=34
		Fair	17% N=15
		Poor	23% N=21
	Ambulance or emergency medical services	Excellent	46% N=44
		Good	31% N=29
		Fair	7% N=7
		Poor	16% N=15
	Fire services	Excellent	54% N=49
		Good	36% N=33
		Fair	4% N=4
		Poor	5% N=5
	Fire prevention and education	Excellent	25% N=14
		Good	49% N=28

Please rate the quality of each of the following services in Glendale.	Fire prevention and education	Fair	18% N=10
		Poor	9% N=5
	Emergency preparedness	Excellent	20% N=15
		Good	25% N=18
		Fair	21% N=15
		Poor	35% N=26
	Preservation of natural areas	Excellent	9% N=7
		Good	27% N=22
		Fair	23% N=19
		Poor	41% N=32
	Glendale open space	Excellent	8% N=7
		Good	19% N=17
		Fair	26% N=23
		Poor	48% N=43
	Recycling	Excellent	20% N=22

Please rate the quality of each of the following services in Glendale.	Recycling	Good	40% N=46
		Fair	18% N=20
		Poor	22% N=25
	Yard waste pick-up	Excellent	45% N=50
		Good	31% N=34
		Fair	6% N=6
		Poor	18% N=20
	City parks	Excellent	10% N=11
		Good	36% N=41
		Fair	27% N=30
		Poor	27% N=30
	Recreation programs or classes	Excellent	1% N=1
		Good	41% N=30
		Fair	28% N=20
		Poor	31% N=23

Please rate the quality of each of the following services in Glendale.	Recreation centers or facilities	Excellent	12% N=9
		Good	37% N=27
		Fair	34% N=25
		Poor	17% N=13
	Health services	Excellent	3% N=3
		Good	47% N=38
		Fair	17% N=14
		Poor	32% N=26
	Public library services	Excellent	17% N=18
		Good	68% N=71
		Fair	5% N=5
		Poor	10% N=11
	Overall customer service by Glendale employees	Excellent	22% N=23
		Good	43% N=45
		Fair	16% N=16

Please rate the quality of each of the following services in Glendale.	Overall customer service by Glendale employees	Poor	19% N=20
Please rate the following categories of Glendale government performance.	The value of services for the taxes paid to Glendale	Excellent	12% N=14
		Good	34% N=39
		Fair	36% N=40
		Poor	18% N=20
	The overall direction that Glendale is taking	Excellent	4% N=4
		Good	32% N=35
		Fair	29% N=31
		Poor	36% N=39
	The job Glendale government does at welcoming resident involvement	Excellent	7% N=8
		Good	22% N=24
		Fair	24% N=26
		Poor	48% N=53
	Overall confidence in Glendale government	Excellent	4% N=4
		Good	24% N=28

Please rate the following categories of Glendale government performance.	Overall confidence in Glendale government	Fair	42% N=48
		Poor	30% N=34
	Generally acting in the best interest of the community	Excellent	8% N=9
		Good	16% N=18
		Fair	33% N=36
		Poor	42% N=46
	Being honest	Excellent	3% N=2
		Good	33% N=29
		Fair	21% N=18
		Poor	44% N=39
	Being open and transparent to the public	Excellent	3% N=3
		Good	31% N=29
		Fair	18% N=17
		Poor	48% N=45
	Informing residents about issues facing the community	Excellent	11% N=13

Please rate the following categories of Glendale government performance.	Informing residents about issues facing the community	Good	16% N=18
		Fair	12% N=13
		Poor	61% N=70
	Treating all residents fairly	Excellent	15% N=14
		Good	23% N=22
		Fair	18% N=18
		Poor	44% N=43
	Treating residents with respect	Excellent	14% N=15
		Good	35% N=37
		Fair	13% N=14
		Poor	39% N=41
Overall, how would you rate the quality of the services provided by each of the following?	The City of Glendale	Excellent	11% N=13
		Good	36% N=41
		Fair	26% N=29
		Poor	27% N=31

Overall, how would you rate the quality of the services provided by each of the following?	The Federal Government	Excellent	7% N=7
		Good	26% N=26
		Fair	29% N=29
		Poor	38% N=39
Please rate how important, if at all, you think it is for the Glendale community to focus on each of the following in the coming two years.	Overall economic health	Essential	47% N=54
		Very important	44% N=50
		Somewhat important	9% N=10
	Overall quality of the transportation system	Essential	42% N=50
		Very important	32% N=38
		Somewhat important	25% N=30
		Not at all important	0% N=
	Overall design or layout of residential and commercial areas	Essential	26% N=31
		Very important	42% N=50
		Somewhat important	24% N=29
		Not at all important	8% N=10

Please rate how important, if at all, you think it is for the Glendale community to focus on each of the following in the coming two years.	Overall quality of the utility infrastructure	Essential	29% N=34
		Very important	49% N=58
		Somewhat important	14% N=17
		Not at all important	8% N=10
	Overall feeling of safety	Essential	42% N=50
		Very important	41% N=49
		Somewhat important	13% N=15
		Not at all important	4% N=5
	Overall quality of natural environment	Essential	33% N=38
		Very important	39% N=44
		Somewhat important	24% N=27
		Not at all important	5% N=5
	Overall quality of parks and recreation opportunities	Essential	21% N=24
		Very important	55% N=63
		Somewhat important	24% N=27

Please rate how important, if at all, you think it is for the Glendale community to focus on each of the following in the coming two years.	Overall quality of parks and recreation opportunities	Not at all important	0% N=
	Overall health and wellness opportunities	Essential	33% N=39
		Very important	47% N=56
		Somewhat important	16% N=19
		Not at all important	4% N=5
	Overall opportunities for education, culture, and the arts	Essential	22% N=26
		Very important	49% N=59
		Somewhat important	20% N=24
		Not at all important	9% N=10
	Residents' connection and engagement with their community	Essential	21% N=25
		Very important	29% N=35
		Somewhat important	37% N=44
		Not at all important	13% N=15
Please rate how important, if at all, you think it is for the City of Glendale to focus on each of the following in the coming two years.	Positively marketing the City	Essential	5% N=5
		Very important	26% N=29

Please rate how important, if at all, you think it is for the City of Glendale to focus on each of the following in the coming two years.	Positively marketing the City	Somewhat important	33% N=37
		Not at all important	37% N=42
	Increasing public awareness of City news and alerts	Essential	22% N=26
		Very important	54% N=64
		Somewhat important	11% N=14
		Not at all important	13% N=15
	Improving City apps and websites to function better on mobile platforms	Essential	22% N=25
		Very important	30% N=34
		Somewhat important	33% N=38
		Not at all important	15% N=17
	Providing programming that assists your household in conserving water	Essential	32% N=39
		Very important	23% N=27
		Somewhat important	28% N=33
		Not at all important	17% N=20
	Increasing the generation of revenue to support City services	Essential	19% N=23

Please rate how important, if at all, you think it is for the City of Glendale to focus on each of the following in the coming two years.	Increasing the generation of revenue to support City services	Very important	27% N=32
		Somewhat important	41% N=49
		Not at all important	13% N=15
Please indicate how important, if at all, it is for the City of Glendale to consider in addressing homelessness.	Providing emergency shelter	Essential	60% N=66
		Very important	26% N=28
		Somewhat important	9% N=10
		Not at all important	5% N=5
	Providing transitional housing, available for a limited period, to provide structure, supervision, addiction and mental health support, and life skills	Essential	52% N=59
		Very important	31% N=35
		Somewhat important	8% N=9
		Not at all important	9% N=10
	Creating affordable, permanent housing	Essential	46% N=55
		Very important	35% N=41
		Somewhat important	14% N=17
		Not at all important	5% N=6

Please indicate how important, if at all, it is for the City of Glendale to consider in addressing homelessness.	Providing access to healthcare, behavioral health, and substance abuse treatment	Essential	54% N=64
		Very important	26% N=31
		Somewhat important	16% N=19
		Not at all important	4% N=5
	Partnering with non-profits and health care providers to provide services	Essential	44% N=50
		Very important	34% N=38
		Somewhat important	18% N=20
		Not at all important	5% N=5
	Which of the following, if any, prevent you from engaging with the City of Glendale (e.g., participating in public meetings, events, surveys, etc.)? Check all that apply.	Limited or no internet access	0% N=
		Accessibility barriers (due to a disability)	2% N=2
		Language barriers	1% N=1
		Lack of information/prior knowledge	69% N=72
		No transportation	5% N=5
		Inconvenient timing	49% N=51
		Lack of interest	12% N=12

	Which of the following, if any, prevent you from engaging with the City of Glendale (e.g., participating in public meetings, events, surveys, etc.)? Check all that apply.	Other	10% N=10
In general, how many times do you:	Access the internet from your home	Several times a day	79% N=87
		Once a day	11% N=12
		A few times a week	5% N=5
		Every few weeks	5% N=5
		Less often or never	0% N=
	Access the internet from your cell phone	Several times a day	81% N=88
		Once a day	5% N=5
		A few times a week	5% N=5
		Every few weeks	0% N=
		Less often or never	9% N=10
	Visit social media sites	Several times a day	37% N=42
		Once a day	37% N=42
		A few times a week	5% N=5
		Every few weeks	6% N=7

In general, how many times do you:	Visit social media sites	Less often or never	16% N=18
	Use or check email	Several times a day	67% N=76
		Once a day	20% N=23
		A few times a week	4% N=5
		Less often or never	9% N=10
	Share your opinions online	Several times a day	16% N=18
		Once a day	9% N=10
		A few times a week	14% N=16
		Every few weeks	11% N=12
		Less often or never	51% N=57
	Shop online	Several times a day	8% N=9
		Once a day	4% N=5
		A few times a week	34% N=39
		Every few weeks	31% N=35
		Less often or never	23% N=26

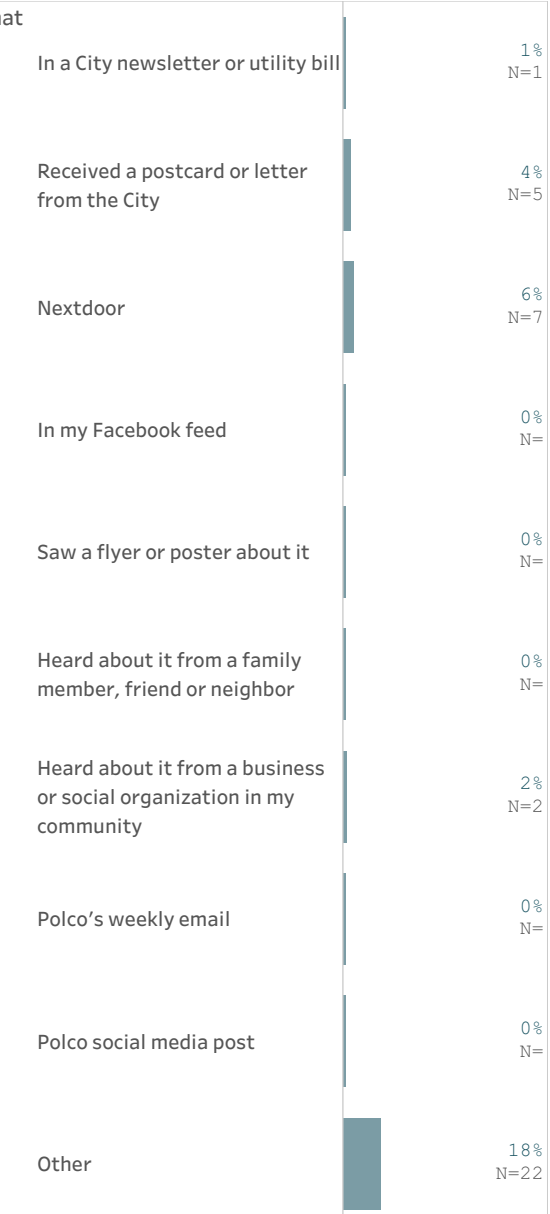
Please rate your overall health.	Excellent		23% N=27
	Very good		42% N=50
	Good		26% N=31
	Fair		4% N=5
	Poor		4% N=5
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		4% N=5
	Somewhat positive		11% N=13
	Neutral		45% N=53
	Somewhat negative		28% N=33
	Very negative		13% N=15
How many years have you lived in Glendale?	Less than 2 years		19% N=22
	2-5 years		16% N=19
	6-10 years		10% N=12
	11-20 years		23% N=27
	More than 20 years		33% N=39

	Which best describes the building you live in?	Single-family detached home	65% N=77
		Townhouse or duplex (may share walls but no units above or below you)	13% N=15
		Condominium or apartment (have units above or below you)	8% N=10
		Mobile home	10% N=12
		Other	4% N=5
	Do you rent or own your home?	Rent	35% N=40
		Own	65% N=74
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than $500	14% N=15
		$500 to $999	7% N=7
		$1,000 to $1,499	23% N=25
		$1,500 to $1,999	35% N=38
		$2,000 to $2,499	0% N=
		$2,500 to $2,999	8% N=9
		$3,000 to $3,499	9% N=10
		$3,500 or more	5% N=5

	Do any children 17 or under live in your household?	No	76% N=90
		Yes	24% N=29
	Are you or any other members of your household aged 65 or older?	No	76% N=91
		Yes	24% N=28
	How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than $25,000	14% N=15
		$25,000 to $49,999	12% N=12
		$50,000 to $74,999	22% N=23
		$75,000 to $99,999	16% N=17
		$100,000 to $149,999	18% N=19
		$150,000 or more	17% N=17
Are you Spanish, Hispanic, or Latino?	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino	63% N=72
		Yes, I consider myself to be Spanish, Hispanic, or Latino	37% N=42
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native	9% N=10
		Asian, Asian Indian, or Pacific Islander	0% N=
		Black or African American	4% N=5

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	White	74% N=84
	Other	26% N=30
In which category is your age?	25-34 years	18% N=20
	35-44 years	27% N=30
	45-54 years	22% N=24
	55-64 years	14% N=15
	65-74 years	15% N=17
	75 years or older	5% N=6
What is your gender?	Woman	44% N=50
	Man	52% N=58
	Identify in another way	4% N=5
If you identify in another way, how would you describe your gender?	Non-binary	100% N=5
How did you hear about this survey? (Select all that apply.)	The City's website	54% N=64
	The City's social media (Facebook, Twitter, Instagram, etc.)	6% N=7
	Received an email from the City	15% N=17

How did you hear about this survey? (Select all that apply.)



The City of Glendale 2023 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in Glendale.

	Excellent	Good	Fair	Poor	Don't know
Glendale as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Glendale as a place to raise children	1	2	3	4	5
Glendale as a place to work	1	2	3	4	5
Glendale as a place to visit	1	2	3	4	5
Glendale as a place to retire	1	2	3	4	5
The overall quality of life in Glendale	1	2	3	4	5
Sense of community	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Glendale as a whole.

	Excellent	Good	Fair	Poor	Don't know
Overall economic health of Glendale	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Glendale	1	2	3	4	5
Overall design or layout of Glendale's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Glendale (water, sewer, storm water, electric/gas, broadband)	1	2	3	4	5
Overall feeling of safety in Glendale	1	2	3	4	5
Overall quality of natural environment in Glendale	1	2	3	4	5
Overall quality of parks and recreation opportunities	1	2	3	4	5
Overall health and wellness opportunities in Glendale	1	2	3	4	5
Overall opportunities for education, culture, and the arts	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Recommend living in Glendale to someone who asks	1	2	3	4	5
Remain in Glendale for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day	1	2	3	4	5	6
In Glendale's commercial areas during the day	1	2	3	4	5	6
From property crime	1	2	3	4	5	6
From violent crime	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Glendale community does at each of the following.

	Excellent	Good	Fair	Poor	Don't know
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	1	2	3	4	5

6. Please rate each of the following in the Glendale community.

	Excellent	Good	Fair	Poor	Don't know
Overall quality of business and service establishments in Glendale	1	2	3	4	5
Variety of business and service establishments in Glendale	1	2	3	4	5
Vibrancy of downtown area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Glendale	1	2	3	4	5
Overall image or reputation of Glendale	1	2	3	4	5

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7. Please also rate each of the following in the Glendale community.

	Excellent	Good	Fair	Poor	Don't know
Traffic flow on major streets	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Ease of travel by car in Glendale	1	2	3	4	5
Ease of travel by public transportation in Glendale	1	2	3	4	5
Ease of travel by bicycle in Glendale	1	2	3	4	5
Ease of walking in Glendale	1	2	3	4	5
Well-planned residential growth	1	2	3	4	5
Well-planned commercial growth	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Overall quality of new development in Glendale	1	2	3	4	5
Overall appearance of Glendale	1	2	3	4	5
Cleanliness of Glendale	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts	1	2	3	4	5
Availability of affordable quality childcare/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride	1	2	3	4	5
Neighborliness of residents in Glendale	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	No	Yes
Contacted the City of Glendale (in-person, phone, email, web, or GlendaleOne) for help or information	1	2
Contacted Glendale elected officials (in-person, phone, email, or web) to express your opinion	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting	1	2
Volunteered your time to some group/activity in Glendale	1	2
Campaigned or advocated for a local issue, cause, or candidate	1	2
Voted in your most recent local election	1	2
Used bus or other public transportation instead of driving	1	2
Carpooled with other adults or children instead of driving alone	1	2
Walked or biked instead of driving	1	2

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9. Please rate the quality of each of the following services in Glendale.

	Excellent	Good	Fair	Poor	Don't know
Public information services	1	2	3	4	5
Economic development	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Land use, planning, and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Affordable high-speed internet access	1	2	3	4	5
Garbage collection	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.)	1	2	3	4	5
Power (electric and/or gas) utility	1	2	3	4	5
Utility billing	1	2	3	4	5
Police services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Animal control	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Fire services	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts)	1	2	3	4	5
Glendale open space	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
City parks	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Overall customer service by Glendale employees (police, receptionists, planners, etc.)	1	2	3	4	5

10. Please rate the following categories of Glendale government performance.

	Excellent	Good	Fair	Poor	Don't know
The value of services for the taxes paid to Glendale	1	2	3	4	5
The overall direction that Glendale is taking	1	2	3	4	5
The job Glendale government does at welcoming resident involvement	1	2	3	4	5
Overall confidence in Glendale government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest	1	2	3	4	5
Being open and transparent to the public	1	2	3	4	5
Informing residents about issues facing the community	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
Treating residents with respect	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	Excellent	Good	Fair	Poor	Don't know
The City of Glendale	1	2	3	4	5
The Federal Government	1	2	3	4	5

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12. Please rate how important, if at all, you think it is for the Glendale community to focus on each of the following in the coming two years.

	Essential	Very important	Somewhat important	Not at all important
Overall economic health of Glendale	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Glendale	1	2	3	4
Overall design or layout of Glendale's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Glendale (water, sewer, storm water, electric/gas, broadband)	1	2	3	4
Overall feeling of safety in Glendale	1	2	3	4
Overall quality of natural environment in Glendale	1	2	3	4
Overall quality of parks and recreation opportunities	1	2	3	4
Overall health and wellness opportunities in Glendale	1	2	3	4
Overall opportunities for education, culture, and the arts	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

13. Please rate how important, if at all, you think it is for the City of Glendale to focus on each of the following in the coming two years.

	Essential	Very important	Somewhat important	Not at all important	Don't know
Positively marketing the City	1	2	3	4	5
Increasing public awareness of City news and alerts	1	2	3	4	5
Improving City apps and websites to function better on mobile platforms	1	2	3	4	5
Providing programming that assists your household in conserving water	1	2	3	4	5
Increasing the generation of revenue to support City services	1	2	3	4	5

14. Please indicate how important, if at all, it is for the City of Glendale to consider in addressing homelessness.

	Essential	Very important	Somewhat important	Not at all important	Don't know
Providing emergency shelter	1	2	3	4	5
Providing transitional housing, available for a limited period, to provide structure, supervision, addiction and mental health support, and life skills	1	2	3	4	5
Creating affordable, permanent housing	1	2	3	4	5
Providing access to healthcare, behavioral health, and substance abuse treatment	1	2	3	4	5
Partnering with non-profits and health care providers to provide services	1	2	3	4	5

15. Which of the following, if any, prevent you from engaging with the City of Glendale (e.g., participating in public meetings, events, surveys, etc.)? Check all that apply.

- ❑ Limited or no internet access
- ❑ Accessibility barriers (due to a disability)
- ❑ Language barriers
- ❑ Lack of information/prior knowledge
- ❑ No transportation
- ❑ Inconvenient timing
- ❑ Lack of interest
- ❑ Other

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The City of Glendale 2023 Community Survey

Our last questions are about you and your household.
Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email	1	2	3	4	5	6
Share your opinions online	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Please rate your overall health.

❍ Excellent ❍ Very good ❍ Good ❍ Fair ❍ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

❍ Very positive ❍ Somewhat positive ❍ Neutral ❍ Somewhat negative ❍ Very negative

D4. How many years have you lived in Glendale?

❍ Less than 2 years
❍ 2-5 years
❍ 6-10 years
❍ 11-20 years
❍ More than 20 years

D5. Which best describes the building you live in?

❍ One family house detached from any other houses
❍ Building with two or more homes (duplex, townhome, apartment, or condominium)
❍ Mobile home
❍ Other

D6. Do you rent or own your home?

❍ Rent
❍ Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

❍ Less than $500
❍ $500 to $999
❍ $1,000 to $1,499
❍ $1,500 to $1,999
❍ $2,000 to $2,499
❍ $2,500 to $2,999
❍ $3,000 to $3,499
❍ $3,500 or more

D8. Do any children 17 or under live in your household?

❍ No ❍ Yes

D9. Are you or any other members of your household aged 65 or older?

❍ No ❍ Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

❍ Less than $25,000
❍ $25,000 to $49,999
❍ $50,000 to $74,999
❍ $75,000 to $99,999
❍ $100,000 to $149,999
❍ $150,000 or more

D11. Are you Spanish, Hispanic or Latino?

❍ No, not Spanish, Hispanic, or Latino
❍ Yes, I consider myself to be Spanish, Hispanic, or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

❑ American Indian or Alaskan Native
❑ Asian, Asian Indian, or Pacific Islander
❑ Black or African American
❑ White
❑ Other

D13. In which category is your age?

❍ 18-24 years
❍ 25-34 years
❍ 35-44 years
❍ 45-54 years
❍ 55-64 years
❍ 65-74 years
❍ 75 years or older

D14. What is your gender?

❍ Woman
❍ Man
❍ Identify in another way → go to D14a

D14a. If you identify in another way, how would you describe your gender?

❍ Agender/I don't identify with any gender
❍ Genderqueer/gender fluid
❍ Non-binary
❍ Transgender man
❍ Transgender woman
❍ Two-spirit
❍ Not listed, I identify as:_____

Thank you! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

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January 2023

Dear City of Glendale Resident:

Please help us shape the future of Glendale! You have been selected at random to participate in the 2023 City of Glendale Community Survey. **If you've already completed the survey online, thank you. Please do not respond twice.**

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important—especially since your household is one of only a small number of households being surveyed. Your feedback will help guide decisions that affect our city.

A few things to remember:

- **Your responses are confidential and no identifying information will be shared.**
- Any adult 18 years or older in your household can complete this survey. If there are multiple adults in the household, the one who most recently had a birthday (regardless of birth year) should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at: *https://polco.us/xxplaceholder***

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey, please call the City of Glendale at 623-930-3190 or email at communitysurvey@glendaleaz.com.

Thank you for your time and participation!

Sincerely,

Jerry Weiers, Mayor

Scan QR Code to complete survey on mobile device

For more information visit:
www.glendaleaz.com/2023-Community-Survey

Estimado Residente de la Ciudad de Glendale:

¡Por favor ayúdenos a moldear el futuro de Glendale! Usted ha sido seleccionado al azar para participar en la Encuesta de la Comunidad de Glendale del 2023. **Si ya completó la encuesta en línea, gracias. Por favor no responda dos veces.**

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante—especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Glendale tomar decisiones que afectarán a nuestra Ciudad.

Algunas cosas para recordar:

- **Sus respuestas son confidenciales y no se compartirá ninguna información de identificación.**
- Cualquier adulto mayor de 18 años en su hogar puede completar esta encuesta. Si hay varios adultos en el hogar, debe completar esta encuesta quien haya cumplido años más recientemente (independientemente del año de nacimiento)
- **Puede devolver la encuesta *en ingles* por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea *en español* en: *https://polco.us/xxplaceholder***

Por favor no comparta el enlace de su encuesta. Esta encuesta es solamente para hogares seleccionados al azar. La Ciudad conducirá una encuesta separada que está abierta a todos los residentes dentro de unas semanas.

Si tiene alguna pregunta sobre la encuesta, por favor llame a la Ciudad de Glendale al 623-930-3190 o Email communitysurvey@glendale.com.

¡Gracias por su tiempo y participación!

Atentamente,

Jerry Weiers, Alcalde

Escanear para completar la encuesta en el dispositivo móvil.

Para más información:
www.glendaleaz.com/2023-Community-Survey