



# CITY OF GLENDALE 2024 RESIDENT SURVEY

Report of Results

November 2024



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### **Executive Summary**

#### **Survey Background and Methods**

The Glendale Resident Survey allows residents to rate important aspects of their community such as housing services, infrastructure improvement, community and public facilities, business and economic development and neighborhood improvement. The survey gathers community-wide feedback and helps map residents' priorities for community planning and resource allocation.

The 2024 Glendale Resident Survey was administered to 9,500 randomly selected households within the city. Of those, 6,000 households received two postcard invitations with a URL to take the survey online. The remaining 3,500 households received a postcard and a paper survey. In total, 402 completed surveys were obtained from the 9,019 households who had a chance to participate (for 481 mailers were returned by the post office as undeliverable/vacant). This resulted in a response rate of 5%.

The margin of error is plus or minus 5 percentage points around any given percentage for the entire sample. The margin of error is important because it helps decision-makers understand the reliability of the data and make informed judgments. A smaller margin of error indicates more confidence in the results.

Survey results were weighted so that the characteristics of gender, age, race, ethnicity, tenure, housing unit type and district of residence are represented in proportions reflective of the entire city population.

### **Key Findings**

# Most housing services for people with low or moderate incomes are considered important by at least two-thirds of respondents.

- Glendale residents were asked to assess the importance of supporting 10 housing services for people with low or moderate incomes. All 10 services were deemed very or moderately important by at least half of the respondents. The services deemed more important were providing housing for people with special needs (78% rated it as very or moderately important), making low-interest loans to homebuyers (77%) and creating affordable, permanent housing (76%). Only the repair of existing homes was considered important by less than two-thirds of respondents.
- When asked about the importance of having different types of housing in the city, about 8 in 10 respondents said it was very or moderately important to have more housing for survivors of domestic violence, senior housing (such as nursing homes) and single-family (detached) housing.

# Road improvements and water and sewer systems are considered the most important infrastructure improvement activities.

 About 9 in 10 residents considered street and road improvements, as well as improvements to water, sewer, solid waste, and storm sewer systems, to be important infrastructure activities for Glendale. Other activities highly rated as important included tree planting (83%), flood drainage improvements (82%), sidewalk improvements (74%), and bicycle and

- walking paths (70%). The construction of electric vehicle charging stations was the only item considered important by a minority of respondents (35%).
- Respondents were also asked to rate the importance of 9 community and public facilities. Parks and recreation centers were considered the most important, followed by healthcare facilities, with about 8 in 10 respondents rating both as very or moderately important. Other facilities that rated highly in importance included public buildings with improved accessibility for the disabled (79%), facilities for survivors of domestic violence (77%), senior and youth centers (73% each), and childcare facilities (72%).

# Living wage employment and housing were identified by survey respondents as the greatest challenges faced by low-income households.

- Respondents were asked to rate how important it was for the City to invest in human and public services for 14 vulnerable population groups. More than three-quarters of respondents thought it was at least moderately important to invest in human services aimed to assist survivors or domestic violence (84%), veterans (83%), children aging out of the foster care system (79%), persons with physical disabilities (79%), children (79%), seniors (78%), persons with severe mental illness (77%) and developmental disabilities (76%).
- Living wage employment and housing were identified by survey respondents as the greatest challenges faced by Glendale's' low-income households, with approximately half of the respondents selecting each as a top concern. Ranked lower in terms of challenges were energy costs, education, childcare, healthcare costs, public transportation, and job training.

# Retention of existing businesses was considered the most important area of investment for businesses and economic development.

• Retention of existing businesses was considered by 9 in 10 respondents the most important area of investment for businesses and economic development. In second place, with about 8 in 10 respondents saying it was very or moderately important was the attraction of new businesses, followed by fostering businesses with higher paying jobs. Other activities that were deemed important by at least 7 in 10 residents were providing job training, the enhancement of business infrastructure and the expansion of existing businesses.

# Organized neighborhood clean-up is deemed as the most important activity for neighborhood improvement.

• About 8 in 10 residents considered it very or moderately important to invest in organized clean-up to improve neighborhoods. About 3 in 4 respondents also considered it important to stabilize or improve vacant buildings and to demolish vacant and dilapidated buildings. Meanwhile, 7 in 10 residents judged it important to work on landscape, exterior repair or window replacement assistance for low-income residents and to implement block watch activities.

# When asked to prioritize across all areas, housing and homelessness topped the agenda

• When asked to name the two most important priorities, respondents ranked housing and homelessness at the top of the list. About 6 in 10 respondents considered these issues a high priority for the city to address. In second place were economic development and infrastructure improvements, with 34% and 32% of the mentions, respectively.

### **Survey Background**

### **Survey Purpose**

The Glendale Resident Survey allows residents to rate important aspects of their community such as housing services, infrastructure improvement, community and public facilities, business and economic development and neighborhood improvement. The survey gathers community-wide feedback and helps map residents' priorities for community planning and resource allocation. The City of Glendale funded this research. Please contact Jenny Durda of the City of Glendale at JDurda@glendaleaz.com if you have any questions about the survey.

#### **Methods**

The 2024 Glendale Resident Survey was administered to 9,500 randomly selected households within the city. Of those, 6,000 households received two postcard invitations with a URL to take the survey online. The remaining 3,500 households received a postcard followed by a paper survey one week later. In total, 402 completed surveys were obtained from the 9,019 households who had a chance to participate (for 481 mailers were returned by the post office as undeliverable/vacant). This resulted in a response rate of 5%.

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). The traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be calculated for any size sample and quantifies the "sampling error" or precision of the estimates made from the survey results because some residents' opinions are relied on to estimate all residents' opinions. The margin of error for the entire sample (402 respondents) is plus or minus 5 percentage points around any given percentage. The margin of error is important because it helps decision-makers understand the reliability of the data and make informed judgments. A smaller margin of error indicates more confidence in the results.

Survey results were weighted so that the characteristics of gender, age, race, ethnicity, tenure, housing unit type and district of residence are represented in proportions reflective of the entire city population (see Table 111 on page 139). For more information on the methodology see *Appendix F: Survey Methodology*. For a copy of the survey instrument see *Appendix G: Survey Materials*.

### **Open Participation Survey**

In addition to the probability sample survey (with randomly selected households), an open participation survey was also implemented by the City of Glendale. This survey was conducted entirely online and was publicized by the City. The questionnaire was identical to the probability sample survey, with the addition of a question asking how respondents had heard of the survey. A total of 369 survey responses were obtained through this effort. In the analysis, these survey responses were kept separate from the probability sample survey response. Responses to the open participation survey can be found in *Appendix D: Comparison of Probability Survey and Open Participation Survey Responses* and *Appendix E: Verbatim Responses to Open-ended Questions from Open Participation Survey*.

### **How the Results Are Reported**

For the most part, the full set of frequencies or the "percent positive" are presented in the body and narrative of the report. The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "very important").

On many of the questions in the survey, respondents could give an answer of "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix A: Complete Set of Probability Survey*. These "don't know" responses have been removed from the analyses presented in the body of the report, unless otherwise indicated (generally when 30% or more of respondents said "don't know"). In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages rounding to the nearest whole number.

#### **Comparing Survey Results by Demographic Subgroups**

Selected survey questions were compared by certain demographic characteristics of survey respondents and are discussed throughout the body of the report when differences were statistically significant. These crosstabulations are presented in tabular form in *Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics.* Where differences between subgroups are statistically significant, they are marked in these tables.

### **Survey Results**

### **Housing Services**

Glendale residents were asked to assess the importance of supporting 10 housing services for people with low or moderate incomes. All 10 services were deemed very or moderately important to support by at least half of the respondents. The services deemed more important were providing housing for people with special needs (78% rated it as very or moderately important), making low-interest loans to homebuyers (77%) and creating affordable, permanent housing (76%).

Other services considered important by at least 7 in 10 residents were: providing transitional housing, providing shelter for the homeless and creating affordable, permanent rental housing. The service considered least important was repairing existing housing (56%).

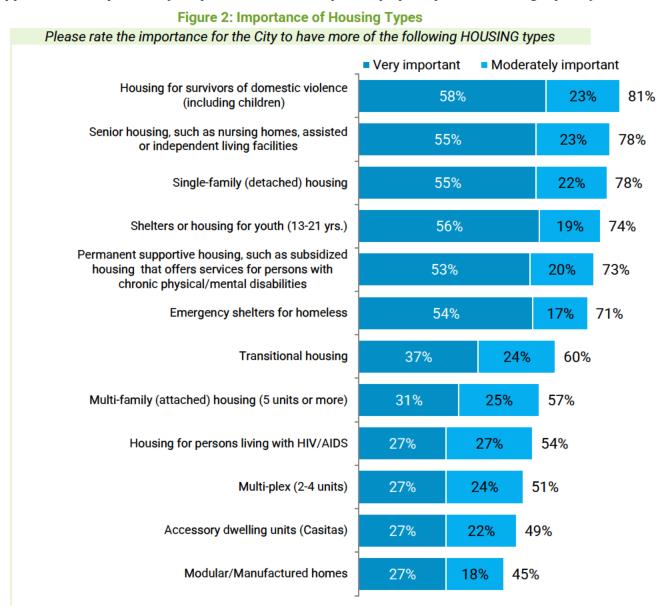
Female respondents and non-white non-Hispanic respondents tended to give higher importance to all housing services compared to male respondents and white non-Hispanic respondents (see *Appendix* C: *Comparison of Responses to Probability Survey by Respondent Demographics*).

Figure 1: Importance of Housing Services

Please rate how important it is for the City to support the following HOUSING services for people with low or moderate incomes? Very important Moderately important Providing housing for people with special needs (such as veterans or the elderly or people with disabilities, alcohol or 60% 18% 78% drug addictions or HIV/AIDS) Making low-interest loans to homebuyers 66% 77% 61% Creating affordable, permanent housing (Owner) 15% 76% Providing transitional housing, available for a limited period, to provide structure, supervision, addiction, and mental 53% 21% 74% health support, and life skills Providing emergency shelter for the homeless 56% 19% 74% Creating affordable, permanent housing (Renter) 57% 15% 73% Providing rental assistance / subsidies (Rapid rehousing for 56% 13% 69% homeless and eviction prevention) Down payment assistance 53% 65% 40% 16% 56% Repairing existing renter-housing Repairing existing owner-housing 40% 56% 17%

When asked about the importance of having different types of housing in the city, about 8 in 10 respondents considered it very or moderately important to have more housing for survivors of domestic violence, senior housing (such as nursing homes) and single-family (detached) housing. About 7 in 10 rated it as very or moderately important to have more shelters or housing for youth, permanent supportive housing, and emergency shelters for the homeless. More than half respondents considered it important to have more transitional housing, multifamily housing, housing for persons living with HIV/AIDS and multiplex. Finally, just under half of respondents considered it important to have more accessory dwelling units (Casitas) and modular/manufactured homes.

Renters and respondents living in households making less than \$50,000 had higher importance ratings for all housing types compared to homeowners and those with higher household incomes (see *Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics*).

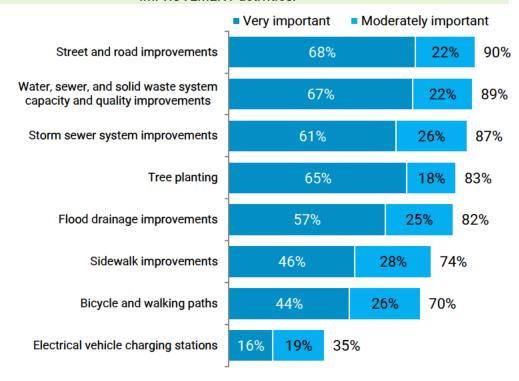


### **Community Infrastructure and Facilities**

About 9 in 10 residents considered street and road improvements, as well as improvements to water, sewer, solid waste, and storm sewer systems, to be important infrastructure activities for Glendale. Other activities of high importance included tree planting (83%), flood drainage improvements (82%), sidewalk improvements (74%), and bicycle and walking paths (70%). The construction of electric vehicle charging stations was the only item considered important by a minority of respondents (35%).

Figure 3: Importance of Infrastructure Improvement Activities

Please rate how important it is for the city to invest in the following INFRASTRUCTURE IMPROVEMENT activities:



Respondents were also asked to rate the importance of nine community and public facilities. Parks and recreation centers were considered the most important, followed by healthcare facilities, with about 8 in 10 respondents rating both as very or moderately important. Other facilities with higher importance ratings included public buildings with improved accessibility for the disabled (79%), facilities for survivors of domestic violence (77%), senior and youth centers (73% each), and childcare facilities (72%). Meanwhile, residential treatment centers and facilities for persons living with HIV/AIDS were considered important by 66% and 48% of respondents, respectively.

Female respondents tended to place more importance than male respondents on investing in youth centers, childcare facilities and healthcare facilities, among others. Meanwhile, residents aged 35 and older were more concerned about investing in senior centers compared to younger respondents. Geographically, the importance of childcare facilities was rated higher among the residents of Ocotillo and Yucca than in the remaining districts of Glendale (see *Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics*).

Please rate how important it is for the city to invest in the following COMMUNITY & PUBLIC FACILITIES: Very important Moderately important Parks/ recreation centers or Community centers 56% 29% 85% Healthcare facilities 60% 22% 82% Public buildings with improved accessibility for the disabled 54% 24% 79% Facilities for survivors of domestic violence 56% 77% 21% (including children) 43% Senior centers 30% 73% Youth centers 48% 25% 73% Childcare facilities 49% 23% 72% Residential treatment centers 41% 25% 66% Facilities for persons living with HIV/AIDS 26% 22% 48%

Figure 4: Importance of Community & Public Facilities

### **Public Services**

Heat relief during summer months was the public service deemed most important by Glendale residents; about 9 in 10 respondents said it was very or moderately important to invest in. The remaining 8 public services were considered important by at least 65% of the respondents. About 8 in 10 respondents considered it very or moderately important to invest in transportation, healthcare and childcare services. Three-quarters of residents also highlighted the importance of fair housing activities, food and clothing bank programs and financial literacy education.

Residents in Cholla tended to give lower importance ratings to these public services than respondents in other areas of Glendale (see *Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics*).

Figure 5: Importance of Public Services Please rate how important it is for the City to invest in the following PUBLIC SERVICES: Very important Moderately important Heat relief during summer months 74% 14% 87% Transportation services 53% 26% 79% Healthcare / Mental Health/ 51% 26% 77% Substance Abuse Services Childcare services/ early childhood 54% 23% 77% development programs Fair housing activities 60% 15% 75% Food / clothing bank programs 50% 26% 75% Financial literacy education 53% 74% 21% Homebuyer education/ 44% 29% 73% Financial literacy education Broadband / Internet Access/ 49% 23% 72% Digital Inclusion Homeless services 51% 71% 21% Crime awareness education 46% 23% 69% Mitigation of radon, asbestos or 44% 23% 67% lead-based paint hazards Rent, mortgage or utility assistance programs 50% 67% Tenant/Landlord counseling 34% 66% 31% Employment services (i.e. resume writing, 40% 25% 65% interviewing training)

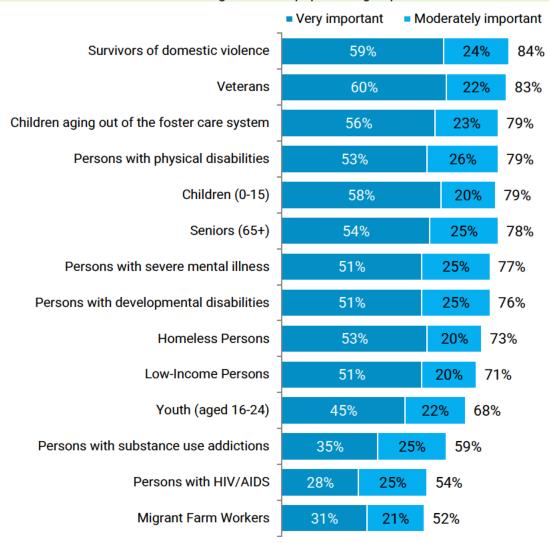
Respondents were also asked to rate how important it was for the City to invest in human and public services for 14 vulnerable population groups. More than three-quarters of respondents said it was at least moderately important to invest in human services aimed to assist survivors or domestic violence (84%), veterans (83%), children aging out of the foster care system (79%), persons with physical disabilities (79%), children (79%), seniors (78%), persons with severe mental illness (77%) and developmental disabilities (76%).

Other vulnerable populations deemed somewhat less important to invest in were homeless persons (73%), low-income persons (71%), youth (68%), persons with substance additions (59%), with HIV/AIDS (54%) and migrant farm workers (52%).

Renters and residents living in the city for 5 years or less tended to give more importance to investing in vulnerable populations than homeowners and residents living in the city for more than 5 years (see *Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics*).

Figure 6: Importance of Human Services

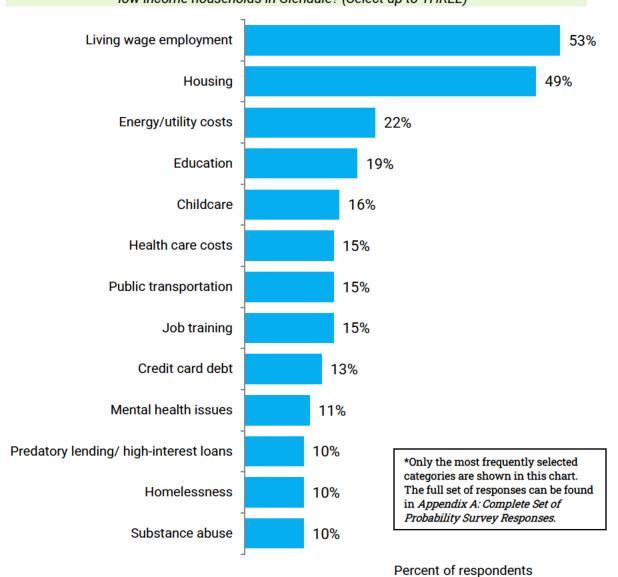
Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups:



Living wage employment and housing were identified by survey respondents as the greatest challenges faced by low-income households in Glendale, with approximately half of the respondents selecting each as a top concern. Ranked lower in terms of challenges were energy costs (22%), education (19%), childcare (16%), healthcare costs (15%), public transportation (15%), and job training (15%). Other issues mentioned less frequently included credit card debt, mental health issues, high-interest loans, homelessness, and substance abuse.

Figure 7: Barriers for Low-income Households

Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (Select up to THREE)\*



### **Business and Economic Development**

Retention of existing businesses was considered the most important area of investment for businesses and economic development by 9 out of 10 respondents. In second place, with about 8 in 10 respondents considering it very or moderately important, was attracting new businesses, followed by fostering businesses with higher paying jobs. Other activities that were deemed important by at least 7 in 10 residents were providing job training, the enhancement of business infrastructure and the expansion of existing businesses.

Figure 8: Importance of Business and Economic Development Activities

Please rate how important it is for the City to invest in the following BUSINESS AND ECONOMIC

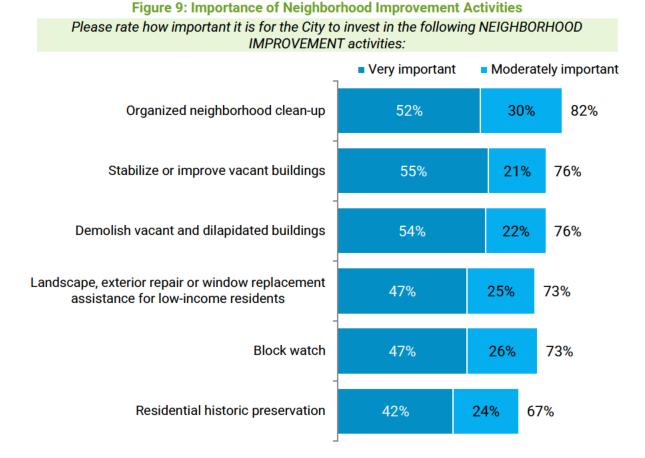
DEVELOPMENT activities:



### **Neighborhood Improvement**

About 8 in 10 residents considered it very or moderately important to invest in organized clean-ups to improve neighborhoods. About 3 in 4 respondents also considered it important to stabilize or improve vacant buildings and to demolish vacant and dilapidated buildings. Meanwhile, 7 in 10 residents judged it important to work on landscape, exterior repair or window replacement assistance for low-income residents and to implement block watch activities. Finally, about two-thirds of respondents deemed strengthening residential historic preservation as very or moderately important.

Residents who have been living in Glendale for 5 years or less and members of households making less than \$100,000 a year tended to give higher importance to working on landscape, exterior repair or window replacement assistance for low-income residents than residents living in the city for longer time and those with higher incomes (see *Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics*).

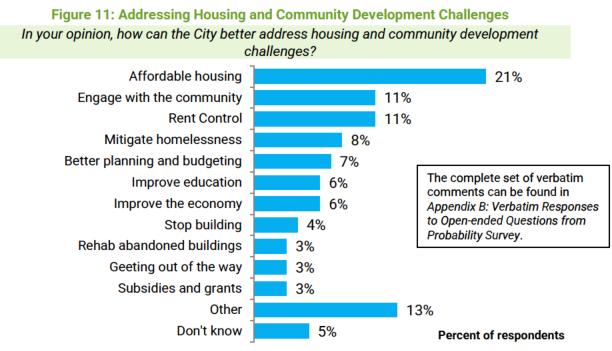


### Prioritization of Housing and Community Development Challenges

When asked to name the two most important priorities from all mentioned in the survey, respondents ranked housing and homelessness at the top of the list. About 6 in 10 respondents considered these issues the highest priority for the city to address. In second place were economic development and infrastructure improvements, with 34% and 32% of the mentions, respectively. Slightly lower in the rankings were human/public services (28%) and neighborhood improvements (27%), followed by community and public facilities (19%).

Figure 10: Priorities for the City of Glendale Thinking about the various activities discussed in the survey above, please select your top TWO priorities for the City of Glendale. Housing & Homelessness 58% 34% Economic Development Infrastructure Improvements 32% Human/Public Services 28% Neighborhood Improvements 27% Community and Public Facilities 19% Percent of respondents

The survey also included an open-ended question where respondents could write in their own words how they believe the City could address its housing and community development challenges. About 2 in 10 comments referred to building affordable housing, while 1 in 10 pointed to rent control and community engagement. Other frequently mentioned actions were mitigating homelessness and a better planning/budgeting process.



### Sources of Information

To better understand communication patterns, residents were asked about the sources of information they commonly use to obtain information about the City of Glendale and its activities, services and programs. Half of the respondents acknowledged that they read the newsletter included in their water bill. The proportion of readers was highest among homeowners, those who have lived in the city for more than 5 years and those aged 35 and older.

Figure 12: Reading the Newsletter Included with the Monthly Water Bill

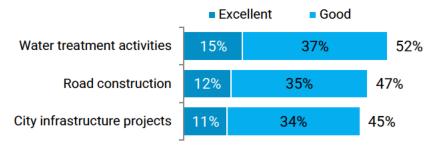
Do you read the newsletter included in your monthly water bill?



About half of respondents felt that the city does an excellent or good job sharing and explaining information about water treatment activities, road construction, and city infrastructure projects.

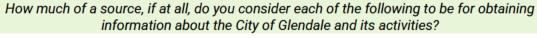
Figure 13: Rating the City's Communication and Information Sharing

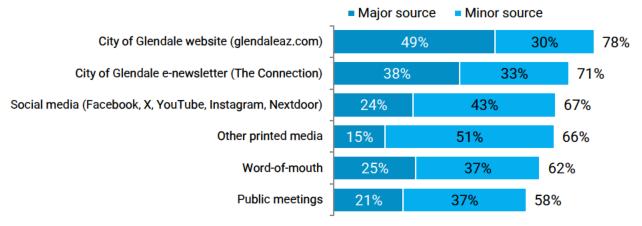
Please rate how well the city does at sharing and explaining information about the following:



The city's website was considered to be a major or minor source for obtaining information about the City of Glendale and its activities by about 8 in 10 respondents. Additionally, about 7 in 10 noted the city's newsletter as a source of information, while 2 in 3 considered social media and other printed media as sources. Lastly, word-of-mouth and public meetings were considered a source of information by about 6 in 10 respondents.

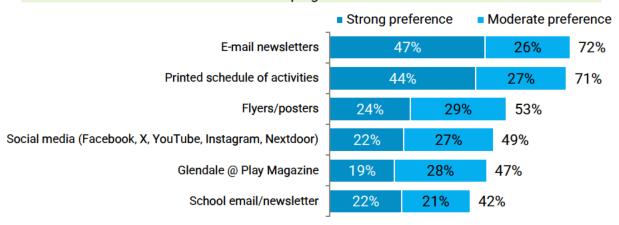
Figure 14: Sources of Information About the City of Glendale





Respondents were also asked about their preferred communication channels for receiving information about parks and recreation services. Printed schedules of activities and e-mail newsletters emerged as the most preferred channels, with about 7 in 10 respondents expressing strong or moderate preferences for both. Flyers/posters, social media platforms, and The Glendale @ Play Magazine were strongly or moderately preferred by about half of the respondents, while the school newsletter was a preferred channel for around 4 in 10 respondents.

Figure 15: Preferred Communication Channels for Parks and Recreation Services
In which way do you prefer to receive information on Glendale parks and recreation services
and programs?

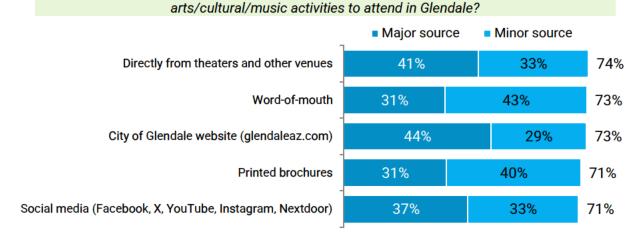


When it comes to sources of information about cultural activities, then venues themselves, word-of-mouth, printed brochures, social media, and the city's website received very similar ratings: about 7 in 10 respondents saw these as a major or minor source of information.

Female respondents were more likely than male respondents to consider word-of-mouth and theaters/venues as a major or minor source of information. Additionally, residents aged 54 and younger were more likely to use social media for information about arts/cultural/music activities compared to older residents (see *Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics*).

Figure 16: Sources of Information about Cultural Activities

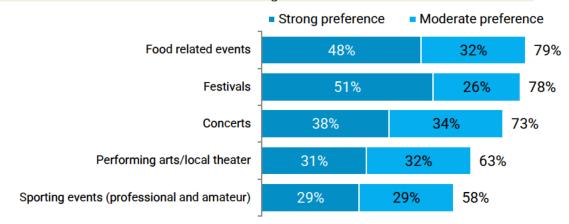
How much of a source, if at all, do you consider each of the following to be for finding



Respondents were also asked what type of special events they most enjoy attending. About 8 in 10 respondents showed strong or moderate preferences for food related events and festivals, while 7 in 10 has stronger preferences for concerts. Lastly, about 6 in 10 residents said they had strong or moderate preferences for performing arts and sporting events.

Figure 17: Preferences for Special Events Attended

When thinking of the special events you most enjoy attending, what preference do you have for the following?



### **Appendix A: Complete Set of Probability Survey Responses**

The full set of responses to each survey question are displayed in the tables in this appendix. Many survey questions included a "don't know" response option. Most of the analyses in the body of the report were for respondents who had an opinion as eliminating "don't know" responses allow for easier comparison between evaluative responses. For questions that included a don't know response, two sets of tables are provided in this appendix; the first with the "don't know" responses excluded, to show the proportion of respondents with an opinion giving a response; and the second with the "don't know" responses included, to allow examination of the magnitude of unfamiliarity with certain items.

Table 1: Question #1 with don't know responses

Please rate how important it is for the City to support the following HOUSING services for people	Very important		Moderately important		Somewhat important		Not important		No opinion		Total	
with low or moderate incomes?	%	N	%	N	%	N	%	N	%	N	%	N
Repairing existing owner- housing	37%	N=147	16%	N=61	26%	N=102	15%	N=59	6%	N=25	100%	N=394
Repairing existing renter- housing	37%	N=145	15%	N=60	20%	N=78	21%	N=82	7%	N=27	100%	N=391
Creating affordable, permanent housing (Owner)	58%	N=227	15%	N=58	12%	N=46	11%	N=42	4%	N=17	100%	N=390
Creating affordable, permanent housing (Renter)	55%	N=216	15%	N=58	10%	N=40	16%	N=63	4%	N=15	100%	N=392
Making low-interest loans to homebuyers	64%	N=252	11%	N=42	12%	N=49	10%	N=41	3%	N=11	100%	N=396
Down payment assistance	51%	N=204	11%	N=46	17%	N=68	17%	N=66	3%	N=13	100%	N=397
Providing rental assistance / subsidies (Rapid rehousing for homeless and eviction prevention)	54%	N=214	13%	N=51	16%	N=62	15%	N=58	3%	N=12	100%	N=397
Providing housing for people with special needs (such as veterans or the elderly or people with disabilities, alcohol or drug addictions or HIV/AIDS)	58%	N=231	17%	N=69	14%	N=54	8%	N=30	3%	N=12	100%	N=397
Providing emergency shelter for the homeless	54%	N=213	18%	N=72	15%	N=61	9%	N=37	3%	N=14	100%	N=397
Providing transitional housing, available for a limited period, to provide structure, supervision, addiction, and mental health support, and life skills	51%	N=202	20%	N=80	18%	N=70	8%	N=32	3%	N=12	100%	N=396

Table 2: Question #1 without don't know responses

Please rate how important it is for the City to support the following HOUSING services for people with low or moderate		Very important		Moderately important		what tant	Not important		Total	
incomes?	%	N	%	N	%	N	%	N	%	N
Repairing existing owner- housing	40%	N=147	17%	N=61	28%	N=102	16%	N=59	100%	N=369
Repairing existing renter- housing	40%	N=145	16%	N=60	21%	N=78	23%	N=82	100%	N=365
Creating affordable, permanent housing (Owner)	61%	N=227	15%	N=58	12%	N=46	11%	N=42	100%	N=373
Creating affordable, permanent housing (Renter)	57%	N=216	15%	N=58	11%	N=40	17%	N=63	100%	N=377
Making low-interest loans to homebuyers	66%	N=252	11%	N=42	13%	N=49	11%	N=41	100%	N=385
Down payment assistance	53%	N=204	12%	N=46	18%	N=68	17%	N=66	100%	N=384
Providing rental assistance / subsidies (Rapid rehousing for homeless and eviction prevention)	56%	N=214	13%	N=51	16%	N=62	15%	N=58	100%	N=384
Providing housing for people with special needs (such as veterans or the elderly or people with disabilities, alcohol or drug addictions or HIV/AIDS)	60%	N=231	18%	N=69	14%	N=54	8%	N=30	100%	N=385
Providing emergency shelter for the homeless	56%	N=213	19%	N=72	16%	N=61	10%	N=37	100%	N=383
Providing transitional housing, available for a limited period, to provide structure, supervision, addiction, and mental health support, and life skills	53%	N=202	21%	N=80	18%	N=70	8%	N=32	100%	N=384

Table 3: Question #2 with don't know responses

Please rate the importance for the City to have	Very important		Moderately important		Somewhat important		Not important		No opinion		Total	
more of the following HOUSING types.	%	N	%	N	%	N	%	N	%	N	%	N
Single-family (detached) housing	52%	N=207	21%	N=83	12%	N=46	9%	N=37	6%	N=23	100%	N=396
Multi-family (attached) housing (5 units or more)	30%	N=116	24%	N=94	22%	N=87	19%	N=73	5%	N=21	100%	N=390
Emergency shelters for homeless	52%	N=203	16%	N=65	19%	N=73	10%	N=38	3%	N=14	100%	N=393
Transitional housing	34%	N=135	22%	N=88	23%	N=89	15%	N=57	6%	N=25	100%	N=394
Shelters or housing for youth (13-21 yrs.)	53%	N=210	18%	N=70	15%	N=59	9%	N=37	5%	N=19	100%	N=394
Senior housing, such as nursing homes, assisted or independent living facilities	53%	N=210	23%	N=90	15%	N=59	6%	N=25	3%	N=10	100%	N=394
Permanent supportive housing, such as subsidized housing that offers services for persons with chronic physical/mental disabilities	51%	N=200	20%	N=77	18%	N=71	8%	N=30	4%	N=14	100%	N=392
Housing for persons living with HIV/AIDS	25%	N=98	25%	N=97	21%	N=83	21%	N=84	8%	N=33	100%	N=395
Housing for survivors of domestic violence (including children)	56%	N=222	22%	N=89	14%	N=57	4%	N=15	4%	N=15	100%	N=397
Modular/Manufactured homes	25%	N=98	16%	N=62	23%	N=90	27%	N=107	10%	N=39	100%	N=395
Multi-plex (2-4 units)	25%	N=98	22%	N=87	26%	N=101	19%	N=74	8%	N=32	100%	N=392
Accessory dwelling units (Casitas)	24%	N=97	20%	N=80	22%	N=88	24%	N=94	9%	N=37	100%	N=395

Table 4: Question #2 without don't know responses

Please rate the importance for the City to have more of the	Very important		Moder	•	Some		Not impo	rtant	Total	
following HOUSING types.	%	N	%	N	%	N	%	N	%	N
Single-family (detached) housing	55%	N=207	22%	N=83	12%	N=46	10%	N=37	100%	N=373
Multi-family (attached) housing (5 units or more)	31%	N=116	25%	N=94	24%	N=87	20%	N=73	100%	N=370
Emergency shelters for homeless	54%	N=203	17%	N=65	19%	N=73	10%	N=38	100%	N=379
Transitional housing	37%	N=135	24%	N=88	24%	N=89	16%	N=57	100%	N=369
Shelters or housing for youth (13-21 yrs.)	56%	N=210	19%	N=70	16%	N=59	10%	N=37	100%	N=375
Senior housing, such as nursing homes, assisted or independent living facilities	55%	N=210	23%	N=90	15%	N=59	7%	N=25	100%	N=384
Permanent supportive housing, such as subsidized housing that offers services for persons with chronic physical/mental disabilities	53%	N=200	20%	N=77	19%	N=71	8%	N=30	100%	N=377
Housing for persons living with HIV/AIDS	27%	N=98	27%	N=97	23%	N=83	23%	N=84	100%	N=363
Housing for survivors of domestic violence (including children)	58%	N=222	23%	N=89	15%	N=57	4%	N=15	100%	N=383
Modular/Manufactured homes	27%	N=98	18%	N=62	25%	N=90	30%	N=107	100%	N=357
Multi-plex (2-4 units)	27%	N=98	24%	N=87	28%	N=101	21%	N=74	100%	N=361
Accessory dwelling units (Casitas)	27%	N=97	22%	N=80	24%	N=88	26%	N=94	100%	N=359

Table 5: Question #3 with don't know responses

Please rate how important it is for the city to invest in the following INFRASTRUCTURE		Very important		Moderately important		Somewhat important		Not important		No opinion		
IMPROVEMENT activities:	%	N	%	N	%	N	%	N	%	N	%	N
Street and road improvements	68%	N=264	22%	N=86	9%	N=34	1%	N=2	0%	N=1	100%	N=387
Electrical vehicle charging stations	15%	N=61	18%	N=71	24%	N=96	38%	N=151	4%	N=16	100%	N=396
Sidewalk improvements	44%	N=173	27%	N=103	21%	N=83	4%	N=15	4%	N=15	100%	N=389
Water, sewer, and solid waste system capacity and quality improvements	66%	N=260	21%	N=85	9%	N=37	1%	N=4	2%	N=10	100%	N=395
Storm sewer system improvements	59%	N=233	25%	N=98	10%	N=41	2%	N=7	4%	N=16	100%	N=395
Flood drainage improvements	55%	N=218	24%	N=93	15%	N=60	2%	N=9	4%	N=15	100%	N=396
Bicycle and walking paths	42%	N=168	26%	N=101	22%	N=85	8%	N=31	3%	N=12	100%	N=397
Tree planting	63%	N=250	17%	N=68	12%	N=47	6%	N=23	2%	N=8	100%	N=396

Table 6: Question #3 without don't know responses

Please rate how important it is for the city to invest in the	Very important		Moderately important		Somewhat important		Not important		Total	
following INFRASTRUCTURE IMPROVEMENT activities:	%	N	%	N	%	N	%	N	%	N
Street and road improvements	68%	N=264	22%	N=86	9%	N=34	1%	N=2	100%	N=386
Electrical vehicle charging stations	16%	N=61	19%	N=71	25%	N=96	40%	N=151	100%	N=380
Sidewalk improvements	46%	N=173	28%	N=103	22%	N=83	4%	N=15	100%	N=374
Water, sewer, and solid waste system capacity and quality improvements	67%	N=260	22%	N=85	10%	N=37	1%	N=4	100%	N=386
Storm sewer system improvements	61%	N=233	26%	N=98	11%	N=41	2%	N=7	100%	N=379
Flood drainage improvements	57%	N=218	25%	N=93	16%	N=60	2%	N=9	100%	N=381
Bicycle and walking paths	44%	N=168	26%	N=101	22%	N=85	8%	N=31	100%	N=385
Tree planting	65%	N=250	18%	N=68	12%	N=47	6%	N=23	100%	N=387

Table 7: Question #4 without don't know responses

Please rate how important it is for the city to invest in the				Moderately important		hat ant	Not impo	rtant	Total	
following COMMUNITY & PUBLIC FACILITIES:	%	N	%	N	%	N	%	N	%	N
Youth centers	48%	N=180	25%	N=94	24%	N=92	3%	N=12	100%	N=377
Parks/ recreation centers or Community centers	56%	N=215	29%	N=111	15%	N=57	1%	N=2	100%	N=385
Childcare facilities	49%	N=184	23%	N=86	22%	N=82	6%	N=24	100%	N=376
Senior centers	43%	N=164	30%	N=115	21%	N=82	6%	N=23	100%	N=385
Healthcare facilities	60%	N=232	22%	N=84	14%	N=53	5%	N=18	100%	N=386
Residential treatment centers	41%	N=151	25%	N=92	22%	N=81	12%	N=45	100%	N=368
Public buildings with improved accessibility for the disabled	54%	N=203	24%	N=92	17%	N=62	5%	N=19	100%	N=376
Facilities for survivors of domestic violence (including children)	56%	N=217	21%	N=81	17%	N=66	5%	N=21	100%	N=385

Table 8: Question #4 with don't know responses

Please rate how important it is for the city to invest in the following COMMUNITY & PUBLIC	Very impo	Very important		Moderately important		Somewhat important		Not important		No opinion		
FACILITIES:	%	N	%	N	%	N	%	N	%	N	%	N
Youth centers	46%	N=180	24%	N=94	24%	N=92	3%	N=12	3%	N=12	100%	N=389
Parks/ recreation centers or Community centers	55%	N=215	28%	N=111	14%	N=57	1%	N=2	2%	N=9	100%	N=393
Childcare facilities	47%	N=184	22%	N=86	21%	N=82	6%	N=24	5%	N=19	100%	N=395
Senior centers	42%	N=164	29%	N=115	21%	N=82	6%	N=23	2%	N=9	100%	N=393
Healthcare facilities	59%	N=232	21%	N=84	13%	N=53	4%	N=18	2%	N=8	100%	N=395
Residential treatment centers	39%	N=151	23%	N=92	21%	N=81	11%	N=45	6%	N=22	100%	N=390
Public buildings with improved accessibility for the disabled	52%	N=203	23%	N=92	16%	N=62	5%	N=19	4%	N=16	100%	N=392
Facilities for survivors of domestic violence (including children)	55%	N=217	21%	N=81	17%	N=66	5%	N=21	2%	N=8	100%	N=393

Table 9: Question #5 with don't know responses

Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the	Very important		Moderately important		Somewhat important		Not important		No opinion		Total	
following vulnerable population groups:	%	N	%	N	%	N	%	N	%	N	%	N
Homeless Persons	51%	N=200	19%	N=74	17%	N=69	9%	N=35	4%	N=17	100%	N=395
Low-Income Persons	49%	N=193	19%	N=75	19%	N=74	9%	N=34	4%	N=17	100%	N=394
Seniors (65+)	51%	N=205	24%	N=95	16%	N=62	5%	N=21	4%	N=15	100%	N=398
Youth (aged 16-24)	44%	N=174	22%	N=86	21%	N=82	10%	N=41	4%	N=14	100%	N=397
Children (0-15)	56%	N=221	19%	N=77	15%	N=58	6%	N=22	4%	N=18	100%	N=395
Migrant Farm Workers	28%	N=111	19%	N=76	23%	N=90	22%	N=85	8%	N=32	100%	N=394
Persons with severe mental illness	48%	N=191	24%	N=94	17%	N=68	5%	N=19	6%	N=23	100%	N=394
Persons with physical disabilities	51%	N=200	25%	N=97	16%	N=64	4%	N=15	5%	N=19	100%	N=394
Persons with developmental disabilities	48%	N=191	24%	N=94	18%	N=73	5%	N=18	5%	N=19	100%	N=395
Persons with substance use addictions	33%	N=130	24%	N=93	24%	N=95	15%	N=58	5%	N=18	100%	N=394
Persons with HIV/AIDS	26%	N=101	23%	N=90	22%	N=84	21%	N=81	9%	N=33	100%	N=390
Survivors of domestic violence	57%	N=224	23%	N=92	11%	N=42	5%	N=20	4%	N=16	100%	N=394
Veterans	59%	N=229	22%	N=84	12%	N=46	5%	N=19	3%	N=12	100%	N=391
Children aging out of the foster care system	54%	N=214	22%	N=88	15%	N=59	5%	N=20	4%	N=16	100%	N=397
Persons recently released from jail/prison	23%	N=91	24%	N=93	30%	N=116	17%	N=67	6%	N=25	100%	N=392

Table 10: Question #5 without don't know responses

Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable		rtant	Moder import	•	Some		Not impo	rtant	Total	
population groups:	%	N	%	N	%	N	%	N	%	N
Homeless Persons	53%	N=200	20%	N=74	18%	N=69	9%	N=35	100%	N=378
Low-Income Persons	51%	N=193	20%	N=75	20%	N=74	9%	N=34	100%	N=376
Seniors (65+)	54%	N=205	25%	N=95	16%	N=62	5%	N=21	100%	N=382
Youth (aged 16-24)	45%	N=174	22%	N=86	21%	N=82	11%	N=41	100%	N=383
Children (0-15)	58%	N=221	20%	N=77	15%	N=58	6%	N=22	100%	N=377
Migrant Farm Workers	31%	N=111	21%	N=76	25%	N=90	24%	N=85	100%	N=362
Persons with severe mental illness	51%	N=191	25%	N=94	18%	N=68	5%	N=19	100%	N=371
Persons with physical disabilities	53%	N=200	26%	N=97	17%	N=64	4%	N=15	100%	N=375
Persons with developmental disabilities	51%	N=191	25%	N=94	19%	N=73	5%	N=18	100%	N=376
Persons with substance use addictions	35%	N=130	25%	N=93	25%	N=95	15%	N=58	100%	N=376
Persons with HIV/AIDS	28%	N=101	25%	N=90	24%	N=84	23%	N=81	100%	N=356
Survivors of domestic violence	59%	N=224	24%	N=92	11%	N=42	5%	N=20	100%	N=378
Veterans	60%	N=229	22%	N=84	12%	N=46	5%	N=19	100%	N=378
Children aging out of the foster care system	56%	N=214	23%	N=88	15%	N=59	5%	N=20	100%	N=381
Persons recently released from jail/prison	25%	N=91	25%	N=93	32%	N=116	18%	N=67	100%	N=367

Table 11: Question #6 Quality with don't know responses

Please rate how important it is for the City to	Very	rtant	Moder		Some		Not important		No opinion		Total	
invest in the following PUBLIC SERVICES:	%	N	%	N	%	N	%	N	%	N	%	N
Childcare services/ early childhood development programs	52%	N=202	22%	N=84	13%	N=52	9%	N=33	5%	N=19	100%	N=392
Transportation services	51%	N=199	25%	N=95	16%	N=60	5%	N=18	4%	N=15	100%	N=387
Healthcare / Mental Health/ Substance Abuse Services	49%	N=190	25%	N=96	16%	N=61	7%	N=26	3%	N=13	100%	N=386
Food / clothing bank programs	48%	N=189	25%	N=97	18%	N=68	7%	N=27	2%	N=8	100%	N=389
Rent, mortgage or utility assistance programs	49%	N=192	16%	N=63	22%	N=84	11%	N=41	3%	N=10	100%	N=391
Fair housing activities	57%	N=221	15%	N=57	14%	N=56	9%	N=36	5%	N=20	100%	N=390
Financial literacy education	52%	N=200	20%	N=77	18%	N=72	7%	N=27	3%	N=12	100%	N=388
Tenant/Landlord counseling	32%	N=126	30%	N=116	22%	N=84	11%	N=44	5%	N=19	100%	N=389
Homebuyer education/ Financial literacy education	42%	N=163	28%	N=110	17%	N=67	9%	N=35	4%	N=15	100%	N=389
Crime awareness education	45%	N=175	22%	N=86	22%	N=84	9%	N=34	3%	N=10	100%	N=390
Mitigation of radon, asbestos or lead-based paint hazards	42%	N=164	22%	N=85	20%	N=78	11%	N=44	5%	N=20	100%	N=391
Homeless services	49%	N=192	20%	N=78	18%	N=72	10%	N=37	2%	N=9	100%	N=388
Employment services (i.e. resume writing, interviewing training)	38%	N=150	23%	N=91	23%	N=90	11%	N=41	5%	N=18	100%	N=390
Broadband / Internet Access/ Digital Inclusion	47%	N=178	22%	N=83	17%	N=66	9%	N=35	5%	N=20	100%	N=383
Heat relief during summer months	73%	N=284	13%	N=53	9%	N=35	3%	N=14	2%	N=7	100%	N=392

Table 12: Question #6 Quality without don't know responses

Please rate how important it is for the City to invest in the				Moderately important		Somewhat important		Not important		
following PUBLIC SERVICES:	%	N	%	N	%	N	%	N	%	N
Childcare services/ early childhood development programs	54%	N=202	23%	N=84	14%	N=52	9%	N=33	100%	N=372
Transportation services	53%	N=199	26%	N=95	16%	N=60	5%	N=18	100%	N=372
Healthcare / Mental Health/ Substance Abuse Services	51%	N=190	26%	N=96	16%	N=61	7%	N=26	100%	N=373
Food / clothing bank programs	50%	N=189	26%	N=97	18%	N=68	7%	N=27	100%	N=381
Rent, mortgage or utility assistance programs	50%	N=192	17%	N=63	22%	N=84	11%	N=41	100%	N=381
Fair housing activities	60%	N=221	15%	N=57	15%	N=56	10%	N=36	100%	N=370
Financial literacy education	53%	N=200	21%	N=77	19%	N=72	7%	N=27	100%	N=375
Tenant/Landlord counseling	34%	N=126	31%	N=116	23%	N=84	12%	N=44	100%	N=370
Homebuyer education/ Financial literacy education	44%	N=163	29%	N=110	18%	N=67	9%	N=35	100%	N=374
Crime awareness education	46%	N=175	23%	N=86	22%	N=84	9%	N=34	100%	N=380
Mitigation of radon, asbestos or lead-based paint hazards	44%	N=164	23%	N=85	21%	N=78	12%	N=44	100%	N=371
Homeless services	51%	N=192	21%	N=78	19%	N=72	10%	N=37	100%	N=379
Employment services (i.e. resume writing, interviewing training)	40%	N=150	25%	N=91	24%	N=90	11%	N=41	100%	N=372
Broadband / Internet Access/ Digital Inclusion	49%	N=178	23%	N=83	18%	N=66	10%	N=35	100%	N=363
Heat relief during summer months	74%	N=284	14%	N=53	9%	N=35	4%	N=14	100%	N=385

Table 13: Question #7

Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (Select up to THREE)	%	N
Living wage employment	53%	N=205
Job training	15%	N=57
Education	19%	N=75
Public transportation	15%	N=57
Personal transportation (access to a vehicle)	9%	N=37
Housing	49%	N=189
Energy/utility costs	22%	N=86
Budgeting	6%	N=25
Credit card debt	13%	N=51
Health care costs	15%	N=58
Chronic illness	1%	N=5
Mental health issues	11%	N=44
Medical/dental care access	4%	N=15
Parenting education/support	2%	N=8
Childcare	16%	N=63
Special needs children	1%	N=5
Teen pregnancy	0%	N=2
Family violence	2%	N=6
Family/child abuse	1%	N=2
Substance abuse	10%	N=38
Healthy food selection	2%	N=9
Language barriers	2%	N=7
Landlord/tenant Issues	3%	N=10
Fair Housing Discrimination	1%	N=3
Homelessness	10%	N=38
Predatory lending/ high-interest loans	10%	N=38
Other	1%	N=6

Total may exceed 100% as respondents could select more than one option

Table 14: Question #8 with don't know responses

Please rate how important it is for the City to invest in the following NEIGHBORHOOD	Very impo			Moderately important		Somewhat important		Not important		No opinion		
IMPROVEMENT activities:	%	N	%	N	%	N	%	N	%	N	%	N
Attraction of new businesses	54%	N=207	25%	N=97	13%	N=50	5%	N=17	4%	N=14	100%	N=386
Retention of existing businesses	62%	N=243	21%	N=82	12%	N=47	0%	N=1	5%	N=18	100%	N=391
Expansion of existing businesses	41%	N=159	29%	N=112	19%	N=72	8%	N=29	4%	N=15	100%	N=387
Provide job training including retraining	46%	N=182	26%	N=102	17%	N=68	7%	N=27	3%	N=13	100%	N=392
Foster businesses with higher paying jobs	55%	N=214	20%	N=78	16%	N=63	6%	N=25	3%	N=11	100%	N=392
Enhancement of business infrastructure	36%	N=139	33%	N=128	20%	N=77	5%	N=18	7%	N=26	100%	N=388
Provide working capital for businesses	28%	N=108	24%	N=95	28%	N=109	14%	N=56	5%	N=21	100%	N=390
Provide technical assistance for businesses	25%	N=96	30%	N=117	27%	N=104	14%	N=53	5%	N=19	100%	N=390
Development of business incubators and biz parks	20%	N=76	25%	N=97	31%	N=120	16%	N=61	9%	N=34	100%	N=388
Employment services (i.e. resume writing, interviewing training)	38%	N=148	23%	N=89	26%	N=100	11%	N=41	3%	N=13	100%	N=391

Table 15: Question #8 without don't know responses

Please rate how important it is for the City to invest in the		Very important		Moderately important		Somewhat important		Not important		
following NEIGHBORHOOD IMPROVEMENT activities:	%	N	%	N	%	N	%	N	%	N
Attraction of new businesses	56%	N=207	26%	N=97	13%	N=50	5%	N=17	100%	N=372
Retention of existing businesses	65%	N=243	22%	N=82	13%	N=47	0%	N=1	100%	N=373
Expansion of existing businesses	43%	N=159	30%	N=112	19%	N=72	8%	N=29	100%	N=371
Provide job training including retraining	48%	N=182	27%	N=102	18%	N=68	7%	N=27	100%	N=379
Foster businesses with higher paying jobs	56%	N=214	21%	N=78	17%	N=63	7%	N=25	100%	N=381
Enhancement of business infrastructure	38%	N=139	35%	N=128	21%	N=77	5%	N=18	100%	N=362
Provide working capital for businesses	29%	N=108	26%	N=95	30%	N=109	15%	N=56	100%	N=368
Provide technical assistance for businesses	26%	N=96	32%	N=117	28%	N=104	14%	N=53	100%	N=371
Development of business incubators and business parks	22%	N=76	27%	N=97	34%	N=120	17%	N=61	100%	N=353
Employment services (i.e. resume writing, interviewing training)	39%	N=148	23%	N=89	26%	N=100	11%	N=41	100%	N=377

Table 16: Question #9 with don't know responses

Please rate how important it is for the City to invest in the following NEIGHBORHOOD	Very important		Moderately important		Somewhat important		Not important		No opinion		Total	
IMPROVEMENT activities:	%	N	%	N	%	N	%	N	%	N	%	N
Demolish vacant and dilapidated buildings	53%	N=204	21%	N=81	19%	N=72	5%	N=19	3%	N=10	100%	N=387
Stabilize or improve vacant buildings	54%	N=210	21%	N=82	17%	N=68	6%	N=25	2%	N=7	100%	N=392
Residential historic preservation	41%	N=159	23%	N=91	22%	N=85	11%	N=41	3%	N=11	100%	N=388
Organized neighborhood clean-up	51%	N=198	29%	N=114	14%	N=54	4%	N=17	2%	N=10	100%	N=392
Block watch	46%	N=178	25%	N=98	17%	N=66	9%	N=37	3%	N=12	100%	N=391
Landscape, exterior repair or window replacement assistance for low-income residents	46%	N=180	24%	N=96	17%	N=67	9%	N=37	3%	N=11	100%	N=391

Table 17: Question #9 with don't know responses

Please rate how important it is for the City to invest in the following NEIGHBORHOOD IMPROVEMENT activities:		Very important		Moderately important		hat ant	Not important		Total	
		N	%	N	%	N	%	N	%	N
Demolish vacant and dilapidated buildings	54%	N=204	22%	N=81	19%	N=72	5%	N=19	100%	N=377
Stabilize or improve vacant buildings	55%	N=210	21%	N=82	18%	N=68	7%	N=25	100%	N=385
Residential historic preservation	42%	N=159	24%	N=91	23%	N=85	11%	N=41	100%	N=377
Organized neighborhood clean-up	52%	N=198	30%	N=114	14%	N=54	4%	N=17	100%	N=382
Block watch	47%	N=178	26%	N=98	17%	N=66	10%	N=37	100%	N=379
Landscape, exterior repair or window replacement assistance for low-income residents	47%	N=180	25%	N=96	18%	N=67	10%	N=37	100%	N=380

Table 18: Question #10

Thinking about the various activities discussed in the survey above, please select your top TWO priorities for the City of Glendale.	%	N
Housing & Homelessness	58%	N=227
Infrastructure Improvements	32%	N=124
Community and Public Facilities	19%	N=73
Human/Public Services	28%	N=110
Economic Development	34%	N=135
Neighborhood Improvements	27%	N=107

Total may exceed 100% as respondents could select more than one option

### Table 19: Question #12 without don't know responses

Do you read the newsletter included in your monthly water bill?	%	N
No	49%	N=190
Yes	51%	N=197
Total	100%	N=386

### Table 20: Question #13 with don't know responses

Please rate how well the city does at sharing and explaining information about the following:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Water treatment activities	11%	N=44	28%	N=110	26%	N=99	11%	N=44	23%	N=91	100%	N=389
Road construction	10%	N=39	29%	N=113	31%	N=121	14%	N=54	15%	N=60	100%	N=387
City infrastructure projects	9%	N=35	28%	N=107	31%	N=119	14%	N=53	18%	N=71	100%	N=386

### Table 21: Question #13 without don't know responses

Please rate now went the city does at sharing and explaining information	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Water treatment activities	15%	N=44	37%	N=110	33%	N=99	15%	N=44	100%	N=298
Road construction	12%	N=39	35%	N=113	37%	N=121	16%	N=54	100%	N=327
City infrastructure projects	11%	N=35	34%	N=107	38%	N=119	17%	N=53	100%	N=314

### Table 22: Question #14

How much of a source, if at all, do you consider each of the following to be for	Major source			r source	Not a	source	Total	
obtaining information about the City of Glendale and its activities?	%	N	%	N	%	N	%	N
City of Glendale e-newsletter (The Connection)	38%	N=144	33%	N=125	29%	N=111	100%	N=380
City of Glendale website (glendaleaz.com)	48%	N=183	30%	N=112	22%	N=82	100%	N=377
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	24%	N=91	43%	N=163	33%	N=127	100%	N=381
Other printed media	15%	N=57	51%	N=190	34%	N=126	100%	N=374
Word-of-mouth	25%	N=92	37%	N=140	38%	N=143	100%	N=375
Public meetings	21%	N=79	37%	N=140	42%	N=160	100%	N=379
Other	9%	N=25	19%	N=52	72%	N=195	100%	N=272

### Table 23: Question #15

In which way do you prefer to receive information on Glendale parks and recreation services and programs?	Strong preference		Moderate preference		Low preference		No preference		Total	
	%	N	%	N	%	N	%	N	%	N
E-mail newsletters	47%	N=176	26%	N=96	17%	N=63	11%	N=41	100%	N=376
Printed schedule of activities	44%	N=166	27%	N=104	21%	N=79	8%	N=30	100%	N=379
Glendale @ Play Magazine	19%	N=70	28%	N=101	27%	N=96	26%	N=95	100%	N=361
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	22%	N=82	27%	N=99	27%	N=98	24%	N=89	100%	N=368
Flyers/posters	24%	N=91	29%	N=110	30%	N=114	17%	N=64	100%	N=378
School email/newsletter	22%	N=78	21%	N=75	22%	N=81	36%	N=129	100%	N=364
Other	12%	N=23	7%	N=14	6%	N=11	74%	N=138	100%	N=185

### Table 24: Question #16

How much of a source, if at all, do you consider each of the following to be for		Major source		Minor source		Not a source		Total	
finding arts/cultural/music activities to attend in Glendale?	%	N	%	N	%	N	%	N	
City of Glendale website (glendaleaz.com)	44%	N=166	29%	N=108	27%	N=102	100%	N=376	
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	37%	N=137	33%	N=123	29%	N=108	100%	N=368	
Directly from theaters and other venues	40%	N=149	33%	N=122	26%	N=98	100%	N=369	
Word-of-mouth	30%	N=112	43%	N=157	27%	N=99	100%	N=369	
Printed brochures	31%	N=114	40%	N=149	29%	N=106	100%	N=370	
Other	11%	N=20	15%	N=29	74%	N=138	100%	N=186	

### Table 25: Question #17

When thinking of the special events you most enjoy attending, what preference do you have for the following types of events?	Strong preference		Moderate preference		Low preference		No preference		Total	
	%	N	%	N	%	N	%	N	%	N
Festivals	51%	N=201	26%	N=103	14%	N=55	8%	N=31	100%	N=391
Concerts	38%	N=148	34%	N=133	15%	N=59	12%	N=47	100%	N=387
Sporting events (professional and amateur)	29%	N=112	29%	N=109	27%	N=101	16%	N=60	100%	N=382
Performing arts/local theater	31%	N=122	31%	N=122	26%	N=101	11%	N=43	100%	N=388
Food related events	48%	N=185	31%	N=122	13%	N=49	8%	N=31	100%	N=388
Other	11%	N=17	12%	N=20	3%	N=5	74%	N=122	100%	N=164

# Table 26: Question D1

In general, how many times do	Sever a day	al times	Once	a day	A few week	times a	Every week		Less o	often or	Don kno		Total	
you:	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Access the internet from your home using a computer, laptop, or tablet computer	65%	N=256	13%	N=52	8%	N=31	4%	N=15	9%	N=34	1%	N=5	100%	N=392
Access the internet from your cell phone	79%	N=308	10%	N=38	4%	N=16	1%	N=6	5%	N=21	0%	N=1	100%	N=390
Visit social media sites such as Facebook, X (formerly Twitter), Nextdoor, etc.	47%	N=182	14%	N=55	11%	N=41	5%	N=19	21%	N=81	2%	N=7	100%	N=385
Use or check email	64%	N=251	22%	N=86	11%	N=41	2%	N=7	1%	N=5	0%	N=0	100%	N=390
Share your opinions online	6%	N=25	2%	N=8	20%	N=75	13%	N=48	56%	N=215	3%	N=12	100%	N=383
Shop online	9%	N=34	6%	N=21	32%	N=121	36%	N=137	15%	N=57	2%	N=7	100%	N=377

# Table 27: Question D2

Please rate your overall health.	%	N
Excellent	29%	N=115
Good	38%	N=152
Fair	19%	N=77
Poor	10%	N=38
Don't know	3%	N=13
Total	100%	N=395

# Table 28: Question 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:	%	N
Very positive	7%	N=27
Somewhat positive	19%	N=73
Neutral	36%	N=142
Somewhat negative	27%	N=104
Very negative	12%	N=45
Total	100%	N=391

# Table 29: Question D4

How many years have you lived in Glendale?	%	N
Less than 2 years	14%	N=56
2-5 years	23%	N=89
6-10 years	16%	N=65
11-20 years	12%	N=49
More than 20 years	35%	N=137
Total	100%	N=396

# Table 30: Question D5

Which best describes the building you live in?	%	N
Single-family detached home	63%	N=251
Townhouse or duplex (may share walls but no units above or below you)	11%	N=44
Condominium or apartment (have units above or below you)	23%	N=92
Mobile home	1%	N=4
Other	1%	N=4
Total	100%	N=396

# Table 31: Question D6

Do you rent or own your home	%	N
Rented	39%	N=152
Owned	61%	N=238
Total	100%	N=390

# Table 32: Question 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)?	%	N
Less than \$300	5%	N=18
\$300 to \$599	7%	N=28
\$600 to \$999	10%	N=37
\$1,000 to \$1,499	27%	N=104
\$1,500 to \$2,499	36%	N=139
\$2,500 to \$3,999	13%	N=50
\$4,000 to \$6,999	2%	N=9
\$7,000 to \$9,999	0%	N=1
\$10,000 or more	0%	N=0
Total	100%	N=388

# Table 33: Question D8

Do any children 17 or under live in your household?	%	N
No	69%	N=270
Yes	31%	N=121

# Table 34: Question D9

Are you or any other members of your household aged 65 or older?	%	N
No	70%	N=273
Yes	30%	N=116
Total	100%	N=390

Table 35: Question 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)	%	N
Less than \$25,000	13%	N=49
\$25,000 to \$49,999	16%	N=59
\$50,000 to \$74,999	19%	N=71
\$75,000 to \$99,999	16%	N=59
\$100,000 to \$149,999	19%	N=72
\$150,000 to \$199,999	12%	N=44
\$200,000 to \$299,999	4%	N=13
\$300,000 or more	3%	N=11
Total	100%	N=379

# Table 36: Question D11

Are you of Hispanic, Latino/a/x, or Spanish origin?	%	N
No, not Spanish, Hispanic or Latino	67%	N=261
Yes, I consider myself to be Spanish, Hispanic or Latino	33%	N=128
Total	100%	N=389

# Table 37: Question D12

Race	%	N
American Indian or Alaska Native	4%	N=14
Asian	9%	N=35
Black or African American	7%	N=26
Native Hawaiian or Other Pacific Islander	1%	N=5
White	69%	N=265
A race not listed	18%	N=69

Total may exceed 100% as respondents could select more than one option

# Table 38: Question D13

In which category is your age?	%	N
18-24 years	6%	N=22
25-34 years	24%	N=96
35-44 years	16%	N=62
45-54 years	19%	N=73
55-64 years	13%	N=52
65-74 years	14%	N=55
75 years or older	8%	N=33
Total	100%	N=393

# Table 39: Question D14

What is your gender?	%	N
Woman	52%	N=205
Man	47%	N=186
Identify in another way	1%	N=3
Total	100%	N=394

# **Appendix B: Verbatim Responses to Open-ended Questions from Probability Survey**

The following pages show the responses to the open-ended questions. Responses are presented here in verbatim form, including any typographical, grammatical or other mistakes. Responses were categorized, and then presented in alphabetical order within the category.

Question 7: Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (OTHER)

- A culture that enables and promotes bad behavior without consequences.
- DEMOCRATS WHO'VE DESTROYED THE ECONOMY AND CAUSED UNPRECEDENTED INFLATION, TO START.
- Government intervention for people who make bad decisions in life.
- Living near high crime area
- stronger families
- They need to be taught to be independent not dependent on city / county services.

Question 11: In your opinion, how can the City better address housing and community development challenges?

# **Affordable Housing**

- Affordable housing
- Affordable housing and economic development
- Affordable housing and living wages
- By making more affordable
- Casas accesibles, mejor opciones de crdito
- Continuing to stray away from single family housing and moving towards a multi-plex, multi-family
  housing plan that provides many more shelters per project. This could help alleviate some of the
  homelessness going on in the valley while helping to supplement more funding for community
  projects that are neighborhood specific.
- create affordable housing/rent control
- Create affordable single family home housing for people that work from home (4bed). And make sure
  home inspectors do their job and not fake sign a home saying it is livable without doing a proper
  inspection.
- Develop affordable housing and create more accessible mental health resources. If we could solve those, a lot of issues would improve. The excessive money that people put into rent doesn't go anywhere else but a landlord's pocket, it doesn't get reinvested in the community. The stress that high housing costs put on a person worsens their quality of life and physical health, especially for those with lower incomes who live paycheck to paycheck. Mental health has huge impacts on physical and emotional health, which can in turn lead to other effects (road rage, shoplifting, risky driving behaviors, etc.) that harm the overall community.
- Develop affordable housing areas for low income residents. Place when people have easy access to public transportation.
- Develop low income housing
- encourage "cluster" zones where affordable housing and commercial centers are in close proximity to allow low income to easily access various services and goods readily
- Help people find decent priced living either buying or renting. Setting boundaries

- Incentivize developers to build affordable housing for seniors, 1st time buyers, low-income residents.
- incentivize developers to build smaller "starter homes" and small multifamily homes such as duplexes in order to lower the barrier of entry to homeownership. enforce strict pro-tenant policies on landlords.
- Increase accessibility to housing at low costs
- Long range planning for more neighborhood planned affordable housing.
- Lower housing costs
- Make housing affordable
- Make housing affordable.
- Make sure people can afford the housing they are applying for
- Preserve affordable housing, putting in place rent control
- Provide apartments with reasonable rent for senior citizens and low income citizens.
- Require developers to build more low income or affordable housing.
- Small houses and mobile homes
- Subsidize low income housing
- Viviendas ms asequibles y ofrecer ms oportunidades de empleo
- We need affordable housing including small or tiny homes and vocational rehab or skill training to assist people to get jobs that pay well enough to cover their bills
- We need to provide more affordable housing developments. I'm calculating less than 10% of Glendale
  residents have access to affordable housing, but I can guarantee more than 10% residents are living
  below the poverty line in Glendale in 2024. These people need help now; 779 units is not enough for
  a city with 250k residents.

#### **Rent Control**

- cap rents to match incomes
- Capping rent prices.
- Crack down on landlords with abusively high rent increases, for the last 3 years using inflation as an excuse, that were far above previous 28 years. is a good example of this. Normal annual rent increases went from \$20/year to \$30/mo, \$60/mo and \$80/mo in the last 3 years. I qualified for rental assistance for 2 years, but City of Glendal employees said they wouldn't help me unless I was already in eviction court, so I received NO help, and the federal funds eventually ran out. Thanks for the help, City of Glendale. I now know what discrimination feels like.
- Get high rent under control
- Lower mortgages and rent
- Lower rent and increase mental health help
- Lower rents
- Make renting and owning a home affordable again so young people and low income families can afford to live.
- Manny are in need of homes rent is very unbearable, especially on S.S.I. Our streets are hazardes and we need help and no where to go and get true help if you make a dollar to much you don't qualify.
- Not allowing unjust rent increases and first time home owners assistant to be paid back with low interest loans.
- Que cuente menos la renta
- Rent control
- Rent control
- Rent control and more affordable housing. More recreational/youth facilities to keep kids off streets
- Rent control or some equivalent solution nobody should be paying \$2000/mo for a 1 bed apartment.
- Rent control. Stop making everything so expensive

- Rent is too high and not affordable
- Restrict amount of homes being bought to then be rented out (not those who offer affordable rent)
- Set scale for charging rent
- Stop predatory landlords, businesses owning houses driving up the market, create more community events for neighborhoods and groups living in similar areas to get to know each other. Even city sponsored neighborhood pages on social media would help.

#### Improve the economy

- Assistance with gaining living wage jobs and affordable housing so that housing CAN be obtained as well as being able to live, not just survive.
- By letting residents keep more of their income
- improving jobs
- Increasing salary wages for all employees including salary base employees such as educators. If the city focuses on education and only allowing high qualified educators to teach then they are setting up students for future success less crime, and less homelessness.
- Invest more money when needed
- it is important to help foster business that are willing and able to pay livable wages for the greedy price gouging economic conditions we currently face. People making \$13/hour can't afford the cost of living. It's impossible to afford a standard rate of \$2,000/month for a rental for low wage income.
- Money
- More jobs with decent pay. They could be provided internship or temporary jobs with the city to earn a wage and learn a trade.
- More opportunities
- Tener ms trabajo

#### Improve education

- Be more transparent and offer services to educate what is everything being communicated.
- Create programs to help people get job training, work with employers to hire these people.
- Education on what is available and how to attain it.
- I believe that the City of Glendale provides a good and healthy environment. Possibly more educational information for projects min the community. Would like to see changes made are for the benefit of all whenever possible.
- Improve the quality of public education.
- Invest in educating our youth with great speed and determination
- Job training and employment opportunities so people can and will work to get housing/personal needs
- Mental health issues and lack of job skills and social skills are preventing people from being able to hold a job. We own a business and the 20-30 population have extremely poor academic and social skills which makes it hard for them to keep a job and hard for us to grow. We pay entry level starting pay of \$19-23 hour plus bonuses.
- More education
- Offer classes to take to better themselves

#### **Engage with the community**

All you have to do is get the people of city of Glendale the residents to come in to our town hall
meeting and you guys take down recommendations of how to better the community and it will work
out because you getting the ideas from the people that live in that community that could better living
situations and better off helping City of Glendale so that will be my ideal of developing community.

- Be more interactive in the community
- Being proactive
- Better planning
- Bring together the community with stakeholders and developers to discuss the needs and the concerns in the community.
- By engaging the community
- Communicate needs to churches and private companies.
- complete an assessment /inventory of existing housing and community development projects and determine where there are gaps and develop a coalition (gov., private, and business sectors) to address. Challenges are too great for just the City to address-also important to have buy-in and participation from the various sectors
- Create task force, provide funding, get community input.
- Get out of the way of private enterprise such as real estate development, work through local churches who are in touch with individual needs.
- Get the citizens involved, no better way to get dirty together and have a great outcome and turnout of neighbors Collaboration together.
- Get the neighborhoods involved and let them know the improvements you're trying to make
- Hold open forums/discussions with Glendale residents to brainstorm solutions to these issues.
- How to get residents to participate
- I think it is important to get existing homeowners and business owners involved in the process. Have the people in the city take ownership in the projects and in the community
- Input requires localized meetings; not just downtown.
- Involve the citizens, like this survey.
- Listen more to the citizens and not special inside interests
- Meeting with people living in the various districts. Workshops at the libraries.
- Organizando juntas/reuniones en los vecindarios.
- Perhaps by acknowledging the concerns/pain points of city residents, and cleaning up the streets and parks, etc. making the city a desirable place overall, the City can begin to address some of these issues.
- Social Media public gatherings
- Through partnerships with other agencies nonprofits community colleges universities. Also partnerships with four profit businesses, grants from state and federal governments.
- Treat people as humans and not as group members
- WORK EXTENSIVELY WITH SERVICES/RESOURCES POINTED OUT BY AGENCIES SUCH AS COMMUNITY BRIDGES, INC. AND NOT MAKE ACCESS TO THESE SERVICES NOT SO DAMN COMPLICATED.
- Working WITH the community, residents and businesses. Remove the illegal immigrants!

#### **Subsidies and grants**

- Federal grants?
- Grants and low interest loans from the government. A small tax increase designated solely for this purpose
- Help subsidize rent for those that need help and come up with better solutions for community development.
- Ofrecer recursos
- Provide better incentives; e.g. discounted tax burden
- Provide citizens a rebate if they install neighborhood camera systems (like ring cameras). Or provide them to citizens disenfranchised by crime in their area.
- provide low interest lows for those struggling to meet monthly demands

- Subsidize multi-family projects as well as multi-plex housing. Work with existing nonprofits to find innovative ideas for solutions. Provide consistent and enthusiastic leadership.
- Subsidizing and creating partnerships with non-profits and local business to provide safe, clean affordable housing for low-income families and residents with medical and mental health issues.
- Work with Feds and State to receive housing grants

#### Mitigate homelessness

- Based on my current knowledge about the subject, perhaps temporary development employment
  centers for the homeless. To help them get back on their feet. In another word, types of shelters that
  also help promote temporary jobs and gives them options. I understand that there are already
  employment security services out there, but do they offer employment development classes? for
  example.
- Clean up the homeless problem
- Closing the border would get a lot of homeless, drug abusers and criminals out of our city! Start by firing every democrat and every under qualified DEI hire in the city of Glendale govt.
- Concentrate on mitigating homelessness
- Don't allow homeless to flourish
- Export the homeless that refuse to help themselves.
- Get the homeless off our streets and parks and no labor camps. Crack down on crime and gangs.
- GET THE HOMELESS OFF THE STREETS.
- Glendale is much better than Phoenix at removing the plaque of the homeless and panhandlers.
   Glendale needs to be a bubble of safety in the Phoenix area where homelessness and illegal immigrants are not hindering the economy and development of the city. Glendale needs to be a place crime is not tolerated and illegals are not welcomed.
- Help homelessness folks. Be better with keeping on top of owners letting their house and yards going into disrepair.
- Help the homeless get back on their feet and off the streets. Support home owners who are
  experiencing homeless persons living in alleys, parks, etc leaving trash, stealing and bringing down
  property value. No business will come to an area where homeless persons are living.
- Hey the homeless out clean up the streets and then more people will want to move here
- Homeless need an area like Utah's mini houses. City needs to support local small business that have unique goods & services.
- Homelessness is out of control. Rents are too high for most people. Glendale needs apartments that
  have low rent and lots of them. They need to have case workers to then help the housed people find
  jobs, deal with mental health issues and substance abuses
- I think the issue with unhoused people is that they don't have access to enough resources. If there could be more food banks, heat relief centers (like in Phoenix), homeless shelters for them, that would be great. In terms of community development, the construction around town is encouraging but we need more pedestrian friendly roads, bicycle lanes, better access to public transportation so we don't have to always rely so heavily on personal cars
- Lower cost of living. Clear the bus stops from the homeless.
- Make it a priority to end homeless.
- More places for those that are homeless.
- Our number one issue is homelessness. Those without homes are roaming our community, most high
  on drugs. My children can't even go outside to play because it's not safe. Problem number two is the
  over planting. It is beyond my understanding how we can be in a water shortage, yet the city of
  Glendale is grossly over planted and its water use is disgusting. I came from California and the cities
  will not let homeowners use have the water Glendale wastes.

- Start with basics: Homelessness, opportunities for those who lack financial resources to have a chance to function within society
- Start with having housing communities for our homeless veterans. Help those with mental & drug issues get off drugs. Help them learn job skills.
- There has been a huge increase in homeless population around our areas. Ensuring that there are services available to support these individuals and get them off the streets is important

#### Stop building

- Prevent over crowding in our neighborhoods.
- Stop building tiny home developers, they will only become slums in the future, have seen it in other city's.
- Stop building we do not have the water to support all the people coming here.
- Stop bungalow and apartment building. We need more grocery stores and local restaurants instead of car washes and strip malls.
- Stop letting filthy rich people/investment groups control housing costs for average and below average income people. 2. Require companies to pay their employees a liveable wage even if it reduces their mega profits.
- Stop or slow big investors from buying up residential properties. Cap the amount of assets they can buy when it comes to residential. Not commercial but residential. Maybe, take away their tax benefits. Also, slow the rate of rent hikes. Ours went up \$600 in one year which lead us to buy an inflated junky home so that we could lock in a monthly payment. We didn't have the luxury of buying a home here 10 years ago.
- Stop out of control building. Focus on traffic improvement. Preserve water by limiting development. We are turning into a city of apartment buildings, and creating constant traffic jams.
- Try to limit the amount of apparents being built and build more affordable housing

# Geeting out of the way

- get out of the way in zoning laws
- Go back to basics. Prioritize the city's required responsibilities. Let the non-profit and private sectors take care of the individual needs of society at large
- If the City wants to be socially responsible, stay in your own Lane and attract the private sector to assume the costs and responsibilities.
- Let non-profits do the heavy lifting
- Let the private sector do it. Keep government out of it.
- Most of these things should be handled by the private sector and the best thing the city can do is remove red tape and impediments for individuals and businesses to step up and provide the needs of those less fortunate in our community.
- Stay out of the way for the most part.
- The City should provide the structure to allow enterprise and nonprofit groups to provide the social, education, and financial living improvements organically. Give someone a fish you feed for a day, teach someone to fish you feed for a life time.
- The city's main job is NOT to be a social service agency giving public money to all sorts of individual needs.
- To much gov't involement poeple need to learn to take care of themselves instead of gov't.

#### Rehab abandoned buildings

- Demolish vacant building and make housing for low income.
- develop shelters and cooling stations

- I have seen in some cities where they have retrofitted vacant schools (those that are no longer needed in older neighborhoods) to accommodate either an influx of new migrants or maybe homeless families. There are bathrooms cafeterias and lots of rooms. Just a thought.
- Learn from other cities like Long Beach California. The had old run down or vacant buildings, homeless, prostitution, and various crimes happening in downtown Long Beach and through the years they clean downtown up; old buildings demolished and new buildings up. Some properties are historic and have been cleaned up.
- Offer housing and improve existing space
- Refurbish existing housing into temporary low-income housing.
- Rehab abandoned buildings for housing.
- Use existing structures live metrocenter or the kmort by the 17 to temporarily house homeless.
- Use some of the old motels as housing for the homeless or low income families.
- Utilize empty business complexes / building.

### **Better planning and budgeting**

- Be more careful when handing out huge tax incentives just to attract employers that don't last or complete their building projects on time.
- BETER USE OF FUNDS.
- Change zoning laws to allow more housing to be built, including backyard sheds, etc
- Change zoning laws, such as allowing casitas and building really low income housing.
- Direct taxes more towards community facilities for residents to enjoy for free.
- Enforcement of existing rules and regulations
- Have current employes put in charge of these issues -- they should be familiar with the issues --
- Make it a priority and follow through!
- Mejor administration de los dineros publicos, mejor administration economica, voluntary political, politicos honestos con un sentido verdadero de lo que es servir al projimo. Que cuide los calories familiares promueva la unidad de la comunidad. Lideres verdaderos lideres.
- Plan better
- Put more of our budget towards those that need help rather than to large businesses who can and should pay their fair share. We individuals receive zero subsidy for moving to Glendale, purchasing a home and paying numerous fees and taxes.
- Research other successful big cities and how they handled housing and community development challenges- DALLAS for example
- Stop allowing tax breaks for businesses.
- Stop mental health facilities from continued expansion in Glendale releasing these individuals into our community.
- Stop paying for stadiums & wealthy business owners developments. Stop taxing residents to pay for the same. Tax businesses, not residents. Trickle down economics is a LIE.
- Stop pouring tax dollars into projects like West Gate and the \$50 million you spent on spring training ball parks located in the city of Phoenix. Build the rec center at Heroes Park you have been promising for the past 25 years. Enact an ordinance prohibiting camping and sleeping on public sidewalks, in parks and other public areas. Clean them out and force them to leave. Enforce the existing laws and get the unlicensed and uninsured motorcycles, scooters, go carts, and electric bicycles off of the sidewalks and walking trails. Get control over whoever is in charge of the grossly mismanaged traffic control related to events at West Gate and the surrounding area. Make them stop blocking access for local residents to the 101 Freeway from Cardinals Way which is usually totally unnecessary. Don't build anymore butt ugly apartment buildings.

- Streamline the permitting process and combat the fables of NIMBYism, especially for low-moderate housing options
- Streamline the process, stop the permit bureaucracy to get a project started and completed...

#### Other

- Americans first!
- Assist the elderly with home tepairs
- Attract private industry and refine zoning and city regs
- Be more aware that the tax payers are paying for all the "give-away" housing programs and social challenges the city wants to solve but are not addressed by the federal or state governments.
- By being on time to do the job! & keep appointments.
- By enforcing homeowners to maintain the appearance of their property, otherwise it affects the value of the others in the neighborhood.
- car free, sustainable, walkable small village communities
- cut wasteful spending.
- Every new housing development requires at least 10% housing assistance and 10% homes for lowincome.
- Find out where those are needed the most.
- Get people to clean up the exterior of their homes. People don't want to live by trash.
- Give the person a bus ticket to San Francisco. Give the persona plane ticket to wherever they have family or friends. That would be the easy answer. Most people have mental illness. Most of those in trouble or problem have been dis owned by family and friends. Some have had horrible parents. Government did not help them. This question is insane. I do not know how to answer. The city is not responsible for providing "better housing and community" development. I get depressed when the "government is here to help". I run in the opposite direction. Government brought us the COVID response. Maybe house the individuals in government employees housing or government buildings. Maybe in the fire stations that are being built in my neighborhood that was torn down (an ok and aged building but a decent building). Maybe put them in abandoned buildings. Please do not do anything. When the government does things, prices go up. This is a very difficulty question. The funniest statement is when the government provides "affordable housing". There is no such thing. Covid inflated prices, increased the mental illness, increased more deaths due to the response. Much of the problems was the breakdown in society from Covid that accelerated the problems that we face as a population. Government is sick! Government is NOT the answer. Government depresses me. Thank you for allowing me to vent.
- Guarantee home
- Helping the [?] elderly & [?] housing.
- I really feel like Glendale is missing some beautification efforts I see in other towns. For example, art, murals on public service boxes, etc.Water is also a concern of mine, along with safer sidewalks and tree/plant care. Why are so many sidewalks right up against 7 lanes of traffic? I can't feel good about my family walking or biking so close to that traffic.
- I support low income and elderly assistance to improve the look of properties. But rent assistance and other subsidies always end up destroying the neighborhoods for the other owners.
- Infrastructure Improvements
- Light rail expansion
- Make downtown a destination like downtown Chandler.
- More common sense education and to allocate taxpayer funds more appropriately. to elimate failed programs and redundancy in government agencies. Also to have term limits all government positions.

- MORE PEOPLE COMING TO AREA: I SEE POLICE VERY RARELY: HOW ABOUT SAFETY & POLICE ENFORCING TRAFFIC LAWS PRO ACTIVELY.
- Most homeowners do not want drastic changes within existing well kept neighborhoods. These
  challenges are better suited for areas that would benefit from development. Address those areas
  first.
- Park improvements would be so welcome for us. Our local park is unusable in summer months due to no shade over the playground and it's made of metal.
- Provide more housing options across the spectrum (multi family and single family; rentals and houses to own)
- Rather than send out surveys to citizens who do not have insight into the specific problems at hand and insight into the spectrum of possible solutions for the available from the municipal government level it might better serve Glendale to host focus groups of citizens and government officials where the problems are sufficiently explained and brainstorming/root cause analyses are conducted. Then you can go out to the public to get specific feedback on the solutions which are considered to be the most effective. You are welcome to contact me for an explanation of how this process could be implemented.
- Reduce Short term rentals and limit that amount of houses LLC or corporations can own.
- Run the slum lords out of town!
- Set aside budget items and professionalfollow through.
- SHORTEN WAIT FOR HUB HOUSING.
- Should be basen low income. Lost of income seniors or single parent with children
- Study successful community development and implement needed characteristics.
- Supervisando areas. Multar casas habitadas que no mantiene su propiedad limpia afectando al vecindario y el costo de las propiedades alrededor.
- Support building more houses and lowering cost of living.
- The people who rent, need their Landlords to better maintain their property. Rental homes are not kept up well.
- THEY DON'T HAVE TOO. IF YOU CAN'T AFFORD TO LIVE HERE UP TO NEIGHBORHOOD STANDARDS. MOVE! GET OUT!
- Work on eliminating HOAs. It is the cause of homelessness. Abuse of fines and fees to then foreclose due to the financial abuse is a growing issue in Arizona. A growing cause of homelessness.

#### Don't know

- don't know
- I do not know what the challenges are.
- I don't know
- I don't know.
- I don't know.
- I have no answer for this.
- I have no idea.
- I have no idea. I've never needed help.
- I have no idea. Professionals should have the best ideas
- IDK I feel they could put more resources toward it, money or bodies.
- no comment
- No comment
- no opinion
- No opinion
- No opinion

- No opinion
- No Opinion
- No se
- not sure
- not sure
- Unsure, would honestly like more transparency and knowledge on the subject and happenings.

# Question 14: How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale and its activities? (OTHER)

- A news letter put out after all council meetings and major projects.
- Anuncios en los proyectos
- Ask a council member.
- Block watch
- Can't delete
- channel 11
- councilpersons news letter via web
- Glendale newspaper & AZ Republic.
- Hearing it on the news in the evening.
- Home Owner Association (HOA) communications
- I auto pay my water bill and never see the newsletter
- I believe social media is ineffective because it depends on a user's algorithm and subscriptions as to whether they receive pertinent information about the city.
- I currently reside in an apartment, not a house. I do not get any or very little information about Glendale and its activities.
- I don't use other but can't deselect it.
- I get my water bills electronically and I don't see a link to the Connection newletter
- I know city officials.
- I live in Glencroft Assisted Living. We receive no information.
- I rarely go to meeting, I rarely go the website. I am busy working and helping family and working on my mental illness and helping others.
- I read the Glendale play magazine
- Independent newspapers
- Iust selected it
- Libraries
- Local news
- Local Channel TV News
- Local newspaper
- mainly my HOA meetings
- Media
- My experience living here
- News cast on all local stations specifically addressing any and all issues.
- No
- no comment
- No response.
- Not aware of other sources
- only recently moved here so not familiar with info sources

- Paper for me would be best sources
- Printed Newsletters and Publications
- radio and TV
- Sight and to feel comfort again.
- T.V CHANNEL CITY COUNCIL & PLANNING.
- T.V., NO COMPUTOR SP? COUNSLEMAN'S BAR-B-QUE.
- Televised events on local cable channel
- Unknown what the issues are --
- Unsure.
- Water bill newsletter
- When I patronize the local businesses, I see flyers listing local events in Glendale
- WORD OF MOUTH.
- Yearly calendar
- Yucca District newsletter and I attend City Council meetings.

# Question 15: In which way do you prefer to receive information on Glendale parks and recreation services and programs? (OTHER)

- As new resident not familiar with sources
- City of Glendale website
- Direct mailings.
- Door to door to know about information offered or hanging flyers on doors
- Have not seen any of these except water bill, at least 3 school districts.
- I am in a wheelchair so I don't get out much.
- Libraries
- Local TV
- MEDIA.
- no opinion
- No response.
- online advertising and commercials
- Radio and TV
- Regular mail.
- Related to email, but monthly reminders to look at the website for information updates. I don't
  participate in social media and don't have children so some of the suggestions are nonstarters for me.
  Not sure what Glendale @ Play Magazine is.
- Special word of mouth.
- TEXT MESSAGING.
- Text.
- Text/phone messages
- usps
- Water bill newsletter
- website/email is the best.

# Question 16: In which way do you prefer to receive information on Glendale parks and recreation services and programs? (OTHER)

- Advertising at another event
- An emailed newsletter

- As a senior in a senior facility have limited access to sources
- don't care
- Email
- Flyers
- I don't use other but can't deselect it.
- Included in city newsletter.
- Libraries
- Library Email
- Library website
- Library.
- local smaller circulation magazines, and newspapers
- Newspaper.
- NO \$, POOR HEALTH.
- No response.
- none
- · radio and TV
- Radio announcements.
- Water bill newsletter
- Website and email are the best.
- When Libraries include the events in their info.

# Question 17: When thinking of the special events you most enjoy attending, what preference do you have for the following types of events? (OTHER)

- Anything cool (temperature), free, and kid-friendly
- Arts and crafts
- CAN'T ATTEND NO \$ AND POOR HEALTH.
- Community yard sales, craft shows
- Culture festival
- Events directed towards children.
- Fairs, farmer's markets, etc.
- Family centered events.
- Family style events that can be enjoyed by all ages
- Farmer's Markets, Art exhibits
- Farmers Market
- Farmers markets, Pet adoptions
- Golfing at the 2 courses closest to my house (Legends and Arrowhead CC)
- Homelessness son una carga y una molestia para nuestra ciudad. No tenemos por que cargar con alguien que eligio el mal camino y que quieren seguir en el. Vecinos molestos musica alta hasta altar horas de la noche, fuegos artificiales en hollydays, perturban a los ancianos, enfermos de autismo, mascotas etc. Multas mas altas para infraciones en nuestras calles, mas vigilancia en nuestras escuelas departe del departamento de policia en horas de salida y de entrada de nuestros nios de Glendale.
- I do not have a preference.
- Library related activities like theatre, arts and crafts, expert sessions.
- local artisan and small business markets
- No response.
- None

- nothing
- Parques de diversiones para adultos
- social events
- website and email, but I rarely attend events.

# Question 18: Please share any other Community concerns not found in this survey that you would like to see addressed.

### **Public safety**

- Crime and violence has increased in our area and I feel it is important to invest in neighborhood block
  watch, more patrolling by police and education for neighborhoods on crime reporting and
  prevention. In addition, the homeless population and squatting in vacant homes has increase and
  more supervision and resources from city of Glendale are needed to help mitigate these issues. On
  another note, it would be nice to refurbish some of the existing tennis courts into pickleball courts at
  local neighborhood parks.
- Crime in south Glendale and west gate makes me not want to go there or bring my family there.
- Crime watch
- Fear of my kids walking outside and something happens with the rise of people who are out in the streets
- How many arrests for gun shot violations?
- I hate the fact that the city moved sexual offenders into neighborhoods. We've received notices on 3 individuals who moved into our neighborhood and meet houses away from us.
- I would like the police and fire departments to update current events. When a helicopter is hovering over my house for an hour and I need to know if it is safe to go outside to blow bubbles for my kids and I cannot find out, should I call non emergency numbers and clog lines? Wouldn't it be better if the police had a facebook post up saying "current situation near such and such. Please be on alert." or "helicopters circling for traffic incident" I can gauge how safe we are.
- Lowering crime and showing more support for the police. Also making apartment rent cheaper
- More police presence to cut down on speeding.
- MORE POLICE PRESENCE: ENFORCEMENT OF NON-EXISTENT TRAFFIC LAWS.
- Public safety and first responders

#### Speeding

- Adding speed bumps in neighborhoods (such as Maryland, west of 71st avenue)
- Clean up the traffic mess being created by events held at West Gate. Get the homeless camps off of the streets. Get the motorized vehicles off of the sidewalks and hiking trails before someone gets killed.
- I would love to see speed humps on Greenway/N 66th Ave :) or see more police ticketing. People fly down my road, and I'm afraid they will hit a kid soon.
- need traffic cops to many people committing 0infractions
- Red Light Runners
- Red light runners!! Speeding in residential areas.
- Speeding and reckless drivers
- Speeding on city streets
- Speeding/red light running/ traffic enforcement
- stop street racing
- street racing, illegal fireworks, school improvements
- traffic speeding

- Traffic violators. I think that Glendale has a HUGE problem with speeding and street racing and red light runners as does the rest of the Phoenix area. Where are the police? When I was in law enforcement in Illinois we actually wrote tickets to these blatant offenders. Not only is it a huge safety issue but it's a revenue stream. What politician doesn't love a revenue stream. Start enforcing the traffic laws. It would do a great deal to help the credibility of the PD.
- Traffic. Make the cardinals pay their own way. Let them leave if they want. Quit letting them blackmail us into giving in.

#### Parks, green spaces and recreation

- Hacer parques de diversiones para jvenes de 15-30 aos ejemplo sky zone pero grande para adultos
- more splash pads for kids in better neighborhoods. I've got a lot of friends that wish the same.
- More trees planted in our parks.
- Not enough activities for special needs children and adults.
- Public art ie statues, murals and sculptures
- Youth sports, art and dance classes

#### **Homelessness**

- 1. Provide solutions for high number of homeless 2. Provide interventions for increased rates substance abuse (we see people on street corners using) 3. STOP over planting 4. STOP over watering Reallocate funds for plants and water to social services. We don't need more trees for crying out loud. We need to clean up our streets and support children before they enter Kinder.5. Improve early childhood education
- Homeless facilities
- Homeless hanging out in parks
- Homeless people, trash everywhere, graffiti
- Homelessness we have too many homeless individuals roaming the streets decreasing our property value.
- I dislike the groups of men who loiter in parking lots
- I would like to see the City of Glendale address the homelessness that is occurring on 59th and Northern and the little neighborhood the Walmart the stores I would like to see the city of Glendale have more patrol officers patrolling the Pacific areas where it is affected with fentanyl and drugs that need to be addressed in city of Glendale.
- More help for Homeless. Compare what other cities are doing.

#### **Education / Schools**

- Accessibility to schools
- I would like the city to address the overall education system. City of Glendale student population has decrease from the public schools. Schools are struggling to keep highly qualified staff members and as a result students are performing lower than those in other nearby cities.
- Mejora de las escuelas. Actualizaciones tecnolgicos y de seguridad. Invertir en programas tenicos para los que no quieren ir a la universidad

#### Infrastructure

83rd from Glendale to northern has been in disrepair for well over 25 years Joyce Clark continues to
inform us it will be fixed and has never happened, our vehicles are being damaged by the inability to
have this fixed correctly, we pay our taxes yet it goes towards repairing Glendale Ave by Westgate
after it was already re-paved for the Super Bowl, mismanagement of our tax revenue for projects like
this makes no sense.

- as our city grows in population and area need to be concerned about water
- More affordable water refills
- More street lights in neighborhoods are needed. More speed bumps in neighborhoods are needed.
- Need more bike and walking paths so active transportation is not competing with so much traffic.
- Programas de captacion de agua de lluvia necesitamos tratar de implementation programas mas ambiciosos para la captacion de agua. Las grandes industrias que llegan a nuestro valle de phoenix estan acaparando nuestra agua ellos necesitan pagar mas dinero por ello, nosotros no.
- Putting in lighted crosswalks across from the new Heroes park
- Road repair on 83rd Ave between Glendale Ave and Northern.
- Since electric vehicles are becoming more popular, maybe the city could research building strategically located and inexpensive rapid charging stations.
- Water quality.
- We need to greatly improve bike safety and encourage more bicycling and less auto travel. PROTECTED bike lanes on all major streets.

#### **Transportation**

- I can't go to things because there isn't adequate transportation nights and weekends.
- Light rail expansion to stadiums
- Need more mass transit, like light rail
- subsidized senior transportation for non-medical purposes along lines of Scottsdale's subsidized taxi services

#### **Better caring and cleaning**

- A ton of new trees were just put along 67th north of Union Hills and it does not appear like they were put in using best practices that an arborist would recommend. I'm concerned that those expensive, beautiful trees are going to bake with all the rock pressed right up against their trunks. They should not have rock around the trunk. I think we can do a better job of preserving the green spaces that we have and making sure we are consulting with arborists instead of just using landscapers. Also, many of the trees that are Aleppo pines in this area appear to have the beetle that causes them to look like they are just turning yellow. You can actually treat for this instead of just letting the whole tree die. It's a tragedy to lose 30-40 year old shade trees to something that is treatable.
- Better care at cleaning areas where needed
- I would like to see community clean-up events where our wealthy residents physically help and/or financially pay to clean up less fortunate people's neighborhoods. It is important for the healthy balance of any community to see that we're all in this life together.
- Remove dead trees from public areas
- That the recycling truck would actually empty my dumpster.
- Treat the sewers for cockroaches they are out of control and the water/collections team don't care!
- We have too many dump days. It makes the neighborhood look trashy. We should do a quartley pick up. It will save money.

#### **Code enforcement**

- Help with barking dogs in neighborhoods. Requiring 2 different neighbors to document barking is almost impossible. As home owners, we have to continue living next door to each other. We need a third party to address & resolve.
- Incessant Fireworks occurring all throughout the year and the lack of enforcement
- More regulation on animals for example roosters on homes with less than 10000 sf. lot.

- ongoing city code violations regarding upkeep of front yards/property/homes; red light/speed enforcement; side road appearance (developers maintain side roads until developments completed then abandon maintenance of side road)
- Stray animals

#### Better government leadership and services

- accountability of elected officials and are they respected by their community.
- As the days past, more people appear lost. More people are just losing it. The future generation that inherits the bonds the government passes is sick! Morally wrong! Pay now for items. Government needs to stop spending and reaching out to as many community groups, churches as possible. Stop giving out benefits to the Arizona Cardinals and the sport teams. Stop giving out incentive for businesses in Glendale. I hate government, they always seem to "F" things up and the firefighters seen to rob as much money as possible! The social workers work twice as hard as the firefighters and get paid 1/2 as much! You have a tough job, but you are not in it for the \$\$. I would work one day at Glendale and get depressed with all the paperwork and mental illness and physically unhealthy in the community especially post covid. Most of the residents just complain, especially the old ones that attend the meetings and have the money. Young people don't go to the meetings.
- Ensuring tax funded services and programs are for US and City Citizens ONLY.
- GIVEN INCORRECT INFO WHEN SEEKING HELP.
- I could use your website for more information. And my preference would be to have digital access information. I just relied on the print of material provided to me through my bills. I would be interested in more usage of electronic communication information about the city of Glendale. Although not mentioned in the survey., The sanitation services, especially big trash pick up is very well done and very helpful. Kudos to the team that does that on the front lines.
- I want city leaders to protect the legal citizens and taxpayers more than they cater to those that are not willing to contribute the the general good of the community.
- If it does not already exist The City of Glendale to start a big savings account called a prudent reserve so it can pay cash for unforeseen big expenses.
- People take advantage of the government.
- Poor leadership city traffic department, west gate weekend of 07/25 understand street repair, to
  allow contractors to have multiple lanes closed and turn lanes closed on a weekend no work being
  done no event weekend bumper to bumper traffic because of it, No oversite No planning Can you say
  Sales Tax? If you want to be a Pro F Ball city, get rid of the city government slakers and grow up to
  the big league
- Reach out programs needed to let people know what services are already in place.

#### Other

- 51st Ave and Peoria is becoming more like Phoenix in a bad way. Please help get respectful strong businesses into that strip mall. With all those houses being built we need healthy stores to support the families not a dying intersection of soon to be crime scenes.
- Abolishing HOAs but after the first 20 years of existence, thereby transferring park and street light maintenance back to the city.
- Assuming HOA functions even if it requires an added fee to the water bill to cover the cost.
- Do away with assault weapons!
- Glendale Police being investigated for abuse of power is good & bad. Good it's finally happening and bad the bad apples still have jobs.
- housing crisis for people with addictions and all the litter around town/in canals.
- I believe there need to be better training for police officers when dealing with those who have mental health issues.

- Lack of affordable housing. My child who holds a Masters Degree is unable to afford a getting into a house.
- New housing with multi family apartments, over crowding existing neighborhoods, traffic is getting bad, downtown Glendale looks abandoned. Downtown Glendale is no place to take visitors/guests.
- Public access for golf carts to legally cross the 101 to go to and from the Legends and Arrowhead CC
- Rental properties (VRBO, Air BNB) within existing neighborhoods. They are disruptive and discourteous. Existing neighbors are hesitant to address concerns with "unknown" renters. It's recurs week over week over week. The best parts of the year, when we look forward to opening doors and windows, we're subjected to hours and hours of Marco Polo during the day, and rowdy conversations and music overnight. It's incredibly grating.
- revitalization of Historic Glendale; Has huge potential; strong demand for Local in Communities; benefit economy and way of life
- Stop raising the price of utilities
- that vai resort is a monstrosity has destroyed our view of the beautiful mountains. absolutely incredible how such a place was approved to be built in that location. what were you thinking...?
- There are areas in Glendale that have a shortage of stores like Natural Grocers, Whole Foods Market, Sprouts Farmers Market. We need more natural grocery stores. Central Glendale is missing more restaurant choices. There are a lot of junk food choices but not much else. There are no places like True Foods Kitchen, California Pizza Kitchen, Chop House. There are not enough stores and restaurants or shopping districts in our area in central Glendale. A lot of existing places are 10, 15 or 20 miles away outside of Glendale. Glendale needs improvements in this area. It is great that the area around Westgate and Arrowhead have improved but the other parts of Glendale don't have much to pick from if you are not a Walmart shopper or don't want junk fast food like McDonald's, Taco Bell, KFC or places like this. There needs to be a Costco Wholesale in central Glendale. There are a lot of empty shopping centers and spaces that could be utilized. Another topic, an issue with police corruption in Glendale needs to be addressed and conditions should be improved. Police have been engaged in activity they should not be doing,. Tthe City of Glendale has let this problem culminate for a while. Police should not be tasering anyone in the testicles. Police should not be stimulating or escalating issues to make them more serious and create more problems for people. In other words, the police shouldn't use their position to instigate, antagonize or make a situation worse. Police should not be abusing their badge and positions to take advantage of citizens and residents. Police should not be beating people with a taser until they end up in a hospital. Police should not falsify police reports to punish victims. These situations have happened too often in the past. Police have been able to manipulate, edit, suppress or omit body camera footage that pertains to critical situations. The department has exhibited a lot of corruption, and nothing has really happened to i
- Too many house rentals in residential neighborhoods.
- We would like to have backyard chickens.

### **Nothing**

- Have only been here for 2 years. I need to do a better job of learning more about Glendale
- I don't know of any others at this time.
- No comment
- none
- None
- None
- None
- NONE.
- There is nothing that comes to mind at this time.

# **Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics**

# **Understanding the Tables**

For ease of comparison, responses have been condensed to show only the proportion of respondents selecting specific response options; for example, the percent of respondents who gave an evaluation of "excellent or good", or who said they "strongly or somewhat agree" with an item.

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

For each pair or set of subgroup ratings within a row (a single question item) that has a statistically significant difference, an uppercase letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper-case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 40 on the following page, 70% of female respondents rated the importance of "repairing existing owner-housing" as very or moderately important to compared to 42% of male respondents. Because this difference is statistically significant, on the row for "Repairing existing owner-housing" the cell for Female respondents contains an "B" under the 70%. The B in the cell for female respondents indicates that proportion is statistically significantly higher than the proportion of those who are male (Column B).

There are several groups of respondent characteristics examined in each table in this appendix. The letters start over for each new characteristic, and the letters only refer to the other subgroups within that characteristic, e.g., female respondents are in Column A and male respondents are Column B, and then for the next characteristic – Age - those aged 18-35 are in Column A while those aged 36-54 are in Column B, and those aged 55+ are in column C.

# Responses to Probability Survey by Gender, Age and Race/Ethnicity

Table 40: Question #1 by Demographics

	Gend	der		Age		Race and	ethnicity	Overall
Please rate how important it is for the City to support the following HOUSING services for people with low or moderate	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
incomes? Percent very or moderately important	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Repairing existing owner- housing	70% B	42%	55%	61%	56%	52%	63% A	56%
Repairing existing renter- housing	75% B	35%	57%	61%	53%	50%	64% A	56%
Creating affordable, permanent housing (Owner)	87% B	65%	82% C	82% C	68%	74%	81%	76%
Creating affordable, permanent housing (Renter)	84% B	62%	86% B C	72%	66%	69%	79% A	73%
Making low-interest loans to homebuyers	84% B	68%	83% C	79%	70%	70%	84% A	77%
Down payment assistance	76% B	52%	72%	67%	59%	57%	74% A	65%
Providing rental assistance / subsidies (Rapid rehousing for homeless and eviction prevention)	81% B	55%	80% C	66%	64%	59%	79% A	69%
Providing housing for people with special needs (such as veterans or the elderly or people with disabilities, alcohol or drug addictions or HIV/AIDS)	87% B	68%	87% B	74%	77%	76%	82%	78%
Down payment assistance	76% B	52%	72%	67%	59%	57%	74% A	65%
Down payment assistance	76% B	52%	72%	67%	59%	57%	74% A	65%

Table 41: Question #2 by Demographics

	Gen	der		Age		Race and	d ethnicity	Overall
Please rate the importance for the City to have more of the	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
following HOUSING types. Percent very or moderately important	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Single-family (detached) housing	84% B	72%	79%	83%	71%	74%	82%	78%
Multi-family (attached) housing (5 units or more)	66% B	47%	68% B	52%	54%	54%	61%	57%
Emergency shelters for homeless	82% B	58%	75%	68%	70%	69%	74%	71%
Transitional housing	71% B	50%	65%	59%	60%	53%	69% A	60%
Shelters or housing for youth (13-21 yrs.)	84% B	64%	86% B C	71%	70%	73%	78%	74%
Senior housing, such as nursing homes, assisted or independent living facilities	81%	75%	73%	80%	81%	79%	79%	78%
Permanent supportive housing, such as subsidized housing that offers services for persons with chronic physical/mental disabilities	80% B	66%	76%	72%	73%	74%	74%	73%
Housing for persons living with HIV/AIDS	66% B	41%	60%	54%	50%	47%	61% A	54%
Housing for survivors of domestic violence (including children)	87% B	76%	86%	80%	80%	81%	84%	81%
Modular/Manufactured homes	54% B	36%	40%	47%	49%	42%	49%	45%
Multi-plex (2-4 units)	63% B	39%	51%	52%	54%	50%	54%	51%
Accessory dwelling units (Casitas)	58% B	39%	45%	54%	49%	41%	56% A	49%

Table 42: Question #3 by Demographics

	Gene	der		Age		Race and	ethnicity	Overall
Please rate how important it is for the city to invest in the following INFRASTRUCTURE IMPROVEMENT activities. Percent very or moderately important	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Street and road improvements	92%	90%	90%	88%	93%	86%	95% A	91%
Electrical vehicle charging stations	38%	31%	37%	32%	36%	31%	40%	35%
Sidewalk improvements	76%	72%	75%	77%	70%	65%	83% A	74%
Water, sewer, and solid waste system capacity and quality improvements	89%	90%	84%	92%	91%	85%	94% A	89%
Storm sewer system improvements	87%	88%	91%	86%	85%	81%	93% A	87%
Flood drainage improvements	86% B	76%	88%	77%	81%	74%	89% A	82%
Tree planting	84%	80%	82%	88%	78%	77%	89% A	82%

Table 43: Question #4 by Demographics

	Gene	der		Age		Race and	dethnicity	Overall
Please rate how important it is for the city to invest in the following COMMUNITY & PUBLIC FACILITIES. Percent very or	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
moderately important	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Youth centers	78% B	66%	75%	72%	71%	68%	77% A	73%
Parks/ recreation centers or Community centers	88%	81%	87%	84%	83%	82%	87%	85%
Childcare facilities	77% B	65%	76%	73%	68%	65%	79% A	72%
Senior centers	75%	71%	62%	78% A	77% A	69%	77%	73%
Healthcare facilities	87% B	75%	81%	81%	83%	83%	82%	82%
Residential treatment centers	72% B	61%	76% C	64%	61%	56%	77% A	66%
Facilities for persons living with HIV/AIDS	60% B	34%	49%	45%	50%	38%	57% A	48%
Facilities for survivors of domestic violence (including children)	86% B	67%	77%	74%	82%	76%	79%	77%

Table 44: Question #5 by Demographics

	Gene	der		Age		Race ar	nd ethnicity	Overall
Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
population groups: Percent very or moderately important	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Homeless Persons	82% B	61%	80%	71%	69%	66%	80% A	73%
Low-Income Persons	81% B	59%	76%	69%	71%	66%	77% A	71%
Seniors (65+)	83% B	74%	69%	82% A	84% A	76%	83%	78%
Youth (aged 16-24)	80% B	53%	72%	64%	69%	61%	75% A	68%
Children (0-15)	83% B	74%	86%	73%	80%	73%	85% A	79%
Migrant Farm Workers	68% B	34%	70% B C	43%	46%	31%	71% A	52%
Persons with physical disabilities	87% B	69%	77%	80%	80%	78%	81%	79%
Persons with developmental disabilities	83% B	67%	83%	70%	76%	71%	81% A	76%
Persons with substance use addictions	73% B	44%	67%	57%	56%	53%	67% A	59%
Persons with HIV/AIDS	67% B	38%	66% B C	48%	50%	43%	64% A	54%
Survivors of domestic violence	88% B	77%	91%	80%	81%	81%	87%	84%
Veterans	88% B	77%	74%	85%	88% A	81%	86%	83%
Children aging out of the foster care system	88% B	69%	81%	77%	81%	79%	81%	79%
Persons recently released from jail/prison	61% B	38%	54%	47%	50%	48%	53%	50%

Table 45: Question #6 by Demographics

	Gen	der		Age		Race a	nd ethnicity	Overall
Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
population groups: Percent very or moderately important.	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Childcare services/ early childhood development programs	85% B	69%	84%	77%	73%	70%	86% A	77%
Transportation services	88% B	69%	82%	75%	81%	73%	86% A	79%
Healthcare / Mental Health/ Substance Abuse Services	84% B	67%	87% B C	74%	72%	73%	82% A	77%
Food / clothing bank programs	84% B	64%	81% C	78%	67%	72%	80%	75%
Rent, mortgage or utility assistance programs	84% B	49%	67%	70%	65%	58%	77% A	67%
Fair housing activities	86% B	64%	79%	79%	70%	68%	84% A	75%
Tenant/Landlord counseling	79% B	50%	70%	63%	65%	53%	79% A	66%
Homebuyer education/ Financial literacy education	84% B	61%	81% C	73%	67%	59%	87% A	73%
Crime awareness education	75% B	62%	63%	74%	70%	58%	80% A	69%
Mitigation of radon, asbestos or lead-based paint hazards	72%	63%	71%	71%	62%	54%	80% A	67%
Homeless services	84% B	57%	71%	74%	69%	67%	76% A	71%
Employment services (i.e. resume writing, interviewing training)	76% B	52%	63%	70%	62%	53%	78% A	65%
Broadband / Internet Access/ Digital Inclusion	80% B	64%	83% C	75%	62%	60%	88% A	72%
Heat relief during summer months	92% B	82%	92%	87%	84%	86%	90%	87%

Table 46: Question #7 by Demographics

	Gen	der		Age		Race and	dethnicity	Overall
Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
Glendale? (Select up to THREE)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Living wage employment	58% B	47%	58%	55%	48%	49%	58%	53%
Other	0%	2%	0%	2%	1%	1%	1%	1%
Job training	13%	17%	11%	11%	21%	19% B	11%	15%
Education	16%	23%	14%	21%	23%	16%	22%	19%
Public transportation	20% B	9%	20%	13%	12%	12%	18%	15%
Personal transportation (access to a vehicle)	11%	8%	11%	9%	9%	9%	10%	9%
Housing	54% B	43%	52%	46%	48%	47%	51%	49%
Energy/utility costs	23%	21%	15%	27%	24%	25%	20%	22%
Budgeting	5%	8%	8%	4%	7%	8%	5%	6%
Credit card debt	7%	19% A	24% B C	11%	6%	10%	16%	13%
Health care costs	13%	17%	15%	12%	18%	22% B	9%	15%
Chronic illness	1%	2%	0%	0%	3%	1%	2%	1%
Mental health issues	12%	9%	9%	15%	8%	8%	14% A	11%
Medical/dental care access	3%	5%	2%	8%	2%	3%	5%	4%
Parenting education/support	3%	2%	2%	2%	2%	1%	2%	2%
Childcare	14%	20%	15%	18%	16%	23% B	10%	16%
Special needs children	1%	2%	0%	1%	3%	1%	1%	1%
Teen pregnancy	0%	1%	0%	1%	0%	1%	0%	0%

	Gen	der		Age		Race and	l ethnicity	Overall
Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (Select up to THREE)	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Family violence	2%	1%	0%	2%	2%	2%	1%	2%
Family/child abuse	1%	1%	0%	0%	2%	1%	0%	1%
Substance abuse	11%	8%	15% B	5%	10%	7%	12%	10%
Healthy food selection	3%	2%	0%	5%	2%	3%	2%	2%
Language barriers	3% B	0%	1%	2%	2%	2%	2%	2%
Landlord/tenant Issues	5% B	1%	3%	3%	2%	4%	1%	3%
Fair Housing Discrimination	2%	0%	1%	0%	1%	0%	1%	1%
Homelessness	10%	9%	9%	10%	11%	8%	12%	10%
Predatory lending/ high-interest loans	5%	15% A	13%	10%	7%	10%	9%	10%

Table 47: Question #8 by Demographics

	Gend	der		Age		Race and	dethnicity	Overall
Please rate how important it is for the City to invest in the following BUSINESS AND ECONOMIC DEVELOPMENT activities:	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
Percent very or moderately important	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Attraction of new businesses	77%	87% A	85%	77%	82%	79%	85%	82%
Retention of existing businesses	85%	89%	88%	82%	91%	88%	88%	87%
Expansion of existing businesses	72%	74%	71%	68%	80%	73%	74%	73%
Provide job training including retraining	81% B	68%	84%	72%	72%	69%	82% A	75%
Foster businesses with higher paying jobs	79%	74%	69%	81%	81%	74%	79%	77%
Enhancement of business infrastructure	74%	75%	78%	77%	68%	69%	80% A	74%
Provide technical assistance for businesses	65% B	50%	58%	64%	52%	41%	75% A	58%
Development of business incubators and business parks	50%	48%	42%	52%	54%	40%	59% A	49%
Employment services (i.e. resume writing, interviewing training)	73% B	51%	62%	68%	59%	48%	79% A	63%

Table 48: Question #9 by Demographics

	Gender			Age		Race and	l ethnicity	Overall
Please rate how important it is for the City to invest in the following NEIGHBORHOOD IMPROVEMENT activities: Percent	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
very or moderately important	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Demolish vacant and dilapidated buildings	76%	76%	79%	68%	80%	76%	77%	76%
Stabilize or improve vacant buildings	80%	72%	79%	76%	75%	75%	78%	76%
Residential historic preservation	75% B	57%	58%	75% A	65%	64%	69%	67%
Organized neighborhood clean-up	85%	79%	82%	81%	82%	76%	88% A	82%
Block watch	78% B	67%	51%	83% A	81% A	70%	76%	73%
Landscape, exterior repair or window replacement assistance for low-income residents	84% B	59%	73%	76%	70%	62%	83% A	73%

Table 49: Question #10 by Demographics

	Gend	der	Age			Race and ethnicity		Overall
Thinking about the various activities discussed in the survey above, please select your top TWO priorities for the City of	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
Glendale.	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Housing & Homelessness	68% B	47%	73% B C	49%	54%	56%	61%	58%
Infrastructure Improvements	21%	43% A	31%	29%	35%	34%	27%	32%
Community and Public Facilities	13%	25% A	29% C	20% C	9%	17%	21%	19%
Human/Public Services	36% B	20%	20%	31%	32%	31%	25%	28%
Economic Development	34%	33%	36%	30%	35%	30%	39%	34%
Neighborhood Improvements	26%	30%	11%	40% A	30% A	30%	25%	27%

Table 50: Question #11 by Demographics

		Gender		Age		Race and	Overall	
In your opinion, how can the City better address housing and community development challenges?	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Affordable housing	27% B	13%	35% C	19%	10%	12%	27% A	21%
Rent Control	13%	8%	12%	15%	7%	11%	11%	11%
Improve the economy	7%	5%	12% C	5%	1%	2%	9% A	6%
Improve education	10% B	2%	13% B	2%	4%	5%	8%	6%
Engage with the community	6%	17% A	0%	15%	16%	11%	12%	11%
Subsidies and grants	3%	3%	0%	4%	4%	5%	1%	3%
Mitigate homelessness	8%	7%	7%	8%	8%	9%	7%	8%
Stop building	1%	7% A	7%	3%	3%	4%	4%	4%
Geeting put of the way	1%	5%	0%	3%	5%	4%	1%	3%
Rehab abandoned buildings	3%	3%	0%	4%	4%	3%	2%	3%
Better planning and budgeting	6%	8%	0%	11%	9%	9%	5%	7%
Other	9%	18% A	14%	10%	15%	17%	10%	13%
Don't know	5%	4%	1%	1%	13% A B	9% B	3%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Table 51: Question #12 by Demographics

Gende				Age		Race an	Overall	
Do you read the newsletter included in your	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
monthly water bill?	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Yes	49%	53%	21%	63% A	65% A	54%	47%	51%
No	51%	47%	79% B C	37%	35%	46%	53%	49%
Total	100%	100%	100%	100%	100%	100%	100%	100%

# Table 52: Question #13 by Demographics

		Gender		Age		Race and ethnicity		Overall
Please rate how well the city does at sharing and explaining	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
information about the following: Percent excellent or good	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Water treatment activities	50%	55%	43%	44%	66% A B	58%	49%	52%
Road construction	44%	50%	40%	41%	58% A B	59% B	38%	47%
City infrastructure projects	43%	50%	35%	45%	53% A	55% B	39%	45%

Table 53: Question #14 by Demographics

	Gend	der		Age		Race and	l ethnicity	Overall
How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
and its activities? Percent mayor or minor source	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
City of Glendale e-newsletter (The Connection)	74%	67%	49%	79% A	82% A	68%	73%	71%
City of Glendale website (glendaleaz.com)	83% B	74%	74%	87% A C	74%	78%	79%	78%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	70%	64%	75% C	71% C	56%	59%	76% A	67%
Other printed media	68%	63%	63%	66%	68%	58%	73% A	66%
Word-of-mouth	62%	63%	70%	56%	62%	53%	71% A	62%
Public meetings	60%	55%	48%	61%	63% A	48%	66% A	58%
Other	32%	24%	23%	28%	35%	15%	38% A	28%

Table 54: Question #15 by Demographics

	Gene	der		Age		Race and	l ethnicity	Overall
In which way do you prefer to receive information on Glendale parks and recreation services and programs? Percent strong or	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
moderate preference	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
E-mail newsletters	77%	69%	65%	77%	76%	71%	74%	72%
Printed schedule of activities	79% B	62%	60%	77% A	75% A	67%	76%	71%
Glendale @ Play Magazine	54% B	41%	40%	55%	46%	41%	54% A	47%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	55% B	44%	54%	56% C	40%	37%	61% A	49%
Flyers/posters	63% B	43%	61% C	56%	42%	38%	68% A	53%
School email/newsletter	46%	40%	50% C	49% C	29%	27%	58% A	42%
Other	25%	15%	16%	21%	26%	7%	31% A	20%

Table 55: Question #16 by Demographics

	Gend	der		Age		Race and	ethnicity	Overall
How much of a source, if at all, do you consider each of the following to be for finding arts/cultural/music activities to attend in	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
Glendale? Percent mayor or minor source	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
City of Glendale website (glendaleaz.com)	77%	69%	70%	76%	74%	69%	78%	73%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	72%	69%	82% C	80% C	53%	59%	82% A	71%
Directly from theaters and other venues	80% B	66%	71%	78%	72%	70%	78%	74%
Word-of-mouth	79% B	68%	81%	71%	68%	63%	82% A	73%
Printed brochures	73%	69%	63%	76%	73%	64%	79% A	71%
Other	38% B	15%	22%	26%	32%	15%	36% A	26%

Table 56: Question #17 by Demographics

	Gene	der		Age		Race and	l ethnicity	Overall
When thinking of the special events you most enjoy attending, what preference do you have for the following types of events?	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
Percent strong or moderate preference	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Festivals	88% B	66%	70%	86% A	76%	70%	85% A	78%
Concerts	77% B	68%	72%	77%	68%	67%	78% A	73%
Sporting events (professional and amateur)	59%	57%	48%	66% A	60%	55%	60%	58%
Performing arts/local theater	71% B	53%	58%	70%	61%	57%	69% A	63%
Food related events	84% B	74%	84%	82%	73%	74%	85% A	79%
Other	29%	18%	26%	25%	14%	14%	33% A	22%

Table 57: Question #18 by Demographics

	Gen	der		Age		Race and	l ethnicity	Overall
Please share any other Community concerns not found in	Female	Male	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
this survey that you would like to see addressed	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
Public safety	20% B	7%	26%	7%	8%	11%	14%	12%
Speeding	10%	9%	8%	5%	19%	10%	11%	10%
Parks, green spaces and recreation	12% B	2%	13%	3%	4%	5%	7%	6%
Homelessness	10%	11%	0%	28% C	2%	5%	16%	11%
Education / Schools	10%	0%	14%	0%	1%	0%	8%	4%
Infrastructure	3%	20% A	18%	13%	7%	12%	13%	12%
Transportation	4%	2%	0%	2%	6%	6%	0%	3%
Better caring and cleaning	9%	6%	11%	3%	9%	15%	0%	7%
Code enforcement	2%	10%	11%	7%	3%	4%	9%	6%
Better government leadership and services	5%	6%	0%	3%	12%	5%	5%	6%
Other	11%	19%	0%	26%	17%	17%	14%	15%
Nothing	3%	9%	0%	5%	12%	9%	3%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%

# Responses to Probability Survey by Length of Residency, Tenure and Household Income

Table 58: Question #1 by Demographics

	Length o	f residenc	y	Housi tenure	-	Household	income		Overall
Please rate how important it is for the City to support the following HOUSING services for people with low or moderate incomes? Percent very or	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
moderately important	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Repairing existing owner- housing	55%	55%	60%	60%	56%	67% C	63% C	45%	56%
Repairing existing renter- housing	66% C	52%	50%	74% B	45%	80% B C	53%	43%	56%
Creating affordable, permanent housing (Owner)	82%	73%	74%	87% B	70%	79%	80%	76%	76%
Creating affordable, permanent housing (Renter)	84% B C	69%	66%	94% B	60%	87% B C	71%	70%	73%
Making low-interest loans to homebuyers	85% C	73%	70%	83% B	73%	81%	78%	75%	77%
Down payment assistance	79% B C	61%	54%	79% B	57%	73%	66%	61%	65%
Providing rental assistance / subsidies (Rapid rehousing for homeless and eviction prevention)	77% C	66%	63%	85% B	59%	89% B C	71% C	53%	69%
Providing housing for people with special needs (such as veterans or the elderly or people with disabilities, alcohol or drug addictions or HIV/AIDS)	84%	75%	74%	91% B	71%	91% B C	73%	75%	78%
Down payment assistance	79% B C	61%	54%	79% B	57%	73%	66%	61%	65%
Down payment assistance	79% B C	61%	54%	79% B	57%	73%	66%	61%	65%

Table 59: Question #2 by Demographics

	Length o	f residenc	у	Housi tenure	•	Household	income		Overall
Please rate the importance for the City to have more of the following HOUSING types. Percent	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
very or moderately important	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Single-family (detached) housing	86% C	73%	72%	84% B	74%	78%	88% C	68%	78%
Multi-family (attached) housing (5 units or more)	68% C	54%	47%	77% B	44%	75% B C	53%	50%	57%
Emergency shelters for homeless	72%	70%	69%	84% B	61%	83% B C	65%	68%	71%
Transitional housing	65%	58%	57%	70% B	56%	74% C	60%	51%	60%
Shelters or housing for youth (13-21 yrs.)	81% C	76%	67%	83% B	70%	82% C	79%	69%	74%
Senior housing, such as nursing homes, assisted or independent living facilities	78%	79%	77%	89% B	71%	92% B C	78%	68%	78%
Permanent supportive housing, such as subsidized housing that offers services for persons with chronic physical/mental disabilities	76%	77%	67%	89% B	63%	85% C	72%	67%	73%
Housing for persons living with HIV/AIDS	63% B	47%	49%	77% B	39%	75% B C	46%	46%	54%
Housing for survivors of domestic violence (including children)	85%	84%	75%	94% B	73%	90% C	80%	77%	81%
Modular/Manufactured homes	58% B C	38%	38%	66% B	31%	65% B C	42%	35%	45%
Multi-plex (2-4 units)	62% C	52%	39%	70% B	39%	62%	50%	48%	51%
Accessory dwelling units (Casitas)	56%	49%	42%	60% B	43%	57% C	54%	39%	49%

Table 60: Question #3 by Demographics

	Length of residency			Housi tenure	•	Household	Overall		
Please rate how important it is for the city to invest in the following INFRASTRUCTURE IMPROVEMENT	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
activities. Percent very or moderately important	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Street and road improvements	89%	94%	90%	92%	89%	96% C	95% C	83%	91%
Electrical vehicle charging stations	39%	35%	31%	40%	31%	37%	27%	41%	35%
Sidewalk improvements	74%	76%	72%	82% B	70%	80% C	81% C	66%	74%
Water, sewer, and solid waste system capacity and quality improvements	94% C	89%	85%	95% B	86%	92%	87%	90%	89%
Storm sewer system improvements	91%	89%	82%	95% B	82%	96% B C	85%	82%	87%
Flood drainage improvements	81%	82%	82%	90% B	76%	92% C	83%	72%	82%
Tree planting	85%	87%	76%	81%	85%	78%	83%	86%	82%

Table 61: Question #4 by Demographics

	Length o	Length of residency			ng	Household		Overall	
Please rate how important it is for the city to invest in the following COMMUNITY & PUBLIC FACILITIES. Percent very or moderately	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
important	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Youth centers	77% C	77%	64%	87% B	64%	83% B	67%	69%	73%
Parks/ recreation centers or Community centers	87%	89%	79%	92% B	81%	84%	83%	86%	85%
Childcare facilities	84% C	73% C	58%	84% B	66%	73%	78%	66%	72%
Senior centers	79% C	77%	64%	88% B	64%	80%	73%	67%	73%
Healthcare facilities	82%	87%	77%	91% B	76%	86%	81%	79%	82%
Residential treatment centers	75% C	69%	55%	85% B	55%	77% C	64%	61%	66%
Facilities for persons living with HIV/AIDS	61% B C	44%	37%	66% B	36%	63% B C	45%	40%	48%
Facilities for survivors of domestic violence (including children)	86% B C	72%	72%	86% B	72%	85% C	79%	70%	77%

Table 62: Question #5 by Demographics

	Length o	f residenc	;y	Housi tenure	•	Household	income		Overall
Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups: Percent very	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
or moderately important	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Homeless Persons	71%	77%	71%	90% B	61%	90% B C	66%	68%	73%
Low-Income Persons	74%	73%	68%	88% B	61%	90% B C	64%	65%	71%
Seniors (65+)	82% C	87% C	68%	92% B	70%	92% B C	74%	73%	78%
Youth (aged 16-24)	79% C	69%	55%	82% B	59%	82% B C	66%	60%	68%
Children (0-15)	87% C	84% C	67%	86% B	74%	83%	77%	77%	79%
Migrant Farm Workers	59% C	55%	42%	64% B	45%	68% B C	49%	43%	52%
Persons with physical disabilities	82%	81%	73%	91% B	70%	90% B C	77%	73%	79%
Persons with developmental disabilities	83% C	78%	66%	90% B	66%	88% C	77%	67%	76%
Persons with substance use addictions	64%	50%	62%	75% B	49%	80% B C	52%	51%	59%
Persons with HIV/AIDS	63% B	47%	49%	68% B	45%	65% B	47%	52%	54%
Survivors of domestic violence	92% C	82%	77%	93% B	77%	88%	85%	79%	84%
Veterans	86%	87%	76%	91% B	78%	91% B C	78%	79%	83%
Children aging out of the foster care system	83%	78%	77%	87% B	74%	85%	78%	78%	79%

	Length o	th of residency			ng	Household i	Overall		
Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups: Percent very	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
or moderately important	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Persons recently released from jail/prison	53%	51%	47%	61% B	43%	62% B	42%	50%	50%

Table 63: Question #6 by Demographics

	Length o	of residence		Housi tenure	•	Household	income	ı	Overall
Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups: Percent very	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
or moderately important	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Childcare services/ early childhood development programs	86% C	77%	70%	88% B	71%	85% C	81%	70%	77%
Transportation services	84%	73%	79%	82%	77%	83%	81%	75%	79%
Healthcare / Mental Health/ Substance Abuse Services	84% C	79%	67%	90% B	69%	88% B C	72%	74%	77%
Food / clothing bank programs	79% C	81% C	66%	94% B	64%	87% C	75%	68%	75%
Rent, mortgage or utility assistance programs	69%	69%	63%	82% B	59%	85% B C	66%	58%	67%
Fair housing activities	80%	77%	70%	89% B	67%	90% B C	72%	70%	75%
Tenant/Landlord counseling	77% B C	60%	59%	74% B	61%	80% B C	59%	62%	66%
Homebuyer education/ Financial literacy education	83% C	76% C	59%	87% B	65%	86% B C	68%	68%	73%
Crime awareness education	81% C	74% C	52%	77% B	64%	76%	66%	67%	69%
Mitigation of radon, asbestos or lead-based paint hazards	72% C	73% C	57%	80% B	60%	79% B C	64%	63%	67%
Homeless services	69%	76%	69%	89% B	60%	88% B C	63%	69%	71%
Employment services (i.e. resume writing, interviewing training)	73% C	67%	55%	72% B	61%	78% C	66%	56%	65%
Broadband / Internet Access/ Digital Inclusion	78% C	76%	63%	87% B	65%	88% B C	63%	71%	72%

	Length o	;y	Housing tenure		Household	Overall			
Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups: Percent very	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
or moderately important	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Heat relief during summer months	92% C	90%	81%	94% B	84%	93% C	89%	82%	87%

## Table 64: Question #7 by Demographics

	Length o	of residence	;y	Housi tenure	•	Household		overall	
Which of the following barriers do you believe are the greatest challenges currently faced by low- income households in Glendale? (Select up to	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall
THREE)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Living wage employment	57%	58%	44%	58%	51%	60%	54%	48%	53%
Other	0%	2%	2%	0%	2%	0%	2%	2%	1%
Job training	12%	11%	22%	13%	16%	8%	21% A	14%	15%
Education	13%	26% A	21%	10%	26% A	16%	17%	22%	19%
Public transportation	17%	14%	13%	20% B	11%	22% B	10%	14%	15%
Personal transportation (access to a vehicle)	11%	4%	12%	12%	8%	11%	7%	11%	9%
Housing	57% C	46%	41%	63% B	40%	60% C	50%	40%	49%
Energy/utility costs	23%	24%	20%	18%	25%	22%	24%	23%	22%
Budgeting	7%	7%	5%	4%	8%	3%	11%	4%	6%
Credit card debt	16%	9%	13%	16%	11%	15%	12%	13%	13%
Health care costs	15%	22% C	9%	15%	15%	8%	14%	19% A	15%

	Length o	f residenc	ey .	Housi tenure	•	Household		overall	
Which of the following barriers do you believe are the greatest challenges currently faced by low- income households in Glendale? (Select up to	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall
THREE)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Chronic illness	2%	0%	1%	1%	1%	1%	1%	2%	1%
Mental health issues	8%	12%	13%	13%	9%	19% B	5%	11%	11%
Medical/dental care access	3%	3%	5%	2%	5%	3%	1%	7%	4%
Parenting education/support	2%	4%	2%	0%	3%	0%	3%	3%	2%
Childcare	15%	13%	20%	12%	19%	9%	17%	21% A	16%
Special needs children	0%	4% C	0%	2%	1%	3%	1%	1%	1%
Teen pregnancy	1%	0%	0%	0%	1%	0%	0%	1%	0%
Family violence	2%	1%	2%	1%	2%	0%	2%	2%	2%
Family/child abuse	0%	0%	1%	0%	1%	1%	0%	0%	1%
Substance abuse	9%	8%	13%	11%	9%	11%	9%	10%	10%
Healthy food selection	1%	4%	3%	2%	3%	2%	1%	3%	2%
Language barriers	3%	0%	2%	1%	2%	2%	2%	1%	2%
Landlord/tenant Issues	2%	1%	5%	1%	4%	3%	1%	4%	3%
Fair Housing Discrimination	0%	2%	1%	1%	1%	0%	2%	0%	1%
Homelessness	8%	9%	12%	13%	7%	16%	8%	7%	10%
Predatory lending/ high-interest loans	11%	5%	13%	7%	11%	2%	18% A	9% A	10%

Table 65: Question #8 by Demographics

	Length o	f residenc	:y	Housi tenure	•	Household		Overall	
Please rate how important it is for the City to invest in the following BUSINESS AND ECONOMIC DEVELOPMENT activities: Percent very or	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
moderately important	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Attraction of new businesses	87% C	84%	74%	89% B	77%	85%	81%	79%	82%
Retention of existing businesses	87%	88%	86%	94% B	83%	91%	84%	87%	87%
Expansion of existing businesses	75%	76%	68%	81% B	68%	74%	72%	72%	73%
Provide job training including retraining	81% C	79%	67%	85% B	69%	80%	77%	71%	75%
Foster businesses with higher paying jobs	79%	81%	70%	76%	77%	72%	75%	80%	77%
Enhancement of business infrastructure	79% C	81% C	62%	81% B	69%	78%	66%	79%	74%
Provide technical assistance for businesses	68% C	59%	46%	69% B	51%	73% C	65% C	41%	58%
Development of business incubators and business parks	57% C	56% C	34%	57% B	44%	53%	54%	43%	49%
Employment services (i.e. resume writing, interviewing training)	66%	67%	56%	75% B	56%	79% B C	60%	53%	63%

Table 66: Question #9 by Demographics

	Length o	f residenc	у	Housi tenure	•	Household		Overall	
Please rate how important it is for the City to invest in the following NEIGHBORHOOD IMPROVEMENT	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
activities: Percent very or moderately important	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Demolish vacant and dilapidated buildings	75%	79%	74%	80%	73%	82%	68%	80%	76%
Stabilize or improve vacant buildings	81%	70%	76%	83% B	72%	78%	75%	79%	76%
Residential historic preservation	68%	69%	62%	68%	65%	66%	74%	61%	67%
Organized neighborhood clean-up	89% C	79%	77%	83%	82%	81%	86%	78%	82%
Block watch	71%	81%	68%	77%	70%	79% C	77% C	62%	73%
Landscape, exterior repair or window replacement assistance for low-income residents	83% B C	66%	68%	78%	69%	84% C	79% C	61%	73%

Table 67: Question #10 by Demographics

	Length o	f residency	/	Housi tenure	•	Household i	overall		
Thinking about the various activities discussed in the survey above, please select your top TWO	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall
priorities for the City of Glendale.	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Housing & Homelessness	65%	52%	55%	75% B	47%	67% C	60%	51%	58%
Infrastructure Improvements	28%	29%	37%	21%	38% A	27%	30%	36%	32%
Community and Public Facilities	22%	15%	18%	15%	21%	15%	20%	21%	19%
Human/Public Services	24%	29%	32%	30%	27%	32%	29%	22%	28%
Economic Development	40% C	37%	25%	40% B	30%	34%	27%	39%	34%
Neighborhood Improvements	21%	34%	29%	19%	33% A	22%	31%	30%	27%

Table 68: Question #11 by Demographics

	Length o	f residency		Housii tenure	•	Household i	ncome		overall
In your opinion, how can the City better address housing and community	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall
development challenges?	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Affordable housing	22%	22%	17%	27%	17%	26%	21%	20%	21%
Rent Control	7%	16%	11%	17% B	7%	15%	14%	6%	11%
Improve the economy	9%	4%	3%	4%	8%	0%	7%	11% A	6%
Improve education	6%	11%	2%	12% B	2%	14% B C	1%	3%	6%
Engage with the community	10%	3%	19% B	16% B	7%	13%	12%	9%	11%
Subsidies and grants	4%	3%	1%	3%	3%	5%	0%	4%	3%
Mitigate homelessness	7%	13%	5%	7%	8%	8%	8%	6%	8%
Stop building	7%	3%	1%	0%	7%	0%	9%	3%	4%
Geeting put of the way	0%	5%	4%	0%	5%	0%	3%	6%	3%
Rehab abandoned buildings	0%	5%	5%	0%	5%	1%	3%	4%	3%
Better planning and budgeting	8%	2%	9%	5%	8%	2%	15% A C	3%	7%
Other	18%	7%	12%	9%	16%	10%	3%	21% B	13%
Don't know	2%	5%	11% A	0%	9%	6%	5%	2%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 69: Question #12 by Demographics

	Length of residency			Housin tenure	•	Household in	overall		
Do you read the newsletter included	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall
in your monthly water bill?	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Yes	34%	56% A	65% A	24%	68% A	38%	60% A	52%	51%
No	66% B C	44%	35%	76% B	32%	62% B	40%	48%	49%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

#### Table 70: Question #13 by Demographics

	Length of	f residency	1	Housi tenure	•	Household i		Overall	
Please rate how well the city does at sharing and explaining information about the following:	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
Percent excellent or good	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Water treatment activities	39%	63% A	52%	35%	61% A	43%	58%	56%	52%
Road construction	33%	60% A	48%	31%	55% A	36%	47%	55% A	47%
City infrastructure projects	36%	53%	46%	33%	52% A	37%	50%	49%	45%

Table 71: Question #14 by Demographics

	Length o	f residenc	;y	Housi tenure	_	Household	income		Overall
How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale and its activities? Percent mayor	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
or minor source	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
City of Glendale e-newsletter (The Connection)	64%	70%	79% A	65%	75% A	68%	72%	70%	71%
City of Glendale website (glendaleaz.com)	70%	87% A	80%	79%	78%	77%	80%	79%	78%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	66%	71%	64%	72%	64%	72%	66%	65%	67%
Other printed media	65%	64%	69%	65%	67%	75% B	57%	66%	66%
Word-of-mouth	55%	65%	67%	63%	62%	66%	53%	67%	62%
Public meetings	55%	55%	63%	56%	60%	67% C	55%	50%	58%
Other	29%	24%	31%	34%	24%	43% B C	25%	18%	28%

Table 72: Question #15 by Demographics

	Length of residency			Housi tenure	•	Household	income		Overall
In which way do you prefer to receive information on Glendale parks and recreation services and	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
programs? Percent strong or moderate preference	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
E-mail newsletters	64%	85% A	71%	70%	74%	64%	69%	81% A	72%
Printed schedule of activities	74%	71%	69%	68%	73%	71%	81% C	62%	71%
Glendale @ Play Magazine	53%	50%	39%	53%	43%	53%	50%	43%	47%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	52%	58% C	40%	52%	48%	43%	47%	56%	49%
Flyers/posters	62% B	44%	51%	60% B	49%	66% C	51%	46%	53%
School email/newsletter	48% C	49% C	31%	51% B	37%	53%	39%	39%	42%
Other	19%	21%	19%	27% B	13%	34% C	17%	12%	20%

Table 73: Question #16 by Demographics

	Length of residency				ng :	Household	Overall		
How much of a source, if at all, do you consider each of the following to be for finding arts/cultural/music activities to attend in Glendale? Percent mayor or	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
minor source	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
City of Glendale website (glendaleaz.com)	70%	75%	75%	73%	73%	76%	73%	72%	73%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	74% C	83% C	57%	78% B	66%	69%	71%	74%	71%
Directly from theaters and other venues	65%	87% A C	71%	72%	74%	76%	73%	75%	74%
Word-of-mouth	73%	76%	71%	74%	72%	77%	71%	73%	73%
Printed brochures	74%	71%	70%	70%	71%	76%	70%	70%	71%
Other	32%	22%	23%	31%	22%	39% C	22%	17%	26%

### Table 74: Question #17 by Demographics

	Length o	f residenc	:y	Housi tenure	•	Household	income		Overall
When thinking of the special events you most enjoy attending, what preference do you have for the following types of events? Percent strong or	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
moderate preference	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Festivals	76%	79%	78%	72%	82% A	80%	78%	77%	78%
Concerts	68%	78%	74%	70%	74%	74%	76%	69%	73%
Sporting events (professional and amateur)	58%	61%	55%	56%	60%	53%	62%	58%	58%
Performing arts/local theater	65%	63%	61%	61%	64%	63%	68%	59%	63%
Food related events	84%	79%	75%	81%	79%	75%	81%	83%	79%
Other	29%	25%	13%	19%	27%	24%	29%	14%	22%

Table 75: Question #18 by Demographics

	Length of	residency		Housir tenure	•	Household i	ncome		overall
Please share any other Community concerns not found in this survey that you would like to	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall
see addressed	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Public safety	10%	28% C	4%	23% B	7%	23%	11%	9%	12%
Speeding	13%	6%	11%	7%	12%	10%	16%	3%	10%
Parks, green spaces and recreation	12%	0%	4%	10%	4%	0%	2%	12%	6%
Homelessness	8%	1%	20%	15%	8%	23%	4%	12%	11%
Education / Schools	5%	8%	1%	0%	7%	9%	5%	1%	4%
Infrastructure	18%	12%	6%	4%	17%	3%	21%	10%	12%
Transportation	5%	1%	2%	5%	2%	5%	0%	3%	3%
Better caring and cleaning	13%	1%	4%	12%	4%	0%	1%	18% B	7%
Code enforcement	0%	13%	9%	0%	10%	0%	15% C	1%	6%
Better government leadership and services	2%	9%	9%	4%	7%	8%	2%	8%	6%
Other	12%	7%	25%	11%	17%	12%	13%	20%	15%
Nothing	3%	14%	4%	10%	4%	6%	9%	3%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

# **Responses to Probability Survey by District**

Table 76: Question #1 by District

Please rate how important it is for the City to support the following HOUSING			Di	strict			Overall
services for people with low or moderate incomes? Percent very or moderately	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	
important	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Repairing existing owner- housing	66% C	78% C E	38%	72% C	46%	54%	56%
Repairing existing renter- housing	64% C	77% C E	37%	65% C	45%	61% C	56%
Creating affordable, permanent housing (Owner)	75%	87%	66%	83%	72%	83%	76%
Creating affordable, permanent housing (Renter)	77%	94% C E	57%	69%	65%	81% C	73%
Making low-interest loans to homebuyers	79%	91% C E	62%	91% C E	64%	83% C	77%
Down payment assistance	63%	74% C	44%	75% C	61%	81% C	65%
Providing rental assistance / subsidies (Rapid rehousing for homeless and eviction prevention)	85% C E	85% C	40%	92% C E	62% C	67% C	69%
Providing housing for people with special needs (such as veterans or the elderly or people with disabilities, alcohol or drug addictions or HIV/AIDS)	84% E	88% E	69%	85% E	60%	89% C E	78%
Down payment assistance	63%	74% C	44%	75% C	61%	81% C	65%
Down payment assistance	63%	74% C	44%	75% C	61%	81% C	65%

Table 77: Question #2 by District

			Di	strict			Overall
Please rate the importance for the City to have more of the following HOUSING	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	
types. Percent very or moderately important	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Single-family (detached) housing	75%	82%	73%	84%	66%	91% E	78%
Multi-family (attached) housing (5 units or more)	58%	65%	39%	69% C	50%	69% C	57%
Emergency shelters for homeless	75% C	84% C	52%	79% C	62%	82% C	71%
Transitional housing	69% C	61%	37%	80% C	59%	66% C	60%
Shelters or housing for youth (13-21 yrs.)	78%	79%	60%	82%	65%	88% C E	74%
Senior housing, such as nursing homes, assisted or independent living facilities	95% C E F	88% C	65%	87%	70%	74%	78%
Permanent supportive housing, such as subsidized housing that offers services for persons with chronic physical/mental disabilities	78%	86%	64%	76%	63%	79%	73%
Housing for persons living with HIV/AIDS	63% C	70% C	33%	67% C	44%	56%	54%
Housing for survivors of domestic violence (including children)	87% E	93% C E	71%	86%	66%	91% C E	81%
Modular/Manufactured homes	54% C	60% C F	23%	66% C F	49% C	31%	45%
Multi-plex (2-4 units)	53% C	64% C	25%	70% C	54% C	55% C	51%
Accessory dwelling units (Casitas)	54%	55%	32%	75% C F	54%	39%	49%

Table 78: Question #3 by District

Diagon rate how important it is for the city to invest in the following			Di	strict			Overall
Please rate how important it is for the city to invest in the following INFRASTRUCTURE IMPROVEMENT activities. Percent very or moderately	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	
important	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Street and road improvements	87%	99%	85%	96%	91%	92%	91%
Electrical vehicle charging stations	34%	30%	33%	38%	35%	38%	35%
Sidewalk improvements	77%	77%	67%	72%	71%	79%	74%
Water, sewer, and solid waste system capacity and quality improvements	87%	96%	86%	85%	93%	90%	89%
Storm sewer system improvements	93% C	90%	76%	87%	90%	90%	87%
Flood drainage improvements	83%	87%	69%	86%	73%	96% C E	82%
Tree planting	85%	80%	68%	98% C E	76%	92% C	82%

Table 79: Question #4 by District

			Di	strict			Overall
Please rate how important it is for the city to invest in the following COMMUNITY &	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	
PUBLIC FACILITIES. Percent very or moderately important	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Youth centers	72%	82% C	52%	83% C	70%	85% C	73%
Parks/ recreation centers or Community centers	84%	88%	80%	99% E	75%	90%	85%
Childcare facilities	64%	77%	54%	98% A C E	63%	90% A C E	72%
Senior centers	82% C	78% C	53%	77%	66%	83% C	73%
Healthcare facilities	86%	83%	74%	86%	76%	88%	82%
Residential treatment centers	70% C	69% C	42%	86% C E	51%	85% C E	66%
Facilities for persons living with HIV/AIDS	50%	50%	33%	64% C	35%	60% C	48%
Facilities for survivors of domestic violence (including children)	81%	83%	74%	89% E	61%	83% E	77%

Table 80: Question #5 by District

Please rate how important it is for the City to invest in HUMAN AND PUBLIC			Di	strict			Overall
SERVICES for each of the following vulnerable population groups: Percent very or	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	
moderately important	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Homeless Persons	81% C	81% C	50%	74%	71%	83% C	73%
Low-Income Persons	78% C	88% C	44%	76% C	67% C	84% C	71%
Seniors (65+)	86% C	92% C	61%	79%	73%	85% C	78%
Youth (aged 16-24)	71%	83% C	51%	83% C	64%	69%	68%
Children (0-15)	81%	88%	66%	96% C E	70%	84%	79%
Migrant Farm Workers	54% C	69% C	20%	74% C E	44% C	66% C	52%
Persons with physical disabilities	85% C	89% C	63%	69%	76%	92% C	79%
Persons with developmental disabilities	83% C	80% C	55%	89% C	67%	88% C E	76%
Persons with substance use addictions	63%	65%	47%	57%	59%	67%	59%
Persons with HIV/AIDS	50%	60%	40%	67%	46%	66% C	54%
Survivors of domestic violence	84%	92% E	77%	97% C E	67%	94% C E	84%
Veterans	91% E	88%	76%	82%	71%	89%	83%
Children aging out of the foster care system	84%	91% E	72%	77%	64%	91% C E	79%
Persons recently released from jail/prison	59%	53%	39%	36%	43%	65% C D	50%

Table 81: Question #6 by District

Disease water heavy improvement it is few the City to improve in LIUMANI AND DUDLIC			Di	istrict			Overall
Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups: Percent very or	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	
moderately important.	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Childcare services/ early childhood development programs	83% C	89% C	57%	96% C E	66%	87% C E	77%
Transportation services	79%	87%	74%	95% E	67%	84%	79%
Healthcare / Mental Health/ Substance Abuse Services	76%	91% C E	62%	92% C E	62%	91% C E	77%
Food / clothing bank programs	77%	92% C	57%	79%	69%	85% C	75%
Rent, mortgage or utility assistance programs	73% C	85% C E	40%	75% C	57%	82% C E	67%
Fair housing activities	86% C	93% C E	44%	87% C	66% C	87% C E	75%
Tenant/Landlord counseling	73% C E	73% C	46%	80% C E	49%	83% C E	66%
Homebuyer education/ Financial literacy education	80% E	77%	59%	82%	57%	87% C E	73%
Crime awareness education	70%	77%	58%	82% E	52%	82% C E	69%
Mitigation of radon, asbestos or lead-based paint hazards	73% C	88% C E	41%	84% C E	55%	75% C	67%
Homeless services	77% C	87% C	55%	70%	66%	78% C	71%
Employment services (i.e. resume writing, interviewing training)	76% C E	68%	46%	81% C E	50%	79% C E	65%
Broadband / Internet Access/ Digital Inclusion	80% C	77%	53%	90% C	63%	82% C	72%
Heat relief during summer months	94% C E	98% C E	77%	95% E	74%	93% C E	87%

Table 82: Question #7 by District

Which of the following barriers do you believe are the greatest challenges currently	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	Overall
faced by low-income households in Glendale? (Select up to THREE)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Living wage employment	51%	49%	47%	72%	44%	62%	53%
Other	0%	0%	4%	4%	2%	0%	1%
Job training	13%	7%	29% F	22%	12%	6%	15%
Education	13%	16%	22%	34%	18%	18%	19%
Public transportation	29% B	3%	12%	11%	12%	16%	15%
Personal transportation (access to a vehicle)	4%	26% A C F	5%	20% F	10%	3%	9%
Housing	44%	66% C	39%	38%	39%	66% C E	49%
Energy/utility costs	27%	29%	23%	8%	18%	23%	22%
Budgeting	2%	4%	3%	17%	12%	5%	6%
Credit card debt	10%	4%	13%	15%	20%	14%	13%
Health care costs	13%	15%	21%	7%	12%	18%	15%
Chronic illness	0%	1%	3%	0%	2%	1%	1%
Mental health issues	21%	10%	12%	2%	8%	10%	11%
Medical/dental care access	6%	4%	1%	0%	3%	7%	4%
Parenting education/support	2%	0%	1%	0%	6%	1%	2%
Childcare	20%	15%	25%	5%	15%	11%	16%
Special needs children	0%	1%	1%	1%	2%	3%	1%
Teen pregnancy	0%	0%	2%	0%	0%	0%	0%
Family violence	2%	0%	1%	2%	2%	3%	2%
Family/child abuse	1%	1%	1%	0%	1%	0%	1%
Substance abuse	13%	11%	5%	11%	14%	6%	10%
Healthy food selection	2%	3%	3%	0%	1%	4%	2%
Language barriers	0%	1%	2%	5%	2%	1%	2%

Which of the following barriers do you believe are the greatest challenges currently	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	Overall
faced by low-income households in Glendale? (Select up to THREE)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Landlord/tenant Issues	2%	2%	6%	0%	1%	3%	3%
Fair Housing Discrimination	1%	0%	0%	0%	3%	1%	1%
Homelessness	12%	12%	4%	0%	18%	9%	10%
Predatory lending/ high-interest loans	7%	10%	6%	21%	15%	5%	10%

Table 83: Question #8 by District

			Di	strict			Overall
Please rate how important it is for the City to invest in the following BUSINESS	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	
AND ECONOMIC DEVELOPMENT activities: Percent very or moderately important	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Attraction of new businesses	85%	73%	79%	95%	83%	80%	82%
Retention of existing businesses	95%	83%	89%	78%	84%	88%	87%
Expansion of existing businesses	70%	67%	67%	74%	76%	81%	73%
Provide job training including retraining	82%	81%	63%	87%	64%	81%	75%
Foster businesses with higher paying jobs	76%	82%	78%	81%	73%	75%	77%
Enhancement of business infrastructure	75%	76%	66%	81%	68%	81%	74%
Provide technical assistance for businesses	68% C	58%	36%	93% B C E F	50%	59% C	58%
Development of business incubators and business parks	58% C	48%	29%	61% C	45%	58% C	49%
Employment services (i.e. resume writing, interviewing training)	74% C E	71% C E	39%	81% C E	42%	79% C E	63%

Table 84: Question #9 by District

			Di	strict			Overall
Please rate how important it is for the City to invest in the following	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	
NEIGHBORHOOD IMPROVEMENT activities: Percent very or moderately important	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Demolish vacant and dilapidated buildings	77%	62%	72%	69%	83%	82%	76%
Stabilize or improve vacant buildings	80%	84%	66%	81%	70%	80%	76%
Residential historic preservation	73%	63%	58%	83%	60%	68%	67%
Organized neighborhood clean-up	91% C	80%	72%	94%	73%	84%	82%
Block watch	80%	81%	60%	76%	61%	84% C E	73%
Landscape, exterior repair or window replacement assistance for low-income residents	75% C	87% C	50%	95% C E	64%	80% C	73%

### Table 85: Question #10 by District

Thinking about the various activities discussed in the survey above, please select your top TWO priorities for the City of Glendale.	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	Overall
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Housing & Homelessness	70% C	65%	44%	44%	49%	72% C D	58%
Infrastructure Improvements	19%	34%	42% A	20%	44% A	26%	32%
Community and Public Facilities	10%	9%	21%	44% A B F	19%	16%	19%
Human/Public Services	36%	30%	28%	20%	30%	21%	28%
Economic Development	35%	37%	29%	40%	29%	39%	34%
Neighborhood Improvements	30%	24%	31%	30%	23%	25%	27%

Table 86: Question #11 by District

In your opinion, how can the City better address housing and community development challenges?	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	Overall
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Affordable housing	25%	12%	14%	31%	16%	23%	21%
Rent Control	9%	24%	3%	4%	12%	18%	11%
Improve the economy	3%	17%	3%	0%	5%	10%	6%
Improve education	1%	1%	3%	18%	3%	12%	6%
Engage with the community	24% F	4%	14%	10%	6%	2%	11%
Subsidies and grants	2%	1%	6%	6%	2%	0%	3%
Mitigate homelessness	14%	11%	9%	0%	8%	4%	8%
Stop building	0%	0%	4%	17%	1%	4%	4%
Geeting put of the way	1%	0%	6%	0%	8%	1%	3%
Rehab abandoned buildings	0%	4%	2%	0%	5%	5%	3%
Better planning and budgeting	3%	9%	10%	5%	11%	6%	7%
Other	8%	15%	23%	3%	21%	9%	13%
Don't know	10%	1%	2%	7%	3%	6%	5%
Total	100%	100%	100%	100%	100%	100%	100%

Table 87: Question #12 by District

	District							
	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca		
Do you read the newsletter included in your monthly water bill?	(A)	(B)	(C)	(D)	(E)	(F)	(A)	
Yes	54%	61%	58%	41%	44%	47%	51%	
No	46%	39%	42%	59%	56%	53%	49%	
Total	100%	100%	100%	100%	100%	100%	100%	

Table 88: Question #13 by District

	District						
Please rate how well the city does at sharing and explaining information about the	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	
following: Percent excellent or good	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Water treatment activities	45%	45%	52%	70%	51%	54%	52%
Road construction	45%	35%	55%	48%	54%	39%	47%
City infrastructure projects	41%	36%	49%	52%	47%	45%	45%

#### Table 89: Question #14 by District

How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale and its activities? Percent mayor	District							
	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca		
or minor source	(A)	(B)	(C)	(D)	(E)	(F)	(A)	
City of Glendale e-newsletter (The Connection)	68%	82%	71%	82%	64%	68%	71%	
City of Glendale website (glendaleaz.com)	80%	85%	76%	78%	70%	83%	78%	
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	65%	66%	56%	80%	57%	81% C E	67%	
Other printed media	75% E	85% E	63%	79% E	50%	61%	66%	
Word-of-mouth	59%	58%	57%	80%	51%	74%	62%	
Public meetings	66% E	59%	56%	80% E	37%	60% E	58%	
Other	47% B C E F	15%	20%	54% B C E F	20%	18%	28%	

Table 90: Question #15 by District

	District						
In which way do you prefer to receive information on Glendale parks and recreation	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	
services and programs? Percent strong or moderate preference	(A)	(B)	(C)	(D)	(E)	(F)	(A)
E-mail newsletters	73%	76%	65%	64%	63%	89% C E	72%
Printed schedule of activities	71%	80%	69%	96% C E F	62%	65%	71%
Glendale @ Play Magazine	51% E	59% E	48% E	41%	24%	60% E	47%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	45%	44%	46%	60%	34%	70% A C E	49%
Flyers/posters	58%	63%	38%	84% C E F	42%	53%	53%
School email/newsletter	50% C	43%	25%	66% C E	32%	49% C	42%
Other	26%	39% C	3%	0%	8%	36% C D E	20%

Table 91: Question #16 by District

How much of a source, if at all, do you consider each of the following to be for finding arts/cultural/music activities to attend in Glendale? Percent mayor or minor	District							
	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca		
source	(A)	(B)	(C)	(D)	(E)	(F)	(A)	
City of Glendale website (glendaleaz.com)	76%	83% E	69%	83% E	55%	79% E	73%	
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	63%	77%	65%	85% E	55%	87% A C E	71%	
Directly from theaters and other venues	79% E	82% E	76% E	76% E	48%	83% E	74%	
Word-of-mouth	71%	72%	74%	77%	62%	83%	73%	
Printed brochures	75% E	79% E	72% E	91% E	48%	74% E	71%	
Other	24%	20%	6%	70% A B C E	10%	45% C E	26%	

### Table 92: Question #17 by District

	District							
When thinking of the special events you most enjoy attending, what preference do	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca		
you have for the following types of events? Percent strong or moderate preference	(A)	(B)	(C)	(D)	(E)	(F)	(A)	
Festivals	86% E	89% E	68%	88% E	64%	81%	78%	
Concerts	79%	85%	78%	59%	61%	73%	73%	
Sporting events (professional and amateur)	50%	71%	71% D E	43%	45%	66%	58%	
Performing arts/local theater	76% C E	68%	53%	50%	52%	74%	63%	
Food related events	76%	83%	79%	92% E	63%	90% E	79%	
Other	11%	35%	12%	66% A C E	5%	33%	22%	

Table 93: Question #18 by District

Please share any other Community concerns not found in this survey that you	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	Overall
would like to see addressed	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Public safety	4%	3%	12%	29%	4%	24%	12%
Speeding	12%	22%	3%	9%	10%	6%	10%
Parks, green spaces and recreation	2%	21%	8%	0%	2%	4%	6%
Homelessness	26%	2%	9%	2%	16%	8%	11%
Education / Schools	12%	0%	0%	0%	0%	16%	4%
Infrastructure	8%	8%	7%	28%	0%	22%	12%
Transportation	6%	0%	0%	0%	10%	3%	3%
Better caring and cleaning	8%	0%	30%	0%	2%	0%	7%
Code enforcement	5%	0%	3%	26%	2%	0%	6%
Better government leadership and services	6%	5%	12%	0%	14%	0%	6%
Other	10%	20%	11%	3%	34%	18%	15%
Nothing	2%	20%	5%	3%	5%	0%	6%
Total	100%	100%	100%	100%	100%	100%	100%

# Appendix D: Comparison of Probability Survey and Open Participation Survey Responses

Table 94: Question #1 by Outreach Method

Please rate how important it is for the City to support the following HOUSING services for people with low or moderate incomes?	Address-based Probability Sample	Open Participation Sample	
Percent very or moderately important	(A)	(B)	
Repairing existing owner- housing	56%	58%	
Repairing existing renter- housing	56%	56%	
Creating affordable, permanent housing (Owner)	76%	71%	
Creating affordable, permanent housing (Renter)	73% B	62%	
Making low-interest loans to homebuyers	77%	72%	
Down payment assistance	65%	63%	
Providing rental assistance / subsidies (Rapid rehousing for homeless and eviction prevention)	69%	64%	
Providing housing for people with special needs (such as veterans or the elderly or people with disabilities, alcohol or drug addictions or HIV/AIDS)	78%	74%	
Down payment assistance	65%	63%	
Down payment assistance	65%	63%	

Table 95: Question #2 by Demographics

Please rate the importance for the City to have more of the following HOUSING types. Percent very or moderately important	Address-based Probability Sample (A)	Open Participation Sample (B)
Single-family (detached) housing	78%	77%
Multi-family (attached) housing (5 units or more)	57%	52%
Emergency shelters for homeless	71%	66%
Transitional housing	60%	58%
Shelters or housing for youth (13-21 yrs.)	74%	74%
Senior housing, such as nursing homes, assisted or independent living facilities	78%	77%
Permanent supportive housing, such as subsidized housing that offers services for persons with chronic physical/mental disabilities	73%	71%
Housing for persons living with HIV/AIDS	54%	48%
Housing for survivors of domestic violence (including children)	81%	80%
Modular/Manufactured homes	45% B	36%
Multi-plex (2-4 units)	51% B	44%
Accessory dwelling units (Casitas)	49%	50%

#### Table 96: Question #3 by Demographics

Please rate how important it is for the city to invest in the following INFRASTRUCTURE IMPROVEMENT activities. Percent very or	Address-based Probability Sample	Open Participation Sample	
moderately important	(A)	(B)	
Street and road improvements	91%	90%	
Electrical vehicle charging stations	35%	32%	
Sidewalk improvements	74%	74%	
Water, sewer, and solid waste system capacity and quality improvements	89%	86%	
Storm sewer system improvements	87% B	78%	
Flood drainage improvements	82% B	74%	
Tree planting	82%	82%	

Table 97: Question #4 by Demographics

Please rate how important it is for the city to invest in the following COMMUNITY & PUBLIC FACILITIES. Percent very or moderately important	Address-based Probability Sample (A)	Open Participation Sample (B)
Youth centers	73%	74%
Parks/ recreation centers or Community centers	85%	83%
Childcare facilities	72%	69%
Senior centers	73%	79% A
Healthcare facilities	82%	77%
Residential treatment centers	66% B	56%
Facilities for persons living with HIV/AIDS	48%	44%
Facilities for survivors of domestic violence (including children)	77%	77%

Table 98: Question #5 by Outreach Method

Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population	Address-based Probability Sample	Open Participation Sample	
groups: Percent very or moderately important	(A)	(B)	
Homeless Persons	73% B	63%	
Low-Income Persons	71%	66%	
Seniors (65+)	78%	77%	
Youth (aged 16-24)	68%	70%	
Children (0-15)	79%	77%	
Migrant Farm Workers	52%	49%	
Persons with physical disabilities	79%	75%	
Persons with developmental disabilities	76% B	68%	
Persons with substance use addictions	59%	53%	
Persons with HIV/AIDS	54%	47%	
Survivors of domestic violence	84% B	77%	
Veterans	83%	85%	
Children aging out of the foster care system	79%	73%	
Persons recently released from jail/prison	50%	48%	

Table 99: Question #6 by Outreach Method

Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population	Address-based Probability Sample	Open Participation Sample
groups: Percent very or moderately important.	(A)	(B)
Childcare services/ early childhood development programs	77% B	69%
Transportation services	79% B	72%
Healthcare / Mental Health/ Substance Abuse Services	77% B	70%
Food / clothing bank programs	75% B	65%
Rent, mortgage or utility assistance programs	67%	63%
Fair housing activities	75%	70%
Tenant/Landlord counseling	66% B	56%
Homebuyer education/ Financial literacy education	73% B	66%
Crime awareness education	69%	71%
Mitigation of radon, asbestos or lead-based paint hazards	67% B	59%
Homeless services	71% B	64%
Employment services (i.e. resume writing, interviewing training)	65%	65%
Broadband / Internet Access/ Digital Inclusion	72%	67%
Heat relief during summer months	87%	83%

Table 100: Question #7 by Outreach Method

Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale?	Address-based Probability Sample	Open Participation Sample
(Select up to THREE)	(A) 53%	<b>(B)</b> 57%
Living wage employment Other	1%	2%
	15%	14%
Job training Education	19%	15%
Public transportation	15%	19%
Personal transportation (access to a vehicle)	9%	15% A
Housing	49%	48%
Energy/utility costs	22%	26%
Budgeting	6%	13% A
Credit card debt	13%	9%
Health care costs	15%	12%
Chronic illness	1%	0%
Mental health issues	11%	8%
Medical/dental care access	4%	3%
Parenting education/support	2%	3%
Childcare	16%	14%
Special needs children	1%	1%
Teen pregnancy	0%	0%
Family violence	2%	2%
Family/child abuse	1%	2%
Substance abuse	10%	8%
Healthy food selection	2%	4%
Language barriers	2%	4% A
Landlord/tenant Issues	3%	3%
Fair Housing Discrimination	1%	0%
Homelessness	10% B	5%
Predatory lending/ high-interest loans	10% B	5%

Total may exceed 100% as respondents could select more than one option

Table 101: Question #8 by Outreach Method

Please rate how important it is for the City to invest in the following BUSINESS AND ECONOMIC DEVELOPMENT activities: Percent very or moderately important	Address-based Probability Sample (A)	Open Participation Sample (B)
Attraction of new businesses	82% B	73%
Retention of existing businesses	87%	89%
Expansion of existing businesses	73%	70%
Provide job training including retraining	75%	70%
Foster businesses with higher paying jobs	77%	79%
Enhancement of business infrastructure	74%	70%
Provide technical assistance for businesses	58%	51%
Development of business incubators and business parks	49%	48%
Employment services (i.e. resume writing, interviewing training)	63%	56%

#### Table 102: Question #9 by Outreach Method

Please rate how important it is for the City to invest in the following NEIGHBORHOOD IMPROVEMENT activities: Percent very	Address-based Probability Sample	Open Participation Sample
or moderately important	(A)	(B)
Demolish vacant and dilapidated buildings	76%	78%
Stabilize or improve vacant buildings	76%	80%
Residential historic preservation	67%	68%
Organized neighborhood clean-up	82%	79%
Block watch	73%	76%
Landscape, exterior repair or window replacement assistance for low-income residents	73%	76%

#### Table 103: Question #10 by Outreach Method

Thinking about the various activities discussed in the survey above, please select your top TWO priorities for the City of	Address-based Probability Sample	Open Participation Sample (B)	
Glendale.	(A)		
Housing & Homelessness	58% B	49%	
Infrastructure Improvements	32%	37%	
Community and Public Facilities	19%	17%	
Human/Public Services	28%	26%	
Economic Development	34% B	26%	
Neighborhood Improvements	27%	42% A	

Total may exceed 100% as respondents could select more than one option

Table 104: Question #12 by Outreach Method

Do you read the newsletter included in your monthly water bill?	Address-based Probability Sample (A)	Open Participation Sample (B)
Yes	51%	74% A
No	49% B	26%
Total	100%	100%

#### Table 105: Question #13 by Outreach Method

Please rate how well the city does at sharing and explaining	Address-based Probability Sample	Open Participation Sample	
information about the following: Percent excellent or good	(A)	(B)	
Water treatment activities	52%	57%	
Road construction	47%	55% A	
City infrastructure projects	45%	45%	

#### Table 106: Question #14 by Outreach Method

How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale	Address-based Probability Sample	Open Participation Sample
and its activities? Percent mayor or minor source	(A)	(B)
City of Glendale e-newsletter (The Connection)	71%	81% A
City of Glendale website (glendaleaz.com)	78%	86% A
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	67%	67%
Other printed media	66%	71%
Word-of-mouth	62%	58%
Public meetings	58%	69% A
Other	28%	34%

Table 107: Question #15 by Outreach Method

In which way do you prefer to receive information on Glendale parks and recreation services and programs? Percent strong or moderate preference	Address-based Probability Sample (A)	Open Participation Sample (B)
E-mail newsletters	72%	76%
Printed schedule of activities	71%	70%
Glendale @ Play Magazine	47%	46%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	49%	54%
Flyers/posters	53% B	45%
School email/newsletter	42%	36%
Other	20%	21%

#### Table 108: Question #16 by Outreach Method

How much of a source, if at all, do you consider each of the following to be for finding arts/cultural/music activities to attend in Glendale? Percent mayor or minor source	Address-based Probability Sample (A)	Open Participation Sample (B)
City of Glendale website (glendaleaz.com)	73%	78%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	71%	68%
Directly from theaters and other venues	74%	73%
Word-of-mouth	73%	71%
Printed brochures	71%	68%
Other	26%	30%

#### Table 109: Question #17 by Outreach Method

When thinking of the special events you most enjoy attending, what preference do you have for the following types of events? Percent strong or moderate preference	Address-based Probability Sample (A)	Open Participation Sample (B)
Festivals	78%	79%
Concerts	73%	73%
Sporting events (professional and amateur)	58%	65% A
Performing arts/local theater	63%	71% A
Food related events	79%	79%
Other	22%	28%

# **Appendix E: Verbatim Responses to Open-ended Questions from Open Participation Survey**

The following are responses to the open-ended questions. Responses are presented here in verbatim form, including any typographical, grammatical or other mistakes. Responses are in alphabetical order.

Question 7: Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (OTHER)

- Big Government
- drugs
- I would say all of these challenges
- Laziness/government owes them a living mentality
- lazy and user of social systems rather than working
- No preparation for adulthood.
- one of the choices should be all of the above.
- There is a high concentration of crime, poverty and blight in one area of the city. This is the same area where housing for seniors will be placed. Seniors deserve better. They should not be placed in high crime areas, blighted areas, food deserts or anywhere that they will be more vulnerable than they are all the time. Adding more high density "affordable" housing in blighted areas, far from groceries and jobs perpetuates the cycle of poverty, thereby increasing the burden to the city and the taxpayer. Poverty itself is not a crime but poverty puts everyone at a higher risk for crime. More taxpayer dollars. Impoverished communities have poor health outcomes. 85301 has the worst child health outcomes in the state. This also costs the taxpayer.

# Question 11: In your opinion, how can the City better address housing and community development challenges?

- Actively engage with residents
- Adding more EV charging stations and encourage businesses to have solar panels.
- Addressing and resolving the drug issue
- Advocate for more teachers in our public schools as the neighborhood continues to grow new homes.
- Affordable housing and financial assistance for homeless and low income
- Affordable housing and supportive housing
- Affordable housing, job training programs
- Allocate funds better
- Allow more group homes in a residential areas
- Allow more multifamily type homes and single to two story apartments
- Allow the county and state to deal with it.
- Allow zoning changes for more density housing such. as townhomes...
- Annex to make the city larger
- Ask to lower payments for renters and home buyers
- Attract and retain businesses to increase the tax base and provide higher paying jobs.
- Attract better businesses and update Arrowhead Mall
- Balance the need for economic development with the need for affordable housing.
- Be realistic regarding projects and monitor funds closely.
- Better zoning

- Blacktop streets that are still on dirt roads
- Bobbie Kithcart
- Budget more money and encourage businesses to help with financing.
- build more affordable housing if water is available
- Build more single family homes. They're are so many empty fields, vacant malls and other dead spots that could be repurposed for housing. Most people don't want to live in a tiny apartment, but it seems that is all that is being built, and they are just as expensive as houses! Many people that moved here, including myself, came here because there were decent jobs and because it was affordable. It is no longer affordable. So much so, several people I know are moving out have moved to other states. Possibly me and my family in the future. My parents are currently spending every dime they have living at a hotel because they can't get into a rental. We should never be priced out of a desert.
- Building houses that low income people can live in.
- By attracting businesses/working opportunities for local jobs and also by rejecting the Maricopa County Government organization's approval for Agenda2030 restrictions on energy etc.
- By facilitating non-profits to become more Glendale resident focused
- By helping those who wish to help themselves. Everyone should have some skin in the game. Too many people simply deciding not to work, not to play by he rules.
- By keeping police very active to keep crime low and neighborhoods safe. This will allow communities to grow safely and keep Glendale desirable.
- By lowering taxes
- Change parking minimums from required to recommended. We also need to get rid of setback regulations, single family zoning, and create places where people choose what happens. Garage/ home-based businesses should also be allowed. This city is way too car-oriented.
- Cioty advisors on the street confronting issues/people
- City needs to stop approving new housing developments (single family and multi-family) in the Yucca district until they can build support services specifically grocery stores. Yes, plural STORES. There are not enough stores to support the rapid growth in the Yucca district. The residents are frustrated and moving out. As a 9 year Yucca resident we are under contract to purchase a home in Peoria (4 corners area) specifically because of the lack of grocery stores and other similar amenities in the Yucca district. We're sad to leave but feel after 9 years and no legitimate attempts or response from Joyce Clark and the city council were forced to leave to home we love and choose an area that is growing responsibly to support its citizens.
- Clean it up, make it look nice.
- Clean up neighborhood blight. Make slum lords take care of clean up and maintenance of homes and remove the dozens of burnt down buildings and residences.
- Connect with regular citizens
- Continue to focus on adding affordable housing in addition to low-income housing. Educate on the
  difference. Mixed use housing, apts, single family, multiplexes. Keep big corporate owners from
  buying up housing and under serving tenants. Clean up neighborhoods and help people develop
  pride in their dwellings.
- Convert unused commercial retail space for housing
- Counseling
- Crack down on unfair rental practices and predatory lending
- Create the enablers for a thriving business and economic environment and the rest will fall in place.
   Quit trying to "fix" the problems by enabling the poor behaviors. Create the economic opportunities and let the individual make their choice to participate and reap the consequences (good or bad).
- Creation of more reasonably priced homes for first time buyers

- Debt management education can be a game changer for young people. Knowing how to budget, understanding interest rates, etc.
- Do it don't just say it.
- Do something, anything would be a start
- Doing good now
- Don't do it, enable the free and voluntary markets to solve those challenges
- Education
- Education starting in grade school. Include civics but no DEI, ESG, CRT or 1619. Or gender mutilation!
- Endless studies don't get anything done you actually have to build facilities for the homeless and those heading into homeless. Don't overspend for drug addiction, they need to hit rock bottom and seek assistance or you could spend billions of dollars on lost causes. Limit government salaries and positions, is government positions becoming bloated? Must nip gang violence immediately.
- Enforcement of city ordinances, landscaping, rental properties, city cleanliness
- enforcement of code laws and provide assistance if person(s) are unable to perform the clean upimprovements themselves- follow up with person(s) to maintain their housing according to code laws
- enhance public transportation, such as adding light rail, and build more affordable housing.
- Fair and open elections. Somehow secede from Maricopa County. Only elect republicans
- Find more opportunities for low and moderate income citizens to purchase their own AFFORDABLE homes. Also address issues of a small # of corporate landlords buying a majority of rentals and imposing an unreasonable rental burden on families and individuals.
- Find some way to crack down on slum lords that get away with abusing their renters.
- Fix up abandoned homes and sell them instead of building new homes.
- Focus on efficient/compliant improvements of City Infrastructure
- Focus on keeping the city residential standards, all these expenditures for housing programs will just solicit more if the same individuals to reap freebie benefits. Focus on gangs and violence at Westgate, it's out of control. Keep Glendale safe.
- For housing jobs that pay a livable wage and places to live for those with low paying jobs. Also comprehensive programs for those wanting to no longer be homeless. A place to live for free while getting budget counseling, job skills, mental health help to deal with what got them to the point of homelessness and then continued help once they leave the program. Comprehensive is vital for such a complex issue.
- Get people jobs
- Give homes to homeless
- glendale commisioners should hold or visit some senior buildings to discuss issues. city officials should be more involved also in other communities located in glendale. internet is not available to everyone
- Glendale does an amazing job.
- Glendale has very limited public transportation options. Make it easier for people to commute to jobs, school, and get resources they need by foot and by bike by installing dedicated and separated bike lanes and foot paths that keep people safe. The city is run by cars so if you are an individual without one you are isolated.
- Have a better plan/control on where and how much the monopoly homes, rentals etc are located; clean up lower income areas also.
- Have better programs for families will help improve the city and attract people
- Having each district provide relief in some capacity. By sharing the load no district is overwhelmed
  or singled out.
- Help fix the broken AZ education system.

- Help people help themselves. Work toward getting people off subsidies by promoting education and job preparation
- Help support providing services to the homeless in our community.
- Help the children and help parents with life skills.
- Hit the streets and see how our underserved families are surviving. Illegal citizens should be examined for citizenship qualifications. Database for needy families so they get what is necessary without being greedy.
- Housing and community development challenges can be better addressed by the city council being
  more present in the communities and understanding the challenges each faces. Laws seem to be
  made based on biases that council members have as opposed to community needs. And even then,
  the laws aren't enforced the same in every community. There needs to be enforcement in every
  community, not just the ones that complain the most.
- Housing first initiatives for the houseless.
- I believe all the issues raised are important, I just don't believe it is the local government's place to try and resolve issues when families, friends and churchs should be performing those acts of service. Too much tax burden has proven to be detrimental to both the taxpayer and the intended recipient of such taxes. I just don't believe the gov. is efficient in doing these type programs
- I believe in single family homes. Not in clustered environments or in massive apartment complexes which remind me of old tenant housing. Home ownership is the beginning of wealth building so I hope Glendale promotes more single family permanent housing. I also hope for better maintenance of existing parks in the SOUTH GLENDALE AREA. Our parks are dry, brown brittle grass, weeds & dirt, gravel. A big difference from north side parks. There's also NO community/recreation center at Heroes Park yet. Why?? Parks are necessary to create better living for residents. Maintained parks increase the values of our homes & city. However our parks must be kept safe too, where taxpayers can take our kids any time of day. Vagrancy must be addressed & not dumped on our park system. I pay taxes to maintain the parks but won't visit if I feel threatened or if the park is littered with tents & garbage. Vagrancy in our parks has denied our children of safe, fun, playful environments. Outreach is important to hopefully convince those living on the streets to shelter. But it has been my observation that many of those living on the street want to be there to pursue their habits. Which I feel should be disallowed. I don't wish to continue to see the open, flagrant drug sales. I wish for better police presence & investigations.
- I don't have an answer; nobody has the solution for all the challenges.
- I don't know
- I get my water bill online so I don't receive a monthly newsletter and people need to be responsible for themselves and not continually getting handouts
- I have no knowledge of how city government gets things done; I just know that these items are most important to what I believe will make Glendale an exceptional place to live.
- I honestly feel that the city needs to stop approving the clearing of farmland and putting in more houses and apartments. We already have a stress on our water resources, and building more houses or apartments only puts a strain on that limited resource.
- I think the City has to approach the issue without sympathy and with the intention to provide
  opportunity but not to intend to become caregivers/keepers with forever responsibilities. No one
  can change people but themselves.
- I wish I had the perfect answer, but I don't. I do have a suggestion for the staff that takes payments from Glendale residents- be more respectful. Case in point, I've been experiencing financial problems and went to the office \*new locations) and questioned one of the cashiers about help or a place that could help someone with difficulty paying. Her answer was "Nope. Next."
- I wish I knew..the addiction, mental illness & homelessness is a tragic blight

- I would like to see assistance, in purchasing or renting, for hospital workers, teachers, firefighters and police. Prices are out of control. Glendale is never on the list of places to move too. We need to have more community functions.
- I'm not really sure.
- Improve the area
- Incorporate more individual homeownership rather than allow venture cap. utilize government backed loans to buy large lots. New rental housing is robbing people of generational wealth. Sad this is continues to occur only to benefit the wealthy.
- Interest rates and taxes, minimal affordable housing. Do not put section 8 into neighborhoods. Avoid sober living homes.
- Invest in infrastructure
- Invest in support to lift up residents, including homeless residents. Community centers, shelters and job training, affordable housing and supportive housing.
- Invest tax dollars in affordable housing and work with other cities and the state to creat more affordable housing.
- Investing on those top priorities projects.
- It's not the City's business to address these situations.
- Laissez faire keep your hands off.
- Learn about the people that are in the middle of these challenges, listen to their thoughts and ideas, then use common sense to create solutions.
- Less regulations, work with developers, educate rank and file employees that they are here to service the public
- Limit corporate and foreign ownership
- Limit short term rental units, perhaps by taxation policies or limits on how many units one entity can own.
- Listen Be attentive to the needs of your residents.
- Listen to people
- longer open hours at the library for people to use the internet, research, adult education programs,
   etc.
- Low income services should be spread throughout the community, rather than being centered around downtown. Downtown Glendale should be developed into a destination for nightlife activities.
- Lower cost
- lower fees and assist with payments
- Lower the rental standards for those who can't afford housing.
- Make housing affordable for those not receiving a livable wage
- Make panhandling and sleeping on streets illegal
- Make use of any state or federal grants / assistance.
- Make utilities more affordable
- Mandate building color codes. Unsightly to see a bright yellow llantera shop or green and blue apartment building
- Might be able to get some places to have cheaper 2 bedrooms apt. So that our kids with family that are still living with mom n dad can afford thier own place. With community could help seniors with home improvements, demolish buildings that are delayed and abandoned. Also speed bumps on Maryland between 51th n 59th.
- More affordable home ownership, condos, townhomes. Ownership is important. Fewer apartments and rental properties.

- More affordable housing, more good paying jobs, more access to services especially for special needs/developmentally disabled persons, and other vulnerable populations such as Veterans, Seniors, Victims of domestic violence and other violent crimes. I honestly have no idea how to do any of that, but i hope some of the folks running things do.
- More comprehensive relief services for at risk people
- More homes, more schools, control homelessness
- More police presence during these migrant and drug related issues.
- Need for public/private partnership
- Need to address drug issues first
- Need visionary leadership who can see the big picture and can create a strategy and plan. Current leadership does not have this. Looks at Scottsdale and Mesa! Why are they more progressive and have better services yet lower taxes! Glendale has poor managers with no vision!!
- No answer
- No comment
- No more condos
- No opinion
- No opinion; above my pay level.
- Not informed enough to address the problems.
- Not sure
- Not sure
- Not sure
- Not sure, but I hope taxes won't be raised.
- Not sure
- Partnerships with existing succeeding nonprofits to address a limited number of challenges
- Perhaps if there were some regulations against air bnb and other short term rentals there would be more housing available to rent.
- pick one challenge at a time, do a focused job at improving it completely before tackling another mayor problem
- Prevent investors from buying up all the housing and jacking up all the rent!
- Promote Single Family Home Ownership and regulate Multi level Apartment Complexes.
- Proper assessment and better prioritization.
- Proper assessment of the needs and proper utilization of money used for the needs. Reduce waste of assets and waste of time. Assess, budget, move ahead.
- Provide and publish widely a one stop resource center for programs offered through city, state, and federal agencies for assistance
- Provide general information, but identified in common language
- Provide incentives to landlords and construction companies so they can offer more affordable housing
- Provide more shelters/services for the homeless that require counseling and treatment for the substance abuser and mentally ill. Also free legal programs for the low income.
- Provide places for homeless to stay
- Providing service that assists people fairly.
- Recruit companies that pay high wages, concurrently train residents for those jobs and make it a
  requirement of the recruited companies that they hire a set percentage of trained Glendale residents
  for new positions.
- reduce cost of living expenses like utilities instead of increasing rates, change housing market with legislation to reduce taxes etc surrounding housing, put a cap on rent increase percentages.
- Regular communication of community services available to low-income and homeless individuals

- regulate rental costs and provide lower cost housing options.
- Requiring old empty structures either be torn down or brought up to Code. I think we need to be
  tougher on the homeless hanging around in the streets and on the canals and what I mean by that is
  offering them alternatives, including heat relief stations.
- Respond to government "Fair Housing" license requirements in residential neighborhoods
- Rewrite draconian building codes. i.e. (Car repair is technically illegal over 3 times a year)
- Secure more affordable housing projects and hold tenants.accountable for their rentals and behavior in said rentals. Also applies to Landlords and out of state property owners!!
- Seek out public input and then do what the citizens want not what the city manager wants
- Seek to help the ones in most need
- Sell bonds
- Shelter and support for the homeless
- Socioeconomic momentum has a number of barriers including livable wages, financial literacy, medical/disability support, housing infrastructure maintenance and repair. Education and financial success is a good start to improving community development challenges.
- Stop allowing cannabis business in Glendale. It attracts homelessness.
- Stop allowing drug addicts to take over our streets and bus stops. Crime is horrible and it is no longer safe to live in Glendale. Even the nicer neighborhoods are overwhelmed with the drug addicts and package thieves.
- Stop blaming the residents and start addressing: private equity firms and other high-income investors buying up property and setting outrageous rent/mortgage requirements that don't line up with resident income levels, forever increasing healthcare costs and subpar pain management system making pain/illness management and resolution very difficult for even the most productive and well informed of us leading to drug addiction and homelessness, price gouging by providers of basic services like food, transportation, and communication, the implementation of living wages for all residents, reducing the impact of climate change on residents, and endless money dumping into "public safety" over public care programs.
- Stop building new homes . Address the natural resources needed to have a healthy community. Find a way to utilize structures that are empty.
- STOP BUILDING!!!
- stop investors from buying up all the single family homes
- Stop the flow of drugs from the border
- Stop wasting money if not combating drugs
- STOP with low income housing Glendale is the Only city taking all low income. Glendale needs to get higher end areas and companies to help reduce crime and raise property values. Glendale is the only city in the state that wants all low income it's crazy.
- Stop with the stupid violations and go after the meth houses. The houses that have fallen in disrepair. We as tax payers are tired of the people that do nothing and we pay for it. Stop with the stupid and take care of the middle class, the home owners that work to pay YOU.
- Streamline the permitting processes and cut the bureaucracy. Also, make better choices in subcontractors who do the actual construction on public projects. Tired of the substandard materials and workmanship that currently exists.
- subsidize low income housing
- Support low income housing by private developers
- Support more low-income housing to be built whether renting or buying, home prices have grown so high that lower income people struggle to afford adequate housing. There should be rentcontrolled apartments / single family homes available for low income people to rent within their budget.

- Surveys are a good start, but get out there and actively listen to people about their needs.
- That is beyond my pay grade.
- The City has appeared to ignore it's long-time residents and tax-payers and Envision Glendale 2040 Planning and Zoning plan in favor of business development and over-crowding in the name of "affordable housing". It's time to bring back Glendale to the residents who have supported the City for decades. Stop the pandering to big business and profiteers who seek to make money on the backs of those who don't have it.. What about access to healthy food, medical care, parks, and POLICE. We need more police. You have taken Envision Glendale 2040 plan and basically burned it following the empty promises of "Affordable Housing". Envision was the vision for Glendale that was voted on and now, it's gone. More Police, more grocery stores and parks and playground and BETTER SCHOOLS you could have built such a beautiful place to want to live. Now you're creating a junk heap.
- The city might start by studying other cities to find out what ACTUALLY works, and try to copy that success.
- The city must balance economic development and human services. Investments must be made throughout the city, including the the southeast. Affordable housing must be included in all new developments and throughout the city. Especially where there is the highest concentration of jobs. The city does not need to prioritize attracting new businesses. That is something the city does well. It should not be at the expense of the working class, city programs or taxpayers in older parts of the city. The best thing a city can do to lift people out of poverty is have a robust economy, an influx of jobs that pay a living wages and affordable housing in all neighborhoods. If the city continues as it has for the last 5 years, Glendale will have a Tenderloin district.
- The City needs to pay better attention to neighborhood management: tighter control over residential
  property mismanagement, better Code Compliance management and finally not allow failed
  construction projects to languish and remain uncompleted for YEARS, such as the property on the
  NE corner of 58th Avenue and Palmaire. WHAT IS WITH THAT ANYWAY been almost 20 years!!
- The city of Glendale has gotten so big it is hard to keep up with way too many people moving to this desert town. Too much traffic and crime and homeless people. We are in a 12,000. year drought and should curb the amount of scraping the desert for more people. It is a mess now and for those of us that have been here over a 100 years it is very sad they messed it up. NO open land, farmland or desert left, just concrete jungle. It was not planned properly!
- The cost of housing is getting out of reach for most people. Affordable housing should be the number one issue addressed by the City Council.
- The homeless problem doesn't seem to be addressed enough.
- The more the City spends on low income and homeless people the more you will attract these people and the more the City's costs will go up and the problems will become more severe. Do not follow a Leftist model to the City's destruction. There are unending examples now of US cities where the Leftists have a monopoly on power and run the cities into the ground in competition with Venezuala to maximize 3rd world status. Focus on supporting new businesses that will create the good paying jobs for hard working blue collar and white collar people.....and the city will flourish.
- The state of Arizona needs to close it's borders and stop the illegal migration that is causing many community problems and challenges for it's citizens. These social issues/problems and challenges have become our cities burden because of our government representatives' negligence to close the borders and control legal migration into our State. We "do not" want the city of Glendale to become a "Sanctuary City!" We need to continue to support our police, firemen and front line workers for the safety of our neighborhoods and communities. Our city should provide safety and protection for it's citizens/residents therefore, ensuring families/neighborhoods and communities a better quality of life. We need law and order! There should be consequences for criminal activities.

- There's too many apartments and tiny homes being built, there's no room on the roads for these people. The roads are terrible and there's not even enough police to manage the current population let alone all the incoming. Stop building apartments.
- This survey is extremely long with many of the same questions repeated. The city will do exactly what they want & my opinion is that they could care less about what the residents opinions are.
- Try to find a real solution for homelessness and drug addiction which is at the heart of the problem.
- Uniform application and enforcement of city ordinances and regulations, holding HOAs responsible for enforcing ordinances/regulations on behalf of city
- Use vacant buildings and houses instead of allowing new building. Revitalize Glendale using using an already existing foundation. Glendale government is destroying historical Glendale!
- Use vacant buildings and structures for temporary cooling stations/housing
- We need to have the light rail expansion to Glendale. Build or support section 8 housing or low income housing
- We seem to be the only city that gets all of the low income or at least the majority of let's start spreading and sharing with other cities rather than being top-heavy and making this area non-desirable for people that are working class. We need to still building higher and homes, restaurants, and shopping as well as places of employment that have higher salaries to make Glendale a great city like Scottsdale. We need some resorts and also some landmarks to make it a desirable location. It would be great if we could get an Odyssey or even a zoo as an attraction over here as well, but not everything centered around Westgate where all the shootings happen everyone that live in Glendale that I am aware of knows that all low income lives over there because of all the subsidize homes and that is where all the concentrated crime seems to happen we need further North Glendale, which is nicer area and we deserve it. We are sick of always having to be a part of the Glendale hood, which everyone associates with Glendale.
- When a city is full, it's full. Don't make Glendale a cramped in city. Let space be the niche that draws people to Glendale. and keeps them living here, which results in stable neighborhoods. Property values will stay up and the City will be nicer.
- Why are there no questions regarding police and crime? Rent jumped sky high; by the time they do anything it will be too late; Section 8 has been removed as has the tax program in most of the apartment complexes creating homelessness!
- Wish I knew
- Work close with neighborhoods and non for profits
- Work more closely with developers/builders on what business and rental properties that should be allowed to go in that will greatly improve America and AZ. Improve our water and support our AZ organic food growers and food rescue nonprofits (The 3000 club's Market on the Move, Borderlands P.O.W.W.O.W., meals on wheels, etc) provide the city with more shout outs to these wonderful cheaper food options and help to bring down food costs from the big box chains as a result. The more people can afford to live and thrive the better.
- Work with financial institutions to offer low interest loans to the working poor. Offer subsidized housing to the homeless / help assist in getting them off of the street by finding jobs for them.
- ves
- you can build all the housing you want, but if a resident can't afford it then what good is it?
- You have experts with degrees in house that we pay for with our taxes they can better answer these questions. Get the homeless off the streets so they are not a nuisance; get them help so they can be better society members. Crime will go down if we can get block watches going. More non-police force to assist those homeless, in DV situations etc. They don't need additional jail unless they are committing a crime, they need to be rehabilitated.
- Zone for more affordable single family homes.

Zone/subsidize for affordable housing projects, multi family rental units. More shelters for DV victims, and the homeless.

# Question 14: How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale and its activities? (OTHER)

- AARP and other news organizations are my reliable sources plus reading
- Advertising on buses
- Arizona Republic and on-line news articles. Not sure where that was in the answers provided.
- azcentral.com, azfamily.com and other media sites on line
- Block watch and coffee with a city official meeting
- Breakfast Meetups with police officers Council members emails
- Channel 11
- City Councilwoman's newsletter Tolmachoff is a major source
- Clicked in error
- Contact with City Council members
- Council member communications
- Council member weekly email
- Council members
- Council person's weekly newsletter
- Councilwoman Tomalchoff's weekly email newsletter
- District newsletter
- Email is how I receive my information n Google to find what I need
- Emails notifying residents of how their tax dollars are being invested in their community.
- Glendale One has worked well for me.
- Googling
- HOA Newsletter
- I do not receive the newsletter since I live in a townhouse and pay water to a private company.
- I don't know, wouldn't let me uncheck it
- I obtain some of my information from out HOA Management Company.
- I selected not a source
- I usually call in with my questions. I didn't know about a City of Glendale e-news letter. I get the Yucca District news letter from Joyce and that's where I find the best information.
- Library
- Local news but it's usually too late to participate by the time the information is actually broadcast on the news.
- Local News media
- Local newspapers
- My city council representative weekly newsletter via email!
- Na
- neighborhood reps
- Newsletters, like The Cactus District Newsletter (emails)
- No
- No. This is taking way too long.
- Our councilman's email newsletter is my number one source for information
- Parks and recreation bulletin that is mailed. Library newsletter
- Personal observations.
- Receive online water bill didn't know if came with a news letter

- Seeing what exist and does not exist in the community. Experiencing the better restaurants, parks, events in other cities like Scottsdale and Mesa where sales tax is lower yet none of the same exist in Glendale yet we have higher taxes.
- television local news
- That doesn't make sense, or maybe I'm missing your point.
- The Glendale Independent newspaper has more relevant news about Glendale than any other media listed.
- The only information I receive is through the monthly newsletter you need to find a way to more easily reach the city residents
- There is no other I'm aware of
- Thru involvement with 501c3 clubs
- TV and radio
- TV and radio.
- Tv news
- Watching council workshops and meetings is interesting not a lot of respect.
- Why? Nothing is done. I won't waste any more of my time that I won't get back.
- Yucca District email from Joyce Clark.

# Question 15: In which way do you prefer to receive information on Glendale parks and recreation services and programs? (OTHER)

- Billboard
- City of Glendale's website
- City Parks and Recreation website
- Council person newsletter
- Didn't mean to select.
- I like face to face talks
- I never heard of Glendale at Play magazine; don't have children in school; not interested in social media; I've never seen or received a flyer or poster.
- I selected no preference
- In my bill.
- Only because I'm old I have no interest.
- Printed media
- Social media preferred, but posting are ALWAYS too late. Info should be posted sooner
- The insert with the bill
- TV and radio
- TV shows, commercials, news shows highlights/interviews on projects, etc.
- Via city council representative newsletters.
- Water bill
- Water bill newsletter
- What is other. I don't know.
- When I need information of anything in the City of Glendale I go online to Glendale's portals.

# Question 16: How much of a source, if at all, do you consider each of the following to be for finding arts/cultural/music activities to attend in Glendale? (OTHER)

• Again, Arizona Republic and other news outlets online.

- All I get is the newsletter that Ray Malnar sends out. Probably need to see if there is another newsletter with just activities.
- Cholla District Weekly Update email is primary source.
- City newsletter
- email
- Glendale Library e-mail newsletters.
- Glendale public Library newsletter
- I don't know of others
- I look online at the libraries and also for the community centers for arts, theater, activities etc
- I selected not a source
- Mailing
- Na
- News outlets
- Newspaper and city council newsletter.
- Not interested in using social media to find cultural activities; never received or seen a display of printed brochures.
- Our councilman's email newsletter
- Our monthly Glendale Newsletter "The Connection" we receive with our monthly bill from the City
  of Glendale.
- Printed media
- Social media- again too late posting. By the time events that require registration are posted, they're already full.
- Television news
- TV news, announcements

# Question 17: When thinking of the special events you most enjoy attending, what preference do you have for the following types of events? (OTHER)

- Bring Glendale Glitters back as it was ~10 years ago!
- Coffee with a Cop!! Major super idea and very helpful.
- Conventions
- Cultural,food and craft festivals
- daytime events
- Downtown Glendale shops and events put on by the business owners were/are my preference. Used
  to be so nice.
- Events encouraging openness and free expression.
- Family events
- Family friendly events
- Farmer's Market food and more.
- Gay and lesbian festival
- Glendale Glitters, Chocolate Affair
- Glendale glitters, day trips for glendale adult center to different venues. Not just for casinos.
- Guided Historical walks / tours with long-time resident or Mayoral Staff.
- Health events, i.e. Nutrition, Fitness etc.; Motivational speakers; Healthy events for the mind and body
- Holiday events for families

- Holiday events. Look at the events held in Scottsdale and Mesa and even Peoria. Let's not re-invent the wheel. If they can do it successfully, why can't Glendale do the same. Again, Glendale managers and public officials are not visionaries!
- Home shows
- Home shows and farmers markets
- I selected no preference
- Library craft events
- Library Events at the Main Library
- More holiday events in the Arrowhead (North Glendale) area.
- More weekends during Glendale Glitters
- Organized pub crawls or wine tastings, holiday celebrations, craft fairs, etc.
- Parades, holiday lighting festivities, Fiesta bowl festivities
- Veteran flag raising day
- we like concerts in the park during nice weather -
- Youth and family activities

# Question 18: Please share any other Community concerns not found in this survey that you would like to see addressed.

- A. Code compliance issues: 1) weeds growing out of control 2) Neighbors playing extremely loud music at all times including the middle of the night 3) neighbors selling multiple vehicles throughout the year (4 or more) 4) Neighbors having multiple yard sales throughout the year, sometimes every other month. B. We have many roach coaches set up in front of the neighborhood businesses with seats and tables throughout our community. Are these compliant with the proper operating licenses and food handlers certifications? Is anyone inspecting these for legal operation?
- Adjusting traffic lights. some too long
- After visiting several small cities around the country and see their downtown development, we
  realize the downtown area of Glendale has been mismanaged. Having spoken with several business
  owners downtown, I realize the majority who leave do so due to feeling abandoned by the City
  Council. Too much emphasis on Westgate and not enough care and concern for preservation and
  revitalization of historic downtown Glendale.
- Assistants with Pool fences
- automobile noise abatement
- Ban fire works in Glendale all year
- Be specific about Glendale's "Revised Code Ordinance." What "reasonable restrictions" are included ? What is the enforcement level and potential sanctions? Who enforces it?
- Better neighborhood code enforcement particularly dealing with cars and weed control
- Better parks with playgrounds and restrooms
- Bring back Jazz & Blues Festival
- Bring more high paying corporate jobs over retail moderate paying jobs
- City code compliance officers harassment of homeowners with well landscaped and cared for homes
  when there are thousands of homes in disrepair and that are complete eyesores all around the city.
  It is ridiculous.
- City of Glendale Website needs to be updated and easier to find information.
- City streets in disrepair
- Clean up our Parks they are the worst in the Valley

- Clean-ups in parks, such as Butler Park. Care of that particular park has been notably sub-par ever since the self-imposed work slow-downs during the COVID years. Big concern: homeless using parks and other areas for living in. Homeless panhandling outside grocery stores, churches, libraries, and other public spaces.
- Climate change and urban heat island!
- Code of compliance exclusions
- Completely gut not REPAIR 51st Ave., from Northern to Bell Rd., not just put tar on deep cracks and potholes!
- Crime is a major issue. . Speeding in school zones. Running red lights. Need left hand turn signals at busy neighborhood and major street intersections (67th Ave/Utopia).
- Crime violence
- Discourage Electric charging stations Big waste of money and space
- Don't spend millions fixing up downtown Glendale or the city buildings!! Let that dream go!
- Enforce city codes better
- Enforcement of rentals within an HOAthe HOA's do nothing to enforce rules on people who rent! It brings property values down. Parties all night long, noise, poor landscaping
- ENFORCEMENT OF THE LAWS. CELL PHONE USE WHILE DRIVING. WINDOWS SO DARK YOU
  CANNOT TELL WHO OR WHAT IS BESIDE YOU AT A TRAFFIC LIGHT. RED LIGHT RUNNERS. WE
  HAVE SO MANY LAWS THAT ARE NOT ENFORCED ANY LONGER AND YOU WORRY ABOUT HOUSING
  FOR PEOPLE??????? MAKE THE CITY SAFE.
- excessive speeding on 83rd Ave, 91st ave. lots of accidents on cardinals way due to speeding on curves (add speed humps??)
- Facility to have National Broadway Shows
- feral cat feeding several neighbors continue to feed feral cats and the population and pooping in my yard is an ongoing issue.
- firing of guns in air in neighborhoods
- Get rail to sports complexes
- Glendale does a much worse job than other cities on landscaping parks and other public use areas. I run and am constantly fighting over grown trees and shrubs especially in the wash by the foothills center.
- Glendale really, really needs the equivalent of the Mesa Arts Center downtown. I hate traveling all the way to Mesa, and it would bring a lot of business and vitality to downtown Glendale.
- Hire more police
- Homeless and crime are major problems
- Homeless taking over neighborhoods, start a work program for them and stop attracting homeless with free-to-them handouts.
- Housing veterans
- I am shocked on the lack of money spent on our city parks. When I play tennis at City of Peoria parks, I am shocked at home pristine their parks are compared to the City of Glendale parks.
- I believe that Glendale's future is tied to the city's ability to effectively attract businesses that offer high paying jobs and then requiring of these employers, as part of their tax package, that previously trained Glendale residents residents must be hired for a high percentage of the available jobs. Target employers should be manufacturing and technology companies, not more distribution center operators which only pay average wages.
- I don't think that the city of Glendale really cares about it's residents
- I feel generally safe and happy as a lifelong Glendale resident. I live near 59th Ave and Bell so I am seeing a bit more homelessness, but nothing that affects me too much. No big complaints for the city but it would be nice if they could help me deal with feral cats in my neighborhood.

- I feel your survey covered all points.
- I have called attention to an unsafe parking situation twice to the city with no real solution from the city.
- I want to say I love Glendale's bulk trash schedule and how they do it every month.
- I was deeply disturbed to find activities at the Foothills library that seemed to support the LGBTQ agenda.
- I will repeat. There is not enough police monitoring our roads. It is very dangerous every time I get in my car as a result. Please install green arrrow lights at every major intersection. Imagine how many lives you can save by these two things. Stop building apartments.
- I would like my council member Malnar to have regular meetings to hear concerns
- I would like to see dead trees/plants taken down and new ones planted.
- I would like to know why the residents of Glendale got a rate increase for water and water services, yet the 206 schools in Glendale have excessive landscapes that should be converted to desert landscaping like the ask residents to. And speaking of school landscaping, there're 4 schools in the area that I live in and it's a constant gutter rivers from the landscapes which I don't see it addressed anywhere...?
- I would like to see Glendale take climate change and water shortages more seriously by having more
  green spaces, having businesses plant more trees (Arrowhead Mall) and less water used for
  Arrowhead Ranch. I realize it is wastewater, but we need to figure out how to make it potable.
- I would like to see neighbors be responsible for water running on ground day n night on thier own property but the neighbors property iis sinking causing house to shirt ground sinking
- I'm new to Arrowhead but it feels dated. Attracting newer businesses and brands that resonate with higher income classes will help encourage growth here. The mall has nothing for me and it's uninviting when you drive up to it.
- Illegal immigration, crime and enforcement of existing laws.
- Improve diversity and education to first responders especially police. It's still good old boys
- In helping the community, my concern is that the method chosen achieve the desired results.
- It's amazing I have lived in Glendale 24 years and have never heard from any official, or law enforcement but I come home from a beautiful vacation to, Donna Cook standing at my front door telling ME I can't park in my drive way anymore.24 years of parking in the same spot with the same type of vehicle and NOW I can no longer park in front of my own home. Is this because of all the California people? They love red tape it's how they make their money. Is it because of a neighbor I don't know your lovely Donna Cook would not tell me.So how about we cut out this bull \*\*\*\* and get to the really stuff.Get the streets fixed, maintain the grid. Let's clean up the meth houses and the people on the corners how about that.
- Keep up the great work! Born in Glendale and happy to call it my home.
- Lack of water conservation from too much housing development, too many people moving here. so not forward thinking. Heat island, drought, climate change and more traffic.
- landscape, curb appeal, value-building activities for existing homeowners
- Landscaping on medians and other public areas are not well kept
- Let's find a way to save/preserve our trees and greenery with chopping it down being only a last resort.
- Long term rentals with multiple occupants and vehicles in a nice or used to be nice neighborhood
- Making sure multiple road restriction projects don't overtly hinder traffic.
- Mall safety concerns. High property taxes and utility bills.
- More bike trails, better biking infatructure around glendale. More police doing traffic stops to slow down speeders and red light runners
- More code enforcement

- More diverse grocery options...better access to transportation options to connect Glendale to the rest
  of the valley. I'm sick and tired of seeing my transportation tax money. going to East Valley projects.
  Stop catering to special interests and develop. Glendale Avenue near downtown. ..The auto dealers.
  you wanted to protect from light. rail all left for Bell Rd. Now the main artery into Glendale is a slum
  instead of being redeveloped like Main Street in Mesa.
- More exclusive restaurants not chain owned and more exclusive stores and shops as well.
- More food banks, clothing banks and assistance with items like diapers and formula.
- More info shared on newspapers, TV shows, brochures
- Multiple grocery stores and other support services (gas stations, quality big box stores target super, etc) need to be built in the Yucca district ASAP. The rapid residential growth in the district specifically over the last 3-4 years has placed an overwhelming burden on the residents to seek their basic necessities outside of the district, and has left the surrounding area stores outside of the district to also become overburdened. We need to be able to get our necessities locally. The city needs to address this ASAP. The city has blit worked in good faith to support its residents with basic needs
- N/A
- N/A
- need more boys and girls clubs
- Need term limits for Mayor and Council.
- Neighborhood street parking, using front yards as parking area, general yard maintenance of older homes without HOAs. Vehicle speeding. Diesel & large, heavy truck traveling through primarily residential neighborhoods, growing number of vehicles with Mexican license plates, badly needed street repair, street sweeping, LINEAR PARK PARK MAINTENANCE WATERING GRASS, BUILD HEROES PARK COMMUNIY/ RECREATION CENTER, general park maintenance & park ranger patrols.
- No
- No comment
- No opinion.
- No other concerns
- Parking at various events is terrible and communicating is does not exist.
- parks and trails are underfunded. Glendale should invest more in public parks, libraries, and trails.
- Pavement maintenance of city streets, ensuring compliance with city code
- Pedestrian bridge or crossing near Skunk Creek across 51st Avenue to continue the bike path for bicycling, walking and kids safety.
- People are driving like maniacs through stop signs, lights, etc. No police on the streets anymore! And we're paying for it through auto insurance! Just not fair to the consumer!
- Please ensure code enforcement on all the pop up roadside food and other vendors. The city should develop a few open-air, multi-use venues that are shaded and have misters.
- Please find a better way to loup traffic off 303 into Northern Ave going the direction toward the 101. 303 should have bypassed Northern Ave from being one of the main ways to get onto the 101 to the 10. Connect 303 to 101 to make it easier for these folks to get to the 101.
- Please refurbish parks. Peoria has cleaner parks with less worn equipment
- Plenty of police
- Police Services. Why were there no questions about supporting our own police and recruitment/hiring. Glendale keeps adding and adding and adding places to live, but no one to enforce the law. My neighborhood isn't the only one who has seen crime rates skyrocket. What isn't that in here?
- Public safety
- Re planting of trees lost at Foothills library. Landscaper should not be cutting down "volunteer" trees and wild flowers at Foothills. It looks awful on the east side!!!!!

- Recently moved from PHX. Love Glendale. Every city employee I've met and talked to is fantastic! I love the libraries and Xmas celebration in historic part of town.
- Residing here nearly 34 yrs. -- there still have been no trees planted on walkway of Sahuaro parking lot! Yet \$\$\$ for a chain-link fence it peeves me to no ends! A noise ordinance to prohibit the sale of muffler (oxymoron) amplification devices must be enacted. I want peace & quality of life. Careless selfish behavior should be a given but it's not. An uncivil society over all your Q&A is most important. It is counterproductive for low-income residents to blow \$\$ on gambling, cigarettes booze, drugs -- then expect social services and such. We finally get street sweep the wk. after bulk trash p/up thank you! Rather than all the government services you listed -- halt the GRO food tax to help all residents. Surely, you're aware of GRO inflation? 'Freedom from GRO food taxation over assistance as noted is more the American way -- Marxism fails everywhere look at Venezuela. As Margret Thatcher quote still matter: "Socialism is great until we run out of everyone's money."
- Revitalization of downtown Glendale where city hall is.
- Revitalization of downtown!!
- Road repairs to 83rd Ave from Glendale Ave to Northern Ave
- Saguaro Ranch Park has declined in appearance and cleanliness, needs major clean up! In particular, there is an overgrown Oleander bush that is surrounding a palm tree that is truly "unsightly" and all of the orchards need to be cleaned up. This is a historical park and a "gem" to the City of Glendale but is not being treated as such. City of Glendale needs to be the "Host" when major events occur like the Super Bowl. All of the events were hosted in the East Valley which does not make sense at all. This is a major loss of revenue for the Hotels, Restaurants & other Businesses located in Glendale.
- School aged kids have no legit sports leagues or programs
- See written answer above.
- silly & wasteful to include a return envelope in water bill when people pay online
- Sound ordinance needs to be addressed with all things that would be associated with common offenders: Illegal fireworks and modified automobiles
- speed enforcement, speed bumps
- Speeding in neighborhoods
- State interventions against HOa's
- Stop keep trying to take low income housing we have more than enough let other cities take the low income housing. Try to get higher end homes, stores, restaurants, and businesses.
- Stop monthly large trash pick up. It's a waste of resources
- Stop signs and traffic lights in high traffic areas. Example: 87th ave and Camelback.
- Strong police presence
- Stronger enforcement from Code Compliance. I feel like the people answering the phones almost almost make you feel like you're a bad person for calling in your neighbor, but at the same time they don't realize how mentally exhausting it is to live next-door to someone that does not keep their property up I mean, literally it doesn't matter what you do to your property when their property looks like an abandoned Barry home in a Third World country. It doesn't help what you do to your property. In addition, I feel like it takes way too long for somebody to get out and look at the situation from the time you reported to the time the neighbor has to do something sometimes can be two months. That's ridiculous.
- Supply more bass in the community ponds.
- Swim lessons are only offered in the middle of the day which doesn't work for many working households forcing us to go to other cities.
- Take better care of parks tress, trim and replant
- Thank you for all the park improvements recently They are wonderful!!!
- The city manager running the show rather than the city council

- The City of Glendale code compliance department is incompetent. They do not resolve code violations, and advise violators how to get out of the infraction without addressing it. They delete violations for resident employees and show preferential treatment to resident reported employee's violations. The expectation of the 2 report a week limitation enacted earlier this year has taken its toll and Glendale looks like a ghetto compared to a couple years ago. I am embarrassed to inviting out of town relatives and have to make excuses that "it's not always this bad", but I have no hope it'll get better under current leadership. The proactive inspection paragraph on the website is a joke, and they do not perform follow up inspections even of actual citizen reports and ignore obvious ADA violations and public safety issues. The sanitation department, however is quite competent. I suggest code compliance discuss with sanitations on their success.
- The City of Glendale is doing a fantastic job keeping the city clean. I did not find any concerns not found in this survey to see addressed.
- The City's attention seems to be fixed on the entertainment industry, and not on the quality of life in neighborhoods.
- The main library lobby needs to be rehabilitation. It needs to be updated as the entry way has a foul
  moldy odor. I think small businesses should be able to sell their crafts and make that a place to beat
  the heat.
- The three main areas the City should be focused on are supporting small and large businesses; infrastructure improvements and crime prevention.
- There is a definite lack of traffic enforcement (speeding, red light running) in Glendale, AZ. I don't feel safe driving in Glendale, AZ.
- There seems to be a lot more homelessness, crime, and drug users than I've ever seen before in my 15 years living in Glendale.
- There was nothing at all about police: enforcing red light running that occurs at every intersection.
- There weren't a lot of questions about my current situation regarding housing like where I'm living, how much I'm making, and where I'd like to get to. I left my abusive husband and tried living on my own until rent increased. This forced my hand to have to move back into my husband's house and try to make it work with him. But I'm 43, I make \$63,000 a year before taxes and I can't afford to live on my own because rent is too high?!? The rent for a 3 bedroom home for me and my kids is now \$2000 a month. Then landlords want you to make 3x the rent amount to qualify!?! Why do they get to set the rent amount? How have I become poverty level all of a sudden, forced to live in an abusive home? Why hasn't the city stepped up and put a stop to this? Why do I have to get free handouts for 3 months at a time to just pay rent, I work hard for my money and I don't want free money I just want rent to be affordable again.
- Thunderbird Paseo park is an embarrassment. Why did Glendale abandon it?
- Traffic by schools when dropping off and picking up kids.
- Traffic Signals, more blinking yellow arrows. How often are we at an intersection with no traffic and not being able to make a left turn?
- Traffic violations
- Traffic! We also need a traffic light at 83rd and Orangewood. The traffic gets very heavy at that intersection. The roads even in areas that are fairly new construction don't seem to have been designed for the level of traffic and growth of Glendale.
- transparency in government
- Tree trimming by the Canal and keeping canal mowed, by 59th Ave and Thunderbird.
- Trees and grass provide clean air, cooler temperatures, and beauty. I'm very upset that the grass was removed along the medians on North 67th Ave, between Union Hills and the 101.
- Upkeep of roads/sidewalks and shopping centers could be improved. Tired of looking at roads and shopping centers and surrounding areas not being kept up properly. Way too many weeds and untrimmed trees that can pose hazard to pedestrians and drivers.

- Upon retiring I sent an email to my councilmember voicing my interest in volunteering for a commission or other opportunity and never got a response.
- We need more community programs for youth, seniors, and all residents to enrich. And financial support for affordable housing, addiction services etc. These investments will reduce crime, and create a city where people can thrive.
- We need more trees to shade the roads and sidewalks. Especially some changes in the way
  neighborhoods are laid out to include more of those bump outs with a tree that catch water from the
  gutters.
- We need to create more mixed-use developments. PROTECTED cycling paths and pedestrian improvements are beyond needed. Paint does not count as infrastructure.
- We need to stop concentrating on low income, everything and all of these troubled individuals. The questionnaire asks the same questions over and over, trying to get people to agree to low income over here. There was nothing in the survey that even talked about growth within our community and trying to make it a better place to live. If you keep bringing the ghetto in then eventually the whole area becomes ghetto. We need to learn how to set the bar higher like Scottsdale or any other city really and try to make this is a nice place for everyone to live in our community that pays bills here and actually has jobs and works hard but right now it just seems like we just want to concentrate on freeloaders and bringing down the community and increasing our crime rate. Before you know it regular families that are hard-working are going to be forced to to move out of the area because they do not want to be around the high crime rate that Glendale is known for. It seems really suspicious as if Jerry is getting a kickback to concentrate on low income. I have never seen any other city in the entire state so motivated to bring only low income to the area so I'm assuming there is some sort of backhanded deal going on and believe me I am not the only one with Glendale thinking of this
- While driving around the city a disparity can clearly be seen. The northern portions of our city are more cared for and valued, while downtown and south Glendale are not.
- Why are our necessary groceries being taxed can't we stop this? Why is trash pickup so it expensive?
- Why is Glendale spending millions of dollars tearing down the amphitheater at downtown Murphy Park? What is the long term strategy for downtown Glendale. If a new building is going to be erected in place of the amphitheater, how is the this going to be successful without considering and having a strategy and plan for all of the surrounding businesses and residents?
- Would like to see bulk trash pickup changed to quarterly pickup instead of monthly. So tired of my neighborhood looking like a dump!
- Would prefer to see strong local leadership, focused on local concerns/resources NOT hypothetical, pseudo-science about our environment, our energy usage, or other globalist/Marxist ideological/social theories and convoluted ways to steal from hard working people.

### **Appendix F: Survey Methodology**

#### Survey Instrument Development

The 2024 Citizen Survey instrument for Glendale was developed through a collaborative process between City and Polco staff in which five-pages of questions were created and approved. The City of Glendale funded this research. Please contact Jenny Durda of the City of Glendale at JDurda@glendaleaz.com if you have any questions about the survey.

#### **Selecting Survey Recipients**

A total of 9,500 Glendale households were randomly selected to participate in the survey. To ensure households selected to participate in the survey were within the city of Glendale boundaries, the latitude and longitude of each address was plotted to determine its location within the city. Addresses that fell outside of the city boundaries were removed from the sample. Attached units within the city were oversampled to compensate for detached unit residents' tendency to return surveys at a higher rate.

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 regardless of year of birth. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.

#### **Survey Administration and Response**

The 9,500 households selected to participate in the survey were invited in two rounds. The first 6,000 households were sent two mailings: 1) a large-size (half-sheet) postcard explaining the purpose of the survey with a URL where they could respond to the survey sent in July 2024; and 2) a reminder postcard was sent a week later. The additional 3,500 households also received two mailings including a 1) a large-size (half-sheet) postcard in September 2024 and 2) a survey packet sent a week later that included a letter from the mayor, a paper questionnaire (with an option to complete the survey online if preferred) and postage-paid reply envelope.

A total of 402 completed surveys were obtained: 69 paper hard copy surveys and 333 online surveys for an overall response rate of 5%. There were 481 postcards that were returned as undeliverable by the post office (likely because the address was vacant), meaning that 9,019 households had a chance to participate.

	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	Overall
Total sample used	1769	1402	1639	1353	1575	1762	9500
I=Complete Interviews	74	54	93	26	96	59	402
NE=Not eligible	91	64	65	76	58	127	481
Response rate:	4%	4%	6%	2%	6%	4%	5%

Table 110: Survey Response Rates by District

#### 95% Confidence Intervals

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). The traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be calculated for any size sample and quantifies the "sampling error" or precision of the estimates made from the survey results because some residents' opinions are relied on to estimate all residents' opinions. The margin of error around results for the entire sample (402 respondents) is plus or minus 5 percentage points around any given percentage.

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents indicate that a service is "excellent," then a 5% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 70% and 80%. This source of error is called sampling error. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (potentially introducing non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

Results for subgroups will have wider confidence intervals. The margin of error rises to plus or minus 14% for a sample size of 50 and plus or minus 10% for 100 completed surveys. Therefore, where estimates are given for subgroups, they are less precise than the overall margin of error.

#### **Survey Processing (Data Entry)**

Mailed hard copy surveys were submitted via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; staff would choose randomly two of the three selected items to be coded in the dataset.

Once cleaned and numbered, all surveys were entered into an electronic dataset. This dataset was subject to a data entry protocol of "key and verify," in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Data from the web surveys were automatically collected and stored while respondents answered the questions. The online survey data were downloaded, cleaned as necessary and appended to the mail survey data to create a final, complete dataset.

#### **Open Participation Survey**

In addition to the randomly selected probability sample survey, an open participation survey was also conducted by the City of Glendale. This survey was conducted entirely online and was publicized by the City. The questionnaire was identical to the probability sample survey, with the addition of a question asking how respondents had heard of the survey. A total of 369 completed surveys were obtained through this effort. These survey responses were kept separate from those from the probability sample outreach. Responses to the open participation survey can be found in

Appendix D: Comparison of Probability Survey and Open Participation Survey Responses and Appendix E: Verbatim Responses to Open-ended Questions from Open Participation Survey.

#### **Weighting the Data**

The demographic characteristics of respondents to the probability sample survey and the open participation sample survey were compared to those of adults who live in Glendale according to the US Census. Survey responses were weighted using the population norms to reflect the appropriate percentage of those residents in the city. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics. The variables used for weighting were respondent gender, age, race, tenure, housing unit type and district. The results of the weighting scheme are presented below.

Table 111: Glendale, MN 2024 Weighting Table

		Probability Sa	ample Survey	Open Particip	ation Survey
Characteristic	Population Norm	Unweighted Data	Weighted Data	Unweighted Data	Weighted Data
Rent home	43%	18%	39%	6%	22%
Own home	57%	82%	61%	94%	78%
Detached unit*	60%	85%	64%	97%	82%
Attached unit*	40%	15%	36%	3%	18%
White	62%	82%	64%	89%	74%
Not white	38%	18%	36%	11%	26%
Not Hispanic	65%	80%	67%	87%	73%
Hispanic	35%	20%	33%	13%	27%
Female	52%	52%	53%	62%	61%
Male	48%	48%	47%	38%	39%
18-34 years of age	35%	9%	30%	5%	23%
35-54 years of age	33%	27%	34%	26%	32%
55+ years of age	32%	64%	36%	68%	45%
Females 18-34	17%	5%	15%	3%	10%
Females 35-54	17%	15%	18%	19%	23%
Females 55+	18%	32%	20%	39%	28%
Males 18-34	17%	4%	15%	2%	13%
Males 35-54	16%	12%	17%	8%	10%
Males 55+	14%	32%	15%	29%	17%
Barrel	20%	18%	19%	14%	17%
Cactus	11%	13%	12%	10%	16%
Cholla	19%	23%	20%	42%	26%
Ocotillo	11%	6%	10%	10%	11%
Sahuaro	18%	24%	20%	14%	16%
Yucca	20%	15%	19%	10%	12%

<sup>\*</sup> Source: US Census -- American Community Survey

#### **Analyzing the Data**

The surveys were analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions are presented in the body of the report. Chi-square and ANOVA tests of significance were applied to breakdowns of selected survey questions by respondent and geographic characteristics (see Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics). A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of our sample represent "real" differences among those populations. Differences between subgroups that were statistically significant were marked in the appendices.

## **Appendix G: Survey Materials**

The 2024 survey instrument and mailed materials appears on the following pages.

#### The City of Glendale 2024 Community Survey

Please complete this survey if you are the adult aged 18 or older and a resident of Glendale. Your responses are confidential and no identifying information will be shared.

### 1. Please rate how important it is for the City to support the following HOUSING services for people with low or moderate incomes?

	Very	Moderately	Somewhat	Not	No
	<u>important</u>	<u>important</u>	<u>important</u>	<u>important</u>	<u>opinion</u>
Repairing existing owner- housing		2	3	4	5
Repairing existing renter- housing	1	2	3	4	5
Creating affordable, permanent housing (Owner)	1	2	3	4	5
Creating affordable, permanent housing (Renter)	1	2	3	4	5
Making low-interest loans to homebuyers	1	2	3	4	5
Down payment assistance	1	2	3	4	5
Providing rental assistance / subsidies (Rapid rehousing	for				
homeless and eviction prevention)	1	2	3	4	5
Providing housing for people with special needs (such as					
veterans or the elderly or people with disabilities,					
alcohol or drug addictions or HIV/AIDS)	1	2	3	4	5
Providing emergency shelter for the homeless	1	2	3	4	5
Providing transitional housing, available for a limited per	iod,				
to provide structure, supervision, addiction, and					
mental health support, and life skills	1	2	3	4	5
	C.1 C 11	· HOHICINI	C .		

2. Please rate the importance for the City to have more of the following HOUSING types.

		** .	
		Not	No
<u>important</u>	<u>important</u>	<u>important</u>	<u>opinion</u>
2	3	4	5
2	3	4	5
2	3	4	5
2	3	4	5
2	3	4	5
2	3	4	5
2	3	4	5
2	3	4	5
2	3	4	5
2	3	4	5
2	3	4	5
2	3	4	5
2	3	4	5
	Moderately	2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3	Moderately important         Somewhat important         Not important           2         3         4           2         3         4           2         3         4           2         3         4           2         3         4           2         3         4           2         3         4           2         3         4           2         3         4           2         3         4           2         3         4           2         3         4           2         3         4           2         3         4           2         3         4

### 3. Please rate how important it is for the city to invest in the following INFRASTRUCTURE IMPROVEMENT activities:

	Very important	Moderately important		Not important	No <u>opinion</u>
Street and road improvements	1	2	3	4	5
Electrical vehicle charging stations	1	2	3	4	5
Sidewalk improvements		2	3	4	5
Water, sewer, and solid waste system capacity					
and quality improvements	1	2	3	4	5
Storm sewer system improvements	1	2	3	4	5
Flood drainage improvements	1	2	3	4	5
Bicycle and walking paths	1	2	3	4	5
Tree Planting		2	3	4	5

4.	Please rate how important it is for the city to invest in	the followi	ng COMMUN	ITY & PUB	LIC FACILIT	IES:
		Very	Moderately		Not	No
	W. d.	<u>important</u>	<u>important</u>	<u>important</u>	<u>important</u>	<u>opinion</u>
	Youth centers			3	4	5
	Parks/ recreation centers or Community centers		2	3	4	5
	Childcare facilities	1	2	3	4	5
	Senior centers	1	2	3	4	5
	Healthcare facilities	1	2	3	4	5
	Residential treatment centers	1	2	3	4	5
	Public buildings with improved accessibility for the disable	ed1	2	3	4	5
	Facilities for persons living with HIV/AIDS	1	2	3	4	5
	Facilities for survivors of domestic violence					
	(including children)	1	2	3	4	5
5.	Please rate how important it is for the City to invest in	HUMAN AN	ID PUBLIC S	ERVICES for	r each of the	9
	following vulnerable population groups:					
		Very	Moderately	Somewhat	Not	No
		<u>important</u>	<u>important</u>	<u>important</u>	<u>important</u>	<u>opinion</u>
		1	2	2	1	_
	Homeless Persons			3	4	5
	Low-Income Persons		2	3	4	5
	Low-Income Persons	1	2 2	3 3	4 4 4	5 5 5
		1 1 1	2 2 2 2	3 3 3	<u>.</u>	5 5 5

	Persons recently released from jail/prison	1	2	3
6.	Please rate how important it is for the City to invest in the	he followi	ng PUBLIC S	ERVICES:
	-		Modoratoly	

Migrant Farm Workers.....1

Persons with severe mental illness......1

Persons with physical disabilities.....1

Persons with developmental disabilities......1

Persons with substance use addictions.....1

Persons with HIV/AIDS.....1

Survivors of domestic violence.....1

Children aging out of the foster care system.....1

Please rate now important it is for the city to invest in the following Public Services:								
Very	Moderately		Not	No				
<u>importan</u>	<u>t important</u>	<u>important</u>	<u>important</u>	<u>opinion</u>				
Childcare Services/ early childhood development programs1	2	3	4	5				
Transportation services1	2	3	4	5				
Healthcare / Mental Health/ Substance Abuse Services1	2	3	4	5				
Food / Clothing Bank Programs1	2	3	4	5				
Rent, mortgage or utility assistance programs1	2	3	4	5				
Fair housing activities1	2	3	4	5				
Financial literacy education1	2	3	4	5				
Tenant/Landlord counseling1	2	3	4	5				
Homebuyer education/ Financial literacy education1	2	3	4	5				
Crime awareness education1	2	3	4	5				
Mitigation of radon, asbestos or lead-based paint hazards1	2	3	4	5				
Homeless Services1	2	3	4	5				
Employment services (i.e. resume writing,								
interviewing training)1	2	3	4	5				
Broadband / Internet Access / Digital Inclusion1	2	3	4	5				
Heat relief during summer months1	2	3	4	5				

### The City of Glendale 2024 Community Survey

7.	Nhich of the following barriers do you believe are the greatest challenges currently faced by low-income
	nouseholds in Glendale? (Select up to THREE.)

	nousenoius in dienauter (befeet up to Timber)					
	<ul> <li>Living wage employment</li> </ul>	<ul> <li>Childca</li> </ul>	, ro			
	<ul> <li>Job training</li> </ul>		needs childr	on		
	o Education	-	regnancy	CII		
	<ul> <li>Public transportation</li> </ul>		violence			
	<ul> <li>Personal transportation (access to a vehicle)</li> </ul>					
	Housing		/child abuse			
	<ul><li>Energy/utility costs</li></ul>		nce abuse			
	Budgeting		y food selecti	on		
	Credit card debt		ige barriers			
	Health care costs		rd/tenant Iss			
	o Chronic illness		ousing Discrir	nination		
	Mental health issues	o Homele			_	
	Medical/dental care access		ory lending/	high-interes	t	
	D	loans				
	<ul><li>Parenting education/support</li><li>Other:</li></ul>					
	o other.					
8.	Please rate how important it is for the City to invest in	the follow	ing BUSINES	S AND ECO	NOMIC	
	DEVELOPMENT activities:					
		Very	Moderately		Not	No
	A.,	<u>important</u>		<u>important</u>	<u>important</u>	<u>opinion</u>
	Attraction of new businesses		2	3	4	5
	Retention of existing businesses		2	3	4	5
	Expansion of existing businesses		2	3	4	5
	Provide job training including retraining		2	3	4	5
	Foster businesses with higher paying jobs		2	3	4	5
	Enhancement of business infrastructure		2	3	4	5
	Provide working capital for businesses		2	3	4	5
	Provide technical assistance for businesses		2	3	4	5
	Development of business incubators and business parks	1	2	3	4	5
	Employment services (i.e. resume writing,					
	interviewing training)	1	2	3	4	5
9.	Please rate how important it is for the City to invest in	the follow	ing NEIGHB(	DRHOOD IM	IPROVEMEN	IT
	activities:	17	N/ 1 . 1	C 1 .	NT .	NT
		Very	Moderately important		Not <u>important</u>	No <u>opinion</u>
	Demolish vacant and dilapidated buildings	1 1	2	3	4	<u>opinion</u> 5
	Stabilize or improve vacant buildings		2	3	4	5
	Residential Historic Preservation		2	3	4	5
	Organized neighborhood clean-up		2	3	4	5
	Block Watch		2	3	4	5
	Landscape, exterior repair or window replacement assista		L	J	4	J
	for low-income residents		2	3	4	5
	101 10W-IIICOIIIe residents	I	2	3	4	5
10	. Thinking about the various activities discussed in the for the City of Glendale.	survey abo	ve, please se	elect your to	op TWO pri	orities
	O Housing & Homelessness O Human/Public S	ervices				

**O** Economic Development

11. In your opinion, how can the City better address housing and community development challenges?

O Neighborhood Improvements

O Infrastructure Improvements

O Community and Public Facilities

<b>12. Do you</b>	read the newsletter included in your monthly water bill?	
O No	O Yes	
13. Please i	rate how well the city does at sharing and explaining information about the following:	

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	Poor	Don't know
Water treatment activities	1	2	3	4	5
Road construction	1	2	3	4	5
City infrastructure projects	1	2	3	4	5

## 14. How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale and its activities?

	Major	Minor	Not a
	<u>source</u>	<u>source</u>	<u>source</u>
City of Glendale e-newsletter (The Connection)	1	2	3
City of Glendale website (glendaleaz.com)		2	3
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	1	2	3
Other printed media	1	2	3
Word-of-mouth		2	3
Public meetings	1	2	3
Other (please specify)	1	2	3

#### 15. In which way do you prefer to receive information on Glendale parks and recreation services and programs?

J J I	Strong preference	Moderate preference	Low preference	No preference
E-mail newsletters	•	2	3	4
Printed schedule of activities	1	2	3	4
Glendale @ Play Magazine	1	2	3	4
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nexto	door).1	2	3	4
Flyers/posters	1	2	3	4
School email/newsletter	1	2	3	4
Other (please specify)	1	2	3	4

### 16. How much of a source, if at all, do you consider each of the following to be for finding arts/cultural/music activities to attend in Glendale?

	Major	Minor	Not a	
	<u>source</u>	<u>source</u>	<u>source</u>	
City of Glendale website (glendaleaz.com)	1	2	3	
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	1	2	3	
Directly from theaters and other venues	1	2	3	
Word-of-mouth	1	2	3	
Printed brochures	1	2	3	
Other (please specify)		2	3	

## 17. When thinking of the special events you most enjoy attending, what preference do you have for the following types of events?

	Strong preference	Moderate preference	Low	No preference
_	preference	preference	<u>preference</u>	preference
Festivals	1	2	3	4
Concerts	1	2	3	4
Sporting events (professional and amateur)	1	2	3	4
Performing arts/local theater	1	2	3	4
Food related events	1	2	3	4
Other (please specify)	1	2	3	4

18. I	Please share an	y other Community	y concerns not found	l in this survey that	you would like to see	addressed.

#### The City of Glendale 2024 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 A few times Once Every Less often Don't times a day a day a week few weeks or never 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, X (formerly Twitter), Nextdoor, etc. .....1 2 3 5 4 6 Use or check email.....1 2 5 3 4 6 Share your opinions online.....1 2 3 4 5 6 2 4 5 Shop online......1 3 D2. Please rate your overall health. O Excellent O Very good O Good O Fair O 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 O Neutral • Somewhat negative • Very negative D4. How many years have you lived in D9. Are you or any other members of your household Glendale? aged 65 or older? • Less than 2 years O No O Yes **Q** 2-5 years D10. How much do you anticipate your household's total **O** 6-10 years income before taxes will be for the current year? **O** 11-20 years (Please include in your total income money from all O More than 20 years sources for all persons living in your household.) D5. Which best describes the building you live **Q** Less than \$25,000 **3** \$100,000 to \$149,999 **3** \$25,000 to \$49,999 **3** \$150,000 to \$199,999 O Single-family detached home **3** \$50,000 to \$74,999 **>** \$200,000 to \$299,999 O Townhouse or duplex (may share walls but **3** \$75,000 to \$99,999 **3** \$300,000 or more no units above or below you) D11. Are you of Hispanic, Latino/a/x, or Spanish origin? O Condominium or apartment (have units O No O Yes above or below you) D12. What is your race? (Mark one or more races to O Mobile home indicate what race you consider yourself to be.) O Other ☐ American Indian or Alaskan Native D6. Do you rent or own your home? ☐ Asian O Rent ☐ Black or African American O 0wn ☐ Native Hawaiian or Other Pacific Islander D7. About how much is your monthly housing ☐ White cost for the place you live (including rent, ☐ A race not listed mortgage payment, property tax, property D13. In which category is your age? insurance, and homeowners' association **O** 18-24 years **O** 55-64 years (HOA) fees)? **Q** 25-34 years **O** 65-74 years O Less than \$300 **O** \$2,500 to \$3,999 **O** 35-44 years • 75 years or older **3** \$4,000 to \$6,999 **3** \$300 to \$599 **O** 45-54 years **Q** \$600 to \$999 **>** \$7.000 to \$9.999 D14. What is your gender? **3** \$1,000 to \$1,499 **3** \$10,000 or more **Q** Woman **O** \$1,500 to \$2,499 O Man D8. Do any children 17 or under live in your O Identify in another way household? O No O Yes

Thank you!