

2014 City of Knoxville Community Survey

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Findings
Report

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Knoxville 2014 Community Survey

Executive Summary Report

Overview and Methodology

Overview. During the fall of 2014, ETC Institute administered a community survey for the City of Knoxville, Iowa. The purpose of the survey was to assess satisfaction with the delivery of major City services to help set community priorities so that tax dollars are spent wisely.

Methodology. A seven-page survey was mailed to a random sample of 1,500 households throughout the City of Knoxville. The mailed survey included a postage paid return envelope and a cover letter explaining the purpose of the survey. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. The goal was to receive at least 350 completed surveys. This goal was far exceeded, with a total of 391 households completing a survey. The results for the random sample of 391 households have a 95% level of confidence with a precision of at least +/- 5.0%.

Don't Knows. The percentage of "don't know" responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been included in the tabular data in Section 5 of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This report contains the following:

- a summary of the methodology for administering the survey and major survey findings
- charts showing the overall results for the survey (Section 1)
- benchmarking data that shows how the results for the City of Knoxville compare to other U.S. communities (Section 2)
- importance-satisfaction analysis that identifies priorities for investment (Section 3)

- cross-tabular data by age of respondents (Section 4)
- cross-tabular data by gender and household income (Section 5)
- tabular data showing the overall results for all questions on the survey (Section 6)
- a copy of the cover letter and survey instrument (Section 7)

Major Findings

Major Categories of City Services

- The major categories of city services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the overall quality of the City cemetery (88%), quality of police, fire and emergency medical services (83%), and the quality of the public library (83%).
- Based on the sum of their top three choices, the areas that residents feel should receive the most emphasis from City leaders over the next two years were: (1) maintenance of city streets, buildings, and facilities, (2) quality of city parks and recreation programs and facilities, and (3) enforcement of city codes and ordinances.

Perceptions of the City

- Sixty-six percent (66%) of residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of their neighborhood, 61% were satisfied with the overall quality of services provided by the City, and 58% were satisfied with the overall quality of life in the City.

City Leadership

- Forty-three percent (43%) of residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of leadership provided by the City’s elected officials, compared to 21% who were dissatisfied; 42% were satisfied with the overall effectiveness of City manager and appointed staff, compared to 26% who were dissatisfied.

Maintenance Services

- The maintenance services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: mowing and trimming on City properties and public areas (74%), snow removal on major City streets (73%), and maintenance of City buildings (66%).

- Based on the sum of their top two choices, the maintenance services that residents feel should receive the most emphasis from City leaders over the next two years were: (1) the overall maintenance of City streets, (2) maintenance of sidewalks in Knoxville, and (3) maintenance of streets in your neighborhood.

Customer Service

- Forty-one percent (41%) of residents have interacted with the City with a question, problem, or complaint during the past year. Of the 41% that have interacted with the City in the past year, 76% felt it was “very easy” or “somewhat easy” to address their issue, compared to 23% who felt it was “very difficult” or “difficult” to address their issue.
- Of the 41% of residents that have interacted with the City in the past year, 82% felt the City employees were “always” or “usually” courteous and polite.

Library Services

- The library services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the overall helpfulness of library staff (87%), overall quality of available materials (80%), and the overall quality and quantity of programs for children (75%).
- Based on the sum of their top two choices, the library services that residents feel should receive the most emphasis from City leaders over the next two years were: (1) overall quality of available materials, (2) overall quality of space available for the library, and (3) overall quality and quantity of programs for children.

Code Enforcement

- The code enforcement areas that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the quality of animal control (45%), and enforcing snow removal on sidewalks (32%).
- Based on the sum of their top two choices, the code enforcement areas that residents feel should receive the most emphasis from City leaders over the next two years were: (1) enforcing clean-up of debris on private property, and (2) enforcing exterior maintenance on residential property.

Communication

- The communication areas that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: quality of the City’s Recreation Program Guide (50%), and City efforts to keep you informed on local issues (45%).

Parks and Facilities

- The parks and facilities areas that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: maintenance of City parks (78%), number of City parks (70%), and the quality of outdoor athletic fields (64%).
- Based on the sum of their top two choices, the parks and facilities areas that residents feel should receive the most emphasis from City leaders over the next two years were: (1) the number of walking and biking trails, and (2) the condition of restrooms in public parks.

Recreation Programs

- The recreation program areas that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: ease of registering for programs (57%), City’s youth athletic programs (54%), and quality of the City’s indoor recreation facility (53%).
- Based on the sum of their top two choices, the recreation program areas that residents feel should receive the most emphasis from City leaders over the next two years were: (1) the quality of the City’s indoor recreation facility, and (2) the City swimming pool.

Police Services

- The police services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the visibility of police in neighborhoods (76%), how quickly police respond to emergencies (74%), and the overall quality of local police protection (72%).
- Based on the sum of their top two choices, the police services that residents feel should receive the most emphasis from City leaders over the next two years were: (1) City’s efforts to prevent crime, (2) visibility of police in neighborhoods, and (3) police related education programs offered by the City.

Fire and Emergency Medical Services

- The fire and emergency medical services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the overall quality of local fire protection/emergency medical services (85%), and how quickly fire/emergency medical service personnel respond to emergencies (82%).
- Based on the sum of their top two choices, the fire and emergency medical services that residents feel should receive the most emphasis from City leaders over the next two

years were: (1) how quickly fire/emergency medical service personnel respond to emergencies, and (2) overall quality of local fire protection/emergency medical services.

Future Priorities

- Based on the sum of their top three choices, the potential future priorities that residents feel should receive the most emphasis from City leaders over the next three years were: (1) road construction and maintenance, (2) sidewalk rehabilitation and repair, and (3) new recreation trails.

Other Findings

- 71% of residents surveyed, who had an opinion, rated the City as an “excellent” or “good” place to live; 69% rated the City as an “excellent” or “good” place to raise children.
- The types of information that residents would be most interested in having the City include in communications are: new development in the City (46%), City events (34%), and City codes and ordinances (28%).
- 65% of residents indicated the newspaper as one of their primary sources of information about City programs, services, and events. The other most frequently mentioned sources of information about City programs, services, and events were word of mouth (59%) and radio news programs (49%).
- 93% of residents surveyed, who had an opinion, feel “very safe” or “safe” in their neighborhood during the day.
- 86% of residents, who had an opinion, were “very satisfied” or “satisfied” with their electric company, and 86% were also “very satisfied” or “satisfied” with their natural gas company.

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings.

Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

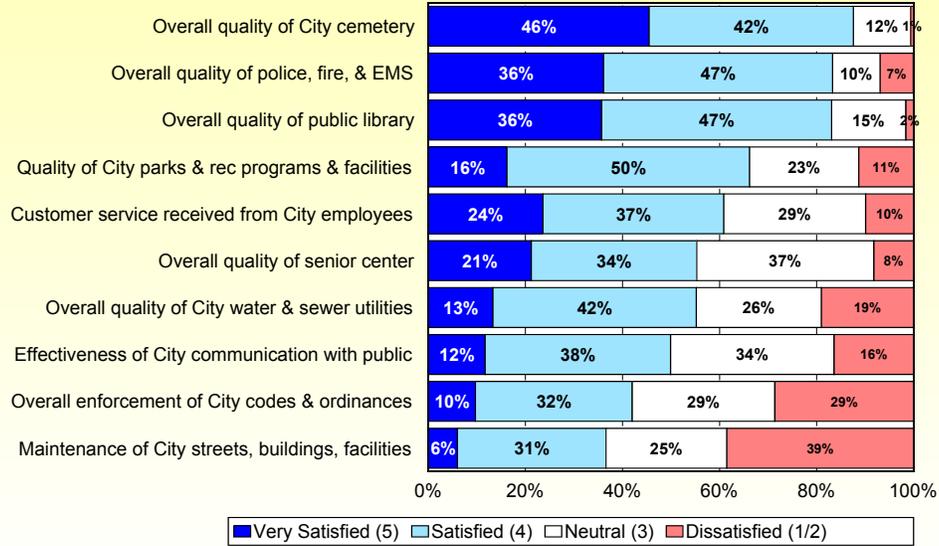
- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Maintenance of City streets, buildings, and facilities (IS Rating= 0.4599)
 - Enforcement of city codes and ordinances (IS Rating= 0.1914)
 - Effectiveness of City communication with the public (IS Rating=0. 1350)

- **Priorities within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
 - **Maintenance:** overall maintenance of City streets and maintenance of sidewalks in the City
 - **Code Enforcement:** enforcing clean-up of debris on private property and enforcing exterior maintenance on residential property
 - **Parks and Facilities:** number of walking and biking trails and condition of restrooms in public parks
 - **Recreation Program Areas:** City swimming pool and quality of City's indoor recreation facility
 - **Police Services:** efforts to prevent crime and police related education programs
 - **Fire Services:** fire related education programs

Section 1:
Charts and Graphs

Q1. Overall Satisfaction with City Services by Major Category

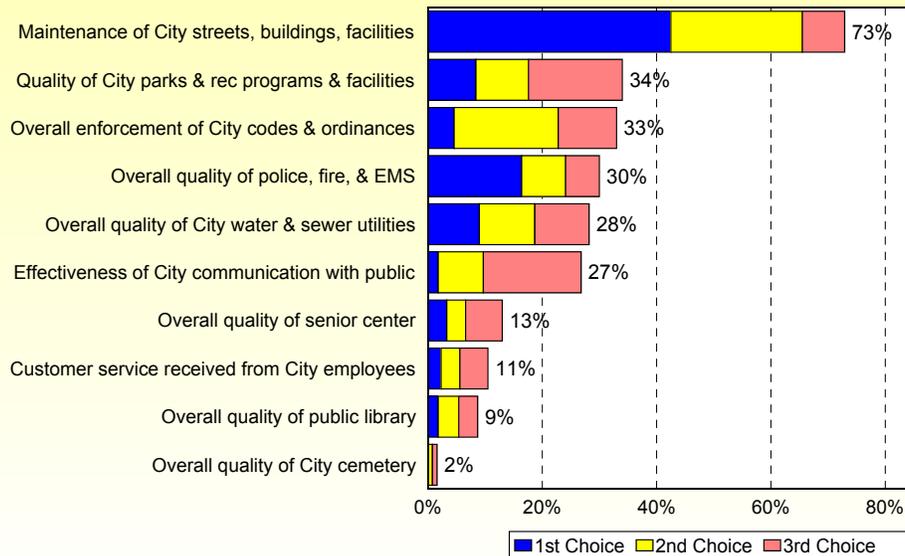
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

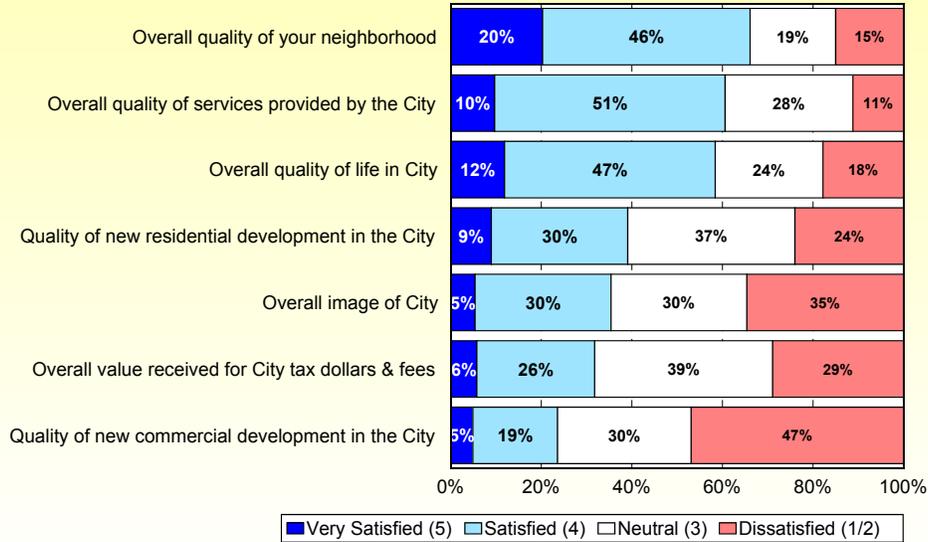
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2014)

Q3. Satisfaction with Items That Influence Perceptions of the City

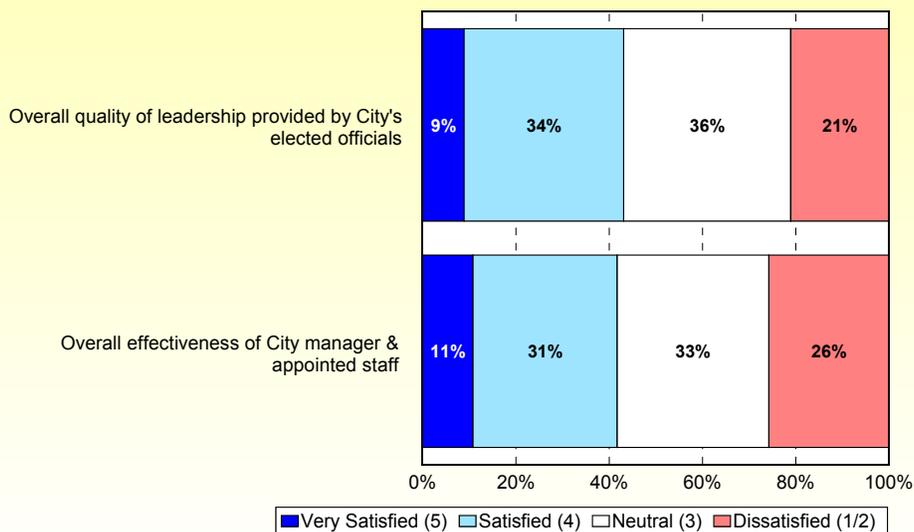
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q4. Satisfaction with Various Aspects of City Leadership

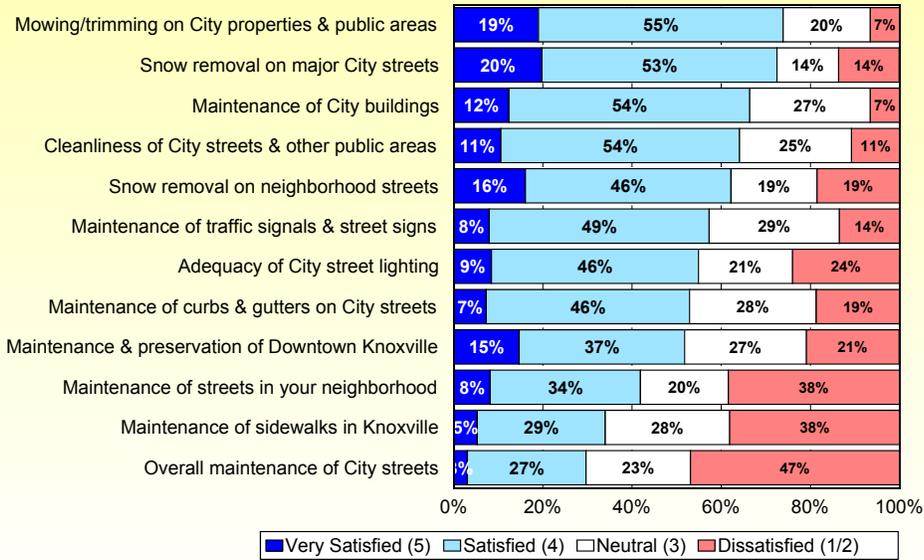
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q4. Satisfaction with Various Aspects of Maintenance

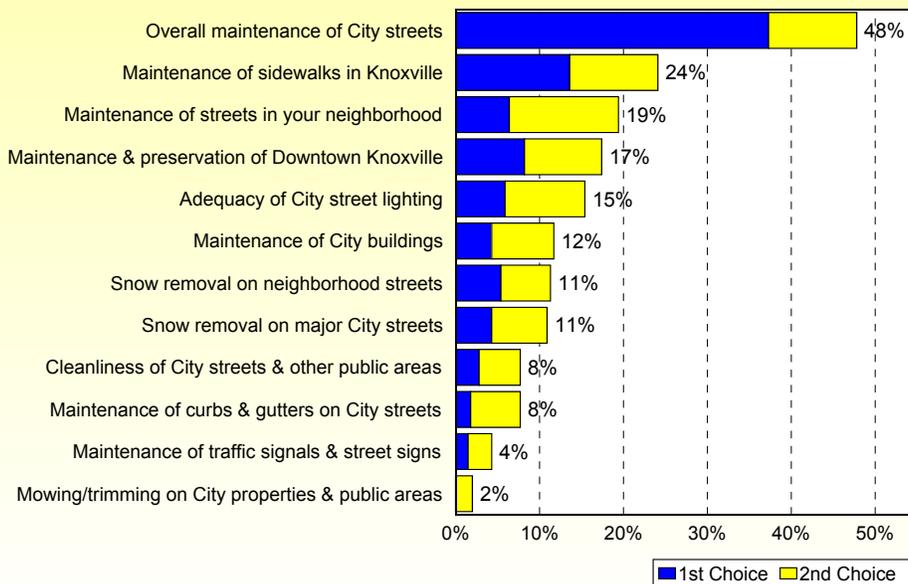
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q5. Top Maintenance Priorities Over the Next Two Years

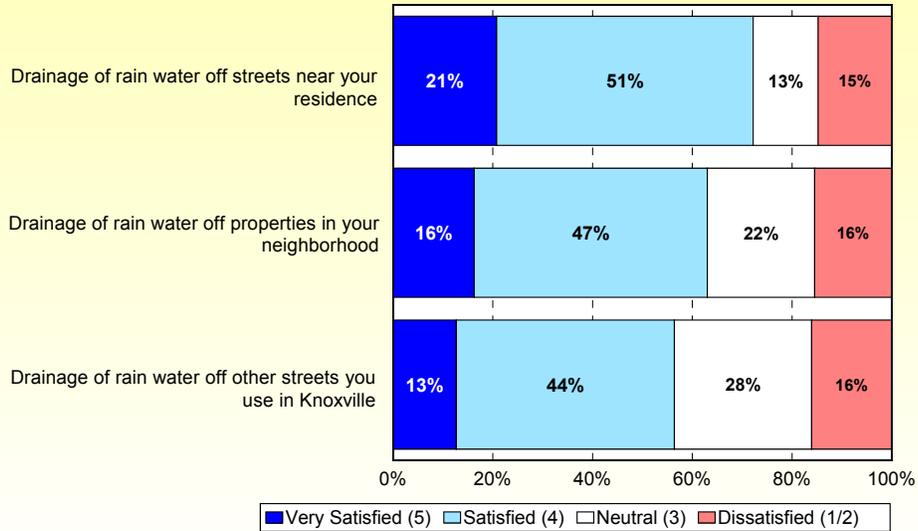
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2014)

Q7. Satisfaction with Various Aspects of the Stormwater System

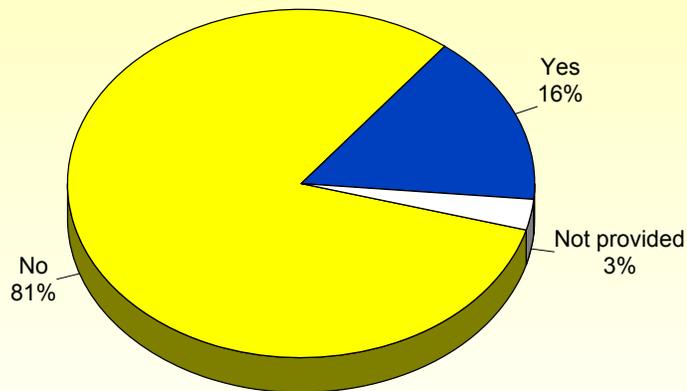
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q8. Would you be willing to pay a stormwater utility fee to be used for stormwater management projects?

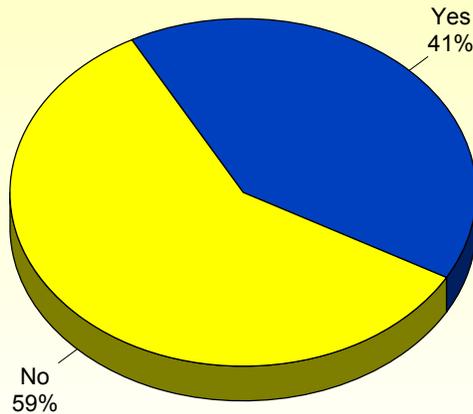
by percentage of respondents



Source: ETC Institute (2014)

Q9. Have you interacted with (call, on-line or visit) the City with a question, problem or complaint during the past year?

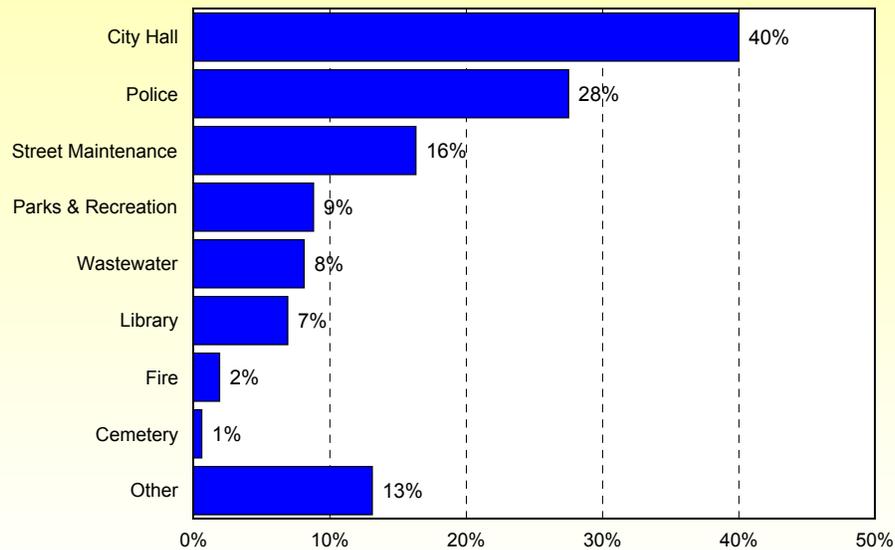
by percentage of respondents



Source: ETC Institute (2014)

Q9a. Which Department did you contact most recently?

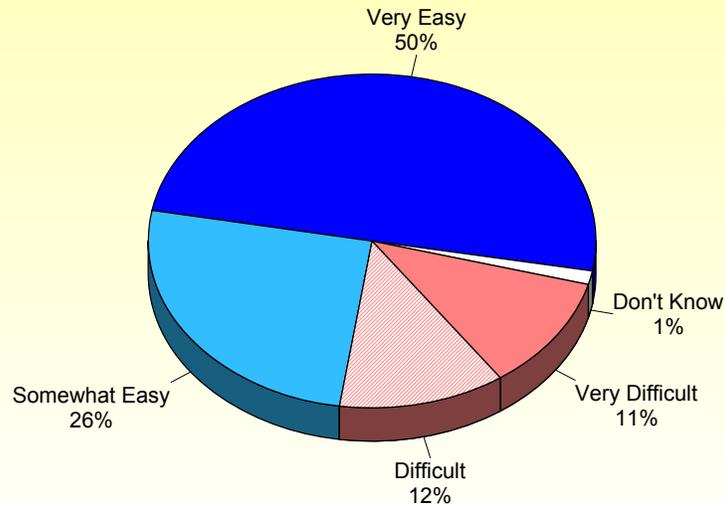
by percentage of respondents who have contacted the City in the past year
(multiple choices could be made)



Source: ETC Institute (2014)

Q9b. How easy or difficult was it to address your issue?

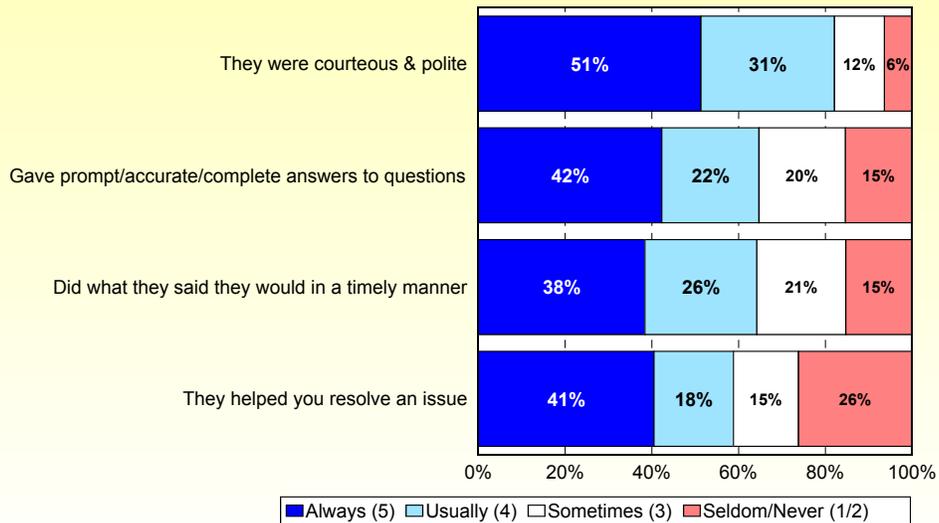
by percentage of respondents who have contacted the City in the past year



Source: ETC Institute (2014)

Q9c. Satisfaction with the Quality of Customer Service Residents Have Received from City Employees

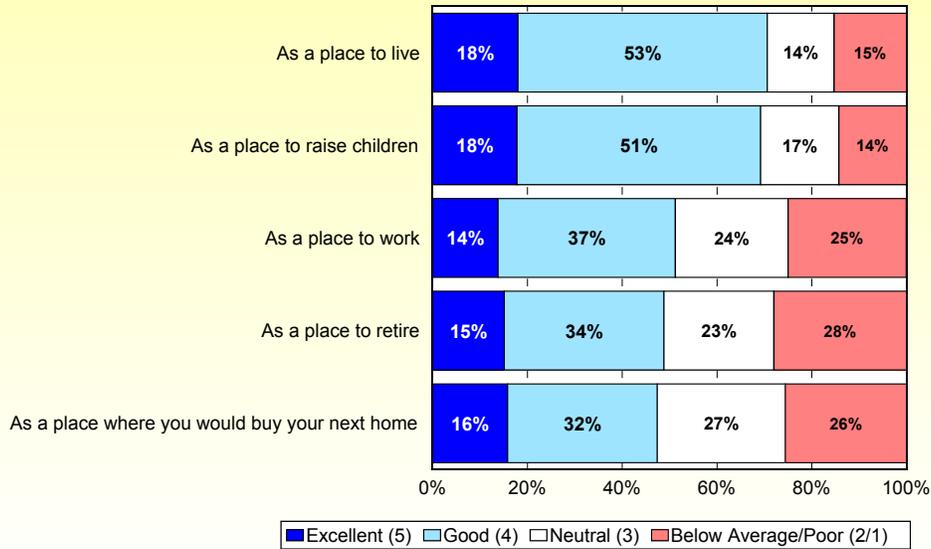
by percentage of respondents who have contacted the City in the past year
(excluding don't knows)



Source: ETC Institute (2014)

Q10. How Respondents Rate Knoxville as a Place to Live, Work, and Raise Children

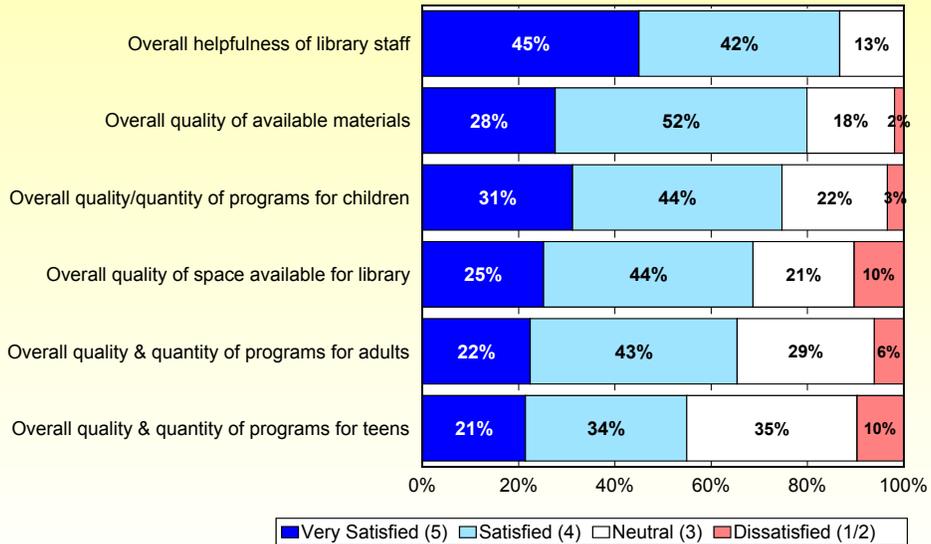
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q11. Satisfaction with Various Aspects of City Libraries

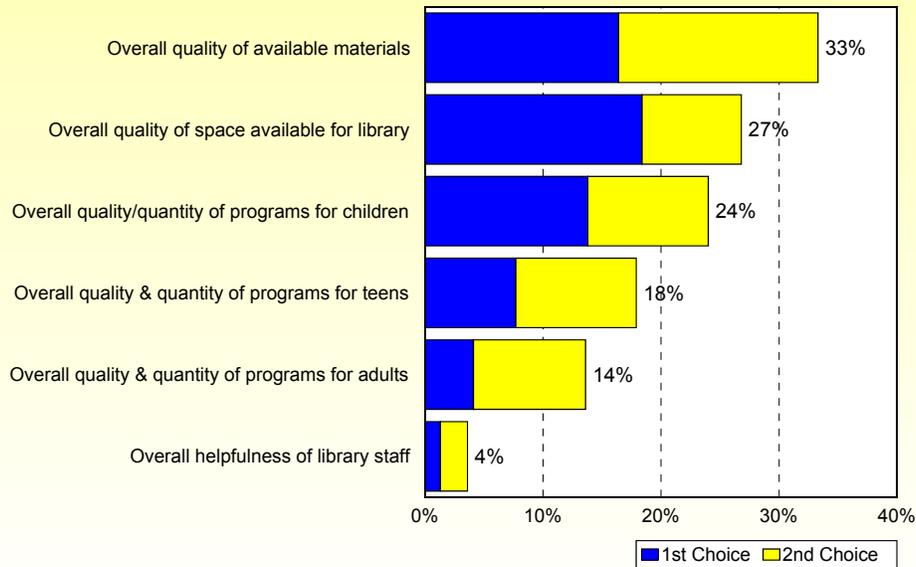
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q12. Top Library Priorities Over the Next Two Years

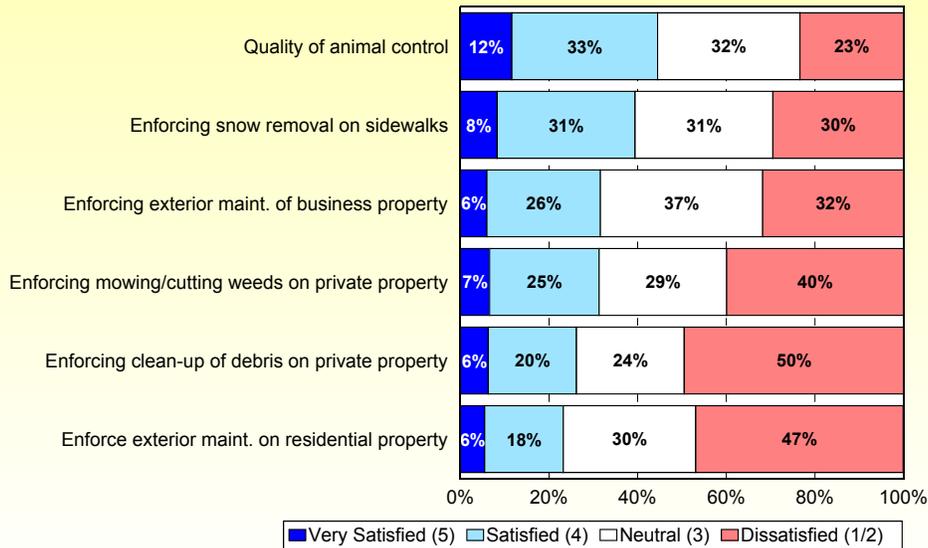
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2014)

Q13. Satisfaction with Various Aspects of Code Enforcement

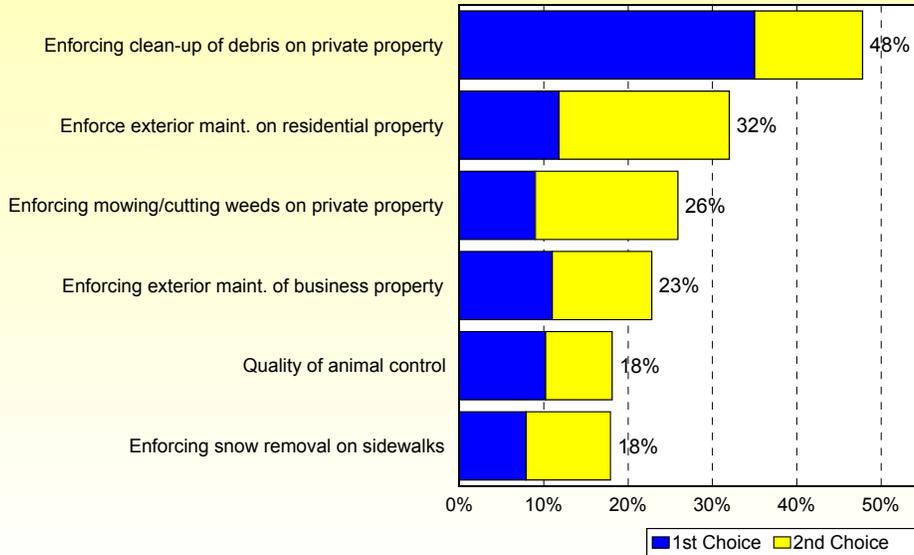
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q14. Top Code Enforcement Priorities Over the Next Two Years

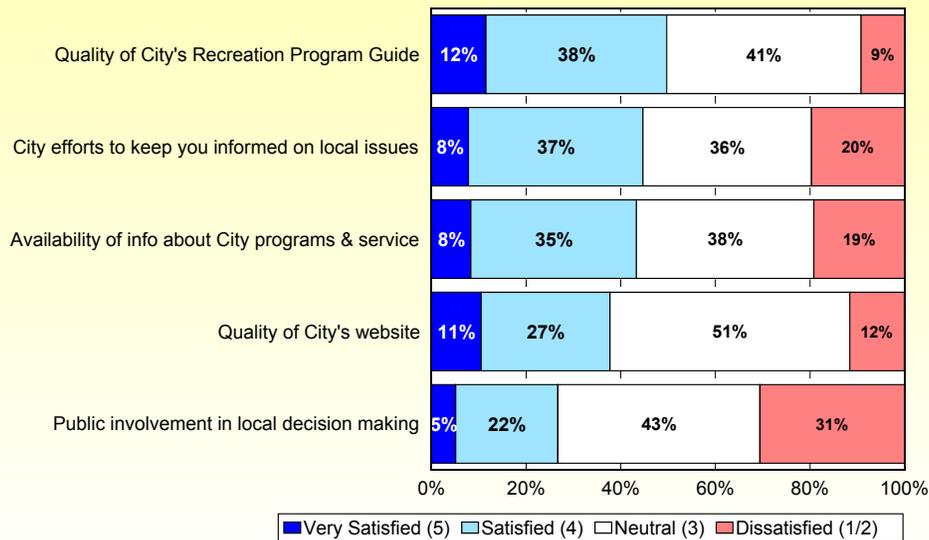
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2014)

Q15. Satisfaction with Various Aspects of Communication

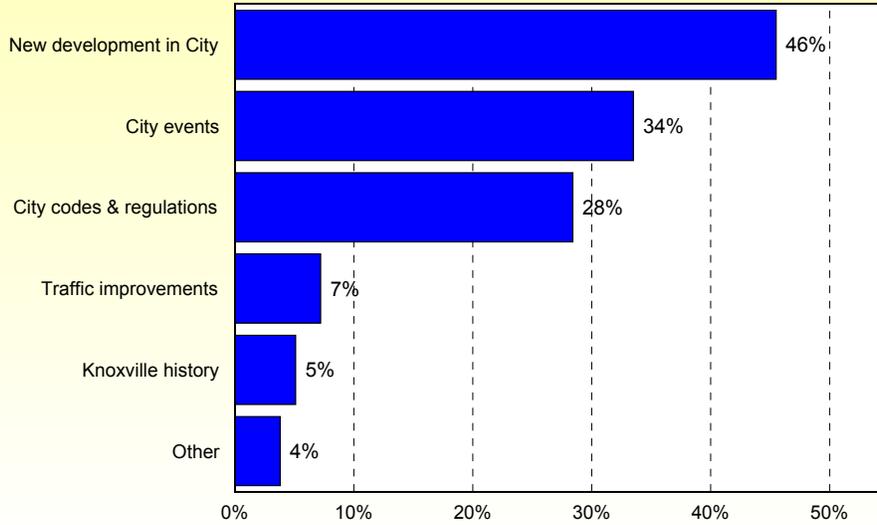
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q16. Which of the following types of information would you be most interested in having the City of Knoxville include in communications?

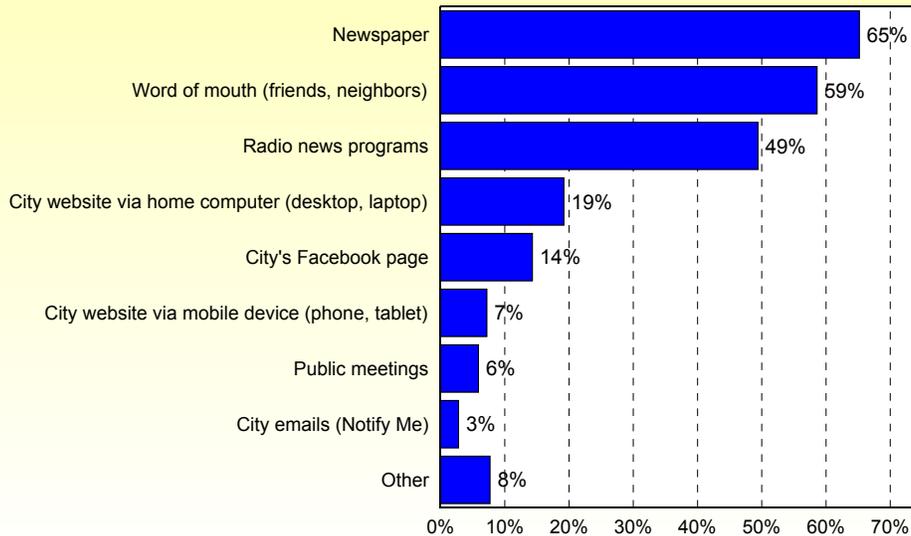
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2014)

Q17. Which of the following are your primary sources of information about the City's programs, services, and events?

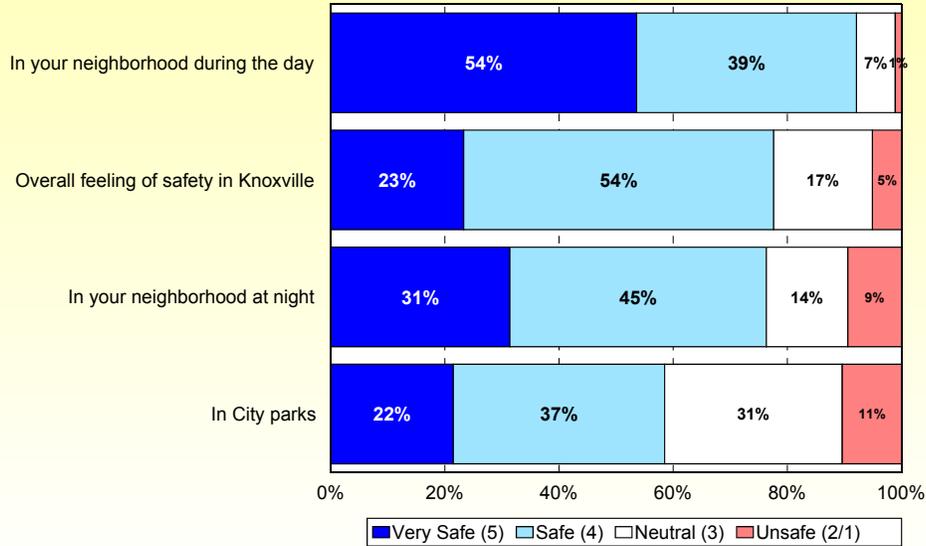
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2014)

Q18. Level of Safety Residents Feel in Various Situations

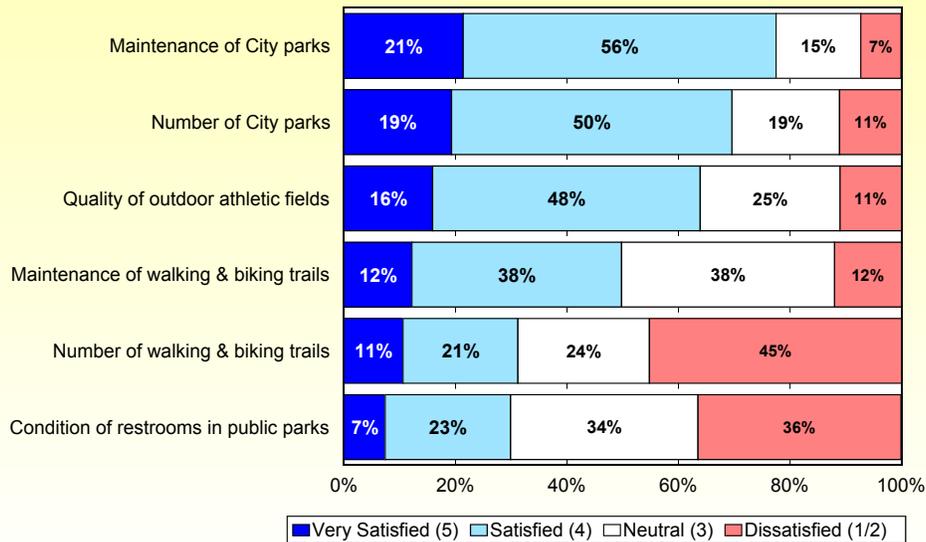
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q19. Satisfaction with Various Aspects of Parks and Facilities

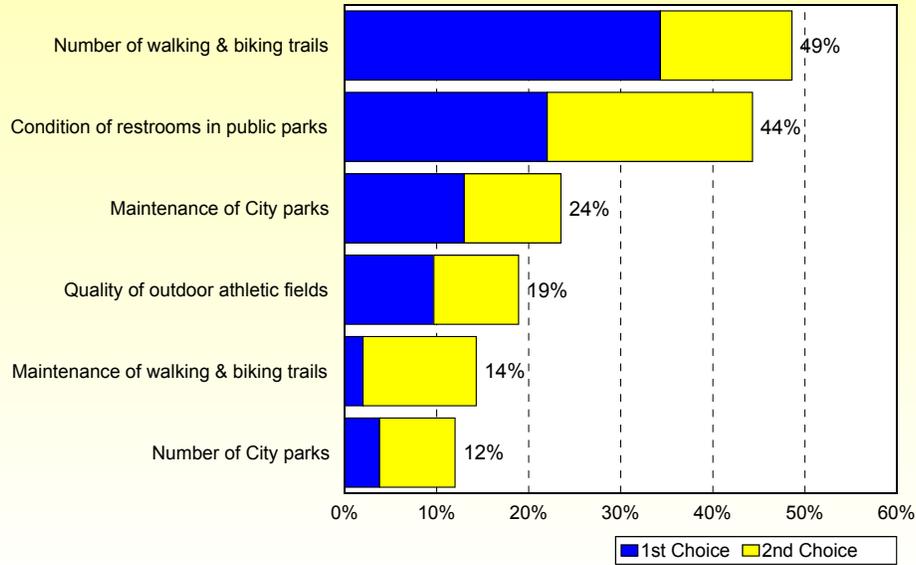
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q20. Top Parks and Facilities Priorities Over the Next Two Years

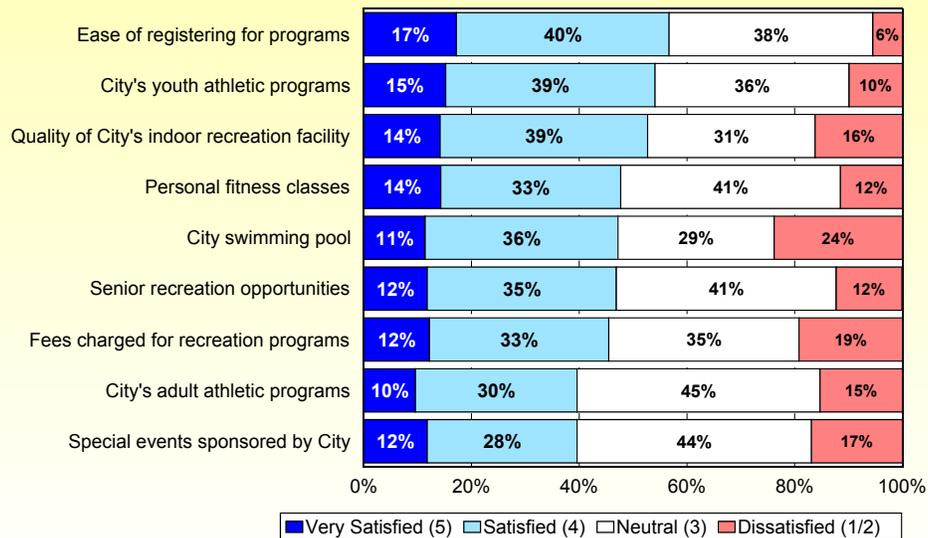
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2014)

Q21. Satisfaction with Various Aspects of Recreation Programs

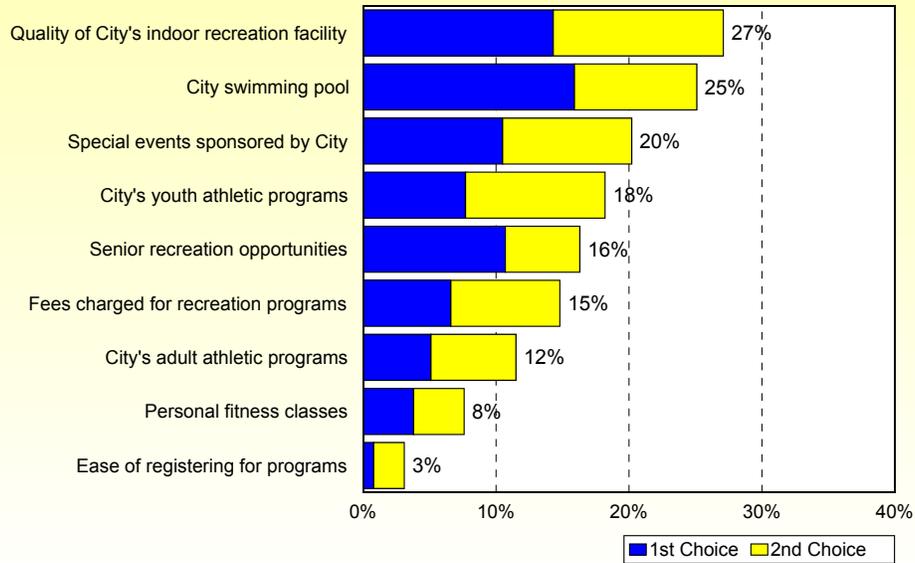
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q22. Top Recreation Programs Priorities Over the Next Two Years

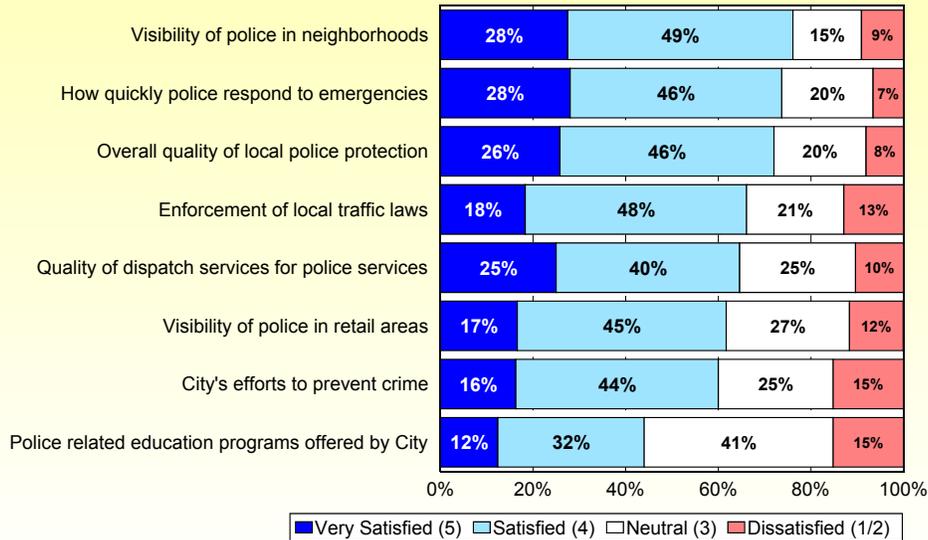
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2014)

Q23. Satisfaction with Various Aspects of Police Services

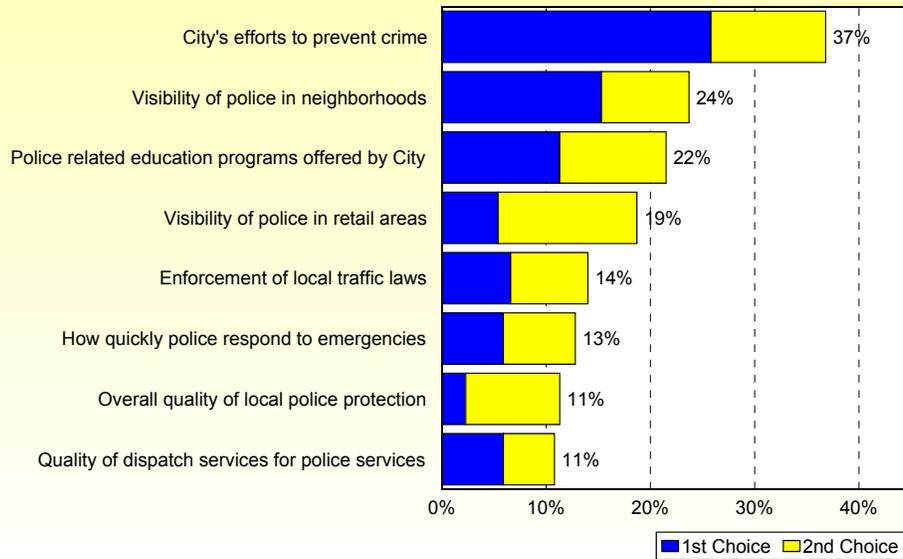
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q24. Top Police Service Priorities Over the Next Two Years

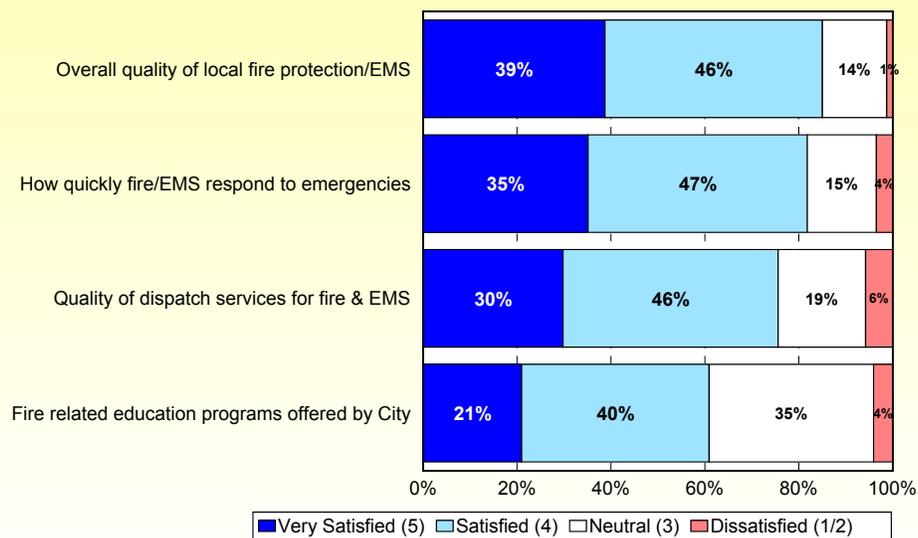
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2014)

Q25. Satisfaction with Various Aspects of Fire and Emergency Medical Services

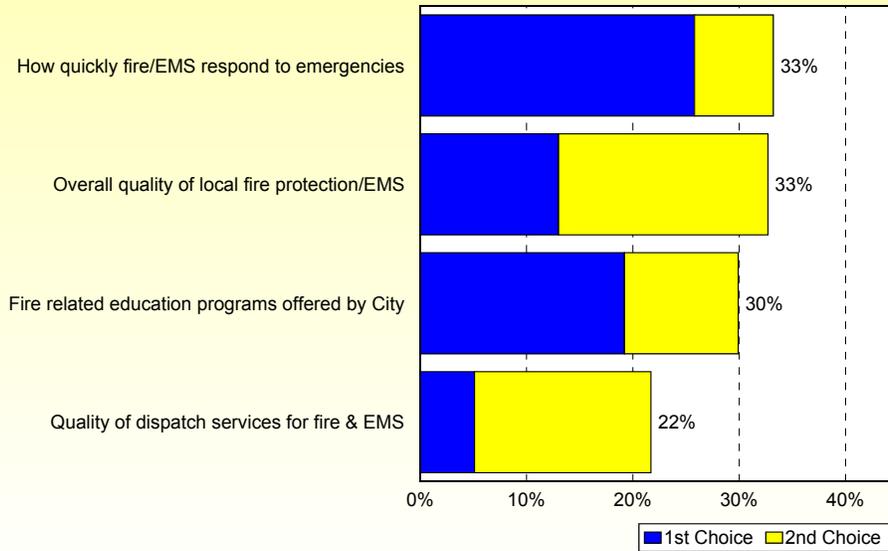
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q26. Top Fire and Emergency Medical Service Priorities Over the Next Two Years

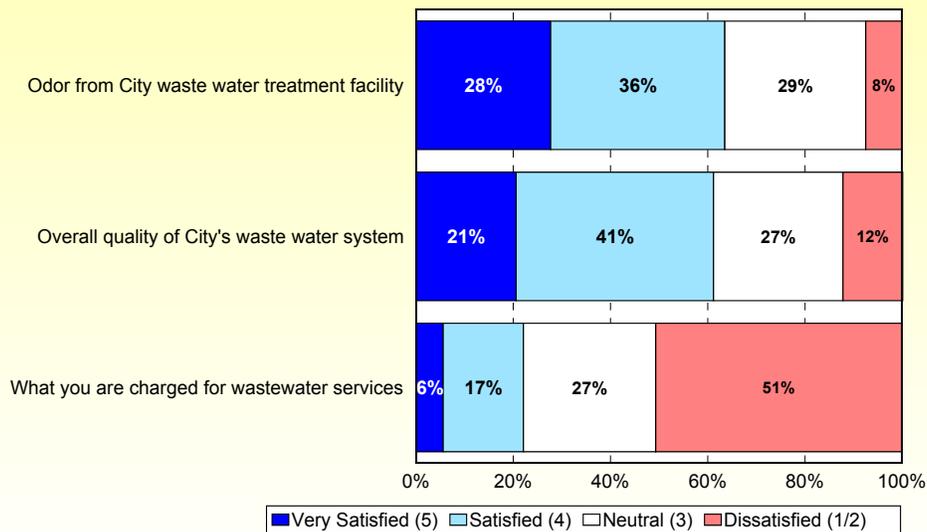
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2014)

Q27. Satisfaction with Various Aspects of Wastewater Services

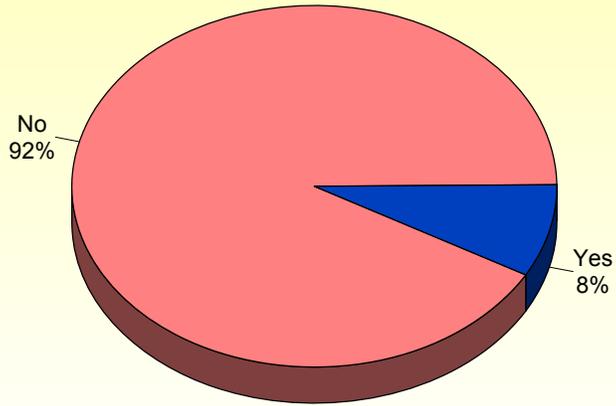
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q28. Have you had a sewer backup in your home during the past year?

by percentage of respondents

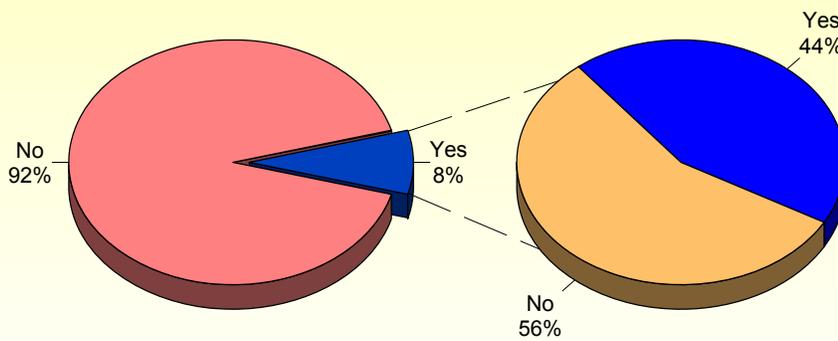


Source: ETC Institute (2014)

Q28. Have you had a sewer backup in your home during the past year?

by percentage of respondents

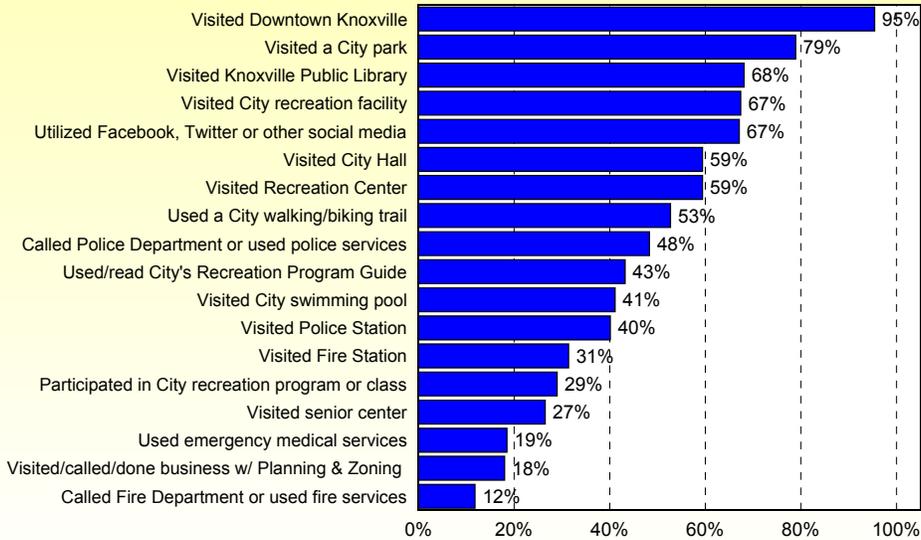
Q28a. Was the backup caused by problems in the City's system?



Source: ETC Institute (2014)

Q29. Percent of Households Who Have Used Various City Services During the Past Year

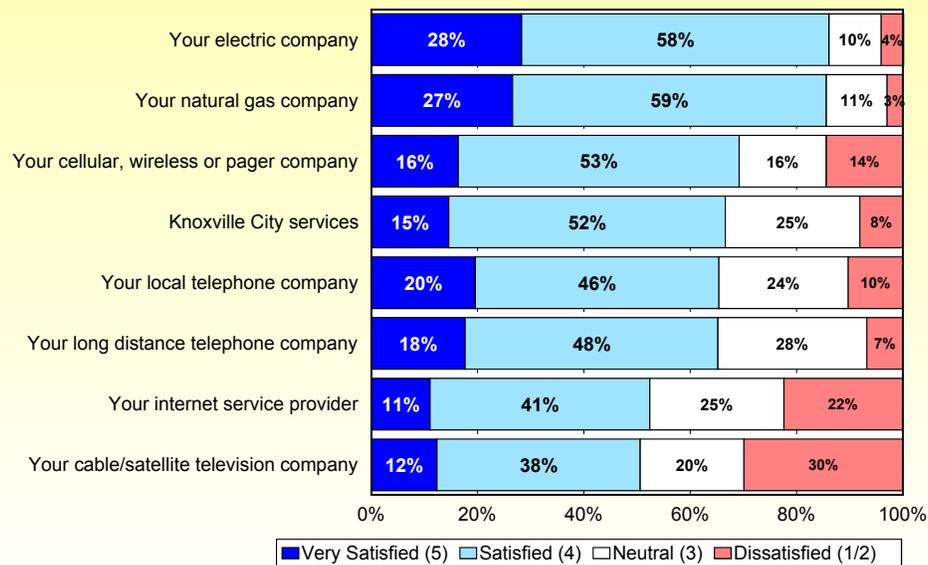
by percentage of respondents who said "yes" when asked if they or someone in their household had used the service during the past year



Source: ETC Institute (2014)

Q30. Satisfaction with Various Types of Utilities

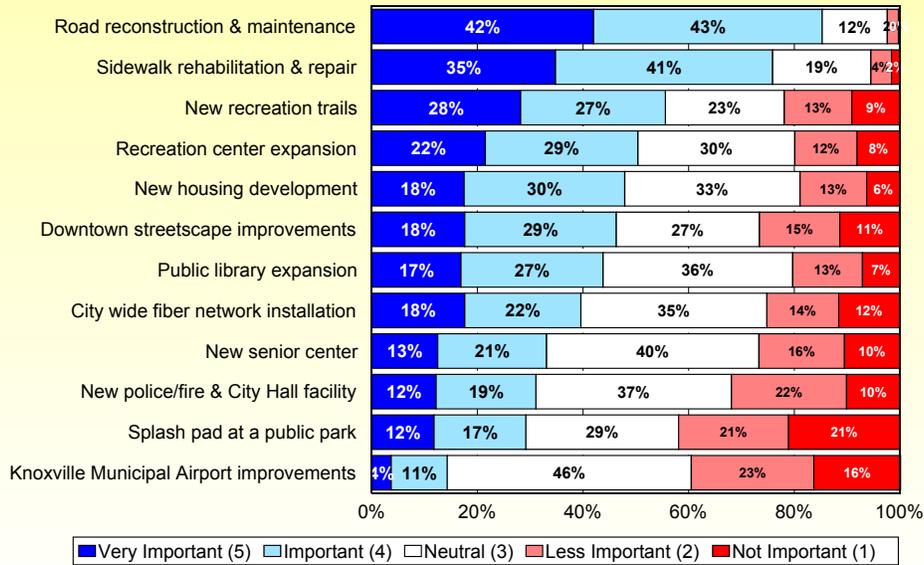
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q31. Importance of Potential Future Priorities

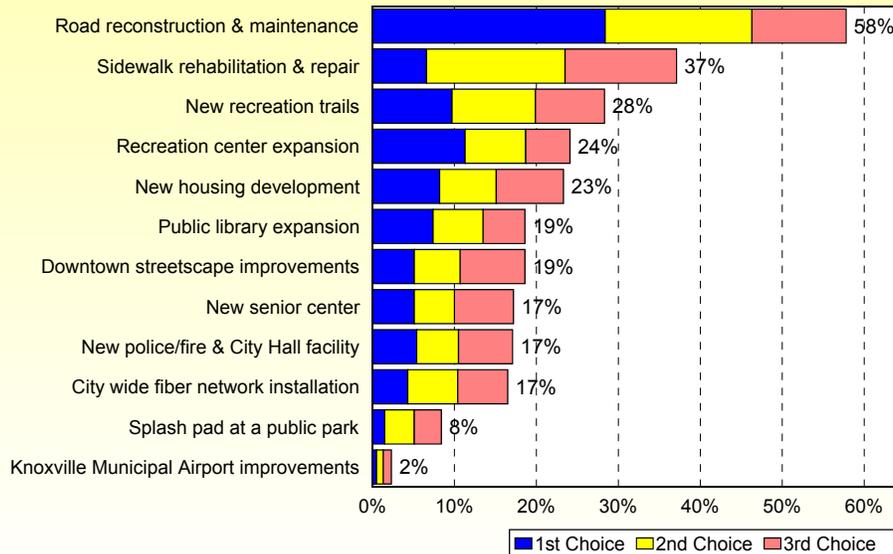
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q32. Future Priorities That Should Receive the Most Emphasis Over the Next Three Years

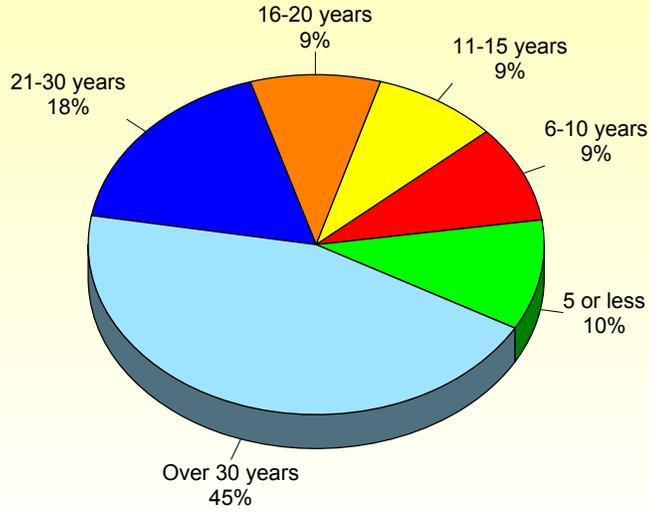
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2014)

Q33. Demographics: How many years have you lived in Knoxville?

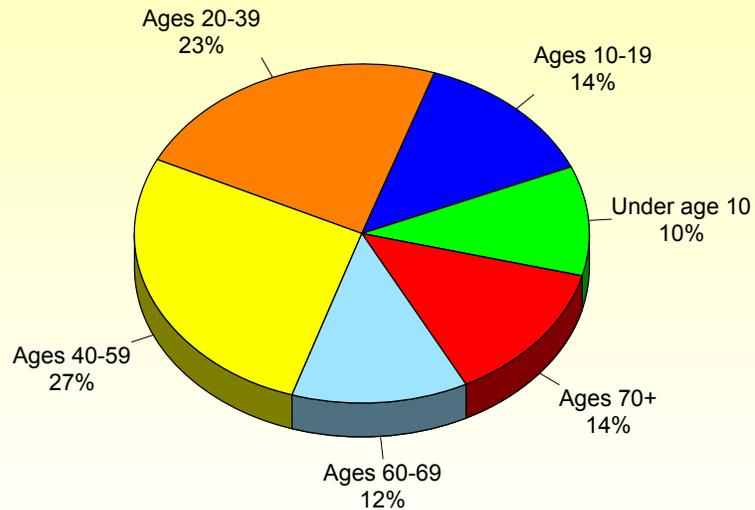
by percentage of respondents



Source: ETC Institute (2014)

Q34. Demographics: Ages of People in Household

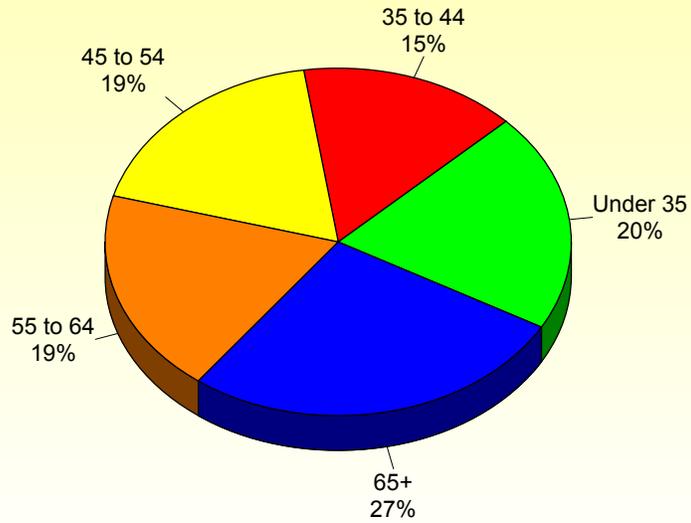
by percentage of household occupants



Source: ETC Institute (2014)

Q35. Demographics: What is your age?

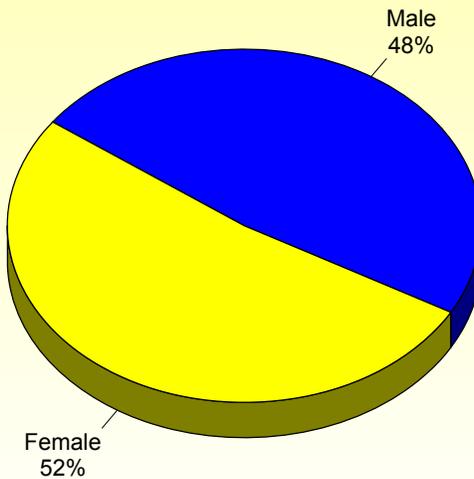
by percentage of respondents



Source: ETC Institute (2014)

Q36. Demographics: Gender

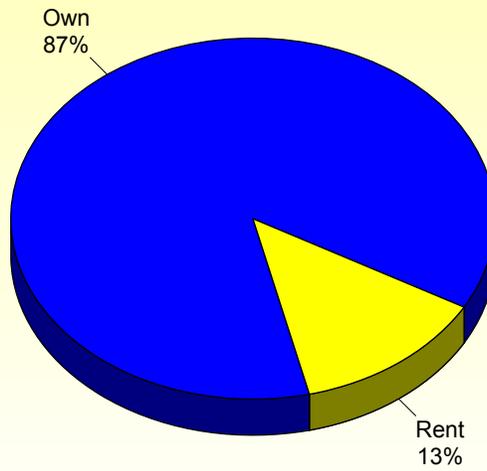
by percentage of respondents



Source: ETC Institute (2014)

Q37. Demographics: Do you own or rent your home?

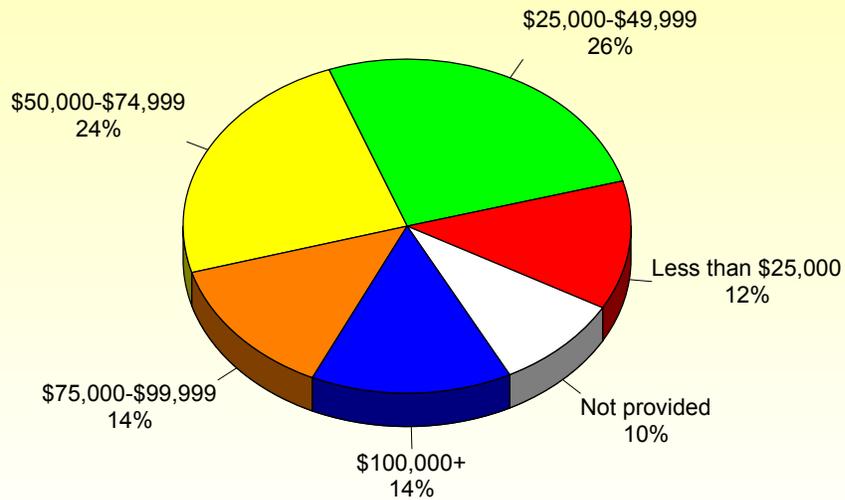
by percentage of respondents



Source: ETC Institute (2014)

Q38. Demographics: Which of the following best describes your household income?

by percentage of respondents



Source: ETC Institute (2014)

Section 2:
Benchmarking Analysis

Benchmarking Summary Report

Knoxville, Iowa

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 210 cities in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2014 to a random sample of more than 4,000 residents across the United States and (2) individual communities with a population of less than 50,000 where ETC Institute had administered the *DirectionFinder Survey* between January 2011 and July 2014; the 27 communities included in this comparisons are listed below.

- Bensenville, IL
- Clayton, MO
- Coffeyville, KS
- Edgerton, KS
- Garden City, KS
- Gardner, KS
- Hallandale Beach, FL
- Harrisonville, MO
- Hyattsville, MD
- Indian Trail, NC
- Junction City, KS
- Lenexa, KS
- Merriam, KS
- Mission, KS
- Narragansett, RI
- North Kansas City, MO
- Platte City, MO
- Raymore, MO
- Rio Blanco, CO
- Riverside, MO
- Rolla, MO
- Saint Joseph, MO
- Vestavia Hills, AL
- Village of Pinehurst, NC
- Wentzville, MO
- Westlake, TX
- Winchester, VA

Interpreting the Charts

National Benchmarks. The first set of charts on the following pages show how the overall results for Knoxville compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents.

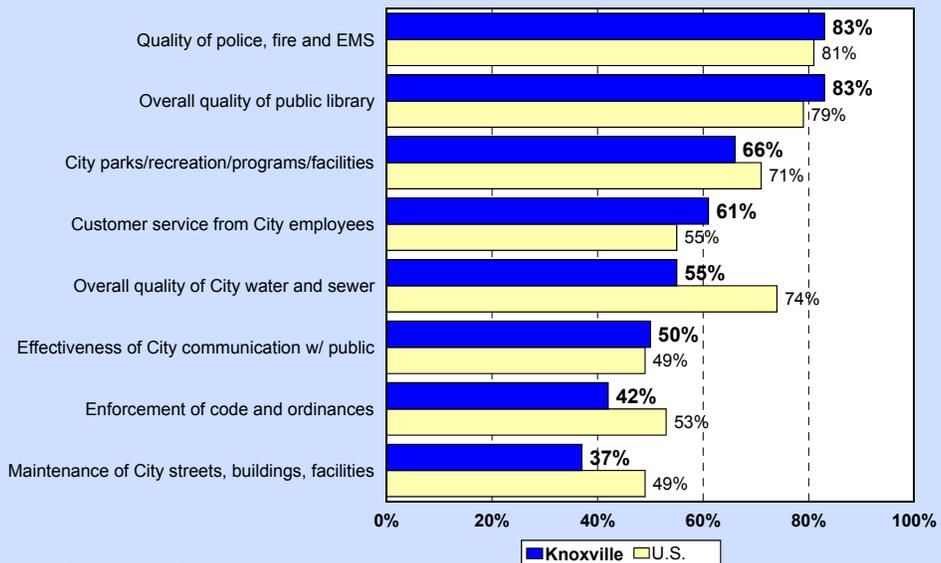
Performance Ranges. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 27 communities listed on the previous page. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the 27 communities. The actual ratings for Knoxville are listed to the right of each chart. The dot on each bar shows how the results for Knoxville compare to the other communities with a population of less than 50,000 where the DirectionFinder® survey has been administered since 2011.

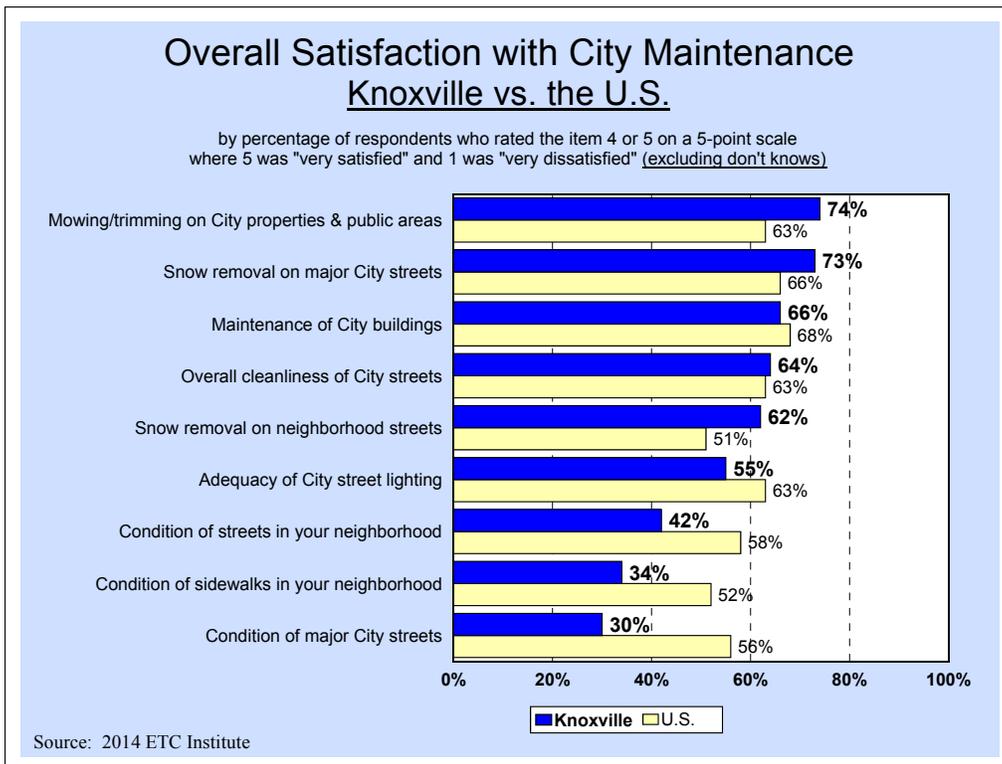
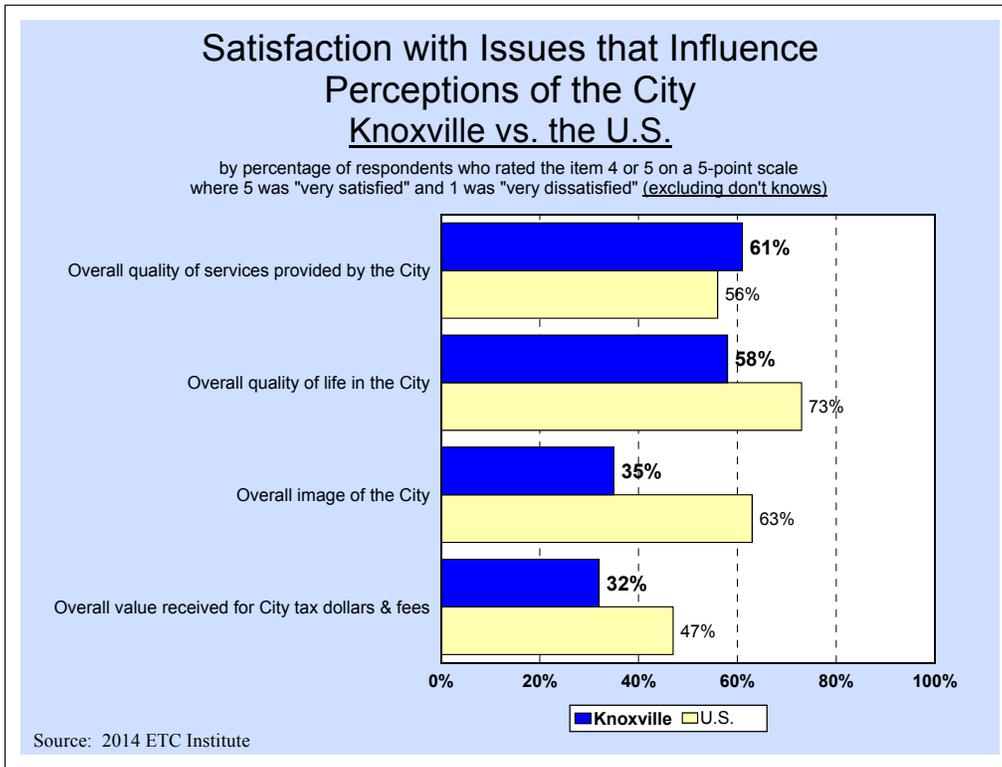
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with Knoxville, Iowa is not authorized without written consent from ETC Institute.

Overall Satisfaction with Major City Services Knoxville vs. the U.S.

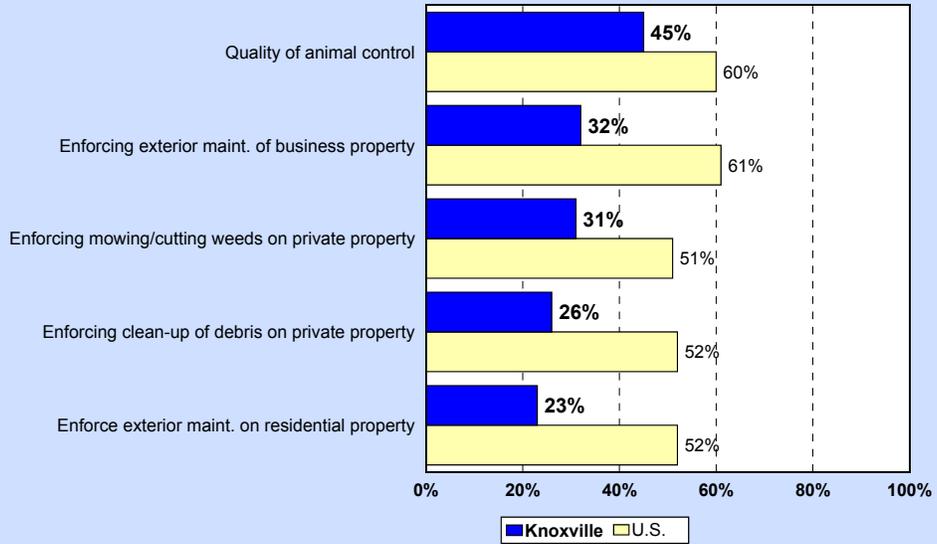
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)





Overall Satisfaction with Code Enforcement Knoxville vs. the U.S.

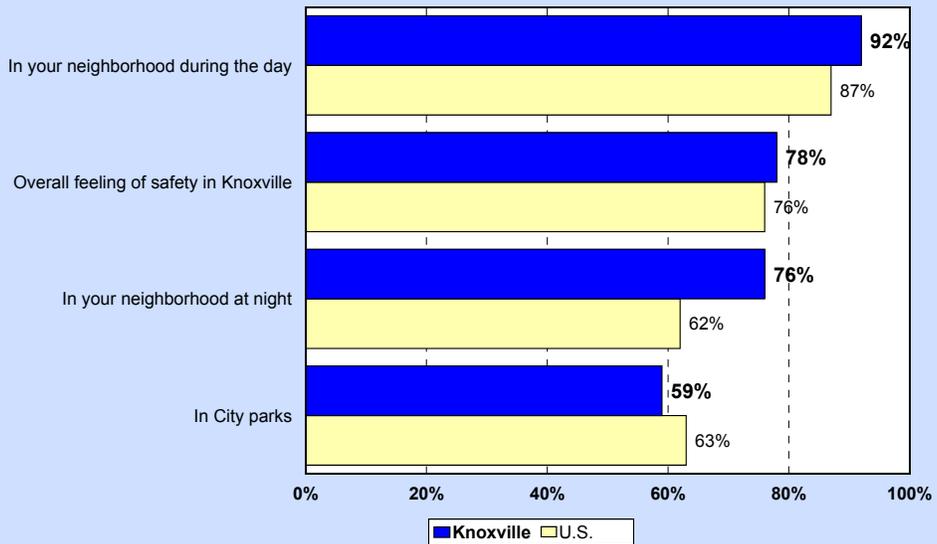
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2014 ETC Institute

Level of Safety in Various Situations Knoxville vs. the U.S.

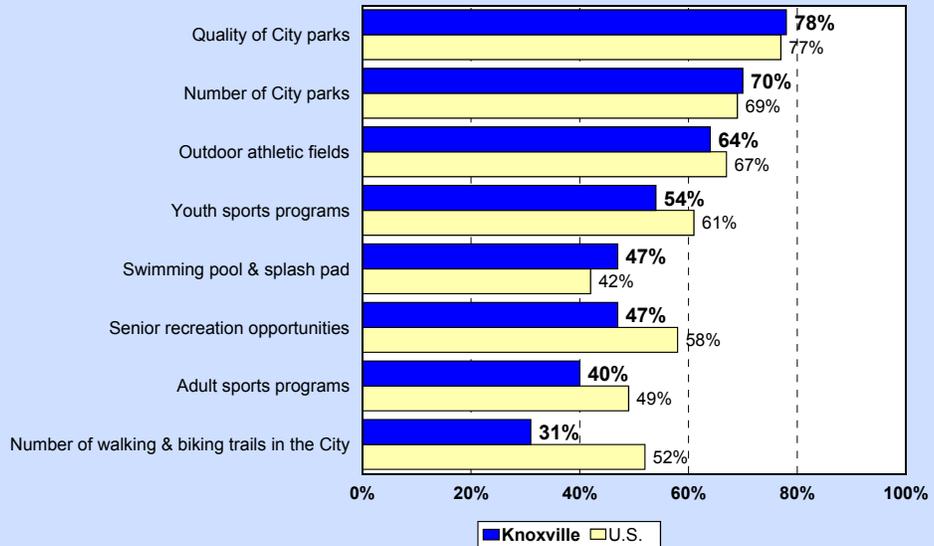
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2014 ETC Institute

Overall Satisfaction with Parks and Recreation Knoxville vs. the U.S.

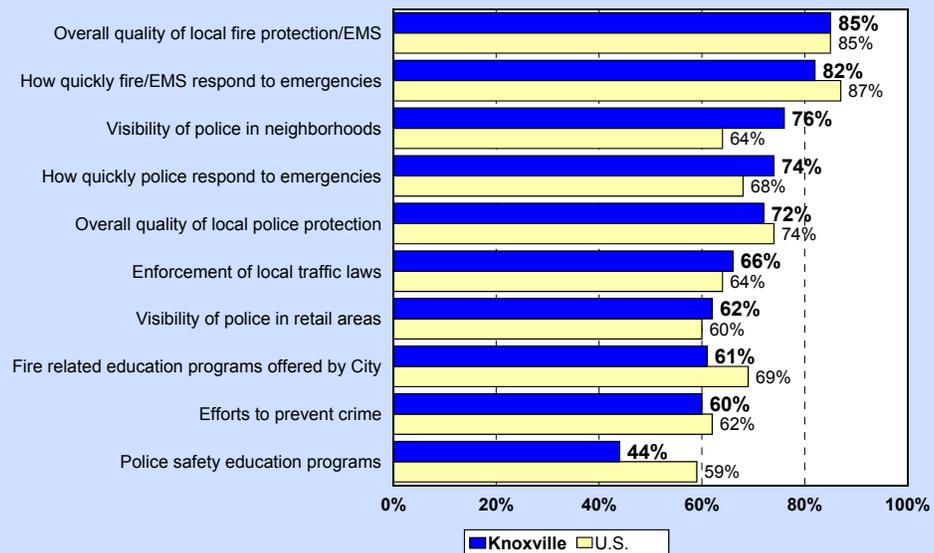
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2014 ETC Institute

Overall Satisfaction with Public Safety Services Knoxville vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2014 ETC Institute

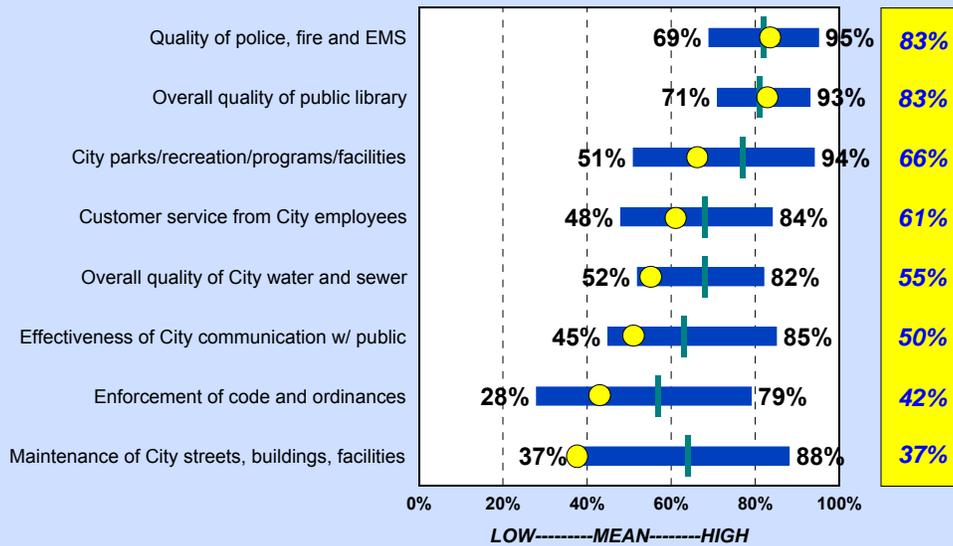
Performance Ranges

Overall Satisfaction with Major City Services

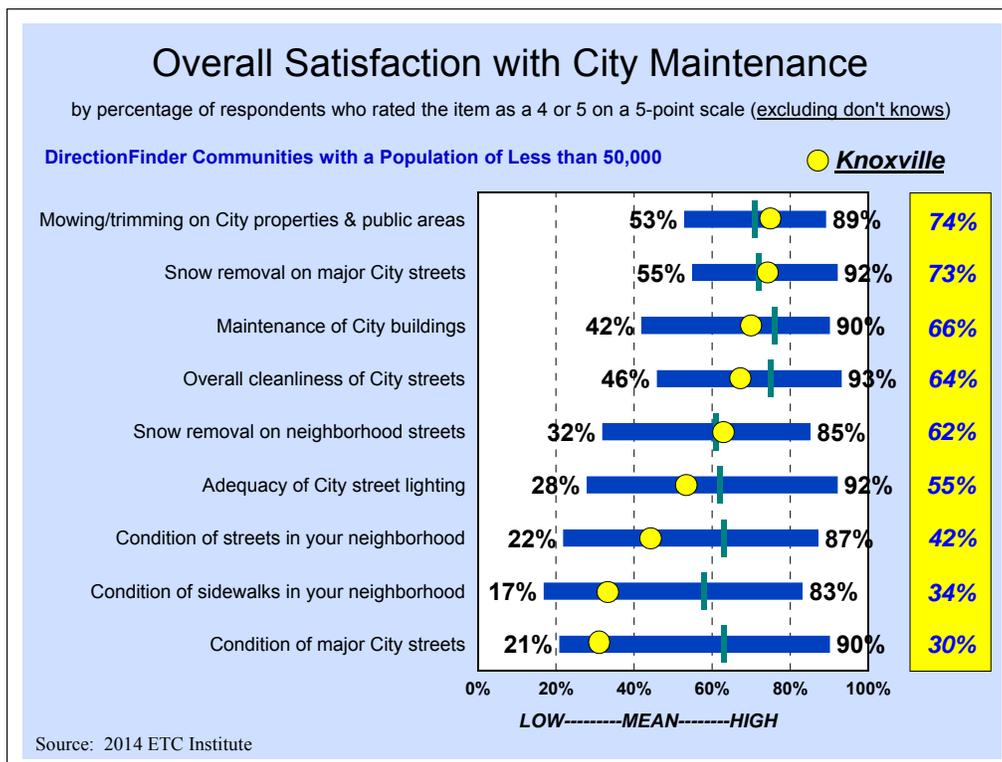
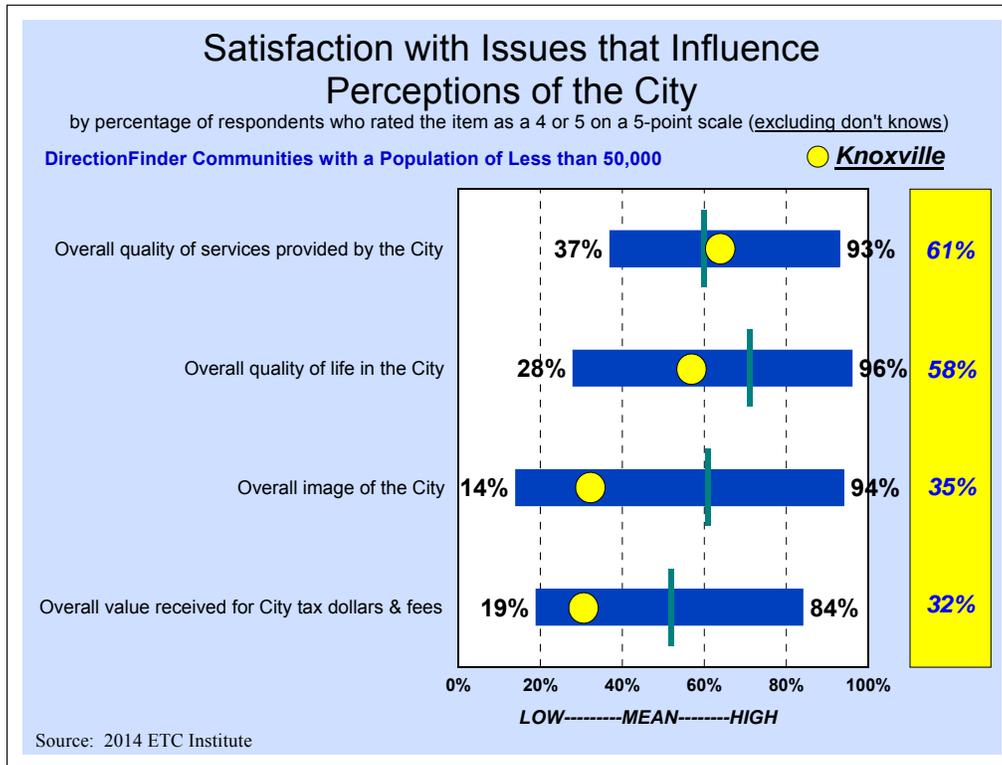
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

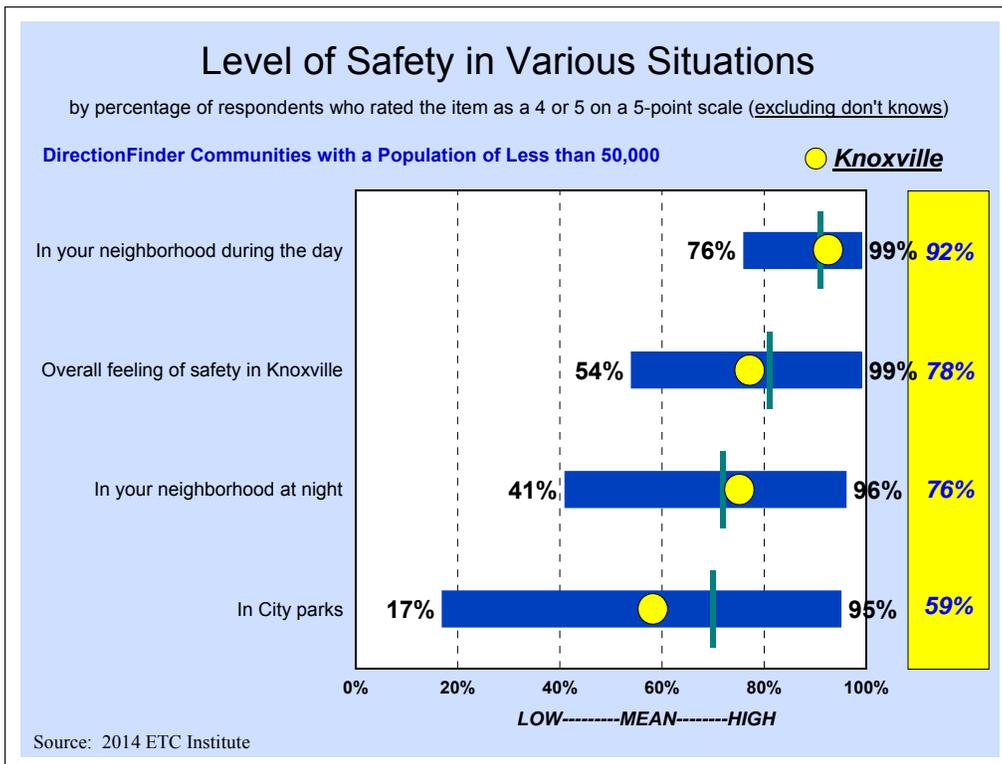
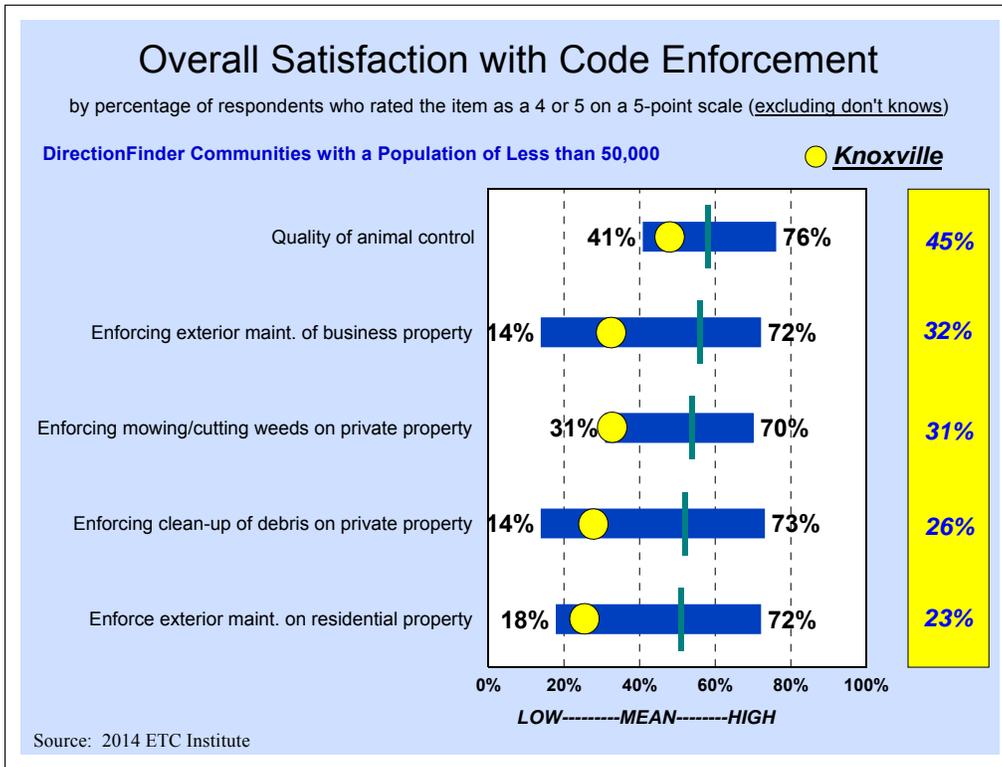
DirectionFinder Communities with a Population of Less than 50,000

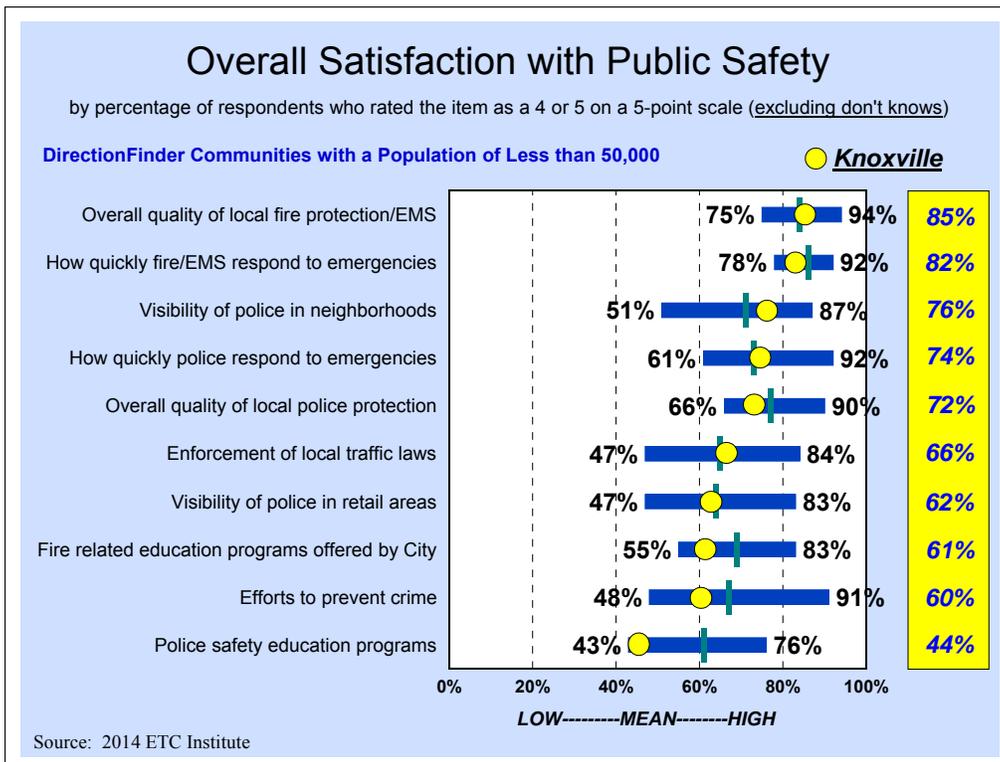
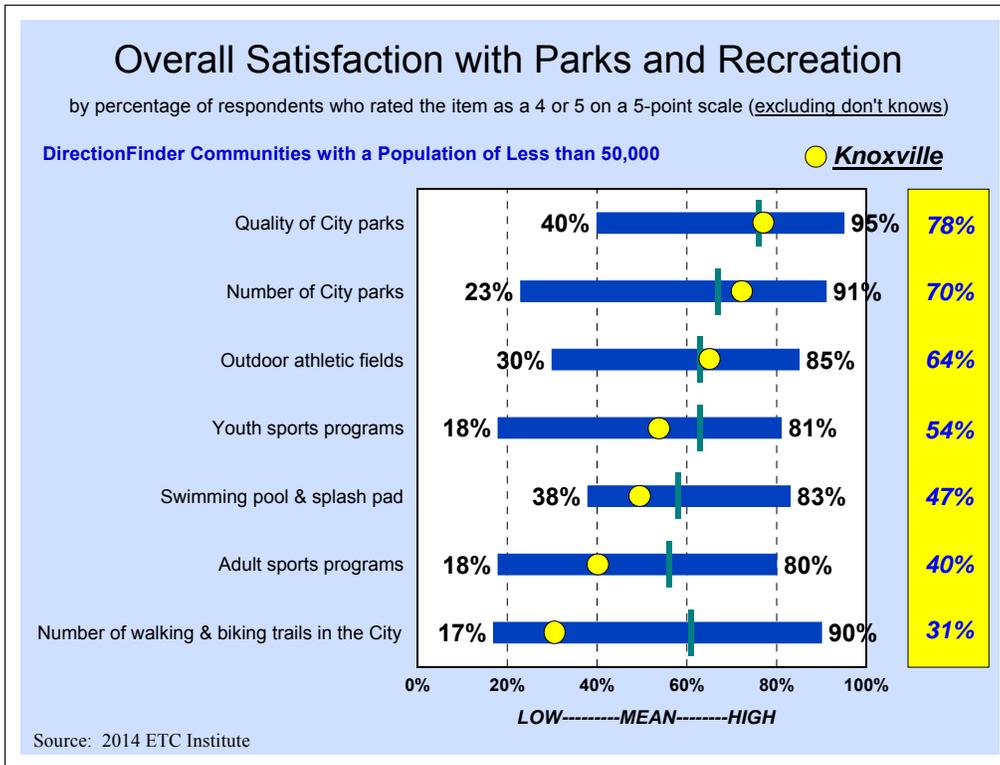
● Knoxville



Source: 2014 ETC Institute







Section 3:
Importance-Satisfaction
Analysis



Importance-Satisfaction Analysis

Knoxville, Iowa

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the City to provide. Thirty percent (30%) of residents selected "overall quality of police, fire, and emergency services" as one of the most important major services to provide.

With regard to satisfaction, 83% of the residents surveyed rated their overall satisfaction with the “overall quality of police, fire, and emergency services” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “overall quality of police, fire, and emergency services” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 30% was multiplied by 17% (1-0.83). This calculation yielded an I-S rating of 0.0510, which ranked seventh out of ten major City services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Knoxville are provided on the following pages.

Importance-Satisfaction Rating

Knoxville, Iowa

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of City streets, buildings, facilities	73%	1	37%	10	0.4599	1
High Priority (IS .10 - .20)						
Overall enforcement of City codes & ordinances	33%	3	42%	9	0.1914	2
Effectiveness of City communication with public	27%	6	50%	8	0.1350	3
Overall quality of City water & sewer utilities	28%	5	55%	7	0.1260	4
Quality of City parks & rec programs & facilities	34%	2	66%	4	0.1156	5
Medium Priority (IS <.10)						
Overall quality of senior center	13%	7	55%	6	0.0585	6
Overall quality of police, fire, & EMS	30%	4	83%	2	0.0510	7
Customer service received from City employees	11%	8	61%	5	0.0429	8
Overall quality of public library	9%	9	83%	3	0.0153	9
Overall quality of City cemetery	2%	10	88%	1	0.0024	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Knoxville, Iowa

Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets	48%	1	30%	12	0.3360	1
High Priority (IS .10 - .20)						
Maintenance of sidewalks in Knoxville	24%	2	34%	11	0.1584	2
Maintenance of streets in your neighborhood	19%	3	42%	10	0.1102	3
Medium Priority (IS <.10)						
Maintenance & preservation of Downtown Knoxville	17%	4	52%	9	0.0816	4
Adequacy of City street lighting	15%	5	55%	7	0.0675	5
Snow removal on neighborhood streets	11%	7	62%	5	0.0418	6
Maintenance of City buildings	12%	6	66%	3	0.0408	7
Maintenance of curbs & gutters on City streets	8%	9	53%	8	0.0376	8
Snow removal on major City streets	11%	8	73%	2	0.0297	9
Cleanliness of City streets & other public areas	8%	10	64%	4	0.0288	10
Maintenance of traffic signals & street signs	4%	11	57%	6	0.0172	11
Mowing/trimming on City properties & public areas	2%	12	74%	1	0.0052	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Knoxville, Iowa

Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Overall quality of space available for library	27%	2	69%	4	0.0837	1
Overall quality & quantity of programs for teens	18%	4	55%	6	0.0810	2
Overall quality of available materials	33%	1	80%	2	0.0660	3
Overall quality/quantity of programs for children	24%	3	75%	3	0.0600	4
Overall quality & quantity of programs for adults	14%	5	65%	5	0.0490	5
Overall helpfulness of library staff	4%	6	87%	1	0.0052	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Knoxville, Iowa

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Enforcing clean-up of debris on private property	48%	1	26%	5	0.3552	1
Enforce exterior maint. on residential property	32%	2	23%	6	0.2464	2
<u>High Priority (IS .10 - .20)</u>						
Enforcing mowing/cutting weeds on private property	26%	3	31%	4	0.1794	3
Enforcing exterior maint. of business property	23%	4	32%	3	0.1564	4
Enforcing snow removal on sidewalks	18%	5	39%	2	0.1098	5
<u>Medium Priority (IS <.10)</u>						
Quality of animal control	18%	6	45%	1	0.0990	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Knoxville, Iowa

Parks and Facilities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Number of walking & biking trails	49%	1	31%	5	0.3381	1
Condition of restrooms in public parks	44%	2	30%	6	0.3080	2
Medium Priority (IS <.10)						
Maintenance of walking & biking trails	14%	5	50%	4	0.0700	3
Quality of outdoor athletic fields	19%	4	64%	3	0.0684	4
Maintenance of City parks	24%	3	78%	1	0.0528	5
Number of City parks	12%	6	70%	2	0.0360	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Knoxville, Iowa

Recreation Programs

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
City swimming pool	25%	2	47%	5	0.1325	1
Quality of City's indoor recreation facility	27%	1	53%	3	0.1269	2
Special events sponsored by City	20%	3	40%	8	0.1200	3
Medium Priority (IS <.10)						
Senior recreation opportunities	16%	5	47%	6	0.0848	4
City's youth athletic programs	18%	4	54%	2	0.0828	5
Fees charged for recreation programs	15%	6	46%	7	0.0810	6
City's adult athletic programs	12%	7	40%	9	0.0720	7
Personal fitness classes	8%	8	48%	4	0.0416	8
Ease of registering for programs	3%	9	57%	1	0.0129	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Knoxville, Iowa

Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
City's efforts to prevent crime	37%	1	60%	7	0.1480	1
Police related education programs offered by City	22%	3	44%	8	0.1232	2
Medium Priority (IS <.10)						
Visibility of police in retail areas	19%	4	62%	6	0.0722	3
Visibility of police in neighborhoods	24%	2	76%	1	0.0576	4
Enforcement of local traffic laws	14%	5	66%	4	0.0476	5
Quality of dispatch services for police services	11%	8	65%	5	0.0385	6
How quickly police respond to emergencies	13%	6	74%	2	0.0338	7
Overall quality of local police protection	11%	7	72%	3	0.0308	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Knoxville, Iowa

Fire & Emergency Medical Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
Fire related education programs offered by City	30%	3	61%	4	0.1170	1
Medium Priority (IS <.10)						
Quality of dispatch services for fire & EMS	22%	4	76%	3	0.0528	2
How quickly fire/EMS personnel respond to emergencies	33%	1	82%	2	0.0594	3
Overall quality of local fire protection/EMS	33%	2	85%	1	0.0495	4

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Section 4:
Cross-Tabular Data by
Age of Respondent

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Knoxville on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q1a. Overall quality of police, fire, & emergency medical services</u>						
Very Satisfied	29.1%	35.7%	29.6%	35.7%	47.1%	36.1%
Satisfied	43.0%	50.0%	54.9%	51.4%	40.2%	47.2%
Neutral	11.4%	10.7%	5.6%	11.4%	9.8%	9.8%
Dissatisfied	12.7%	1.8%	7.0%	1.4%	2.0%	5.0%
Very Dissatisfied	3.8%	1.8%	2.8%	0.0%	1.0%	1.8%
<u>Q1b. Overall quality of City parks & recreation programs & facilities</u>						
Very Satisfied	13.9%	10.7%	11.3%	22.5%	20.2%	16.2%
Satisfied	31.6%	46.4%	49.3%	63.4%	56.7%	50.0%
Neutral	31.6%	28.6%	26.8%	7.0%	20.2%	22.5%
Dissatisfied	22.8%	12.5%	12.7%	4.2%	2.9%	10.5%
Very Dissatisfied	0.0%	1.8%	0.0%	2.8%	0.0%	0.8%

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Knoxville on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q1c. Overall maintenance of City streets, buildings & facilities</u>						
Very Satisfied	5.1%	0.0%	4.2%	6.8%	10.8%	6.0%
Satisfied	20.3%	23.7%	35.2%	35.6%	35.3%	30.6%
Neutral	39.2%	30.5%	14.1%	20.5%	21.6%	24.9%
Dissatisfied	24.1%	42.4%	23.9%	31.5%	23.5%	28.1%
Very Dissatisfied	11.4%	3.4%	22.5%	5.5%	8.8%	10.4%
<u>Q1d. Overall quality of City water & sewer utilities</u>						
Very Satisfied	13.9%	16.9%	8.5%	17.8%	10.9%	13.3%
Satisfied	34.2%	32.2%	46.5%	34.2%	55.4%	41.9%
Neutral	31.6%	32.2%	18.3%	23.3%	24.8%	25.8%
Dissatisfied	11.4%	8.5%	16.9%	17.8%	5.9%	11.7%
Very Dissatisfied	8.9%	10.2%	9.9%	6.8%	3.0%	7.3%

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Knoxville on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q1e. Overall enforcement of City codes & ordinances</u>						
Very Satisfied	6.5%	8.8%	11.6%	14.5%	8.2%	9.7%
Satisfied	33.8%	33.3%	34.8%	33.3%	28.6%	32.3%
Neutral	22.1%	31.6%	26.1%	20.3%	41.8%	29.4%
Dissatisfied	32.5%	14.0%	13.0%	27.5%	18.4%	21.3%
Very Dissatisfied	5.2%	12.3%	14.5%	4.3%	3.1%	7.3%
<u>Q1f. Overall quality of customer service you receive from City employees</u>						
Very Satisfied	20.3%	22.2%	17.4%	22.1%	32.4%	23.6%
Satisfied	36.7%	33.3%	46.4%	36.8%	33.3%	37.3%
Neutral	26.6%	37.0%	26.1%	29.4%	29.4%	29.2%
Dissatisfied	10.1%	7.4%	4.3%	8.8%	3.9%	6.7%
Very Dissatisfied	6.3%	0.0%	5.8%	2.9%	1.0%	3.2%

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Knoxville on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q1g. Overall effectiveness of City communication with public</u>						
Very Satisfied	11.4%	8.6%	7.4%	15.5%	14.0%	11.7%
Satisfied	35.4%	34.5%	38.2%	42.3%	40.0%	38.2%
Neutral	32.9%	39.7%	32.4%	32.4%	32.0%	33.7%
Dissatisfied	13.9%	13.8%	14.7%	7.0%	11.0%	11.9%
Very Dissatisfied	6.3%	3.4%	7.4%	2.8%	3.0%	4.5%
<u>Q1h. Overall quality of public library</u>						
Very Satisfied	32.9%	28.3%	27.0%	36.6%	46.5%	35.7%
Satisfied	55.7%	54.7%	46.0%	47.9%	37.6%	47.4%
Neutral	11.4%	13.2%	23.8%	14.1%	14.9%	15.3%
Dissatisfied	0.0%	3.8%	3.2%	1.4%	1.0%	1.7%

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Knoxville on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q1i. Overall quality of City cemetery</u>						
Very Satisfied	32.4%	44.2%	35.3%	47.8%	60.6%	45.5%
Satisfied	55.9%	44.2%	45.6%	43.5%	28.3%	42.1%
Neutral	11.8%	11.5%	16.2%	8.7%	11.1%	11.8%
Dissatisfied	0.0%	0.0%	2.9%	0.0%	0.0%	0.6%
<u>Q1j. Overall quality of senior center</u>						
Very Satisfied	15.4%	20.6%	24.1%	20.7%	23.2%	21.2%
Satisfied	36.5%	23.5%	27.8%	43.1%	34.7%	34.1%
Neutral	40.4%	38.2%	42.6%	31.0%	33.7%	36.5%
Dissatisfied	7.7%	14.7%	5.6%	3.4%	7.4%	7.2%
Very Dissatisfied	0.0%	2.9%	0.0%	1.7%	1.1%	1.0%

Q2. Which THREE of the Major Categories of City Services listed in Question 1 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q2. Top choice</u>						
Quality of police, fire, & emergency medical services	25.3%	11.9%	13.9%	12.2%	17.0%	16.4%
Quality of City parks & recreation programs & facilities	17.7%	6.8%	8.3%	8.1%	2.8%	8.4%
Maintenance of City streets, buildings & facilities	32.9%	47.5%	43.1%	41.9%	47.2%	42.5%
Quality of City water & sewer utilities	10.1%	13.6%	6.9%	14.9%	2.8%	9.0%
Enforcement of City codes & ordinances	2.5%	6.8%	6.9%	5.4%	2.8%	4.6%
Quality of customer service you receive from City employees	2.5%	0.0%	1.4%	4.1%	2.8%	2.3%
Effectiveness of City communication with public	0.0%	3.4%	4.2%	1.4%	0.9%	1.8%
Quality of public library	1.3%	1.7%	1.4%	2.7%	1.9%	1.8%
Quality of senior center	0.0%	3.4%	2.8%	1.4%	7.5%	3.3%
None chosen	7.6%	5.1%	11.1%	8.1%	14.2%	10.0%

Q2. Which THREE of the Major Categories of City Services listed in Question 1 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q2. 2nd choice</u>						
Quality of police, fire, & emergency medical services	11.4%	8.5%	9.7%	4.1%	5.7%	7.7%
Quality of City parks & recreation programs & facilities	13.9%	11.9%	12.5%	5.4%	4.7%	9.2%
Maintenance of City streets, buildings & facilities	25.3%	30.5%	25.0%	27.0%	13.2%	23.0%
Quality of City water & sewer utilities	11.4%	8.5%	9.7%	10.8%	8.5%	9.7%
Enforcement of City codes & ordinances	22.8%	11.9%	8.3%	21.6%	22.6%	18.2%
Quality of customer service you receive from City employees	2.5%	1.7%	6.9%	4.1%	1.9%	3.3%
Effectiveness of City communication with public	2.5%	8.5%	5.6%	9.5%	12.3%	7.9%
Quality of public library	0.0%	6.8%	5.6%	4.1%	2.8%	3.6%
Quality of City cemetery	2.5%	0.0%	0.0%	0.0%	0.9%	0.8%
Quality of senior center	0.0%	0.0%	4.2%	1.4%	8.5%	3.3%
None chosen	7.6%	11.9%	12.5%	12.2%	18.9%	13.3%

Q2. Which THREE of the Major Categories of City Services listed in Question 1 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q2. 3rd choice</u>						
Quality of police, fire, & emergency medical services	1.3%	8.5%	9.7%	8.1%	3.8%	5.9%
Quality of City parks & recreation programs & facilities	19.0%	22.0%	23.6%	10.8%	10.4%	16.4%
Maintenance of City streets, buildings & facilities	15.2%	6.8%	5.6%	2.7%	6.6%	7.4%
Quality of City water & sewer utilities	7.6%	11.9%	13.9%	4.1%	10.4%	9.5%
Enforcement of City codes & ordinances	3.8%	18.6%	5.6%	12.2%	12.3%	10.2%
Quality of customer service you receive from City employees	6.3%	3.4%	5.6%	5.4%	3.8%	4.9%
Effectiveness of City communication with public	25.3%	8.5%	13.9%	20.3%	16.0%	17.1%
Quality of public library	11.4%	0.0%	0.0%	2.7%	1.9%	3.3%
Quality of City cemetery	0.0%	0.0%	0.0%	1.4%	1.9%	0.8%
Quality of senior center	2.5%	3.4%	6.9%	10.8%	7.5%	6.4%
None chosen	7.6%	16.9%	15.3%	21.6%	25.5%	18.2%

Q2. Which THREE of the Major Categories of City Services listed in Question 1 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 3)

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q2. Sum of Top 3 Choices</u>						
Quality of police, fire, & emergency medical services	38.0%	28.8%	33.3%	24.3%	26.4%	29.9%
Quality of City parks & recreation programs & facilities	50.6%	40.7%	44.4%	24.3%	17.9%	34.0%
Maintenance of City streets, buildings & facilities	73.4%	84.7%	73.6%	71.6%	67.0%	72.9%
Quality of City water & sewer utilities	29.1%	33.9%	30.6%	29.7%	21.7%	28.1%
Enforcement of City codes & ordinances	29.1%	37.3%	20.8%	39.2%	37.7%	33.0%
Quality of customer service you receive from City employees	11.4%	5.1%	13.9%	13.5%	8.5%	10.5%
Effectiveness of City communication with public	27.8%	20.3%	23.6%	31.1%	29.2%	26.9%
Quality of public library	12.7%	8.5%	6.9%	9.5%	6.6%	8.7%
Quality of City cemetery	2.5%	0.0%	0.0%	1.4%	2.8%	1.5%
Quality of senior center	2.5%	6.8%	13.9%	13.5%	23.6%	13.0%
None chosen	7.6%	5.1%	11.1%	8.1%	14.2%	10.0%

Q3. PERCEPTIONS. Several items that may influence your perception of the City of Knoxville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q3a. Overall quality of services provided by City of Knoxville

Very Satisfied	9.1%	12.3%	2.8%	11.1%	12.4%	9.7%
Satisfied	39.0%	45.6%	51.4%	52.8%	61.0%	50.9%
Neutral	35.1%	29.8%	27.8%	27.8%	22.9%	28.2%
Dissatisfied	10.4%	12.3%	13.9%	6.9%	2.9%	8.6%
Very Dissatisfied	6.5%	0.0%	4.2%	1.4%	1.0%	2.6%

Q3b. Overall image of City

Very Satisfied	3.8%	1.7%	0.0%	12.5%	7.5%	5.4%
Satisfied	16.5%	29.3%	29.2%	26.4%	43.4%	30.0%
Neutral	34.2%	29.3%	26.4%	36.1%	25.5%	30.0%
Dissatisfied	36.7%	31.0%	33.3%	19.4%	19.8%	27.4%
Very Dissatisfied	8.9%	8.6%	11.1%	5.6%	3.8%	7.2%

Q3. PERCEPTIONS. Several items that may influence your perception of the City of Knoxville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q3c. Overall quality of life in City</u>						
Very Satisfied	6.3%	5.3%	5.6%	16.4%	21.0%	11.9%
Satisfied	44.3%	47.4%	41.7%	47.9%	49.5%	46.5%
Neutral	21.5%	31.6%	27.8%	19.2%	21.9%	23.8%
Dissatisfied	24.1%	12.3%	19.4%	15.1%	7.6%	15.2%
Very Dissatisfied	3.8%	3.5%	5.6%	1.4%	0.0%	2.6%
<u>Q3d. Overall quality of your neighborhood</u>						
Very Satisfied	22.8%	12.1%	18.3%	18.1%	26.0%	20.3%
Satisfied	35.4%	43.1%	49.3%	51.4%	49.0%	45.8%
Neutral	16.5%	25.9%	18.3%	18.1%	18.0%	18.9%
Dissatisfied	25.3%	15.5%	11.3%	8.3%	5.0%	12.6%
Very Dissatisfied	0.0%	3.4%	2.8%	4.2%	2.0%	2.4%

Q3. PERCEPTIONS. Several items that may influence your perception of the City of Knoxville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q3e. Overall quality of new residential development in City</u>						
Very Satisfied	12.0%	7.1%	4.8%	10.8%	9.4%	9.0%
Satisfied	17.3%	19.6%	29.0%	44.6%	37.5%	30.1%
Neutral	44.0%	37.5%	38.7%	29.2%	35.4%	36.9%
Dissatisfied	18.7%	26.8%	14.5%	12.3%	15.6%	17.5%
Very Dissatisfied	8.0%	8.9%	12.9%	3.1%	2.1%	6.5%
<u>Q3f. Overall quality of new commercial development in City</u>						
Very Satisfied	1.3%	5.4%	1.4%	10.3%	6.0%	4.9%
Satisfied	14.7%	10.7%	20.3%	23.5%	22.0%	18.7%
Neutral	44.0%	19.6%	14.5%	29.4%	35.0%	29.5%
Dissatisfied	24.0%	41.1%	31.9%	27.9%	23.0%	28.7%
Very Dissatisfied	16.0%	23.2%	31.9%	8.8%	14.0%	18.2%

Q3. PERCEPTIONS. Several items that may influence your perception of the City of Knoxville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q3g. Overall value that you receive for your City tax dollars & fees

Very Satisfied	1.3%	7.0%	2.9%	8.6%	8.8%	5.8%
Satisfied	26.0%	21.1%	20.0%	28.6%	31.4%	26.0%
Neutral	39.0%	42.1%	31.4%	34.3%	46.1%	39.3%
Dissatisfied	24.7%	15.8%	28.6%	24.3%	8.8%	19.6%
Very Dissatisfied	9.1%	14.0%	17.1%	4.3%	4.9%	9.3%

Q4. LEADERSHIP. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q4a. Overall quality of leadership provided by City's elected officials</u>						
Very Satisfied	8.2%	5.4%	4.4%	14.1%	10.7%	8.9%
Satisfied	31.5%	30.4%	36.8%	28.2%	40.8%	34.2%
Neutral	34.2%	46.4%	35.3%	40.8%	28.2%	35.8%
Dissatisfied	15.1%	10.7%	16.2%	9.9%	18.4%	14.6%
Very Dissatisfied	11.0%	7.1%	7.4%	7.0%	1.9%	6.5%
<u>Q4b. Overall effectiveness of City manager & appointed staff</u>						
Very Satisfied	11.0%	9.1%	7.2%	13.9%	11.7%	10.8%
Satisfied	27.4%	25.5%	27.5%	29.2%	39.8%	30.9%
Neutral	35.6%	38.2%	31.9%	33.3%	27.2%	32.5%
Dissatisfied	13.7%	16.4%	24.6%	12.5%	15.5%	16.4%
Very Dissatisfied	12.3%	10.9%	8.7%	11.1%	5.8%	9.4%

Q5. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q5a. Overall maintenance of City streets</u>						
Very Satisfied	0.0%	1.7%	1.4%	2.7%	7.6%	3.1%
Satisfied	22.1%	22.4%	21.1%	32.9%	31.4%	26.6%
Neutral	32.5%	17.2%	25.4%	23.3%	19.0%	23.4%
Dissatisfied	40.3%	36.2%	26.8%	28.8%	31.4%	32.6%
Very Dissatisfied	5.2%	22.4%	25.4%	12.3%	10.5%	14.3%
<u>Q5b. Maintenance of streets in your neighborhood</u>						
Very Satisfied	7.8%	5.1%	5.6%	6.9%	12.9%	8.2%
Satisfied	31.2%	33.9%	31.0%	37.5%	34.7%	33.7%
Neutral	24.7%	13.6%	25.4%	18.1%	16.8%	19.7%
Dissatisfied	24.7%	35.6%	18.3%	26.4%	27.7%	26.3%
Very Dissatisfied	11.7%	11.9%	19.7%	11.1%	7.9%	12.1%

Q5. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q5c. Maintenance of sidewalks in Knoxville</u>						
Very Satisfied	3.8%	3.4%	1.4%	10.0%	6.9%	5.3%
Satisfied	31.6%	23.7%	21.7%	31.4%	32.4%	28.7%
Neutral	25.3%	25.4%	30.4%	25.7%	31.4%	27.9%
Dissatisfied	21.5%	37.3%	21.7%	25.7%	21.6%	25.0%
Very Dissatisfied	17.7%	10.2%	24.6%	7.1%	7.8%	13.2%
<u>Q5d. Maintenance of traffic signals & street signs</u>						
Very Satisfied	2.6%	5.2%	8.6%	10.0%	11.8%	8.0%
Satisfied	55.8%	50.0%	48.6%	50.0%	44.1%	49.3%
Neutral	35.1%	34.5%	21.4%	22.9%	31.4%	29.2%
Dissatisfied	3.9%	8.6%	10.0%	14.3%	10.8%	9.5%
Very Dissatisfied	2.6%	1.7%	11.4%	2.9%	2.0%	4.0%

Q5. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q5e. Maintenance & preservation of Downtown Knoxville</u>						
Very Satisfied	13.9%	15.3%	12.7%	16.4%	15.2%	14.7%
Satisfied	36.7%	39.0%	35.2%	37.0%	37.1%	37.1%
Neutral	31.6%	22.0%	26.8%	28.8%	26.7%	27.3%
Dissatisfied	16.5%	20.3%	14.1%	11.0%	19.0%	16.2%
Very Dissatisfied	1.3%	3.4%	11.3%	6.8%	1.9%	4.6%
<u>Q5f. Maintenance of City buildings</u>						
Very Satisfied	6.5%	8.8%	15.5%	11.4%	17.5%	12.4%
Satisfied	50.6%	50.9%	45.1%	64.3%	57.3%	54.0%
Neutral	29.9%	29.8%	32.4%	21.4%	23.3%	27.0%
Dissatisfied	3.9%	8.8%	2.8%	1.4%	1.9%	3.4%
Very Dissatisfied	9.1%	1.8%	4.2%	1.4%	0.0%	3.2%

Q5. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q5g. Snow removal on major City streets</u>						
Very Satisfied	20.8%	17.2%	11.4%	25.0%	22.9%	19.8%
Satisfied	49.4%	50.0%	55.7%	50.0%	56.2%	52.7%
Neutral	10.4%	19.0%	12.9%	11.1%	16.2%	13.8%
Dissatisfied	9.1%	10.3%	11.4%	9.7%	4.8%	8.6%
Very Dissatisfied	10.4%	3.4%	8.6%	4.2%	0.0%	5.0%
<u>Q5h. Snow removal on neighborhood streets</u>						
Very Satisfied	13.0%	12.3%	7.4%	23.9%	21.2%	16.1%
Satisfied	42.9%	40.4%	50.0%	43.7%	50.5%	46.1%
Neutral	26.0%	29.8%	14.7%	11.3%	17.2%	19.3%
Dissatisfied	10.4%	15.8%	14.7%	14.1%	11.1%	12.9%
Very Dissatisfied	7.8%	1.8%	13.2%	7.0%	0.0%	5.6%

Q5. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q5i. Mowing & trimming on City properties & other public areas</u>						
Very Satisfied	21.5%	22.0%	9.9%	22.5%	19.2%	19.0%
Satisfied	49.4%	57.6%	64.8%	56.3%	49.5%	54.9%
Neutral	24.1%	18.6%	16.9%	11.3%	24.2%	19.5%
Dissatisfied	2.5%	1.7%	4.2%	4.2%	6.1%	4.0%
Very Dissatisfied	2.5%	0.0%	4.2%	5.6%	1.0%	2.6%
<u>Q5j. Overall cleanliness of City streets & other public areas</u>						
Very Satisfied	10.1%	11.9%	8.5%	15.1%	8.7%	10.6%
Satisfied	46.8%	62.7%	50.7%	53.4%	54.8%	53.5%
Neutral	29.1%	18.6%	28.2%	24.7%	24.0%	25.1%
Dissatisfied	11.4%	6.8%	7.0%	6.8%	12.5%	9.3%
Very Dissatisfied	2.5%	0.0%	5.6%	0.0%	0.0%	1.6%

Q5. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q5k. Adequacy of City street lighting</u>						
Very Satisfied	8.9%	8.5%	4.2%	12.3%	8.6%	8.5%
Satisfied	39.2%	54.2%	40.8%	47.9%	50.5%	46.4%
Neutral	22.8%	16.9%	19.7%	20.5%	22.9%	21.1%
Dissatisfied	26.6%	16.9%	23.9%	17.8%	17.1%	20.4%
Very Dissatisfied	2.5%	3.4%	11.3%	1.4%	1.0%	3.6%
<u>Q5l. Maintenance of curbs & gutters on City streets</u>						
Very Satisfied	5.2%	6.8%	5.6%	11.0%	7.8%	7.3%
Satisfied	46.8%	45.8%	45.1%	38.4%	50.5%	45.6%
Neutral	35.1%	32.2%	23.9%	23.3%	28.2%	28.4%
Dissatisfied	7.8%	11.9%	18.3%	21.9%	10.7%	14.1%
Very Dissatisfied	5.2%	3.4%	7.0%	5.5%	2.9%	4.7%

Q6. Which TWO of the City Maintenance services listed in Question 5 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q6. Top choice</u>						
Maintenance of City streets	38.0%	42.4%	34.7%	36.5%	36.8%	37.3%
Maintenance of streets in your neighborhood	8.9%	6.8%	4.2%	6.8%	5.7%	6.4%
Maintenance of sidewalks in Knoxville	7.6%	11.9%	19.4%	12.2%	16.0%	13.6%
Maintenance of traffic signals & street signs	0.0%	0.0%	1.4%	2.7%	2.8%	1.5%
Maintenance & preservation of Downtown Knoxville	5.1%	8.5%	8.3%	12.2%	7.5%	8.2%
Maintenance of City buildings	13.9%	3.4%	2.8%	2.7%	0.0%	4.3%
Snow removal on major City streets	3.8%	6.8%	6.9%	5.4%	0.9%	4.3%
Snow removal on neighborhood streets	10.1%	1.7%	2.8%	8.1%	3.8%	5.4%
Overall cleanliness of City streets & other public areas	0.0%	3.4%	4.2%	0.0%	5.7%	2.8%
Adequacy of City street lighting	10.1%	3.4%	5.6%	4.1%	5.7%	5.9%
Maintenance of curbs & gutters on City streets	0.0%	3.4%	1.4%	1.4%	2.8%	1.8%
None chosen	2.5%	8.5%	8.3%	8.1%	12.3%	8.4%

Q6. Which TWO of the City Maintenance services listed in Question 5 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	

Q6. 2nd choice

Maintenance of City streets	7.6%	13.6%	13.9%	13.5%	6.6%	10.5%
Maintenance of streets in your neighborhood	8.9%	15.3%	12.5%	12.2%	16.0%	13.0%
Maintenance of sidewalks in Knoxville	13.9%	10.2%	13.9%	8.1%	7.5%	10.5%
Maintenance of traffic signals & street signs	2.5%	1.7%	4.2%	4.1%	1.9%	2.8%
Maintenance & preservation of Downtown Knoxville	5.1%	11.9%	11.1%	5.4%	12.3%	9.2%
Maintenance of City buildings	7.6%	1.7%	5.6%	13.5%	7.5%	7.4%
Snow removal on major City streets	12.7%	1.7%	2.8%	6.8%	7.5%	6.6%
Snow removal on neighborhood streets	11.4%	5.1%	5.6%	5.4%	2.8%	5.9%
Mowing & trimming on City properties & other public areas	2.5%	0.0%	2.8%	1.4%	2.8%	2.0%
Overall cleanliness of City streets & other public areas	6.3%	5.1%	5.6%	0.0%	6.6%	4.9%
Adequacy of City street lighting	8.9%	11.9%	11.1%	8.1%	8.5%	9.5%
Maintenance of curbs & gutters on City streets	5.1%	10.2%	1.4%	10.8%	3.8%	5.9%
None chosen	7.6%	11.9%	9.7%	10.8%	16.0%	11.8%

Q6. Which TWO of the City Maintenance services listed in Question 5 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	

Q6. Sum of Top 2 Choices

Maintenance of City streets	45.6%	55.9%	48.6%	50.0%	43.4%	47.8%
Maintenance of streets in your neighborhood	17.7%	22.0%	16.7%	18.9%	21.7%	19.4%
Maintenance of sidewalks in Knoxville	21.5%	22.0%	33.3%	20.3%	23.6%	24.0%
Maintenance of traffic signals & street signs	2.5%	1.7%	5.6%	6.8%	4.7%	4.3%
Maintenance & preservation of Downtown Knoxville	10.1%	20.3%	19.4%	17.6%	19.8%	17.4%
Maintenance of City buildings	21.5%	5.1%	8.3%	16.2%	7.5%	11.8%
Snow removal on major City streets	16.5%	8.5%	9.7%	12.2%	8.5%	11.0%
Snow removal on neighborhood streets	21.5%	6.8%	8.3%	13.5%	6.6%	11.3%
Mowing & trimming on City properties & other public areas	2.5%	0.0%	2.8%	1.4%	2.8%	2.0%
Overall cleanliness of City streets & other public areas	6.3%	8.5%	9.7%	0.0%	12.3%	7.7%
Adequacy of City street lighting	19.0%	15.3%	16.7%	12.2%	14.2%	15.3%
Maintenance of curbs & gutters on City streets	5.1%	13.6%	2.8%	12.2%	6.6%	7.7%
None chosen	2.5%	8.5%	8.3%	8.1%	12.3%	8.4%

Q7. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q7a. Drainage of rain water off streets near your residence</u>						
Very Satisfied	15.6%	23.7%	22.9%	19.2%	22.9%	20.8%
Satisfied	50.6%	44.1%	54.3%	49.3%	56.2%	51.4%
Neutral	14.3%	13.6%	12.9%	16.4%	9.5%	13.0%
Dissatisfied	13.0%	6.8%	8.6%	12.3%	10.5%	10.4%
Very Dissatisfied	6.5%	11.9%	1.4%	2.7%	1.0%	4.4%
<u>Q7b. Drainage of rain water off other streets you use in Knoxville</u>						
Very Satisfied	14.9%	13.6%	11.3%	8.5%	14.7%	12.7%
Satisfied	43.2%	39.0%	45.1%	45.1%	45.1%	43.7%
Neutral	29.7%	30.5%	29.6%	23.9%	25.5%	27.5%
Dissatisfied	8.1%	11.9%	12.7%	21.1%	13.7%	13.5%
Very Dissatisfied	4.1%	5.1%	1.4%	1.4%	1.0%	2.6%

Q7. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q7c. Drainage of rain water off properties in your neighborhood

Very Satisfied	16.0%	16.9%	19.7%	12.3%	16.7%	16.3%
Satisfied	44.0%	39.0%	54.9%	42.5%	51.0%	46.7%
Neutral	25.3%	25.4%	15.5%	23.3%	18.6%	21.5%
Dissatisfied	10.7%	6.8%	7.0%	13.7%	9.8%	9.7%
Very Dissatisfied	4.0%	11.9%	2.8%	8.2%	3.9%	5.8%

Q8. Would you be willing to pay a stormwater utility fee to be used for stormwater management projects?

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q8. Willing to pay a stormwater utility fee to be used for stormwater management projects

Yes	10.1%	23.7%	11.1%	21.6%	15.1%	15.9%
No	87.3%	76.3%	84.7%	75.7%	81.1%	81.3%
Not provided	2.5%	0.0%	4.2%	2.7%	3.8%	2.8%

Q9. CUSTOMER SERVICE. Have you interacted with (call, on-line or visit) the City with a question, problem or complaint during the past year?

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q9. Interacted with City with a question, problem or complaint during past year

Yes	41.8%	42.4%	54.2%	39.2%	32.1%	40.9%
No	58.2%	57.6%	45.8%	60.8%	67.9%	59.1%

Q9a. (If YES to Question 9) Which Department did you contact most recently?

N=160

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	

Q9a. Which Department

Street Maintenance	9.1%	24.0%	15.4%	24.1%	11.8%	16.3%
Cemetery	0.0%	0.0%	2.6%	0.0%	0.0%	0.6%
Wastewater	21.2%	8.0%	2.6%	3.4%	5.9%	8.1%
Police	33.3%	28.0%	25.6%	10.3%	38.2%	27.5%
Parks & Recreation	12.1%	24.0%	7.7%	3.4%	0.0%	8.8%
Fire	0.0%	0.0%	2.6%	0.0%	5.9%	1.9%
City Hall	27.3%	28.0%	53.8%	48.3%	38.2%	40.0%
Library	12.1%	0.0%	2.6%	3.4%	14.7%	6.9%
Other	12.1%	12.0%	5.1%	13.8%	23.5%	13.1%
None chosen	0.0%	0.0%	0.0%	3.4%	0.0%	0.6%

Q9b. (If YES to Question 9) How easy was it to contact the person you needed to reach in the Department you listed in Q9a?

N=160

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q9b. How easy was it to contact the person you needed to reach

Very Easy	48.5%	40.0%	56.4%	55.2%	47.1%	50.0%
Somewhat Easy	21.2%	44.0%	20.5%	17.2%	29.4%	25.6%
Difficult	12.1%	12.0%	10.3%	13.8%	11.8%	11.9%
Very Difficult	18.2%	4.0%	12.8%	10.3%	8.8%	11.3%
Don't Know	0.0%	0.0%	0.0%	3.4%	2.9%	1.3%

Q9c. (If YES to Question 9) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=160	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q9c-1. They were courteous & polite</u>						
Always	51.5%	40.0%	42.1%	53.6%	68.8%	51.3%
Usually	24.2%	40.0%	42.1%	35.7%	12.5%	30.8%
Sometimes	15.2%	16.0%	7.9%	3.6%	15.6%	11.5%
Seldom	6.1%	0.0%	7.9%	3.6%	3.1%	4.5%
Never	3.0%	4.0%	0.0%	3.6%	0.0%	1.9%
<u>Q9c-2. They gave prompt, accurate, & complete answers to questions</u>						
Always	51.5%	28.0%	36.8%	42.9%	50.0%	42.3%
Usually	6.1%	32.0%	26.3%	32.1%	18.8%	22.4%
Sometimes	30.3%	20.0%	18.4%	14.3%	15.6%	19.9%
Seldom	3.0%	4.0%	10.5%	7.1%	15.6%	8.3%
Never	9.1%	16.0%	7.9%	3.6%	0.0%	7.1%

Q9c. (If YES to Question 9) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=160	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	

Q9c-3. They did what they said they would do in a timely manner

Always	39.4%	29.2%	37.8%	37.0%	46.7%	38.4%
Usually	24.2%	29.2%	21.6%	33.3%	23.3%	25.8%
Sometimes	24.2%	16.7%	21.6%	14.8%	23.3%	20.5%
Seldom	9.1%	16.7%	5.4%	7.4%	0.0%	7.3%
Never	3.0%	8.3%	13.5%	7.4%	6.7%	7.9%

Q9c-4. They helped you resolve an issue

Always	45.5%	29.2%	39.5%	37.0%	48.4%	40.5%
Usually	18.2%	25.0%	18.4%	25.9%	6.5%	18.3%
Sometimes	12.1%	25.0%	13.2%	14.8%	12.9%	15.0%
Seldom	15.2%	0.0%	13.2%	11.1%	9.7%	10.5%
Never	9.1%	20.8%	15.8%	11.1%	22.6%	15.7%

Q10. RATINGS OF THE CITY. Please rate Knoxville on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q10a. As a place to live</u>						
Excellent	11.4%	18.6%	14.3%	17.8%	25.5%	18.0%
Good	51.9%	45.8%	50.0%	56.2%	55.9%	52.6%
Neutral	15.2%	16.9%	14.3%	11.0%	13.7%	14.1%
Below Average	17.7%	15.3%	18.6%	12.3%	4.9%	13.0%
Poor	3.8%	3.4%	2.9%	2.7%	0.0%	2.3%
<u>Q10b. As a place to raise children</u>						
Excellent	11.7%	19.3%	14.3%	21.1%	22.3%	17.8%
Good	51.9%	42.1%	45.7%	52.1%	59.6%	51.4%
Neutral	11.7%	24.6%	20.0%	14.1%	14.9%	16.5%
Below Average	13.0%	8.8%	11.4%	11.3%	3.2%	9.2%
Poor	11.7%	5.3%	8.6%	1.4%	0.0%	5.1%

Q10. RATINGS OF THE CITY. Please rate Knoxville on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q10c. As a place to work</u>						
Excellent	12.0%	14.0%	5.8%	16.7%	18.9%	13.8%
Good	42.7%	35.1%	31.9%	31.9%	43.2%	37.4%
Neutral	16.0%	22.8%	24.6%	26.4%	27.4%	23.8%
Below Average	17.3%	17.5%	17.4%	19.4%	10.5%	16.0%
Poor	12.0%	10.5%	20.3%	5.6%	0.0%	8.9%
<u>Q10d. As a place where you would buy your next home</u>						
Excellent	14.3%	17.2%	10.3%	16.7%	19.8%	15.8%
Good	24.7%	25.9%	26.5%	34.7%	42.9%	31.6%
Neutral	33.8%	19.0%	26.5%	25.0%	27.5%	27.0%
Below Average	10.4%	19.0%	20.6%	13.9%	6.6%	13.4%
Poor	16.9%	19.0%	16.2%	9.7%	3.3%	12.3%

Q10. RATINGS OF THE CITY. Please rate Knoxville on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q10e. As a place to retire</u>						
Excellent	9.1%	10.5%	10.4%	18.1%	23.7%	15.1%
Good	32.5%	21.1%	26.9%	33.3%	46.4%	33.7%
Neutral	22.1%	36.8%	16.4%	25.0%	19.6%	23.2%
Below Average	19.5%	17.5%	20.9%	13.9%	7.2%	15.1%
Poor	16.9%	14.0%	25.4%	9.7%	3.1%	12.9%

Q11. LIBRARY SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q11a. Overall quality of available materials</u>						
Very Satisfied	33.9%	25.0%	22.6%	23.4%	30.6%	27.6%
Satisfied	41.9%	56.8%	52.8%	60.9%	50.6%	52.3%
Neutral	21.0%	15.9%	20.8%	15.6%	17.6%	18.2%
Dissatisfied	3.2%	2.3%	3.8%	0.0%	0.0%	1.6%
Very Dissatisfied	0.0%	0.0%	0.0%	0.0%	1.2%	0.3%
<u>Q11b. Overall quality & quantity of programs for children</u>						
Very Satisfied	40.3%	27.5%	24.1%	32.1%	30.4%	31.2%
Satisfied	37.1%	40.0%	53.7%	46.4%	40.5%	43.5%
Neutral	14.5%	25.0%	18.5%	21.4%	29.1%	21.9%
Dissatisfied	8.1%	7.5%	1.9%	0.0%	0.0%	3.1%
Very Dissatisfied	0.0%	0.0%	1.9%	0.0%	0.0%	0.3%

Q11. LIBRARY SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q11c. Overall quality & quantity of programs for teens</u>						
Very Satisfied	23.5%	17.6%	22.9%	18.4%	23.0%	21.4%
Satisfied	27.5%	20.6%	39.6%	34.7%	37.8%	33.5%
Neutral	27.5%	41.2%	29.2%	42.9%	37.8%	35.4%
Dissatisfied	21.6%	11.8%	6.3%	2.0%	0.0%	7.4%
Very Dissatisfied	0.0%	8.8%	2.1%	2.0%	1.4%	2.3%
<u>Q11d. Overall quality & quantity of programs for adults</u>						
Very Satisfied	21.8%	19.4%	22.0%	20.0%	25.9%	22.4%
Satisfied	30.9%	30.6%	48.0%	50.9%	48.1%	43.0%
Neutral	32.7%	38.9%	24.0%	27.3%	24.7%	28.5%
Dissatisfied	14.5%	8.3%	4.0%	1.8%	1.2%	5.4%
Very Dissatisfied	0.0%	2.8%	2.0%	0.0%	0.0%	0.7%

Q11. LIBRARY SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	

Q11e. Overall helpfulness of library staff

Very Satisfied	48.3%	51.1%	40.7%	40.3%	44.9%	45.0%
Satisfied	37.9%	40.0%	42.6%	48.4%	40.4%	41.7%
Neutral	13.8%	8.9%	16.7%	11.3%	14.6%	13.3%

Q11f. Overall quality of space available for library

Very Satisfied	32.3%	26.7%	29.6%	19.7%	20.5%	25.2%
Satisfied	33.9%	42.2%	38.9%	45.9%	52.3%	43.5%
Neutral	21.0%	17.8%	20.4%	24.6%	20.5%	21.0%
Dissatisfied	12.9%	11.1%	11.1%	9.8%	5.7%	9.7%
Very Dissatisfied	0.0%	2.2%	0.0%	0.0%	1.1%	0.6%

Q12. Which TWO of the Library items listed in Question 11 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	

Q12. Top choice

Quality of available materials	11.4%	16.9%	25.0%	14.9%	15.1%	16.4%
Quality & quantity of programs for children	17.7%	20.3%	9.7%	12.2%	11.3%	13.8%
Quality & quantity of programs for teens	10.1%	10.2%	6.9%	6.8%	5.7%	7.7%
Quality & quantity of programs for adults	2.5%	0.0%	0.0%	10.8%	5.7%	4.1%
Helpfulness of library staff	2.5%	1.7%	0.0%	1.4%	0.9%	1.3%
Quality of space available for library	26.6%	13.6%	13.9%	16.2%	19.8%	18.4%
None chosen	29.1%	37.3%	44.4%	37.8%	41.5%	38.4%

Q12. Which TWO of the Library items listed in Question 11 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q12. 2nd choice</u>						
Quality of available materials	19.0%	11.9%	19.4%	17.6%	16.0%	16.9%
Quality & quantity of programs for children	16.5%	11.9%	11.1%	5.4%	7.5%	10.2%
Quality & quantity of programs for teens	16.5%	15.3%	4.2%	9.5%	7.5%	10.2%
Quality & quantity of programs for adults	12.7%	3.4%	12.5%	6.8%	10.4%	9.5%
Helpfulness of library staff	0.0%	1.7%	2.8%	2.7%	3.8%	2.3%
Quality of space available for library	3.8%	10.2%	5.6%	17.6%	6.6%	8.4%
None chosen	31.6%	45.8%	44.4%	40.5%	48.1%	42.5%

Q12. Which TWO of the Library items listed in Question 11 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q12. Sum of Top 2 Choices

Quality of available materials	30.4%	28.8%	44.4%	32.4%	31.1%	33.2%
Quality & quantity of programs for children	34.2%	32.2%	20.8%	17.6%	18.9%	24.0%
Quality & quantity of programs for teens	26.6%	25.4%	11.1%	16.2%	13.2%	17.9%
Quality & quantity of programs for adults	15.2%	3.4%	12.5%	17.6%	16.0%	13.6%
Helpfulness of library staff	2.5%	3.4%	2.8%	4.1%	4.7%	3.6%
Quality of space available for library	30.4%	23.7%	19.4%	33.8%	26.4%	26.9%
None chosen	29.1%	37.3%	44.4%	37.8%	41.5%	38.4%

Q13. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q13a. Enforcing clean-up of debris on private property</u>						
Very Satisfied	7.0%	3.5%	4.3%	5.6%	9.2%	6.3%
Satisfied	21.1%	24.6%	23.2%	23.6%	11.2%	19.9%
Neutral	19.7%	22.8%	21.7%	29.2%	26.5%	24.3%
Dissatisfied	35.2%	24.6%	29.0%	30.6%	35.7%	31.6%
Very Dissatisfied	16.9%	24.6%	21.7%	11.1%	17.3%	18.0%
<u>Q13b. Enforcing mowing & cutting of weeds on private property</u>						
Very Satisfied	7.0%	3.6%	4.3%	11.4%	6.2%	6.6%
Satisfied	18.3%	28.6%	30.0%	25.7%	22.7%	24.7%
Neutral	23.9%	28.6%	25.7%	34.3%	30.9%	28.8%
Dissatisfied	39.4%	21.4%	21.4%	20.0%	32.0%	27.5%
Very Dissatisfied	11.3%	17.9%	18.6%	8.6%	8.2%	12.4%

Q13. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q13c. Enforcing exterior maintenance of residential property</u>						
Very Satisfied	7.2%	3.6%	5.8%	5.6%	5.2%	5.5%
Satisfied	17.4%	18.2%	20.3%	16.9%	16.5%	17.7%
Neutral	14.5%	20.0%	23.2%	42.3%	42.3%	29.9%
Dissatisfied	39.1%	38.2%	26.1%	26.8%	25.8%	30.5%
Very Dissatisfied	21.7%	20.0%	24.6%	8.5%	10.3%	16.3%
<u>Q13d. Enforcing exterior maintenance of business property</u>						
Very Satisfied	10.1%	1.9%	2.9%	8.7%	5.4%	6.0%
Satisfied	23.2%	28.3%	27.5%	27.5%	22.8%	25.6%
Neutral	24.6%	37.7%	31.9%	39.1%	46.7%	36.6%
Dissatisfied	24.6%	15.1%	20.3%	20.3%	15.2%	19.0%
Very Dissatisfied	17.4%	17.0%	17.4%	4.3%	9.8%	12.8%

Q13. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q13e. Enforcing snow removal on sidewalks</u>						
Very Satisfied	9.9%	1.9%	7.4%	8.7%	11.2%	8.3%
Satisfied	25.4%	31.5%	29.4%	34.8%	33.7%	31.1%
Neutral	35.2%	40.7%	22.1%	29.0%	30.6%	31.1%
Dissatisfied	22.5%	13.0%	26.5%	17.4%	20.4%	20.3%
Very Dissatisfied	7.0%	13.0%	14.7%	10.1%	4.1%	9.2%
<u>Q13f. Quality of animal control</u>						
Very Satisfied	16.7%	11.5%	7.4%	7.8%	13.5%	11.6%
Satisfied	34.8%	38.5%	35.3%	29.7%	29.2%	32.9%
Neutral	22.7%	28.8%	32.4%	43.8%	32.3%	32.1%
Dissatisfied	13.6%	7.7%	16.2%	9.4%	15.6%	13.0%
Very Dissatisfied	12.1%	13.5%	8.8%	9.4%	9.4%	10.4%

Q14. Which TWO of the Code Enforcement Services listed in Question 13 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q14. Top choice

Enforcing clean-up of debris on private property	29.1%	33.9%	26.4%	39.2%	43.4%	35.0%
Enforcing mowing & cutting of weeds on private property	15.2%	6.8%	9.7%	4.1%	8.5%	9.0%
Enforcing exterior maintenance of residential property	11.4%	13.6%	16.7%	9.5%	9.4%	11.8%
Enforcing exterior maintenance of business property	15.2%	16.9%	12.5%	9.5%	4.7%	11.0%
Enforcing snow removal on sidewalks	6.3%	5.1%	11.1%	10.8%	6.6%	7.9%
Quality of animal control	12.7%	10.2%	6.9%	13.5%	8.5%	10.2%
None chosen	10.1%	13.6%	16.7%	13.5%	18.9%	15.1%

Q14. Which TWO of the Code Enforcement Services listed in Question 13 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q14. 2nd choice

Enforcing clean-up of debris on private property	8.9%	15.3%	12.5%	13.5%	14.2%	12.8%
Enforcing mowing & cutting of weeds on private property	17.7%	13.6%	16.7%	16.2%	18.9%	16.9%
Enforcing exterior maintenance of residential property	24.1%	22.0%	22.2%	14.9%	18.9%	20.2%
Enforcing exterior maintenance of business property	13.9%	13.6%	9.7%	17.6%	6.6%	11.8%
Enforcing snow removal on sidewalks	8.9%	10.2%	12.5%	10.8%	8.5%	10.0%
Quality of animal control	6.3%	6.8%	6.9%	6.8%	11.3%	7.9%
None chosen	20.3%	18.6%	19.4%	20.3%	21.7%	20.5%

Q14. Which TWO of the Code Enforcement Services listed in Question 13 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q14. Sum of Top 2 Choices

Enforcing clean-up of debris on private property	38.0%	49.2%	38.9%	52.7%	57.5%	47.8%
Enforcing mowing & cutting of weeds on private property	32.9%	20.3%	26.4%	20.3%	27.4%	25.8%
Enforcing exterior maintenance of residential property	35.4%	35.6%	38.9%	24.3%	28.3%	32.0%
Enforcing exterior maintenance of business property	29.1%	30.5%	22.2%	27.0%	11.3%	22.8%
Enforcing snow removal on sidewalks	15.2%	15.3%	23.6%	21.6%	15.1%	17.9%
Quality of animal control	19.0%	16.9%	13.9%	20.3%	19.8%	18.2%
None chosen	10.1%	13.6%	16.7%	13.5%	18.9%	15.1%

Q15. COMMUNICATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Knoxville: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q15a. Availability of information about City programs & services</u>						
Very Satisfied	6.7%	7.1%	4.6%	11.3%	10.5%	8.3%
Satisfied	37.3%	30.4%	35.4%	42.3%	30.5%	35.0%
Neutral	32.0%	42.9%	43.1%	28.2%	42.1%	37.5%
Dissatisfied	21.3%	16.1%	10.8%	14.1%	14.7%	15.7%
Very Dissatisfied	2.7%	3.6%	6.2%	4.2%	2.1%	3.6%
<u>Q15b. City efforts to keep you informed about local issues</u>						
Very Satisfied	9.3%	5.3%	4.5%	9.7%	9.1%	7.8%
Satisfied	38.7%	36.8%	35.8%	38.9%	35.4%	36.9%
Neutral	28.0%	35.1%	38.8%	36.1%	39.4%	35.6%
Dissatisfied	21.3%	15.8%	16.4%	11.1%	12.1%	15.4%
Very Dissatisfied	2.7%	7.0%	4.5%	4.2%	4.0%	4.3%

Q15. COMMUNICATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Knoxville: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q15c. Level of public involvement in local decision making</u>						
Very Satisfied	4.1%	3.6%	4.5%	6.2%	6.3%	5.1%
Satisfied	28.8%	23.2%	22.7%	21.5%	14.6%	21.6%
Neutral	32.9%	42.9%	33.3%	44.6%	55.2%	42.7%
Dissatisfied	30.1%	25.0%	28.8%	16.9%	18.8%	23.6%
Very Dissatisfied	4.1%	5.4%	10.6%	10.8%	5.2%	7.0%
<u>Q15d. Quality of City's website</u>						
Very Satisfied	12.9%	9.1%	6.8%	16.9%	7.1%	10.5%
Satisfied	33.9%	34.1%	25.4%	25.4%	20.0%	27.2%
Neutral	41.9%	38.6%	49.2%	52.5%	65.7%	50.7%
Dissatisfied	4.8%	18.2%	11.9%	3.4%	4.3%	7.8%
Very Dissatisfied	6.5%	0.0%	6.8%	1.7%	2.9%	3.7%

Q15. COMMUNICATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Knoxville: (without "don't know")

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q15e. Quality of City's Recreation Program Guide

Very Satisfied	12.9%	10.4%	11.3%	10.5%	12.0%	11.5%
Satisfied	30.6%	41.7%	46.8%	40.4%	33.3%	38.2%
Neutral	43.5%	37.5%	33.9%	42.1%	46.7%	41.1%
Dissatisfied	6.5%	6.3%	1.6%	3.5%	6.7%	4.9%
Very Dissatisfied	6.5%	4.2%	6.5%	3.5%	1.3%	4.3%

Q16. Which of the following types of information would you be MOST interested in having the City of Knoxville include in communications?

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q16. Which types of information would you be most interested

Traffic improvements	10.1%	3.4%	6.9%	6.8%	7.5%	7.2%
New development in City	46.8%	47.5%	43.1%	45.9%	44.3%	45.5%
City events	38.0%	33.9%	37.5%	37.8%	23.6%	33.5%
Knoxville history	7.6%	0.0%	4.2%	5.4%	6.6%	5.1%
City codes & regulations	27.8%	22.0%	27.8%	29.7%	31.1%	28.4%
Other	0.0%	1.7%	2.8%	2.7%	9.4%	3.8%
None chosen	0.0%	5.1%	1.4%	4.1%	6.6%	3.6%

Q17. Which of the following are your primary sources of information about the City's programs, services, and events?

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q17. Your primary sources of information about City's programs, services, & events

City website via home computer (desktop, laptop)	12.7%	18.6%	29.2%	23.0%	15.1%	19.2%
City website via mobile device (phone, tablet)	7.6%	10.2%	9.7%	5.4%	4.7%	7.2%
Newspaper	53.2%	66.1%	58.3%	63.5%	80.2%	65.2%
Public meetings	0.0%	5.1%	5.6%	14.9%	4.7%	5.9%
Radio news programs	49.4%	30.5%	45.8%	55.4%	58.5%	49.4%
City's Facebook page	26.6%	28.8%	12.5%	5.4%	3.8%	14.3%
Word of mouth (friends, neighbors)	53.2%	67.8%	62.5%	55.4%	56.6%	58.6%
City emails (Notify Me)	5.1%	0.0%	2.8%	2.7%	2.8%	2.8%
Other	13.9%	6.8%	6.9%	6.8%	4.7%	7.7%
None chosen	2.5%	0.0%	1.4%	4.1%	2.8%	2.3%

Q18. FEELING OF SAFETY. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q18a. In your neighborhood during the day</u>						
Very Safe	49.4%	59.3%	43.7%	54.2%	59.6%	53.6%
Safe	37.7%	33.9%	47.9%	37.5%	36.5%	38.5%
Neutral	11.7%	5.1%	7.0%	6.9%	3.8%	6.8%
Unsafe	1.3%	1.7%	0.0%	1.4%	0.0%	0.8%
Very Unsafe	0.0%	0.0%	1.4%	0.0%	0.0%	0.3%
<u>Q18b. In your neighborhood at night</u>						
Very Safe	25.3%	35.6%	21.1%	34.7%	37.9%	31.4%
Safe	38.0%	40.7%	50.7%	45.8%	48.5%	44.9%
Neutral	21.5%	11.9%	16.9%	12.5%	9.7%	14.3%
Unsafe	11.4%	11.9%	9.9%	5.6%	3.9%	8.1%
Very Unsafe	3.8%	0.0%	1.4%	1.4%	0.0%	1.3%

Q18. FEELING OF SAFETY. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q18c. In City parks</u>						
Very Safe	26.0%	26.8%	13.2%	22.4%	20.2%	21.5%
Safe	23.3%	37.5%	44.1%	46.3%	36.0%	37.0%
Neutral	39.7%	21.4%	29.4%	19.4%	39.3%	31.1%
Unsafe	8.2%	12.5%	10.3%	9.0%	4.5%	8.5%
Very Unsafe	2.7%	1.8%	2.9%	3.0%	0.0%	2.0%
<u>Q18d. Overall feeling of safety in Knoxville</u>						
Very Safe	21.5%	23.7%	16.9%	26.4%	26.7%	23.3%
Safe	44.3%	61.0%	54.9%	56.9%	56.2%	54.3%
Neutral	25.3%	10.2%	18.3%	15.3%	15.2%	17.3%
Unsafe	5.1%	5.1%	9.9%	1.4%	1.9%	4.4%
Very Unsafe	3.8%	0.0%	0.0%	0.0%	0.0%	0.8%

Q19. PARKS AND FACILITIES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q19a. Maintenance of City parks</u>						
Very Satisfied	24.7%	12.1%	13.0%	26.8%	26.5%	21.4%
Satisfied	44.2%	63.8%	62.3%	56.3%	56.1%	56.1%
Neutral	13.0%	17.2%	17.4%	11.3%	17.3%	15.2%
Dissatisfied	15.6%	5.2%	7.2%	1.4%	0.0%	5.6%
Very Dissatisfied	2.6%	1.7%	0.0%	4.2%	0.0%	1.6%
<u>Q19b. Number of City parks</u>						
Very Satisfied	19.5%	12.1%	10.1%	27.1%	24.7%	19.3%
Satisfied	33.8%	58.6%	55.1%	50.0%	54.8%	50.3%
Neutral	28.6%	17.2%	26.1%	12.9%	12.9%	19.3%
Dissatisfied	18.2%	8.6%	5.8%	7.1%	5.4%	9.0%
Very Dissatisfied	0.0%	3.4%	2.9%	2.9%	2.2%	2.2%

Q19. PARKS AND FACILITIES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q19c. Number of walking & biking trails</u>						
Very Satisfied	6.3%	10.7%	7.4%	15.4%	13.2%	10.6%
Satisfied	10.1%	7.1%	26.5%	29.2%	27.5%	20.6%
Neutral	19.0%	17.9%	13.2%	30.8%	34.1%	23.6%
Dissatisfied	45.6%	33.9%	36.8%	12.3%	13.2%	28.1%
Very Dissatisfied	19.0%	30.4%	16.2%	12.3%	12.1%	17.2%
<u>Q19d. Maintenance of walking & biking trails</u>						
Very Satisfied	6.8%	12.0%	8.1%	18.8%	15.3%	12.2%
Satisfied	35.6%	34.0%	40.3%	45.3%	32.9%	37.6%
Neutral	37.0%	44.0%	37.1%	29.7%	43.5%	38.2%
Dissatisfied	15.1%	4.0%	12.9%	3.1%	3.5%	7.8%
Very Dissatisfied	5.5%	6.0%	1.6%	3.1%	4.7%	4.2%

Q19. PARKS AND FACILITIES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q19e. Quality of outdoor athletic fields</u>						
Very Satisfied	16.9%	14.8%	4.6%	20.3%	21.2%	15.9%
Satisfied	46.8%	46.3%	50.8%	51.6%	45.9%	48.0%
Neutral	26.0%	18.5%	27.7%	17.2%	31.8%	25.1%
Dissatisfied	6.5%	14.8%	12.3%	6.3%	0.0%	7.2%
Very Dissatisfied	3.9%	5.6%	4.6%	4.7%	1.2%	3.8%
<u>Q19f. Condition of restrooms in public parks</u>						
Very Satisfied	3.2%	8.2%	4.7%	12.1%	8.6%	7.4%
Satisfied	17.5%	12.2%	29.7%	24.2%	25.9%	22.5%
Neutral	27.0%	30.6%	26.6%	39.4%	40.7%	33.6%
Dissatisfied	31.7%	40.8%	25.0%	13.6%	21.0%	25.3%
Very Dissatisfied	20.6%	8.2%	14.1%	10.6%	3.7%	11.1%

Q20. Which TWO of the Park and Facilities listed above in Question 19 do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q20. Top choice

Maintenance of City parks	8.9%	10.2%	6.9%	17.6%	18.9%	13.0%
Number of City parks	5.1%	0.0%	4.2%	4.1%	4.7%	3.8%
Number of walking & biking trails	41.8%	50.8%	38.9%	24.3%	22.6%	34.3%
Maintenance of walking & biking trails	0.0%	1.7%	0.0%	6.8%	1.9%	2.0%
Quality of outdoor athletic fields	13.9%	6.8%	11.1%	9.5%	7.5%	9.7%
Condition of restrooms in public parks	25.3%	25.4%	20.8%	18.9%	20.8%	22.0%
None chosen	5.1%	5.1%	18.1%	18.9%	23.6%	15.1%

Q20. Which TWO of the Park and Facilities listed above in Question 19 do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q20. 2nd choice

Maintenance of City parks	13.9%	10.2%	8.3%	13.5%	7.5%	10.5%
Number of City parks	17.7%	13.6%	4.2%	2.7%	4.7%	8.2%
Number of walking & biking trails	22.8%	11.9%	8.3%	14.9%	13.2%	14.3%
Maintenance of walking & biking trails	16.5%	11.9%	11.1%	13.5%	9.4%	12.3%
Quality of outdoor athletic fields	8.9%	13.6%	11.1%	8.1%	6.6%	9.2%
Condition of restrooms in public parks	10.1%	25.4%	30.6%	18.9%	26.4%	22.3%
None chosen	10.1%	13.6%	26.4%	28.4%	32.1%	23.3%

Q20. Which TWO of the Park and Facilities listed above in Question 19 do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q20. Sum of Top 2 Choices

Maintenance of City parks	22.8%	20.3%	15.3%	31.1%	26.4%	23.5%
Number of City parks	22.8%	13.6%	8.3%	6.8%	9.4%	12.0%
Number of walking & biking trails	64.6%	62.7%	47.2%	39.2%	35.8%	48.6%
Maintenance of walking & biking trails	16.5%	13.6%	11.1%	20.3%	11.3%	14.3%
Quality of outdoor athletic fields	22.8%	20.3%	22.2%	17.6%	14.2%	18.9%
Condition of restrooms in public parks	35.4%	50.8%	51.4%	37.8%	47.2%	44.2%
None chosen	5.1%	5.1%	18.1%	18.9%	23.6%	15.1%

Q21. RECREATION PROGRAMS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q21a. City swimming pool</u>						
Very Satisfied	16.2%	9.4%	8.2%	11.7%	11.0%	11.4%
Satisfied	35.3%	30.2%	31.1%	40.0%	40.2%	35.8%
Neutral	26.5%	26.4%	26.2%	28.3%	35.4%	29.0%
Dissatisfied	11.8%	18.9%	21.3%	16.7%	8.5%	14.8%
Very Dissatisfied	10.3%	15.1%	13.1%	3.3%	4.9%	9.0%
<u>Q21b. Senior recreation opportunities</u>						
Very Satisfied	16.2%	12.5%	7.0%	13.0%	11.5%	11.8%
Satisfied	37.8%	16.7%	46.5%	31.5%	35.6%	35.1%
Neutral	29.7%	62.5%	34.9%	46.3%	39.1%	40.8%
Dissatisfied	10.8%	8.3%	11.6%	9.3%	13.8%	11.4%
Very Dissatisfied	5.4%	0.0%	0.0%	0.0%	0.0%	0.8%

Q21. RECREATION PROGRAMS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q21c. City's youth athletic programs</u>						
Very Satisfied	19.4%	12.2%	8.8%	18.2%	16.3%	15.2%
Satisfied	33.9%	38.8%	47.4%	38.2%	37.5%	38.9%
Neutral	29.0%	36.7%	29.8%	38.2%	43.8%	36.0%
Dissatisfied	17.7%	4.1%	8.8%	5.5%	2.5%	7.6%
Very Dissatisfied	0.0%	8.2%	5.3%	0.0%	0.0%	2.3%
<u>Q21d. City's adult athletic programs</u>						
Very Satisfied	9.5%	4.7%	3.7%	14.8%	12.7%	9.6%
Satisfied	22.2%	23.3%	35.2%	29.6%	36.7%	30.0%
Neutral	34.9%	55.8%	46.3%	46.3%	45.6%	45.1%
Dissatisfied	30.2%	7.0%	9.3%	7.4%	5.1%	11.9%
Very Dissatisfied	3.2%	9.3%	5.6%	1.9%	0.0%	3.4%

Q21. RECREATION PROGRAMS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q21e. Personal fitness classes</u>						
Very Satisfied	15.6%	15.4%	13.0%	14.8%	13.2%	14.3%
Satisfied	28.1%	25.6%	40.7%	38.9%	32.9%	33.4%
Neutral	37.5%	48.7%	31.5%	35.2%	50.0%	40.8%
Dissatisfied	12.5%	10.3%	9.3%	11.1%	3.9%	9.1%
Very Dissatisfied	6.3%	0.0%	5.6%	0.0%	0.0%	2.4%
<u>Q21f. Ease of registering for programs</u>						
Very Satisfied	19.4%	23.3%	14.3%	14.8%	15.8%	17.2%
Satisfied	30.6%	44.2%	46.4%	48.1%	32.9%	39.5%
Neutral	40.3%	30.2%	30.4%	31.5%	50.0%	37.8%
Dissatisfied	3.2%	2.3%	7.1%	3.7%	1.3%	3.4%
Very Dissatis	6.5%	0.0%	1.8%	1.9%	0.0%	2.1%

Q21. RECREATION PROGRAMS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q21g. Fees charged for recreation programs</u>						
Very Satisfied	13.6%	12.5%	10.0%	14.0%	11.3%	12.2%
Satisfied	31.8%	39.6%	36.7%	38.6%	25.0%	33.3%
Neutral	31.8%	31.3%	28.3%	29.8%	50.0%	35.3%
Dissatisfied	13.6%	12.5%	16.7%	14.0%	10.0%	13.5%
Very Dissatisfied	9.1%	4.2%	8.3%	3.5%	3.8%	5.8%
<u>Q21h. Special events sponsored by City</u>						
Very Satisfied	13.6%	8.3%	9.6%	11.7%	13.8%	11.8%
Satisfied	20.3%	29.2%	23.1%	33.3%	31.0%	27.8%
Neutral	40.7%	43.8%	38.5%	50.0%	43.7%	43.5%
Dissatisfied	16.9%	12.5%	21.2%	5.0%	10.3%	12.7%
Very Dissatisfied	8.5%	6.3%	7.7%	0.0%	1.1%	4.2%

Q21. RECREATION PROGRAMS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q21i. Quality of City's indoor recreation facility</u>						
Very Satisfied	17.6%	11.3%	13.1%	13.6%	14.5%	14.2%
Satisfied	35.3%	26.4%	41.0%	39.0%	47.0%	38.5%
Neutral	22.1%	34.0%	31.1%	35.6%	33.7%	31.1%
Dissatisfied	20.6%	22.6%	6.6%	10.2%	4.8%	12.6%
Very Dissatisfied	4.4%	5.7%	8.2%	1.7%	0.0%	3.7%

Q22. Which TWO of the Recreation Programs listed above in Question 21 do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	

Q22. Top choice

City swimming pool	16.5%	25.4%	15.3%	8.1%	16.0%	15.9%
Senior recreation opportunities	5.1%	0.0%	4.2%	12.2%	24.5%	10.7%
City's youth athletic programs	11.4%	8.5%	9.7%	6.8%	3.8%	7.7%
City's adult athletic programs	15.2%	3.4%	2.8%	4.1%	0.9%	5.1%
Personal fitness classes	5.1%	6.8%	4.2%	2.7%	1.9%	3.8%
Ease of registering for programs	0.0%	0.0%	0.0%	4.1%	0.0%	0.8%
Fees charged for recreation programs	7.6%	5.1%	9.7%	6.8%	3.8%	6.6%
Special events sponsored by City	7.6%	11.9%	13.9%	10.8%	9.4%	10.5%
Quality of City's indoor recreation facility	12.7%	15.3%	16.7%	20.3%	9.4%	14.3%
None chosen	19.0%	23.7%	23.6%	24.3%	30.2%	24.6%

Q22. Which TWO of the Recreation Programs listed above in Question 21 do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q22. 2nd choice</u>						
City swimming pool	8.9%	13.6%	13.9%	9.5%	3.8%	9.2%
Senior recreation opportunities	2.5%	1.7%	2.8%	8.1%	10.4%	5.6%
City's youth athletic programs	12.7%	13.6%	13.9%	9.5%	5.7%	10.5%
City's adult athletic programs	6.3%	11.9%	2.8%	8.1%	4.7%	6.4%
Personal fitness classes	5.1%	3.4%	4.2%	6.8%	0.9%	3.8%
Ease of registering for programs	0.0%	0.0%	2.8%	4.1%	3.8%	2.3%
Fees charged for recreation programs	7.6%	5.1%	8.3%	6.8%	11.3%	8.2%
Special events sponsored by City	12.7%	8.5%	11.1%	5.4%	10.4%	9.7%
Quality of City's indoor recreation facility	20.3%	15.3%	6.9%	10.8%	11.3%	12.8%
None chosen	24.1%	27.1%	33.3%	31.1%	37.7%	31.5%

Q22. Which TWO of the Recreation Programs listed above in Question 21 do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q22. Sum of Top 2 Choices

City swimming pool	25.3%	39.0%	29.2%	17.6%	19.8%	25.1%
Senior recreation opportunities	7.6%	1.7%	6.9%	20.3%	34.9%	16.4%
City's youth athletic programs	24.1%	22.0%	23.6%	16.2%	9.4%	18.2%
City's adult athletic programs	21.5%	15.3%	5.6%	12.2%	5.7%	11.5%
Personal fitness classes	10.1%	10.2%	8.3%	9.5%	2.8%	7.7%
Ease of registering for programs	0.0%	0.0%	2.8%	8.1%	3.8%	3.1%
Fees charged for recreation programs	15.2%	10.2%	18.1%	13.5%	15.1%	14.8%
Special events sponsored by City	20.3%	20.3%	25.0%	16.2%	19.8%	20.2%
Quality of City's indoor recreation facility	32.9%	30.5%	23.6%	31.1%	20.8%	27.1%
None chosen	19.0%	23.7%	23.6%	24.3%	30.2%	24.6%

Q23. POLICE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q23a. Visibility of police in neighborhoods</u>						
Very Satisfied	21.5%	23.7%	27.1%	24.3%	36.3%	27.5%
Satisfied	49.4%	49.2%	45.7%	50.0%	49.0%	48.6%
Neutral	16.5%	18.6%	12.9%	17.6%	10.8%	14.8%
Dissatisfied	8.9%	5.1%	10.0%	8.1%	2.9%	6.8%
Very Dissatisfied	3.8%	3.4%	4.3%	0.0%	1.0%	2.3%
<u>Q23b. Visibility of police in retail areas</u>						
Very Satisfied	11.8%	19.6%	13.0%	20.3%	18.3%	16.6%
Satisfied	42.1%	41.1%	46.4%	41.9%	51.6%	45.1%
Neutral	28.9%	30.4%	20.3%	31.1%	23.7%	26.6%
Dissatisfied	11.8%	5.4%	17.4%	6.8%	5.4%	9.2%
Very Dissatisfied	5.3%	3.6%	2.9%	0.0%	1.1%	2.4%

Q23. POLICE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q23c. City's efforts to prevent crime</u>						
Very Satisfied	8.9%	12.5%	15.5%	19.7%	22.4%	16.3%
Satisfied	46.8%	48.2%	39.4%	43.7%	41.8%	43.7%
Neutral	25.3%	21.4%	15.5%	26.8%	31.6%	24.8%
Dissatisfied	8.9%	14.3%	23.9%	9.9%	3.1%	11.2%
Very Dissatisfied	10.1%	3.6%	5.6%	0.0%	1.0%	4.0%
<u>Q23d. How quickly police respond to emergencies</u>						
Very Satisfied	30.7%	30.6%	21.5%	25.0%	31.2%	28.0%
Satisfied	38.7%	49.0%	44.6%	51.5%	46.2%	45.7%
Neutral	20.0%	14.3%	21.5%	22.1%	19.4%	19.7%
Dissatisfied	6.7%	4.1%	6.2%	1.5%	2.2%	4.0%
Very Dissatisfied	4.0%	2.0%	6.2%	0.0%	1.1%	2.6%

Q23. POLICE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q23e. Enforcement of local traffic laws</u>						
Very Satisfied	19.5%	14.0%	17.1%	15.9%	21.4%	18.3%
Satisfied	45.5%	57.9%	44.3%	50.7%	44.9%	47.8%
Neutral	20.8%	19.3%	25.7%	14.5%	23.5%	21.0%
Dissatisfied	9.1%	5.3%	10.0%	17.4%	7.1%	9.7%
Very Dissatisfied	5.2%	3.5%	2.9%	1.4%	3.1%	3.2%
<u>Q23f. Overall quality of local police protection</u>						
Very Satisfied	26.7%	22.4%	21.4%	26.4%	29.9%	25.8%
Satisfied	36.0%	44.8%	51.4%	47.2%	50.5%	46.2%
Neutral	24.0%	24.1%	15.7%	23.6%	14.4%	19.9%
Dissatisfied	10.7%	6.9%	11.4%	2.8%	4.1%	7.0%
Very Dissatisfied	2.7%	1.7%	0.0%	0.0%	1.0%	1.1%

Q23. POLICE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q23g. Police related education programs offered by City</u>						
Very Satisfied	4.1%	17.1%	13.5%	13.6%	13.6%	12.4%
Satisfied	30.6%	29.3%	42.3%	28.8%	28.4%	31.6%
Neutral	34.7%	36.6%	28.8%	45.8%	50.6%	40.8%
Dissatisfied	16.3%	14.6%	11.5%	8.5%	4.9%	10.3%
Very Dissatisfied	14.3%	2.4%	3.8%	3.4%	2.5%	5.0%
<u>Q23h. Quality of dispatch services for police services</u>						
Very Satisfied	18.6%	20.8%	24.2%	33.3%	27.3%	25.0%
Satisfied	31.4%	50.0%	40.3%	41.7%	38.6%	39.6%
Neutral	30.0%	20.8%	21.0%	25.0%	26.1%	25.0%
Dissatisfied	7.1%	2.1%	9.7%	0.0%	5.7%	5.2%
Very Dissatisfied	12.9%	6.3%	4.8%	0.0%	2.3%	5.2%

Q24. Which TWO of the Police Service items listed in Question 23 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	

Q24. Top choice

Visibility of police in neighborhoods	11.4%	15.3%	18.1%	17.6%	15.1%	15.3%
Visibility of police in retail areas	7.6%	8.5%	5.6%	2.7%	3.8%	5.4%
City's efforts to prevent crime	24.1%	16.9%	27.8%	36.5%	23.6%	25.8%
How quickly police respond to emergencies	6.3%	8.5%	4.2%	5.4%	5.7%	5.9%
Enforcement of local traffic laws	5.1%	3.4%	5.6%	10.8%	7.5%	6.6%
Overall quality of local police protection	3.8%	3.4%	0.0%	0.0%	3.8%	2.3%
Police related education programs offered by City	20.3%	15.3%	4.2%	5.4%	11.3%	11.3%
Quality of dispatch services for police services	7.6%	5.1%	9.7%	1.4%	5.7%	5.9%
None chosen	13.9%	23.7%	25.0%	20.3%	23.6%	21.5%

Q24. Which TWO of the Police Service items listed in Question 23 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	

Q24. 2nd choice

Visibility of police in neighborhoods	10.1%	16.9%	4.2%	9.5%	4.7%	8.4%
Visibility of police in retail areas	15.2%	10.2%	15.3%	14.9%	11.3%	13.3%
City's efforts to prevent crime	8.9%	18.6%	9.7%	9.5%	10.4%	11.0%
How quickly police respond to emergencies	6.3%	5.1%	8.3%	4.1%	9.4%	6.9%
Enforcement of local traffic laws	5.1%	5.1%	5.6%	13.5%	7.5%	7.4%
Overall quality of local police protection	12.7%	8.5%	5.6%	10.8%	7.5%	9.0%
Police related education programs offered by City	13.9%	3.4%	16.7%	8.1%	8.5%	10.2%
Quality of dispatch services for police services	5.1%	0.0%	2.8%	1.4%	11.3%	4.9%
None chosen	22.8%	32.2%	31.9%	28.4%	29.2%	28.9%

Q24. Which TWO of the Police Service items listed in Question 23 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q24. Sum of Top 2 Choices

Visibility of police in neighborhoods	21.5%	32.2%	22.2%	27.0%	19.8%	23.8%
Visibility of police in retail areas	22.8%	18.6%	20.8%	17.6%	15.1%	18.7%
City's efforts to prevent crime	32.9%	35.6%	37.5%	45.9%	34.0%	36.8%
How quickly police respond to emergencies	12.7%	13.6%	12.5%	9.5%	15.1%	12.8%
Enforcement of local traffic laws	10.1%	8.5%	11.1%	24.3%	15.1%	14.1%
Overall quality of local police protection	16.5%	11.9%	5.6%	10.8%	11.3%	11.3%
Police related education programs offered by City	34.2%	18.6%	20.8%	13.5%	19.8%	21.5%
Quality of dispatch services for police services	12.7%	5.1%	12.5%	2.7%	17.0%	10.7%
None chosen	13.9%	23.7%	25.0%	20.3%	23.6%	21.5%

Q25. FIRE AND EMERGENCY MEDICAL SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q25a. How quickly fire/emergency medical services personnel respond to emergencies</u>						
Very Satisfied	27.4%	38.1%	24.6%	37.7%	44.1%	35.1%
Satisfied	35.5%	47.6%	50.8%	49.2%	49.5%	46.7%
Neutral	24.2%	14.3%	21.3%	11.5%	6.5%	14.7%
Dissatisfied	6.5%	0.0%	1.6%	1.6%	0.0%	1.9%
Very Dissatisfied	6.5%	0.0%	1.6%	0.0%	0.0%	1.6%
<u>Q25b. Overall quality of local fire protection/emergency medical services</u>						
Very Satisfied	32.8%	39.1%	28.1%	43.3%	47.3%	38.7%
Satisfied	43.3%	45.7%	51.6%	45.0%	46.2%	46.3%
Neutral	20.9%	15.2%	18.8%	10.0%	6.6%	13.7%
Dissatisfied	3.0%	0.0%	0.0%	1.7%	0.0%	0.9%
Very Dissatisfied	0.0%	0.0%	1.6%	0.0%	0.0%	0.3%

Q25. FIRE AND EMERGENCY MEDICAL SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q25c. Fire related education programs offered by City</u>						
Very Satisfied	10.7%	30.8%	16.4%	25.0%	23.8%	21.0%
Satisfied	46.4%	33.3%	40.0%	32.1%	43.8%	39.9%
Neutral	33.9%	30.8%	38.2%	39.3%	32.5%	35.0%
Dissatisfied	5.4%	5.1%	3.6%	3.6%	0.0%	3.1%
Very Dissatisfied	3.6%	0.0%	1.8%	0.0%	0.0%	1.0%
<u>Q25d. Quality of dispatch services for fire & emergency medical services</u>						
Very Satisfied	13.8%	35.7%	25.0%	34.5%	38.9%	29.8%
Satisfied	46.2%	40.5%	45.0%	45.5%	48.9%	45.8%
Neutral	26.2%	16.7%	25.0%	16.4%	11.1%	18.6%
Dissatisfied	3.1%	2.4%	1.7%	3.6%	1.1%	2.2%
Very Dissatisfied	10.8%	4.8%	3.3%	0.0%	0.0%	3.5%

Q26. Which TWO of the Fire and Emergency Medical Service items listed in Question 25 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

Q35. Your age						Total
Under 35	35 to 44	45 to 54	55 to 64	65+		

Q26. Top choice

How quickly fire/emergency medical services personnel respond to emergencies	29.1%	16.9%	19.4%	28.4%	31.1%	25.8%
Overall quality of local fire protection/emergency medical services	8.9%	18.6%	12.5%	10.8%	15.1%	13.0%
Fire related education programs offered by City	17.7%	20.3%	18.1%	24.3%	17.0%	19.2%
Quality of dispatch services for fire & emergency medical services	6.3%	5.1%	5.6%	4.1%	4.7%	5.1%
None chosen	38.0%	39.0%	44.4%	32.4%	32.1%	36.8%

Q26. Which TWO of the Fire and Emergency Medical Service items listed in Question 25 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

		Q35. Your age					Total
		Under 35	35 to 44	45 to 54	55 to 64	65+	

Q26. 2nd choice

How quickly fire/emergency medical services personnel respond to emergencies	2.5%	11.9%	5.6%	10.8%	7.5%	7.4%
Overall quality of local fire protection/emergency medical services	24.1%	20.3%	19.4%	21.6%	15.1%	19.7%
Fire related education programs offered by City	15.2%	8.5%	8.3%	5.4%	14.2%	10.7%
Quality of dispatch services for fire & emergency medical services	10.1%	10.2%	13.9%	20.3%	24.5%	16.6%
None chosen	48.1%	49.2%	52.8%	41.9%	38.7%	45.5%

Q26. Which TWO of the Fire and Emergency Medical Service items listed in Question 25 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q26. Sum of Top 2 Choices

How quickly fire/emergency medical services personnel respond to emergencies	31.6%	28.8%	25.0%	39.2%	38.7%	33.2%
Overall quality of local fire protection/emergency medical services	32.9%	39.0%	31.9%	32.4%	30.2%	32.7%
Fire related education programs offered by City	32.9%	28.8%	26.4%	29.7%	31.1%	29.9%
Quality of dispatch services for fire & emergency medical services	16.5%	15.3%	19.4%	24.3%	29.2%	21.7%
None chosen	38.0%	39.0%	44.4%	32.4%	32.1%	36.8%

Q27. WASTEWATER. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q27a. Odor from City waste water treatment facility</u>						
Very Satisfied	31.1%	30.6%	33.9%	21.7%	24.1%	27.7%
Satisfied	31.1%	34.7%	32.3%	31.9%	46.8%	35.8%
Neutral	29.5%	22.4%	22.6%	39.1%	29.1%	29.0%
Dissatisfied	6.6%	10.2%	8.1%	4.3%	0.0%	5.6%
Very Dissatisfied	1.6%	2.0%	3.2%	2.9%	0.0%	1.9%
<u>Q27b. Overall quality of City's waste water system</u>						
Very Satisfied	21.7%	23.1%	22.2%	18.8%	18.5%	20.6%
Satisfied	37.7%	40.4%	38.1%	34.8%	50.6%	40.6%
Neutral	26.1%	21.2%	22.2%	34.8%	27.2%	26.6%
Dissatisfied	8.7%	7.7%	12.7%	7.2%	3.7%	8.1%
Very Dissatisfied	5.8%	7.7%	4.8%	4.3%	0.0%	4.2%

Q27. WASTEWATER. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q27c. What you are charged for wastewater services</u>						
Very Satisfied	5.4%	8.9%	7.6%	4.3%	3.3%	5.6%
Satisfied	12.2%	21.4%	12.1%	18.8%	18.5%	16.5%
Neutral	27.0%	30.4%	22.7%	23.2%	31.5%	27.2%
Dissatisfied	35.1%	19.6%	28.8%	29.0%	27.2%	28.3%
Very Dissatisfied	20.3%	19.6%	28.8%	24.6%	19.6%	22.4%

Q28. Have you had a sewer backup in your home during the past year?

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q28. Have you had a sewer backup in your home during past year

Yes	11.4%	13.6%	2.8%	5.4%	8.5%	8.2%
No	88.6%	86.4%	97.2%	94.6%	91.5%	91.8%

Q28a. (If YES to Question 28) Was the backup caused by problems in the City's system?

N=32	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q28a. Was backup caused by problems in City's system</u>						
Yes	22.2%	50.0%	0.0%	75.0%	55.6%	43.8%
No	77.8%	50.0%	100.0%	25.0%	44.4%	56.3%

Q28a-1. (If YES to Question 28a) Did the City respond promptly to your requests for service?

N=14

Q35. Your age				Total
Under 35	35 to 44	55 to 64	65+	

Q28a-1. Did City respond promptly to your requests for service

Yes	50.0%	25.0%	0.0%	0.0%	14.3%
No	50.0%	75.0%	100.0%	80.0%	78.6%
Not provided	0.0%	0.0%	0.0%	20.0%	7.1%

Q29. Please answer the following questions by circling YES or NO.

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q29a. Have any of your household members visited Downtown Knoxville during past year</u>						
Yes	97.5%	91.5%	97.2%	93.2%	96.2%	95.4%
No	2.5%	8.5%	2.8%	6.8%	3.8%	4.6%
<u>Q29b. Have any of your household members visited City Hall during past year</u>						
Yes	75.9%	59.3%	69.0%	51.4%	46.7%	59.4%
No	24.1%	40.7%	31.0%	48.6%	53.3%	40.6%
<u>Q29c. Have any of your household members visited Police Station during past year</u>						
Yes	53.2%	49.2%	40.8%	33.8%	29.5%	40.1%
No	46.8%	50.8%	59.2%	66.2%	70.5%	59.9%
<u>Q29d. Have any of your household members visited Fire Station during past year</u>						
Yes	44.3%	32.2%	32.4%	27.0%	23.8%	31.4%
No	55.7%	67.8%	67.6%	73.0%	76.2%	68.6%

Q29. Please answer the following questions by circling YES or NO.

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q29e. Have any of your household members visited Recreation Center during past year</u>						
Yes	68.4%	71.2%	66.2%	62.2%	39.0%	59.4%
No	31.6%	28.8%	33.8%	37.8%	61.0%	40.6%
<u>Q29f. Have any of your household members visited Knoxville Public Library during past year</u>						
Yes	70.9%	74.6%	59.2%	78.4%	61.0%	68.1%
No	29.1%	25.4%	40.8%	21.6%	39.0%	31.9%
<u>Q29g. Have any of your household members called, visited or done business with Planning & Zoning Department</u>						
Yes	17.7%	16.9%	25.4%	17.6%	14.3%	18.0%
No	82.3%	83.1%	74.6%	82.4%	85.7%	82.0%
<u>Q29h. Have any of your household members used/read City's Recreation Program Guide during past year</u>						
Yes	41.8%	59.3%	47.9%	44.6%	30.5%	43.2%
No	58.2%	40.7%	52.1%	55.4%	69.5%	56.8%

Q29. Please answer the following questions by circling YES or NO.

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q29i. Have any of your household members called Police Department or used police services during past year</u>						
Yes	62.0%	55.9%	52.1%	39.2%	38.1%	48.3%
No	38.0%	44.1%	47.9%	60.8%	61.9%	51.7%
<u>Q29j. Have any of your household members called Fire Department or used fire services during past year</u>						
Yes	10.1%	11.9%	12.7%	12.2%	12.4%	11.8%
No	89.9%	88.1%	87.3%	87.8%	87.6%	88.2%
<u>Q29k. Have any of your household members used emergency medical services during past year</u>						
Yes	15.2%	16.9%	15.5%	20.3%	22.9%	18.5%
No	84.8%	83.1%	84.5%	79.7%	77.1%	81.5%
<u>Q29l. Have any of your household members visited a City park during past year</u>						
Yes	87.3%	86.4%	83.1%	86.5%	61.0%	78.9%
No	12.7%	13.6%	16.9%	13.5%	39.0%	21.1%

Q29. Please answer the following questions by circling YES or NO.

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q29m. Have any of your household members used a City walking/biking trail during past year</u>						
Yes	63.3%	64.4%	57.7%	59.5%	29.5%	52.7%
No	36.7%	35.6%	42.3%	40.5%	70.5%	47.3%
<u>Q29n. Have any of your household members visited City swimming pool during past year</u>						
Yes	40.5%	61.0%	46.5%	43.2%	25.7%	41.1%
No	59.5%	39.0%	53.5%	56.8%	74.3%	58.9%
<u>Q29o. Have any of your household members visited senior center during past year</u>						
Yes	15.2%	16.9%	21.1%	32.4%	40.0%	26.5%
No	84.8%	83.1%	78.9%	67.6%	60.0%	73.5%
<u>Q29p. Have any of your household members visited a City recreation facility during past year</u>						
Yes	75.9%	81.4%	66.2%	77.0%	47.6%	67.4%
No	24.1%	18.6%	33.8%	23.0%	52.4%	32.6%

Q29. Please answer the following questions by circling YES or NO.

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q29q. Have any of your household members participated in a City recreation program or class during past year

Yes	40.5%	44.1%	33.8%	24.3%	12.4%	29.0%
No	59.5%	55.9%	66.2%	75.7%	87.6%	71.0%

Q29r. Do you utilize Facebook, Twitter or other social media

Yes	82.3%	91.5%	76.1%	54.1%	44.8%	67.1%
No	17.7%	8.5%	23.9%	45.9%	55.2%	32.9%

Q30. Below is a list of different types of utilities. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q30a. Your electric company</u>						
Very Satisfied	11.4%	22.0%	23.6%	32.4%	44.8%	28.3%
Satisfied	59.5%	61.0%	59.7%	58.1%	53.3%	57.8%
Neutral	17.7%	13.6%	13.9%	6.8%	1.0%	9.8%
Dissatisfied	5.1%	0.0%	1.4%	2.7%	1.0%	2.1%
Very Dissatisfied	6.3%	3.4%	1.4%	0.0%	0.0%	2.1%
<u>Q30b. Your local telephone company</u>						
Very Satisfied	14.3%	14.0%	12.3%	20.3%	28.7%	19.6%
Satisfied	39.3%	48.8%	40.4%	40.6%	54.5%	45.8%
Neutral	25.0%	30.2%	35.1%	29.7%	11.9%	24.3%
Dissatisfied	8.9%	7.0%	12.3%	4.7%	4.0%	6.9%
Very Dissatisfied	12.5%	0.0%	0.0%	4.7%	1.0%	3.4%

Q30. Below is a list of different types of utilities. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q30c. Your natural gas company</u>						
Very Satisfied	10.8%	22.8%	20.8%	28.6%	42.7%	26.6%
Satisfied	60.8%	61.4%	56.9%	62.9%	55.3%	59.0%
Neutral	20.3%	12.3%	19.4%	7.1%	1.9%	11.4%
Dissatisfied	5.4%	3.5%	1.4%	1.4%	0.0%	2.1%
Very Dissatisfied	2.7%	0.0%	1.4%	0.0%	0.0%	0.8%
<u>Q30d. Your cable/satellite television company</u>						
Very Satisfied	15.6%	12.2%	7.7%	11.1%	14.4%	12.4%
Satisfied	32.8%	40.8%	38.5%	30.2%	45.4%	38.2%
Neutral	17.2%	14.3%	23.1%	23.8%	18.6%	19.5%
Dissatisfied	18.8%	22.4%	20.0%	23.8%	14.4%	19.2%
Very Dissatisfied	15.6%	10.2%	10.8%	11.1%	7.2%	10.7%

Q30. Below is a list of different types of utilities. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q30e. Your internet service provider</u>						
Very Satisfied	8.6%	7.4%	7.7%	17.6%	13.3%	11.1%
Satisfied	42.9%	50.0%	32.3%	38.2%	44.6%	41.3%
Neutral	17.1%	24.1%	24.6%	29.4%	28.9%	25.2%
Dissatisfied	12.9%	11.1%	24.6%	10.3%	13.3%	14.4%
Very Dissatisfied	18.6%	7.4%	10.8%	4.4%	0.0%	7.9%
<u>Q30f. Your long distance telephone company</u>						
Very Satisfied	12.8%	11.8%	13.7%	19.6%	23.4%	17.7%
Satisfied	48.9%	55.9%	35.3%	42.9%	53.2%	47.5%
Neutral	17.0%	32.4%	43.1%	32.1%	21.3%	28.0%
Dissatisfied	0.0%	0.0%	7.8%	3.6%	1.1%	2.5%
Very Dissatisfied	21.3%	0.0%	0.0%	1.8%	1.1%	4.3%

Q30. Below is a list of different types of utilities. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q30g. Your cellular, wireless or pager company</u>						
Very Satisfied	14.3%	15.8%	8.8%	20.0%	21.8%	16.4%
Satisfied	53.2%	47.4%	57.4%	54.3%	50.6%	52.8%
Neutral	18.2%	14.0%	14.7%	17.1%	17.2%	16.4%
Dissatisfied	7.8%	19.3%	11.8%	8.6%	9.2%	10.8%
Very Dissatisfied	6.5%	3.5%	7.4%	0.0%	1.1%	3.6%
<u>Q30h. Knoxville City services</u>						
Very Satisfied	9.1%	12.3%	10.1%	13.0%	24.2%	14.6%
Satisfied	54.5%	50.9%	52.2%	46.4%	54.5%	52.0%
Neutral	23.4%	31.6%	26.1%	30.4%	19.2%	25.3%
Dissatisfied	9.1%	5.3%	5.8%	10.1%	2.0%	6.2%
Very Dissatisfied	3.9%	0.0%	5.8%	0.0%	0.0%	1.9%

Q31. FUTURE PRIORITIES. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q31a. Recreation center expansion</u>						
Very Important	24.7%	29.8%	23.6%	17.8%	15.7%	21.5%
Important	33.8%	24.6%	31.9%	38.4%	18.6%	28.9%
Neutral	27.3%	26.3%	18.1%	27.4%	43.1%	29.7%
Less Important	9.1%	12.3%	20.8%	9.6%	8.8%	11.8%
Not Important	5.2%	7.0%	5.6%	6.8%	13.7%	8.1%
<u>Q31b. Public library expansion</u>						
Very Important	19.5%	12.7%	13.9%	16.4%	19.6%	16.9%
Important	19.5%	30.9%	29.2%	23.3%	31.4%	26.9%
Neutral	46.8%	21.8%	26.4%	45.2%	35.3%	35.9%
Less Important	7.8%	27.3%	20.8%	8.2%	7.8%	13.2%
Not Important	6.5%	7.3%	9.7%	6.8%	5.9%	7.1%

Q31. FUTURE PRIORITIES. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q31c. New police/fire & City Hall facility</u>						
Very Important	21.3%	10.9%	8.5%	12.3%	8.8%	12.2%
Important	21.3%	12.7%	21.1%	13.7%	22.5%	18.9%
Neutral	36.0%	38.2%	25.4%	45.2%	39.2%	37.0%
Less Important	13.3%	30.9%	23.9%	21.9%	21.6%	21.8%
Not Important	8.0%	7.3%	21.1%	6.8%	7.8%	10.1%
<u>Q31d. New recreation trails</u>						
Very Important	36.4%	50.0%	27.8%	18.9%	15.8%	28.2%
Important	31.2%	24.1%	31.9%	31.1%	20.8%	27.4%
Neutral	15.6%	12.1%	19.4%	28.4%	31.7%	22.5%
Less Important	10.4%	8.6%	12.5%	13.5%	16.8%	12.8%
Not Important	6.5%	5.2%	8.3%	8.1%	14.9%	9.1%

Q31. FUTURE PRIORITIES. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q31e. New housing development</u>						
Very Important	14.3%	20.7%	16.9%	16.2%	19.6%	17.5%
Important	37.7%	36.2%	29.6%	28.4%	23.5%	30.4%
Neutral	27.3%	17.2%	31.0%	41.9%	42.2%	33.2%
Less Important	11.7%	22.4%	14.1%	9.5%	8.8%	12.6%
Not Important	9.1%	3.4%	8.5%	4.1%	5.9%	6.3%
<u>Q31f. Downtown streetscape improvements</u>						
Very Important	15.6%	19.3%	18.3%	18.3%	17.0%	17.6%
Important	29.9%	31.6%	31.0%	28.2%	25.0%	28.7%
Neutral	31.2%	21.1%	19.7%	26.8%	33.0%	27.1%
Less Important	13.0%	15.8%	16.9%	16.9%	14.0%	15.2%
Not Important	10.4%	12.3%	14.1%	9.9%	11.0%	11.4%

Q31. FUTURE PRIORITIES. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q31g. Road reconstruction & maintenance</u>						
Very Important	36.4%	53.4%	40.3%	51.4%	34.3%	42.0%
Important	37.7%	37.9%	50.0%	39.2%	49.0%	43.3%
Neutral	23.4%	8.6%	6.9%	9.5%	11.8%	12.3%
Less Important	2.6%	0.0%	1.4%	0.0%	4.9%	2.1%
Not Important	0.0%	0.0%	1.4%	0.0%	0.0%	0.3%
<u>Q31h. Sidewalk rehabilitation & repair</u>						
Very Important	29.9%	35.1%	43.1%	34.2%	32.4%	34.8%
Important	42.9%	47.4%	33.3%	39.7%	43.1%	41.1%
Neutral	19.5%	14.0%	18.1%	20.5%	19.6%	18.6%
Less Important	5.2%	1.8%	5.6%	4.1%	2.9%	3.9%
Not Important	2.6%	1.8%	0.0%	1.4%	2.0%	1.6%

Q31. FUTURE PRIORITIES. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q31i. Knoxville Municipal Airport improvements</u>						
Very Important	2.7%	1.8%	2.8%	6.8%	3.9%	3.7%
Important	5.3%	3.5%	9.7%	15.1%	15.7%	10.6%
Neutral	49.3%	42.1%	37.5%	41.1%	55.9%	46.2%
Less Important	25.3%	35.1%	23.6%	24.7%	13.7%	23.2%
Not Important	17.3%	17.5%	26.4%	12.3%	10.8%	16.4%
<u>Q31j. Splash pad at a public park</u>						
Very Important	18.2%	13.8%	11.4%	13.5%	5.0%	11.8%
Important	16.9%	20.7%	18.6%	23.0%	10.9%	17.4%
Neutral	29.9%	20.7%	30.0%	25.7%	34.7%	28.9%
Less Important	14.3%	25.9%	21.4%	18.9%	23.8%	20.8%
Not Important	20.8%	19.0%	18.6%	18.9%	25.7%	21.1%

Q31. FUTURE PRIORITIES. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities: (without "don't know")

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q31k. City wide fiber network installation</u>						
Very Important	28.6%	21.1%	25.0%	10.8%	7.0%	17.6%
Important	20.8%	26.3%	20.8%	27.0%	17.0%	22.0%
Neutral	36.4%	29.8%	29.2%	41.9%	37.0%	35.2%
Less Important	3.9%	15.8%	9.7%	10.8%	25.0%	13.6%
Not Important	10.4%	7.0%	15.3%	9.5%	14.0%	11.5%
<u>Q31l. New senior center</u>						
Very Important	2.6%	7.0%	8.3%	16.2%	23.3%	12.5%
Important	15.6%	19.3%	22.2%	18.9%	25.2%	20.6%
Neutral	46.8%	43.9%	43.1%	44.6%	28.2%	40.2%
Less Important	16.9%	22.8%	12.5%	12.2%	17.5%	16.2%
Not Important	18.2%	7.0%	13.9%	8.1%	5.8%	10.4%

Q32. Which THREE of the priorities listed in Question 31 above do you think should receive the most emphasis from City leaders over the next THREE Years?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q32. Top choice</u>						
Recreation center expansion	12.7%	6.8%	16.7%	5.4%	13.2%	11.3%
Public library expansion	12.7%	3.4%	5.6%	6.8%	7.5%	7.4%
New police/fire & City Hall facility	11.4%	3.4%	4.2%	4.1%	3.8%	5.4%
New recreation trails	13.9%	22.0%	12.5%	4.1%	1.9%	9.7%
New housing development	7.6%	8.5%	4.2%	8.1%	11.3%	8.2%
Downtown streetscape improvements	7.6%	5.1%	4.2%	6.8%	2.8%	5.1%
Road reconstruction & maintenance	20.3%	33.9%	31.9%	35.1%	24.5%	28.4%
Sidewalk rehabilitation & repair	0.0%	0.0%	9.7%	10.8%	10.4%	6.6%
Knoxville Municipal Airport improvements	0.0%	0.0%	1.4%	1.4%	0.0%	0.5%
Splash pad at a public park	0.0%	5.1%	1.4%	2.7%	0.0%	1.5%
City wide fiber network installation	11.4%	5.1%	2.8%	2.7%	0.9%	4.3%
New senior center	0.0%	5.1%	1.4%	4.1%	12.3%	5.1%
None chosen	2.5%	1.7%	4.2%	8.1%	11.3%	6.4%

Q32. Which THREE of the priorities listed in Question 31 above do you think should receive the most emphasis from City leaders over the next THREE Years?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q32. 2nd choice</u>						
Recreation center expansion	13.9%	10.2%	4.2%	9.5%	1.9%	7.4%
Public library expansion	6.3%	6.8%	6.9%	8.1%	3.8%	6.1%
New police/fire & City Hall facility	5.1%	1.7%	4.2%	2.7%	9.4%	5.1%
New recreation trails	13.9%	16.9%	13.9%	5.4%	4.7%	10.2%
New housing development	5.1%	11.9%	2.8%	8.1%	7.5%	6.9%
Downtown streetscape improvements	7.6%	8.5%	6.9%	5.4%	1.9%	5.6%
Road reconstruction & maintenance	20.3%	8.5%	16.7%	21.6%	19.8%	17.9%
Sidewalk rehabilitation & repair	7.6%	15.3%	25.0%	13.5%	21.7%	16.9%
Knoxville Municipal Airport improvements	0.0%	0.0%	2.8%	1.4%	0.0%	0.8%
Splash pad at a public park	7.6%	6.8%	2.8%	1.4%	0.9%	3.6%
City wide fiber network installation	10.1%	6.8%	6.9%	5.4%	2.8%	6.1%
New senior center	0.0%	1.7%	2.8%	6.8%	10.4%	4.9%
None chosen	2.5%	5.1%	4.2%	10.8%	15.1%	8.4%

Q32. Which THREE of the priorities listed in Question 31 above do you think should receive the most emphasis from City leaders over the next THREE Years?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q32. 3rd choice</u>						
Recreation center expansion	2.5%	16.9%	5.6%	4.1%	1.9%	5.4%
Public library expansion	3.8%	3.4%	6.9%	10.8%	1.9%	5.1%
New police/fire & City Hall facility	6.3%	1.7%	4.2%	9.5%	9.4%	6.6%
New recreation trails	11.4%	10.2%	4.2%	9.5%	7.5%	8.4%
New housing development	11.4%	8.5%	13.9%	2.7%	5.7%	8.2%
Downtown streetscape improvements	5.1%	6.8%	12.5%	8.1%	7.5%	7.9%
Road reconstruction & maintenance	16.5%	11.9%	12.5%	9.5%	8.5%	11.5%
Sidewalk rehabilitation & repair	16.5%	15.3%	12.5%	5.4%	17.0%	13.6%
Knoxville Municipal Airport improvements	2.5%	1.7%	1.4%	0.0%	0.0%	1.0%
Splash pad at a public park	5.1%	3.4%	5.6%	1.4%	1.9%	3.3%
City wide fiber network installation	3.8%	3.4%	9.7%	9.5%	4.7%	6.1%
New senior center	5.1%	5.1%	2.8%	12.2%	9.4%	7.2%
None chosen	10.1%	11.9%	8.3%	17.6%	24.5%	15.6%

Q32. Which THREE of the priorities listed in Question 31 above do you think should receive the most emphasis from City leaders over the next THREE Years? (top 3)

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	

Q32. Sum of Top 3 Choices

Recreation center expansion	29.1%	33.9%	26.4%	18.9%	17.0%	24.0%
Public library expansion	22.8%	13.6%	19.4%	25.7%	13.2%	18.7%
New police/fire & City Hall facility	22.8%	6.8%	12.5%	16.2%	22.6%	17.1%
New recreation trails	39.2%	49.2%	30.6%	18.9%	14.2%	28.4%
New housing development	24.1%	28.8%	20.8%	18.9%	24.5%	23.3%
Downtown streetscape improvements	20.3%	20.3%	23.6%	20.3%	12.3%	18.7%
Road reconstruction & maintenance	57.0%	54.2%	61.1%	66.2%	52.8%	57.8%
Sidewalk rehabilitation & repair	24.1%	30.5%	47.2%	29.7%	49.1%	37.1%
Knoxville Municipal Airport improvements	2.5%	1.7%	5.6%	2.7%	0.0%	2.3%
Splash pad at a public park	12.7%	15.3%	9.7%	5.4%	2.8%	8.4%
City wide fiber network installation	25.3%	15.3%	19.4%	17.6%	8.5%	16.6%
New senior center	5.1%	11.9%	6.9%	23.0%	32.1%	17.1%
None chosen	2.5%	1.7%	4.2%	8.1%	11.3%	6.4%

Q33. How many years have you lived in Knoxville?

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q33. How many years have you lived in Knoxville

5 or less	25.3%	16.9%	2.9%	6.8%	1.9%	10.3%
6 to 10	20.3%	15.3%	5.7%	4.1%	3.8%	9.3%
11 to 15	3.8%	20.3%	11.4%	8.1%	5.8%	9.0%
16 to 20	7.6%	13.6%	10.0%	10.8%	5.8%	9.0%
21 to 30	22.8%	8.5%	25.7%	20.3%	12.5%	17.8%
31+	20.3%	25.4%	44.3%	50.0%	70.2%	44.4%

Q35. What is your age?

N=391

	<u>Q35. Your age</u>					<u>Total</u>
	<u>Under 35</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 to 64</u>	<u>65+</u>	
<u>Q35. Your age</u>						
Under 35	100.0%	0.0%	0.0%	0.0%	0.0%	20.3%
35 to 44	0.0%	100.0%	0.0%	0.0%	0.0%	15.1%
45 to 54	0.0%	0.0%	100.0%	0.0%	0.0%	18.5%
55 to 64	0.0%	0.0%	0.0%	100.0%	0.0%	19.0%
65+	0.0%	0.0%	0.0%	0.0%	100.0%	27.2%

Q36. What is your gender?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	

Q36. Your gender

Male	50.6%	44.1%	52.8%	43.2%	49.1%	48.1%
Female	49.4%	55.9%	47.2%	56.8%	50.9%	51.9%

Q37. Do you own or rent your home? (without "not provided")

N=391

Q35. Your age					Total
Under 35	35 to 44	45 to 54	55 to 64	65+	

Q37. Do you own or rent your home

Own	74.7%	79.7%	90.1%	89.2%	95.3%	86.7%
Rent	25.3%	20.3%	9.9%	10.8%	4.7%	13.3%

Q38. What is your total annual household income?

N=391

	<u>Q35. Your age</u>					<u>Total</u>
	<u>Under 35</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 to 64</u>	<u>65+</u>	
<u>Q38. Your total annual household income</u>						
Less than \$25K	6.3%	8.5%	8.3%	12.2%	21.7%	12.3%
\$25K-\$49,999	35.4%	18.6%	12.5%	31.1%	30.2%	26.3%
\$50K-\$74,999	29.1%	25.4%	23.6%	27.0%	17.0%	23.8%
\$75K-\$99,999	8.9%	25.4%	20.8%	12.2%	6.6%	13.8%
\$100K+	10.1%	20.3%	29.2%	13.5%	4.7%	14.3%
Not provided	10.1%	1.7%	5.6%	4.1%	19.8%	9.5%

Section 5:
Cross-Tabular Data by
Gender & Household Income

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Knoxville on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q1a. Overall quality of police, fire, & emergency medical services</u>								
Very Satisfied	26.9%	45.1%	42.2%	37.4%	37.4%	37.7%	23.6%	36.1%
Satisfied	54.3%	40.4%	42.2%	39.4%	48.4%	49.1%	67.3%	47.2%
Neutral	12.4%	7.3%	11.1%	15.2%	8.8%	5.7%	7.3%	9.8%
Dissatisfied	5.4%	4.7%	2.2%	5.1%	4.4%	7.5%	1.8%	5.0%
Very Dissatisfied	1.1%	2.6%	2.2%	3.0%	1.1%	0.0%	0.0%	1.8%
<u>Q1b. Overall quality of City parks & recreation programs & facilities</u>								
Very Satisfied	13.4%	18.9%	26.1%	17.8%	16.5%	13.2%	3.6%	16.2%
Satisfied	51.1%	49.0%	54.3%	51.5%	50.5%	47.2%	49.1%	50.0%
Neutral	23.1%	21.9%	17.4%	20.8%	24.2%	26.4%	25.5%	22.5%
Dissatisfied	11.8%	9.2%	2.2%	9.9%	7.7%	11.3%	20.0%	10.5%
Very Dissatisfied	0.5%	1.0%	0.0%	0.0%	1.1%	1.9%	1.8%	0.8%

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Knoxville on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q1c. Overall maintenance of City streets, buildings & facilities</u>								
Very Satisfied	3.2%	8.6%	13.3%	4.9%	7.6%	0.0%	5.5%	6.0%
Satisfied	25.1%	35.9%	31.1%	29.1%	32.6%	29.6%	36.4%	30.6%
Neutral	26.2%	23.7%	15.6%	35.9%	20.7%	35.2%	14.5%	24.9%
Dissatisfied	31.0%	25.3%	33.3%	26.2%	27.2%	18.5%	27.3%	28.1%
Very Dissatisfied	14.4%	6.6%	6.7%	3.9%	12.0%	16.7%	16.4%	10.4%
<u>Q1d. Overall quality of City water & sewer utilities</u>								
Very Satisfied	8.6%	17.6%	19.6%	17.6%	14.1%	9.3%	7.3%	13.3%
Satisfied	40.0%	43.7%	37.0%	32.4%	44.6%	44.4%	41.8%	41.9%
Neutral	30.8%	21.1%	23.9%	32.4%	21.7%	33.3%	20.0%	25.8%
Dissatisfied	12.4%	11.1%	13.0%	10.8%	13.0%	7.4%	14.5%	11.7%
Very Dissatisfied	8.1%	6.5%	6.5%	6.9%	6.5%	5.6%	16.4%	7.3%

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Knoxville on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q1e. Overall enforcement of City codes & ordinances</u>								
Very Satisfied	8.7%	10.6%	11.9%	8.0%	14.4%	9.4%	7.5%	9.7%
Satisfied	30.1%	34.6%	31.0%	32.0%	28.9%	28.3%	43.4%	32.3%
Neutral	26.2%	32.4%	38.1%	36.0%	24.4%	32.1%	20.8%	29.4%
Dissatisfied	24.0%	18.6%	16.7%	23.0%	22.2%	20.8%	13.2%	21.3%
Very Dissatisfied	10.9%	3.7%	2.4%	1.0%	10.0%	9.4%	15.1%	7.3%
<u>Q1f. Overall quality of customer service you receive from City employees</u>								
Very Satisfied	22.7%	24.5%	36.4%	28.0%	21.1%	20.0%	18.5%	23.6%
Satisfied	34.8%	39.6%	34.1%	31.0%	38.9%	34.0%	50.0%	37.3%
Neutral	31.5%	27.1%	20.5%	31.0%	30.0%	34.0%	25.9%	29.2%
Dissatisfied	5.5%	7.8%	9.1%	7.0%	4.4%	6.0%	3.7%	6.7%
Very Dissatisfied	5.5%	1.0%	0.0%	3.0%	5.6%	6.0%	1.9%	3.2%

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Knoxville on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q1g. Overall effectiveness of City communication with public</u>								
Very Satisfied	9.8%	13.4%	11.9%	16.7%	12.2%	5.8%	10.9%	11.7%
Satisfied	39.3%	37.1%	40.5%	31.4%	31.1%	42.3%	50.9%	38.2%
Neutral	26.2%	40.7%	31.0%	37.3%	36.7%	36.5%	25.5%	33.7%
Dissatisfied	17.5%	6.7%	11.9%	10.8%	14.4%	13.5%	9.1%	11.9%
Very Dissatisfied	7.1%	2.1%	4.8%	3.9%	5.6%	1.9%	3.6%	4.5%
<u>Q1h. Overall quality of public library</u>								
Very Satisfied	29.3%	41.6%	34.1%	42.7%	32.2%	36.7%	22.9%	35.7%
Satisfied	50.0%	44.9%	40.9%	40.6%	55.2%	42.9%	62.5%	47.4%
Neutral	19.0%	11.9%	25.0%	16.7%	11.5%	14.3%	10.4%	15.3%
Dissatisfied	1.7%	1.6%	0.0%	0.0%	1.1%	6.1%	4.2%	1.7%

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Knoxville on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q1i. Overall quality of City cemetery</u>								
Very Satisfied	40.6%	50.3%	54.5%	48.4%	41.7%	47.8%	33.3%	45.5%
Satisfied	46.3%	38.1%	27.3%	38.9%	42.9%	41.3%	56.9%	42.1%
Neutral	12.6%	11.0%	18.2%	12.6%	13.1%	10.9%	9.8%	11.8%
Dissatisfied	0.6%	0.6%	0.0%	0.0%	2.4%	0.0%	0.0%	0.6%
<u>Q1j. Overall quality of senior center</u>								
Very Satisfied	17.9%	24.6%	15.4%	31.7%	17.4%	16.2%	17.1%	21.2%
Satisfied	41.1%	26.8%	41.0%	24.4%	31.9%	40.5%	48.6%	34.1%
Neutral	35.1%	38.0%	41.0%	31.7%	39.1%	40.5%	28.6%	36.5%
Dissatisfied	5.3%	9.2%	2.6%	12.2%	7.2%	2.7%	5.7%	7.2%
Very Dissatisfied	0.7%	1.4%	0.0%	0.0%	4.3%	0.0%	0.0%	1.0%

Q2. Which THREE of the Major Categories of City Services listed in Question 1 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q2. Top choice</u>								
Quality of police, fire, & emergency medical services	12.8%	19.7%	12.5%	22.3%	19.4%	20.4%	1.8%	16.4%
Quality of City parks & recreation programs & facilities	9.0%	7.9%	4.2%	6.8%	7.5%	13.0%	16.1%	8.4%
Maintenance of City streets, buildings & facilities	49.5%	36.0%	54.2%	38.8%	40.9%	37.0%	42.9%	42.5%
Quality of City water & sewer utilities	6.9%	10.8%	6.3%	7.8%	7.5%	9.3%	19.6%	9.0%
Enforcement of City codes & ordinances	4.8%	4.4%	0.0%	6.8%	3.2%	3.7%	7.1%	4.6%
Quality of customer service you receive from City employees	1.6%	3.0%	0.0%	2.9%	2.2%	3.7%	0.0%	2.3%
Effectiveness of City communication with public	3.2%	0.5%	4.2%	0.0%	2.2%	1.9%	3.6%	1.8%
Quality of public library	1.1%	2.5%	2.1%	2.9%	3.2%	0.0%	0.0%	1.8%
Quality of senior center	2.7%	3.9%	4.2%	1.9%	5.4%	5.6%	0.0%	3.3%
None chosen	8.5%	11.3%	12.5%	9.7%	8.6%	5.6%	8.9%	10.0%

Q2. Which THREE of the Major Categories of City Services listed in Question 1 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q2. 2nd choice</u>								
Quality of police, fire, & emergency medical services	5.9%	9.4%	12.5%	6.8%	6.5%	1.9%	10.7%	7.7%
Quality of City parks & recreation programs & facilities	10.6%	7.9%	2.1%	11.7%	10.8%	9.3%	10.7%	9.2%
Maintenance of City streets, buildings & facilities	17.6%	28.1%	18.8%	24.3%	24.7%	31.5%	19.6%	23.0%
Quality of City water & sewer utilities	12.2%	7.4%	14.6%	9.7%	6.5%	14.8%	10.7%	9.7%
Enforcement of City codes & ordinances	22.9%	13.8%	12.5%	15.5%	20.4%	13.0%	25.0%	18.2%
Quality of customer service you receive from City employees	4.3%	2.5%	6.3%	1.0%	5.4%	1.9%	5.4%	3.3%
Effectiveness of City communication with public	8.0%	7.9%	12.5%	9.7%	8.6%	7.4%	3.6%	7.9%
Quality of public library	1.1%	5.9%	2.1%	5.8%	2.2%	3.7%	0.0%	3.6%
Quality of City cemetery	1.1%	0.5%	2.1%	0.0%	0.0%	0.0%	0.0%	0.8%
Quality of senior center	2.7%	3.9%	4.2%	2.9%	3.2%	5.6%	1.8%	3.3%
None chosen	13.8%	12.8%	12.5%	12.6%	11.8%	11.1%	12.5%	13.3%

Q2. Which THREE of the Major Categories of City Services listed in Question 1 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q2. 3rd choice</u>								
Quality of police, fire, & emergency medical services	5.9%	5.9%	4.2%	3.9%	4.3%	7.4%	12.5%	5.9%
Quality of City parks & recreation programs & facilities	16.0%	16.7%	12.5%	16.5%	19.4%	20.4%	14.3%	16.4%
Maintenance of City streets, buildings & facilities	6.4%	8.4%	2.1%	10.7%	6.5%	5.6%	14.3%	7.4%
Quality of City water & sewer utilities	9.6%	9.4%	12.5%	8.7%	14.0%	5.6%	5.4%	9.5%
Enforcement of City codes & ordinances	9.6%	10.8%	8.3%	6.8%	10.8%	13.0%	14.3%	10.2%
Quality of customer service you receive from City employees	4.8%	4.9%	2.1%	1.9%	5.4%	7.4%	7.1%	4.9%
Effectiveness of City communication with public	19.7%	14.8%	25.0%	15.5%	17.2%	16.7%	10.7%	17.1%
Quality of public library	2.7%	3.9%	2.1%	7.8%	1.1%	5.6%	0.0%	3.3%
Quality of City cemetery	1.1%	0.5%	0.0%	1.0%	1.1%	0.0%	1.8%	0.8%
Quality of senior center	5.9%	6.9%	16.7%	6.8%	4.3%	3.7%	5.4%	6.4%
None chosen	18.6%	17.7%	14.6%	20.4%	16.1%	14.8%	14.3%	18.2%

Q2. Which THREE of the Major Categories of City Services listed in Question 1 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 3)

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q2. Sum of Top 3 Choices</u>								
Quality of police, fire, & emergency medical services	24.5%	35.0%	29.2%	33.0%	30.1%	29.6%	25.0%	29.9%
Quality of City parks & recreation programs & facilities	35.6%	32.5%	18.8%	35.0%	37.6%	42.6%	41.1%	34.0%
Maintenance of City streets, buildings & facilities	73.4%	72.4%	75.0%	73.8%	72.0%	74.1%	76.8%	72.9%
Quality of City water & sewer utilities	28.7%	27.6%	33.3%	26.2%	28.0%	29.6%	35.7%	28.1%
Enforcement of City codes & ordinances	37.2%	29.1%	20.8%	29.1%	34.4%	29.6%	46.4%	33.0%
Quality of customer service you receive from City employees	10.6%	10.3%	8.3%	5.8%	12.9%	13.0%	12.5%	10.5%
Effectiveness of City communication with public	30.9%	23.2%	41.7%	25.2%	28.0%	25.9%	17.9%	26.9%
Quality of public library	4.8%	12.3%	6.3%	16.5%	6.5%	9.3%	0.0%	8.7%
Quality of City cemetery	2.1%	1.0%	2.1%	1.0%	1.1%	0.0%	1.8%	1.5%
Quality of senior center	11.2%	14.8%	25.0%	11.7%	12.9%	14.8%	7.1%	13.0%
None chosen	8.5%	11.3%	12.5%	9.7%	8.6%	5.6%	8.9%	10.0%

Q3. PERCEPTIONS. Several items that may influence your perception of the City of Knoxville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q3a. Overall quality of services provided by City of Knoxville</u>								
Very Satisfied	9.6%	9.7%	13.0%	15.5%	6.5%	3.9%	3.6%	9.7%
Satisfied	49.2%	52.6%	56.5%	45.6%	52.7%	51.0%	54.5%	50.9%
Neutral	27.8%	28.6%	26.1%	31.1%	30.1%	29.4%	29.1%	28.2%
Dissatisfied	9.6%	7.7%	2.2%	4.9%	6.5%	13.7%	12.7%	8.6%
Very Dissatisfied	3.7%	1.5%	2.2%	2.9%	4.3%	2.0%	0.0%	2.6%
<u>Q3b. Overall image of City</u>								
Very Satisfied	5.3%	5.5%	6.3%	8.7%	4.4%	3.8%	0.0%	5.4%
Satisfied	21.9%	37.5%	43.8%	32.0%	29.7%	24.5%	21.8%	30.0%
Neutral	31.6%	28.5%	27.1%	31.1%	35.2%	24.5%	32.7%	30.0%
Dissatisfied	32.6%	22.5%	20.8%	19.4%	26.4%	37.7%	34.5%	27.4%
Very Dissatisfied	8.6%	6.0%	2.1%	8.7%	4.4%	9.4%	10.9%	7.2%

Q3. PERCEPTIONS. Several items that may influence your perception of the City of Knoxville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q3c. Overall quality of life in City</u>								
Very Satisfied	11.8%	11.9%	18.8%	14.7%	8.7%	7.5%	5.5%	11.9%
Satisfied	45.7%	47.3%	45.8%	48.0%	48.9%	45.3%	43.6%	46.5%
Neutral	23.1%	24.4%	27.1%	16.7%	25.0%	24.5%	32.7%	23.8%
Dissatisfied	15.6%	14.9%	8.3%	17.6%	14.1%	20.8%	16.4%	15.2%
Very Dissatisfied	3.8%	1.5%	0.0%	2.9%	3.3%	1.9%	1.8%	2.6%
<u>Q3d. Overall quality of your neighborhood</u>								
Very Satisfied	17.6%	22.7%	27.3%	20.4%	20.0%	9.6%	22.2%	20.3%
Satisfied	48.9%	42.9%	40.9%	45.6%	47.8%	55.8%	44.4%	45.8%
Neutral	18.1%	19.7%	22.7%	14.6%	22.2%	23.1%	14.8%	18.9%
Dissatisfied	12.6%	12.6%	9.1%	16.5%	7.8%	9.6%	13.0%	12.6%
Very Dissatisfied	2.7%	2.0%	0.0%	2.9%	2.2%	1.9%	5.6%	2.4%

Q3. PERCEPTIONS. Several items that may influence your perception of the City of Knoxville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q3e. Overall quality of new residential development in City</u>								
Very Satisfied	6.5%	11.2%	17.1%	16.1%	4.6%	8.2%	0.0%	9.0%
Satisfied	29.8%	30.5%	41.5%	29.0%	35.6%	26.5%	20.0%	30.1%
Neutral	34.5%	39.0%	34.1%	36.6%	28.7%	38.8%	50.0%	36.9%
Dissatisfied	19.0%	16.0%	2.4%	14.0%	21.8%	22.4%	22.0%	17.5%
Very Dissatisfied	10.1%	3.2%	4.9%	4.3%	9.2%	4.1%	8.0%	6.5%
<u>Q3f. Overall quality of new commercial development in City</u>								
Very Satisfied	3.4%	6.2%	8.9%	7.2%	3.3%	4.0%	0.0%	4.9%
Satisfied	17.0%	20.2%	31.1%	10.3%	23.1%	10.0%	25.0%	18.7%
Neutral	33.0%	26.4%	33.3%	36.1%	28.6%	22.0%	21.2%	29.5%
Dissatisfied	23.9%	33.2%	15.6%	32.0%	27.5%	36.0%	28.8%	28.7%
Very Dissatisfied	22.7%	14.0%	11.1%	14.4%	17.6%	28.0%	25.0%	18.2%

Q3. PERCEPTIONS. Several items that may influence your perception of the City of Knoxville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q3g. Overall value that you receive for your City tax dollars & fees</u>								
Very Satisfied	5.9%	5.8%	9.1%	5.9%	4.5%	7.5%	3.7%	5.8%
Satisfied	19.8%	32.1%	38.6%	25.5%	24.7%	5.7%	35.2%	26.0%
Neutral	40.1%	38.4%	38.6%	44.1%	41.6%	45.3%	24.1%	39.3%
Dissatisfied	20.9%	18.4%	9.1%	12.7%	22.5%	32.1%	24.1%	19.6%
Very Dissatisfied	13.4%	5.3%	4.5%	11.8%	6.7%	9.4%	13.0%	9.3%

Q4. LEADERSHIP. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q4a. Overall quality of leadership provided by City's elected officials</u>								
Very Satisfied	6.0%	11.6%	13.3%	13.3%	5.6%	7.7%	7.5%	8.9%
Satisfied	33.0%	35.4%	42.2%	32.7%	32.2%	32.7%	32.1%	34.2%
Neutral	33.0%	38.6%	33.3%	34.7%	36.7%	42.3%	35.8%	35.8%
Dissatisfied	18.1%	11.1%	8.9%	15.3%	12.2%	17.3%	17.0%	14.6%
Very Dissatisfied	9.9%	3.2%	2.2%	4.1%	13.3%	0.0%	7.5%	6.5%
<u>Q4b. Overall effectiveness of City manager & appointed staff</u>								
Very Satisfied	10.5%	11.0%	8.9%	17.5%	6.7%	9.6%	9.4%	10.8%
Satisfied	30.4%	31.4%	35.6%	24.7%	37.8%	21.2%	35.8%	30.9%
Neutral	27.6%	37.2%	35.6%	37.1%	23.3%	36.5%	32.1%	32.5%
Dissatisfied	16.6%	16.2%	15.6%	13.4%	17.8%	25.0%	13.2%	16.4%
Very Dissatisfied	14.9%	4.2%	4.4%	7.2%	14.4%	7.7%	9.4%	9.4%

Q5. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q5a. Overall maintenance of City streets</u>								
Very Satisfied	2.7%	3.5%	2.1%	4.9%	4.4%	1.9%	0.0%	3.1%
Satisfied	24.2%	28.8%	31.9%	23.3%	24.4%	28.3%	32.7%	26.6%
Neutral	21.5%	25.3%	19.1%	27.2%	28.9%	24.5%	18.2%	23.4%
Dissatisfied	32.3%	32.8%	36.2%	35.0%	26.7%	24.5%	30.9%	32.6%
Very Dissatisfied	19.4%	9.6%	10.6%	9.7%	15.6%	20.8%	18.2%	14.3%
<u>Q5b. Maintenance of streets in your neighborhood</u>								
Very Satisfied	6.6%	9.6%	4.3%	10.8%	6.5%	9.4%	7.3%	8.2%
Satisfied	31.7%	35.5%	47.8%	32.4%	29.3%	26.4%	41.8%	33.7%
Neutral	20.8%	18.8%	8.7%	19.6%	29.3%	20.8%	12.7%	19.7%
Dissatisfied	23.0%	29.4%	30.4%	27.5%	26.1%	22.6%	18.2%	26.3%
Very Dissatisfied	18.0%	6.6%	8.7%	9.8%	8.7%	20.8%	20.0%	12.1%

Q5. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q5c. Maintenance of sidewalks in Knoxville</u>								
Very Satisfied	3.3%	7.1%	9.1%	5.9%	2.2%	5.8%	3.8%	5.3%
Satisfied	26.4%	30.8%	34.1%	31.4%	32.3%	17.3%	30.2%	28.7%
Neutral	29.7%	26.3%	34.1%	29.4%	26.9%	30.8%	15.1%	27.9%
Dissatisfied	23.1%	26.8%	18.2%	17.6%	32.3%	30.8%	26.4%	25.0%
Very Dissatisfied	17.6%	9.1%	4.5%	15.7%	6.5%	15.4%	24.5%	13.2%
<u>Q5d. Maintenance of traffic signals & street signs</u>								
Very Satisfied	7.6%	8.3%	2.2%	13.1%	6.6%	7.7%	5.6%	8.0%
Satisfied	45.7%	52.8%	48.9%	50.5%	52.7%	38.5%	55.6%	49.3%
Neutral	31.5%	26.9%	28.9%	27.3%	27.5%	42.3%	22.2%	29.2%
Dissatisfied	10.3%	8.8%	17.8%	8.1%	6.6%	9.6%	7.4%	9.5%
Very Dissatisfied	4.9%	3.1%	2.2%	1.0%	6.6%	1.9%	9.3%	4.0%

Q5. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q5e. Maintenance & preservation of Downtown Knoxville</u>								
Very Satisfied	11.3%	17.8%	19.1%	14.6%	12.9%	16.7%	14.5%	14.7%
Satisfied	39.8%	34.7%	29.8%	44.7%	37.6%	35.2%	36.4%	37.1%
Neutral	22.6%	31.7%	31.9%	31.1%	29.0%	29.6%	16.4%	27.3%
Dissatisfied	19.4%	13.4%	17.0%	8.7%	15.1%	14.8%	18.2%	16.2%
Very Dissatisfied	7.0%	2.5%	2.1%	1.0%	5.4%	3.7%	14.5%	4.6%
<u>Q5f. Maintenance of City buildings</u>								
Very Satisfied	10.4%	14.3%	13.0%	14.9%	11.0%	15.7%	3.7%	12.4%
Satisfied	52.7%	55.1%	47.8%	57.4%	52.7%	39.2%	74.1%	54.0%
Neutral	26.9%	27.0%	39.1%	24.8%	25.3%	37.3%	11.1%	27.0%
Dissatisfied	4.4%	2.6%	0.0%	2.0%	5.5%	2.0%	9.3%	3.4%
Very Dissatisfied	5.5%	1.0%	0.0%	1.0%	5.5%	5.9%	1.9%	3.2%

Q5. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q5g. Snow removal on major City streets</u>								
Very Satisfied	18.1%	21.4%	26.1%	22.0%	21.5%	22.2%	14.8%	19.8%
Satisfied	54.4%	51.2%	43.5%	49.0%	52.7%	55.6%	59.3%	52.7%
Neutral	15.4%	12.4%	19.6%	12.0%	12.9%	11.1%	14.8%	13.8%
Dissatisfied	6.0%	10.9%	8.7%	7.0%	6.5%	11.1%	9.3%	8.6%
Very Dissatisfied	6.0%	4.0%	2.2%	10.0%	6.5%	0.0%	1.9%	5.0%
<u>Q5h. Snow removal on neighborhood streets</u>								
Very Satisfied	16.1%	16.1%	19.5%	19.0%	16.5%	15.1%	14.8%	16.1%
Satisfied	49.4%	43.0%	46.3%	39.0%	50.5%	41.5%	50.0%	46.1%
Neutral	18.3%	20.2%	19.5%	21.0%	14.3%	30.2%	14.8%	19.3%
Dissatisfied	9.4%	16.1%	12.2%	11.0%	14.3%	9.4%	14.8%	12.9%
Very Dissatisfied	6.7%	4.7%	2.4%	10.0%	4.4%	3.8%	5.6%	5.6%

Q5. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q5i. Mowing & trimming on City properties & other public areas</u>								
Very Satisfied	20.5%	17.5%	27.3%	19.8%	16.1%	15.4%	21.8%	19.0%
Satisfied	54.6%	55.2%	43.2%	48.5%	63.4%	59.6%	52.7%	54.9%
Neutral	16.8%	22.2%	18.2%	25.7%	16.1%	17.3%	18.2%	19.5%
Dissatisfied	4.9%	3.1%	11.4%	4.0%	3.2%	3.8%	1.8%	4.0%
Very Dissatisfied	3.2%	2.1%	0.0%	2.0%	1.1%	3.8%	5.5%	2.6%
<u>Q5j. Overall cleanliness of City streets & other public areas</u>								
Very Satisfied	9.1%	11.9%	12.8%	16.5%	8.6%	5.6%	9.1%	10.6%
Satisfied	47.8%	58.7%	48.9%	48.5%	59.1%	55.6%	47.3%	53.5%
Neutral	31.2%	19.4%	31.9%	23.3%	22.6%	25.9%	30.9%	25.1%
Dissatisfied	9.1%	9.5%	6.4%	9.7%	9.7%	9.3%	9.1%	9.3%
Very Dissatisfied	2.7%	0.5%	0.0%	1.9%	0.0%	3.7%	3.6%	1.6%

Q5. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q5k. Adequacy of City street lighting</u>								
Very Satisfied	7.0%	9.9%	12.8%	9.7%	7.5%	7.4%	5.5%	8.5%
Satisfied	46.2%	46.5%	40.4%	38.8%	46.2%	46.3%	50.9%	46.4%
Neutral	22.0%	20.3%	23.4%	21.4%	21.5%	25.9%	23.6%	21.1%
Dissatisfied	21.0%	19.8%	17.0%	29.1%	22.6%	14.8%	14.5%	20.4%
Very Dissatisfied	3.8%	3.5%	6.4%	1.0%	2.2%	5.6%	5.5%	3.6%
<u>Q5l. Maintenance of curbs & gutters on City streets</u>								
Very Satisfied	5.4%	9.0%	10.9%	8.7%	4.4%	7.4%	9.1%	7.3%
Satisfied	42.7%	48.2%	41.3%	46.6%	46.2%	40.7%	40.0%	45.6%
Neutral	33.0%	24.1%	26.1%	25.2%	36.3%	33.3%	25.5%	28.4%
Dissatisfied	12.4%	15.6%	17.4%	17.5%	9.9%	9.3%	20.0%	14.1%
Very Dissatisfied	6.5%	3.0%	4.3%	1.9%	3.3%	9.3%	5.5%	4.7%

Q6. Which TWO of the City Maintenance services listed in Question 5 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q6. Top choice</u>								
Maintenance of City streets	40.4%	34.5%	43.8%	29.1%	41.9%	44.4%	32.1%	37.3%
Maintenance of streets in your neighborhood	8.5%	4.4%	4.2%	6.8%	5.4%	11.1%	5.4%	6.4%
Maintenance of sidewalks in Knoxville	13.3%	13.8%	4.2%	11.7%	15.1%	11.1%	25.0%	13.6%
Maintenance of traffic signals & street signs	1.6%	1.5%	0.0%	4.9%	1.1%	0.0%	0.0%	1.5%
Maintenance & preservation of Downtown Knoxville	8.0%	8.4%	6.3%	2.9%	9.7%	9.3%	17.9%	8.2%
Maintenance of City buildings	4.8%	3.9%	0.0%	6.8%	2.2%	9.3%	1.8%	4.3%
Snow removal on major City streets	2.7%	5.9%	12.5%	3.9%	5.4%	1.9%	0.0%	4.3%
Snow removal on neighborhood streets	3.2%	7.4%	2.1%	11.7%	6.5%	0.0%	1.8%	5.4%
Overall cleanliness of City streets & other public areas	3.2%	2.5%	4.2%	3.9%	2.2%	0.0%	5.4%	2.8%
Adequacy of City street lighting	4.8%	6.9%	8.3%	5.8%	4.3%	7.4%	5.4%	5.9%
Maintenance of curbs & gutters on City streets	1.1%	2.5%	6.3%	1.9%	1.1%	0.0%	0.0%	1.8%
None chosen	8.5%	8.4%	8.3%	10.7%	5.4%	5.6%	5.4%	8.4%

Q6. Which TWO of the City Maintenance services listed in Question 5 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q6. 2nd choice</u>								
Maintenance of City streets	12.2%	8.9%	10.4%	11.7%	6.5%	5.6%	16.1%	10.5%
Maintenance of streets in your neighborhood	12.2%	13.8%	18.8%	9.7%	12.9%	13.0%	10.7%	13.0%
Maintenance of sidewalks in Knoxville	9.0%	11.8%	12.5%	11.7%	8.6%	14.8%	8.9%	10.5%
Maintenance of traffic signals & street signs	1.6%	3.9%	2.1%	0.0%	5.4%	3.7%	3.6%	2.8%
Maintenance & preservation of Downtown Knoxville	12.2%	6.4%	12.5%	6.8%	10.8%	7.4%	10.7%	9.2%
Maintenance of City buildings	8.5%	6.4%	6.3%	3.9%	10.8%	9.3%	8.9%	7.4%
Snow removal on major City streets	6.4%	6.9%	0.0%	12.6%	5.4%	3.7%	3.6%	6.6%
Snow removal on neighborhood streets	5.3%	6.4%	4.2%	7.8%	6.5%	5.6%	1.8%	5.9%
Mowing & trimming on City properties & other public areas	1.1%	3.0%	2.1%	4.9%	2.2%	0.0%	0.0%	2.0%
Overall cleanliness of City streets & other public areas	7.4%	2.5%	8.3%	1.9%	3.2%	9.3%	7.1%	4.9%
Adequacy of City street lighting	5.9%	12.8%	8.3%	11.7%	11.8%	11.1%	5.4%	9.5%
Maintenance of curbs & gutters on City streets	7.4%	4.4%	2.1%	4.9%	6.5%	5.6%	14.3%	5.9%
None chosen	10.6%	12.8%	12.5%	12.6%	9.7%	11.1%	8.9%	11.8%

Q6. Which TWO of the City Maintenance services listed in Question 5 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q6. Sum of Top 2 Choices</u>								
Maintenance of City streets	52.7%	43.3%	54.2%	40.8%	48.4%	50.0%	48.2%	47.8%
Maintenance of streets in your neighborhood	20.7%	18.2%	22.9%	16.5%	18.3%	24.1%	16.1%	19.4%
Maintenance of sidewalks in Knoxville	22.3%	25.6%	16.7%	23.3%	23.7%	25.9%	33.9%	24.0%
Maintenance of traffic signals & street signs	3.2%	5.4%	2.1%	4.9%	6.5%	3.7%	3.6%	4.3%
Maintenance & preservation of Downtown Knoxville	20.2%	14.8%	18.8%	9.7%	20.4%	16.7%	28.6%	17.4%
Maintenance of City buildings	13.3%	10.3%	6.3%	10.7%	12.9%	18.5%	10.7%	11.8%
Snow removal on major City streets	9.0%	12.8%	12.5%	16.5%	10.8%	5.6%	3.6%	11.0%
Snow removal on neighborhood streets	8.5%	13.8%	6.3%	19.4%	12.9%	5.6%	3.6%	11.3%
Mowing & trimming on City properties & other public areas	1.1%	3.0%	2.1%	4.9%	2.2%	0.0%	0.0%	2.0%
Overall cleanliness of City streets & other public areas	10.6%	4.9%	12.5%	5.8%	5.4%	9.3%	12.5%	7.7%
Adequacy of City street lighting	10.6%	19.7%	16.7%	17.5%	16.1%	18.5%	10.7%	15.3%
Maintenance of curbs & gutters on City streets	8.5%	6.9%	8.3%	6.8%	7.5%	5.6%	14.3%	7.7%
None chosen	8.5%	8.4%	8.3%	10.7%	5.4%	5.6%	5.4%	8.4%

Q7. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q7a. Drainage of rain water off streets near your residence</u>								
Very Satisfied	22.0%	19.6%	12.8%	20.6%	22.6%	29.6%	22.2%	20.8%
Satisfied	51.6%	51.3%	51.1%	51.0%	49.5%	44.4%	55.6%	51.4%
Neutral	11.3%	14.6%	21.3%	10.8%	15.1%	9.3%	7.4%	13.0%
Dissatisfied	10.2%	10.6%	12.8%	12.7%	7.5%	13.0%	7.4%	10.4%
Very Dissatisfied	4.8%	4.0%	2.1%	4.9%	5.4%	3.7%	7.4%	4.4%
<u>Q7b. Drainage of rain water off other streets you use in Knoxville</u>								
Very Satisfied	13.0%	12.4%	8.9%	16.3%	11.8%	18.5%	9.1%	12.7%
Satisfied	43.2%	44.0%	33.3%	40.8%	48.4%	38.9%	45.5%	43.7%
Neutral	27.6%	27.5%	46.7%	18.4%	26.9%	24.1%	34.5%	27.5%
Dissatisfied	13.5%	13.5%	11.1%	21.4%	9.7%	16.7%	5.5%	13.5%
Very Dissatisfied	2.7%	2.6%	0.0%	3.1%	3.2%	1.9%	5.5%	2.6%

Q7. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q7c. Drainage of rain water off properties in your neighborhood</u>								
Very Satisfied	17.7%	14.9%	13.0%	20.0%	14.0%	22.2%	16.4%	16.3%
Satisfied	45.7%	47.7%	37.0%	43.0%	50.5%	46.3%	47.3%	46.7%
Neutral	20.4%	22.6%	30.4%	18.0%	23.7%	24.1%	10.9%	21.5%
Dissatisfied	11.3%	8.2%	13.0%	15.0%	5.4%	3.7%	12.7%	9.7%
Very Dissatisfied	4.8%	6.7%	6.5%	4.0%	6.5%	3.7%	12.7%	5.8%

Q8. Would you be willing to pay a stormwater utility fee to be used for stormwater management projects?

N=391	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q8. Willing to pay a stormwater utility fee to be used for stormwater management projects</u>								
Yes	19.1%	12.8%	16.7%	14.6%	15.1%	9.3%	25.0%	15.9%
No	79.3%	83.3%	79.2%	83.5%	82.8%	88.9%	73.2%	81.3%
Not provided	1.6%	3.9%	4.2%	1.9%	2.2%	1.9%	1.8%	2.8%

Q9. CUSTOMER SERVICE. Have you interacted with (call, on-line or visit) the City with a question, problem or complaint during the past year?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q9. Interacted with City with a question, problem or complaint during past year</u>								
Yes	43.6%	38.4%	25.0%	40.8%	46.2%	42.6%	48.2%	40.9%
No	56.4%	61.6%	75.0%	59.2%	53.8%	57.4%	51.8%	59.1%

Q9a. (If YES to Question 9) Which Department did you contact most recently?

N=160	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q9a. Which Department</u>								
Street Maintenance	14.6%	17.9%	16.7%	21.4%	18.6%	30.4%	0.0%	16.3%
Cemetery	0.0%	1.3%	0.0%	0.0%	2.3%	0.0%	0.0%	0.6%
Wastewater	13.4%	2.6%	8.3%	11.9%	7.0%	0.0%	7.4%	8.1%
Police	18.3%	37.2%	33.3%	28.6%	37.2%	17.4%	14.8%	27.5%
Parks & Recreation	8.5%	9.0%	0.0%	9.5%	2.3%	17.4%	18.5%	8.8%
Fire	2.4%	1.3%	0.0%	2.4%	0.0%	4.3%	3.7%	1.9%
City Hall	50.0%	29.5%	50.0%	31.0%	30.2%	39.1%	59.3%	40.0%
Library	8.5%	5.1%	8.3%	9.5%	0.0%	4.3%	3.7%	6.9%
Other	8.5%	17.9%	33.3%	14.3%	14.0%	4.3%	7.4%	13.1%
None chosen	0.0%	1.3%	0.0%	2.4%	0.0%	0.0%	0.0%	0.6%

Q9b. (If YES to Question 9) How easy was it to contact the person you needed to reach in the Department you listed in Q9a?

N=160	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q9b. How easy was it to contact the person you needed to reach</u>								
Very Easy	42.7%	57.7%	50.0%	40.5%	48.8%	47.8%	59.3%	50.0%
Somewhat Easy	28.0%	23.1%	25.0%	31.0%	23.3%	30.4%	25.9%	25.6%
Difficult	12.2%	11.5%	16.7%	21.4%	7.0%	8.7%	0.0%	11.9%
Very Difficult	15.9%	6.4%	8.3%	4.8%	20.9%	13.0%	11.1%	11.3%
Don't Know	1.2%	1.3%	0.0%	2.4%	0.0%	0.0%	3.7%	1.3%

Q9c. (If YES to Question 9) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=160	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Less than \$25K</u>	<u>\$25K-\$49,999</u>	<u>\$50K-\$74,999</u>	<u>\$75K-\$99,999</u>	<u>\$100K+</u>	
<u>Q9c-1. They were courteous & polite</u>								
Always	43.8%	59.2%	66.7%	47.5%	54.8%	45.5%	44.4%	51.3%
Usually	32.5%	28.9%	33.3%	32.5%	19.0%	45.5%	40.7%	30.8%
Sometimes	16.3%	6.6%	0.0%	12.5%	19.0%	9.1%	0.0%	11.5%
Seldom	7.5%	1.3%	0.0%	5.0%	4.8%	0.0%	11.1%	4.5%
Never	0.0%	3.9%	0.0%	2.5%	2.4%	0.0%	3.7%	1.9%
<u>Q9c-2. They gave prompt, accurate, & complete answers to questions</u>								
Always	36.3%	48.7%	41.7%	35.0%	52.4%	40.9%	37.0%	42.3%
Usually	23.8%	21.1%	16.7%	35.0%	11.9%	18.2%	33.3%	22.4%
Sometimes	18.8%	21.1%	25.0%	20.0%	19.0%	18.2%	11.1%	19.9%
Seldom	15.0%	1.3%	0.0%	2.5%	14.3%	13.6%	7.4%	8.3%
Never	6.3%	7.9%	16.7%	7.5%	2.4%	9.1%	11.1%	7.1%

Q9c. (If YES to Question 9) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=160	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q9c-3. They did what they said they would do in a timely manner</u>								
Always	31.2%	45.9%	36.4%	32.5%	50.0%	40.9%	33.3%	38.4%
Usually	26.0%	25.7%	9.1%	37.5%	13.2%	22.7%	33.3%	25.8%
Sometimes	22.1%	18.9%	27.3%	20.0%	21.1%	13.6%	14.8%	20.5%
Seldom	11.7%	2.7%	9.1%	7.5%	10.5%	9.1%	3.7%	7.3%
Never	9.1%	6.8%	18.2%	2.5%	5.3%	13.6%	14.8%	7.9%
<u>Q9c-4. They helped you resolve an issue</u>								
Always	34.6%	46.7%	25.0%	37.5%	44.7%	43.5%	40.7%	40.5%
Usually	17.9%	18.7%	33.3%	25.0%	13.2%	17.4%	18.5%	18.3%
Sometimes	14.1%	16.0%	0.0%	20.0%	10.5%	17.4%	11.1%	15.0%
Seldom	14.1%	6.7%	16.7%	5.0%	10.5%	8.7%	14.8%	10.5%
Never	19.2%	12.0%	25.0%	12.5%	21.1%	13.0%	14.8%	15.7%

Q10. RATINGS OF THE CITY. Please rate Knoxville on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q10a. As a place to live</u>								
Excellent	15.8%	20.0%	24.4%	23.5%	14.1%	13.0%	13.0%	18.0%
Good	52.7%	52.5%	55.6%	45.1%	58.7%	55.6%	57.4%	52.6%
Neutral	15.8%	12.5%	15.6%	15.7%	12.0%	20.4%	7.4%	14.1%
Below Average	12.0%	14.0%	4.4%	10.8%	12.0%	11.1%	20.4%	13.0%
Poor	3.8%	1.0%	0.0%	4.9%	3.3%	0.0%	1.9%	2.3%
<u>Q10b. As a place to raise children</u>								
Excellent	16.2%	19.3%	20.9%	21.4%	13.5%	15.1%	20.0%	17.8%
Good	50.9%	51.8%	53.5%	48.0%	62.9%	50.9%	40.0%	51.4%
Neutral	18.5%	14.7%	23.3%	16.3%	14.6%	11.3%	18.2%	16.5%
Below Average	9.8%	8.6%	2.3%	6.1%	5.6%	18.9%	14.5%	9.2%
Poor	4.6%	5.6%	0.0%	8.2%	3.4%	3.8%	7.3%	5.1%

Q10. RATINGS OF THE CITY. Please rate Knoxville on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q10c. As a place to work</u>								
Excellent	14.4%	13.3%	9.1%	17.2%	14.9%	9.4%	14.8%	13.8%
Good	35.1%	39.5%	47.7%	34.3%	33.3%	43.4%	33.3%	37.4%
Neutral	25.3%	22.6%	34.1%	23.2%	21.8%	24.5%	18.5%	23.8%
Below Average	14.9%	16.9%	2.3%	13.1%	18.4%	18.9%	24.1%	16.0%
Poor	10.3%	7.7%	6.8%	12.1%	11.5%	3.8%	9.3%	8.9%
<u>Q10d. As a place where you would buy your next home</u>								
Excellent	14.7%	16.8%	17.5%	19.0%	11.2%	16.7%	16.4%	15.8%
Good	29.4%	33.7%	47.5%	30.0%	34.8%	24.1%	25.5%	31.6%
Neutral	28.2%	25.8%	25.0%	25.0%	29.2%	37.0%	20.0%	27.0%
Below Average	13.0%	13.7%	7.5%	11.0%	15.7%	9.3%	23.6%	13.4%
Poor	14.7%	10.0%	2.5%	15.0%	9.0%	13.0%	14.5%	12.3%

Q10. RATINGS OF THE CITY. Please rate Knoxville on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q10e. As a place to retire</u>								
Excellent	11.2%	18.7%	20.9%	19.6%	13.5%	11.1%	9.3%	15.1%
Good	34.8%	32.6%	53.5%	35.1%	31.5%	33.3%	18.5%	33.7%
Neutral	23.0%	23.3%	14.0%	17.5%	21.3%	27.8%	35.2%	23.2%
Below Average	16.3%	14.0%	9.3%	10.3%	21.3%	13.0%	20.4%	15.1%
Poor	14.6%	11.4%	2.3%	17.5%	12.4%	14.8%	16.7%	12.9%

Q11. LIBRARY SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q11a. Overall quality of available materials</u>								
Very Satisfied	20.8%	34.0%	33.3%	27.9%	21.9%	25.0%	29.3%	27.6%
Satisfied	55.7%	49.1%	41.7%	50.0%	58.9%	54.5%	58.5%	52.3%
Neutral	20.1%	16.4%	25.0%	17.4%	17.8%	20.5%	9.8%	18.2%
Dissatisfied	3.4%	0.0%	0.0%	4.7%	1.4%	0.0%	0.0%	1.6%
Very Dissatisfied	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	2.4%	0.3%
<u>Q11b. Overall quality & quantity of programs for children</u>								
Very Satisfied	20.4%	41.3%	30.3%	35.7%	27.5%	28.6%	31.6%	31.2%
Satisfied	50.0%	37.3%	39.4%	35.7%	50.7%	35.7%	55.3%	43.5%
Neutral	26.8%	17.3%	30.3%	21.4%	18.8%	31.0%	13.2%	21.9%
Dissatisfied	2.1%	4.0%	0.0%	7.1%	1.4%	4.8%	0.0%	3.1%
Very Dissatisfied	0.7%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.3%

Q11. LIBRARY SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q11c. Overall quality & quantity of programs for teens</u>								
Very Satisfied	19.7%	23.2%	26.7%	22.9%	16.1%	23.5%	31.4%	21.4%
Satisfied	33.3%	33.6%	16.7%	31.4%	37.1%	23.5%	48.6%	33.5%
Neutral	38.6%	32.0%	46.7%	32.9%	37.1%	50.0%	14.3%	35.4%
Dissatisfied	7.6%	7.2%	0.0%	11.4%	8.1%	2.9%	5.7%	7.4%
Very Dissatisfied	0.8%	4.0%	10.0%	1.4%	1.6%	0.0%	0.0%	2.3%
<u>Q11d. Overall quality & quantity of programs for adults</u>								
Very Satisfied	18.2%	26.4%	28.1%	22.5%	16.9%	20.6%	31.6%	22.4%
Satisfied	45.3%	40.7%	28.1%	45.0%	46.2%	32.4%	50.0%	43.0%
Neutral	28.5%	28.6%	34.4%	22.5%	30.8%	47.1%	13.2%	28.5%
Dissatisfied	7.3%	3.6%	6.3%	10.0%	4.6%	0.0%	5.3%	5.4%
Very Dissatisfied	0.7%	0.7%	3.1%	0.0%	1.5%	0.0%	0.0%	0.7%

Q11. LIBRARY SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q11e. Overall helpfulness of library staff</u>								
Very Satisfied	41.2%	48.4%	45.9%	51.8%	36.8%	48.8%	41.5%	45.0%
Satisfied	42.6%	41.0%	29.7%	37.3%	48.7%	41.9%	51.2%	41.7%
Neutral	16.2%	10.6%	24.3%	10.8%	14.5%	9.3%	7.3%	13.3%
<u>Q11f. Overall quality of space available for library</u>								
Very Satisfied	23.8%	26.4%	22.2%	29.1%	18.7%	29.3%	34.9%	25.2%
Satisfied	47.7%	39.6%	41.7%	39.5%	45.3%	39.0%	51.2%	43.5%
Neutral	19.2%	22.6%	33.3%	18.6%	24.0%	22.0%	9.3%	21.0%
Dissatisfied	9.3%	10.1%	2.8%	12.8%	10.7%	9.8%	2.3%	9.7%
Very Dissatisfied	0.0%	1.3%	0.0%	0.0%	1.3%	0.0%	2.3%	0.6%

Q12. Which TWO of the Library items listed in Question 11 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q12. Top choice</u>								
Quality of available materials	16.0%	16.7%	14.6%	12.6%	19.4%	20.4%	19.6%	16.4%
Quality & quantity of programs for children	19.1%	8.9%	12.5%	13.6%	11.8%	14.8%	23.2%	13.8%
Quality & quantity of programs for teens	6.4%	8.9%	14.6%	6.8%	6.5%	7.4%	3.6%	7.7%
Quality & quantity of programs for adults	4.8%	3.4%	4.2%	5.8%	3.2%	1.9%	7.1%	4.1%
Helpfulness of library staff	0.5%	2.0%	2.1%	2.9%	1.1%	0.0%	0.0%	1.3%
Quality of space available for library	14.9%	21.7%	10.4%	27.2%	20.4%	14.8%	7.1%	18.4%
None chosen	38.3%	38.4%	41.7%	31.1%	37.6%	40.7%	39.3%	38.4%

Q12. Which TWO of the Library items listed in Question 11 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q12. 2nd choice</u>								
Quality of available materials	19.1%	14.8%	4.2%	21.4%	17.2%	22.2%	19.6%	16.9%
Quality & quantity of programs for children	8.0%	12.3%	6.3%	12.6%	8.6%	11.1%	10.7%	10.2%
Quality & quantity of programs for teens	10.6%	9.9%	12.5%	11.7%	9.7%	9.3%	10.7%	10.2%
Quality & quantity of programs for adults	9.6%	9.4%	14.6%	7.8%	15.1%	0.0%	5.4%	9.5%
Helpfulness of library staff	2.1%	2.5%	6.3%	1.9%	2.2%	1.9%	1.8%	2.3%
Quality of space available for library	7.4%	9.4%	8.3%	9.7%	7.5%	13.0%	7.1%	8.4%
None chosen	43.1%	41.9%	47.9%	35.0%	39.8%	42.6%	44.6%	42.5%

Q12. Which TWO of the Library items listed in Question 11 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q12. Sum of Top 2 Choices</u>								
Quality of available materials	35.1%	31.5%	18.8%	34.0%	36.6%	42.6%	39.3%	33.2%
Quality & quantity of programs for children	27.1%	21.2%	18.8%	26.2%	20.4%	25.9%	33.9%	24.0%
Quality & quantity of programs for teens	17.0%	18.7%	27.1%	18.4%	16.1%	16.7%	14.3%	17.9%
Quality & quantity of programs for adults	14.4%	12.8%	18.8%	13.6%	18.3%	1.9%	12.5%	13.6%
Helpfulness of library staff	2.7%	4.4%	8.3%	4.9%	3.2%	1.9%	1.8%	3.6%
Quality of space available for library	22.3%	31.0%	18.8%	36.9%	28.0%	27.8%	14.3%	26.9%
None chosen	38.3%	38.4%	41.7%	31.1%	37.6%	40.7%	39.3%	38.4%

Q13. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q13a. Enforcing clean-up of debris on private property</u>								
Very Satisfied	5.2%	7.2%	14.0%	7.4%	6.5%	7.7%	0.0%	6.3%
Satisfied	18.5%	21.1%	23.3%	24.5%	20.7%	15.4%	18.9%	19.9%
Neutral	26.0%	22.7%	32.6%	21.3%	23.9%	26.9%	28.3%	24.3%
Dissatisfied	27.7%	35.1%	23.3%	36.2%	28.3%	28.8%	30.2%	31.6%
Very Dissatisfied	22.5%	13.9%	7.0%	10.6%	20.7%	21.2%	22.6%	18.0%
<u>Q13b. Enforcing mowing & cutting of weeds on private property</u>								
Very Satisfied	6.3%	6.8%	9.8%	8.4%	6.6%	7.7%	3.8%	6.6%
Satisfied	20.1%	28.9%	26.8%	26.3%	23.1%	21.2%	28.3%	24.7%
Neutral	31.6%	26.3%	34.1%	28.4%	36.3%	25.0%	18.9%	28.8%
Dissatisfied	25.9%	28.9%	22.0%	28.4%	24.2%	34.6%	26.4%	27.5%
Very Dissatisfied	16.1%	8.9%	7.3%	8.4%	9.9%	11.5%	22.6%	12.4%

Q13. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q13c. Enforcing exterior maintenance of residential property</u>								
Very Satisfied	5.2%	5.9%	7.3%	7.5%	5.6%	9.6%	0.0%	5.5%
Satisfied	14.9%	20.3%	29.3%	20.4%	16.9%	11.5%	15.1%	17.7%
Neutral	28.2%	31.6%	43.9%	36.6%	29.2%	23.1%	24.5%	29.9%
Dissatisfied	28.7%	32.1%	12.2%	25.8%	33.7%	36.5%	34.0%	30.5%
Very Dissatisfied	23.0%	10.2%	7.3%	9.7%	14.6%	19.2%	26.4%	16.3%
<u>Q13d. Enforcing exterior maintenance of business property</u>								
Very Satisfied	4.1%	7.7%	15.4%	8.7%	5.7%	4.0%	0.0%	6.0%
Satisfied	21.1%	29.8%	38.5%	29.3%	25.3%	16.0%	32.1%	25.6%
Neutral	38.0%	35.4%	35.9%	35.9%	41.4%	44.0%	26.4%	36.6%
Dissatisfied	19.3%	18.8%	5.1%	20.7%	12.6%	22.0%	22.6%	19.0%
Very Dissatisfied	17.5%	8.3%	5.1%	5.4%	14.9%	14.0%	18.9%	12.8%

Q13. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q13e. Enforcing snow removal on sidewalks</u>								
Very Satisfied	6.9%	9.6%	17.9%	8.4%	7.8%	5.9%	5.8%	8.3%
Satisfied	30.1%	32.1%	25.6%	34.7%	35.6%	29.4%	26.9%	31.1%
Neutral	35.3%	27.3%	30.8%	28.4%	26.7%	35.3%	40.4%	31.1%
Dissatisfied	16.8%	23.5%	25.6%	22.1%	22.2%	15.7%	13.5%	20.3%
Very Dissatisfied	11.0%	7.5%	0.0%	6.3%	7.8%	13.7%	13.5%	9.2%
<u>Q13f. Quality of animal control</u>								
Very Satisfied	9.6%	13.3%	21.1%	16.5%	8.1%	4.1%	6.0%	11.6%
Satisfied	31.9%	33.9%	28.9%	35.2%	34.9%	30.6%	42.0%	32.9%
Neutral	36.1%	28.3%	21.1%	26.4%	32.6%	42.9%	34.0%	32.1%
Dissatisfied	10.2%	15.6%	15.8%	9.9%	12.8%	10.2%	14.0%	13.0%
Very Dissatisfied	12.0%	8.9%	13.2%	12.1%	11.6%	12.2%	4.0%	10.4%

Q14. Which TWO of the Code Enforcement Services listed in Question 13 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
Enforcing clean-up of debris on private property	34.0%	36.0%	16.7%	31.1%	43.0%	42.6%	41.1%	35.0%
Enforcing mowing & cutting of weeds on private property	7.4%	10.3%	12.5%	14.6%	4.3%	5.6%	7.1%	9.0%
Enforcing exterior maintenance of residential property	12.8%	10.8%	6.3%	6.8%	11.8%	11.1%	21.4%	11.8%
Enforcing exterior maintenance of business property	11.2%	10.8%	12.5%	14.6%	4.3%	18.5%	10.7%	11.0%
Enforcing snow removal on sidewalks	6.4%	9.4%	14.6%	6.8%	10.8%	5.6%	3.6%	7.9%
Quality of animal control	10.6%	9.9%	16.7%	10.7%	14.0%	11.1%	1.8%	10.2%
None chosen	17.6%	12.8%	20.8%	15.5%	11.8%	5.6%	14.3%	15.1%

Q14. Top choice

Q14. Which TWO of the Code Enforcement Services listed in Question 13 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q14. 2nd choice</u>								
Enforcing clean-up of debris on private property	13.8%	11.8%	12.5%	8.7%	11.8%	14.8%	19.6%	12.8%
Enforcing mowing & cutting of weeds on private property	15.4%	18.2%	16.7%	20.4%	17.2%	14.8%	14.3%	16.9%
Enforcing exterior maintenance of residential property	21.8%	18.7%	20.8%	18.4%	19.4%	27.8%	23.2%	20.2%
Enforcing exterior maintenance of business property	13.8%	9.9%	0.0%	12.6%	14.0%	18.5%	10.7%	11.8%
Enforcing snow removal on sidewalks	8.0%	11.8%	12.5%	8.7%	8.6%	9.3%	12.5%	10.0%
Quality of animal control	6.4%	9.4%	8.3%	10.7%	11.8%	5.6%	1.8%	7.9%
None chosen	20.7%	20.2%	29.2%	20.4%	17.2%	9.3%	17.9%	20.5%

Q14. Which TWO of the Code Enforcement Services listed in Question 13 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q14. Sum of Top 2 Choices</u>								
Enforcing clean-up of debris on private property	47.9%	47.8%	29.2%	39.8%	54.8%	57.4%	60.7%	47.8%
Enforcing mowing & cutting of weeds on private property	22.9%	28.6%	29.2%	35.0%	21.5%	20.4%	21.4%	25.8%
Enforcing exterior maintenance of residential property	34.6%	29.6%	27.1%	25.2%	31.2%	38.9%	44.6%	32.0%
Enforcing exterior maintenance of business property	25.0%	20.7%	12.5%	27.2%	18.3%	37.0%	21.4%	22.8%
Enforcing snow removal on sidewalks	14.4%	21.2%	27.1%	15.5%	19.4%	14.8%	16.1%	17.9%
Quality of animal control	17.0%	19.2%	25.0%	21.4%	25.8%	16.7%	3.6%	18.2%
None chosen	17.6%	12.8%	20.8%	15.5%	11.8%	5.6%	14.3%	15.1%

Q15. COMMUNICATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Knoxville: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q15a. Availability of information about City programs & services</u>								
Very Satisfied	5.7%	10.7%	15.4%	16.1%	3.3%	3.8%	7.4%	8.3%
Satisfied	31.8%	38.0%	35.9%	28.0%	45.1%	32.1%	42.6%	35.0%
Neutral	40.9%	34.2%	35.9%	31.2%	33.0%	45.3%	40.7%	37.5%
Dissatisfied	17.6%	13.9%	10.3%	19.4%	14.3%	13.2%	9.3%	15.7%
Very Dissatisfied	4.0%	3.2%	2.6%	5.4%	4.4%	5.7%	0.0%	3.6%
<u>Q15b. City efforts to keep you informed about local issues</u>								
Very Satisfied	6.2%	9.3%	15.9%	14.4%	3.2%	3.8%	5.7%	7.8%
Satisfied	35.4%	38.3%	36.4%	29.9%	41.9%	39.6%	43.4%	36.9%
Neutral	34.8%	36.3%	34.1%	30.9%	36.6%	34.0%	37.7%	35.6%
Dissatisfied	19.1%	11.9%	6.8%	19.6%	14.0%	18.9%	9.4%	15.4%
Very Dissatisfied	4.5%	4.1%	6.8%	5.2%	4.3%	3.8%	3.8%	4.3%

Q15. COMMUNICATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Knoxville: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q15c. Level of public involvement in local decision making</u>								
Very Satisfied	2.8%	7.2%	17.1%	7.8%	2.2%	4.1%	0.0%	5.1%
Satisfied	21.6%	21.7%	14.6%	21.1%	24.4%	18.4%	35.2%	21.6%
Neutral	40.9%	44.4%	43.9%	40.0%	38.9%	49.0%	33.3%	42.7%
Dissatisfied	25.0%	22.2%	17.1%	25.6%	26.7%	22.4%	22.2%	23.6%
Very Dissatisfied	9.7%	4.4%	7.3%	5.6%	7.8%	6.1%	9.3%	7.0%
<u>Q15d. Quality of City's website</u>								
Very Satisfied	8.7%	12.4%	11.1%	16.9%	9.5%	6.5%	12.5%	10.5%
Satisfied	25.5%	29.0%	29.6%	25.4%	32.4%	26.1%	31.3%	27.2%
Neutral	51.7%	49.7%	51.9%	45.1%	44.6%	52.2%	47.9%	50.7%
Dissatisfied	8.7%	6.9%	3.7%	7.0%	10.8%	10.9%	4.2%	7.8%
Very Dissatisfied	5.4%	2.1%	3.7%	5.6%	2.7%	4.3%	4.2%	3.7%

Q15. COMMUNICATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Knoxville: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q15e. Quality of City's Recreation Program Guide</u>								
Very Satisfied	8.8%	14.1%	20.7%	16.3%	11.1%	9.3%	3.9%	11.5%
Satisfied	38.5%	37.8%	34.5%	33.8%	43.1%	23.3%	60.8%	38.2%
Neutral	42.6%	39.7%	41.4%	36.3%	38.9%	60.5%	25.5%	41.1%
Dissatisfied	4.1%	5.8%	3.4%	3.8%	4.2%	2.3%	7.8%	4.9%
Very Dissatisfied	6.1%	2.6%	0.0%	10.0%	2.8%	4.7%	2.0%	4.3%

Q16. Which of the following types of information would you be MOST interested in having the City of Knoxville include in communications?

N=391	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q16. Which types of information would you be most interested</u>								
Traffic improvements	8.0%	6.4%	12.5%	4.9%	5.4%	5.6%	8.9%	7.2%
New development in City	46.8%	44.3%	33.3%	40.8%	48.4%	53.7%	50.0%	45.5%
City events	30.9%	36.0%	35.4%	41.7%	37.6%	29.6%	23.2%	33.5%
Knoxville history	3.7%	6.4%	10.4%	4.9%	4.3%	1.9%	1.8%	5.1%
City codes & regulations	29.8%	27.1%	29.2%	35.0%	25.8%	18.5%	35.7%	28.4%
Other	4.3%	3.4%	4.2%	1.9%	5.4%	5.6%	3.6%	3.8%
None chosen	4.3%	3.0%	6.3%	4.9%	2.2%	1.9%	0.0%	3.6%

Q17. Which of the following are your primary sources of information about the City's programs, services, and events?

N=391	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q17. Your primary sources of information about City's programs, services, & events</u>								
City website via home computer (desktop, laptop)	17.6%	20.7%	14.6%	14.6%	21.5%	24.1%	30.4%	19.2%
City website via mobile device (phone, tablet)	9.0%	5.4%	2.1%	5.8%	11.8%	9.3%	7.1%	7.2%
Newspaper	60.6%	69.5%	66.7%	70.9%	68.8%	59.3%	51.8%	65.2%
Public meetings	5.9%	5.9%	12.5%	2.9%	7.5%	5.6%	5.4%	5.9%
Radio news programs	47.9%	50.7%	54.2%	44.7%	46.2%	46.3%	57.1%	49.4%
City's Facebook page	10.6%	17.7%	10.4%	8.7%	16.1%	25.9%	17.9%	14.3%
Word of mouth (friends, neighbors)	54.8%	62.1%	60.4%	61.2%	51.6%	66.7%	62.5%	58.6%
City emails (Notify Me)	2.7%	3.0%	2.1%	3.9%	1.1%	5.6%	3.6%	2.8%
Other	6.9%	8.4%	14.6%	5.8%	10.8%	3.7%	3.6%	7.7%
None chosen	3.2%	1.5%	8.3%	1.9%	0.0%	0.0%	0.0%	2.3%

Q18. FEELING OF SAFETY. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q18a. In your neighborhood during the day</u>								
Very Safe	49.5%	57.5%	48.9%	54.9%	55.9%	59.3%	50.9%	53.6%
Safe	42.9%	34.5%	40.0%	38.2%	34.4%	37.0%	45.5%	38.5%
Neutral	7.6%	6.0%	8.9%	6.9%	6.5%	3.7%	3.6%	6.8%
Unsafe	0.0%	1.5%	2.2%	0.0%	2.2%	0.0%	0.0%	0.8%
Very Unsafe	0.0%	0.5%	0.0%	0.0%	1.1%	0.0%	0.0%	0.3%
<u>Q18b. In your neighborhood at night</u>								
Very Safe	32.8%	30.2%	26.7%	34.7%	31.2%	38.9%	27.3%	31.4%
Safe	43.7%	46.0%	51.1%	43.6%	46.2%	35.2%	54.5%	44.9%
Neutral	19.1%	9.9%	13.3%	9.9%	17.2%	18.5%	12.7%	14.3%
Unsafe	4.4%	11.4%	6.7%	9.9%	4.3%	5.6%	5.5%	8.1%
Very Unsafe	0.0%	2.5%	2.2%	2.0%	1.1%	1.9%	0.0%	1.3%

Q18. FEELING OF SAFETY. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q18c. In City parks</u>								
Very Safe	21.3%	21.7%	13.5%	27.5%	23.9%	13.5%	22.2%	21.5%
Safe	37.9%	36.1%	43.2%	34.1%	33.0%	38.5%	50.0%	37.0%
Neutral	31.6%	30.6%	37.8%	28.6%	31.8%	42.3%	14.8%	31.1%
Unsafe	8.6%	8.3%	5.4%	8.8%	8.0%	3.8%	13.0%	8.5%
Very Unsafe	0.6%	3.3%	0.0%	1.1%	3.4%	1.9%	0.0%	2.0%
<u>Q18d. Overall feeling of safety in Knoxville</u>								
Very Safe	24.3%	22.3%	17.4%	32.4%	23.7%	18.5%	23.6%	23.3%
Safe	53.0%	55.4%	60.9%	48.0%	55.9%	57.4%	58.2%	54.3%
Neutral	18.4%	16.3%	21.7%	11.8%	15.1%	22.2%	16.4%	17.3%
Unsafe	4.3%	4.5%	0.0%	5.9%	4.3%	1.9%	1.8%	4.4%
Very Unsafe	0.0%	1.5%	0.0%	2.0%	1.1%	0.0%	0.0%	0.8%

Q19. PARKS AND FACILITIES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q19a. Maintenance of City parks</u>								
Very Satisfied	16.3%	26.0%	28.9%	29.2%	18.5%	17.0%	11.1%	21.4%
Satisfied	60.1%	52.6%	42.2%	46.9%	57.6%	66.0%	66.7%	56.1%
Neutral	15.2%	15.3%	26.7%	13.5%	16.3%	11.3%	13.0%	15.2%
Dissatisfied	7.3%	4.1%	2.2%	7.3%	7.6%	1.9%	7.4%	5.6%
Very Dissatisfied	1.1%	2.0%	0.0%	3.1%	0.0%	3.8%	1.9%	1.6%
<u>Q19b. Number of City parks</u>								
Very Satisfied	17.0%	21.4%	23.8%	26.3%	17.4%	11.3%	17.0%	19.3%
Satisfied	51.1%	49.5%	47.6%	40.0%	48.9%	54.7%	60.4%	50.3%
Neutral	20.5%	18.2%	21.4%	17.9%	23.9%	17.0%	17.0%	19.3%
Dissatisfied	9.7%	8.3%	4.8%	13.7%	9.8%	13.2%	1.9%	9.0%
Very Dissatisfied	1.7%	2.6%	2.4%	2.1%	0.0%	3.8%	3.8%	2.2%

Q19. PARKS AND FACILITIES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q19c. Number of walking & biking trails</u>								
Very Satisfied	7.4%	13.6%	22.2%	14.7%	7.8%	5.8%	5.6%	10.6%
Satisfied	14.8%	26.1%	30.6%	24.2%	13.3%	19.2%	9.3%	20.6%
Neutral	30.7%	16.8%	33.3%	17.9%	33.3%	23.1%	18.5%	23.6%
Dissatisfied	27.8%	28.3%	13.9%	30.5%	31.1%	26.9%	37.0%	28.1%
Very Dissatisfied	19.3%	15.2%	0.0%	12.6%	14.4%	25.0%	29.6%	17.2%
<u>Q19d. Maintenance of walking & biking trails</u>								
Very Satisfied	8.5%	15.9%	24.2%	14.6%	11.0%	11.8%	4.0%	12.2%
Satisfied	33.9%	41.2%	33.3%	40.4%	37.8%	37.3%	40.0%	37.6%
Neutral	45.5%	31.2%	39.4%	23.6%	40.2%	43.1%	48.0%	38.2%
Dissatisfied	7.9%	7.6%	3.0%	12.4%	9.8%	2.0%	8.0%	7.8%
Very Dissatisfied	4.2%	4.1%	0.0%	9.0%	1.2%	5.9%	0.0%	4.2%

Q19. PARKS AND FACILITIES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q19e. Quality of outdoor athletic fields</u>								
Very Satisfied	10.2%	21.2%	21.1%	19.5%	14.6%	15.7%	7.8%	15.9%
Satisfied	53.3%	43.0%	42.1%	48.3%	53.9%	39.2%	52.9%	48.0%
Neutral	25.7%	24.6%	36.8%	23.0%	24.7%	23.5%	19.6%	25.1%
Dissatisfied	6.6%	7.8%	0.0%	4.6%	6.7%	15.7%	7.8%	7.2%
Very Dissatisfied	4.2%	3.4%	0.0%	4.6%	0.0%	5.9%	11.8%	3.8%
<u>Q19f. Condition of restrooms in public parks</u>								
Very Satisfied	6.3%	8.5%	7.9%	10.7%	6.6%	6.1%	2.1%	7.4%
Satisfied	23.1%	22.0%	31.6%	25.0%	17.1%	14.3%	29.2%	22.5%
Neutral	30.0%	37.2%	31.6%	28.6%	39.5%	28.6%	35.4%	33.6%
Dissatisfied	26.9%	23.8%	26.3%	21.4%	25.0%	34.7%	22.9%	25.3%
Very Dissatisfied	13.8%	8.5%	2.6%	14.3%	11.8%	16.3%	10.4%	11.1%

Q20. Which TWO of the Park and Facilities listed above in Question 19 do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q20. Top choice</u>								
Maintenance of City parks	12.2%	13.8%	20.8%	10.7%	11.8%	11.1%	14.3%	13.0%
Number of City parks	4.8%	3.0%	2.1%	5.8%	3.2%	3.7%	1.8%	3.8%
Number of walking & biking trails	37.8%	31.0%	6.3%	34.0%	36.6%	38.9%	58.9%	34.3%
Maintenance of walking & biking trails	1.6%	2.5%	4.2%	1.9%	2.2%	0.0%	0.0%	2.0%
Quality of outdoor athletic fields	10.1%	9.4%	8.3%	6.8%	7.5%	24.1%	10.7%	9.7%
Condition of restrooms in public parks	17.6%	26.1%	33.3%	25.2%	25.8%	18.5%	7.1%	22.0%
None chosen	16.0%	14.3%	25.0%	15.5%	12.9%	3.7%	7.1%	15.1%

Q20. Which TWO of the Park and Facilities listed above in Question 19 do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q20. 2nd choice</u>								
Maintenance of City parks	9.6%	11.3%	8.3%	8.7%	12.9%	16.7%	5.4%	10.5%
Number of City parks	5.3%	10.8%	8.3%	13.6%	7.5%	5.6%	3.6%	8.2%
Number of walking & biking trails	16.0%	12.8%	16.7%	10.7%	17.2%	18.5%	17.9%	14.3%
Maintenance of walking & biking trails	13.8%	10.8%	4.2%	13.6%	17.2%	9.3%	17.9%	12.3%
Quality of outdoor athletic fields	7.4%	10.8%	8.3%	8.7%	9.7%	5.6%	16.1%	9.2%
Condition of restrooms in public parks	25.5%	19.2%	20.8%	20.4%	16.1%	33.3%	23.2%	22.3%
None chosen	22.3%	24.1%	33.3%	24.3%	19.4%	11.1%	16.1%	23.3%

Q20. Which TWO of the Park and Facilities listed above in Question 19 do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q20. Sum of Top 2 Choices</u>								
Maintenance of City parks	21.8%	25.1%	29.2%	19.4%	24.7%	27.8%	19.6%	23.5%
Number of City parks	10.1%	13.8%	10.4%	19.4%	10.8%	9.3%	5.4%	12.0%
Number of walking & biking trails	53.7%	43.8%	22.9%	44.7%	53.8%	57.4%	76.8%	48.6%
Maintenance of walking & biking trails	15.4%	13.3%	8.3%	15.5%	19.4%	9.3%	17.9%	14.3%
Quality of outdoor athletic fields	17.6%	20.2%	16.7%	15.5%	17.2%	29.6%	26.8%	18.9%
Condition of restrooms in public parks	43.1%	45.3%	54.2%	45.6%	41.9%	51.9%	30.4%	44.2%
None chosen	16.0%	14.3%	25.0%	15.5%	12.9%	3.7%	7.1%	15.1%

Q21. RECREATION PROGRAMS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q21a. City swimming pool</u>								
Very Satisfied	11.3%	11.5%	12.1%	15.1%	7.3%	18.8%	8.3%	11.4%
Satisfied	37.1%	34.5%	33.3%	41.9%	40.2%	18.8%	35.4%	35.8%
Neutral	28.9%	29.1%	39.4%	19.8%	34.1%	33.3%	25.0%	29.0%
Dissatisfied	16.4%	13.3%	9.1%	11.6%	13.4%	22.9%	16.7%	14.8%
Very Dissatisfied	6.3%	11.5%	6.1%	11.6%	4.9%	6.3%	14.6%	9.0%
<u>Q21b. Senior recreation opportunities</u>								
Very Satisfied	11.7%	12.0%	9.1%	20.3%	8.6%	9.1%	6.7%	11.8%
Satisfied	35.0%	35.2%	36.4%	32.8%	37.9%	33.3%	46.7%	35.1%
Neutral	40.8%	40.8%	42.4%	31.3%	39.7%	48.5%	40.0%	40.8%
Dissatisfied	12.5%	10.4%	12.1%	12.5%	13.8%	9.1%	6.7%	11.4%
Very Dissatisfied	0.0%	1.6%	0.0%	3.1%	0.0%	0.0%	0.0%	0.8%

Q21. RECREATION PROGRAMS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q21c. City's youth athletic programs</u>								
Very Satisfied	13.9%	16.4%	16.1%	17.4%	17.6%	13.6%	11.9%	15.2%
Satisfied	37.5%	40.3%	41.9%	30.2%	39.2%	45.5%	45.2%	38.9%
Neutral	38.2%	34.0%	41.9%	37.2%	33.8%	29.5%	35.7%	36.0%
Dissatisfied	6.3%	8.8%	0.0%	14.0%	6.8%	6.8%	2.4%	7.6%
Very Dissatisfied	4.2%	0.6%	0.0%	1.2%	2.7%	4.5%	4.8%	2.3%
<u>Q21d. City's adult athletic programs</u>								
Very Satisfied	9.1%	10.0%	11.5%	15.4%	8.9%	7.0%	2.4%	9.6%
Satisfied	27.3%	32.7%	34.6%	21.8%	31.6%	20.9%	46.3%	30.0%
Neutral	44.8%	45.3%	42.3%	43.6%	41.8%	53.5%	43.9%	45.1%
Dissatisfied	15.4%	8.7%	7.7%	16.7%	12.7%	16.3%	2.4%	11.9%
Very Dissatisfied	3.5%	3.3%	3.8%	2.6%	5.1%	2.3%	4.9%	3.4%

Q21. RECREATION PROGRAMS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q21e. Personal fitness classes</u>								
Very Satisfied	14.7%	13.9%	22.2%	16.7%	11.3%	14.6%	9.5%	14.3%
Satisfied	30.9%	35.8%	18.5%	29.5%	40.8%	34.1%	38.1%	33.4%
Neutral	41.2%	40.4%	51.9%	41.0%	35.2%	39.0%	40.5%	40.8%
Dissatisfied	10.3%	7.9%	7.4%	6.4%	9.9%	12.2%	11.9%	9.1%
Very Dissatisfied	2.9%	2.0%	0.0%	6.4%	2.8%	0.0%	0.0%	2.4%
<u>Q21f. Ease of registering for programs</u>								
Very Satisfied	16.7%	17.6%	18.5%	22.5%	12.5%	18.6%	18.6%	17.2%
Satisfied	38.4%	40.5%	33.3%	32.5%	50.0%	37.2%	44.2%	39.5%
Neutral	38.4%	37.3%	48.1%	36.3%	33.3%	37.2%	32.6%	37.8%
Dissatisfied	4.3%	2.6%	0.0%	3.8%	2.8%	7.0%	2.3%	3.4%
Very Dissatis	2.2%	2.0%	0.0%	5.0%	1.4%	0.0%	2.3%	2.1%

Q21. RECREATION PROGRAMS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q21g. Fees charged for recreation programs</u>								
Very Satisfied	14.8%	9.8%	7.1%	16.9%	7.5%	13.3%	19.1%	12.2%
Satisfied	28.9%	37.4%	35.7%	26.5%	40.0%	26.7%	40.4%	33.3%
Neutral	37.6%	33.1%	39.3%	30.1%	42.5%	42.2%	23.4%	35.3%
Dissatisfied	12.1%	14.7%	17.9%	14.5%	6.3%	15.6%	14.9%	13.5%
Very Dissatisfied	6.7%	4.9%	0.0%	12.0%	3.8%	2.2%	2.1%	5.8%
<u>Q21h. Special events sponsored by City</u>								
Very Satisfied	12.8%	10.8%	15.6%	16.5%	11.4%	6.8%	9.3%	11.8%
Satisfied	23.5%	31.8%	37.5%	27.8%	22.8%	22.7%	32.6%	27.8%
Neutral	44.3%	42.7%	34.4%	38.0%	50.6%	52.3%	39.5%	43.5%
Dissatisfied	14.1%	11.5%	6.3%	15.2%	11.4%	13.6%	14.0%	12.7%
Very Dissatisfied	5.4%	3.2%	6.3%	2.5%	3.8%	4.5%	4.7%	4.2%

Q21. RECREATION PROGRAMS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q21i. Quality of City's indoor recreation facility</u>								
Very Satisfied	13.5%	14.8%	12.5%	18.8%	13.3%	16.7%	10.9%	14.2%
Satisfied	41.0%	36.1%	40.6%	36.5%	42.2%	27.1%	45.7%	38.5%
Neutral	30.8%	31.4%	40.6%	25.9%	28.9%	35.4%	28.3%	31.1%
Dissatisfied	10.9%	14.2%	6.3%	12.9%	12.0%	16.7%	10.9%	12.6%
Very Dissatisfied	3.8%	3.6%	0.0%	5.9%	3.6%	4.2%	4.3%	3.7%

Q22. Which TWO of the Recreation Programs listed above in Question 21 do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q22. Top choice</u>								
City swimming pool	15.4%	16.3%	10.4%	10.7%	16.1%	27.8%	17.9%	15.9%
Senior recreation opportunities	10.1%	11.3%	18.8%	10.7%	14.0%	3.7%	5.4%	10.7%
City's youth athletic programs	5.3%	9.9%	2.1%	12.6%	7.5%	9.3%	5.4%	7.7%
City's adult athletic programs	7.4%	3.0%	4.2%	7.8%	3.2%	9.3%	3.6%	5.1%
Personal fitness classes	1.1%	6.4%	2.1%	3.9%	3.2%	3.7%	7.1%	3.8%
Ease of registering for programs	0.5%	1.0%	0.0%	0.0%	2.2%	0.0%	1.8%	0.8%
Fees charged for recreation programs	4.8%	8.4%	10.4%	7.8%	7.5%	9.3%	1.8%	6.6%
Special events sponsored by City	12.8%	8.4%	6.3%	10.7%	15.1%	11.1%	5.4%	10.5%
Quality of City's indoor recreation facility	16.0%	12.8%	14.6%	11.7%	10.8%	9.3%	32.1%	14.3%
None chosen	26.6%	22.7%	31.3%	24.3%	20.4%	16.7%	19.6%	24.6%

Q22. Which TWO of the Recreation Programs listed above in Question 21 do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q22. 2nd choice</u>								
City swimming pool	10.6%	7.9%	6.3%	3.9%	16.1%	7.4%	14.3%	9.2%
Senior recreation opportunities	4.8%	6.4%	6.3%	4.9%	7.5%	3.7%	3.6%	5.6%
City's youth athletic programs	13.3%	7.9%	2.1%	16.5%	5.4%	13.0%	12.5%	10.5%
City's adult athletic programs	8.5%	4.4%	8.3%	2.9%	3.2%	13.0%	12.5%	6.4%
Personal fitness classes	3.2%	4.4%	4.2%	1.0%	9.7%	3.7%	1.8%	3.8%
Ease of registering for programs	2.7%	2.0%	6.3%	1.0%	2.2%	1.9%	3.6%	2.3%
Fees charged for recreation programs	6.4%	9.9%	2.1%	12.6%	10.8%	3.7%	7.1%	8.2%
Special events sponsored by City	9.0%	10.3%	14.6%	10.7%	3.2%	14.8%	7.1%	9.7%
Quality of City's indoor recreation facility	8.0%	17.2%	14.6%	14.6%	15.1%	13.0%	8.9%	12.8%
None chosen	33.5%	29.6%	35.4%	32.0%	26.9%	25.9%	28.6%	31.5%

Q22. Which TWO of the Recreation Programs listed above in Question 21 do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q22. Sum of Top 2 Choices</u>								
City swimming pool	26.1%	24.1%	16.7%	14.6%	32.3%	35.2%	32.1%	25.1%
Senior recreation opportunities	14.9%	17.7%	25.0%	15.5%	21.5%	7.4%	8.9%	16.4%
City's youth athletic programs	18.6%	17.7%	4.2%	29.1%	12.9%	22.2%	17.9%	18.2%
City's adult athletic programs	16.0%	7.4%	12.5%	10.7%	6.5%	22.2%	16.1%	11.5%
Personal fitness classes	4.3%	10.8%	6.3%	4.9%	12.9%	7.4%	8.9%	7.7%
Ease of registering for programs	3.2%	3.0%	6.3%	1.0%	4.3%	1.9%	5.4%	3.1%
Fees charged for recreation programs	11.2%	18.2%	12.5%	20.4%	18.3%	13.0%	8.9%	14.8%
Special events sponsored by City	21.8%	18.7%	20.8%	21.4%	18.3%	25.9%	12.5%	20.2%
Quality of City's indoor recreation facility	23.9%	30.0%	29.2%	26.2%	25.8%	22.2%	41.1%	27.1%
None chosen	26.6%	22.7%	31.3%	24.3%	20.4%	16.7%	19.6%	24.6%

Q23. POLICE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q23a. Visibility of police in neighborhoods</u>								
Very Satisfied	28.1%	27.0%	22.2%	27.5%	31.5%	29.6%	26.8%	27.5%
Satisfied	48.6%	48.5%	53.3%	42.2%	47.8%	55.6%	50.0%	48.6%
Neutral	11.9%	17.5%	15.6%	16.7%	12.0%	11.1%	16.1%	14.8%
Dissatisfied	8.6%	5.0%	8.9%	10.8%	5.4%	1.9%	5.4%	6.8%
Very Dissatisfied	2.7%	2.0%	0.0%	2.9%	3.3%	1.9%	1.8%	2.3%
<u>Q23b. Visibility of police in retail areas</u>								
Very Satisfied	18.7%	14.5%	11.6%	13.4%	20.9%	14.0%	18.2%	16.6%
Satisfied	46.7%	43.5%	55.8%	45.4%	39.6%	52.0%	45.5%	45.1%
Neutral	21.4%	31.7%	23.3%	24.7%	27.5%	24.0%	29.1%	26.6%
Dissatisfied	11.0%	7.5%	9.3%	11.3%	9.9%	8.0%	7.3%	9.2%
Very Dissatisfied	2.2%	2.7%	0.0%	5.2%	2.2%	2.0%	0.0%	2.4%

Q23. POLICE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q23c. City's efforts to prevent crime</u>								
Very Satisfied	16.7%	15.9%	13.6%	18.4%	17.4%	13.5%	18.2%	16.3%
Satisfied	40.6%	46.7%	45.5%	41.8%	43.5%	38.5%	54.5%	43.7%
Neutral	26.1%	23.6%	29.5%	26.5%	20.7%	30.8%	14.5%	24.8%
Dissatisfied	12.8%	9.7%	11.4%	9.2%	16.3%	11.5%	7.3%	11.2%
Very Dissatisfied	3.9%	4.1%	0.0%	4.1%	2.2%	5.8%	5.5%	4.0%
<u>Q23d. How quickly police respond to emergencies</u>								
Very Satisfied	26.3%	29.6%	28.6%	28.4%	32.2%	26.0%	24.0%	28.0%
Satisfied	48.0%	43.6%	45.2%	47.7%	46.0%	36.0%	56.0%	45.7%
Neutral	19.3%	20.1%	23.8%	13.6%	17.2%	32.0%	16.0%	19.7%
Dissatisfied	2.9%	5.0%	2.4%	5.7%	2.3%	4.0%	2.0%	4.0%
Very Dissatisfied	3.5%	1.7%	0.0%	4.5%	2.3%	2.0%	2.0%	2.6%

Q23. POLICE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q23e. Enforcement of local traffic laws</u>								
Very Satisfied	18.7%	17.9%	18.6%	19.1%	20.9%	18.9%	14.3%	18.3%
Satisfied	45.1%	50.5%	51.2%	46.8%	41.8%	50.9%	60.7%	47.8%
Neutral	20.9%	21.1%	20.9%	17.0%	20.9%	26.4%	17.9%	21.0%
Dissatisfied	11.0%	8.4%	9.3%	13.8%	13.2%	3.8%	1.8%	9.7%
Very Dissatisfied	4.4%	2.1%	0.0%	3.2%	3.3%	0.0%	5.4%	3.2%
<u>Q23f. Overall quality of local police protection</u>								
Very Satisfied	25.1%	26.4%	22.7%	28.9%	34.4%	22.6%	18.5%	25.8%
Satisfied	46.4%	46.1%	54.5%	38.1%	38.9%	52.8%	61.1%	46.2%
Neutral	19.0%	20.7%	13.6%	23.7%	18.9%	18.9%	16.7%	19.9%
Dissatisfied	7.8%	6.2%	9.1%	7.2%	6.7%	5.7%	3.7%	7.0%
Very Dissatisfied	1.7%	0.5%	0.0%	2.1%	1.1%	0.0%	0.0%	1.1%

Q23. POLICE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q23g. Police related education programs offered by City</u>								
Very Satisfied	13.1%	11.7%	9.7%	15.3%	12.5%	12.2%	11.9%	12.4%
Satisfied	28.3%	35.0%	51.6%	25.0%	27.8%	36.6%	40.5%	31.6%
Neutral	37.2%	44.5%	32.3%	40.3%	41.7%	36.6%	40.5%	40.8%
Dissatisfied	15.2%	5.1%	3.2%	11.1%	15.3%	7.3%	4.8%	10.3%
Very Dissatisfied	6.2%	3.6%	3.2%	8.3%	2.8%	7.3%	2.4%	5.0%
<u>Q23h. Quality of dispatch services for police services</u>								
Very Satisfied	22.0%	27.8%	28.2%	25.9%	31.3%	21.3%	21.3%	25.0%
Satisfied	41.5%	37.9%	38.5%	42.0%	39.8%	34.0%	44.7%	39.6%
Neutral	23.3%	26.6%	30.8%	18.5%	18.1%	36.2%	21.3%	25.0%
Dissatisfied	4.4%	5.9%	2.6%	4.9%	4.8%	4.3%	8.5%	5.2%
Very Dissatisfied	8.8%	1.8%	0.0%	8.6%	6.0%	4.3%	4.3%	5.2%

Q24. Which TWO of the Police Service items listed in Question 23 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	

Q24. Top choice

Visibility of police in neighborhoods	13.8%	16.7%	18.8%	11.7%	12.9%	20.4%	17.9%	15.3%
Visibility of police in retail areas	5.9%	4.9%	2.1%	8.7%	1.1%	5.6%	12.5%	5.4%
City's efforts to prevent crime	28.2%	23.6%	29.2%	25.2%	22.6%	25.9%	28.6%	25.8%
How quickly police respond to emergencies	2.7%	8.9%	0.0%	8.7%	7.5%	7.4%	1.8%	5.9%
Enforcement of local traffic laws	8.0%	5.4%	8.3%	2.9%	12.9%	1.9%	1.8%	6.6%
Overall quality of local police protection	3.7%	1.0%	4.2%	2.9%	2.2%	1.9%	0.0%	2.3%
Police related education programs offered by City	11.7%	10.8%	8.3%	13.6%	15.1%	9.3%	10.7%	11.3%
Quality of dispatch services for police services	5.9%	5.9%	4.2%	3.9%	6.5%	9.3%	7.1%	5.9%
None chosen	20.2%	22.7%	25.0%	22.3%	19.4%	18.5%	19.6%	21.5%

Q24. Which TWO of the Police Service items listed in Question 23 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391

	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	

Q24. 2nd choice

Visibility of police in neighborhoods	5.9%	10.8%	10.4%	8.7%	12.9%	0.0%	8.9%	8.4%
Visibility of police in retail areas	16.5%	10.3%	18.8%	5.8%	18.3%	13.0%	12.5%	13.3%
City's efforts to prevent crime	11.7%	10.3%	6.3%	16.5%	6.5%	20.4%	7.1%	11.0%
How quickly police respond to emergencies	6.4%	7.4%	4.2%	5.8%	7.5%	11.1%	3.6%	6.9%
Enforcement of local traffic laws	8.0%	6.9%	6.3%	3.9%	7.5%	7.4%	12.5%	7.4%
Overall quality of local police protection	9.6%	8.4%	10.4%	13.6%	7.5%	3.7%	8.9%	9.0%
Police related education programs offered by City	8.5%	11.8%	10.4%	9.7%	10.8%	11.1%	14.3%	10.2%
Quality of dispatch services for police services	6.9%	3.0%	6.3%	7.8%	3.2%	3.7%	0.0%	4.9%
None chosen	26.6%	31.0%	27.1%	28.2%	25.8%	29.6%	32.1%	28.9%

Q24. Which TWO of the Police Service items listed in Question 23 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q24. Sum of Top 2 Choices</u>								
Visibility of police in neighborhoods	19.7%	27.6%	29.2%	20.4%	25.8%	20.4%	26.8%	23.8%
Visibility of police in retail areas	22.3%	15.3%	20.8%	14.6%	19.4%	18.5%	25.0%	18.7%
City's efforts to prevent crime	39.9%	34.0%	35.4%	41.7%	29.0%	46.3%	35.7%	36.8%
How quickly police respond to emergencies	9.0%	16.3%	4.2%	14.6%	15.1%	18.5%	5.4%	12.8%
Enforcement of local traffic laws	16.0%	12.3%	14.6%	6.8%	20.4%	9.3%	14.3%	14.1%
Overall quality of local police protection	13.3%	9.4%	14.6%	16.5%	9.7%	5.6%	8.9%	11.3%
Police related education programs offered by City	20.2%	22.7%	18.8%	23.3%	25.8%	20.4%	25.0%	21.5%
Quality of dispatch services for police services	12.8%	8.9%	10.4%	11.7%	9.7%	13.0%	7.1%	10.7%
None chosen	20.2%	22.7%	25.0%	22.3%	19.4%	18.5%	19.6%	21.5%

Q25. FIRE AND EMERGENCY MEDICAL SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q25a. How quickly fire/emergency medical services personnel respond to emergencies</u>								
Very Satisfied	31.2%	38.8%	46.3%	40.5%	30.0%	26.8%	30.4%	35.1%
Satisfied	49.4%	44.2%	48.8%	40.5%	51.3%	34.1%	60.9%	46.7%
Neutral	15.6%	13.9%	4.9%	12.7%	18.8%	29.3%	8.7%	14.7%
Dissatisfied	1.3%	2.4%	0.0%	6.3%	0.0%	2.4%	0.0%	1.9%
Very Dissatisfied	2.6%	0.6%	0.0%	0.0%	0.0%	7.3%	0.0%	1.6%
<u>Q25b. Overall quality of local fire protection/emergency medical services</u>								
Very Satisfied	36.3%	41.1%	39.0%	47.6%	34.6%	31.0%	32.7%	38.7%
Satisfied	51.3%	41.7%	48.8%	35.7%	49.4%	42.9%	61.2%	46.3%
Neutral	10.6%	16.7%	12.2%	13.1%	16.0%	23.8%	6.1%	13.7%
Dissatisfied	1.9%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.9%
Very Dissatisfied	0.0%	0.6%	0.0%	0.0%	0.0%	2.4%	0.0%	0.3%

Q25. FIRE AND EMERGENCY MEDICAL SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q25c. Fire related education programs offered by City</u>								
Very Satisfied	19.3%	22.6%	16.1%	24.7%	21.9%	23.1%	18.2%	21.0%
Satisfied	44.3%	35.6%	54.8%	42.5%	34.2%	38.5%	47.7%	39.9%
Neutral	31.4%	38.4%	29.0%	23.3%	42.5%	30.8%	34.1%	35.0%
Dissatisfied	3.6%	2.7%	0.0%	6.8%	1.4%	5.1%	0.0%	3.1%
Very Dissatisfied	1.4%	0.7%	0.0%	2.7%	0.0%	2.6%	0.0%	1.0%
<u>Q25d. Quality of dispatch services for fire & emergency medical services</u>								
Very Satisfied	24.7%	34.6%	33.3%	35.0%	24.7%	30.8%	25.0%	29.8%
Satisfied	50.0%	42.0%	59.0%	42.5%	51.9%	28.2%	54.5%	45.8%
Neutral	15.3%	21.6%	5.1%	13.8%	18.5%	30.8%	18.2%	18.6%
Dissatisfied	4.7%	0.0%	2.6%	2.5%	1.2%	2.6%	2.3%	2.2%
Very Dissatisfied	5.3%	1.9%	0.0%	6.3%	3.7%	7.7%	0.0%	3.5%

Q26. Which TWO of the Fire and Emergency Medical Service items listed in Question 25 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
How quickly fire/emergency medical services personnel respond to emergencies	25.5%	26.1%	25.0%	31.1%	24.7%	20.4%	23.2%	25.8%
Overall quality of local fire protection/emergency medical services	14.4%	11.8%	16.7%	10.7%	12.9%	16.7%	12.5%	13.0%
Fire related education programs offered by City	18.1%	20.2%	18.8%	20.4%	22.6%	20.4%	12.5%	19.2%
Quality of dispatch services for fire & emergency medical services	4.3%	5.9%	2.1%	4.9%	7.5%	3.7%	5.4%	5.1%
None chosen	37.8%	36.0%	37.5%	33.0%	32.3%	38.9%	46.4%	36.8%

Q26. Top choice

Q26. Which TWO of the Fire and Emergency Medical Service items listed in Question 25 above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q26. 2nd choice</u>								
How quickly fire/emergency medical services personnel respond to emergencies	5.9%	8.9%	6.3%	5.8%	10.8%	11.1%	5.4%	7.4%
Overall quality of local fire protection/emergency medical services	21.8%	17.7%	10.4%	22.3%	20.4%	14.8%	25.0%	19.7%
Fire related education programs offered by City	11.7%	9.9%	18.8%	12.6%	12.9%	5.6%	5.4%	10.7%
Quality of dispatch services for fire & emergency medical services	13.8%	19.2%	20.8%	18.4%	9.7%	24.1%	12.5%	16.6%
None chosen	46.8%	44.3%	43.8%	40.8%	46.2%	44.4%	51.8%	45.5%

Q26. Which TWO of the Fire and Emergency Medical Service items listed in Question 25 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q26. Sum of Top 2 Choices</u>								
How quickly fire/emergency medical services personnel respond to emergencies	31.4%	35.0%	31.3%	36.9%	35.5%	31.5%	28.6%	33.2%
Overall quality of local fire protection/emergency medical services	36.2%	29.6%	27.1%	33.0%	33.3%	31.5%	37.5%	32.7%
Fire related education programs offered by City	29.8%	30.0%	37.5%	33.0%	35.5%	25.9%	17.9%	29.9%
Quality of dispatch services for fire & emergency medical services	18.1%	25.1%	22.9%	23.3%	17.2%	27.8%	17.9%	21.7%
None chosen	37.8%	36.0%	37.5%	33.0%	32.3%	38.9%	46.4%	36.8%

Q27. WASTEWATER. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q27a. Odor from City waste water treatment facility</u>								
Very Satisfied	27.4%	28.0%	33.3%	31.8%	22.7%	28.6%	30.2%	27.7%
Satisfied	40.1%	31.7%	30.6%	41.2%	36.0%	28.6%	39.5%	35.8%
Neutral	27.4%	30.5%	36.1%	24.7%	30.7%	30.6%	16.3%	29.0%
Dissatisfied	3.8%	7.3%	0.0%	2.4%	8.0%	6.1%	11.6%	5.6%
Very Dissatisfied	1.3%	2.4%	0.0%	0.0%	2.7%	6.1%	2.3%	1.9%
<u>Q27b. Overall quality of City's waste water system</u>								
Very Satisfied	19.3%	21.9%	20.5%	22.0%	20.3%	25.0%	19.6%	20.6%
Satisfied	44.0%	37.3%	30.8%	49.5%	39.2%	25.0%	47.8%	40.6%
Neutral	25.3%	27.8%	43.6%	19.8%	25.3%	35.4%	10.9%	26.6%
Dissatisfied	7.2%	8.9%	5.1%	5.5%	10.1%	8.3%	13.0%	8.1%
Very Dissatisfied	4.2%	4.1%	0.0%	3.3%	5.1%	6.3%	8.7%	4.2%

Q27. WASTEWATER. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q27c. What you are charged for wastewater services</u>								
Very Satisfied	4.6%	6.6%	2.7%	5.2%	5.9%	6.0%	9.3%	5.6%
Satisfied	16.1%	16.9%	8.1%	17.5%	14.1%	8.0%	27.8%	16.5%
Neutral	28.7%	25.7%	32.4%	27.8%	20.0%	42.0%	24.1%	27.2%
Dissatisfied	24.7%	31.7%	37.8%	24.7%	31.8%	24.0%	22.2%	28.3%
Very Dissatisfied	25.9%	19.1%	18.9%	24.7%	28.2%	20.0%	16.7%	22.4%

Q28. Have you had a sewer backup in your home during the past year?

N=391	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q28. Have you had a sewer backup in your home during past year</u>								
Yes	7.4%	8.9%	6.3%	12.6%	11.8%	3.7%	3.6%	8.2%
No	92.6%	91.1%	93.8%	87.4%	88.2%	96.3%	96.4%	91.8%

Q28a. (If YES to Question 28) Was the backup caused by problems in the City's system?

N=32	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q28a. Was backup caused by problems in City's system</u>								
Yes	57.1%	33.3%	0.0%	46.2%	63.6%	0.0%	50.0%	43.8%
No	42.9%	66.7%	100.0%	53.8%	36.4%	100.0%	50.0%	56.3%

Q28a-1. (If YES to Question 28a) Did the City respond promptly to your requests for service?

N=14

Q36. Your gender		Q38. Your total annual household income			Total
Male	Female	\$25K-\$49,999	\$50K-\$74,999	\$100K+	

Q28a-1. Did City respond promptly to your requests for service

Yes	12.5%	16.7%	16.7%	14.3%	0.0%	14.3%
No	87.5%	66.7%	66.7%	85.7%	100.0%	78.6%
Not provided	0.0%	16.7%	16.7%	0.0%	0.0%	7.1%

Q29. Please answer the following questions by circling YES or NO.

N=391	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q29a. Have any of your household members visited Downtown Knoxville during past year</u>								
Yes	95.2%	95.5%	93.6%	96.1%	95.7%	94.4%	98.2%	95.4%
No	4.8%	4.5%	6.4%	3.9%	4.3%	5.6%	1.8%	4.6%
<u>Q29b. Have any of your household members visited City Hall during past year</u>								
Yes	67.4%	52.0%	42.6%	53.9%	65.6%	55.6%	76.8%	59.4%
No	32.6%	48.0%	57.4%	46.1%	34.4%	44.4%	23.2%	40.6%
<u>Q29c. Have any of your household members visited Police Station during past year</u>								
Yes	42.2%	38.1%	21.3%	37.3%	52.7%	48.1%	32.1%	40.1%
No	57.8%	61.9%	78.7%	62.7%	47.3%	51.9%	67.9%	59.9%
<u>Q29d. Have any of your household members visited Fire Station during past year</u>								
Yes	32.1%	30.7%	23.4%	28.4%	33.3%	31.5%	41.1%	31.4%
No	67.9%	69.3%	76.6%	71.6%	66.7%	68.5%	58.9%	68.6%

Q29. Please answer the following questions by circling YES or NO.

N=391	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q29e. Have any of your household members visited Recreation Center during past year</u>								
Yes	58.3%	60.4%	40.4%	56.9%	67.7%	63.0%	75.0%	59.4%
No	41.7%	39.6%	59.6%	43.1%	32.3%	37.0%	25.0%	40.6%
<u>Q29f. Have any of your household members visited Knoxville Public Library during past year</u>								
Yes	67.9%	68.3%	57.4%	73.5%	68.8%	64.8%	73.2%	68.1%
No	32.1%	31.7%	42.6%	26.5%	31.2%	35.2%	26.8%	31.9%
<u>Q29g. Have any of your household members called, visited or done business with Planning & Zoning Department</u>								
Yes	20.3%	15.8%	14.9%	11.8%	18.3%	16.7%	33.9%	18.0%
No	79.7%	84.2%	85.1%	88.2%	81.7%	83.3%	66.1%	82.0%
<u>Q29h. Have any of your household members used/read City's Recreation Program Guide during past year</u>								
Yes	39.0%	47.0%	12.8%	42.2%	49.5%	57.4%	51.8%	43.2%
No	61.0%	53.0%	87.2%	57.8%	50.5%	42.6%	48.2%	56.8%

Q29. Please answer the following questions by circling YES or NO.

N=391	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q29i. Have any of your household members called Police Department or used police services during past year</u>								
Yes	43.9%	52.5%	40.4%	52.0%	49.5%	44.4%	44.6%	48.3%
No	56.1%	47.5%	59.6%	48.0%	50.5%	55.6%	55.4%	51.7%
<u>Q29j. Have any of your household members called Fire Department or used fire services during past year</u>								
Yes	12.8%	10.9%	10.6%	11.8%	14.0%	18.5%	8.9%	11.8%
No	87.2%	89.1%	89.4%	88.2%	86.0%	81.5%	91.1%	88.2%
<u>Q29k. Have any of your household members used emergency medical services during past year</u>								
Yes	17.1%	19.8%	19.1%	18.6%	16.1%	18.5%	19.6%	18.5%
No	82.9%	80.2%	80.9%	81.4%	83.9%	81.5%	80.4%	81.5%
<u>Q29l. Have any of your household members visited a City park during past year</u>								
Yes	79.1%	78.7%	66.0%	76.5%	81.7%	85.2%	94.6%	78.9%
No	20.9%	21.3%	34.0%	23.5%	18.3%	14.8%	5.4%	21.1%

Q29. Please answer the following questions by circling YES or NO.

N=391	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q29m. Have any of your household members used a City walking/biking trail during past year</u>								
Yes	55.6%	50.0%	25.5%	45.1%	64.5%	64.8%	75.0%	52.7%
No	44.4%	50.0%	74.5%	54.9%	35.5%	35.2%	25.0%	47.3%
<u>Q29n. Have any of your household members visited City swimming pool during past year</u>								
Yes	41.7%	40.6%	34.0%	39.2%	44.1%	46.3%	50.0%	41.1%
No	58.3%	59.4%	66.0%	60.8%	55.9%	53.7%	50.0%	58.9%
<u>Q29o. Have any of your household members visited senior center during past year</u>								
Yes	30.5%	22.8%	25.5%	30.4%	26.9%	24.1%	23.2%	26.5%
No	69.5%	77.2%	74.5%	69.6%	73.1%	75.9%	76.8%	73.5%
<u>Q29p. Have any of your household members visited a City recreation facility during past year</u>								
Yes	65.8%	68.8%	53.2%	62.7%	75.3%	72.2%	82.1%	67.4%
No	34.2%	31.2%	46.8%	37.3%	24.7%	27.8%	17.9%	32.6%

Q29. Please answer the following questions by circling YES or NO.

N=391	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q29q. Have any of your household members participated in a City recreation program or class during past year</u>								
Yes	27.3%	30.7%	4.3%	28.4%	32.3%	38.9%	48.2%	29.0%
No	72.7%	69.3%	95.7%	71.6%	67.7%	61.1%	51.8%	71.0%
<u>Q29r. Do you utilize Facebook, Twitter or other social media</u>								
Yes	64.7%	69.3%	40.4%	68.6%	69.9%	79.6%	78.6%	67.1%
No	35.3%	30.7%	59.6%	31.4%	30.1%	20.4%	21.4%	32.9%

Q30. Below is a list of different types of utilities. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q30a. Your electric company</u>								
Very Satisfied	23.0%	33.2%	46.8%	33.0%	22.6%	24.5%	19.6%	28.3%
Satisfied	63.6%	52.5%	42.6%	47.6%	66.7%	58.5%	67.9%	57.8%
Neutral	8.0%	11.4%	10.6%	9.7%	6.5%	13.2%	12.5%	9.8%
Dissatisfied	2.7%	1.5%	0.0%	5.8%	2.2%	0.0%	0.0%	2.1%
Very Dissatisfied	2.7%	1.5%	0.0%	3.9%	2.2%	3.8%	0.0%	2.1%
<u>Q30b. Your local telephone company</u>								
Very Satisfied	16.0%	22.8%	28.6%	23.2%	14.1%	18.6%	13.0%	19.6%
Satisfied	50.0%	42.1%	52.4%	37.8%	47.4%	55.8%	41.3%	45.8%
Neutral	22.7%	25.7%	16.7%	26.8%	25.6%	20.9%	34.8%	24.3%
Dissatisfied	8.7%	5.3%	2.4%	6.1%	10.3%	4.7%	6.5%	6.9%
Very Dissatisfied	2.7%	4.1%	0.0%	6.1%	2.6%	0.0%	4.3%	3.4%

Q30. Below is a list of different types of utilities. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q30c. Your natural gas company</u>								
Very Satisfied	22.3%	30.7%	38.1%	30.1%	21.3%	24.5%	21.4%	26.6%
Satisfied	63.0%	55.2%	47.6%	53.4%	67.4%	59.2%	66.1%	59.0%
Neutral	10.3%	12.5%	9.5%	9.7%	11.2%	16.3%	8.9%	11.4%
Dissatisfied	2.7%	1.6%	2.4%	4.9%	0.0%	0.0%	3.6%	2.1%
Very Dissatisfied	1.6%	0.0%	2.4%	1.9%	0.0%	0.0%	0.0%	0.8%
<u>Q30d. Your cable/satellite television company</u>								
Very Satisfied	10.6%	14.0%	13.9%	12.9%	11.0%	11.8%	15.4%	12.4%
Satisfied	42.5%	34.3%	38.9%	31.8%	40.2%	41.2%	42.3%	38.2%
Neutral	18.8%	20.2%	13.9%	23.5%	20.7%	19.6%	13.5%	19.5%
Dissatisfied	18.1%	20.2%	27.8%	15.3%	18.3%	19.6%	19.2%	19.2%
Very Dissatisfied	10.0%	11.2%	5.6%	16.5%	9.8%	7.8%	9.6%	10.7%

Q30. Below is a list of different types of utilities. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q30e. Your internet service provider</u>								
Very Satisfied	8.0%	14.0%	10.7%	16.7%	11.6%	1.9%	13.0%	11.1%
Satisfied	41.4%	41.3%	42.9%	34.4%	39.5%	48.1%	42.6%	41.3%
Neutral	27.8%	22.9%	32.1%	23.3%	27.9%	31.5%	14.8%	25.2%
Dissatisfied	13.6%	15.1%	14.3%	13.3%	15.1%	14.8%	16.7%	14.4%
Very Dissatisfied	9.3%	6.7%	0.0%	12.2%	5.8%	3.7%	13.0%	7.9%
<u>Q30f. Your long distance telephone company</u>								
Very Satisfied	13.1%	21.7%	28.6%	26.7%	12.7%	2.8%	16.7%	17.7%
Satisfied	46.9%	48.0%	48.6%	37.3%	49.2%	61.1%	38.1%	47.5%
Neutral	33.8%	23.0%	22.9%	24.0%	31.7%	30.6%	42.9%	28.0%
Dissatisfied	3.1%	2.0%	0.0%	2.7%	3.2%	5.6%	2.4%	2.5%
Very Dissatisfied	3.1%	5.3%	0.0%	9.3%	3.2%	0.0%	0.0%	4.3%

Q30. Below is a list of different types of utilities. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q30g. Your cellular, wireless or pager company</u>								
Very Satisfied	13.5%	19.2%	20.0%	25.8%	13.3%	7.5%	12.5%	16.4%
Satisfied	53.4%	52.2%	51.4%	46.2%	53.3%	62.3%	57.1%	52.8%
Neutral	15.7%	17.0%	20.0%	19.4%	17.8%	13.2%	8.9%	16.4%
Dissatisfied	12.9%	8.8%	5.7%	5.4%	13.3%	15.1%	14.3%	10.8%
Very Dissatisfied	4.5%	2.7%	2.9%	3.2%	2.2%	1.9%	7.1%	3.6%
<u>Q30h. Knoxville City services</u>								
Very Satisfied	9.8%	19.1%	25.0%	14.3%	14.4%	12.0%	13.0%	14.6%
Satisfied	52.5%	51.6%	40.9%	50.0%	54.4%	48.0%	57.4%	52.0%
Neutral	26.8%	23.9%	27.3%	26.5%	22.2%	34.0%	18.5%	25.3%
Dissatisfied	7.7%	4.8%	6.8%	6.1%	5.6%	6.0%	9.3%	6.2%
Very Dissatisfied	3.3%	0.5%	0.0%	3.1%	3.3%	0.0%	1.9%	1.9%

Q31. FUTURE PRIORITIES. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q31a. Recreation center expansion</u>								
Very Important	20.2%	22.7%	10.6%	20.2%	20.0%	24.5%	35.7%	21.5%
Important	19.7%	37.4%	21.3%	27.3%	38.9%	28.3%	23.2%	28.9%
Neutral	32.2%	27.3%	40.4%	38.4%	21.1%	28.3%	26.8%	29.7%
Less Important	16.4%	7.6%	17.0%	5.1%	16.7%	15.1%	8.9%	11.8%
Not Important	11.5%	5.1%	10.6%	9.1%	3.3%	3.8%	5.4%	8.1%
<u>Q31b. Public library expansion</u>								
Very Important	14.4%	19.1%	14.9%	24.8%	16.7%	11.8%	3.6%	16.9%
Important	21.7%	31.7%	21.3%	22.8%	33.3%	25.5%	30.9%	26.9%
Neutral	35.6%	36.2%	44.7%	36.6%	34.4%	35.3%	32.7%	35.9%
Less Important	18.9%	8.0%	8.5%	11.9%	11.1%	17.6%	23.6%	13.2%
Not Important	9.4%	5.0%	10.6%	4.0%	4.4%	9.8%	9.1%	7.1%

Q31. FUTURE PRIORITIES. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q31c. New police/fire & City Hall facility</u>								
Very Important	14.4%	10.3%	9.3%	14.0%	10.1%	15.1%	14.3%	12.2%
Important	17.7%	20.0%	18.6%	17.0%	30.3%	15.1%	5.4%	18.9%
Neutral	33.7%	40.0%	34.9%	46.0%	28.1%	39.6%	37.5%	37.0%
Less Important	21.5%	22.1%	27.9%	16.0%	21.3%	20.8%	28.6%	21.8%
Not Important	12.7%	7.7%	9.3%	7.0%	10.1%	9.4%	14.3%	10.1%
<u>Q31d. New recreation trails</u>								
Very Important	30.6%	26.0%	6.4%	30.7%	30.8%	29.6%	44.6%	28.2%
Important	27.9%	27.0%	21.3%	25.7%	33.0%	27.8%	35.7%	27.4%
Neutral	19.1%	25.5%	34.0%	22.8%	18.7%	18.5%	12.5%	22.5%
Less Important	11.5%	14.0%	23.4%	11.9%	9.9%	16.7%	5.4%	12.8%
Not Important	10.9%	7.5%	14.9%	8.9%	7.7%	7.4%	1.8%	9.1%

Q31. FUTURE PRIORITIES. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q31e. New housing development</u>								
Very Important	18.5%	16.7%	8.5%	10.9%	17.8%	24.5%	26.8%	17.5%
Important	34.2%	26.8%	25.5%	31.7%	35.6%	22.6%	37.5%	30.4%
Neutral	29.9%	36.4%	40.4%	38.6%	30.0%	30.2%	23.2%	33.2%
Less Important	9.8%	15.2%	12.8%	11.9%	13.3%	13.2%	10.7%	12.6%
Not Important	7.6%	5.1%	12.8%	6.9%	3.3%	9.4%	1.8%	6.3%
<u>Q31f. Downtown streetscape improvements</u>								
Very Important	19.7%	15.7%	19.6%	15.8%	19.3%	15.7%	19.6%	17.6%
Important	25.8%	31.3%	17.4%	26.7%	31.8%	27.5%	44.6%	28.7%
Neutral	25.8%	28.3%	32.6%	32.7%	28.4%	25.5%	8.9%	27.1%
Less Important	12.9%	17.2%	21.7%	11.9%	15.9%	21.6%	10.7%	15.2%
Not Important	15.7%	7.6%	8.7%	12.9%	4.5%	9.8%	16.1%	11.4%

Q31. FUTURE PRIORITIES. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q31g. Road reconstruction & maintenance</u>								
Very Important	44.0%	40.2%	42.6%	44.6%	39.6%	49.1%	42.9%	42.0%
Important	44.6%	42.2%	34.0%	46.5%	52.7%	32.1%	37.5%	43.3%
Neutral	8.2%	16.1%	14.9%	7.9%	6.6%	15.1%	17.9%	12.3%
Less Important	3.3%	1.0%	6.4%	1.0%	1.1%	3.8%	1.8%	2.1%
Not Important	0.0%	0.5%	2.1%	0.0%	0.0%	0.0%	0.0%	0.3%
<u>Q31h. Sidewalk rehabilitation & repair</u>								
Very Important	35.5%	34.2%	33.3%	43.6%	24.4%	33.3%	42.9%	34.8%
Important	39.3%	42.7%	41.7%	36.6%	53.3%	35.2%	33.9%	41.1%
Neutral	18.0%	19.1%	22.9%	12.9%	18.9%	22.2%	17.9%	18.6%
Less Important	3.8%	4.0%	2.1%	5.9%	2.2%	5.6%	3.6%	3.9%
Not Important	3.3%	0.0%	0.0%	1.0%	1.1%	3.7%	1.8%	1.6%

Q31. FUTURE PRIORITIES. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than	\$25K-\$49,	\$50K-\$74,	\$75K-\$99,	\$100K+	
			\$25K	999	999	999		
<u>Q31i. Knoxville Municipal Airport improvements</u>								
Very Important	5.5%	2.0%	2.1%	4.0%	4.6%	1.9%	7.1%	3.7%
Important	8.8%	12.2%	8.3%	8.9%	8.0%	5.7%	21.4%	10.6%
Neutral	46.2%	46.2%	54.2%	49.5%	42.5%	41.5%	37.5%	46.2%
Less Important	19.8%	26.4%	10.4%	19.8%	36.8%	34.0%	16.1%	23.2%
Not Important	19.8%	13.2%	25.0%	17.8%	8.0%	17.0%	17.9%	16.4%
<u>Q31j. Splash pad at a public park</u>								
Very Important	9.8%	13.7%	4.3%	12.0%	12.1%	21.2%	10.7%	11.8%
Important	16.4%	18.3%	17.0%	13.0%	20.9%	19.2%	19.6%	17.4%
Neutral	28.4%	29.4%	34.0%	31.0%	28.6%	15.4%	30.4%	28.9%
Less Important	21.9%	19.8%	14.9%	22.0%	20.9%	25.0%	23.2%	20.8%
Not Important	23.5%	18.8%	29.8%	22.0%	17.6%	19.2%	16.1%	21.1%

Q31. FUTURE PRIORITIES. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities: (without "don't know")

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q31k. City wide fiber network installation</u>								
Very Important	21.2%	14.2%	2.2%	22.2%	17.6%	27.8%	16.1%	17.6%
Important	21.7%	22.3%	10.9%	13.1%	30.8%	25.9%	25.0%	22.0%
Neutral	29.9%	40.1%	54.3%	37.4%	31.9%	24.1%	33.9%	35.2%
Less Important	12.0%	15.2%	17.4%	15.2%	12.1%	16.7%	8.9%	13.6%
Not Important	15.2%	8.1%	15.2%	12.1%	7.7%	5.6%	16.1%	11.5%
<u>Q31l. New senior center</u>								
Very Important	10.4%	14.5%	14.6%	12.9%	15.6%	17.0%	1.8%	12.5%
Important	23.0%	18.5%	20.8%	19.8%	21.1%	15.1%	23.2%	20.6%
Neutral	32.2%	47.5%	37.5%	42.6%	40.0%	37.7%	50.0%	40.2%
Less Important	18.6%	14.0%	12.5%	15.8%	17.8%	24.5%	8.9%	16.2%
Not Important	15.8%	5.5%	14.6%	8.9%	5.6%	5.7%	16.1%	10.4%

Q32. Which THREE of the priorities listed in Question 31 above do you think should receive the most emphasis from City leaders over the next THREE Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q32. Top choice</u>								
Recreation center expansion	10.6%	11.8%	12.5%	6.8%	11.8%	11.1%	17.9%	11.3%
Public library expansion	4.3%	10.3%	12.5%	8.7%	6.5%	1.9%	1.8%	7.4%
New police/fire & City Hall facility	6.9%	3.9%	6.3%	5.8%	2.2%	9.3%	5.4%	5.4%
New recreation trails	10.1%	9.4%	0.0%	8.7%	10.8%	9.3%	21.4%	9.7%
New housing development	10.1%	6.4%	6.3%	6.8%	5.4%	13.0%	10.7%	8.2%
Downtown streetscape improvements	6.9%	3.4%	6.3%	2.9%	10.8%	1.9%	5.4%	5.1%
Road reconstruction & maintenance	28.7%	28.1%	35.4%	24.3%	31.2%	29.6%	25.0%	28.4%
Sidewalk rehabilitation & repair	7.4%	5.9%	8.3%	8.7%	6.5%	7.4%	0.0%	6.6%
Knoxville Municipal Airport improvements	0.5%	0.5%	0.0%	0.0%	0.0%	1.9%	1.8%	0.5%
Splash pad at a public park	1.1%	2.0%	2.1%	1.0%	2.2%	1.9%	0.0%	1.5%
City wide fiber network installation	5.9%	3.0%	2.1%	8.7%	4.3%	3.7%	1.8%	4.3%
New senior center	3.2%	6.9%	6.3%	8.7%	3.2%	5.6%	1.8%	5.1%
None chosen	4.3%	8.4%	2.1%	8.7%	5.4%	3.7%	7.1%	6.4%

Q32. Which THREE of the priorities listed in Question 31 above do you think should receive the most emphasis from City leaders over the next THREE Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q32. 2nd choice</u>								
Recreation center expansion	4.8%	9.9%	4.2%	7.8%	9.7%	7.4%	8.9%	7.4%
Public library expansion	3.7%	8.4%	6.3%	6.8%	8.6%	7.4%	3.6%	6.1%
New police/fire & City Hall facility	5.9%	4.4%	4.2%	5.8%	5.4%	5.6%	5.4%	5.1%
New recreation trails	13.3%	7.4%	0.0%	9.7%	17.2%	5.6%	17.9%	10.2%
New housing development	7.4%	6.4%	14.6%	2.9%	4.3%	7.4%	10.7%	6.9%
Downtown streetscape improvements	5.9%	5.4%	2.1%	1.9%	4.3%	5.6%	14.3%	5.6%
Road reconstruction & maintenance	22.3%	13.8%	29.2%	20.4%	15.1%	20.4%	12.5%	17.9%
Sidewalk rehabilitation & repair	14.9%	18.7%	20.8%	20.4%	16.1%	13.0%	10.7%	16.9%
Knoxville Municipal Airport improvements	1.1%	0.5%	0.0%	0.0%	0.0%	0.0%	3.6%	0.8%
Splash pad at a public park	2.7%	4.4%	4.2%	3.9%	1.1%	5.6%	0.0%	3.6%
City wide fiber network installation	7.4%	4.9%	0.0%	6.8%	8.6%	7.4%	5.4%	6.1%
New senior center	3.7%	5.9%	10.4%	1.9%	4.3%	7.4%	0.0%	4.9%
None chosen	6.9%	9.9%	4.2%	11.7%	5.4%	7.4%	7.1%	8.4%

Q32. Which THREE of the priorities listed in Question 31 above do you think should receive the most emphasis from City leaders over the next THREE Years?

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q32. 3rd choice</u>								
Recreation center expansion	3.7%	6.9%	6.3%	4.9%	7.5%	7.4%	3.6%	5.4%
Public library expansion	4.3%	5.9%	4.2%	4.9%	3.2%	9.3%	5.4%	5.1%
New police/fire & City Hall facility	6.9%	6.4%	8.3%	8.7%	7.5%	3.7%	3.6%	6.6%
New recreation trails	9.6%	7.4%	6.3%	4.9%	11.8%	11.1%	5.4%	8.4%
New housing development	8.5%	7.9%	10.4%	5.8%	6.5%	5.6%	12.5%	8.2%
Downtown streetscape improvements	6.9%	8.9%	4.2%	6.8%	10.8%	13.0%	7.1%	7.9%
Road reconstruction & maintenance	11.2%	11.8%	14.6%	18.4%	7.5%	7.4%	12.5%	11.5%
Sidewalk rehabilitation & repair	14.9%	12.3%	12.5%	11.7%	14.0%	7.4%	23.2%	13.6%
Knoxville Municipal Airport improvements	2.1%	0.0%	0.0%	1.0%	2.2%	0.0%	1.8%	1.0%
Splash pad at a public park	3.2%	3.4%	0.0%	5.8%	3.2%	3.7%	3.6%	3.3%
City wide fiber network installation	9.0%	3.4%	4.2%	3.9%	7.5%	11.1%	7.1%	6.1%
New senior center	7.4%	6.9%	12.5%	6.8%	6.5%	7.4%	1.8%	7.2%
None chosen	12.2%	18.7%	16.7%	16.5%	11.8%	13.0%	12.5%	15.6%

Q32. Which THREE of the priorities listed in Question 31 above do you think should receive the most emphasis from City leaders over the next THREE Years? (top 3)

N=391	Q36. Your gender		Q38. Your total annual household income					Total
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q32. Sum of Top 3 Choices</u>								
Recreation center expansion	19.1%	28.6%	22.9%	19.4%	29.0%	25.9%	30.4%	24.0%
Public library expansion	12.2%	24.6%	22.9%	20.4%	18.3%	18.5%	10.7%	18.7%
New police/fire & City Hall facility	19.7%	14.8%	18.8%	20.4%	15.1%	18.5%	14.3%	17.1%
New recreation trails	33.0%	24.1%	6.3%	23.3%	39.8%	25.9%	44.6%	28.4%
New housing development	26.1%	20.7%	31.3%	15.5%	16.1%	25.9%	33.9%	23.3%
Downtown streetscape improvements	19.7%	17.7%	12.5%	11.7%	25.8%	20.4%	26.8%	18.7%
Road reconstruction & maintenance	62.2%	53.7%	79.2%	63.1%	53.8%	57.4%	50.0%	57.8%
Sidewalk rehabilitation & repair	37.2%	36.9%	41.7%	40.8%	36.6%	27.8%	33.9%	37.1%
Knoxville Municipal Airport improvements	3.7%	1.0%	0.0%	1.0%	2.2%	1.9%	7.1%	2.3%
Splash pad at a public park	6.9%	9.9%	6.3%	10.7%	6.5%	11.1%	3.6%	8.4%
City wide fiber network installation	22.3%	11.3%	6.3%	19.4%	20.4%	22.2%	14.3%	16.6%
New senior center	14.4%	19.7%	29.2%	17.5%	14.0%	20.4%	3.6%	17.1%
None chosen	4.3%	8.4%	2.1%	8.7%	5.4%	3.7%	7.1%	6.4%

Q33. How many years have you lived in Knoxville?

N=391	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	Male	Female	Less than \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<u>Q33. How many years have you lived in Knoxville</u>								
5 or less	11.3%	9.5%	6.5%	11.8%	10.9%	14.8%	5.4%	10.3%
6 to 10	10.8%	8.0%	8.7%	7.8%	7.6%	13.0%	16.1%	9.3%
11 to 15	7.0%	10.9%	2.2%	7.8%	12.0%	7.4%	10.7%	9.0%
16 to 20	9.7%	8.5%	8.7%	12.7%	12.0%	5.6%	5.4%	9.0%
21 to 30	19.9%	15.9%	21.7%	14.7%	19.6%	11.1%	26.8%	17.8%
31+	41.4%	47.3%	52.2%	45.1%	38.0%	48.1%	35.7%	44.4%

Q35. What is your age?

N=391

	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Less than \$25K</u>	<u>\$25K-\$49,999</u>	<u>\$50K-\$74,999</u>	<u>\$75K-\$99,999</u>	<u>\$100K+</u>	
<u>Q35. Your age</u>								
Under 35	21.3%	19.3%	10.4%	27.2%	24.7%	13.2%	14.3%	20.3%
35 to 44	13.8%	16.3%	10.4%	10.7%	16.1%	28.3%	21.4%	15.1%
45 to 54	20.2%	16.8%	12.5%	8.7%	18.3%	28.3%	37.5%	18.5%
55 to 64	17.0%	20.8%	18.8%	22.3%	21.5%	17.0%	17.9%	19.0%
65+	27.7%	26.7%	47.9%	31.1%	19.4%	13.2%	8.9%	27.2%

Q36. What is your gender?

N=391

<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
<u>Male</u>	<u>Female</u>	<u>Less than \$25K</u>	<u>\$25K-\$49,999</u>	<u>\$50K-\$74,999</u>	<u>\$75K-\$99,999</u>	<u>\$100K+</u>	

Q36. Your gender

Male	100.0%	0.0%	35.4%	40.8%	53.8%	55.6%	60.7%	48.1%
Female	0.0%	100.0%	64.6%	59.2%	46.2%	44.4%	39.3%	51.9%

Q37. Do you own or rent your home? (without "not provided")

N=391	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Less than \$25K</u>	<u>\$25K-\$49,999</u>	<u>\$50K-\$74,999</u>	<u>\$75K-\$99,999</u>	<u>\$100K+</u>	
<u>Q37. Do you own or rent your home</u>								
Own	88.3%	85.1%	70.8%	79.6%	89.2%	92.6%	94.6%	86.7%
Rent	11.7%	14.9%	29.2%	20.4%	10.8%	7.4%	5.4%	13.3%

Q38. What is your total annual household income?

N=391	<u>Q36. Your gender</u>		<u>Q38. Your total annual household income</u>					<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Less than \$25K</u>	<u>\$25K-\$49,999</u>	<u>\$50K-\$74,999</u>	<u>\$75K-\$99,999</u>	<u>\$100K+</u>	
<u>Q38. Your total annual household income</u>								
Less than \$25K	9.8%	17.1%	100.0%	0.0%	0.0%	0.0%	0.0%	13.6%
\$25K-\$49,999	24.3%	33.7%	0.0%	100.0%	0.0%	0.0%	0.0%	29.1%
\$50K-\$74,999	28.9%	23.8%	0.0%	0.0%	100.0%	0.0%	0.0%	26.3%
\$75K-\$99,999	17.3%	13.3%	0.0%	0.0%	0.0%	100.0%	0.0%	15.3%
\$100K+	19.7%	12.2%	0.0%	0.0%	0.0%	0.0%	100.0%	15.8%

Section 6:
Tabular Data

City of Knoxville 2014 Community Survey: Findings Report

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Knoxville on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Overall quality of police, fire, & emergency medical services	35.0%	45.8%	9.5%	4.9%	1.8%	3.1%
Q1b. Overall quality of City parks & recreation programs & facilities	15.9%	48.8%	22.0%	10.2%	0.8%	2.3%
Q1c. Overall maintenance of City streets, buildings & facilities	5.9%	30.2%	24.6%	27.6%	10.2%	1.5%
Q1d. Overall quality of City water & sewer utilities	13.0%	41.2%	25.3%	11.5%	7.2%	1.8%
Q1e. Overall enforcement of City codes & ordinances	9.2%	30.7%	27.9%	20.2%	6.9%	5.1%
Q1f. Overall quality of customer service you receive from City employees	22.5%	35.5%	27.9%	6.4%	3.1%	4.6%
Q1g. Overall effectiveness of City communication with public	11.3%	36.8%	32.5%	11.5%	4.3%	3.6%
Q1h. Overall quality of public library	32.7%	43.5%	14.1%	1.5%	0.0%	8.2%
Q1i. Overall quality of City cemetery	41.4%	38.4%	10.7%	0.5%	0.0%	9.0%
Q1j. Overall quality of senior center	15.9%	25.6%	27.4%	5.4%	0.8%	25.1%

WITHOUT DON'T KNOW

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Knoxville on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Overall quality of police, fire, & emergency medical services	36.1%	47.2%	9.8%	5.0%	1.8%
Q1b. Overall quality of City parks & recreation programs & facilities	16.2%	50.0%	22.5%	10.5%	0.8%
Q1c. Overall maintenance of City streets, buildings & facilities	6.0%	30.6%	24.9%	28.1%	10.4%
Q1d. Overall quality of City water & sewer utilities	13.3%	41.9%	25.8%	11.7%	7.3%
Q1e. Overall enforcement of City codes & ordinances	9.7%	32.3%	29.4%	21.3%	7.3%
Q1f. Overall quality of customer service you receive from City employees	23.6%	37.3%	29.2%	6.7%	3.2%
Q1g. Overall effectiveness of City communication with public	11.7%	38.2%	33.7%	11.9%	4.5%
Q1h. Overall quality of public library	35.7%	47.4%	15.3%	1.7%	0.0%
Q1i. Overall quality of City cemetery	45.5%	42.1%	11.8%	0.6%	0.0%
Q1j. Overall quality of senior center	21.2%	34.1%	36.5%	7.2%	1.0%

Q2. Which THREE of the Major Categories of City Services listed in Question 1 above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police, fire, & emergency medical services	64	16.4 %
Quality of City parks & recreation programs & facilities	33	8.4 %
Maintenance of City streets, buildings & facilities	166	42.5 %
Quality of City water & sewer utilities	35	9.0 %
Enforcement of City codes & ordinances	18	4.6 %
Quality of customer service you receive from City employees	9	2.3 %
Effectiveness of City communication with public	7	1.8 %
Quality of public library	7	1.8 %
Quality of senior center	13	3.3 %
None chosen	39	10.0 %
Total	391	100.0 %

Q2. Which THREE of the Major Categories of City Services listed in Question 1 above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police, fire, & emergency medical services	30	7.7 %
Quality of City parks & recreation programs & facilities	36	9.2 %
Maintenance of City streets, buildings & facilities	90	23.0 %
Quality of City water & sewer utilities	38	9.7 %
Enforcement of City codes & ordinances	71	18.2 %
Quality of customer service you receive from City employees	13	3.3 %
Effectiveness of City communication with public	31	7.9 %
Quality of public library	14	3.6 %
Quality of City cemetery	3	0.8 %
Quality of senior center	13	3.3 %
None chosen	52	13.3 %
Total	391	100.0 %

Q2. Which THREE of the Major Categories of City Services listed in Question 1 above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police, fire, & emergency medical services	23	5.9 %
Quality of City parks & recreation programs & facilities	64	16.4 %
Maintenance of City streets, buildings & facilities	29	7.4 %
Quality of City water & sewer utilities	37	9.5 %
Enforcement of City codes & ordinances	40	10.2 %
Quality of customer service you receive from City employees	19	4.9 %
Effectiveness of City communication with public	67	17.1 %
Quality of public library	13	3.3 %
Quality of City cemetery	3	0.8 %
Quality of senior center	25	6.4 %
None chosen	71	18.2 %
Total	391	100.0 %

Q2. Which THREE of the Major Categories of City Services listed in Question 1 above do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 3 Choices)

<u>Q2. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of police, fire, & emergency medical services	117	29.9 %
Quality of City parks & recreation programs & facilities	133	34.0 %
Maintenance of City streets, buildings & facilities	285	72.9 %
Quality of City water & sewer utilities	110	28.1 %
Enforcement of City codes & ordinances	129	33.0 %
Quality of customer service you receive from City employees	41	10.5 %
Effectiveness of City communication with public	105	26.9 %
Quality of public library	34	8.7 %
Quality of City cemetery	6	1.5 %
Quality of senior center	51	13.0 %
None chosen	39	10.0 %
Total	1050	

Q3. PERCEPTIONS. Several items that may influence your perception of the City of Knoxville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a. Overall quality of services provided by City of Knoxville	9.5%	49.9%	27.6%	8.4%	2.6%	2.0%
Q3b. Overall image of City	5.4%	29.7%	29.7%	27.1%	7.2%	1.0%
Q3c. Overall quality of life in City	11.8%	46.0%	23.5%	15.1%	2.6%	1.0%
Q3d. Overall quality of your neighborhood	19.7%	44.5%	18.4%	12.3%	2.3%	2.8%
Q3e. Overall quality of new residential development in City	8.2%	27.4%	33.5%	15.9%	5.9%	9.2%
Q3f. Overall quality of new commercial development in City	4.6%	17.6%	27.9%	27.1%	17.1%	5.6%
Q3g. Overall value that you receive for your City tax dollars & fees	5.6%	25.1%	37.9%	18.9%	9.0%	3.6%

WITHOUT DON'T KNOW

Q3. PERCEPTIONS. Several items that may influence your perception of the City of Knoxville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Overall quality of services provided by City of Knoxville	9.7%	50.9%	28.2%	8.6%	2.6%
Q3b. Overall image of City	5.4%	30.0%	30.0%	27.4%	7.2%
Q3c. Overall quality of life in City	11.9%	46.5%	23.8%	15.2%	2.6%
Q3d. Overall quality of your neighborhood	20.3%	45.8%	18.9%	12.6%	2.4%
Q3e. Overall quality of new residential development in City	9.0%	30.1%	36.9%	17.5%	6.5%
Q3f. Overall quality of new commercial development in City	4.9%	18.7%	29.5%	28.7%	18.2%
Q3g. Overall value that you receive for your City tax dollars & fees	5.8%	26.0%	39.3%	19.6%	9.3%

Q4. LEADERSHIP. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4a. Overall quality of leadership provided by City's elected officials	8.4%	32.5%	34.0%	13.8%	6.1%	5.1%
Q4b. Overall effectiveness of City manager & appointed staff	10.2%	29.4%	30.9%	15.6%	9.0%	4.9%

WITHOUT DON'T KNOW

Q4. LEADERSHIP. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4a. Overall quality of leadership provided by City's elected officials	8.9%	34.2%	35.8%	14.6%	6.5%
Q4b. Overall effectiveness of City manager & appointed staff	10.8%	30.9%	32.5%	16.4%	9.4%

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Q5. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City:

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5a. Overall maintenance of City streets	3.1%	26.1%	23.0%	32.0%	14.1%	1.8%
Q5b. Maintenance of streets in your neighborhood	7.9%	32.7%	19.2%	25.6%	11.8%	2.8%
Q5c. Maintenance of sidewalks in Knoxville	5.1%	27.9%	27.1%	24.3%	12.8%	2.8%
Q5d. Maintenance of traffic signals & street signs	7.7%	47.6%	28.1%	9.2%	3.8%	3.6%
Q5e. Maintenance & preservation of Downtown Knoxville	14.6%	36.8%	27.1%	16.1%	4.6%	0.8%
Q5f. Maintenance of City buildings	12.0%	52.2%	26.1%	3.3%	3.1%	3.3%
Q5g. Snow removal on major City streets	19.4%	51.7%	13.6%	8.4%	4.9%	2.0%
Q5h. Snow removal on neighborhood streets	15.3%	44.0%	18.4%	12.3%	5.4%	4.6%
Q5i. Mowing & trimming on City properties & other public areas	18.4%	53.2%	18.9%	3.8%	2.6%	3.1%
Q5j. Overall cleanliness of City streets & other public areas	10.5%	52.9%	24.8%	9.2%	1.5%	1.0%
Q5k. Adequacy of City street lighting	8.4%	46.0%	21.0%	20.2%	3.6%	0.8%
Q5l. Maintenance of curbs & gutters on City streets	7.2%	44.8%	27.9%	13.8%	4.6%	1.8%

WITHOUT DON'T KNOW

Q5. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5a. Overall maintenance of City streets	3.1%	26.6%	23.4%	32.6%	14.3%
Q5b. Maintenance of streets in your neighborhood	8.2%	33.7%	19.7%	26.3%	12.1%
Q5c. Maintenance of sidewalks in Knoxville	5.3%	28.7%	27.9%	25.0%	13.2%
Q5d. Maintenance of traffic signals & street signs	8.0%	49.3%	29.2%	9.5%	4.0%
Q5e. Maintenance & preservation of Downtown Knoxville	14.7%	37.1%	27.3%	16.2%	4.6%
Q5f. Maintenance of City buildings	12.4%	54.0%	27.0%	3.4%	3.2%
Q5g. Snow removal on major City streets	19.8%	52.7%	13.8%	8.6%	5.0%
Q5h. Snow removal on neighborhood streets	16.1%	46.1%	19.3%	12.9%	5.6%
Q5i. Mowing & trimming on City properties & other public areas	19.0%	54.9%	19.5%	4.0%	2.6%
Q5j. Overall cleanliness of City streets & other public areas	10.6%	53.5%	25.1%	9.3%	1.6%
Q5k. Adequacy of City street lighting	8.5%	46.4%	21.1%	20.4%	3.6%
Q5l. Maintenance of curbs & gutters on City streets	7.3%	45.6%	28.4%	14.1%	4.7%

Q6. Which TWO of the City Maintenance services listed in Question 5 above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	146	37.3 %
Maintenance of streets in your neighborhood	25	6.4 %
Maintenance of sidewalks in Knoxville	53	13.6 %
Maintenance of traffic signals & street signs	6	1.5 %
Maintenance & preservation of Downtown Knoxville	32	8.2 %
Maintenance of City buildings	17	4.3 %
Snow removal on major City streets	17	4.3 %
Snow removal on neighborhood streets	21	5.4 %
Overall cleanliness of City streets & other public areas	11	2.8 %
Adequacy of City street lighting	23	5.9 %
Maintenance of curbs & gutters on City streets	7	1.8 %
None chosen	33	8.4 %
Total	391	100.0 %

Q6. Which TWO of the City Maintenance services listed in Question 5 above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	41	10.5 %
Maintenance of streets in your neighborhood	51	13.0 %
Maintenance of sidewalks in Knoxville	41	10.5 %
Maintenance of traffic signals & street signs	11	2.8 %
Maintenance & preservation of Downtown Knoxville	36	9.2 %
Maintenance of City buildings	29	7.4 %
Snow removal on major City streets	26	6.6 %
Snow removal on neighborhood streets	23	5.9 %
Mowing & trimming on City properties & other public areas	8	2.0 %
Overall cleanliness of City streets & other public areas	19	4.9 %
Adequacy of City street lighting	37	9.5 %
Maintenance of curbs & gutters on City streets	23	5.9 %
None chosen	46	11.8 %
Total	391	100.0 %

Q6. Which TWO of the City Maintenance services listed in Question 5 above do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

Q6. Sum of Top 2 Choices	Number	Percent
Maintenance of City streets	187	47.8 %
Maintenance of streets in your neighborhood	76	19.4 %
Maintenance of sidewalks in Knoxville	94	24.0 %
Maintenance of traffic signals & street signs	17	4.3 %
Maintenance & preservation of Downtown Knoxville	68	17.4 %
Maintenance of City buildings	46	11.8 %
Snow removal on major City streets	43	11.0 %
Snow removal on neighborhood streets	44	11.3 %
Mowing & trimming on City properties & other public areas	8	2.0 %
Overall cleanliness of City streets & other public areas	30	7.7 %
Adequacy of City street lighting	60	15.3 %
Maintenance of curbs & gutters on City streets	30	7.7 %
None chosen	33	8.4 %
Total	736	

Q7. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7a. Drainage of rain water off streets near your residence	20.5%	50.6%	12.8%	10.2%	4.3%	1.5%
Q7b. Drainage of rain water off other streets you use in Knoxville	12.3%	42.2%	26.6%	13.0%	2.6%	3.3%
Q7c. Drainage of rain water off properties in your neighborhood	15.9%	45.5%	21.0%	9.5%	5.6%	2.6%

WITHOUT DON'T KNOW

Q7. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7a. Drainage of rain water off streets near your residence	20.8%	51.4%	13.0%	10.4%	4.4%
Q7b. Drainage of rain water off other streets you use in Knoxville	12.7%	43.7%	27.5%	13.5%	2.6%
Q7c. Drainage of rain water off properties in your neighborhood	16.3%	46.7%	21.5%	9.7%	5.8%

Q8. Would you be willing to pay a stormwater utility fee to be used for stormwater management projects?

Q8. Willing to pay a stormwater utility fee to be used for stormwater management projects	Number	Percent
Yes	62	15.9 %
No	318	81.3 %
Not provided	11	2.8 %
Total	391	100.0 %

Q9. CUSTOMER SERVICE. Have you interacted with (call, on-line or visit) the City with a question, problem or complaint during the past year?

Q9. Interacted with City with a question, problem or complaint during past year	Number	Percent
Yes	160	40.9 %
No	231	59.1 %
Total	391	100.0 %

Q9a. (If YES to Question 9) Which Department did you contact most recently?

<u>Q9a. Which Department</u>	<u>Number</u>	<u>Percent</u>
City Hall	64	40.0 %
Police	44	27.5 %
Street Maintenance	26	16.3 %
Other	21	13.1 %
Parks & Recreation	14	8.8 %
Wastewater	13	8.1 %
Library	11	6.9 %
Fire	3	1.9 %
Cemetery	1	0.6 %
None chosen	1	0.6 %
Total	198	

Q9b. (If YES to Question 9) How easy was it to contact the person you needed to reach in the Department you listed in Q9a?

<u>Q9b. How easy was it to contact the person you needed to reach</u>	<u>Number</u>	<u>Percent</u>
Very Easy	80	50.0 %
Somewhat Easy	41	25.6 %
Difficult	19	11.9 %
Very Difficult	18	11.3 %
Don't Know	2	1.3 %
Total	160	100.0 %

Q9c. (If YES to Question 9) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=160)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q9c-1. They were courteous & polite	50.0%	30.0%	11.3%	4.4%	1.9%	2.5%
Q9c-2. They gave prompt, accurate, & complete answers to questions	41.3%	21.9%	19.4%	8.1%	6.9%	2.5%
Q9c-3. They did what they said they would do in a timely manner	36.3%	24.4%	19.4%	6.9%	7.5%	5.6%
Q9c-4. They helped you resolve an issue	38.8%	17.5%	14.4%	10.0%	15.0%	4.4%

WITHOUT DON'T KNOW

Q9c. (If YES to Question 9) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=160)

	Always	Usually	Sometimes	Seldom	Never
Q9c-1. They were courteous & polite	51.3%	30.8%	11.5%	4.5%	1.9%
Q9c-2. They gave prompt, accurate, & complete answers to questions	42.3%	22.4%	19.9%	8.3%	7.1%
Q9c-3. They did what they said they would do in a timely manner	38.4%	25.8%	20.5%	7.3%	7.9%
Q9c-4. They helped you resolve an issue	40.5%	18.3%	15.0%	10.5%	15.7%

Q10. RATINGS OF THE CITY. Please rate Knoxville on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following:

(N=391)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q10a. As a place to live	17.6%	51.7%	13.8%	12.8%	2.3%	1.8%
Q10b. As a place to raise children	16.9%	48.6%	15.6%	8.7%	4.9%	5.4%
Q10c. As a place to work	13.0%	35.3%	22.5%	15.1%	8.4%	5.6%
Q10d. As a place where you would buy your next home	14.8%	29.7%	25.3%	12.5%	11.5%	6.1%
Q10e. As a place to retire	14.3%	32.0%	22.0%	14.3%	12.3%	5.1%

WITHOUT DON'T KNOW

Q10. RATINGS OF THE CITY. Please rate Knoxville on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")

(N=391)

	Excellent	Good	Neutral	Below Average	Poor
Q10a. As a place to live	18.0%	52.6%	14.1%	13.0%	2.3%
Q10b. As a place to raise children	17.8%	51.4%	16.5%	9.2%	5.1%
Q10c. As a place to work	13.8%	37.4%	23.8%	16.0%	8.9%
Q10d. As a place where you would buy your next home	15.8%	31.6%	27.0%	13.4%	12.3%
Q10e. As a place to retire	15.1%	33.7%	23.2%	15.1%	12.9%

Q11. LIBRARY SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means very satisfied" and 1 means "very dissatisfied."

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11a. Overall quality of available materials	21.7%	41.2%	14.3%	1.3%	0.3%	21.2%
Q11b. Overall quality & quantity of programs for children	23.3%	32.5%	16.4%	2.3%	0.3%	25.3%
Q11c. Overall quality & quantity of programs for teens	14.1%	22.0%	23.3%	4.9%	1.5%	34.3%
Q11d. Overall quality & quantity of programs for adults	15.9%	30.4%	20.2%	3.8%	0.5%	29.2%
Q11e. Overall helpfulness of library staff	35.5%	33.0%	10.5%	0.0%	0.0%	21.0%
Q11f. Overall quality of space available for library	19.9%	34.5%	16.6%	7.7%	0.5%	20.7%

WITHOUT DON'T KNOW

Q11. LIBRARY SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11a. Overall quality of available materials	27.6%	52.3%	18.2%	1.6%	0.3%
Q11b. Overall quality & quantity of programs for children	31.2%	43.5%	21.9%	3.1%	0.3%
Q11c. Overall quality & quantity of programs for teens	21.4%	33.5%	35.4%	7.4%	2.3%
Q11d. Overall quality & quantity of programs for adults	22.4%	43.0%	28.5%	5.4%	0.7%
Q11e. Overall helpfulness of library staff	45.0%	41.7%	13.3%	0.0%	0.0%
Q11f. Overall quality of space available for library	25.2%	43.5%	21.0%	9.7%	0.6%

Q12. Which TWO of the Library items listed in Question 11 above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q12. Top choice	Number	Percent
Quality of available materials	64	16.4 %
Quality & quantity of programs for children	54	13.8 %
Quality & quantity of programs for teens	30	7.7 %
Quality & quantity of programs for adults	16	4.1 %
Helpfulness of library staff	5	1.3 %
Quality of space available for library	72	18.4 %
None chosen	150	38.4 %
Total	391	100.0 %

Q12. Which TWO of the Library items listed in Question 11 above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q12. 2nd choice	Number	Percent
Quality of available materials	66	16.9 %
Quality & quantity of programs for children	40	10.2 %
Quality & quantity of programs for teens	40	10.2 %
Quality & quantity of programs for adults	37	9.5 %
Helpfulness of library staff	9	2.3 %
Quality of space available for library	33	8.4 %
None chosen	166	42.5 %
Total	391	100.0 %

Q12. Which TWO of the Library items listed in Question 11 above do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

Q12. Sum of Top 2 Choices	Number	Percent
Quality of available materials	130	33.2 %
Quality & quantity of programs for children	94	24.0 %
Quality & quantity of programs for teens	70	17.9 %
Quality & quantity of programs for adults	53	13.6 %
Helpfulness of library staff	14	3.6 %
Quality of space available for library	105	26.9 %
None chosen	150	38.4 %
Total	616	

Q13. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13a. Enforcing clean-up of debris on private property	5.9%	18.7%	22.8%	29.7%	16.9%	6.1%
Q13b. Enforcing mowing & cutting of weeds on private property	6.1%	23.0%	26.9%	25.6%	11.5%	6.9%
Q13c. Enforcing exterior maintenance of residential property	5.1%	16.4%	27.6%	28.1%	15.1%	7.7%
Q13d. Enforcing exterior maintenance of business property	5.4%	23.0%	33.0%	17.1%	11.5%	10.0%
Q13e. Enforcing snow removal on sidewalks	7.7%	28.6%	28.6%	18.7%	8.4%	7.9%
Q13f. Quality of animal control	10.2%	29.2%	28.4%	11.5%	9.2%	11.5%

WITHOUT DON'T KNOW

Q13. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13a. Enforcing clean-up of debris on private property	6.3%	19.9%	24.3%	31.6%	18.0%
Q13b. Enforcing mowing & cutting of weeds on private property	6.6%	24.7%	28.8%	27.5%	12.4%
Q13c. Enforcing exterior maintenance of residential property	5.5%	17.7%	29.9%	30.5%	16.3%
Q13d. Enforcing exterior maintenance of business property	6.0%	25.6%	36.6%	19.0%	12.8%
Q13e. Enforcing snow removal on sidewalks	8.3%	31.1%	31.1%	20.3%	9.2%
Q13f. Quality of animal control	11.6%	32.9%	32.1%	13.0%	10.4%

Q14. Which TWO of the Code Enforcement Services listed in Question 13 above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q14. Top choice	Number	Percent
Enforcing clean-up of debris on private property	137	35.0 %
Enforcing mowing & cutting of weeds on private property	35	9.0 %
Enforcing exterior maintenance of residential property	46	11.8 %
Enforcing exterior maintenance of business property	43	11.0 %
Enforcing snow removal on sidewalks	31	7.9 %
Quality of animal control	40	10.2 %
None chosen	59	15.1 %
Total	391	100.0 %

Q14. Which TWO of the Code Enforcement Services listed in Question 13 above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q14. 2nd choice	Number	Percent
Enforcing clean-up of debris on private property	50	12.8 %
Enforcing mowing & cutting of weeds on private property	66	16.9 %
Enforcing exterior maintenance of residential property	79	20.2 %
Enforcing exterior maintenance of business property	46	11.8 %
Enforcing snow removal on sidewalks	39	10.0 %
Quality of animal control	31	7.9 %
None chosen	80	20.5 %
Total	391	100.0 %

Q14. Which TWO of the Code Enforcement Services listed in Question 13 above do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2)

Q14. Sum of Top 2 Choices	Number	Percent
Enforcing clean-up of debris on private property	187	47.8 %
Enforcing mowing & cutting of weeds on private property	101	25.8 %
Enforcing exterior maintenance of residential property	125	32.0 %
Enforcing exterior maintenance of business property	89	22.8 %
Enforcing snow removal on sidewalks	70	17.9 %
Quality of animal control	71	18.2 %
None chosen	59	15.1 %
Total	702	

Q15. COMMUNICATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Knoxville:

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15a. Availability of information about City programs & services	7.7%	32.5%	34.8%	14.6%	3.3%	7.2%
Q15b. City efforts to keep you informed about local issues	7.4%	35.0%	33.8%	14.6%	4.1%	5.1%
Q15c. Level of public involvement in local decision making	4.6%	19.7%	38.9%	21.5%	6.4%	9.0%
Q15d. Quality of City's website	7.9%	20.5%	38.1%	5.9%	2.8%	24.8%
Q15e. Quality of City's Recreation Program Guide	9.0%	29.7%	32.0%	3.8%	3.3%	22.3%

WITHOUT DON'T KNOW

Q15. COMMUNICATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Knoxville: (without "don't know")

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15a. Availability of information about City programs & services	8.3%	35.0%	37.5%	15.7%	3.6%
Q15b. City efforts to keep you informed about local issues	7.8%	36.9%	35.6%	15.4%	4.3%
Q15c. Level of public involvement in local decision making	5.1%	21.6%	42.7%	23.6%	7.0%
Q15d. Quality of City's website	10.5%	27.2%	50.7%	7.8%	3.7%
Q15e. Quality of City's Recreation Program Guide	11.5%	38.2%	41.1%	4.9%	4.3%

Q16. Which of the following types of information would you be MOST interested in having the City of Knoxville include in communications?

Q16. Which types of information would you be most interested	Number	Percent
New development in City	178	45.5 %
City events	131	33.5 %
City codes & regulations	111	28.4 %
Traffic improvements	28	7.2 %
Knoxville history	20	5.1 %
Other	15	3.8 %
None chosen	14	3.6 %
Total	497	

Q17. Which of the following are your primary sources of information about the City's programs, services, and events?

Q17. Your primary sources of information about City's programs, services, & events	Number	Percent
Newspaper	255	65.2 %
Word of mouth (friends, neighbors)	229	58.6 %
Radio news programs	193	49.4 %
City website via home computer (desktop, laptop)	75	19.2 %
City's Facebook page	56	14.3 %
Other	30	7.7 %
City website via mobile device (phone, tablet)	28	7.2 %
Public meetings	23	5.9 %
City emails (Notify Me)	11	2.8 %
None chosen	9	2.3 %
Total	909	

Q18. FEELING OF SAFETY. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

(N=391)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q18a. In your neighborhood during the day	52.7%	37.9%	6.6%	0.8%	0.3%	1.8%
Q18b. In your neighborhood at night	30.9%	44.2%	14.1%	7.9%	1.3%	1.5%
Q18c. In City parks	19.5%	33.6%	28.2%	7.7%	1.8%	9.2%
Q18d. Overall feeling of safety in Knoxville	23.0%	53.7%	17.1%	4.3%	0.8%	1.0%

WITHOUT DON'T KNOW

Q18. FEELING OF SAFETY. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")

(N=391)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q18a. In your neighborhood during the day	53.6%	38.5%	6.8%	0.8%	0.3%
Q18b. In your neighborhood at night	31.4%	44.9%	14.3%	8.1%	1.3%
Q18c. In City parks	21.5%	37.0%	31.1%	8.5%	2.0%
Q18d. Overall feeling of safety in Knoxville	23.3%	54.3%	17.3%	4.4%	0.8%

Q19. PARKS AND FACILITIES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q19a. Maintenance of City parks	20.5%	53.7%	14.6%	5.4%	1.5%	4.3%
Q19b. Number of City parks	18.2%	47.3%	18.2%	8.4%	2.0%	5.9%
Q19c. Number of walking & biking trails	9.7%	18.9%	21.7%	25.8%	15.9%	7.9%
Q19d. Maintenance of walking & biking trails	10.5%	32.2%	32.7%	6.6%	3.6%	14.3%
Q19e. Quality of outdoor athletic fields	14.1%	42.5%	22.3%	6.4%	3.3%	11.5%
Q19f. Condition of restrooms in public parks	6.1%	18.7%	27.9%	21.0%	9.2%	17.1%

WITHOUT DON'T KNOW

Q19. PARKS AND FACILITIES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19a. Maintenance of City parks	21.4%	56.1%	15.2%	5.6%	1.6%
Q19b. Number of City parks	19.3%	50.3%	19.3%	9.0%	2.2%
Q19c. Number of walking & biking trails	10.6%	20.6%	23.6%	28.1%	17.2%
Q19d. Maintenance of walking & biking trails	12.2%	37.6%	38.2%	7.8%	4.2%
Q19e. Quality of outdoor athletic fields	15.9%	48.0%	25.1%	7.2%	3.8%
Q19f. Condition of restrooms in public parks	7.4%	22.5%	33.6%	25.3%	11.1%

Q20. Which TWO of the Park and Facilities listed above in Question 19 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q20. Top choice	Number	Percent
Maintenance of City parks	51	13.0 %
Number of City parks	15	3.8 %
Number of walking & biking trails	134	34.3 %
Maintenance of walking & biking trails	8	2.0 %
Quality of outdoor athletic fields	38	9.7 %
Condition of restrooms in public parks	86	22.0 %
None chosen	59	15.1 %
Total	391	100.0 %

Q20. Which TWO of the Park and Facilities listed above in Question 19 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q20. 2nd choice	Number	Percent
Maintenance of City parks	41	10.5 %
Number of City parks	32	8.2 %
Number of walking & biking trails	56	14.3 %
Maintenance of walking & biking trails	48	12.3 %
Quality of outdoor athletic fields	36	9.2 %
Condition of restrooms in public parks	87	22.3 %
None chosen	91	23.3 %
Total	391	100.0 %

Q20. Which TWO of the Park and Facilities listed above in Question 19 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

Q20. Sum of Top 2 Choices	Number	Percent
Maintenance of City parks	92	23.5 %
Number of City parks	47	12.0 %
Number of walking & biking trails	190	48.6 %
Maintenance of walking & biking trails	56	14.3 %
Quality of outdoor athletic fields	74	18.9 %
Condition of restrooms in public parks	173	44.2 %
None chosen	59	15.1 %
Total	691	

Q21. RECREATION PROGRAMS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q21a. City swimming pool	9.5%	29.7%	24.0%	12.3%	7.4%	17.1%
Q21b. Senior recreation opportunities	7.4%	22.0%	25.6%	7.2%	0.5%	37.3%
Q21c. City's youth athletic programs	11.8%	30.2%	27.9%	5.9%	1.8%	22.5%
Q21d. City's adult athletic programs	7.2%	22.5%	33.8%	9.0%	2.6%	25.1%
Q21e. Personal fitness classes	10.5%	24.6%	29.9%	6.6%	1.8%	26.6%
Q21f. Ease of registering for programs	12.8%	29.4%	28.1%	2.6%	1.5%	25.6%
Q21g. Fees charged for recreation programs	9.7%	26.6%	28.1%	10.7%	4.6%	20.2%
Q21h. Special events sponsored by City	9.2%	21.7%	34.0%	10.0%	3.3%	21.7%
Q21i. Quality of City's indoor recreation facility	11.8%	32.0%	25.8%	10.5%	3.1%	16.9%

WITHOUT DON'T KNOW

Q21. RECREATION PROGRAMS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q21a. City swimming pool	11.4%	35.8%	29.0%	14.8%	9.0%
Q21b. Senior recreation opportunities	11.8%	35.1%	40.8%	11.4%	0.8%
Q21c. City's youth athletic programs	15.2%	38.9%	36.0%	7.6%	2.3%
Q21d. City's adult athletic programs	9.6%	30.0%	45.1%	11.9%	3.4%
Q21e. Personal fitness classes	14.3%	33.4%	40.8%	9.1%	2.4%
Q21f. Ease of registering for programs	17.2%	39.5%	37.8%	3.4%	2.1%
Q21g. Fees charged for recreation programs	12.2%	33.3%	35.3%	13.5%	5.8%
Q21h. Special events sponsored by City	11.8%	27.8%	43.5%	12.7%	4.2%
Q21i. Quality of City's indoor recreation facility	14.2%	38.5%	31.1%	12.6%	3.7%

Q22. Which TWO of the Recreation Programs listed above in Question 21 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q22. Top choice	Number	Percent
City swimming pool	62	15.9 %
Senior recreation opportunities	42	10.7 %
City's youth athletic programs	30	7.7 %
City's adult athletic programs	20	5.1 %
Personal fitness classes	15	3.8 %
Ease of registering for programs	3	0.8 %
Fees charged for recreation programs	26	6.6 %
Special events sponsored by City	41	10.5 %
Quality of City's indoor recreation facility	56	14.3 %
None chosen	96	24.6 %
Total	391	100.0 %

Q22. Which TWO of the Recreation Programs listed above in Question 21 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q22. 2nd choice	Number	Percent
City swimming pool	36	9.2 %
Senior recreation opportunities	22	5.6 %
City's youth athletic programs	41	10.5 %
City's adult athletic programs	25	6.4 %
Personal fitness classes	15	3.8 %
Ease of registering for programs	9	2.3 %
Fees charged for recreation programs	32	8.2 %
Special events sponsored by City	38	9.7 %
Quality of City's indoor recreation facility	50	12.8 %
None chosen	123	31.5 %
Total	391	100.0 %

Q22. Which TWO of the Recreation Programs listed above in Question 21 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

<u>Q22. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
City swimming pool	98	25.1 %
Senior recreation opportunities	64	16.4 %
City's youth athletic programs	71	18.2 %
City's adult athletic programs	45	11.5 %
Personal fitness classes	30	7.7 %
Ease of registering for programs	12	3.1 %
Fees charged for recreation programs	58	14.8 %
Special events sponsored by City	79	20.2 %
Quality of City's indoor recreation facility	106	27.1 %
<u>None chosen</u>	<u>96</u>	<u>24.6 %</u>
Total	659	

Q23. POLICE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville:

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q23a. Visibility of police in neighborhoods	27.1%	47.8%	14.6%	6.6%	2.3%	1.5%
Q23b. Visibility of police in retail areas	15.6%	42.5%	25.1%	8.7%	2.3%	5.9%
Q23c. City's efforts to prevent crime	15.6%	41.9%	23.8%	10.7%	3.8%	4.1%
Q23d. How quickly police respond to emergencies	25.1%	40.9%	17.6%	3.6%	2.3%	10.5%
Q23e. Enforcement of local traffic laws	17.4%	45.5%	19.9%	9.2%	3.1%	4.9%
Q23f. Overall quality of local police protection	24.6%	44.0%	18.9%	6.6%	1.0%	4.9%
Q23g. Police related education programs offered by City	9.0%	22.8%	29.4%	7.4%	3.6%	27.9%
Q23h. Quality of dispatch services for police services	21.0%	33.2%	21.0%	4.3%	4.3%	16.1%

WITHOUT DON'T KNOW

Q23. POLICE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville: (without "don't know")

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q23a. Visibility of police in neighborhoods	27.5%	48.6%	14.8%	6.8%	2.3%
Q23b. Visibility of police in retail areas	16.6%	45.1%	26.6%	9.2%	2.4%
Q23c. City's efforts to prevent crime	16.3%	43.7%	24.8%	11.2%	4.0%
Q23d. How quickly police respond to emergencies	28.0%	45.7%	19.7%	4.0%	2.6%
Q23e. Enforcement of local traffic laws	18.3%	47.8%	21.0%	9.7%	3.2%
Q23f. Overall quality of local police protection	25.8%	46.2%	19.9%	7.0%	1.1%
Q23g. Police related education programs offered by City	12.4%	31.6%	40.8%	10.3%	5.0%
Q23h. Quality of dispatch services for police services	25.0%	39.6%	25.0%	5.2%	5.2%

Q24. Which TWO of the Police Service items listed in Question 23 above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q24. Top choice	Number	Percent
Visibility of police in neighborhoods	60	15.3 %
Visibility of police in retail areas	21	5.4 %
City's efforts to prevent crime	101	25.8 %
How quickly police respond to emergencies	23	5.9 %
Enforcement of local traffic laws	26	6.6 %
Overall quality of local police protection	9	2.3 %
Police related education programs offered by City	44	11.3 %
Quality of dispatch services for police services	23	5.9 %
None chosen	84	21.5 %
Total	391	100.0 %

Q24. Which TWO of the Police Service items listed in Question 23 above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q24. 2nd choice	Number	Percent
Visibility of police in neighborhoods	33	8.4 %
Visibility of police in retail areas	52	13.3 %
City's efforts to prevent crime	43	11.0 %
How quickly police respond to emergencies	27	6.9 %
Enforcement of local traffic laws	29	7.4 %
Overall quality of local police protection	35	9.0 %
Police related education programs offered by City	40	10.2 %
Quality of dispatch services for police services	19	4.9 %
None chosen	113	28.9 %
Total	391	100.0 %

Q24. Which TWO of the Police Service items listed in Question 23 above do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

<u>Q24. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	93	23.8 %
Visibility of police in retail areas	73	18.7 %
City's efforts to prevent crime	144	36.8 %
How quickly police respond to emergencies	50	12.8 %
Enforcement of local traffic laws	55	14.1 %
Overall quality of local police protection	44	11.3 %
Police related education programs offered by City	84	21.5 %
Quality of dispatch services for police services	42	10.7 %
<u>None chosen</u>	<u>84</u>	<u>21.5 %</u>
Total	669	

Q25. FIRE AND EMERGENCY MEDICAL SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville:

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q25a. How quickly fire/emergency medical services personnel respond to emergencies	28.6%	38.1%	12.0%	1.5%	1.3%	18.4%
Q25b. Overall quality of local fire protection/emergency medical services	32.5%	38.9%	11.5%	0.8%	0.3%	16.1%
Q25c. Fire related education programs offered by City	15.3%	29.2%	25.6%	2.3%	0.8%	26.9%
Q25d. Quality of dispatch services for fire & emergency medical services	23.8%	36.6%	14.8%	1.8%	2.8%	20.2%

WITHOUT DON'T KNOW

Q25. FIRE AND EMERGENCY MEDICAL SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville: (without "don't know")

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q25a. How quickly fire/emergency medical services personnel respond to emergencies	35.1%	46.7%	14.7%	1.9%	1.6%
Q25b. Overall quality of local fire protection/emergency medical services	38.7%	46.3%	13.7%	0.9%	0.3%
Q25c. Fire related education programs offered by City	21.0%	39.9%	35.0%	3.1%	1.0%
Q25d. Quality of dispatch services for fire & emergency medical services	29.8%	45.8%	18.6%	2.2%	3.5%

Q26. Which TWO of the Fire and Emergency Medical Service items listed in Question 25 above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q26. Top choice</u>	<u>Number</u>	<u>Percent</u>
How quickly fire/emergency medical services personnel respond to emergencies	101	25.8 %
Overall quality of local fire protection/emergency medical services	51	13.0 %
Fire related education programs offered by City	75	19.2 %
Quality of dispatch services for fire & emergency medical services	20	5.1 %
None chosen	144	36.8 %
Total	391	100.0 %

Q26. Which TWO of the Fire and Emergency Medical Service items listed in Question 25 above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q26. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
How quickly fire/emergency medical services personnel respond to emergencies	29	7.4 %
Overall quality of local fire protection/emergency medical services	77	19.7 %
Fire related education programs offered by City	42	10.7 %
Quality of dispatch services for fire & emergency medical services	65	16.6 %
None chosen	178	45.5 %
Total	391	100.0 %

Q26. Which TWO of the Fire and Emergency Medical Service items listed in Question 25 above do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

<u>Q26. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
How quickly fire/emergency medical services personnel respond to emergencies	130	33.2 %
Overall quality of local fire protection/emergency medical services	128	32.7 %
Fire related education programs offered by City	117	29.9 %
Quality of dispatch services for fire & emergency medical services	85	21.7 %
None chosen	144	36.8 %
Total	604	

Q27. WASTEWATER. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q27a. Odor from City waste water treatment facility	22.8%	29.4%	23.8%	4.6%	1.5%	17.9%
Q27b. Overall quality of City's waste water system	17.6%	34.8%	22.8%	6.9%	3.6%	14.3%
Q27c. What you are charged for wastewater services	5.1%	15.1%	24.9%	25.9%	20.5%	8.5%

WITHOUT DON'T KNOW

Q27. WASTEWATER. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q27a. Odor from City waste water treatment facility	27.7%	35.8%	29.0%	5.6%	1.9%
Q27b. Overall quality of City's waste water system	20.6%	40.6%	26.6%	8.1%	4.2%
Q27c. What you are charged for wastewater services	5.6%	16.5%	27.2%	28.3%	22.4%

Q28. Have you had a sewer backup in your home during the past year?

Q28. Have you had a sewer backup in your home during past year	Number	Percent
Yes	32	8.2 %
No	359	91.8 %
Total	391	100.0 %

Q28a. (If YES to Question 28) Was the backup caused by problems in the City's system?

Q28a. Was backup caused by problems in City's system	Number	Percent
Yes	14	43.8 %
No	18	56.3 %
Total	32	100.0 %

Q28a-1. (If YES to Question 28a) Did the City respond promptly to your requests for service?

Q28a-1. Did City respond promptly to your requests for service	Number	Percent
Yes	2	14.3 %
No	11	78.6 %
Not provided	1	7.1 %
Total	14	100.0 %

Q29. Please answer the following questions by circling YES or NO.

(N=391)

	Yes	No
Q29a. Have any of your household members visited Downtown Knoxville during past year	95.4%	4.6%
Q29b. Have any of your household members visited City Hall during past year	59.4%	40.6%
Q29c. Have any of your household members visited Police Station during past year	40.1%	59.9%
Q29d. Have any of your household members visited Fire Station during past year	31.4%	68.6%
Q29e. Have any of your household members visited Recreation Center during past year	59.4%	40.6%
Q29f. Have any of your household members visited Knoxville Public Library during past year	68.1%	31.9%
Q29g. Have any of your household members called, visited or done business with Planning & Zoning Department	18.0%	82.0%
Q29h. Have any of your household members used/read City's Recreation Program Guide during past year	43.2%	56.8%
Q29i. Have any of your household members called Police Department or used police services during past year	48.3%	51.7%
Q29j. Have any of your household members called Fire Department or used fire services during past year	11.8%	88.2%
Q29k. Have any of your household members used emergency medical services during past year	18.5%	81.5%
Q29l. Have any of your household members visited a City park during past year	78.9%	21.1%
Q29m. Have any of your household members used a City walking/biking trail during past year	52.7%	47.3%
Q29n. Have any of your household members visited City swimming pool during past year	41.1%	58.9%

Q29. Please answer the following questions by circling YES or NO.

	Yes	No
Q29o. Have any of your household members visited senior center during past year	26.5%	73.5%
Q29p. Have any of your household members visited a City recreation facility during past year	67.4%	32.6%
Q29q. Have any of your household members participated in a City recreation program or class during past year	29.0%	71.0%
Q29r. Do you utilize Facebook, Twitter or other social media	67.1%	32.9%

Q30. Below is a list of different types of utilities. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q30a. Your electric company	28.1%	57.5%	9.7%	2.0%	2.0%	0.5%
Q30b. Your local telephone company	16.1%	37.6%	19.9%	5.6%	2.8%	17.9%
Q30c. Your natural gas company	25.6%	56.8%	11.0%	2.0%	0.8%	3.8%
Q30d. Your cable/satellite television company	10.7%	33.0%	16.9%	16.6%	9.2%	13.6%
Q30e. Your internet service provider	9.7%	36.1%	22.0%	12.5%	6.9%	12.8%
Q30f. Your long distance telephone company	12.8%	34.3%	20.2%	1.8%	3.1%	27.9%
Q30g. Your cellular, wireless or pager company	15.1%	48.6%	15.1%	10.0%	3.3%	7.9%
Q30h. Knoxville City services	13.8%	49.4%	24.0%	5.9%	1.8%	5.1%

WITHOUT DON'T KNOW

Q30. Below is a list of different types of utilities. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=391)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q30a. Your electric company	28.3%	57.8%	9.8%	2.1%	2.1%
Q30b. Your local telephone company	19.6%	45.8%	24.3%	6.9%	3.4%
Q30c. Your natural gas company	26.6%	59.0%	11.4%	2.1%	0.8%
Q30d. Your cable/satellite television company	12.4%	38.2%	19.5%	19.2%	10.7%
Q30e. Your internet service provider	11.1%	41.3%	25.2%	14.4%	7.9%
Q30f. Your long distance telephone company	17.7%	47.5%	28.0%	2.5%	4.3%
Q30g. Your cellular, wireless or pager company	16.4%	52.8%	16.4%	10.8%	3.6%
Q30h. Knoxville City services	14.6%	52.0%	25.3%	6.2%	1.9%

Q31. FUTURE PRIORITIES. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities:

(N=391)

	Very Important	Important	Neutral	Less Important	Not Important	Don't Know
Q31a. Recreation center expansion	21.0%	28.1%	28.9%	11.5%	7.9%	2.6%
Q31b. Public library expansion	16.4%	26.1%	34.8%	12.8%	6.9%	3.1%
Q31c. New police/fire & City Hall facility	11.8%	18.2%	35.5%	21.0%	9.7%	3.8%
Q31d. New recreation trails	27.6%	26.9%	22.0%	12.5%	9.0%	2.0%
Q31e. New housing development	17.1%	29.7%	32.5%	12.3%	6.1%	2.3%
Q31f. Downtown streetscape improvements	16.9%	27.6%	26.1%	14.6%	11.0%	3.8%
Q31g. Road reconstruction & maintenance	41.2%	42.5%	12.0%	2.0%	0.3%	2.0%
Q31h. Sidewalk rehabilitation & repair	34.0%	40.2%	18.2%	3.8%	1.5%	2.3%
Q31i. Knoxville Municipal Airport improvements	3.6%	10.2%	44.8%	22.5%	15.9%	3.1%
Q31j. Splash pad at a public park	11.5%	16.9%	28.1%	20.2%	20.5%	2.8%
Q31k. City wide fiber network installation	17.1%	21.5%	34.3%	13.3%	11.3%	2.6%
Q31l. New senior center	12.3%	20.2%	39.4%	15.9%	10.2%	2.0%

WITHOUT DON'T KNOW

Q31. FUTURE PRIORITIES. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities: (without "don't know")

(N=391)

	Very Important	Important	Neutral	Less Important	Not Important
Q31a. Recreation center expansion	21.5%	28.9%	29.7%	11.8%	8.1%
Q31b. Public library expansion	16.9%	26.9%	35.9%	13.2%	7.1%
Q31c. New police/fire & City Hall facility	12.2%	18.9%	37.0%	21.8%	10.1%
Q31d. New recreation trails	28.2%	27.4%	22.5%	12.8%	9.1%
Q31e. New housing development	17.5%	30.4%	33.2%	12.6%	6.3%
Q31f. Downtown streetscape improvements	17.6%	28.7%	27.1%	15.2%	11.4%
Q31g. Road reconstruction & maintenance	42.0%	43.3%	12.3%	2.1%	0.3%
Q31h. Sidewalk rehabilitation & repair	34.8%	41.1%	18.6%	3.9%	1.6%
Q31i. Knoxville Municipal Airport improvements	3.7%	10.6%	46.2%	23.2%	16.4%
Q31j. Splash pad at a public park	11.8%	17.4%	28.9%	20.8%	21.1%
Q31k. City wide fiber network installation	17.6%	22.0%	35.2%	13.6%	11.5%
Q31l. New senior center	12.5%	20.6%	40.2%	16.2%	10.4%

Q32. Which THREE of the priorities listed in Question 31 above do you think should receive the most emphasis from City leaders over the next THREE Years?

Q32. Top choice	Number	Percent
Recreation center expansion	44	11.3 %
Public library expansion	29	7.4 %
New police/fire & City Hall facility	21	5.4 %
New recreation trails	38	9.7 %
New housing development	32	8.2 %
Downtown streetscape improvements	20	5.1 %
Road reconstruction & maintenance	111	28.4 %
Sidewalk rehabilitation & repair	26	6.6 %
Knoxville Municipal Airport improvements	2	0.5 %
Splash pad at a public park	6	1.5 %
City wide fiber network installation	17	4.3 %
New senior center	20	5.1 %
None chosen	25	6.4 %
Total	391	100.0 %

Q32. Which THREE of the priorities listed in Question 31 above do you think should receive the most emphasis from City leaders over the next THREE Years?

Q32. 2nd choice	Number	Percent
Recreation center expansion	29	7.4 %
Public library expansion	24	6.1 %
New police/fire & City Hall facility	20	5.1 %
New recreation trails	40	10.2 %
New housing development	27	6.9 %
Downtown streetscape improvements	22	5.6 %
Road reconstruction & maintenance	70	17.9 %
Sidewalk rehabilitation & repair	66	16.9 %
Knoxville Municipal Airport improvements	3	0.8 %
Splash pad at a public park	14	3.6 %
City wide fiber network installation	24	6.1 %
New senior center	19	4.9 %
None chosen	33	8.4 %
Total	391	100.0 %

Q32. Which THREE of the priorities listed in Question 31 above do you think should receive the most emphasis from City leaders over the next THREE Years?

Q32. 3rd choice	Number	Percent
Recreation center expansion	21	5.4 %
Public library expansion	20	5.1 %
New police/fire & City Hall facility	26	6.6 %
New recreation trails	33	8.4 %
New housing development	32	8.2 %
Downtown streetscape improvements	31	7.9 %
Road reconstruction & maintenance	45	11.5 %
Sidewalk rehabilitation & repair	53	13.6 %
Knoxville Municipal Airport improvements	4	1.0 %
Splash pad at a public park	13	3.3 %
City wide fiber network installation	24	6.1 %
New senior center	28	7.2 %
None chosen	61	15.6 %
Total	391	100.0 %

Q32. Which THREE of the priorities listed in Question 31 above do you think should receive the most emphasis from City leaders over the next THREE Years? (Sum of Top 3 Choices)

Q32. Sum of Top 3 Choices	Number	Percent
Recreation center expansion	94	24.0 %
Public library expansion	73	18.7 %
New police/fire & City Hall facility	67	17.1 %
New recreation trails	111	28.4 %
New housing development	91	23.3 %
Downtown streetscape improvements	73	18.7 %
Road reconstruction & maintenance	226	57.8 %
Sidewalk rehabilitation & repair	145	37.1 %
Knoxville Municipal Airport improvements	9	2.3 %
Splash pad at a public park	33	8.4 %
City wide fiber network installation	65	16.6 %
New senior center	67	17.1 %
None chosen	25	6.4 %
Total	1079	

Q33. How many years have you lived in Knoxville?

Q33. How many years have you lived in Knoxville	Number	Percent
5 or less	40	10.2 %
6 to 10	36	9.2 %
11 to 15	35	9.0 %
16 to 20	35	9.0 %
21 to 30	69	17.6 %
31+	172	44.0 %
Not provided	4	1.0 %
Total	391	100.0 %

Q34. How many persons in your household (counting yourself), are:

	Mean	Sum
number	2.36	917
Under age 10	0.24	95
Ages 10-19	0.32	124
Ages 20-39	0.54	209
Ages 40-59	0.65	252
Ages 60-69	0.29	113
Ages 70+	0.32	124

Q35. What is your age?

Q35. Your age	Number	Percent
Under 35	79	20.2 %
35 to 44	59	15.1 %
45 to 54	72	18.4 %
55 to 64	74	18.9 %
65+	106	27.1 %
Not provided	1	0.3 %
Total	391	100.0 %

Q36. What is your gender?

Q36. Your gender	Number	Percent
Male	188	48.1 %
Female	203	51.9 %
Total	391	100.0 %

Q37. Do you own or rent your home?

Q37. Do you own or rent your home	Number	Percent
Own	338	86.4 %
Rent	52	13.3 %
Not provided	1	0.3 %
Total	391	100.0 %

Q38. What is your total annual household income?

Q38. Your total annual household income	Number	Percent
Less than \$25K	48	12.3 %
\$25K-\$49,999	103	26.3 %
\$50K-\$74,999	93	23.8 %
\$75K-\$99,999	54	13.8 %
\$100K+	56	14.3 %
Not provided	37	9.5 %
Total	391	100.0 %

Section 7:
Survey Instrument



September 2014

Dear Knoxville Resident:

Your Knoxville City Council has a tremendous desire to hear from you regarding the city services you receive for your tax dollars. The City Council values citizen input and applies resources to key areas that you deem most important. At the City of Knoxville, we know that our precious tax dollars belong to our taxpayers. Understanding that, the City Council is asking where you think your money should be responsibly invested.

Much like our residents, your City government has faced economic challenges and has made many significant changes. We have had a dedicated focus on working smarter, identifying and implementing new efficiencies and partnerships, and remain committed to serving the community. With your input, our limited resources will continue to be applied to areas you feel most important. As we plan to the future, we will remain focused on the priorities of the community.

Citizen input is crucial to guide our decision making process. Please help by taking a few minutes to complete the enclosed survey.

You can return the survey in the enclosed postage paid envelope to ETC INSTITUTE, 725 Frontier Circle, Olathe, KS 66061. If you have questions, please contact Heather Ussery, Knoxville City Clerk, at (641) 828-0550, or contact her via email at cityclerk@knoxvilleia.gov.

Thank you in advance for making Knoxville an even better community.

A handwritten signature in blue ink, appearing to read "Harold Stewart".

Harold Stewart
City Manager



Year 2014 City of Knoxville Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve citizens in long-range planning and investment decisions. If you have questions, please call Heather Ussery at 641-828-0550. THANK YOU!

1. Please rate your overall satisfaction with major categories of services provided by the City of Knoxville on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Major Categories of City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of police, fire, and emergency medical services	5	4	3	2	1	9
B. Overall quality of city parks and recreation programs and facilities	5	4	3	2	1	9
C. Overall maintenance of city streets, buildings & facilities	5	4	3	2	1	9
D. Overall quality of city water and sewer utilities	5	4	3	2	1	9
E. Overall enforcement of city codes and ordinances	5	4	3	2	1	9
F. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
G. Overall effectiveness of city communication with the Public	5	4	3	2	1	9
H. Overall quality of the public library	5	4	3	2	1	9
I. Overall quality of the city cemetery	5	4	3	2	1	9
J. Overall quality of the senior center	5	4	3	2	1	9

2. Which THREE of the Major Categories of City Services do you think should receive the most emphasis from city leaders over the next TWO Years? [Respond below using the letters from the list in Question 1 above].

1st: _____ 2nd: _____ 3rd: _____

3. **PERCEPTIONS.** Several items that may influence your perception of the City of Knoxville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Perceptions of the City	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of services provided by the City of Knoxville	5	4	3	2	1	9
B. Overall image of the City	5	4	3	2	1	9
C. Overall quality of life in the City	5	4	3	2	1	9
D. Overall quality of your neighborhood	5	4	3	2	1	9
E. Overall quality of new residential development in the City	5	4	3	2	1	9
F. Overall quality of new commercial development in the City	5	4	3	2	1	9
G. The overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9

4. **LEADERSHIP.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

City Leadership	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
B. Overall effectiveness of the city manager and appointed staff	5	4	3	2	1	9

5. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City:

City Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall maintenance of city streets	5	4	3	2	1	9
B. Maintenance of streets in YOUR neighborhood	5	4	3	2	1	9
C. Maintenance of sidewalks in Knoxville	5	4	3	2	1	9
D. Maintenance of traffic signals and street signs	5	4	3	2	1	9
E. Maintenance and preservation of downtown Knoxville	5	4	3	2	1	9
F. Maintenance of city buildings (City Hall including Police Station, Fire Station, Library, Recreation Center and Graceland Cemetery Building)	5	4	3	2	1	9
G. Snow removal on major city streets	5	4	3	2	1	9
H. Snow removal on neighborhood streets	5	4	3	2	1	9
I. Mowing and trimming on city properties and other public areas	5	4	3	2	1	9
J. Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
K. Adequacy of city street lighting	5	4	3	2	1	9
L. Maintenance of curbs and gutters on city streets	5	4	3	2	1	9

6. Which TWO of the City Maintenance services listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Respond below using the letters from the list in Question 5 above].

1st: _____ 2nd: _____

7. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Stormwater System	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Drainage of rain water off streets near your residence	5	4	3	2	1	9
B. Drainage of rain water off other streets you use in Knoxville	5	4	3	2	1	9
C. Drainage of rain water off the properties in your neighborhood	5	4	3	2	1	9

8. Would you be willing to pay a stormwater utility fee to be used for stormwater management projects? ___(1) Yes ___(2) No

9. CUSTOMER SERVICE. Have you interacted with (call, on-line or visit) the City with a question, problem or complaint during the past year?

___(1) Yes [answer Q9a-c] ___(2) No [go to Q10]

9a. [If YES to Q11] Which Department did you contact most recently?

- | | |
|-----------------------------|---------------------|
| ___(1) Street Maintenance | ___(6) Fire |
| ___(2) Cemetery | ___(7) City Hall |
| ___(3) Wastewater | ___(8) Library |
| ___(4) Police | ___(9) Other: _____ |
| ___(5) Parks and Recreation | |

9b. [If YES to Q9] How easy was it to contact the person you needed to reach in the Department you listed in Q9a?

___(1) Very Easy ___(2) Somewhat Easy ___(3) Difficult ___(4) Very Difficult ___(9) Don't Know

9c. [If YES to Q9] **Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means “Always” and 1 means “Never.”**

Customer Service	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. They were courteous and polite	5	4	3	2	1	9
2. They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
3. They did what they said they would do in a timely manner	5	4	3	2	1	9
4. They helped you resolve an issue	5	4	3	2	1	9

10. **RATINGS OF THE CITY.** Please rate Knoxville on a scale of 1 to 5 where 5 means “Excellent” and 1 means “Poor” with regard to each of the following:

Ratings of the City	Excellent	Good	Neutral	Below Average	Poor	Don't Know
A. As a place to live	5	4	3	2	1	9
B. As a place to raise children	5	4	3	2	1	9
C. As a place to work	5	4	3	2	1	9
D. As a place where you would buy your next home	5	4	3	2	1	9
E. As a place to retire	5	4	3	2	1	9

11. **LIBRARY SERVICES.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

City Library	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of available materials	5	4	3	2	1	9
B. Overall quality & quantity of programs for children	5	4	3	2	1	9
C. Overall quality & quantity of programs for teens	5	4	3	2	1	9
D. Overall quality & quantity of programs for adults	5	4	3	2	1	9
E. Overall helpfulness of library staff	5	4	3	2	1	9
F. Overall quality of the space available for the library	5	4	3	2	1	9

12. Which **TWO** of the Library items listed above do you think should receive the most emphasis from City leaders over the next **TWO** Years? [Respond below using the letters from the list in Question 11 above].

1st: _____ 2nd: _____

13. **CODE ENFORCEMENT.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

Enforcement of City Codes and Ordinances	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Enforcing the clean-up of debris on private property	5	4	3	2	1	9
B. Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
C. Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
D. Enforcing the exterior maintenance of business property	5	4	3	2	1	9
E. Enforcing snow removal on sidewalks	5	4	3	2	1	9
F. Quality of animal control	5	4	3	2	1	9

14. Which **TWO** of the Code Enforcement Services do you think should receive the most emphasis from city leaders over the next **TWO** Years? [Respond below using the letters from the list in Question 13 above.]

1st: _____ 2nd: _____

15. **COMMUNICATION.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following aspects of communication provided by the City of Knoxville:

City Communications	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The availability of information about City programs and services	5	4	3	2	1	9
B. City efforts to keep you informed about local issues	5	4	3	2	1	9
C. The level of public involvement in local decision making	5	4	3	2	1	9
D. The quality of the City's website	5	4	3	2	1	9
E. The quality of the City's Recreation Program Guide	5	4	3	2	1	9

16. Which of the following types of information would you be MOST interested in having the City of Knoxville include in communications? (Check ONE)

- (1) Traffic improvements
 (2) New development in the City
 (3) City events
 (4) Knoxville history
 (5) City codes and regulations
 (6) Other (please explain): _____

17. Which of the following are your primary sources of information about the City's programs, services, and events?

[Check all that apply]

- (1) City website via home computer (desktop, laptop)
 (2) City website via mobile device (phone, tablet)
 (3) Newspaper
 (4) Public meetings
 (5) Radio news programs
 (6) City's Facebook page
 (7) Word of mouth (friends, neighbors)
 (8) City emails (Notify Me)
 (9) Other: _____

18. **FEELING OF SAFETY.** On a scale of 1 to 5, where 5 means “Very Safe” and 1 means “Very Unsafe,” please rate how safe you feel in the following situations:

Feeling of Safety	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A. In your neighborhood during the day	5	4	3	2	1	9
B. In your neighborhood at night	5	4	3	2	1	9
C. In City parks	5	4	3	2	1	9
D. Overall feeling of safety in Knoxville	5	4	3	2	1	9

19. **PARKS AND FACILITIES.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

Parks and Facilities	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Maintenance of city parks	5	4	3	2	1	9
B. Number of city parks	5	4	3	2	1	9
C. Number of walking and biking trails	5	4	3	2	1	9
D. Maintenance of walking and biking trails	5	4	3	2	1	9
E. Quality of outdoor athletic fields	5	4	3	2	1	9
F. Condition of restrooms in public parks	5	4	3	2	1	9

20. Which TWO of the Park and Facilities listed above in Q19 do you think should receive the most emphasis from city leaders over the next TWO Years? [Respond below using the letters from the list in Question 19 above].

1st: _____ 2nd: _____

21. **RECREATION PROGRAMS.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

Recreation Programs	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. City swimming pool	5	4	3	2	1	9
B. Senior recreation opportunities	5	4	3	2	1	9
C. The city's youth athletic programs	5	4	3	2	1	9
D. The city's adult athletic programs	5	4	3	2	1	9
E. Personal fitness classes	5	4	3	2	1	9
F. Ease of registering for programs	5	4	3	2	1	9
G. Fees charged for recreation programs	5	4	3	2	1	9
H. Special events sponsored by the City	5	4	3	2	1	9
I. Quality of the City's indoor recreation facility	5	4	3	2	1	9

22. Which TWO of the Recreation Programs listed above in Q21 do you think should receive the most emphasis from city leaders over the next TWO Years? [Respond below using the letters from the list in Question 21 above].

1st: ____ 2nd: ____

23. **POLICE SERVICES.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following public safety services provided by the City of Knoxville:

Police Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The visibility of police in neighborhoods	5	4	3	2	1	9
B. The visibility of police in retail areas	5	4	3	2	1	9
C. The City's efforts to prevent crime	5	4	3	2	1	9
D. How quickly police respond to emergencies	5	4	3	2	1	9
E. Enforcement of local traffic laws	5	4	3	2	1	9
F. Overall quality of local police protection	5	4	3	2	1	9
G. Police related education programs offered by the City	5	4	3	2	1	9
H. Quality of dispatch services for police services	5	4	3	2	1	9

24. Which TWO of the Police Service items listed above do you think should receive the most emphasis from city leaders over the next TWO Years? [Respond below using the letters from the list in Question 23 above].

1st: ____ 2nd: ____

25. **FIRE AND EMERGENCY MEDICAL SERVICES.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following public safety services provided by the City of Knoxville:

Fire and Emergency Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. How quickly fire/emergency medical services personnel respond to emergencies	5	4	3	2	1	9
B. Overall quality of local fire protection/emergency medical services	5	4	3	2	1	9
C. Fire related education programs offered by the City	5	4	3	2	1	9
D. Quality of dispatch services for fire and emergency medical services	5	4	3	2	1	9

26. Which TWO of the Fire and Emergency Medical Service items listed above do you think should receive the most emphasis from city leaders over the next TWO Years? [Respond below using the letters from the list in Question 25 above].

1st: ____ 2nd: ____

27. WASTEWATER. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Wastewater Service	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Odor from city waste water treatment facility	5	4	3	2	1	9
B. Overall quality of the City's waste water system	5	4	3	2	1	9
C. What you are charged for wastewater services	5	4	3	2	1	9

28. Have you had a sewer backup in your home during the past year?

___(1) Yes [answer Q28a] ___(2) No [go to Q29]

28a. [If YES to Q28] Was the backup caused by problems in the City's system?

___(1) Yes [answer 28a-1] ___(2) No [go to Q29]

28a-1. [If YES to Q28a] Did the City respond promptly to your requests for service?

___(1) Yes ___(2) No

29. Please answer the following questions by circling YES or NO.

A.	Have any of your household members visited downtown Knoxville during the past year?	YES	NO
B.	Have any of your household members visited City Hall during the past year?	YES	NO
C.	Have any of your household members visited the Police Station during the past year?	YES	NO
D.	Have any of your household members visited the Fire Station during the past year?	YES	NO
E.	Have any of your household members visited the Recreation Center during the past year?	YES	NO
F.	Have any of your household members visited the Knoxville Public Library during the past year?	YES	NO
G.	Have any of your household members called, visited or done business with the Planning & Zoning Department?	YES	NO
H.	Have any of your household members used/read the City's Recreation Program Guide during the past year?	YES	NO
I.	Have any of your household members called the Police Department or used police services during the past year?	YES	NO
J.	Have any of your household members called the Fire Department or used fire services during the past year?	YES	NO
K.	Have any of your household members used emergency medical services during the past year?	YES	NO
L.	Have any of your household members visited a City park during the past year?	YES	NO
M.	Have any of your household members used a City walking/biking trail during the past year?	YES	NO
N.	Have any of your household members visited the City swimming pool during the past year?	YES	NO
O.	Have any of your household members visited the senior center during the past year?	YES	NO
P.	Have any of your household members visited a City recreation facility (outdoor facility, indoor facility, recreation center) during the past year?	YES	NO
Q.	Have any of your household members participated in a City recreation program or class during the past year?	YES	NO
R.	Do you utilize Facebook, Twitter or other social media?	YES	NO

30. Below is a list of different types of utilities. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Reliability of Knoxville Utilities	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Your electric company	5	4	3	2	1	9
B. Your local telephone company	5	4	3	2	1	9
C. Your natural gas company	5	4	3	2	1	9
D. Your cable/satellite television company	5	4	3	2	1	9
E. Your Internet Service Provider	5	4	3	2	1	9
F. Your long Distance telephone company	5	4	3	2	1	9
G. Your cellular, wireless or pager company	5	4	3	2	1	9
H. Knoxville City Services	5	4	3	2	1	9

31. **FUTURE PRIORITIES.** Using a scale of 1 to 5, where 5 means “Very Important” and 1 means “Not Important,” please indicate the importance that should be placed on the following potential future priorities:

Priorities	Very Important	Important	Neutral	Less Important	Not Important
A. Recreation center expansion	5	4	3	2	1
B. Public library expansion	5	4	3	2	1
C. New police/fire and city hall facility	5	4	3	2	1
D. New recreation trails	5	4	3	2	1
E. New housing development	5	4	3	2	1
F. Downtown streetscape improvements	5	4	3	2	1
G. Road reconstruction and maintenance	5	4	3	2	1
H. Sidewalk rehabilitation and repair	5	4	3	2	1
I. Knoxville Municipal Airport improvements (hangars, runways, facilities, etc.)	5	4	3	2	1
J. Splash pad at a public park	5	4	3	2	1
K. City wide fiber network installation	5	4	3	2	1
L. New senior center	5	4	3	2	1

32. Which THREE of the priorities listed above do you think should receive the most emphasis from city leaders over the next THREE Years? [Respond below using the letters from the list in Question 31 above].

1st: _____ 2nd _____ 3rd _____

DEMOGRAPHICS: Please answer the following questions about yourself.

33. How many years have you lived in Knoxville? _____ years

34. How many persons in your household (counting yourself), are:

Under age 10 _____ Ages 20-39 _____ Ages 60-69 _____
 Ages 10-19 _____ Ages 40-59 _____ Ages 70+ _____

35. What is your age? _____ years

36. What is your gender? ___(1) Male ___(2) Female

37. Do you own or rent your home? ___(1) Own ___(2) Rent

38. What is your total annual household income?

___(1) less than \$25,000 ___(3) \$50,000 - \$74,999 ___(5) \$100,000 or more
 ___(2) \$25,000 - \$49,999 ___(4) \$75,000 - \$99,999

39. Do you have any other suggestions for the city? (If so, please write in the space below.)

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to: ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank you.