

City of Knoxville

2014 Community Survey

Source: ETS Institute

725 W. Frontier Lane,

Olathe, Kansas

66061

About the Survey

- Administered by ETC Institute during Fall 2014
 - Purpose: to assess satisfaction with the delivery of major City services to help set community priorities so that tax dollars are spent wisely.
- Tool
 - 7 page survey sent out to a random sample of 1,500 households. Included a postage-paid return envelope.
 - Approx. 7 days after mailing, households were contacted by phone. If they had not completed and mailed in the survey, they were given the option of completing it by phone.

About the Survey

- Questions were asked regarding satisfaction with:
 - Perceptions of the City
 - City Leadership
 - Maintenance Services
 - Customer Service
 - Library Services
 - Code Enforcement
 - Communication
 - Parks and Facilities
 - Recreation Programs
 - Police Services
 - Fire and Emergency Medical Services

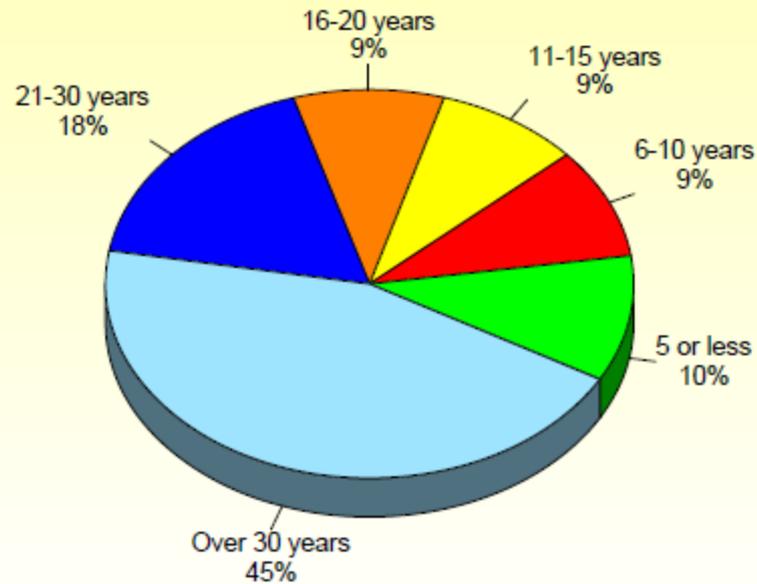
About the Survey

- Goal: 350 respondents
 - Actual: 391 respondents
- 95% confidence interval
- Responses were presented by:
 - Overall response
 - Years living in Knoxville
 - Age of responder and household members
 - Home ownership
 - Annual household income

Demographics

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

by percentage of respondents

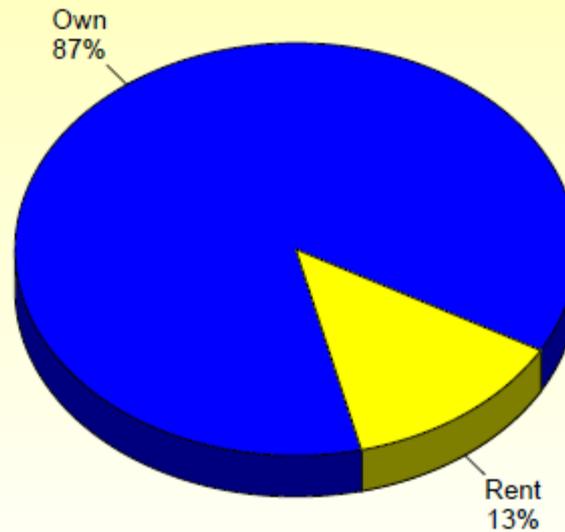


Source: ETC Institute (2014)

Demographics

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

by percentage of respondents

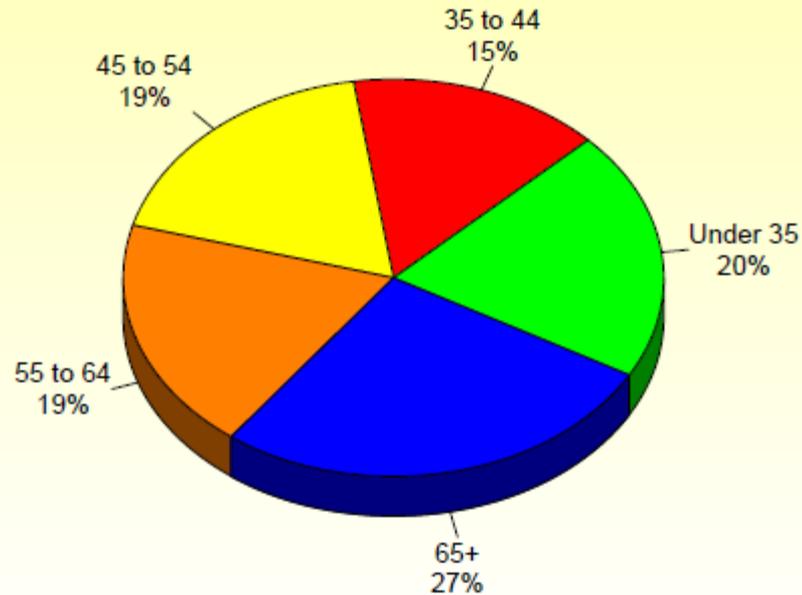


Source: ETC Institute (2014)

Demographics

Q35. Demographics: What is your age?

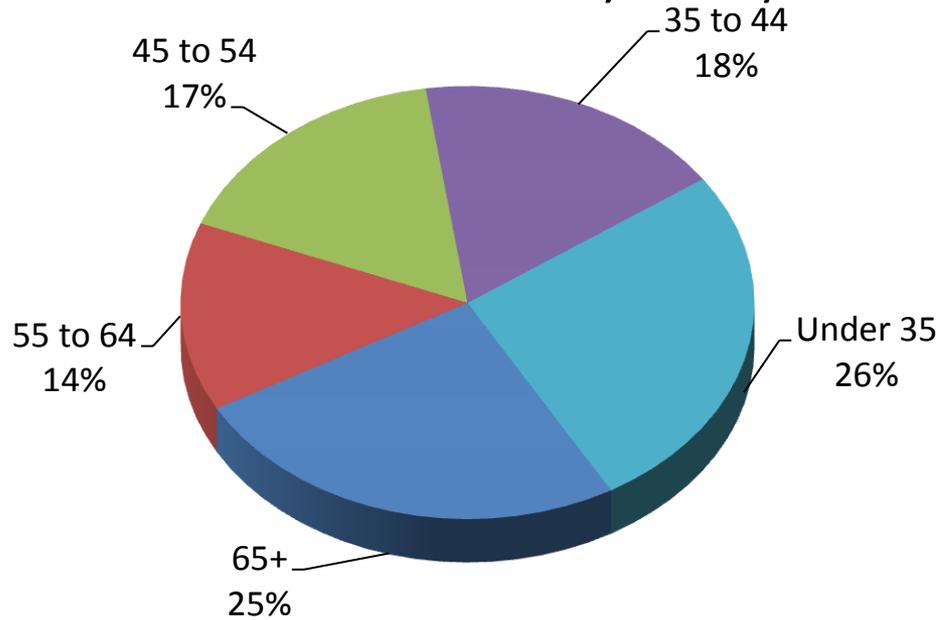
by percentage of respondents



Source: ETC Institute (2014)

Demographics

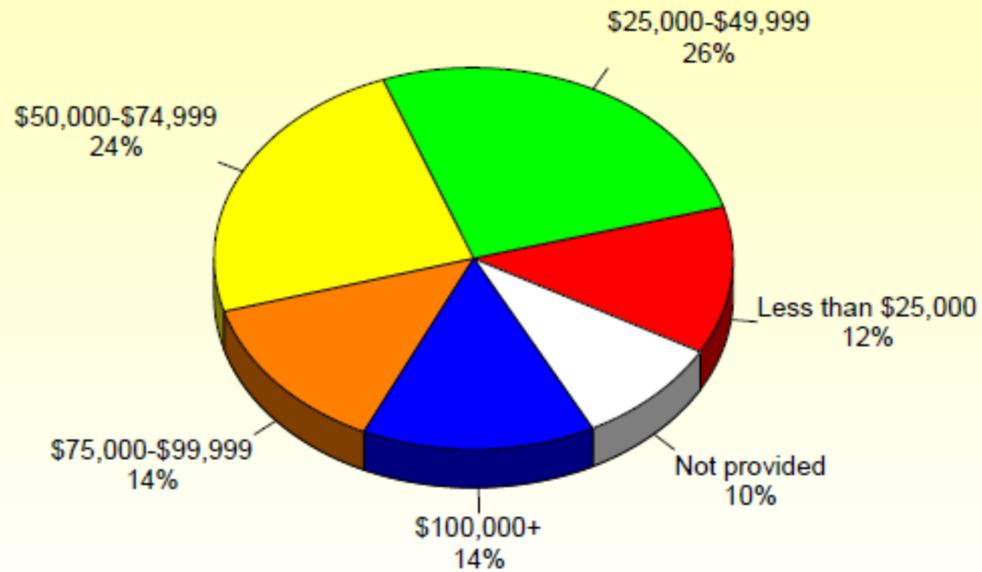
Knoxville Age Data from the US Census
American Community Survey



Demographics

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

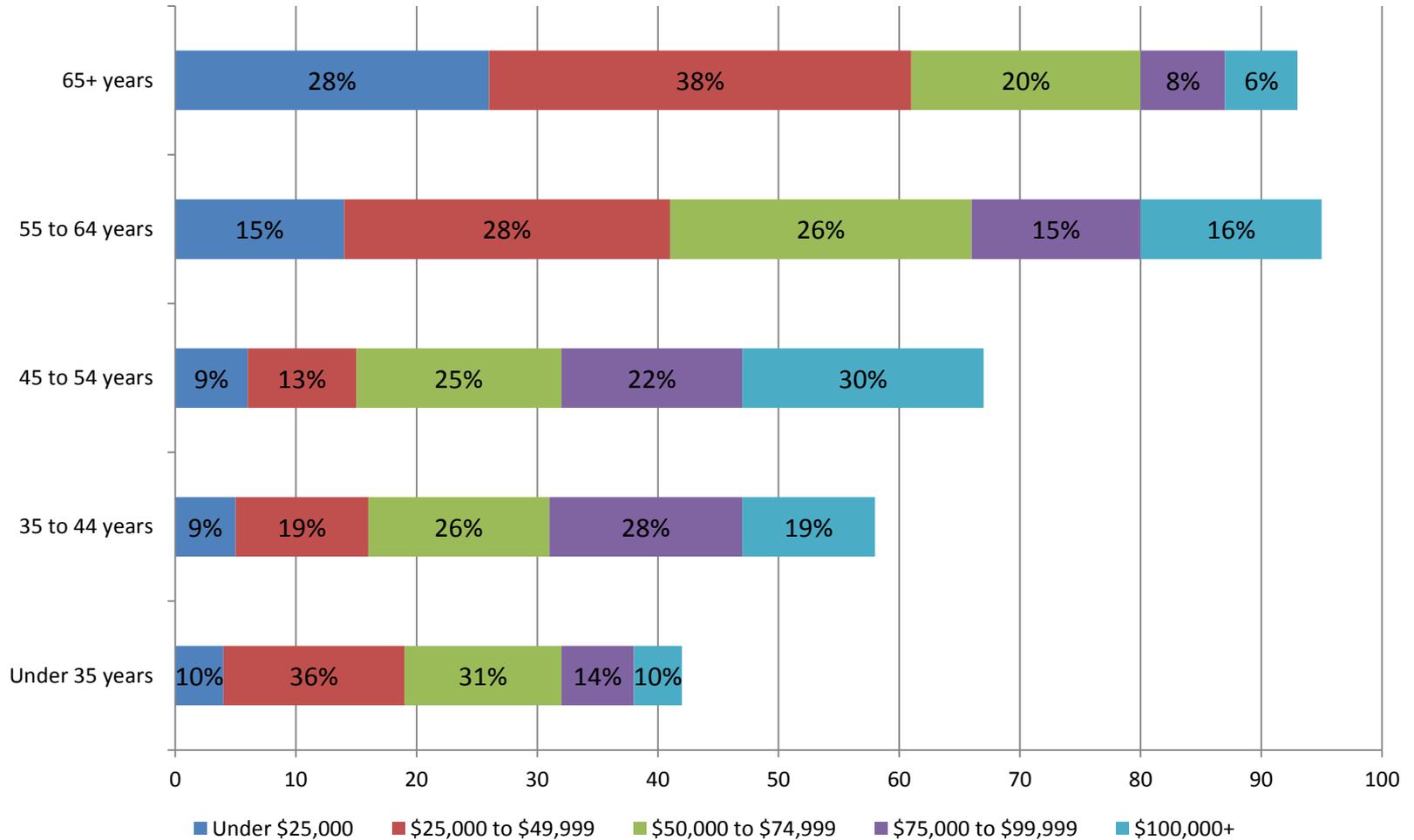
by percentage of respondents



Source: ETC Institute (2014)

Demographics

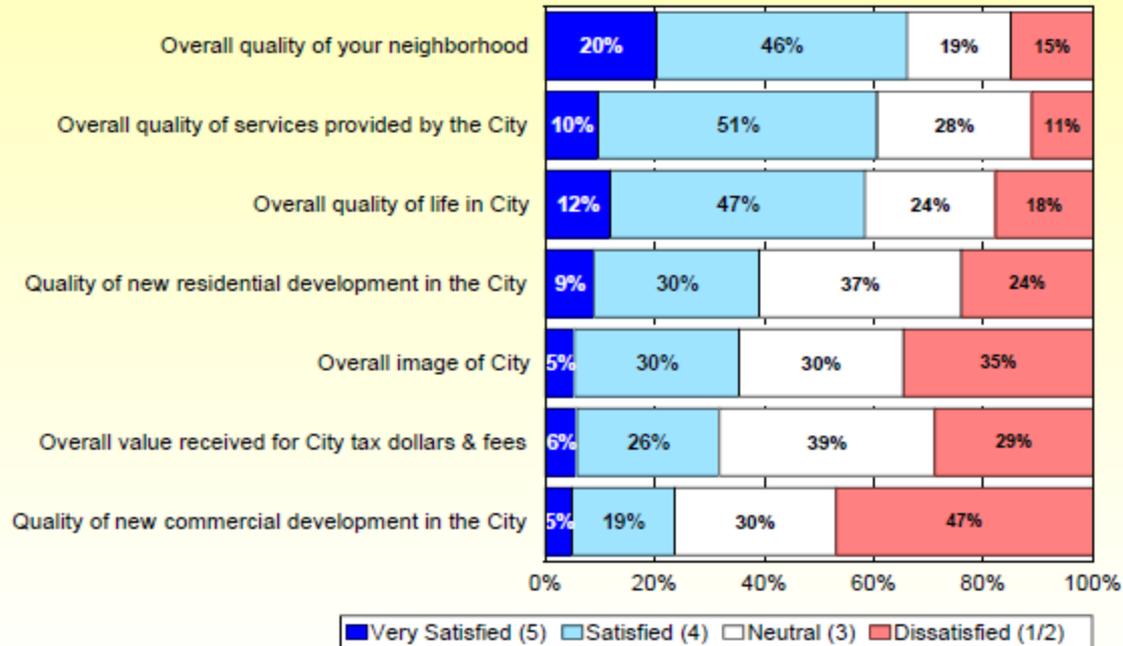
Number of Respondents by Age and Income



Community Perception

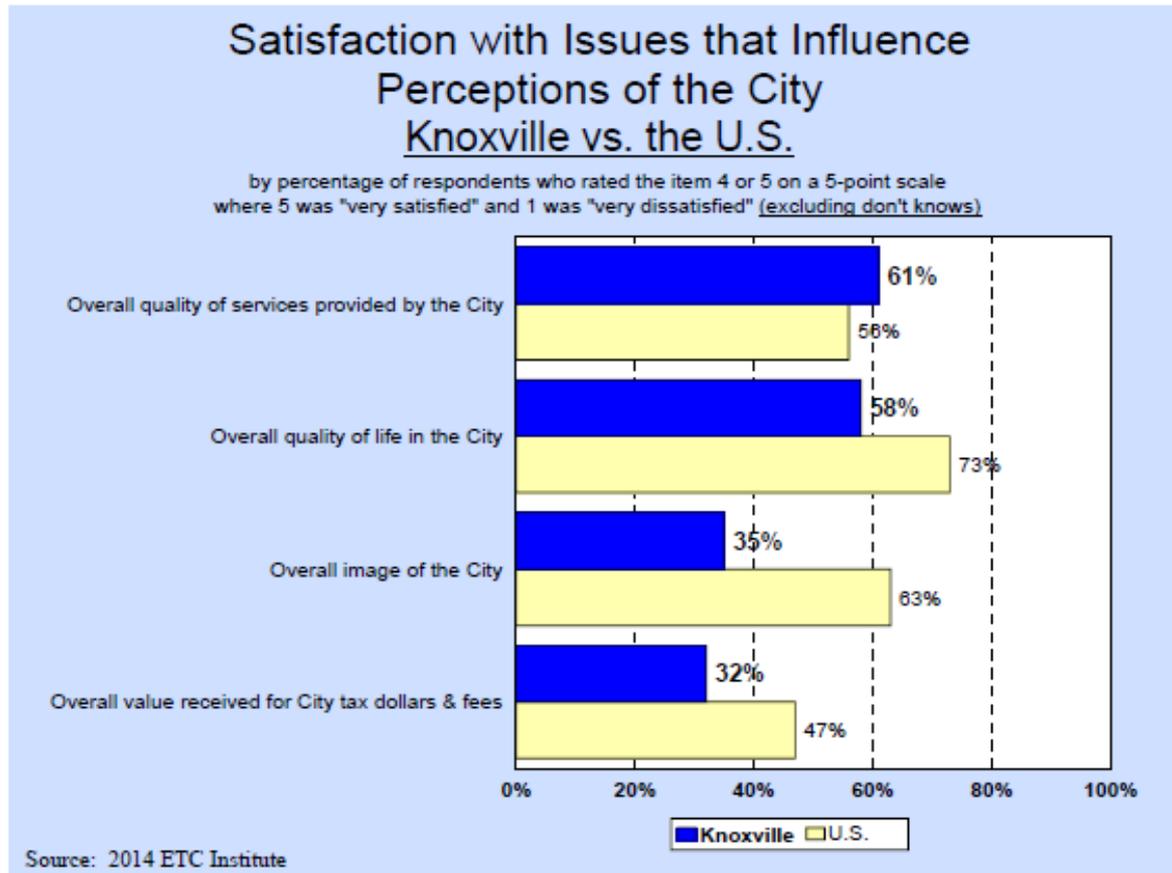
Q3. Satisfaction with Items That Influence Perceptions of the City

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

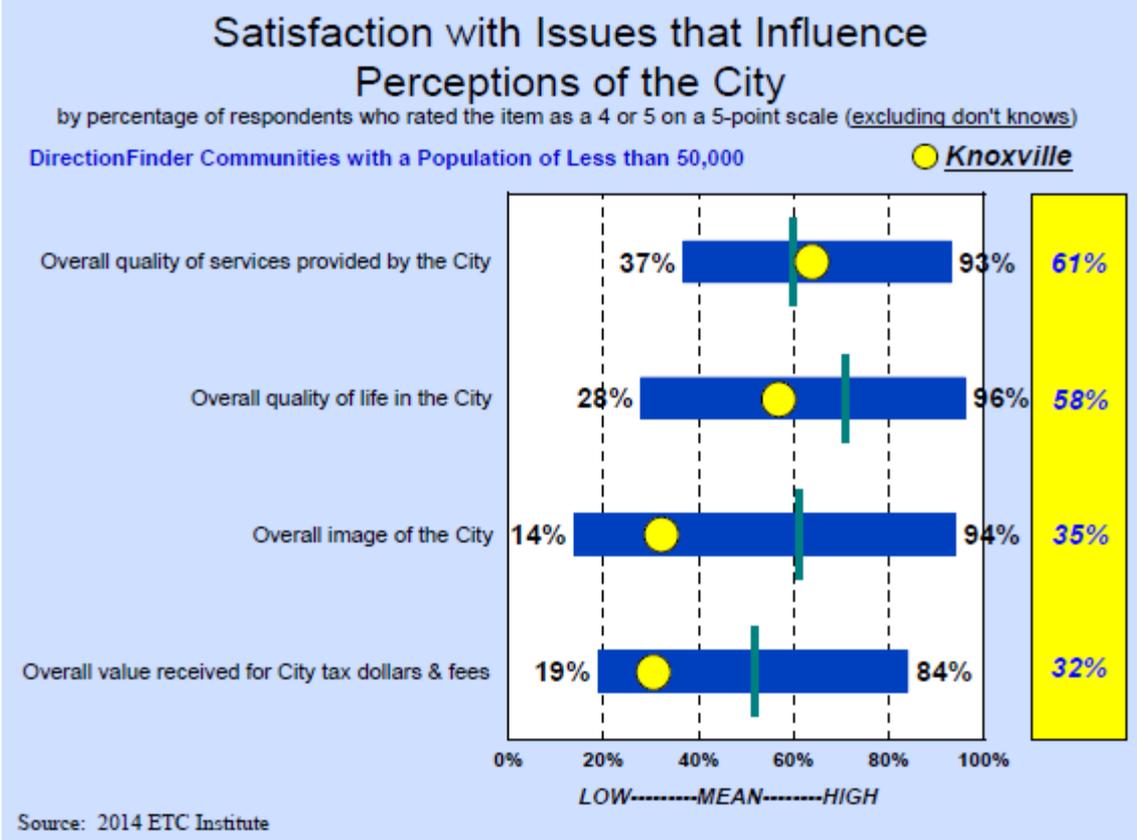


Source: ETC Institute (2014)

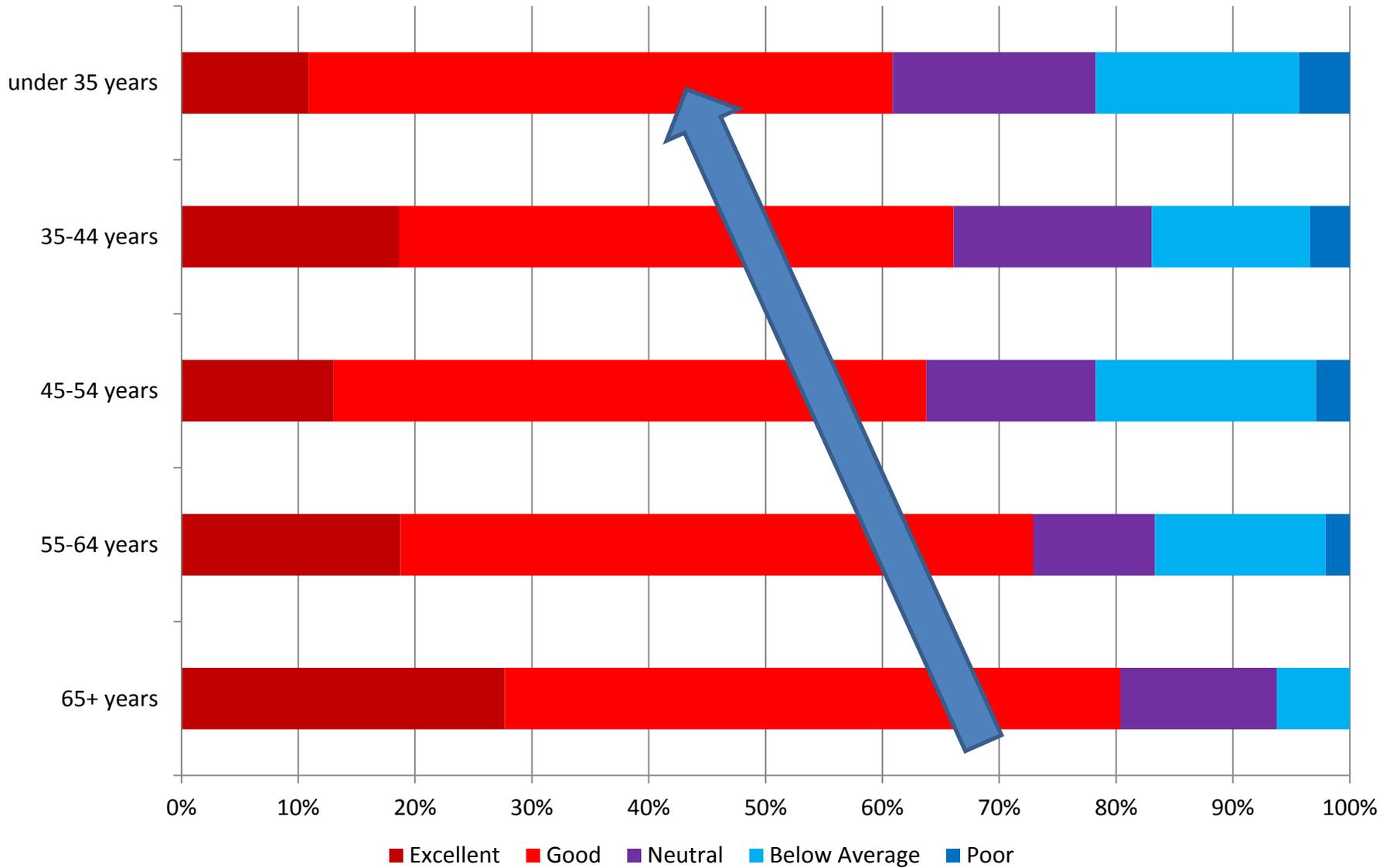
Community Perception



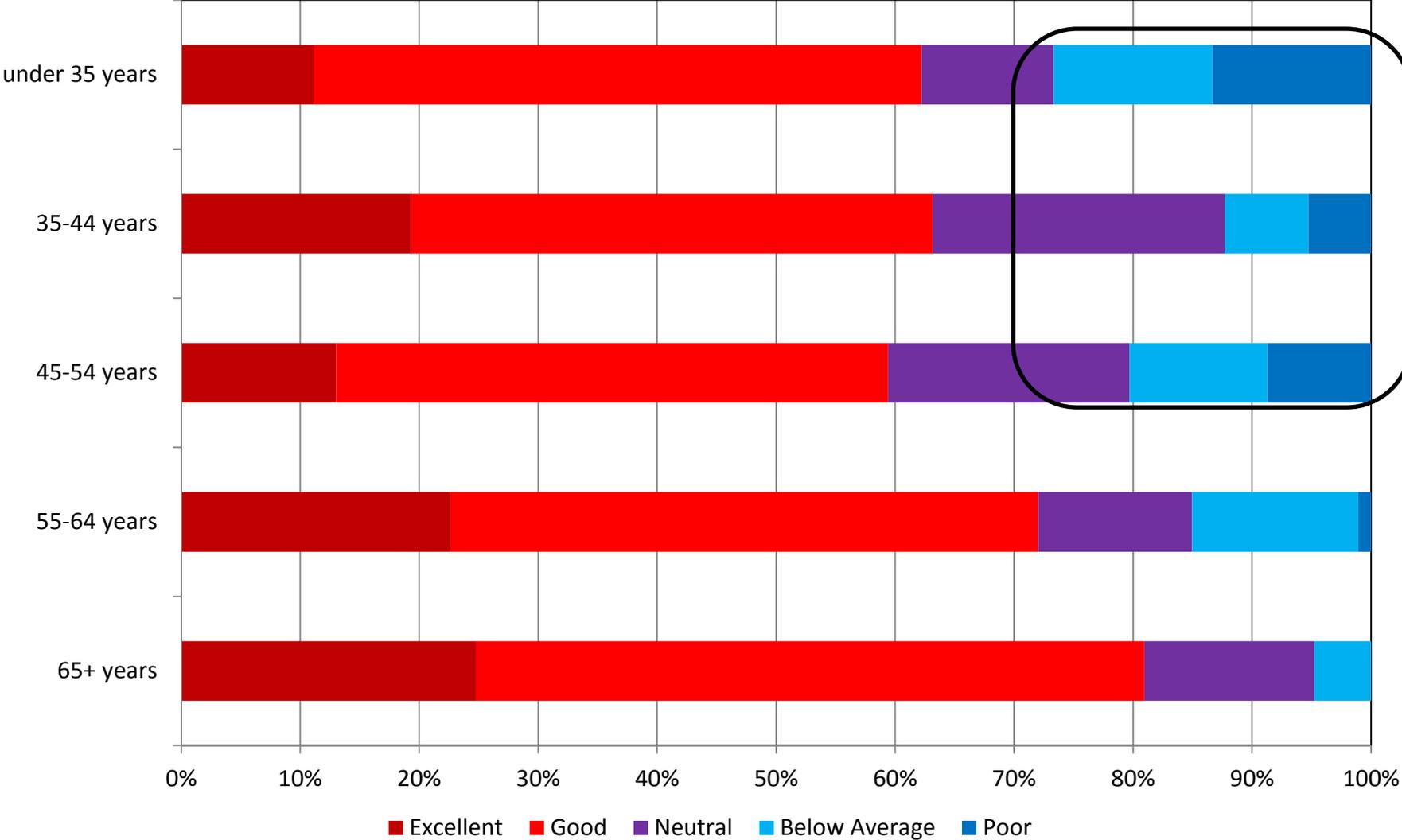
Community Perception



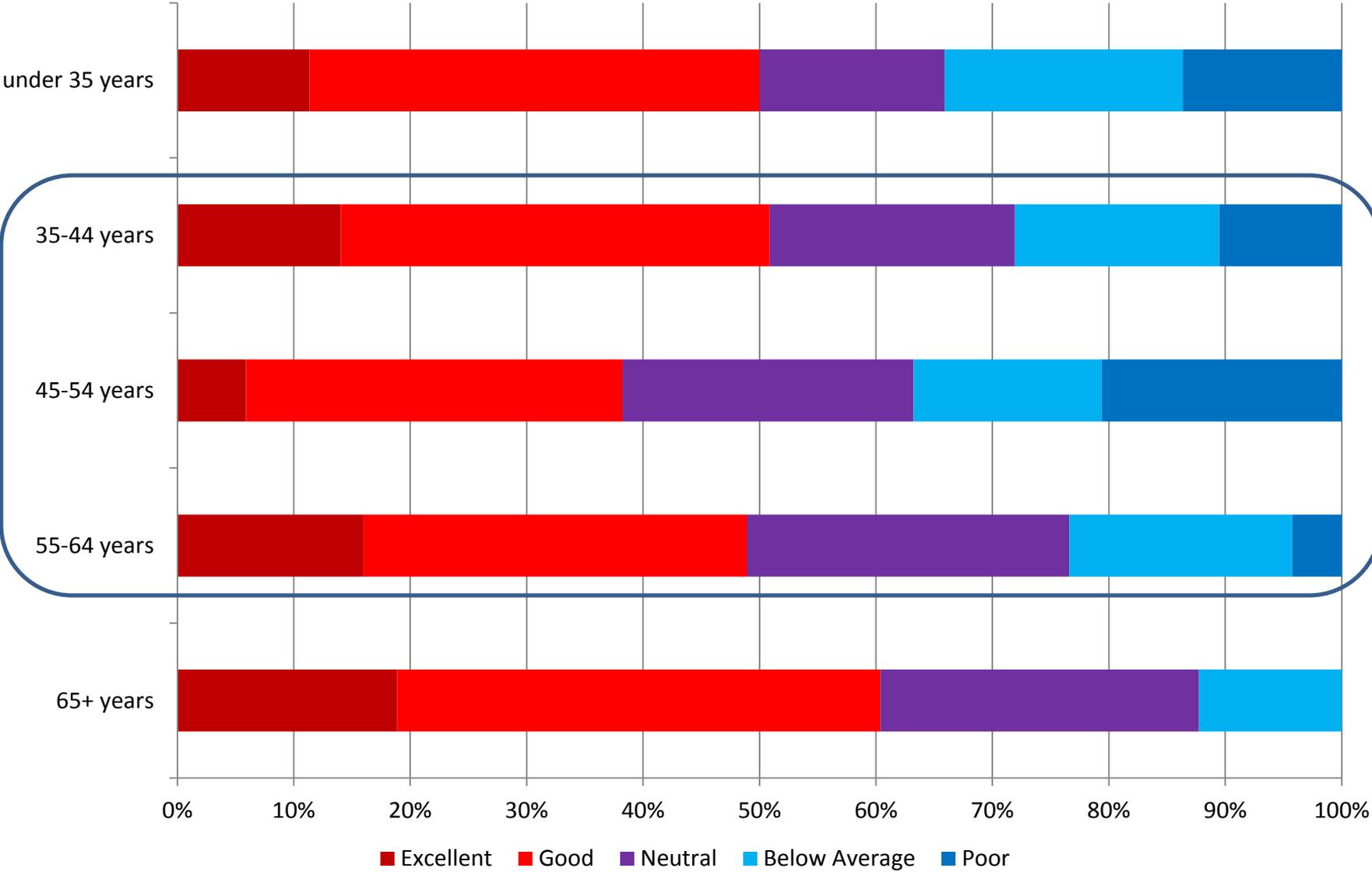
Rating of Knoxville as a place to live by age



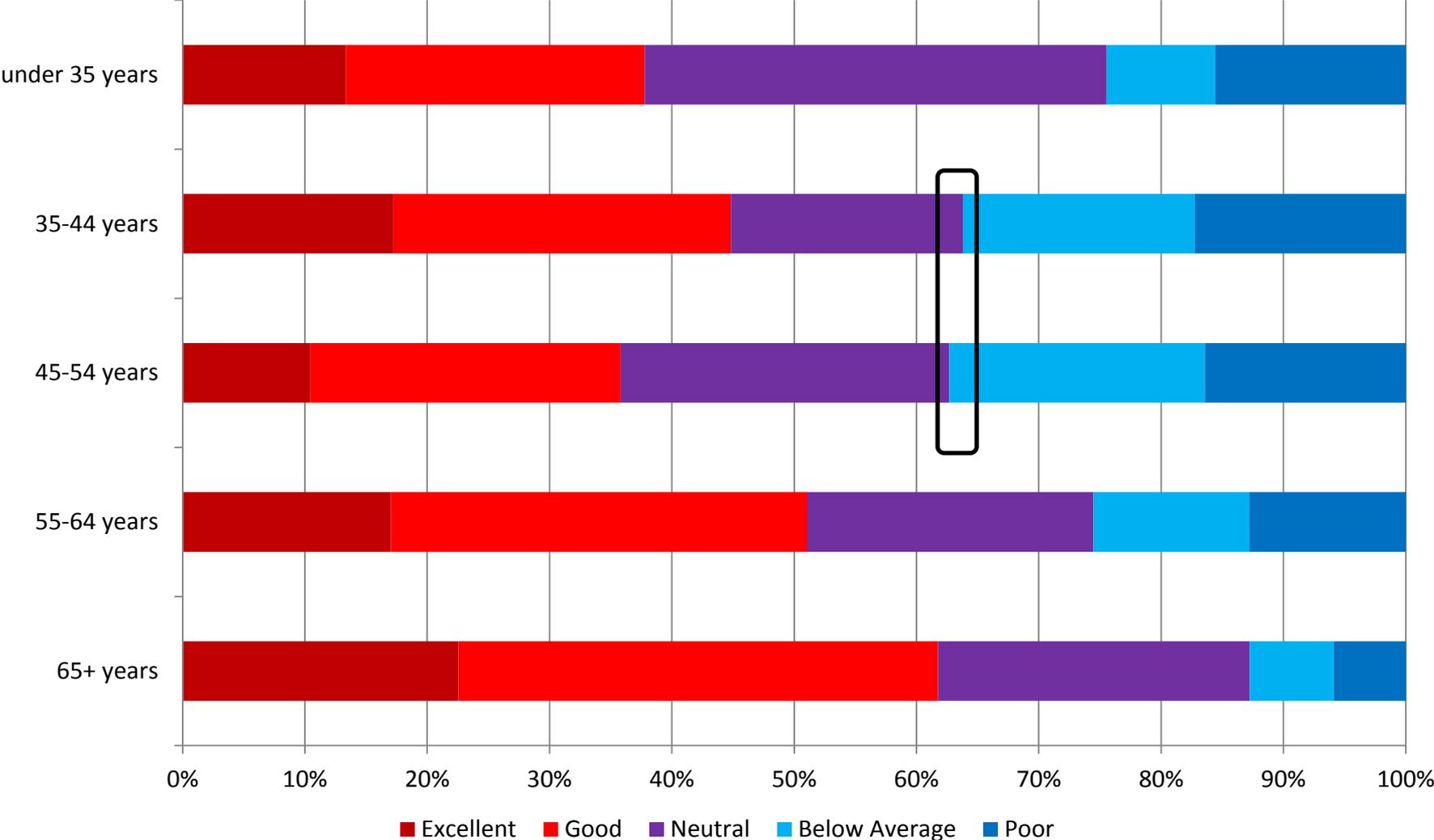
Rating of Knoxville as a place to raise children by age



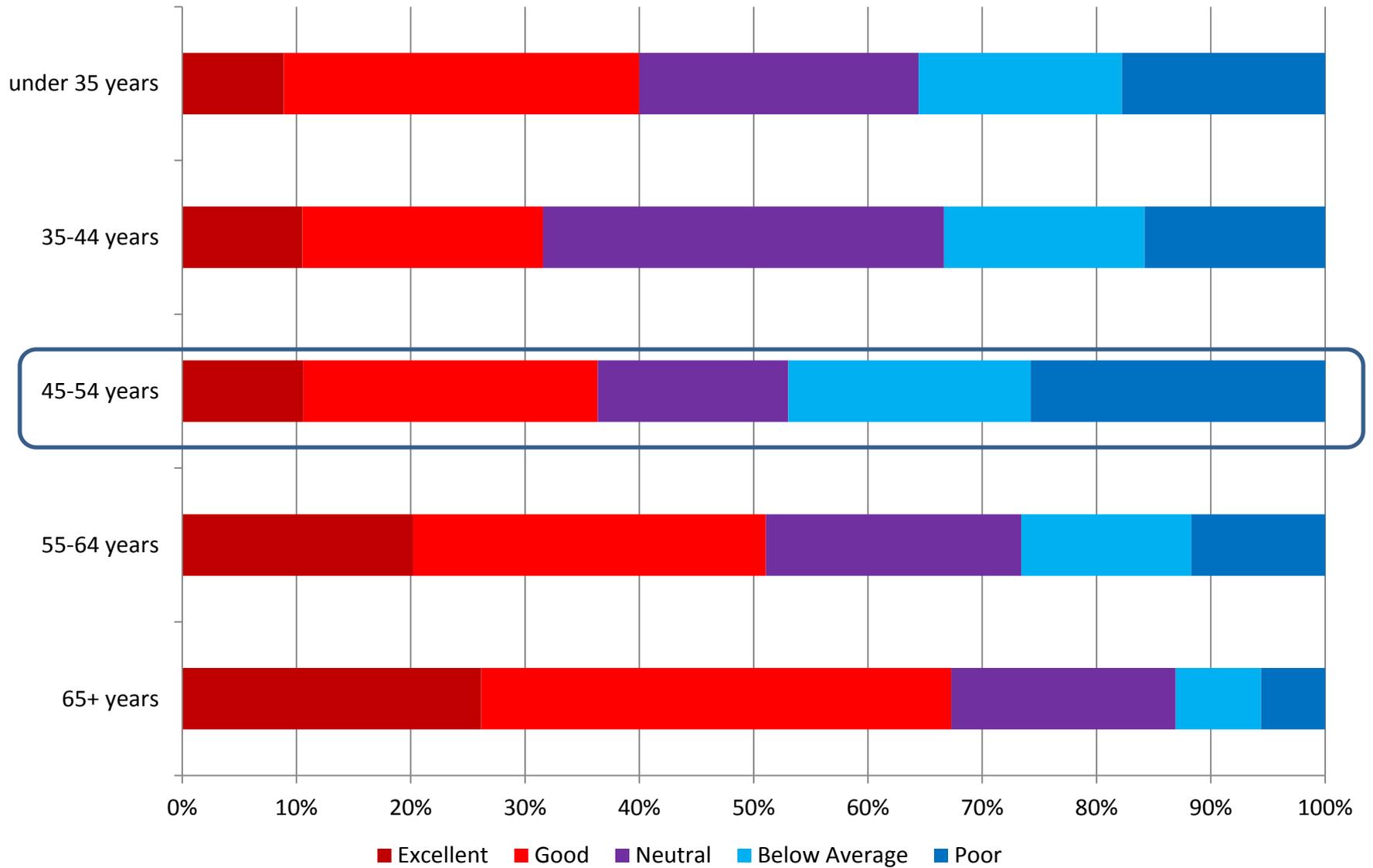
Rating of Knoxville as a place to work by age



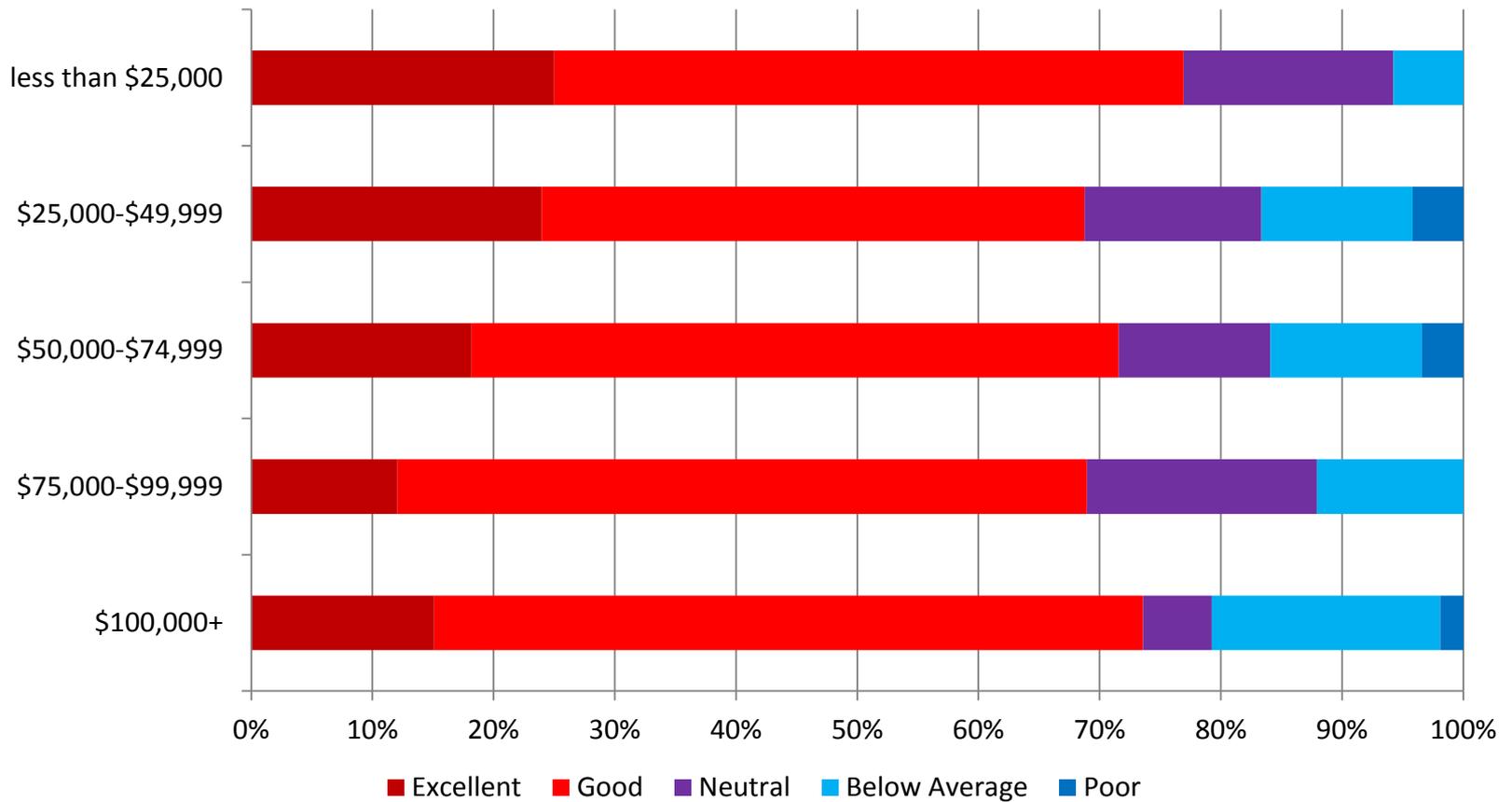
Rating of Knoxville as a place where you would buy your next home by age



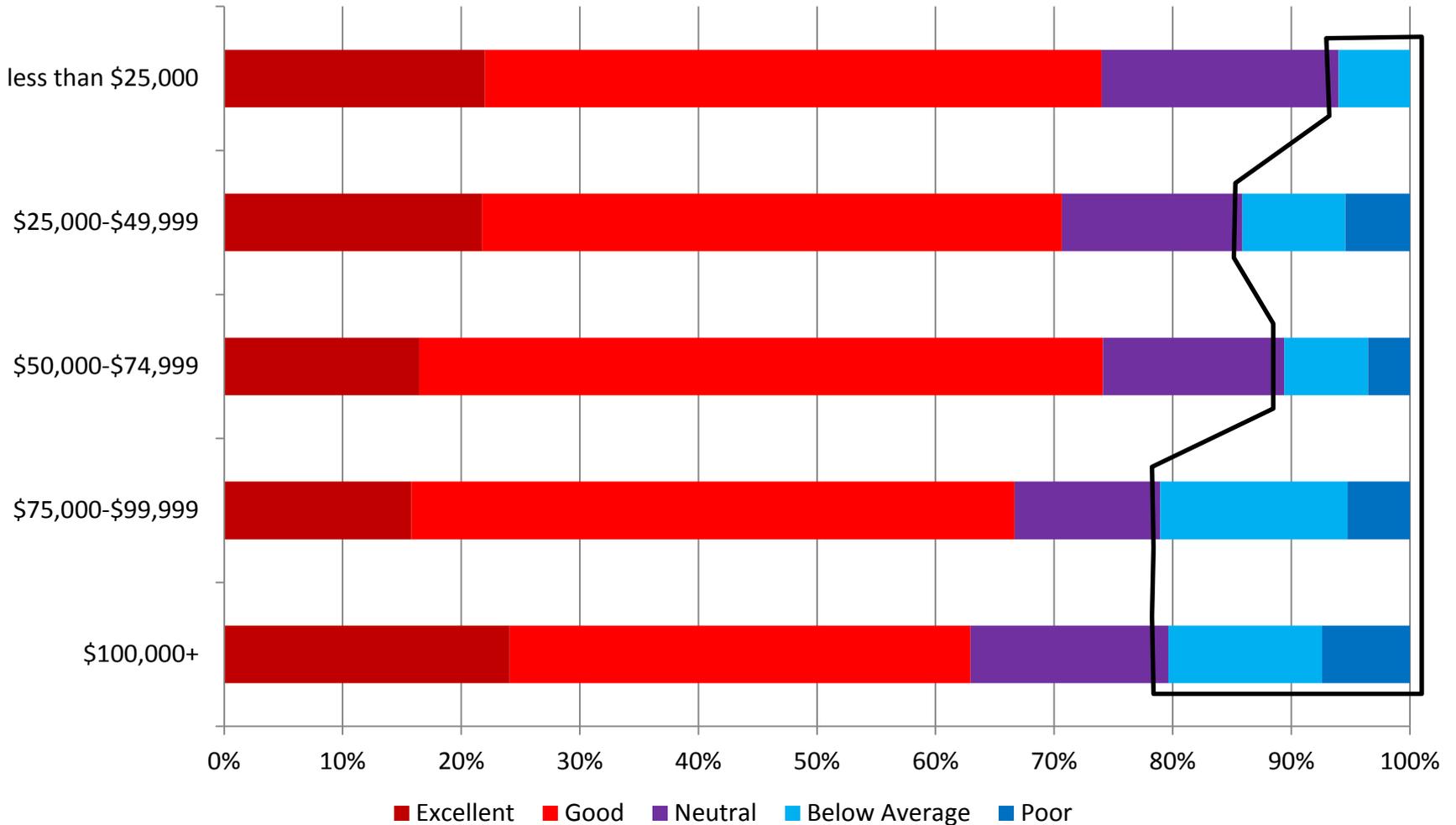
Rating of Knoxville as a place to retire by age



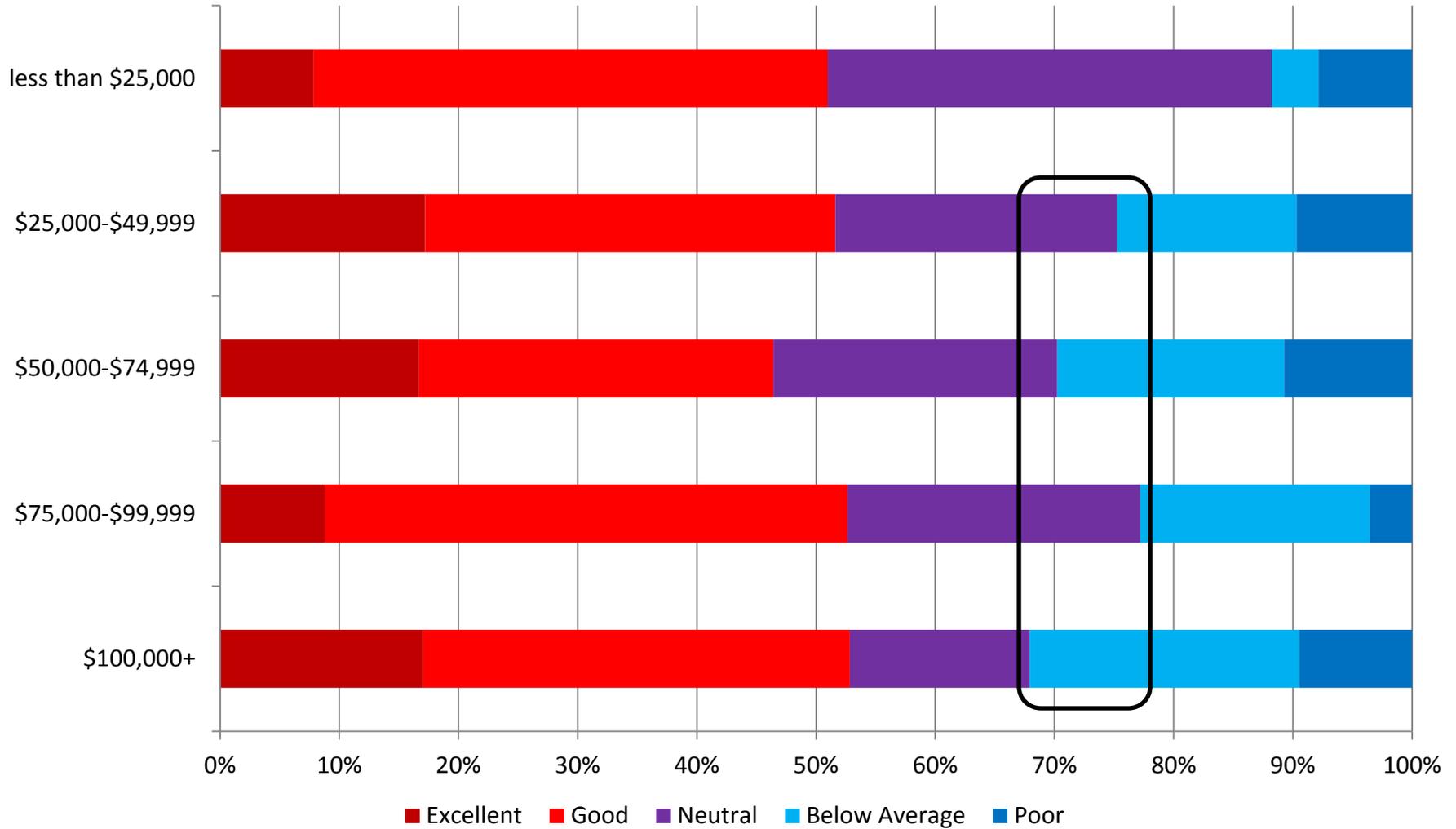
Rating of Knoxville as a place to live by income



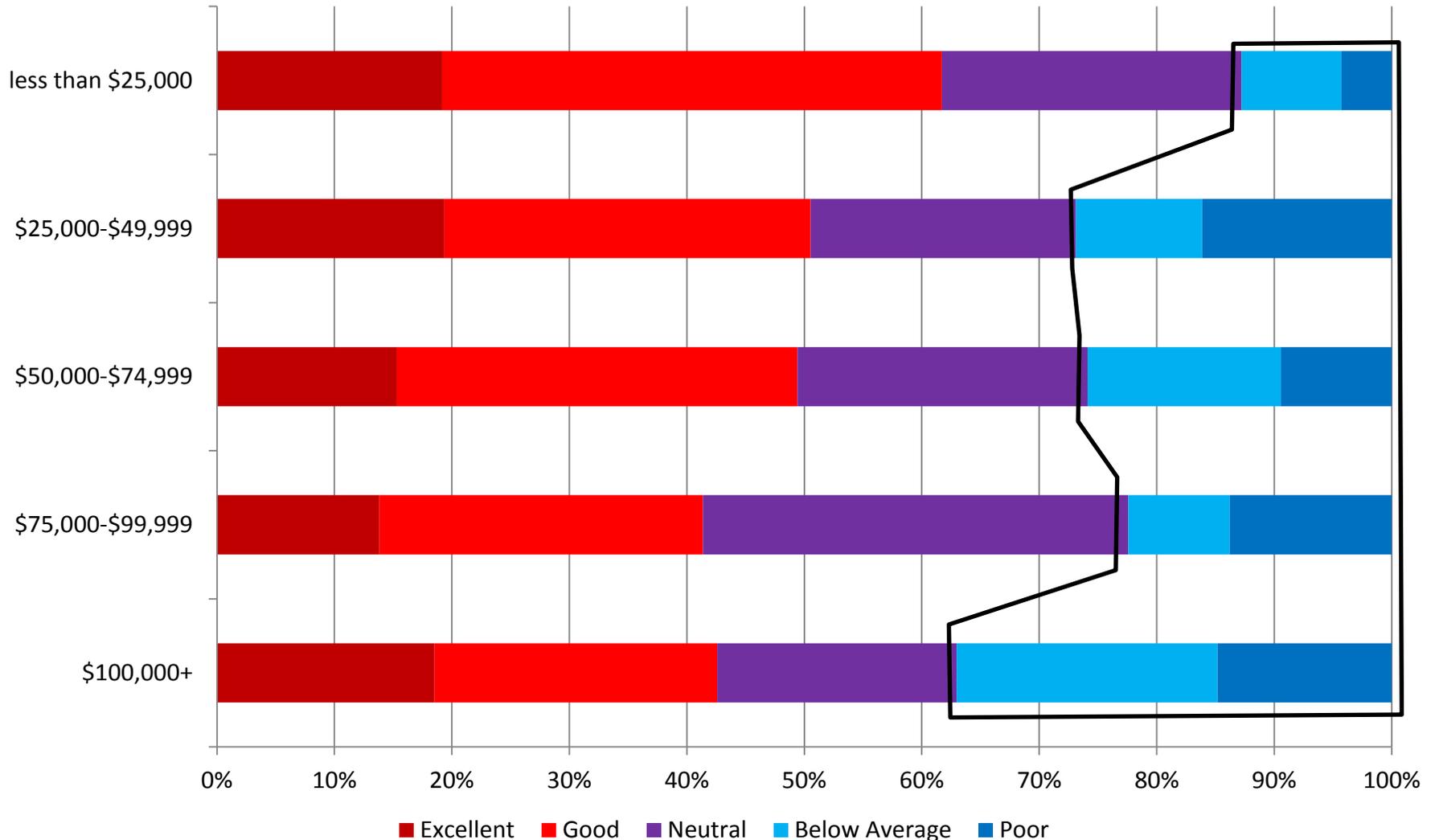
Rating of Knoxville as a place to raise children by income



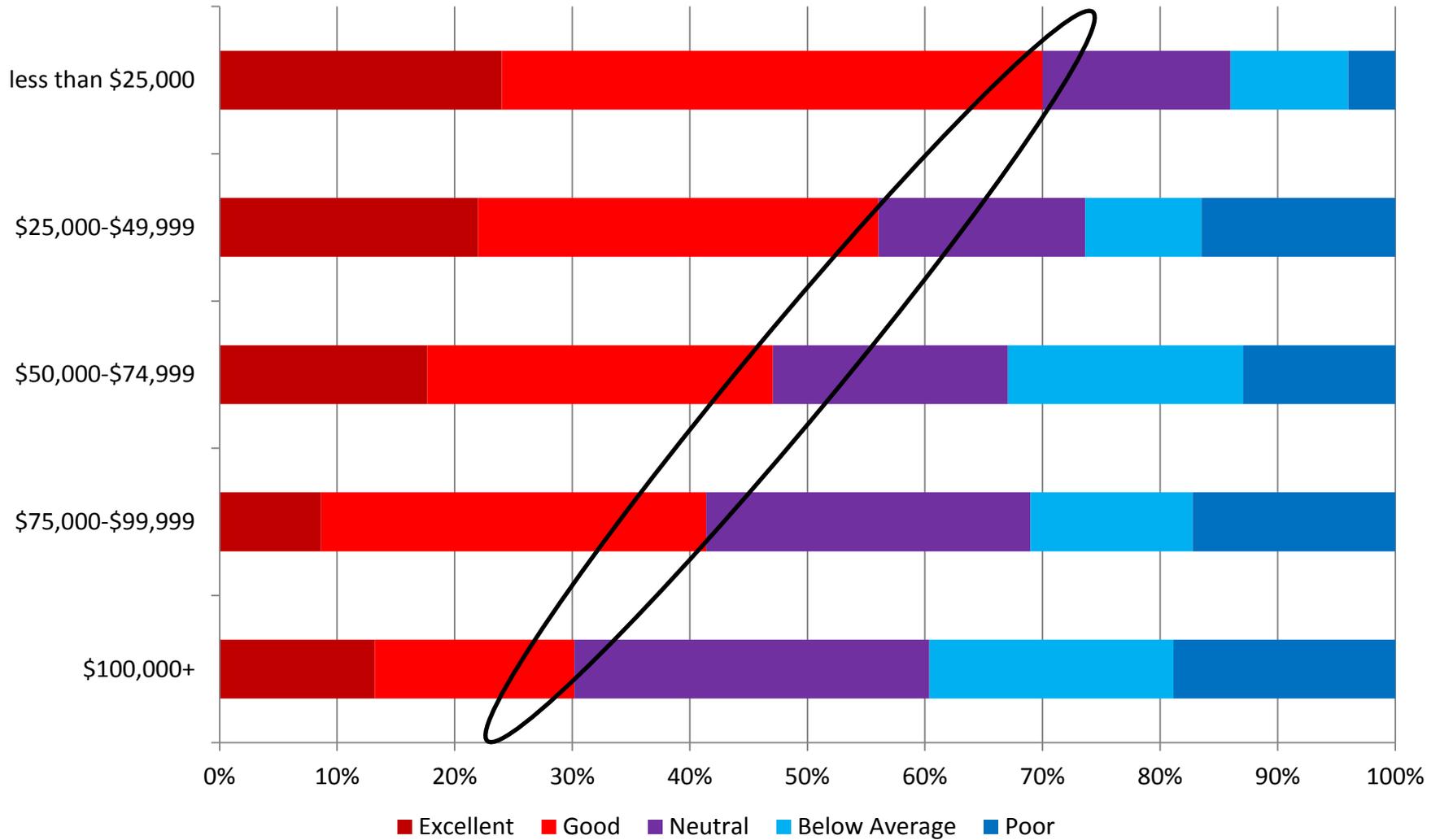
Rating of Knoxville as a place to work by income



Rating of Knoxville as a place where you would buy your next home by income



Rating of Knoxville as a place to retire by income



Perception Trends

- The Younger you are:
 - The more likely to be dissatisfied raising kids in Knoxville
 - The less likely to retire here
 - The more likely to be less satisfied in the overall quality of the community

Perception Trends

- The more income you make:
 - The less likely to be satisfied raising kids here
 - Less likely to purchase a home
 - Less likely to retire in Knoxville

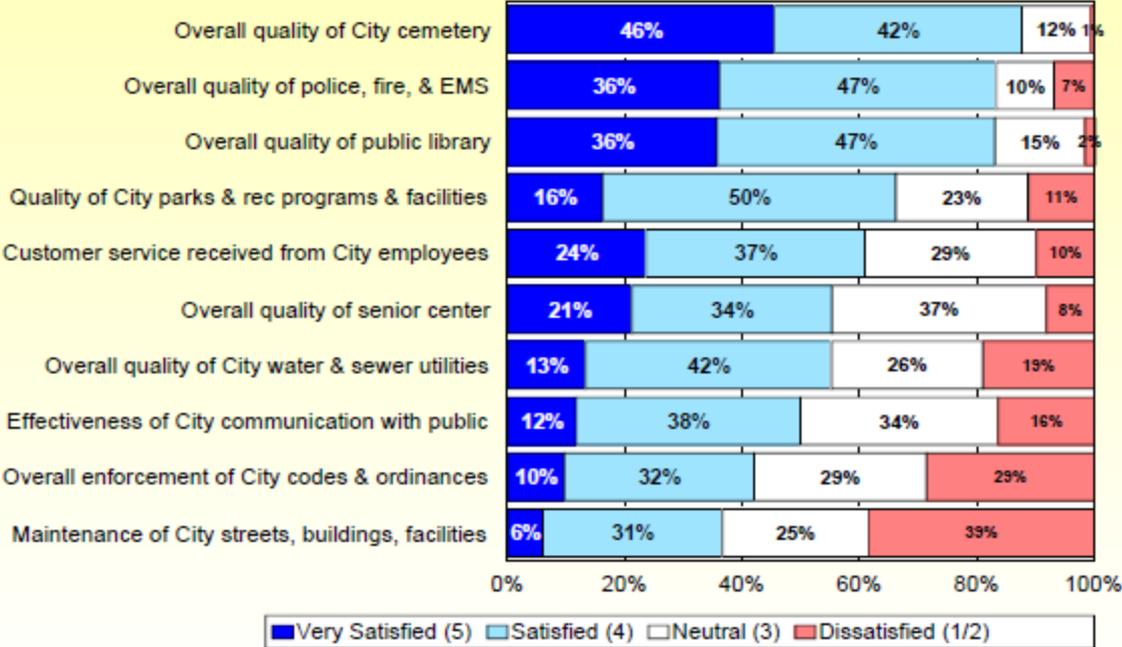
35-54 Age Brackets

- Less likely to raise kids in Knoxville
- Less likely to retire here
- Least likely to purchase a home
- Least satisfied with Knoxville as a place to work

General Services Satisfaction

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)

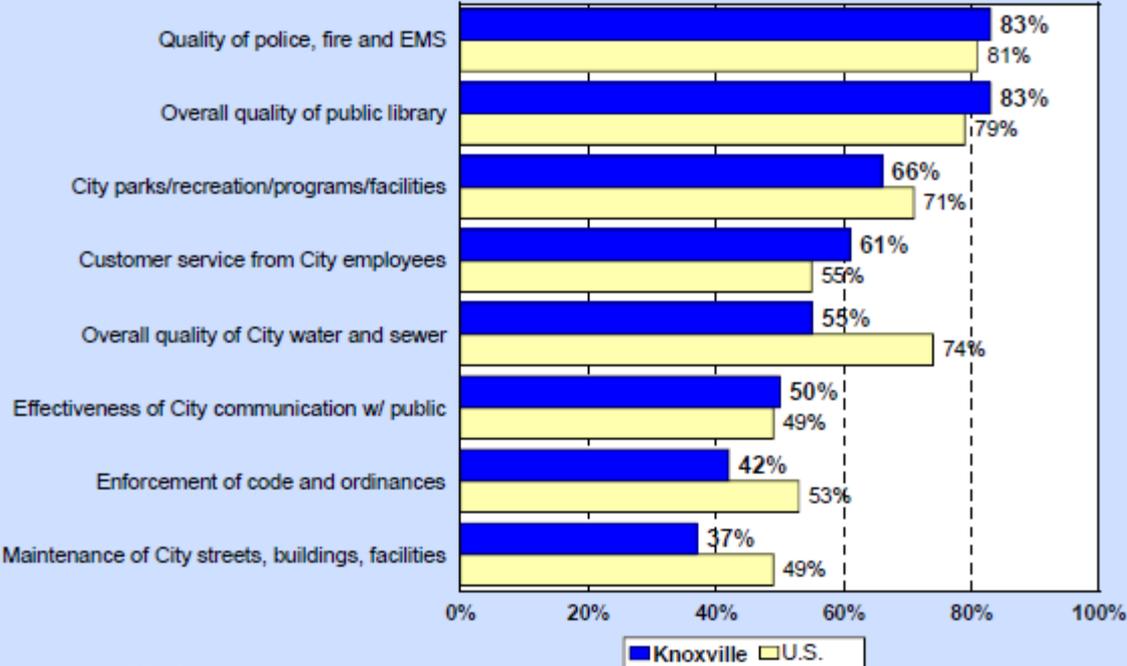


Source: ETC Institute (2014)

General Services Satisfaction

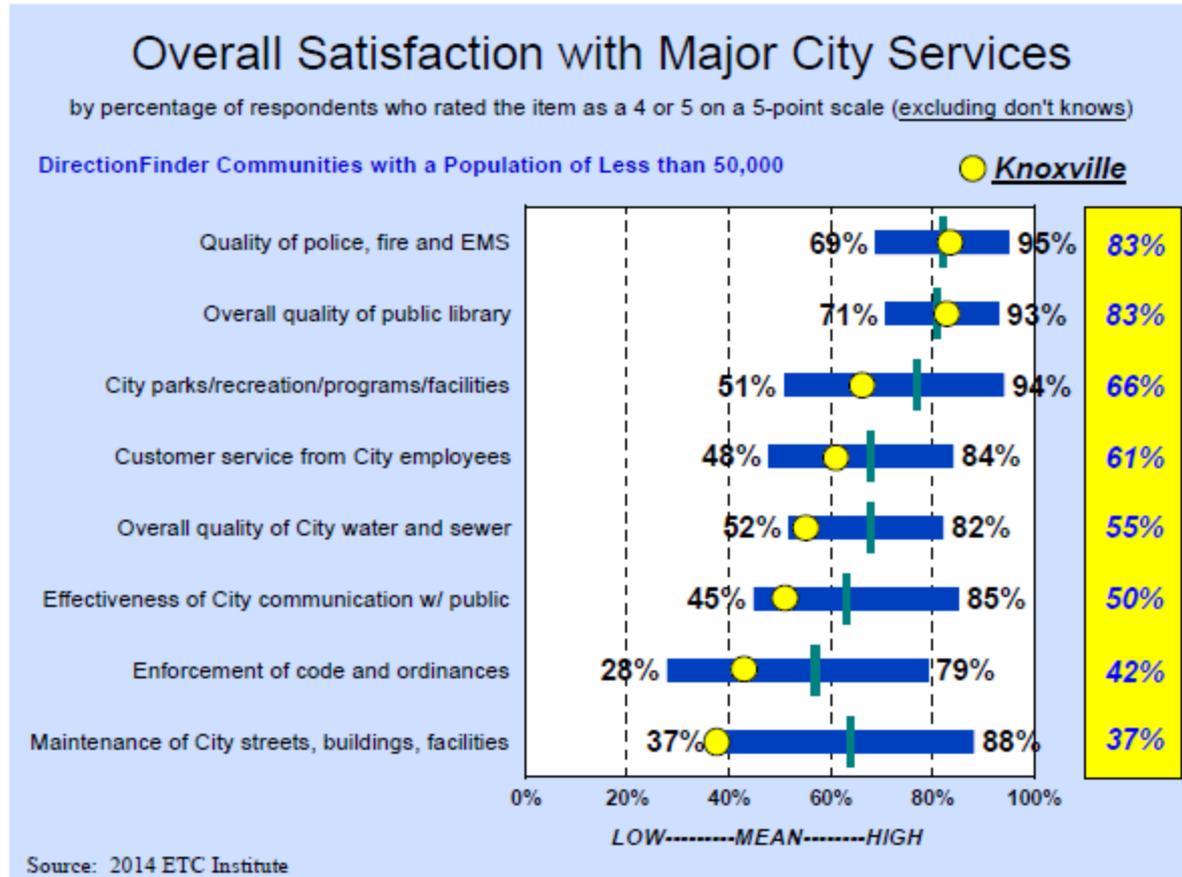
Overall Satisfaction with Major City Services Knoxville vs. the U.S.

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)



Source: 2014 ETC Institute

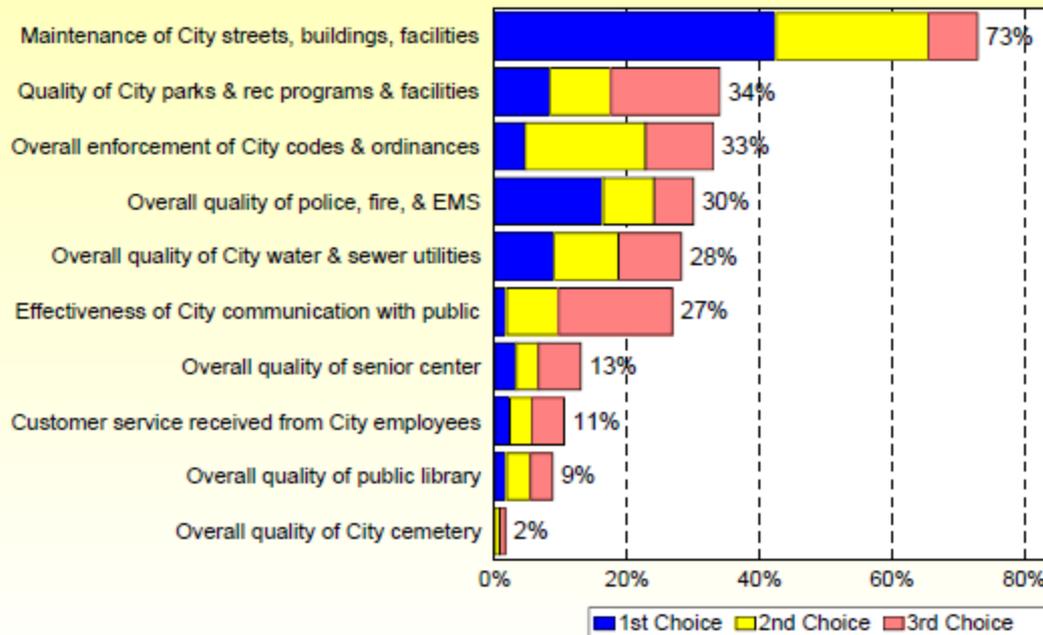
General Services Satisfaction



Project Priorities

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)

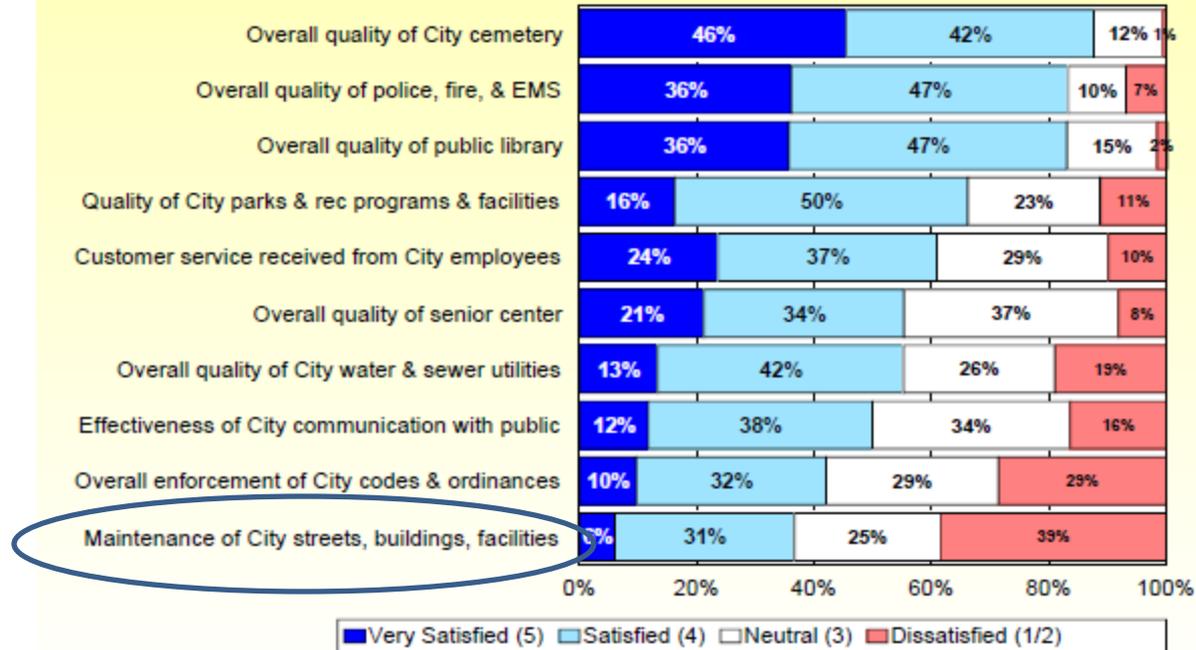
Project Priorities

- **Priorities**
 - Streets
 - Parks and Recreation Programs and Facilities
 - Multi-use Recreational Trails
 - Park Restrooms
 - Code Enforcement
 - Sidewalks

Street Dissatisfaction

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)

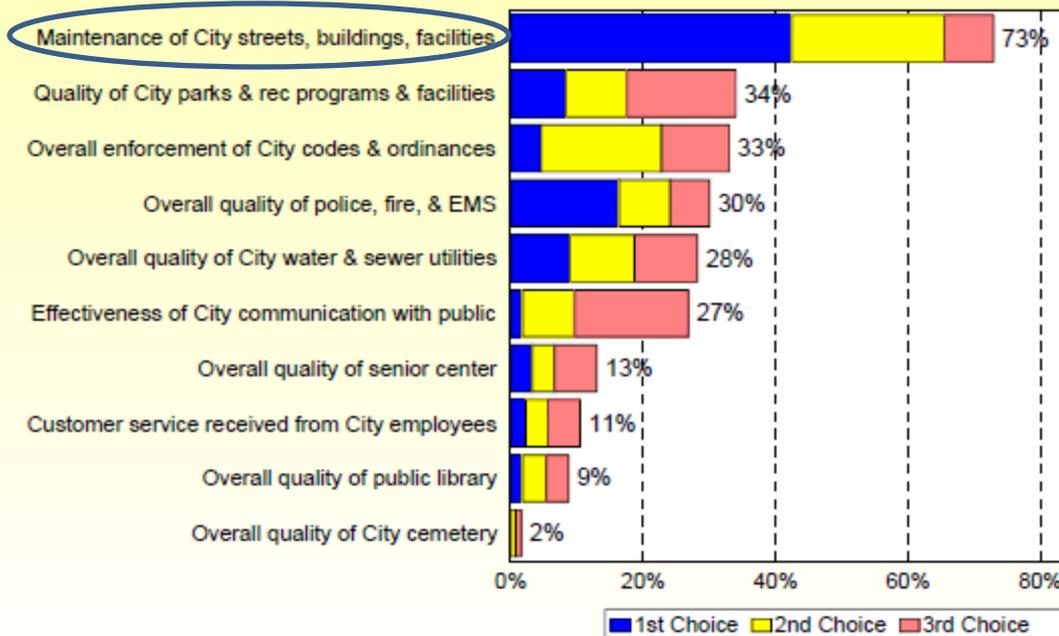


Source: ETC Institute (2014)

Top Priority

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)

Across All Ages

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+	
<u>Q32. Sum of Top 3 Choices</u>						
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%

Across All Income Levels

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)

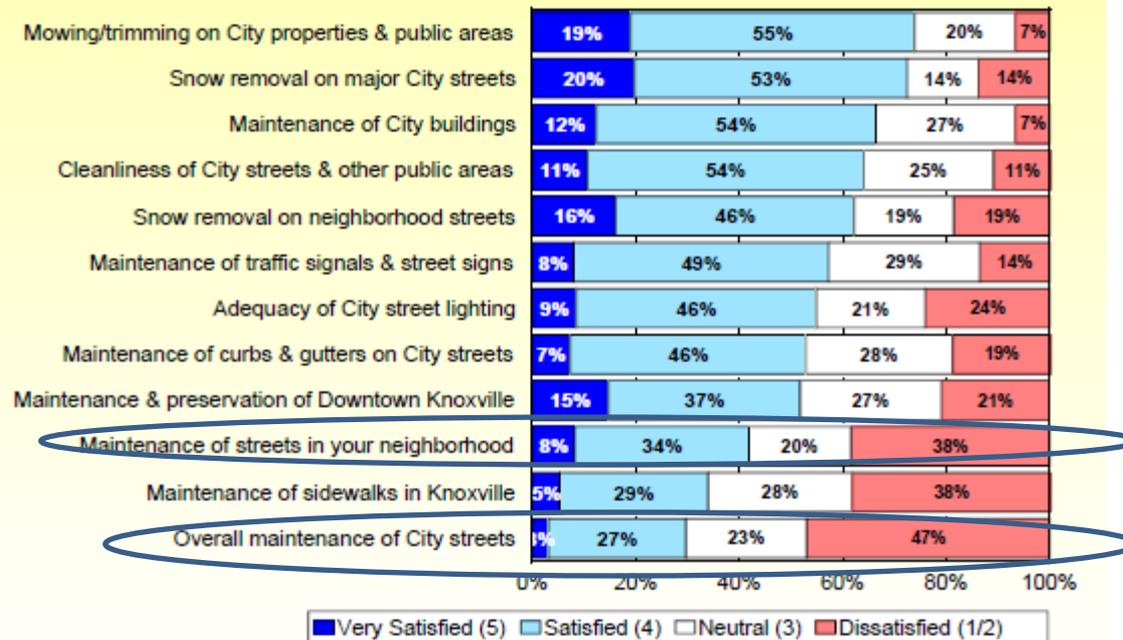
N=391

	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%

High Priority Projects (Streets)

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)

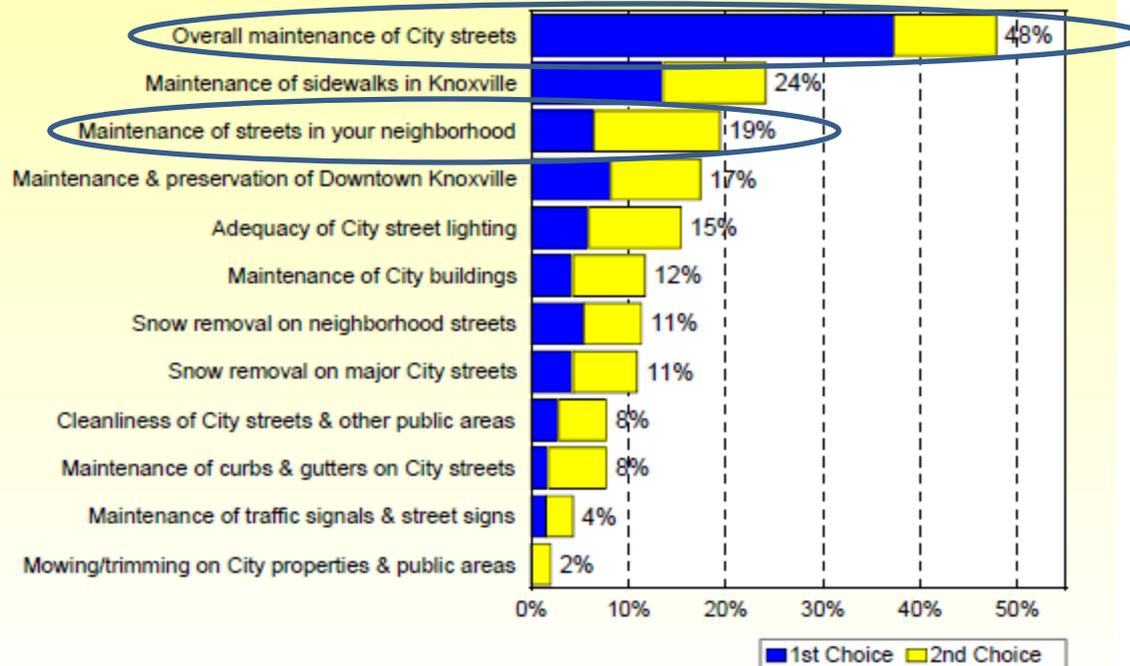


Source: ETC Institute (2014)

High Priority Projects (Streets)

Q5. Top Maintenance Priorities Over the Next Two Years

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

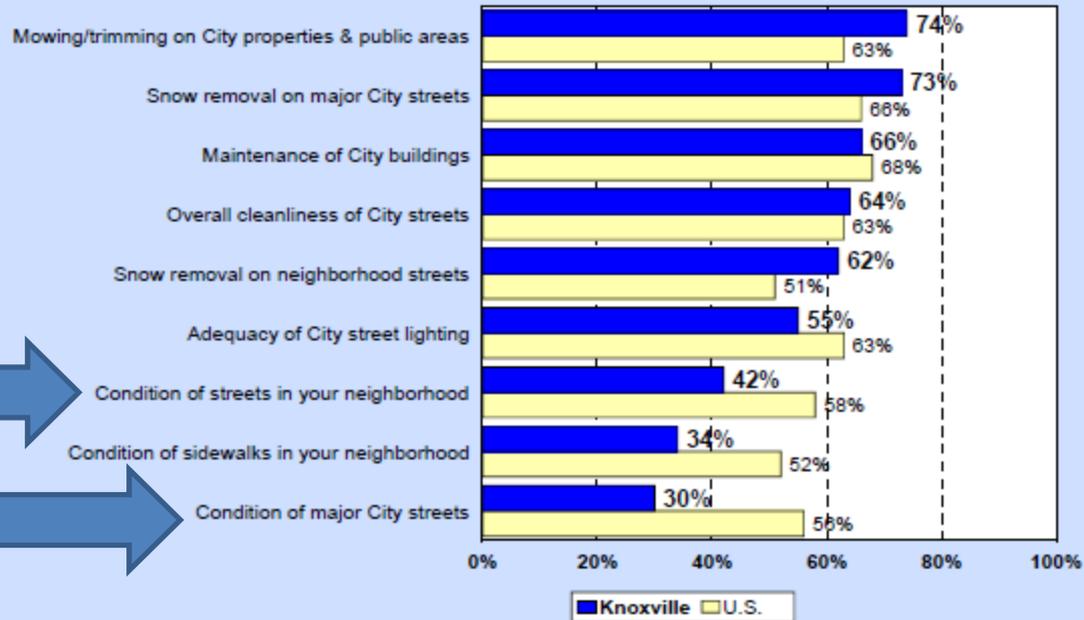


Source: ETC Institute (2014)

Streets

Overall Satisfaction with City Maintenance 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

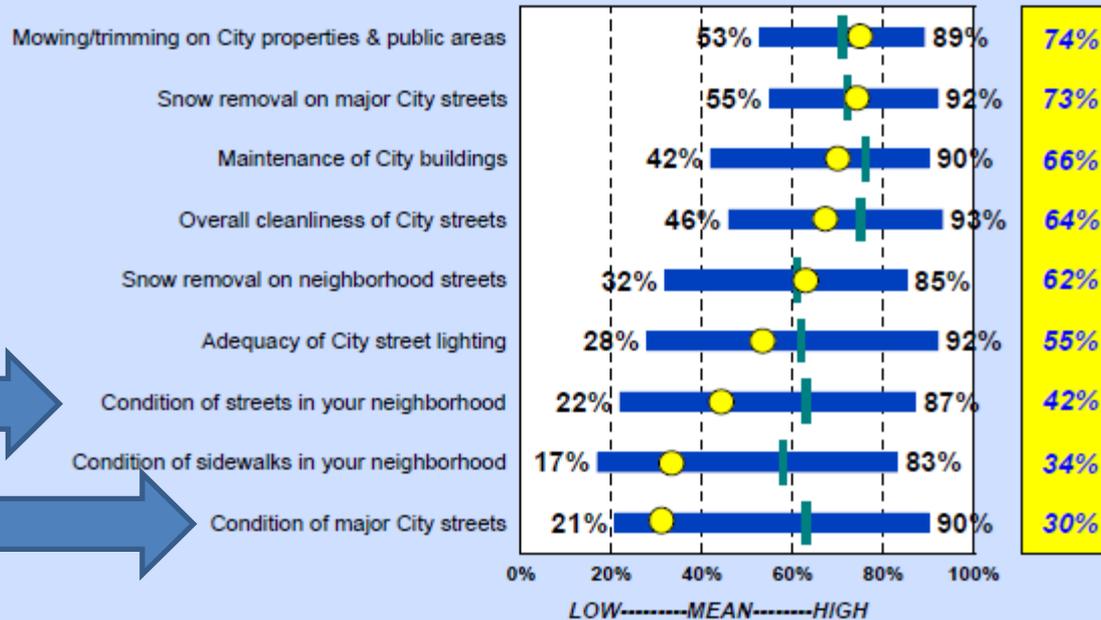
Streets

Overall Satisfaction with City Maintenance

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

Streets Analysis

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.

Streets Analysis

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.'

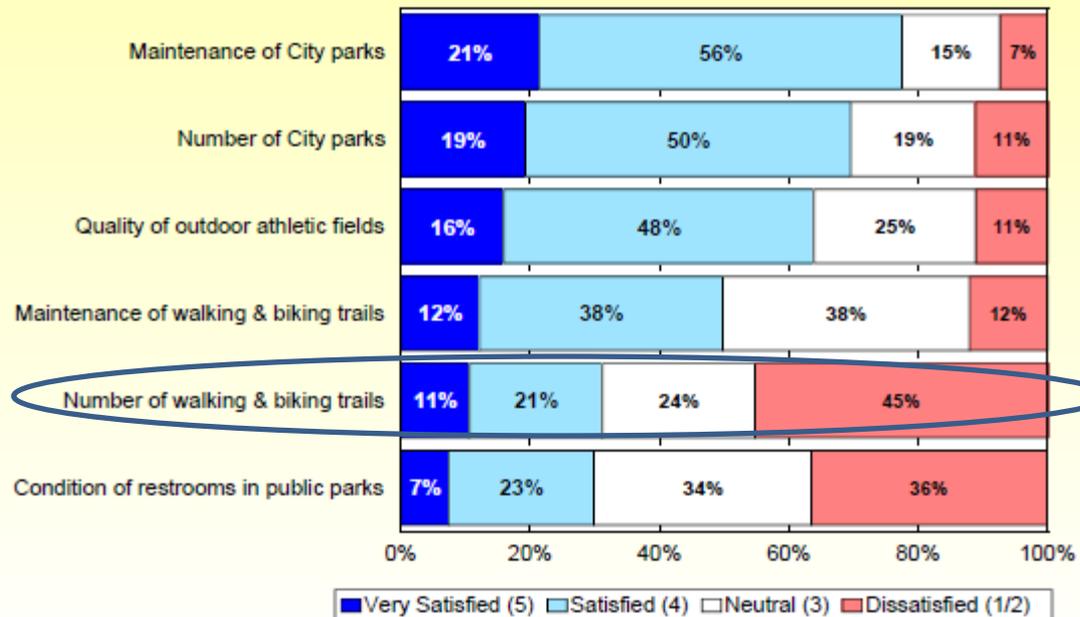
Street Recommended Improvements

- Budget for more investment into street infrastructure and maintenance
 - Pavement Indexing Study completed in 2014, is now being developed into short and long term planning of Street Infrastructure
 - Staff will need direction from Council how much to invest over the next 10 years

High Priority Projects (Trails)

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)

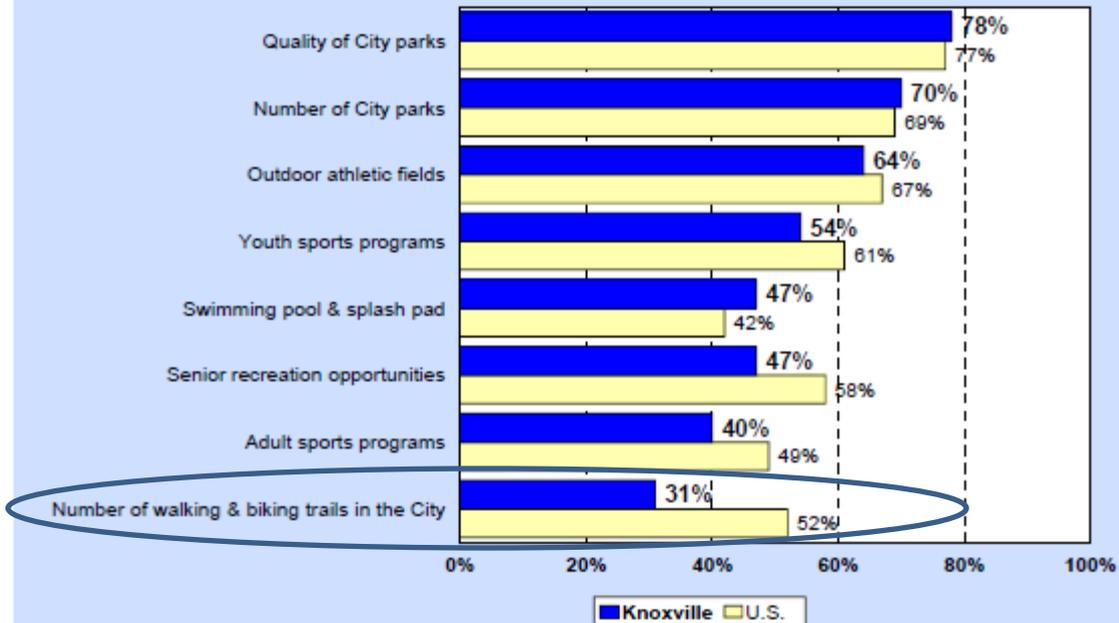


Source: ETC Institute (2014)

Community Perception Trails

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

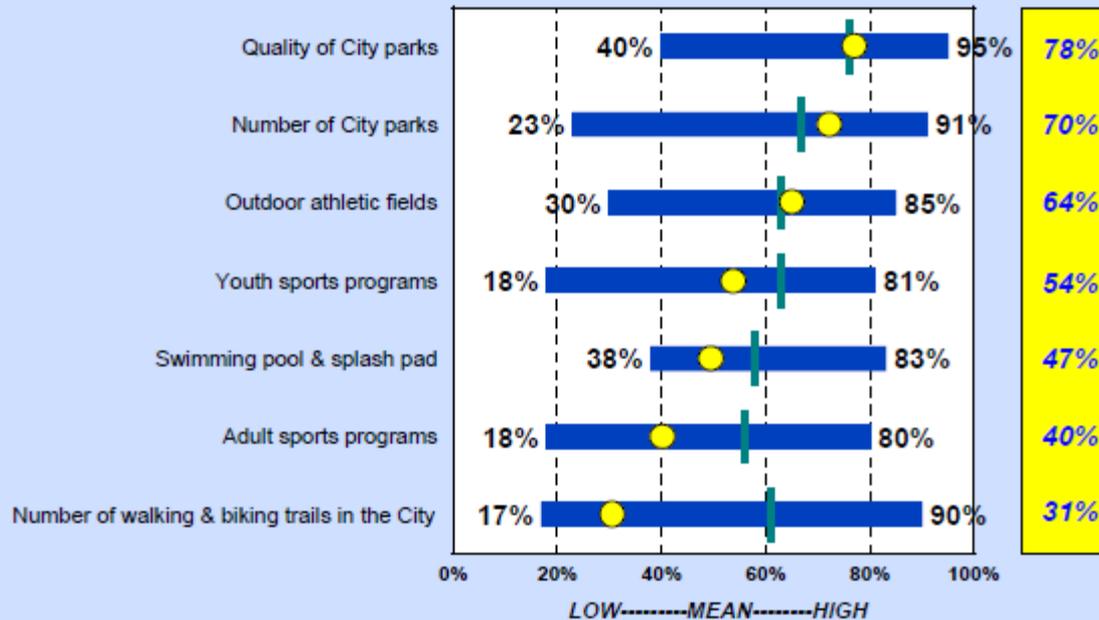
Community Perception Parks and Recreation

Overall Satisfaction with Parks and Recreation

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

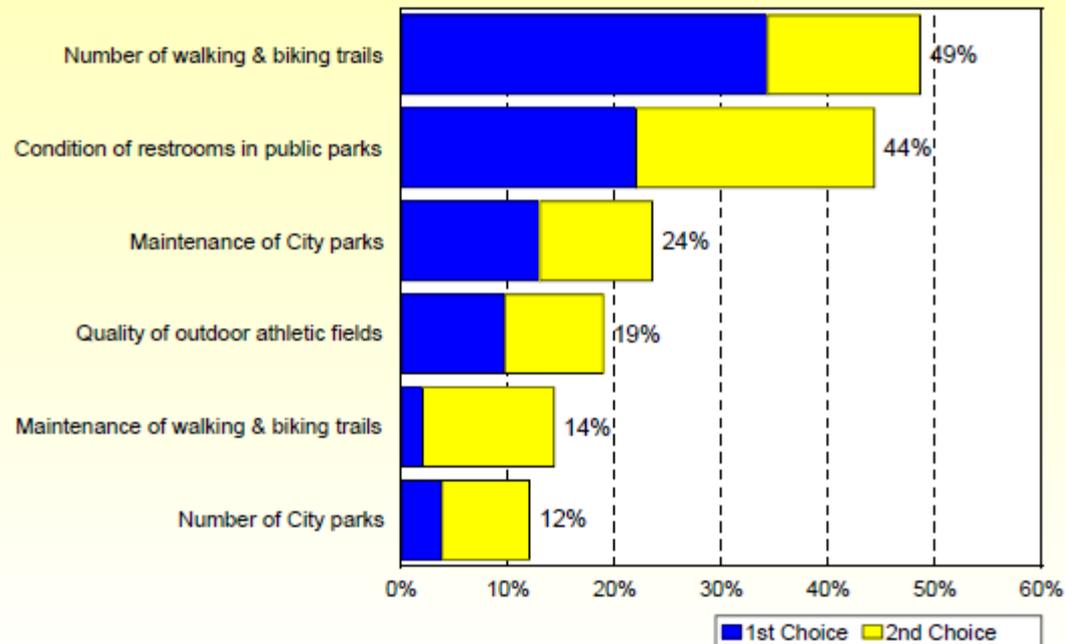


Source: 2014 ETC Institute

High Priority Projects (Trails)

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)

Analysis

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.

Recreational Trail Satisfaction by Age

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+	
<u>Q20. Sum of Top 2 Choices</u>						
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%

Trails Recommendations

- Trails
 - City has developed the Competine Creek Trail plan, approximately half a mile of which is developed.
 - On completion of planned phases, the trail will be approximately 3.75 miles.
 - The largest obstacle to the plan is crossing highway 14
 - Original plans called for a pedestrian bridge over the highway
 - Due to prohibitive costs associated with the bridge, City staff are considering alternate crossing methods

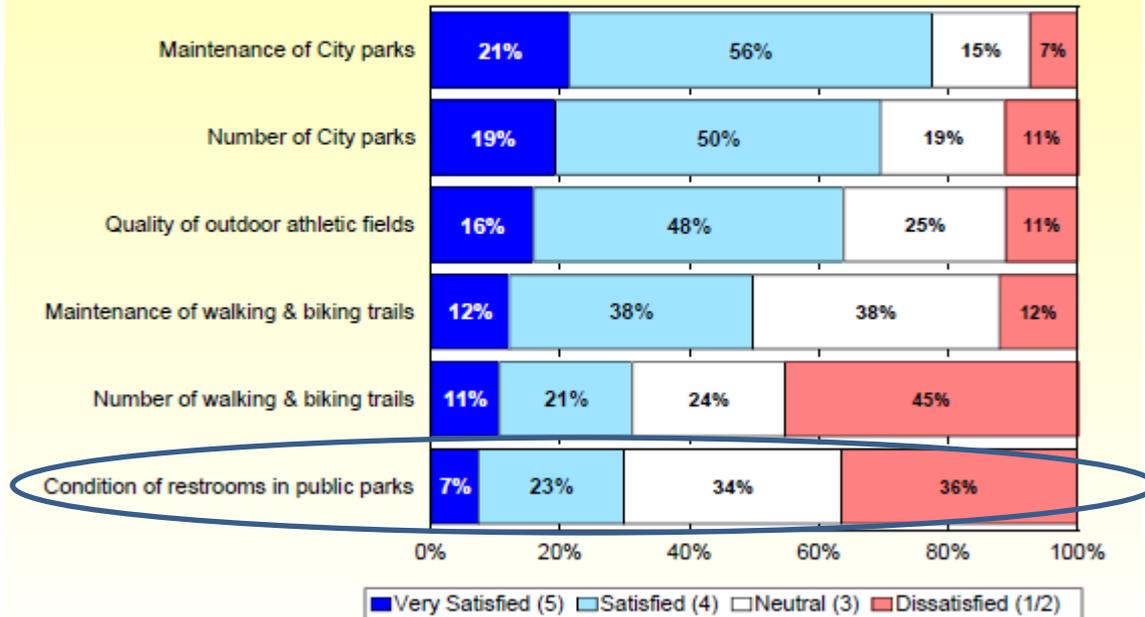
Trails Recommendations

- Staff is revisiting Trails plan
 - Has joined regional planning discussions
 - Is researching alternatives for more cost effective crossing of Highway 14
 - Is preparing for writing grant applications
 - Bond issue on referendum?

Park Restrooms

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)

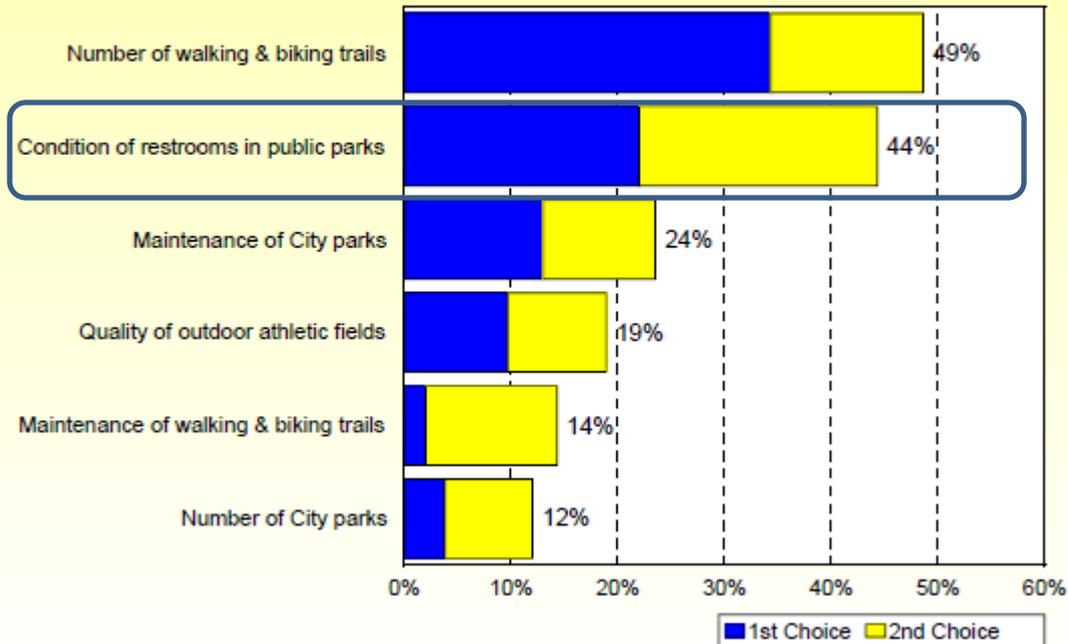


Source: ETC Institute (2014)

Park Restrooms

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)

Park Restrooms Analysis

Importance-Satisfaction Rating						
Knoxville, Iowa						
<u>Parks and Facilities</u>						
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.

Park Restroom Satisfaction by Age

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%

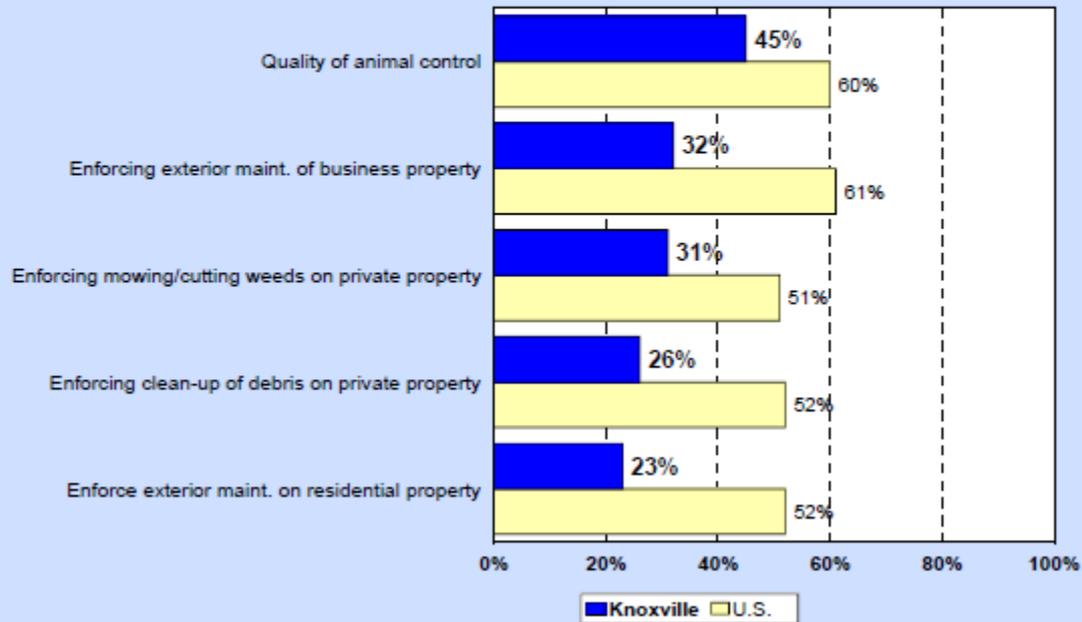
Park Restroom Recommendations

- Considerations for budget discussions
 - Install new bathroom facility at Young's Park
 - Sewer will be challenging
 - Update of facilities at Auld Park on east side

Community Perception Code Enforcement

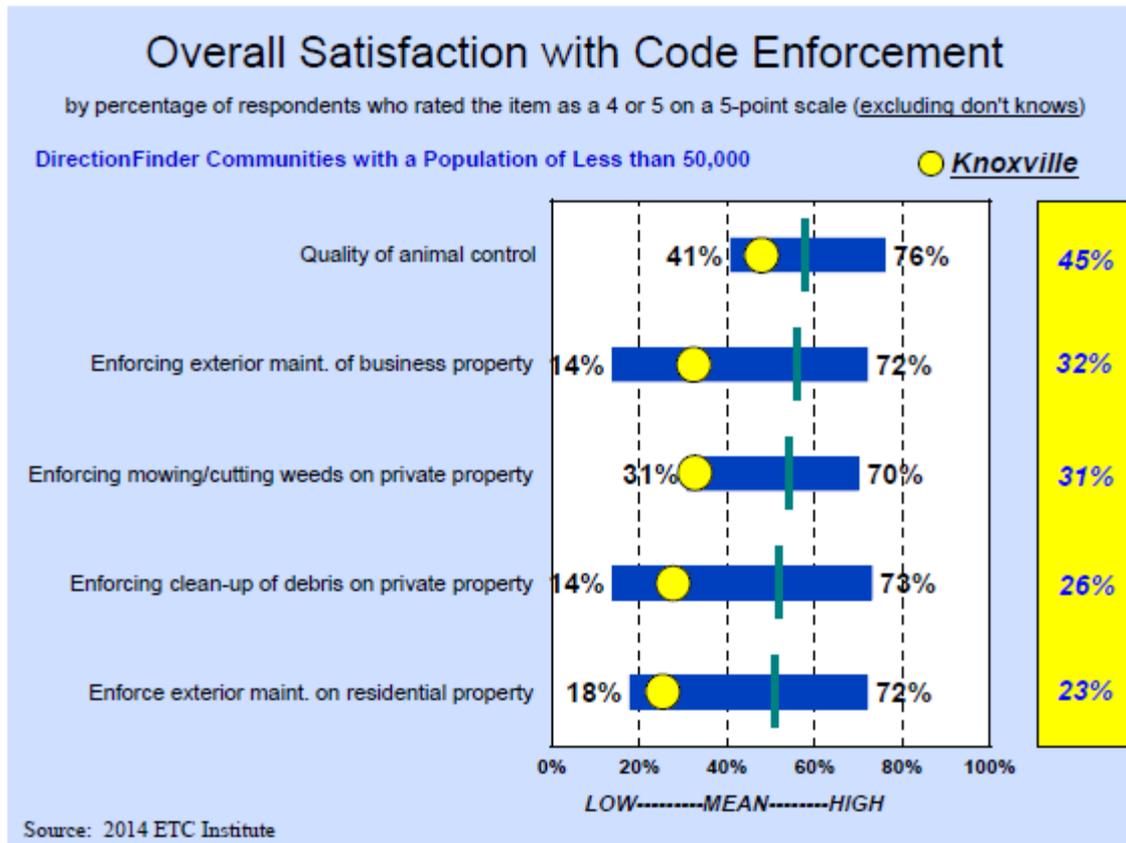
Overall Satisfaction with Code Enforcement Knoxville vs. the U.S.

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

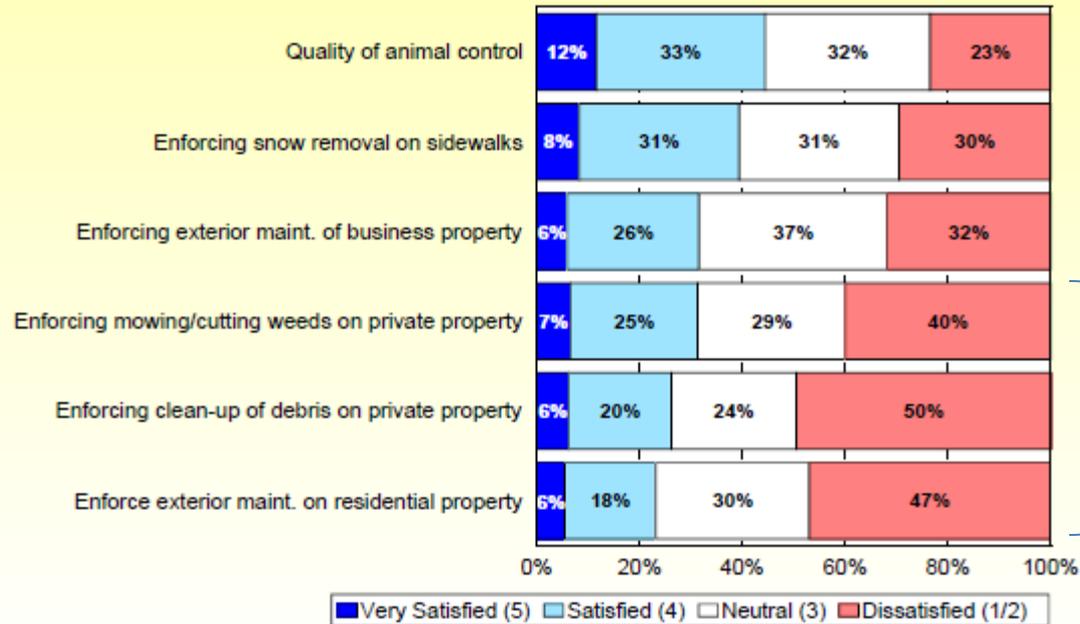
Community Perception Code Enforcement



High Priority Projects (Code Enforcement)

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)

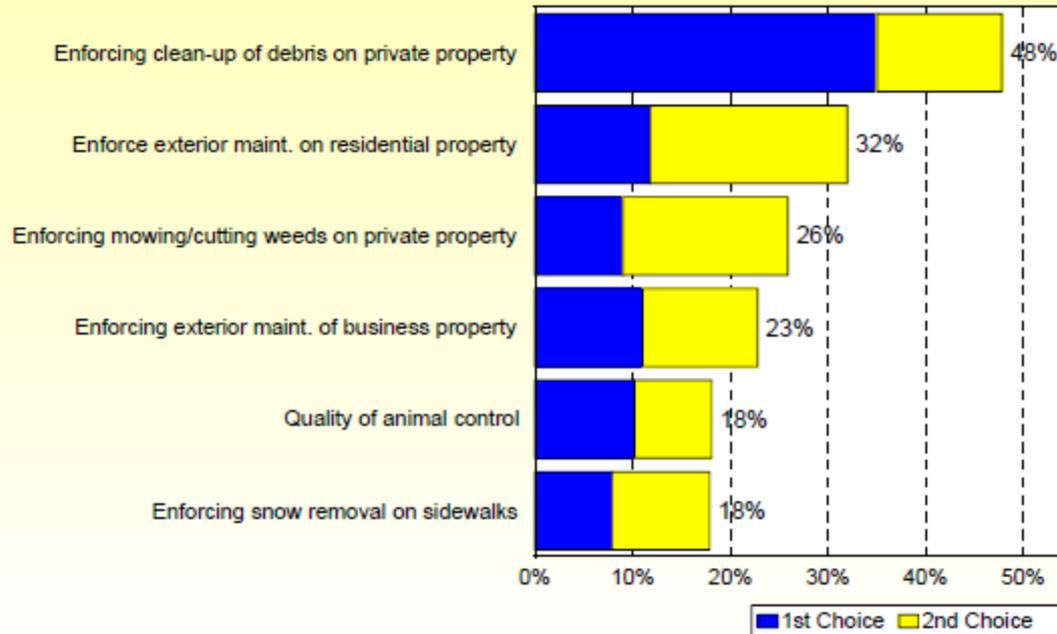


Source: ETC Institute (2014)

High Priority Projects (Code Enforcement)

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)

Code Enforcement Analysis

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
Very High Priority (IS >.20)						
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
High Priority (IS .10 - .20)						
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
Medium Priority (IS <.10)						
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.

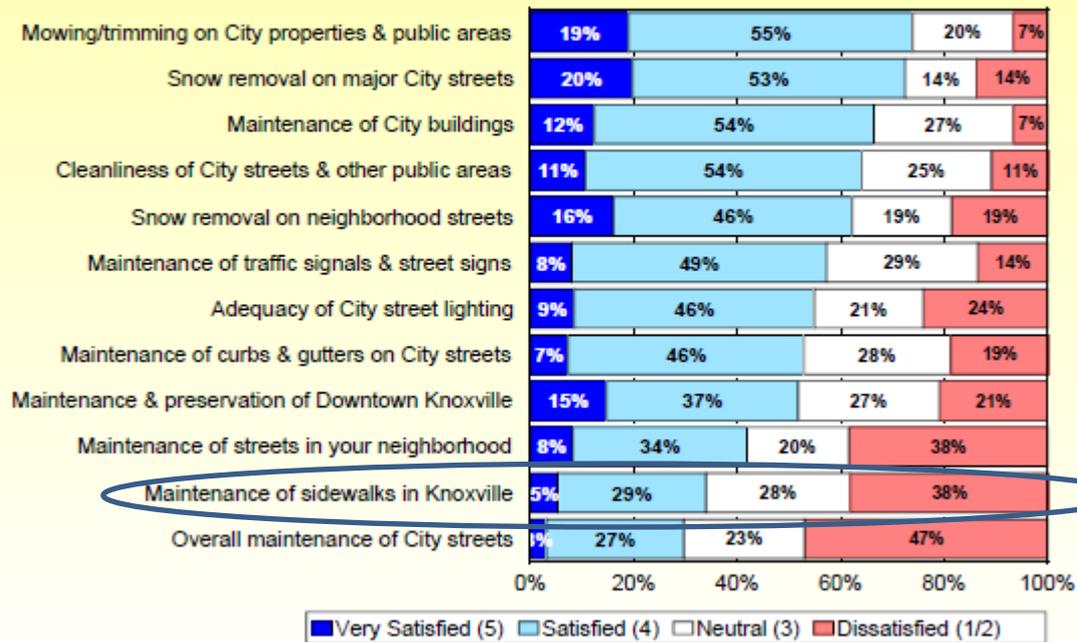
Code Enforcement Recommendations

- Change enforcement culture (looking for violations as opposed to responding to complaints)
- Staff member dedicated to Code Enforcement only?

Sidewalks

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)

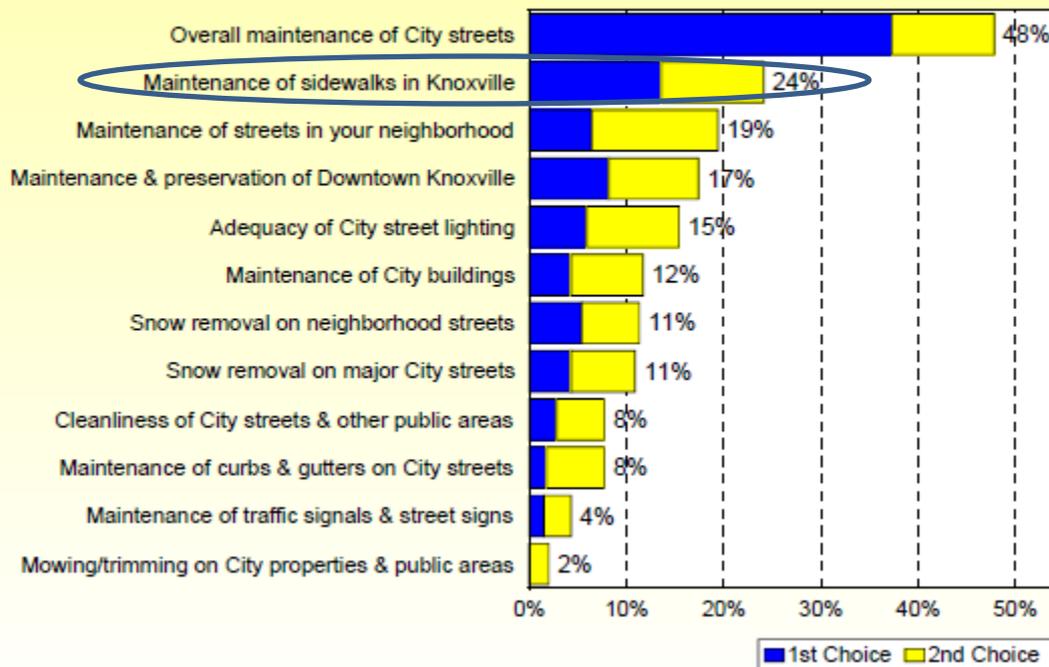


Source: ETC Institute (2014)

Sidewalks

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)

Sidewalks

Importance-Satisfaction Rating Knoxville, Iowa <u>Maintenance</u>						
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.'

Sidewalk Recommendation

- Finish Sidewalk investment City has been doing for the last 10+ years
- Start inspecting and enforcing repair of sidewalks by property owners
- Start enforcing sidewalk installation by property owners in non-complete areas

Other Areas

- Stronger Crime Prevention and Fire Prevention programs
- Weaker feeling of safety in public parks

35-54 Demographic Priorities

Importance-Satisfaction Rating Knoxville, Iowa <u>OVERALL - Ages 35 to 54 Only</u>						
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	79%	1	32%	10	0.5372	1
High Priority (IS .10 - .20)						
Quality of City parks & rec programs & facilities	43%	2	59%	5	0.1763	2
Overall enforcement of City codes & ordinances	28%	5	44%	8	0.1568	3
Overall quality of City water & sewer utilities	32%	3	52%	6	0.1538	4
Effectiveness of City communication with public	22%	6	44%	9	0.1232	5
Medium Priority (IS <.10)						
Overall quality of senior center	11%	7	49%	7	0.0561	6
Overall quality of police, fire, & EMS	31%	4	85%	1	0.0465	7
Customer service received from City employees	10%	8	60%	4	0.0400	8
Overall quality of public library	8%	9	78%	3	0.0178	9
Overall quality of City cemetery	0%	10	84%	2	0.0000	10

All Results

1

5
2
4
3

No
Change

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.

35-54 Demographic Priorities

Importance-Satisfaction Rating Knoxville, Iowa Maintenance - Ages 35 to 54 Only						
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	52%	1	23%	12	0.4004	1
Maintenance of sidewalks in Knoxville	28%	2	25%	11	0.2100	2
High Priority (IS .10 - .20)						
Maintenance of streets in your neighborhood	19%	4	38%	10	0.1178	3
Medium Priority (IS < .10)						
Maintenance & preservation of Downtown Knoxville	20%	3	51%	9	0.0980	4
Adequacy of City street lighting	16%	6	53%	7	0.0752	5
Maintenance of curbs & gutters on City streets	8%	9	52%	8	0.0384	6
Snow removal on neighborhood streets	8%	8	55%	6	0.0380	7
Cleanliness of City streets & other public areas	9%	7	66%	3	0.0306	8
Snow removal on major City streets	9%	6	67%	2	0.0297	9
Maintenance of City buildings	7%	10	60%	4	0.0280	10
Maintenance of traffic signals & street signs	4%	11	56%	5	0.0176	11
Mowing/trimming on City properties & public areas	2%	12	77%	1	0.0046	12

All Results

1
2 (but high)
3
4
5
8
6
10
9
7
11
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.

35-54 Demographic Priorities

Importance-Satisfaction Rating Knoxville, Iowa Library Services - Ages 35 to 54 Only

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Overall quality & quantity of programs for teens	18%	4	52%	6	0.0884	1
Overall quality of available materials	37%	1	78%	2	0.0814	2
Overall quality/quantity of programs for children	26%	2	73%	3	0.0702	3
Overall quality of space available for library	21%	3	69%	4	0.0651	4
Overall quality & quantity of programs for adults	8%	5	62%	5	0.0304	5
Overall helpfulness of library staff	3%	6	87%	1	0.0039	6

All Results

- 2
- 3
- 4
- 1
- 5
- 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.

35-54 Demographic Priorities

Importance-Satisfaction Rating Knoxville, Iowa Code Enforcement - Ages 35 to 54 Only

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
Enforcing clean-up of debris on private property	44%	1	28%	5	0.3168	1
Enforce exterior maint. on residential property	37%	2	24%	6	0.2812	2
High Priority (IS .10 - .20)						
Enforcing exterior maint. of business property	26%	3	30%	4	0.1820	3
Enforcing mowing/cutting weeds on private property	24%	4	33%	3	0.1608	4
Enforcing snow removal on sidewalks	20%	5	35%	2	0.1300	5
Medium Priority (IS < .10)						
Quality of animal control	15%	6	46%	1	0.0810	6

All Results

No Change

4
3
5

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 each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

35-54 Demographic Priorities

Importance-Satisfaction Rating Knoxville, Iowa Parks and Facilities - Ages 35 to 54 Only

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	54%	1	27%	6	0.3942	1
Condition of restrooms in public parks	51%	2	28%	5	0.3672	2
Medium Priority (IS < .10)						
Quality of outdoor athletic fields	21%	3	58%	3	0.0882	3
Maintenance of walking & biking trails	12%	5	47%	4	0.0636	4
Maintenance of City parks	18%	4	76%	1	0.0432	5
Number of City parks	11%	6	68%	2	0.0352	6

All Results

No Change

- 4
- 3
- 5
- 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.

35-54 Demographic Priorities

Importance-Satisfaction Rating Knoxville, Iowa Recreation Programs - Ages 35 to 54 Only

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
City swimming pool	34%	1	40%	7	0.2040	1
High Priority (IS .10 - .20)						
Special events sponsored by City	23%	4	35%	8	0.1495	2
Quality of City's indoor recreation facility	27%	2	47%	5	0.1431	3
City's youth athletic programs	23%	3	54%	2	0.1058	4
Medium Priority (IS < .10)						
Fees charged for recreation programs	15%	5	49%	3	0.0765	5
City's adult athletic programs	10%	6	34%	9	0.0680	6
Personal fitness classes	9%	7	48%	4	0.0468	7
Senior recreation opportunities	5%	8	45%	6	0.0275	8
Ease of registering for programs	2%	9	64%	1	0.0072	9

All Results

- 1 (but High)
- 3
- 2
- 5
- 6
- 7
- 8
- 4
- 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.

35-54 Demographic Priorities

Importance-Satisfaction Rating Knoxville, Iowa Police Services - Ages 35 to 54 Only

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	58%	7	0.1554	1
Medium Priority (IS <.10)						
Police related education programs offered by City	20%	4	52%	8	0.0960	2
Visibility of police in retail areas	20%	3	60%	6	0.0800	3
Visibility of police in neighborhoods	27%	2	73%	1	0.0729	4
How quickly police respond to emergencies	13%	5	72%	2	0.0364	5
Enforcement of local traffic laws	10%	6	66%	5	0.0340	6
Quality of dispatch services for police services	9%	7	67%	4	0.0297	7
Overall quality of local police protection	8%	8	70%	3	0.0240	8

All Results

- 1
- 2 (but Higher)
- 3
- 4
- 7
- 5
- 6
- 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.

35-54 Demographic Priorities

Importance-Satisfaction Rating Knoxville, Iowa Fire & Emergency Medical Services - Ages 35 to 54 Only

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	28%	2	60%	4	0.1120	1
Medium Priority (IS <.10)						
Overall quality of local fire protection/EMS	35%	1	82%	1	0.0630	2
How quickly fire/EMS personnel respond to emergencies	27%	3	80%	2	0.0540	3
Quality of dispatch services for fire & EMS	18%	4	73%	3	0.0486	4

All Results

1
4
3
2

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.

Priorities for 35-54 Demographic

- Highest priorities are:
 - Streets
 - Recreation Trails
 - Sidewalks
 - Recreation Center Expansion
- Also a strong correlation between age and fiber infrastructure (the younger the age the more of a priority it is)

Recommendations Summary

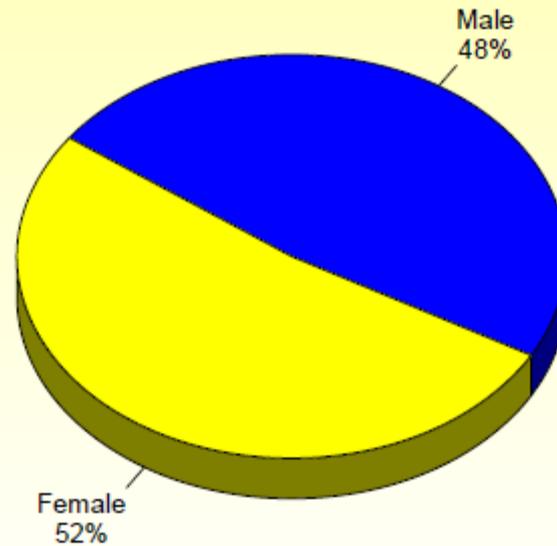
- High Priorities:
 - Streets
 - Parks and Recreation
 - Trails
 - Park restrooms
 - Code Enforcement
- Need to become more attractive to the 35-54 age demographics

Questions?



Demographics

Q36. Demographics: Gender
by percentage of respondents



Source: ETC Institute (2014)

Analysis

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.

Analysis

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.

Analysis

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.

Analysis

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' %)

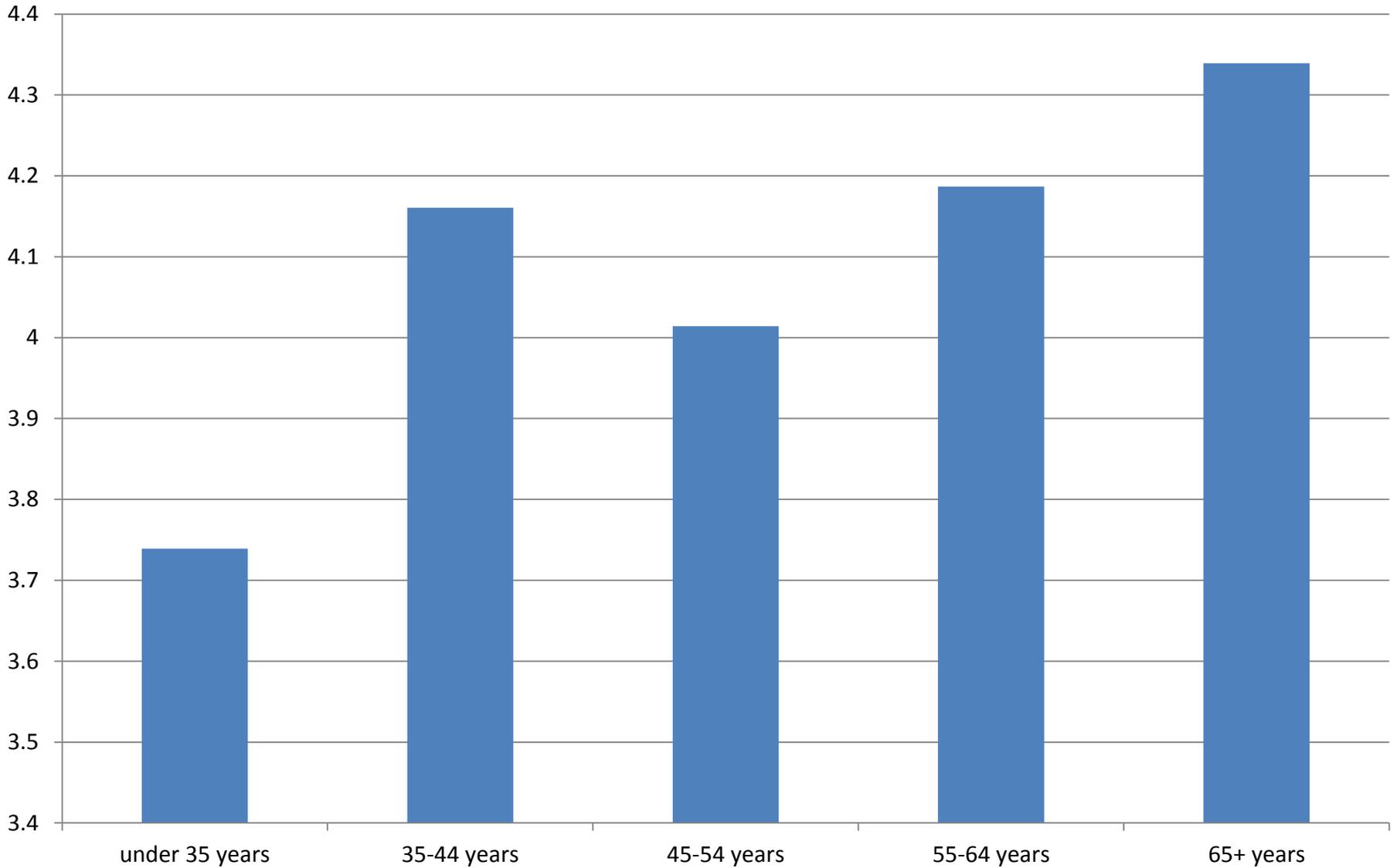
Most Important %:

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.

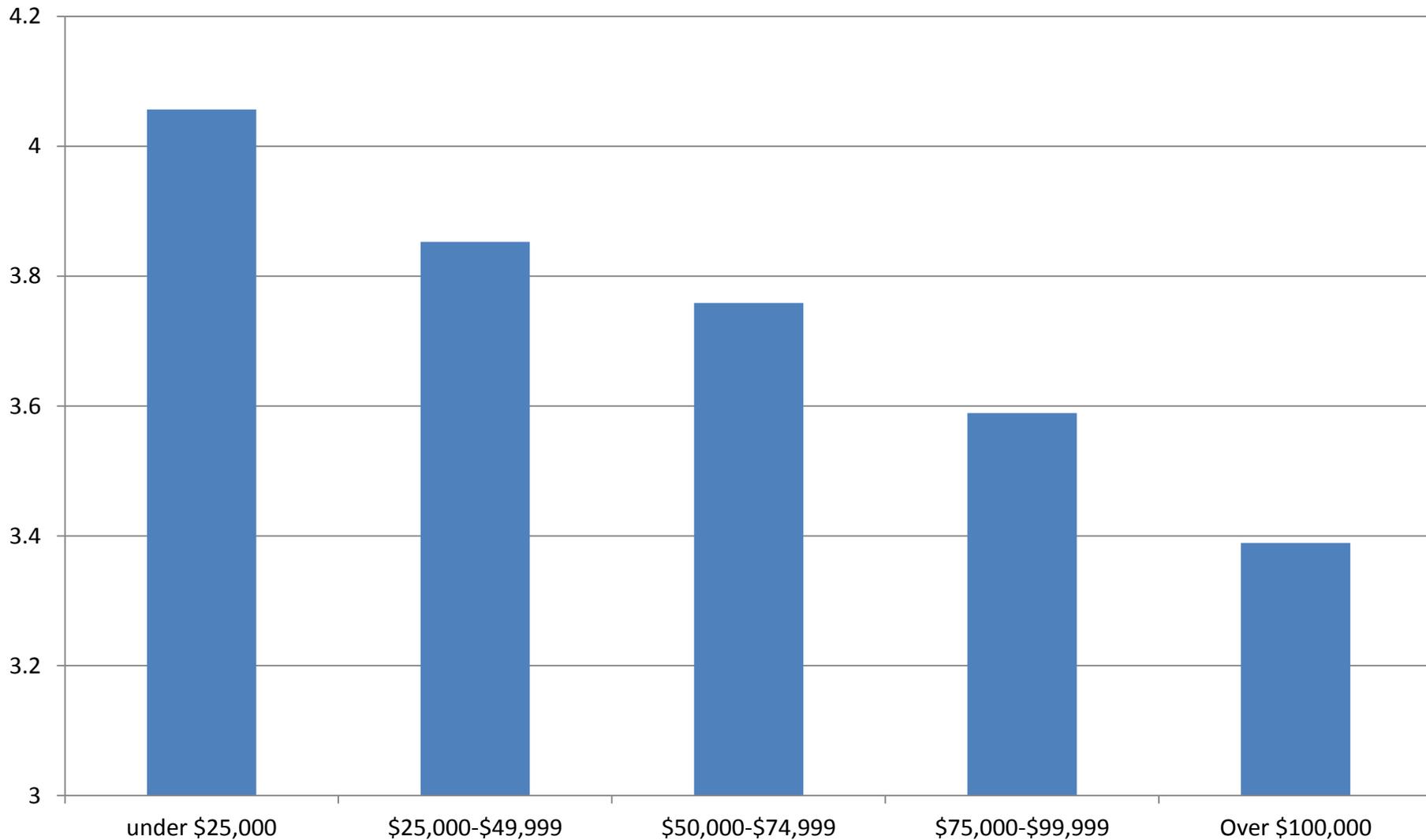
Satisfaction %:

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.

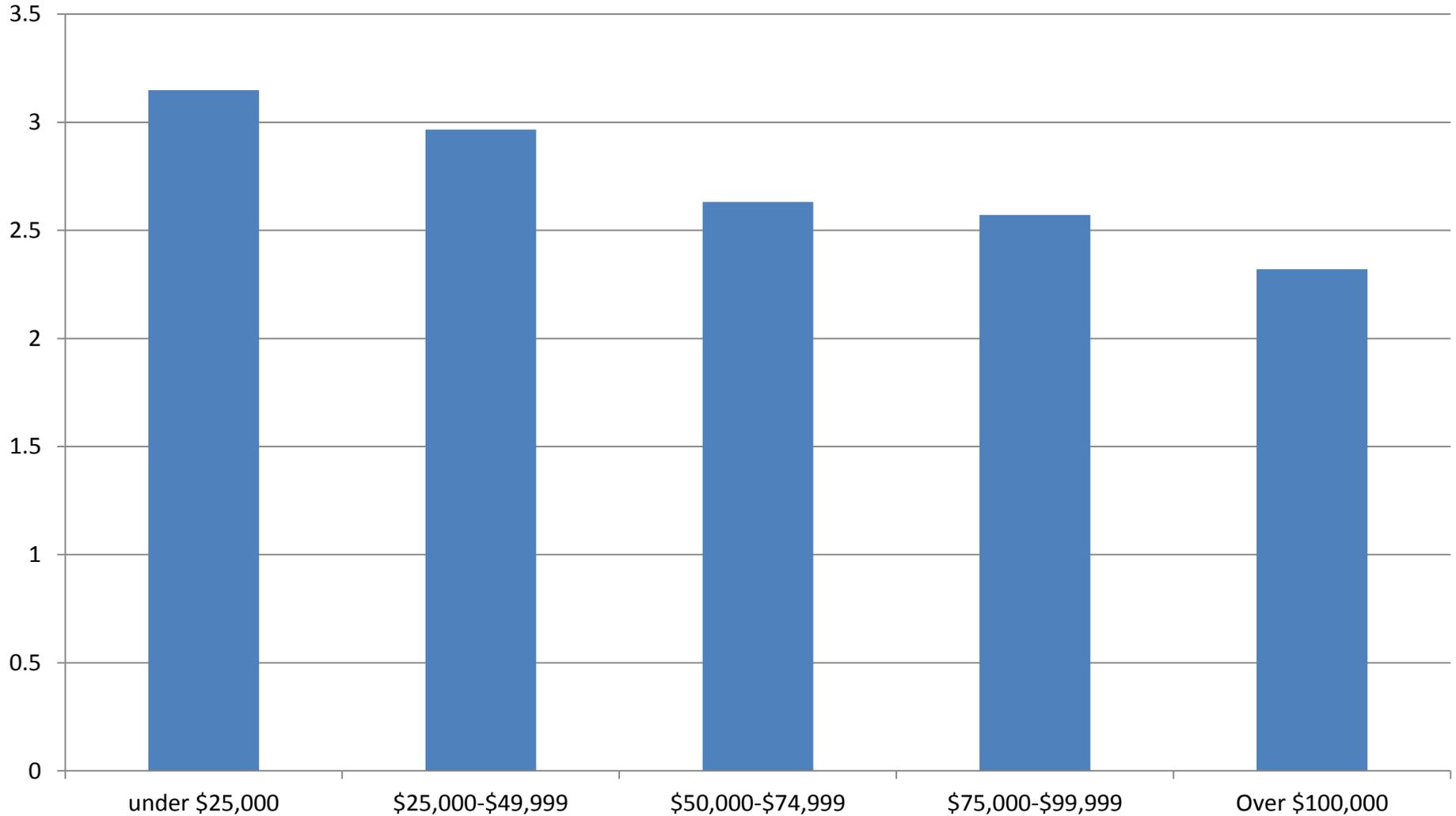
Quality of police, fire, and emergency medical



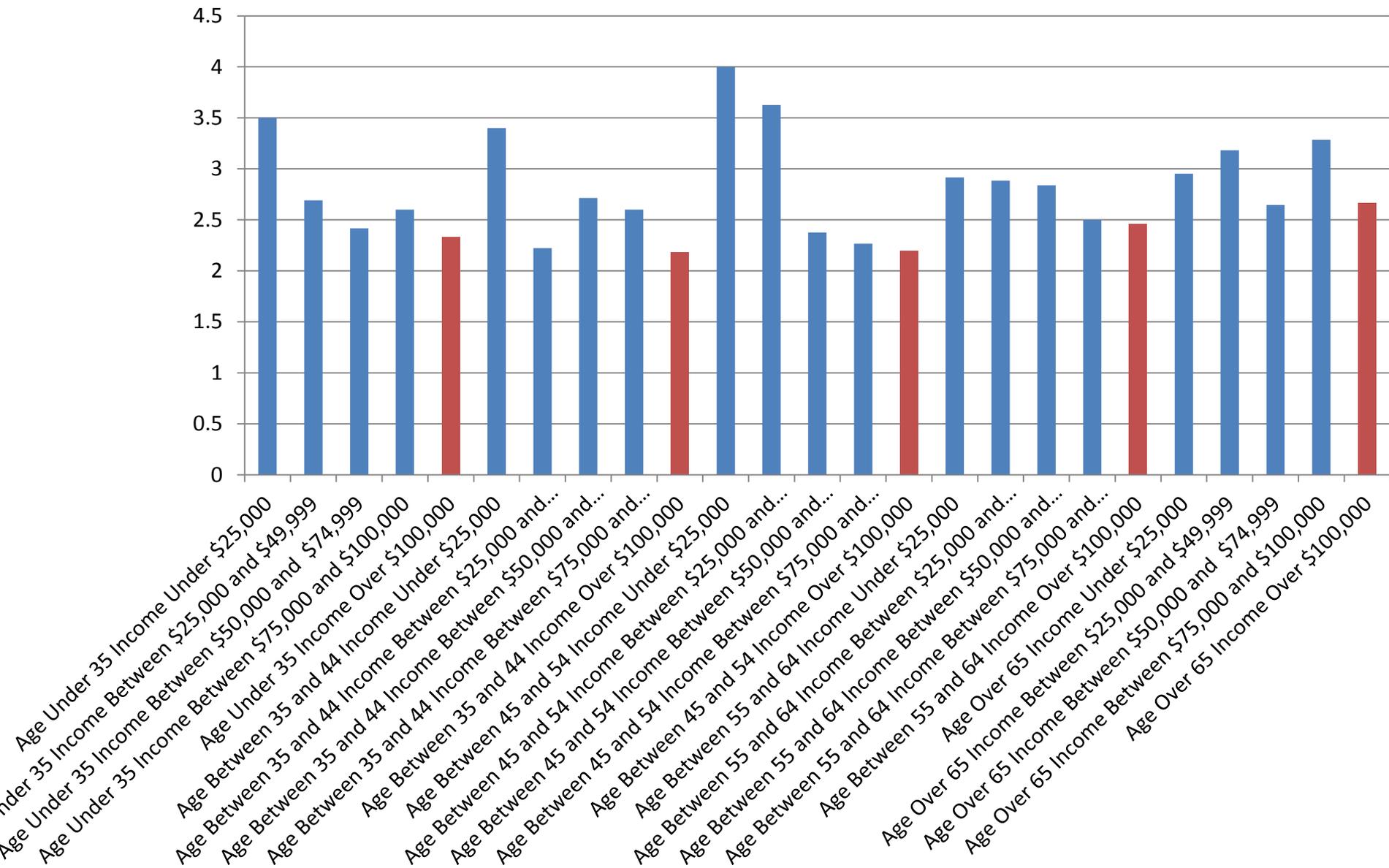
Quality of city parks and recreation programs and facilities



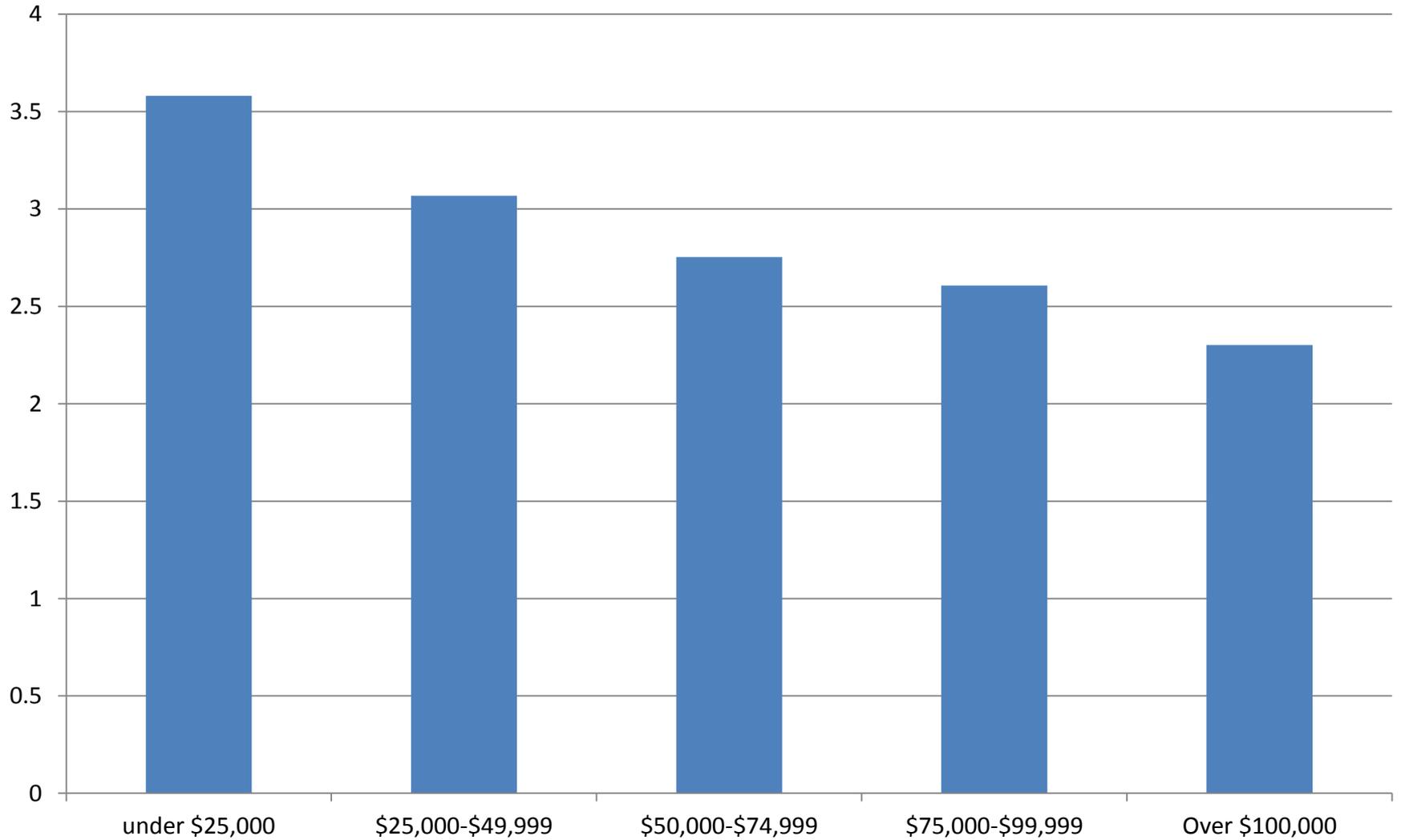
Q13c Satisfaction with exterior maintenance of residential property



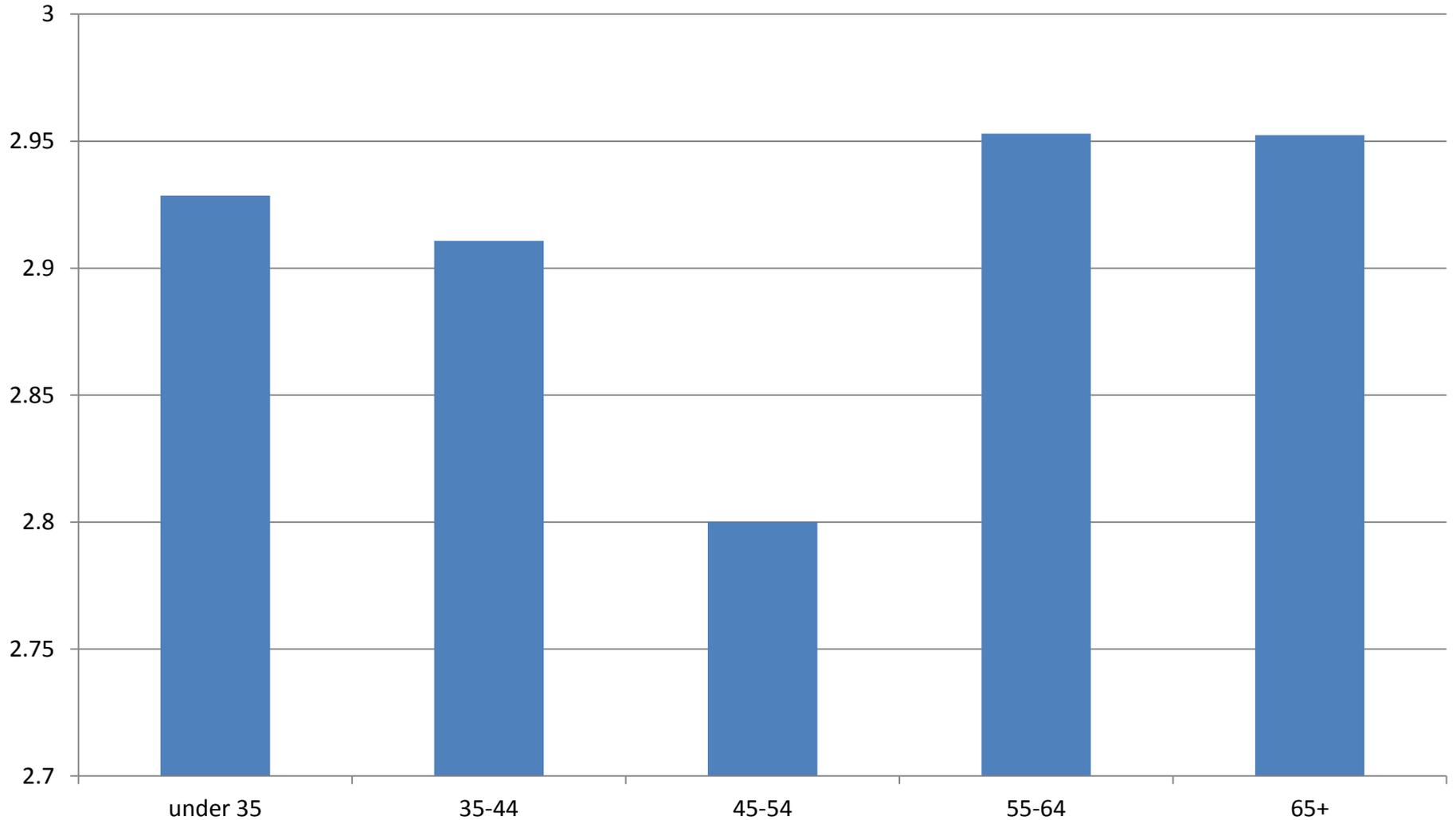
Q13c in detail



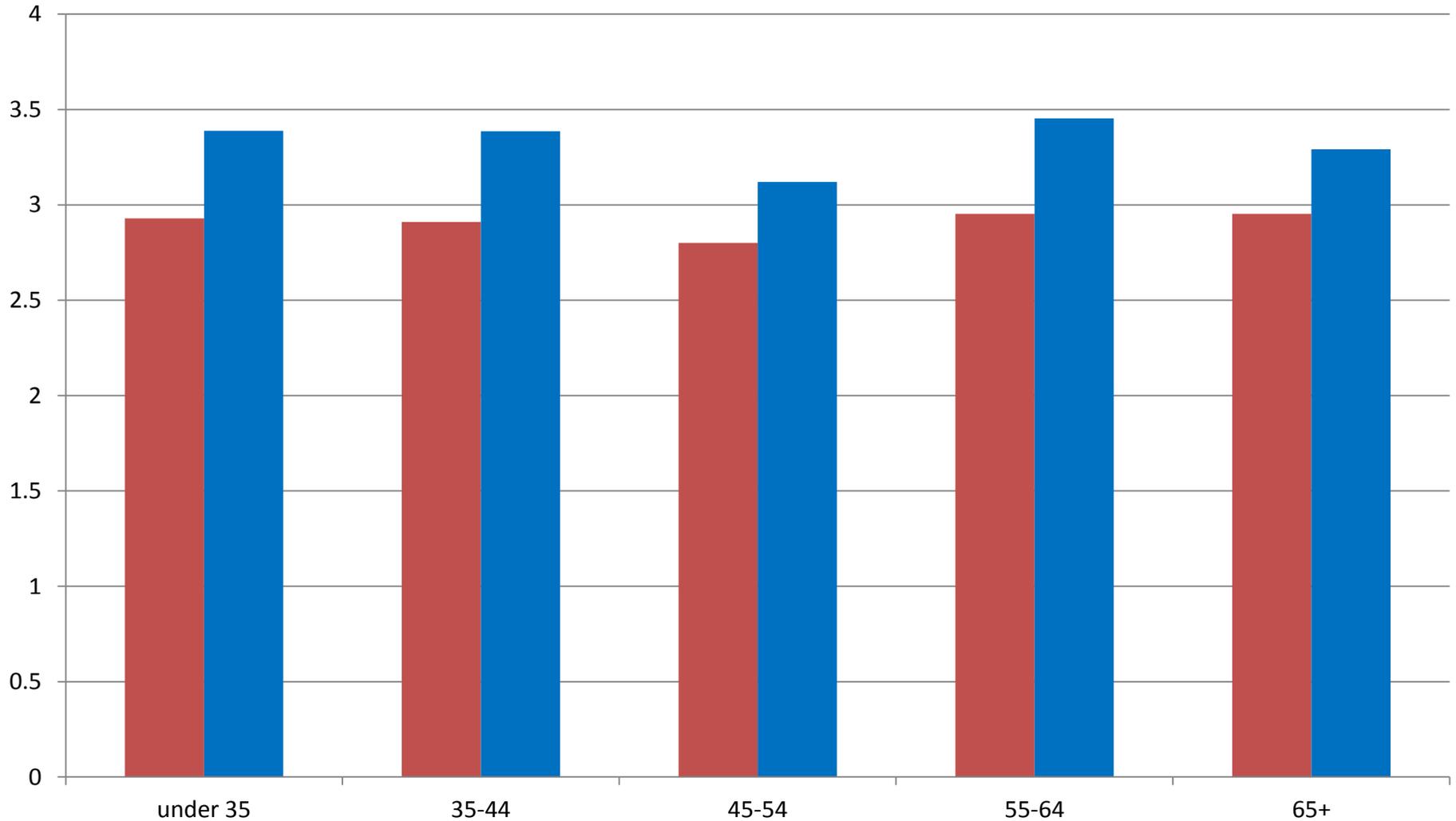
Q19c Satisfaction with number of trails by income



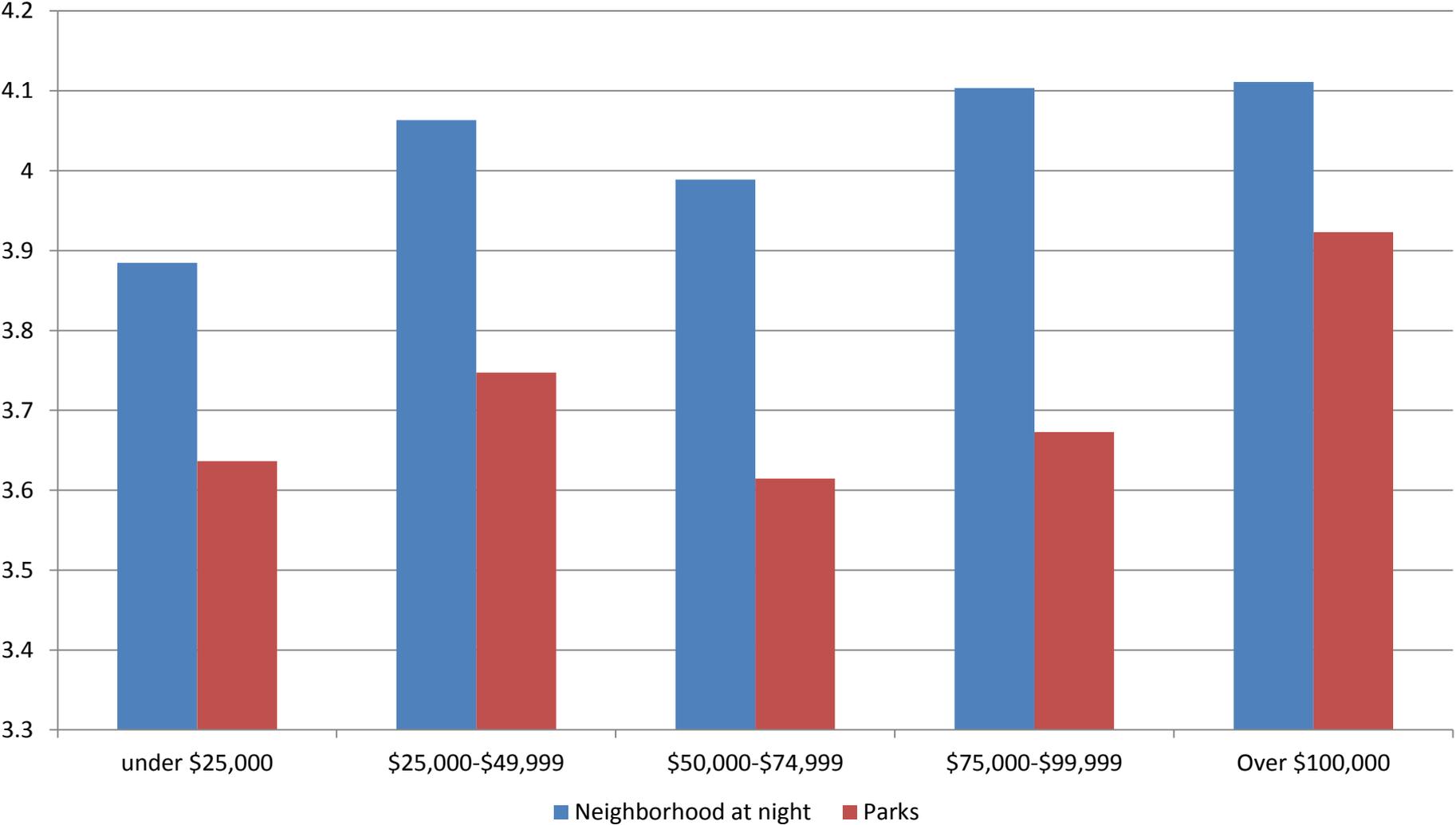
Q15c Level of public involvement in local decision making



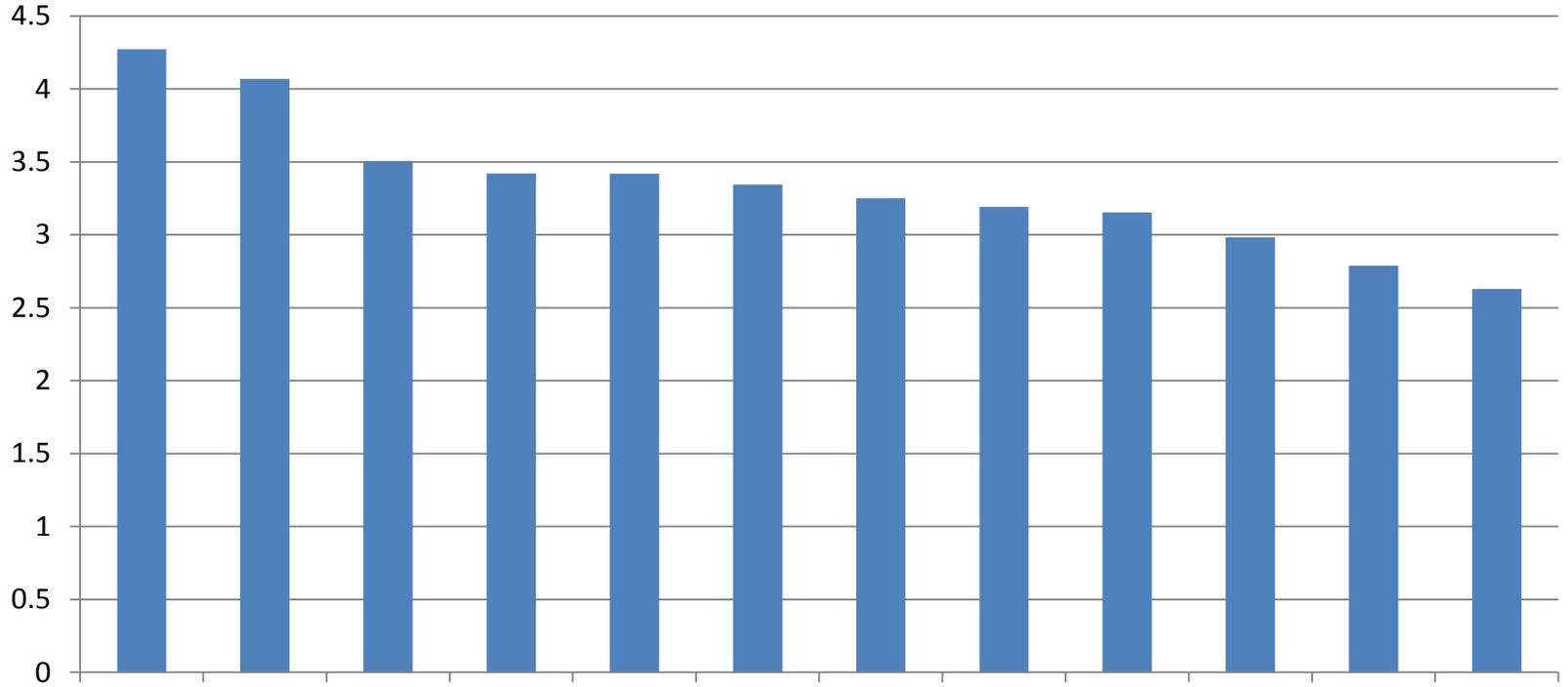
Q15c/d Level of public involvement in local decision making vs. quality of City's website



Feeling of safety in neighborhood at night vs. in City parks

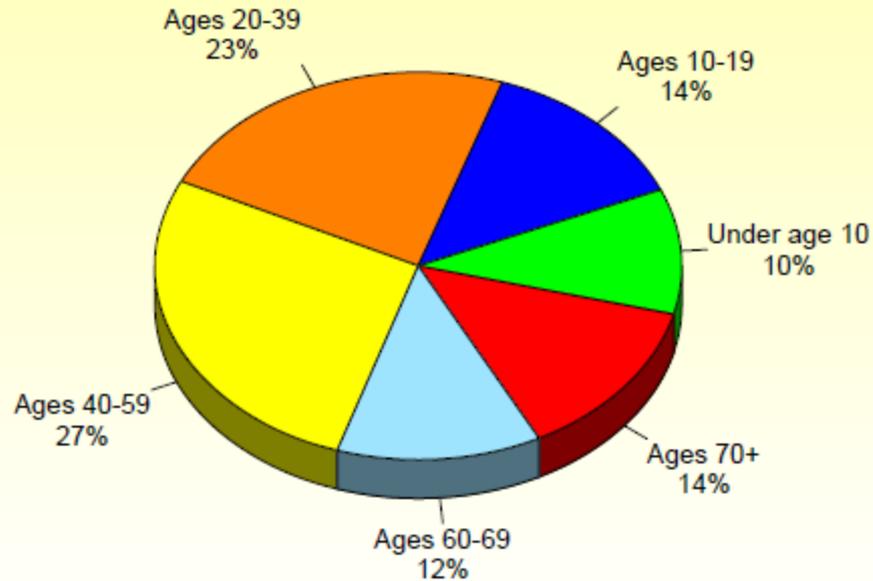


Q31 Future Priorities



Demographics

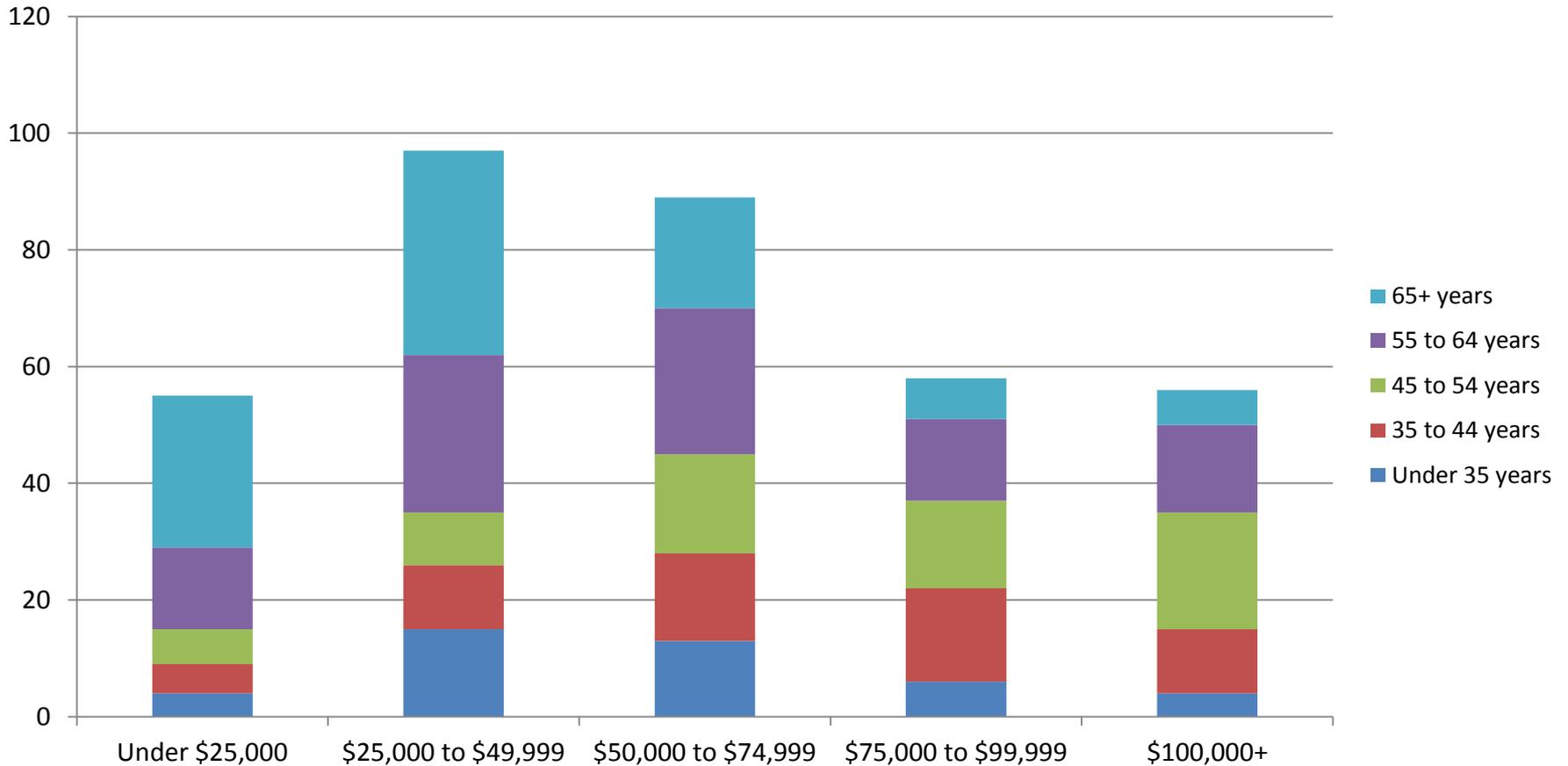
Q34. Demographics: Ages of People in Household
by percentage of household occupants



Source: ETC Institute (2014)

Demographics

Number of Respondents by Age and Income



Demographics by Age

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+	
<u>Q33. How many years have you lived in Knoxville</u>						
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%

Demographics by Age

Q35. What is your age?

N=391

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

Demographics by Age

Q36. What is your gender?

N=391

	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<u>Q36. Your gender</u>						
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%

Demographics by Age

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+	
<u>Q37. Do you own or rent your home</u>						
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%

Demographics by Age

Q38. What is your total annual household income?

N=391	Q35. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
<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%

Demographics by Income

Q33. How many years have you lived in Knoxville?

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>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%

Demographics by Income

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%

Demographics by Income

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>	
<u>Q36. Your gender</u>								
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%

Demographics by Income

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

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>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%

Community Perception by Age

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>Q3a. Overall quality of services provided by City of Knoxville</u>						
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%
<u>Q3b. Overall image of City</u>						
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%

Community Perception by Age

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%

Community Perception by Age

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%

Community Perception by Age

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%

Community Perception by Income

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%

Community Perception by Income

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%

Community Perception by Income

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%

Community Perception by Income

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%

Community Satisfaction by Age

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%

Community Satisfaction by Age

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+		

Q1c. Overall maintenance of City streets, buildings & facilities

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%

Q1d. Overall quality of City water & sewer utilities

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%

Community Satisfaction by Age

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+	

Q1e. Overall enforcement of City codes & ordinances

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%

Q1f. Overall quality of customer service you receive from City employees

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%

Community Satisfaction by Age

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%

Community Satisfaction by Age

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%

Community Satisfaction by Age

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+	

Q2. Sum of Top 3 Choices

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%

Community Satisfaction by 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	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<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%

Community Satisfaction by 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>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%

Community Satisfaction by 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	\$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%

Community Satisfaction by 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	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K+	
<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%

Community Satisfaction by 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>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%

Community Satisfaction by Income

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%

Maintenance Satisfaction by Age

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%

Maintenance Satisfaction by Age

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+	

Q5c. Maintenance of sidewalks in Knoxville

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%

Maintenance Satisfaction by Age

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+	
<u>Q6. Sum of Top 2 Choices</u>						
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%

Maintenance Satisfaction by Income

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%

Maintenance Satisfaction by Income

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%

Maintenance Satisfaction by Income

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%

Recreational Trail Satisfaction by Age

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+	

Q19c. Number of walking & biking trails

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%

Q19d. Maintenance of walking & biking trails

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%

Recreational Trail Satisfaction by Income

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%

Recreational Trail Satisfaction by Income

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%

Code Enforcement Satisfaction by Age

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+	

Q13a. Enforcing clean-up of debris on private property

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%

Q13b. Enforcing mowing & cutting of weeds on private property

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%

Code Enforcement Satisfaction by Age

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+	

Q13c. Enforcing exterior maintenance of residential property

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%

Q13d. Enforcing exterior maintenance of business property

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%

Code Enforcement Satisfaction by Age

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+	

Q13e. Enforcing snow removal on sidewalks

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%

Q13f. Quality of animal control

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%

Code Enforcement Satisfaction by Age

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%

Code Enforcement Satisfaction by Income

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%

Code Enforcement Satisfaction by Income

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>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%

Code Enforcement Satisfaction by Income

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%

Code Enforcement Satisfaction by Income

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%

Rec Center Satisfaction by Age

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+	

Q21i. Quality of City's indoor recreation facility

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%

Rec Center Satisfaction by Age

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+	
<u>Q22. Sum of Top 2 Choices</u>						
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%

Rec Center Satisfaction by Income

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>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%

Rec Center Satisfaction by Income

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+	

Q22. Sum of Top 2 Choices

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%

Library Satisfaction by Age

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%

Library Satisfaction by Age

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%

Library Satisfaction by Age

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%

Library Satisfaction by Age

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+	
<u>Q12. Sum of Top 2 Choices</u>						
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%

Library Satisfaction by Income

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+	
Q11a. Overall quality of available materials								
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%
Q11b. Overall quality & quantity of programs for children								
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%

Library Satisfaction by Income

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	<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>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%

Library Satisfaction by Income

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	<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>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%

Library Satisfaction by Income

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

	<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>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%

Police Satisfaction by Age

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+	

Q23a. Visibility of police in neighborhoods

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%

Q23b. Visibility of police in retail areas

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%

Police Satisfaction by Age

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+	

Q23c. City's efforts to prevent crime

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%

Q23d. How quickly police respond to emergencies

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%

Police Satisfaction by Age

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%

Police Satisfaction by Age

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%

Police Satisfaction by Age

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%

Police Satisfaction by Income

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	<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>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%

Police Satisfaction by Income

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%

Police Satisfaction by Income

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>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%

Police Satisfaction by Income

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%

Q23h. Quality of dispatch services for police services

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%

Police Satisfaction by Income

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+	

Q24. Sum of Top 2 Choices

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%

Fire and Rescue Satisfaction by Age

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%

Fire and Rescue Satisfaction by Age

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+	

Q25c. Fire related education programs offered by City

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%

Q25d. Quality of dispatch services for fire & emergency medical services

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%

Fire and Rescue Satisfaction by Age

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%

Fire and Rescue Satisfaction by Income

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>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%

Fire and Rescue Satisfaction by Income

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%

Fire and Rescue Satisfaction by Income

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+	

Q26. Sum of Top 2 Choices

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%

Future Priorities by Age

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+	

Q31a. Recreation center expansion

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%

Q31b. Public library expansion

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%

Future Priorities by Age

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+	

Q31c. New police/fire & City Hall facility

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%

Q31d. New recreation trails

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%

Future Priorities by Age

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+	

Q31e. New housing development

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%

Q31f. Downtown streetscape improvements

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%

Future Priorities by Age

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+	

Q31g. Road reconstruction & maintenance

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%

Q31h. Sidewalk rehabilitation & repair

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%

Future Priorities by Age

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+	

Q31i. Knoxville Municipal Airport improvements

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%

Q31j. Splash pad at a public park

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%

Future Priorities by Age

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+	

Q31k. City wide fiber network installation

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%

Q31l. New senior center

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%

Future Priorities by Income

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%

Future Priorities by Income

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>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%

Future Priorities by Income

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%

Future Priorities by Income

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%

Future Priorities by Income

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>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%

Future Priorities by Income

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%