

2019 City of Knoxville Community Survey

Findings Report

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2019

Submitted to the City of Knoxville:

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Knoxville 2019 Community Survey

Executive Summary Report

Purpose and Methodology

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

A seven-page survey was mailed to a random sample of households throughout the City of Knoxville. Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Knoxville from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to receive at least 350 completed surveys. This goal was far exceeded, with a total of 573 households completing a survey. The results for the random sample of 573 households have a 95% level of confidence with a precision of at least +/- 4.1%.

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

This report contains the following:

- a summary of the methodology for administering the survey and major survey findings
- charts showing the overall results for the survey (Section 1)
- benchmarking data that shows how the results for the City of Knoxville compare to other U.S. communities (Section 2)
- importance-satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

Major Findings

Major Categories of City Services

- The major categories of city services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the quality of the public library (89%), quality of police, fire and emergency medical services (88%), and the overall quality of the City cemetery (87%).
- Based on the sum of their top three choices, the area that residents feel should receive the most emphasis from City leaders over the next two years was maintenance of city streets, buildings, and facilities (81%).

Perceptions of the City

- Sixty-two percent (62%) of residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of services provided by the City, 61% were satisfied with the quality of their neighborhood and 53% were satisfied with the overall quality of life in the City.

City Leadership

- Forty-five percent (45%) of residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of leadership provided by the City’s elected officials, compared to 24% who were dissatisfied; 44% were satisfied with the overall effectiveness of City manager and appointed staff, compared to 23% who were dissatisfied.

Maintenance Services

- The maintenance services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: mowing and trimming on City properties and public areas (75%), maintenance of City buildings (69%) and snow removal on major City streets (66%).
- Based on the sum of their top two choices, the maintenance services that residents feel should receive the most emphasis from City leaders over the next two years was the overall maintenance of City streets (54%).

Customer Service

- Thirty-five percent (35%) of residents have interacted with the City with a question, problem, or complaint during the past year. Of the 35% that have interacted with the City in the past year, 81% felt it was “very easy” or “somewhat easy” to address their issue, compared to 19% who felt it was “very difficult” or “difficult” to address their issue.
- Of the 35% of residents that have interacted with the City in the past year, 82% felt the City employees were “always” or “usually” courteous and polite.

Library Services

- The library services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the overall helpfulness of library staff (84%), overall quality of the space available for the library (85%), and the overall quality of available materials (78%).
- Based on the sum of their top two choices, the library services that residents feel should receive the most emphasis from City leaders over the next two years were: (1) Overall quality of available materials (2) Overall quality & quantity of programs for teens, and (3) overall quality & quantity of programs for adults.

Code Enforcement

- The code enforcement areas that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: enforcing snow removal on sidewalks (44%), the quality of animal control (42%).
- Based on the sum of their top two choices, the code enforcement areas that residents feel should receive the most emphasis from City leaders over the next two years were: (1) enforcing clean-up of debris on private property (47%), and (2) enforcing cleanup of abandoned property (40%).

Communication

- The communication areas that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: quality of the City’s Recreation Program Guide (50%), the availability of information about City programs and services (42%) and City efforts to keep you informed on local issues (42%).

Parks and Facilities

- The parks and facilities areas that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: maintenance of City parks (79%), number of City parks (75%), and the quality of outdoor athletic fields (65%).
- Based on the sum of their top two choices, the parks and facilities areas that residents feel should receive the most emphasis from City leaders over the next two years were: (1) the number of walking and biking trails (45%), and (2) the condition of restrooms in public parks (39%).

Recreation Programs

- The recreation program areas that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: ease of registering for programs (55%), City’s youth athletic programs (54%) and personal fitness classes(53%).
- Based on the sum of their top two choices, the recreation program areas that residents feel should receive the most emphasis from City leaders over the next two years were: (1)) the City swimming pool, and (2) the quality of the City’s indoor recreation facility.

Police Services

- The police services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the visibility of police in neighborhoods (84%), the overall quality of local police protection (81%) and how quickly police respond to emergencies (80%). All aspects of police services received 60% or higher combined percentage of “very satisfied” and “satisfied” responses among residents.
- Based on the sum of their top two choices, the police services that residents feel should receive the most emphasis from City leaders over the next two years was the City’s efforts to prevent crime.

Fire and Emergency Medical Services

- The fire and emergency medical services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: how quickly fire/emergency medical service personnel respond to emergencies (87%), and the overall quality of local fire protection/emergency medical services (87%). All aspects of fire and emergency medical services received 50% or higher combined percentage of “very satisfied” and “satisfied” responses among residents.
- Based on the sum of their top two choices, the fire and emergency medical services that residents feel should receive the most emphasis from City leaders over the next two years were: (1) overall quality of local fire protection/emergency medical services (32%) and (2) fire related education programs offered by the City (32%).

Future Priorities

- Based on the sum of their top three choices, the potential future priorities that residents feel should receive the most emphasis from City leaders over the next three years were: (1) road construction and maintenance (67%), (2) new housing development (51%), and (3) recreation center expansion (42%).

Other Findings

- 68% of residents surveyed, who had an opinion, rated the City as an “excellent” or “good” place to live; 66% rated the City as an “excellent” or “good” place to raise children.
- The type of information that residents would be most interested in having the City include in communications is new development in the City (39%).
- Fifty-nine (59%) of residents indicated word of mouth as one of their primary sources of information about City programs, services, and events. The other most frequently mentioned sources of information about City programs, services, and events were newspaper (45%) and radio news programs (40%).
- 93% of residents surveyed, who had an opinion, feel “very safe” or “safe” in their neighborhood during the day.

Investment Priorities

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

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

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

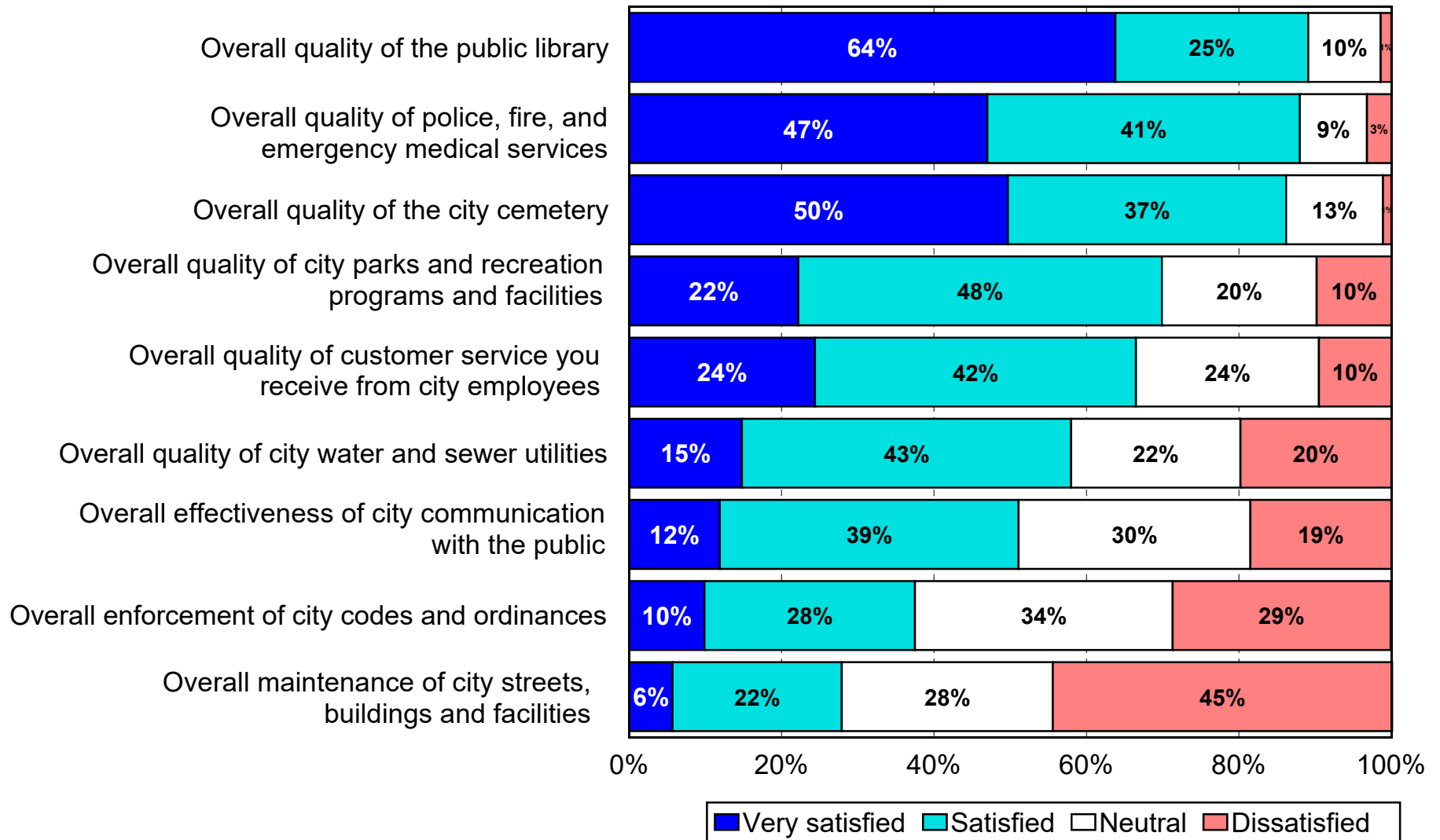
- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top two priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Maintenance of City streets, buildings, and facilities (IS Rating= 0.5840)
 - Enforcement of city codes and ordinances (IS Rating= 0.2350)
- **Priorities within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
 - Maintenance: overall maintenance of City streets
 - **Code Enforcement:** enforcing clean-up of debris on private property and enforcing cleanup of abandoned property
 - **Parks and Facilities:** number of walking and biking trails and condition of restrooms in public parks
 - **Recreation Program Areas:** City swimming pool and quality of City's indoor recreation facility
 - **Police Services:** efforts to prevent crime and police related education programs
 - **Fire Services:** fire related education programs

Section 1

Charts and Graphs

Q1. Overall Satisfaction with City Services by Major Category

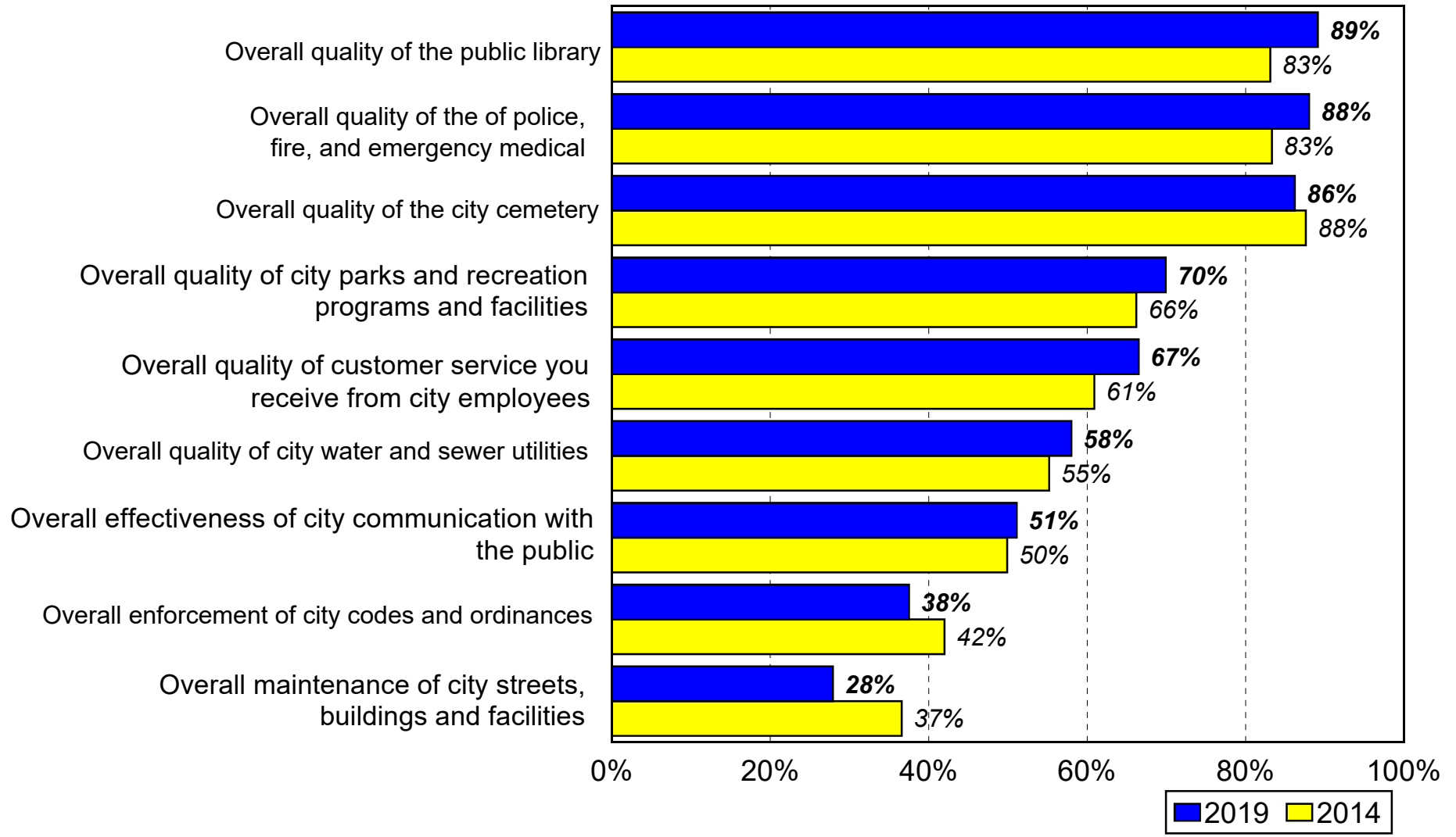
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q1. Overall Satisfaction with City Services by Major Category (2019 & 2014)

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

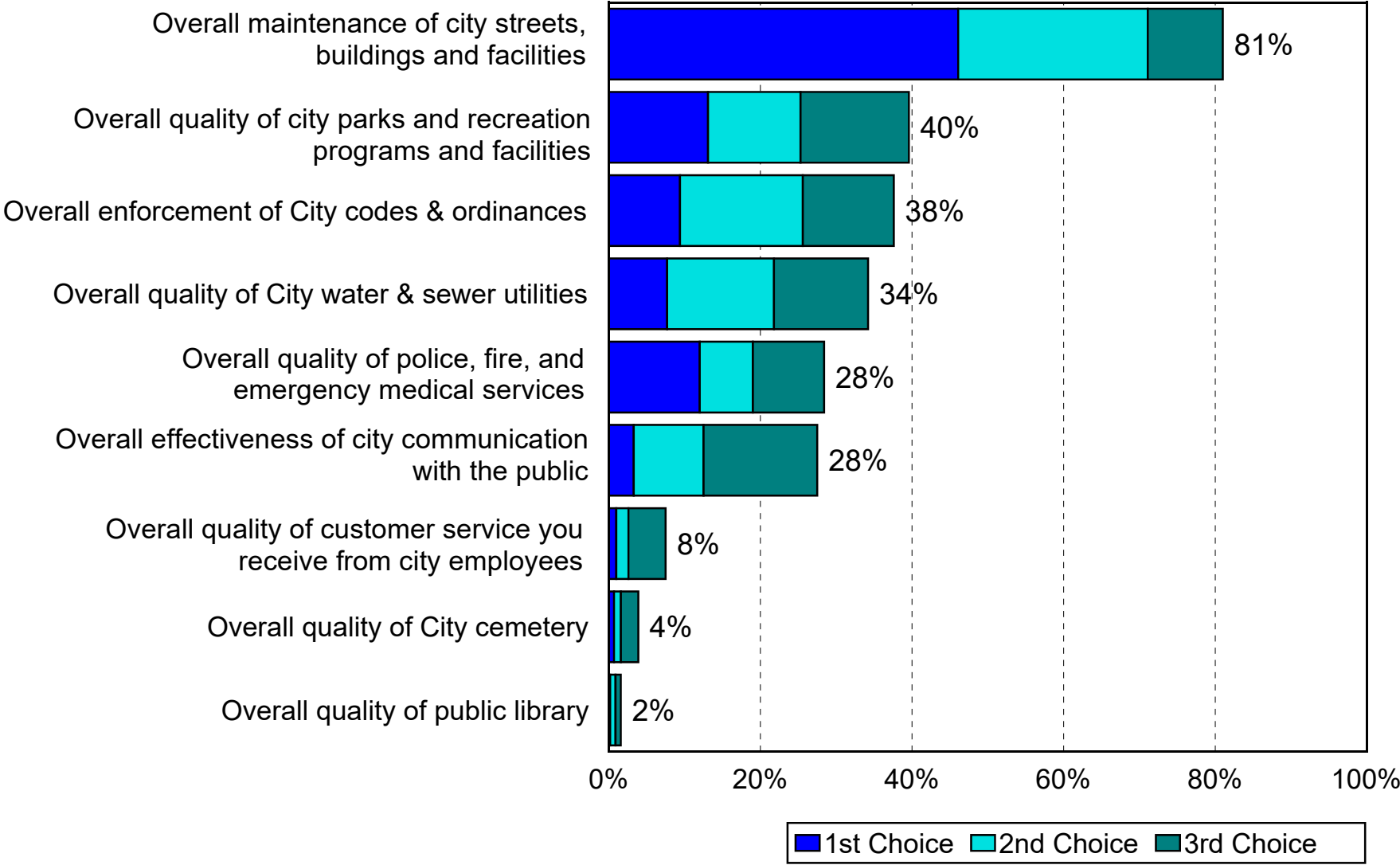


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Source: ETC Institute (2019)

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

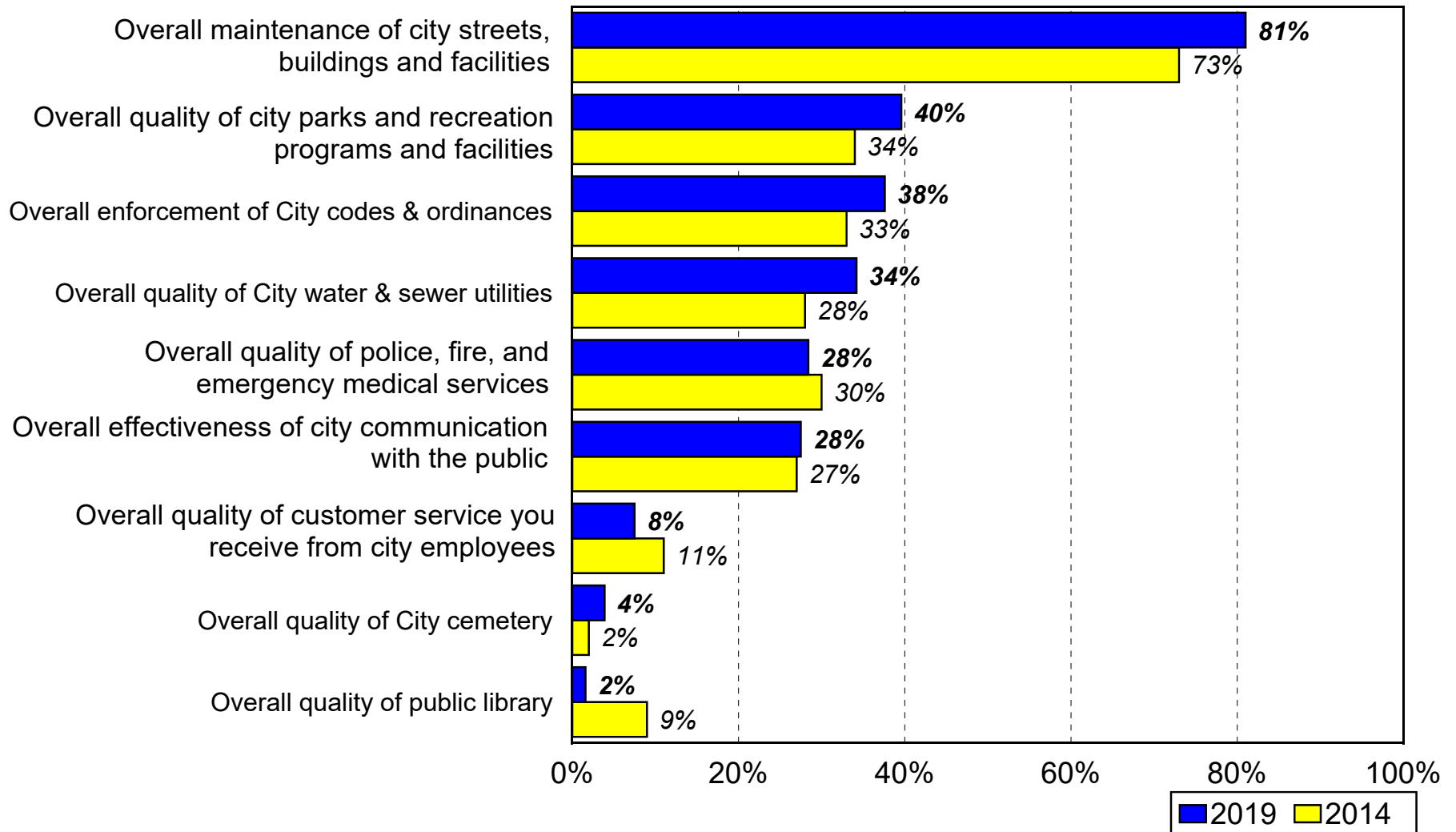
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years by (2019 & 2014)

by percentage of respondents who rated the item as one of their top 3 choices (excluding don't knows and not applicable)

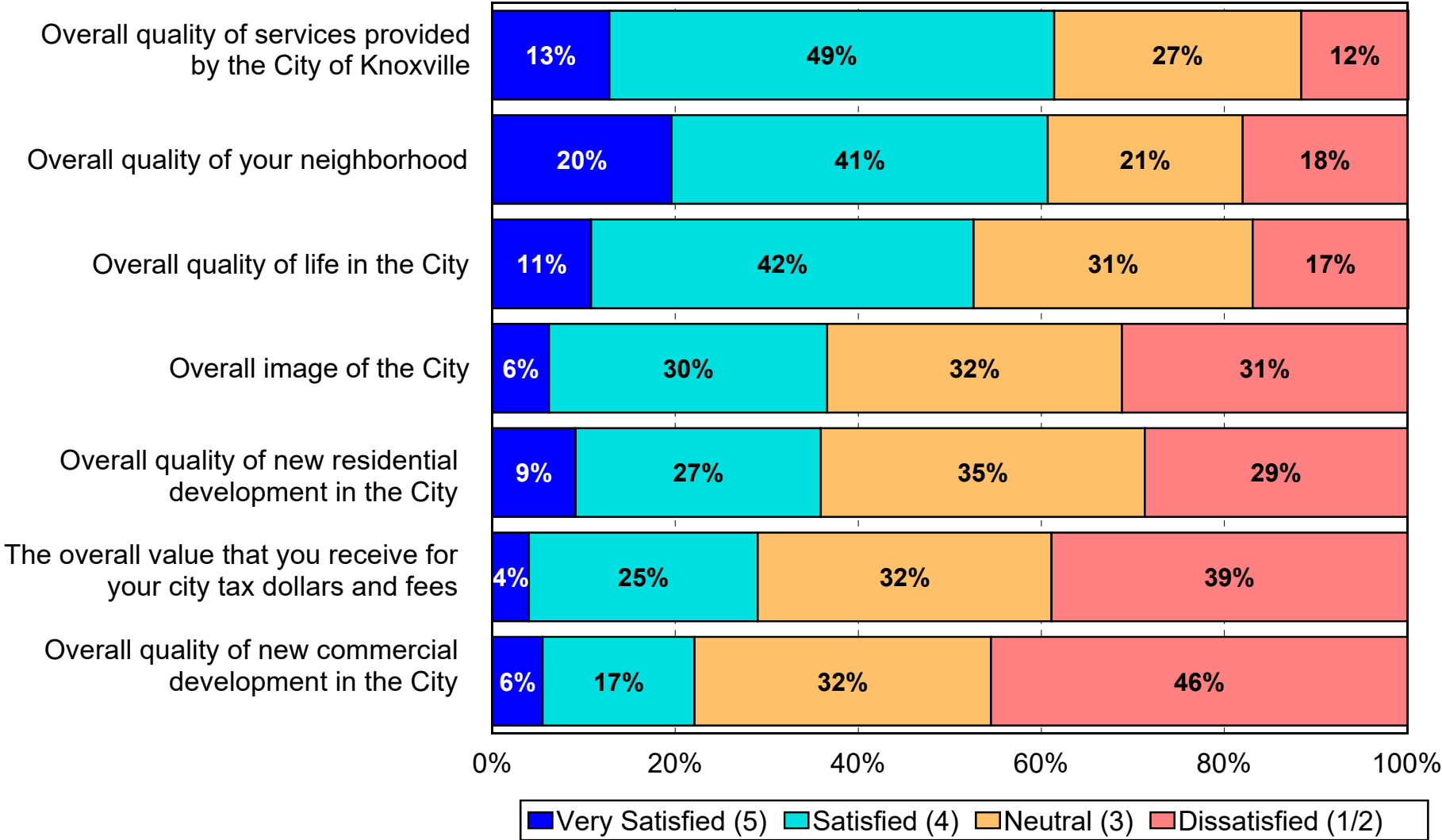


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Source: ETC Institute (2019)

Q3. Satisfaction with Items That Influence Perceptions of the City

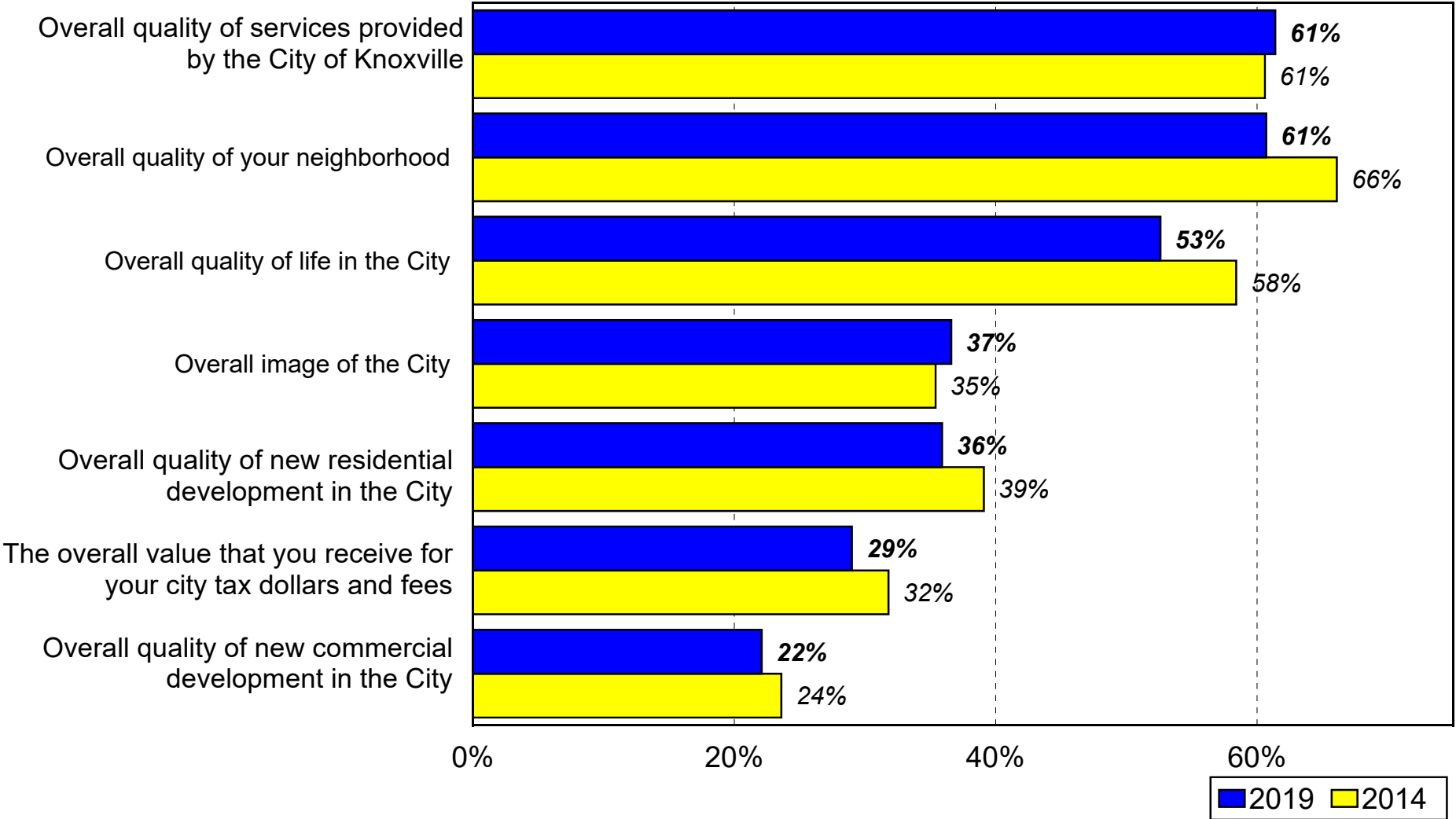
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q3. Satisfaction with Items That Influence Perceptions of the City (2019 & 2014)

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

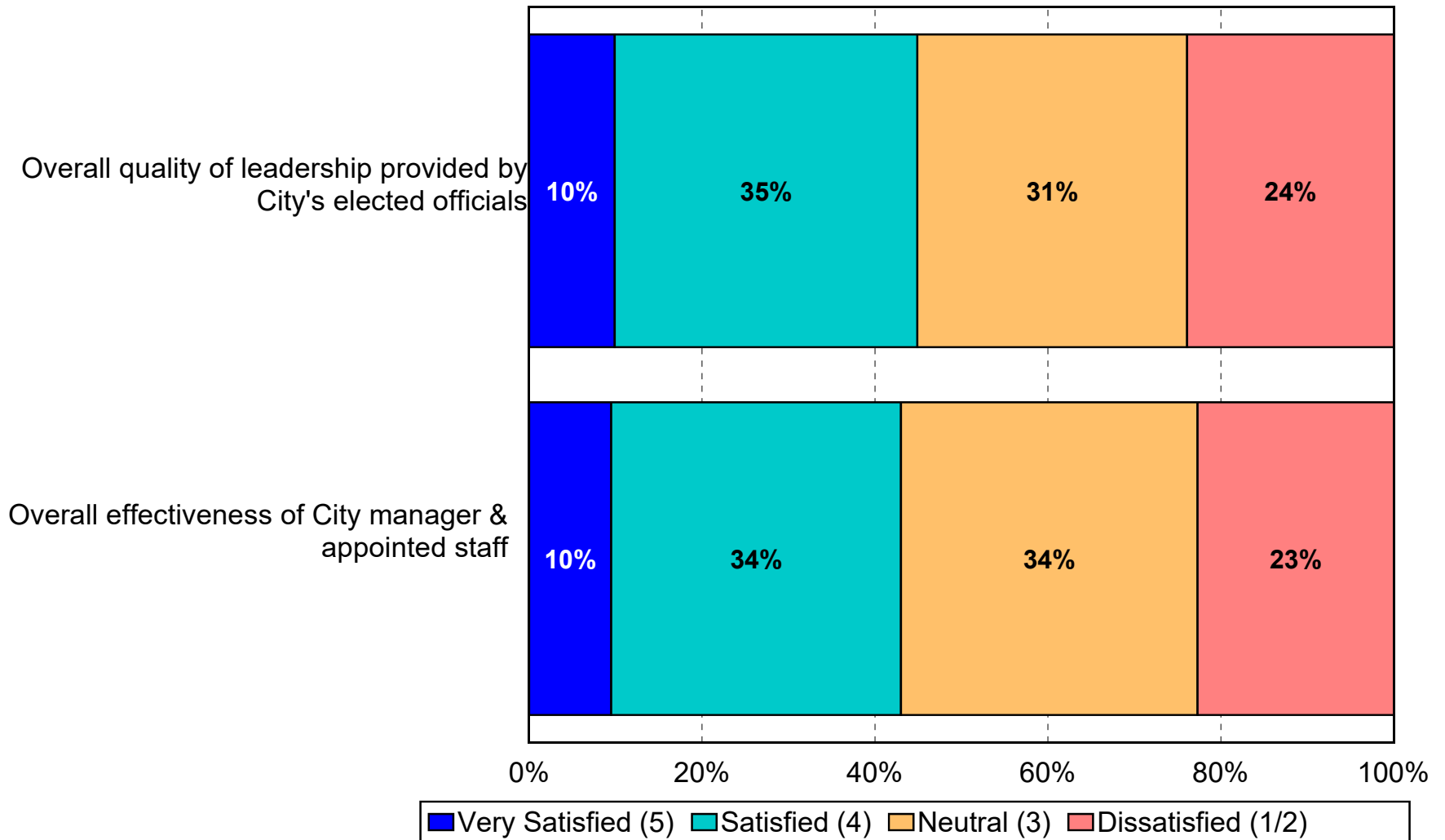


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Source: ETC Institute (2019)

Q4. Satisfaction with Various Aspects of City Leadership

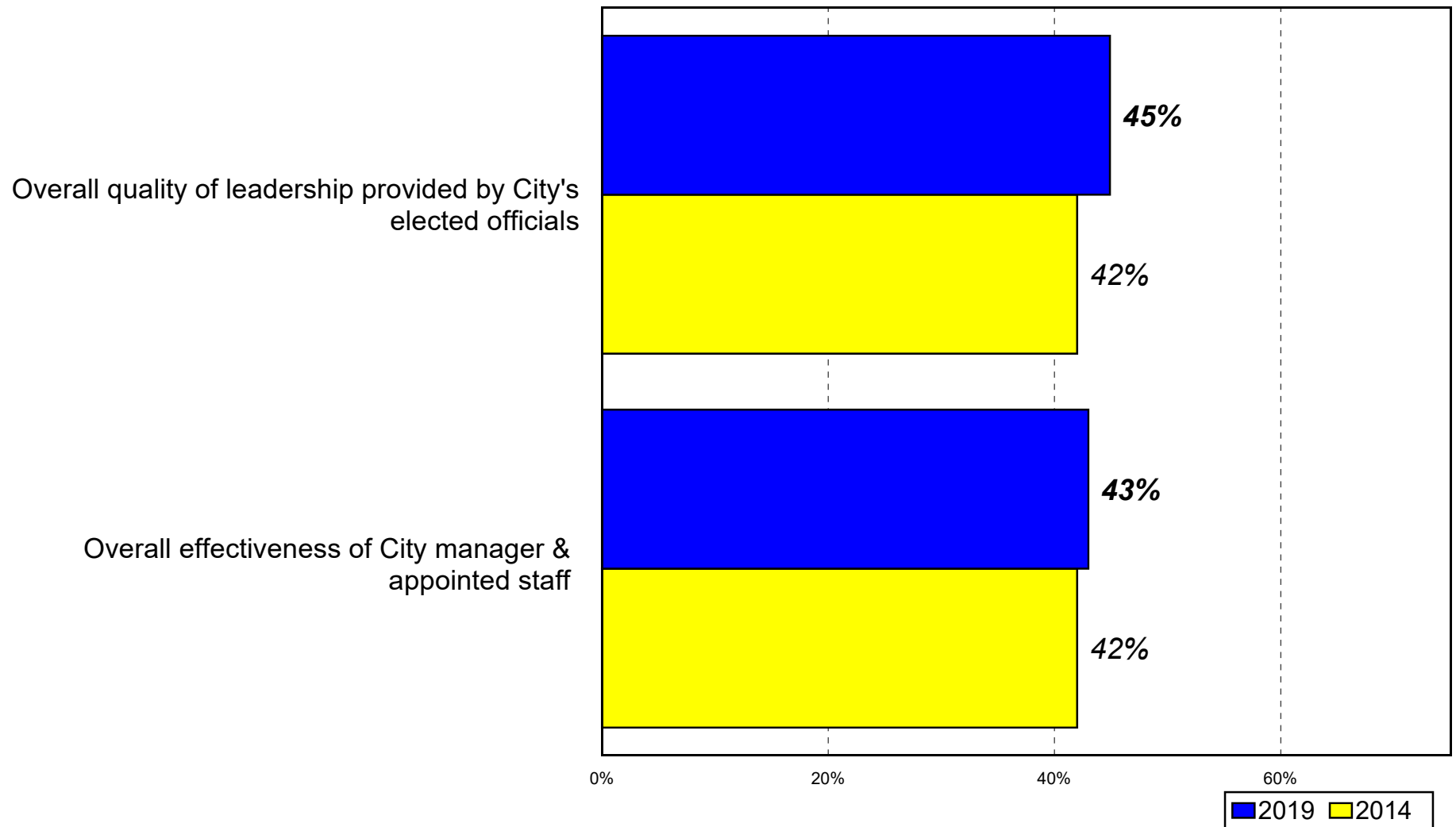
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q4. Satisfaction with Various Aspects of City Leadership (2019 & 2014)

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

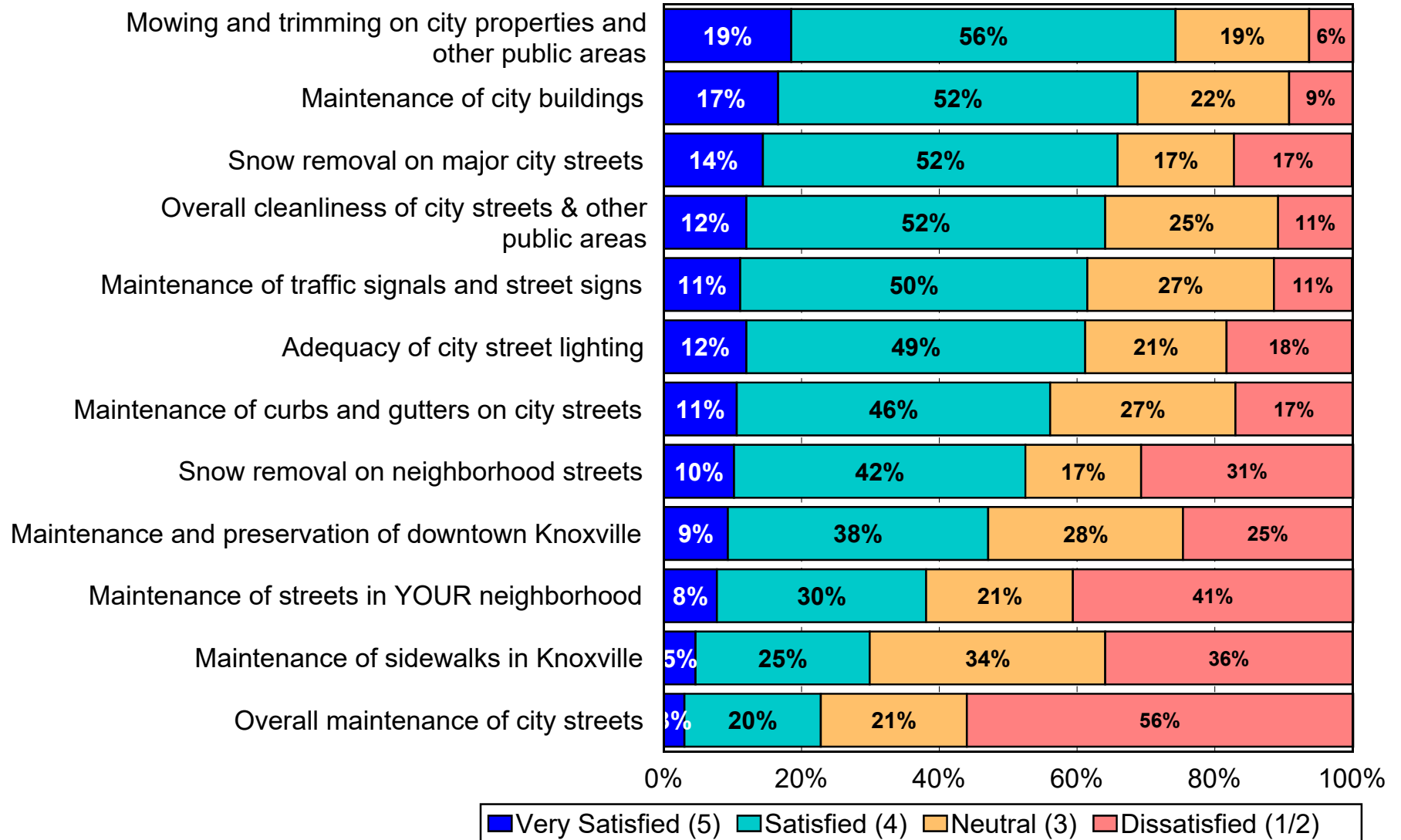


Source: ETC Institute (2019)

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Q5. Satisfaction with Various Aspects of Maintenance

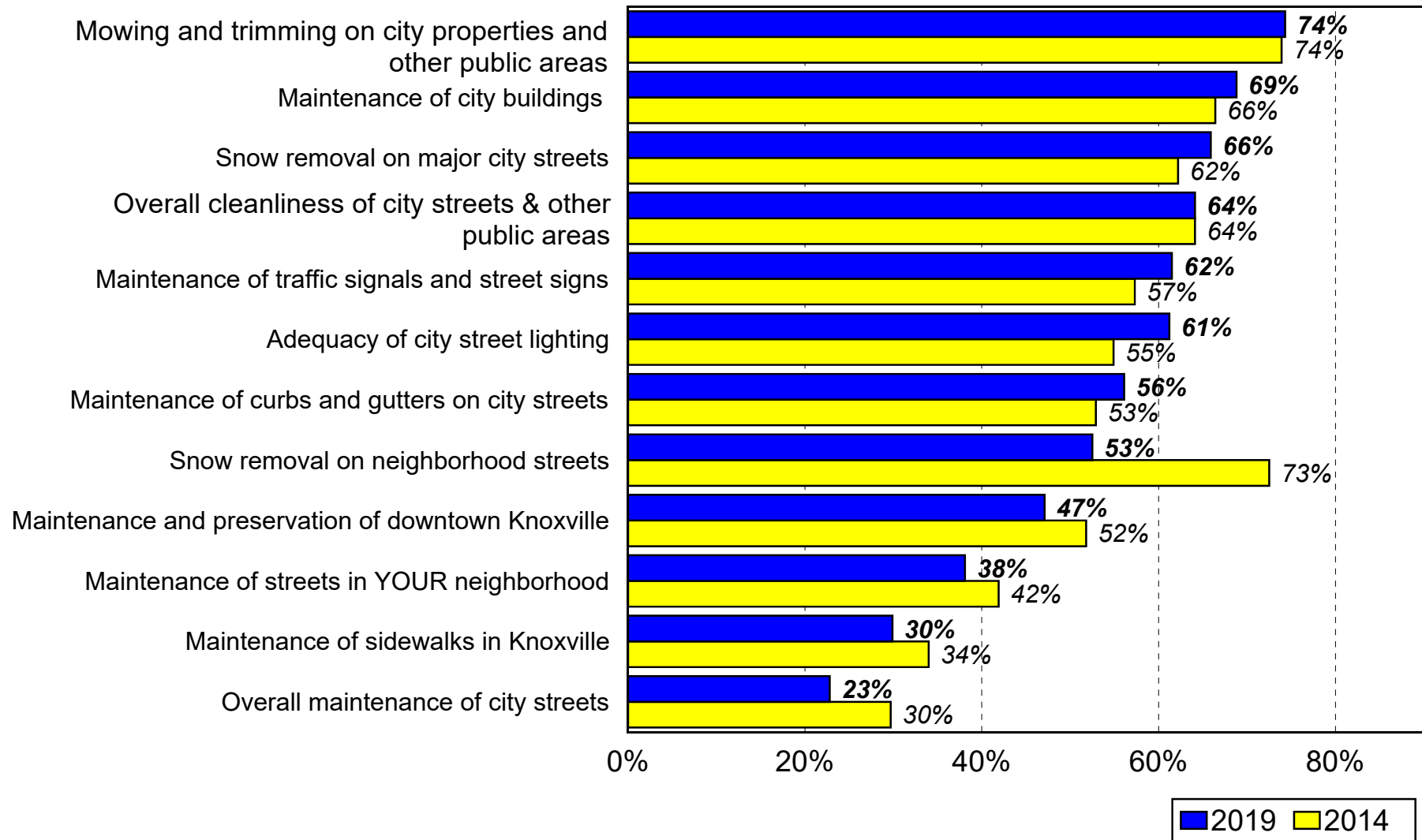
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q5. Satisfaction with Various Aspects of Maintenance (2019 & 2014)

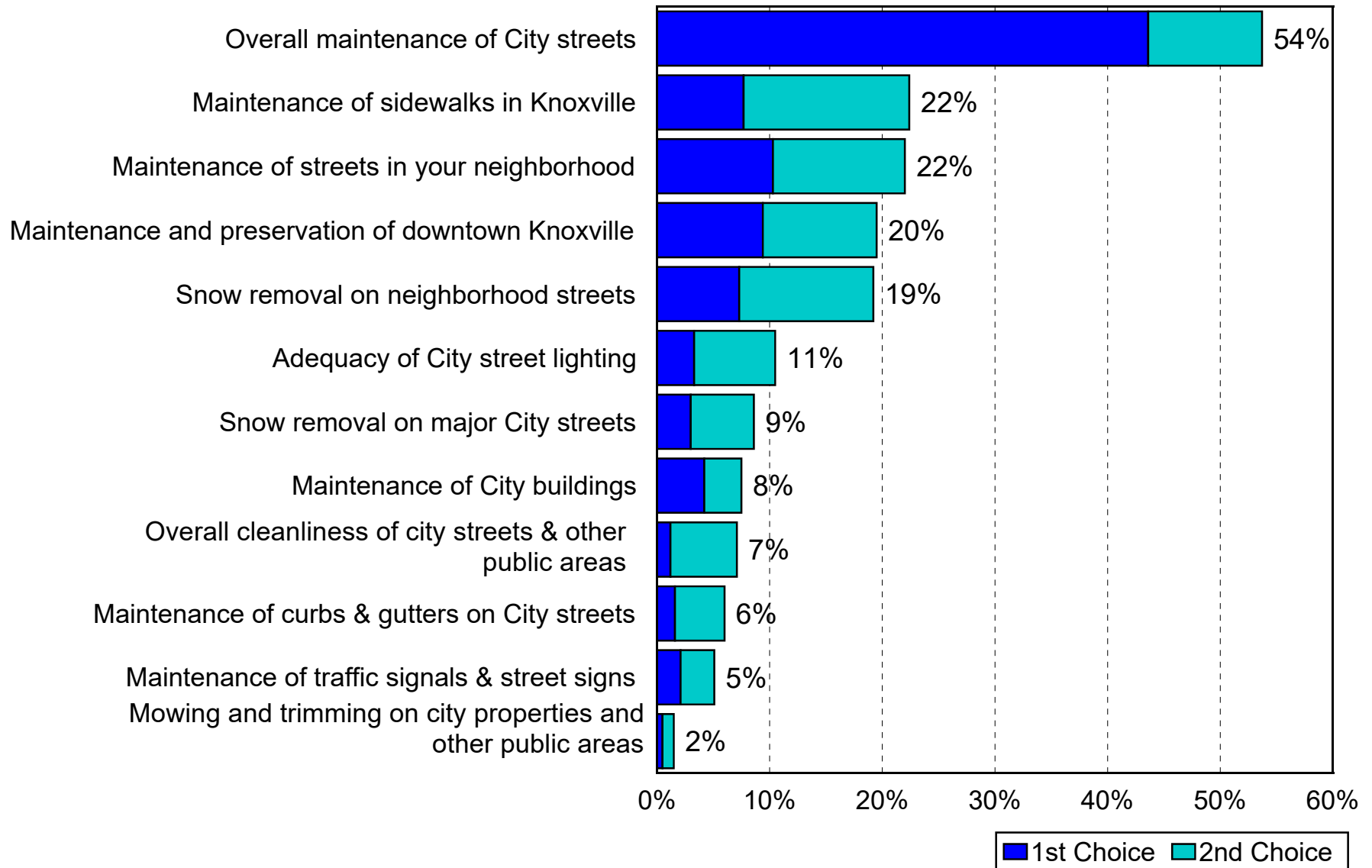
by percentage of respondents who rated the item as a 4 & 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q6. Top Maintenance Priorities Over the Next Two Years

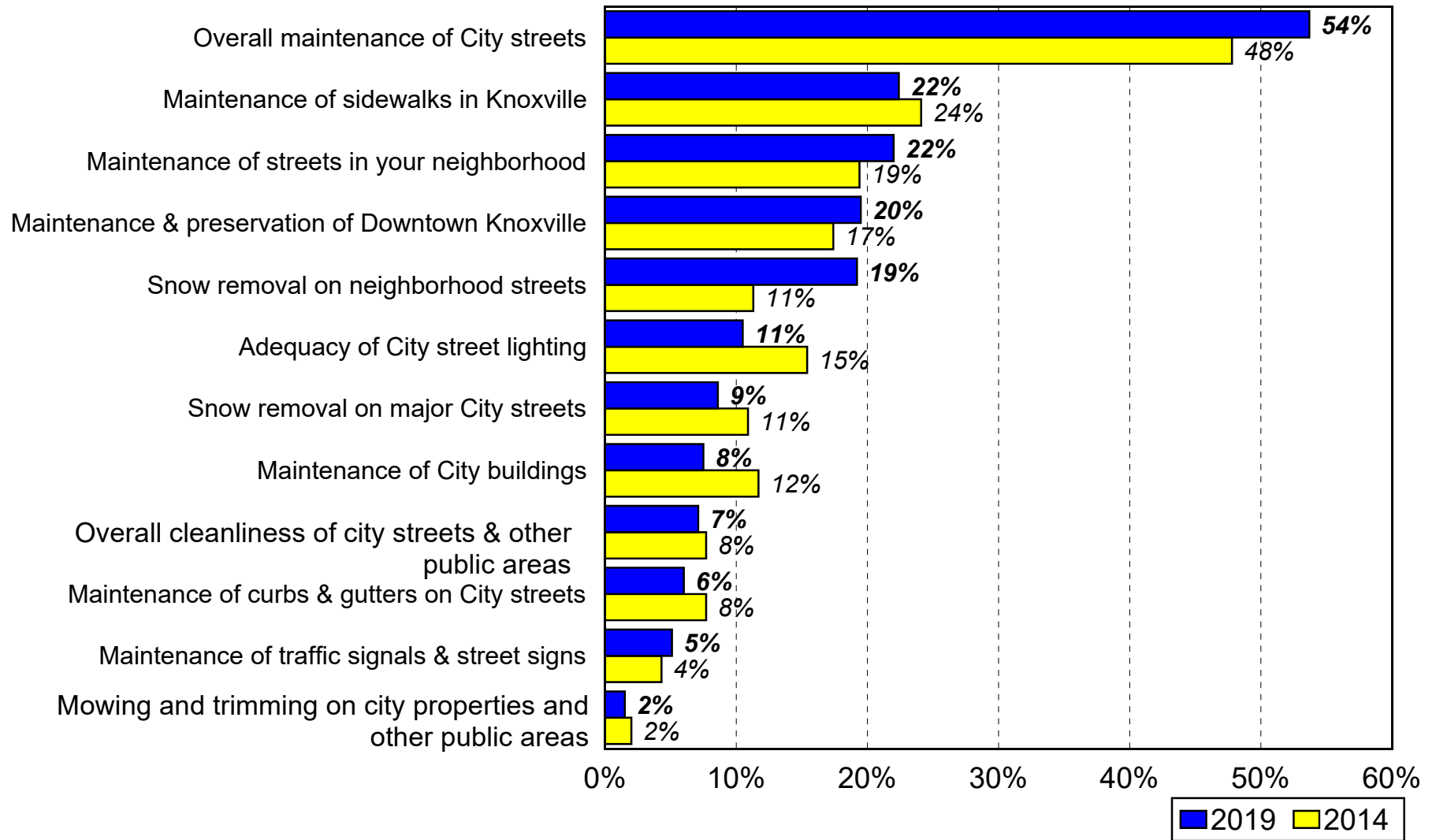
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

Q6. Top Maintenance Priorities Over the Next Two Years (2019 & 2014)

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

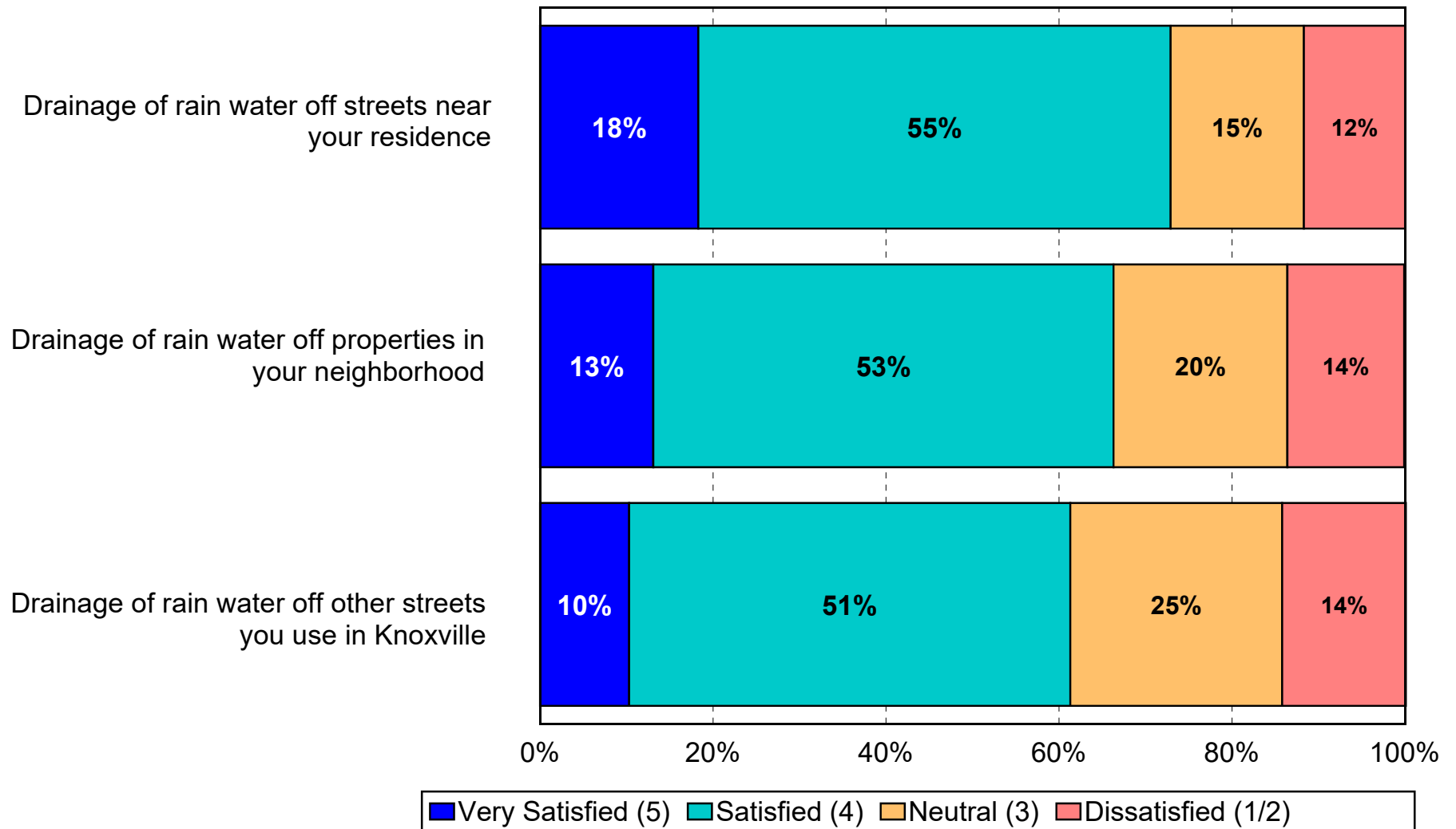


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Source: ETC Institute (2019)

Q7. Satisfaction with Various Aspects of the Stormwater System

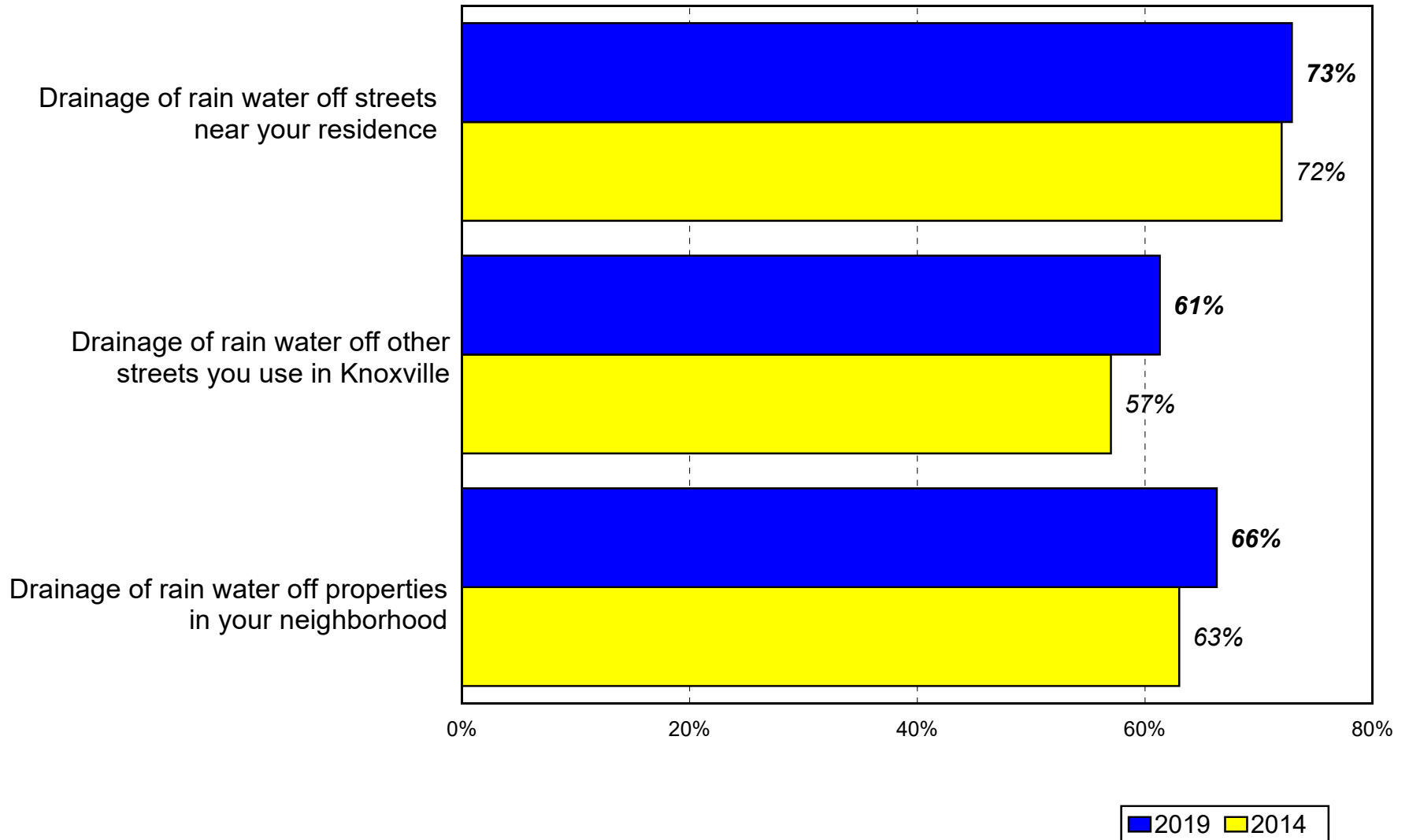
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q7. Satisfaction with Various Aspects of the Stormwater System (2019 & 2014)

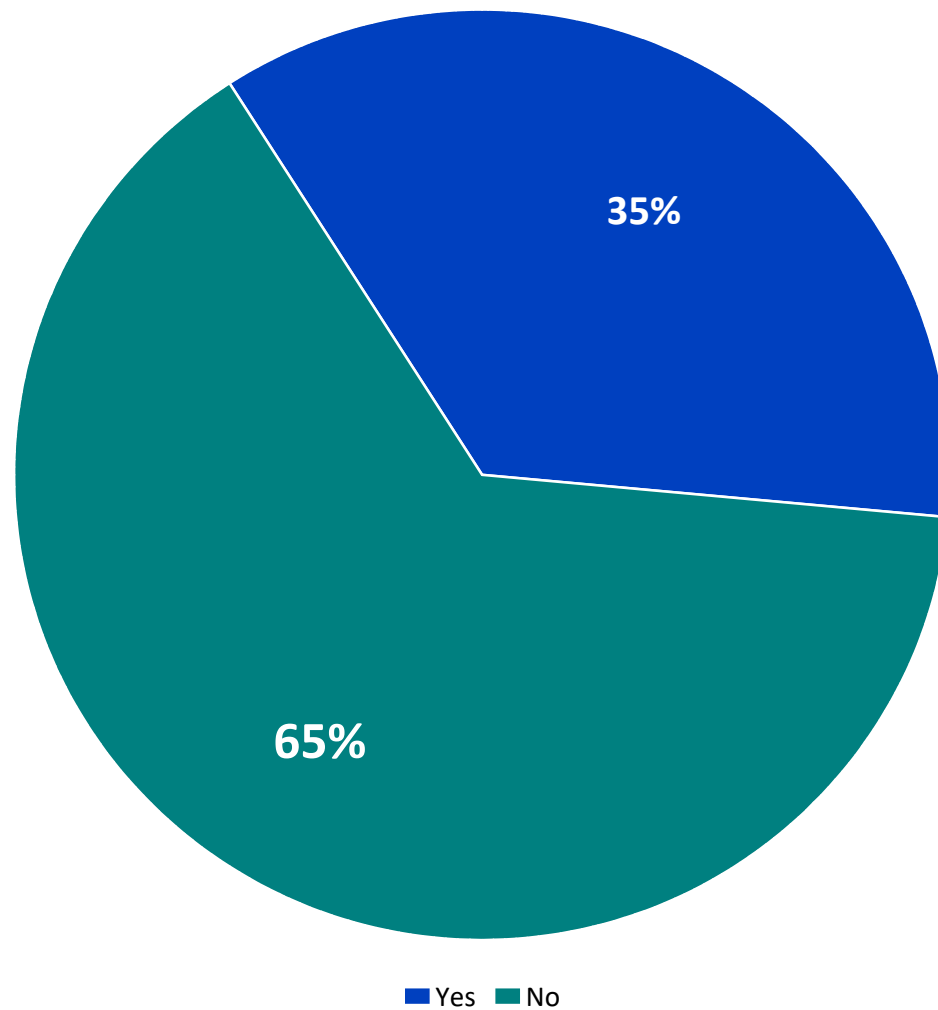
by percentage of respondents who rated the item as a 4 & 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q8. Have you interacted with City during past year

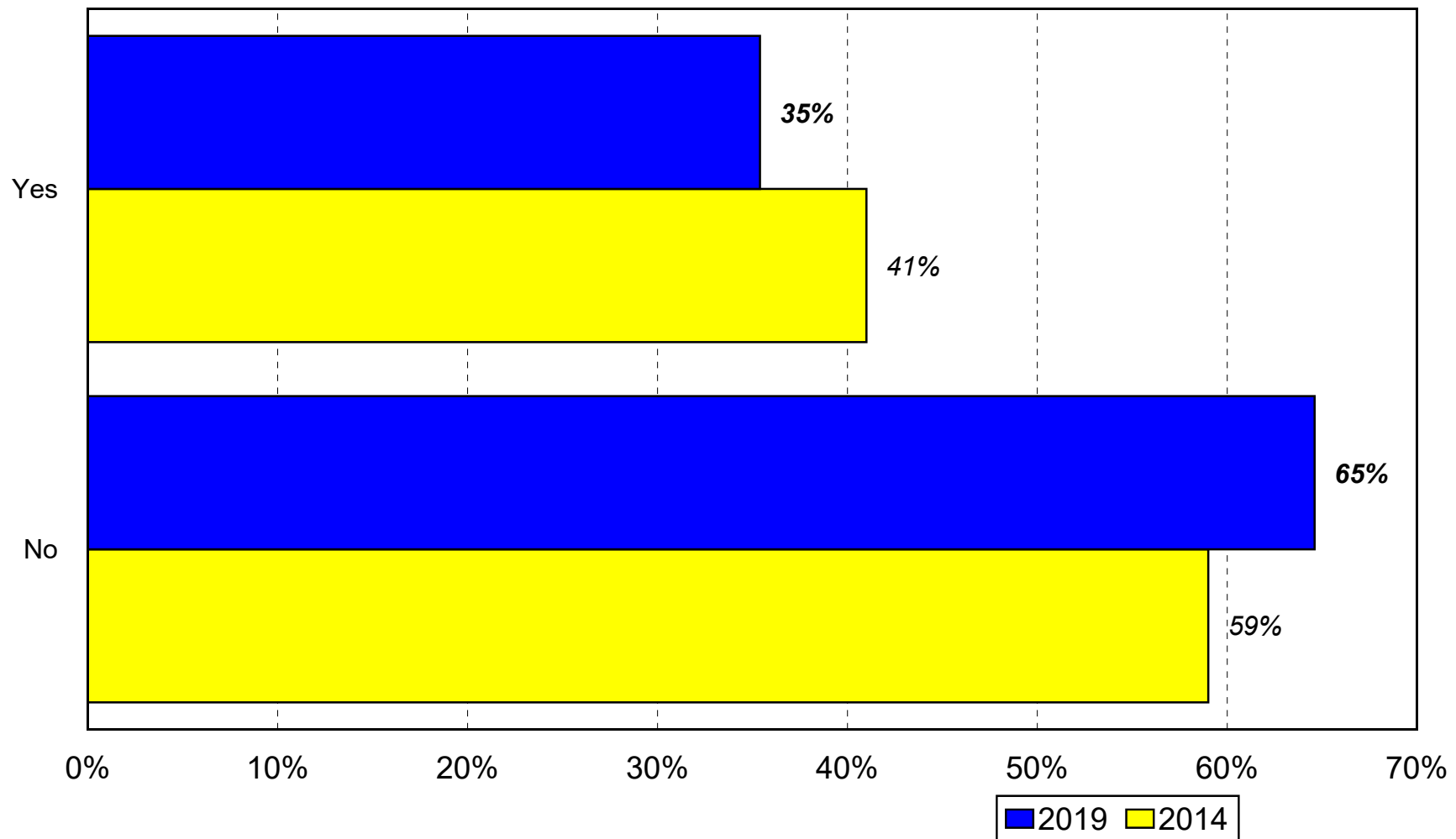
by percentage of respondents



Source: ETC Institute (2019)

Q8. Have you interacted with City during past year (2019 & 2014)

by percentage of respondents

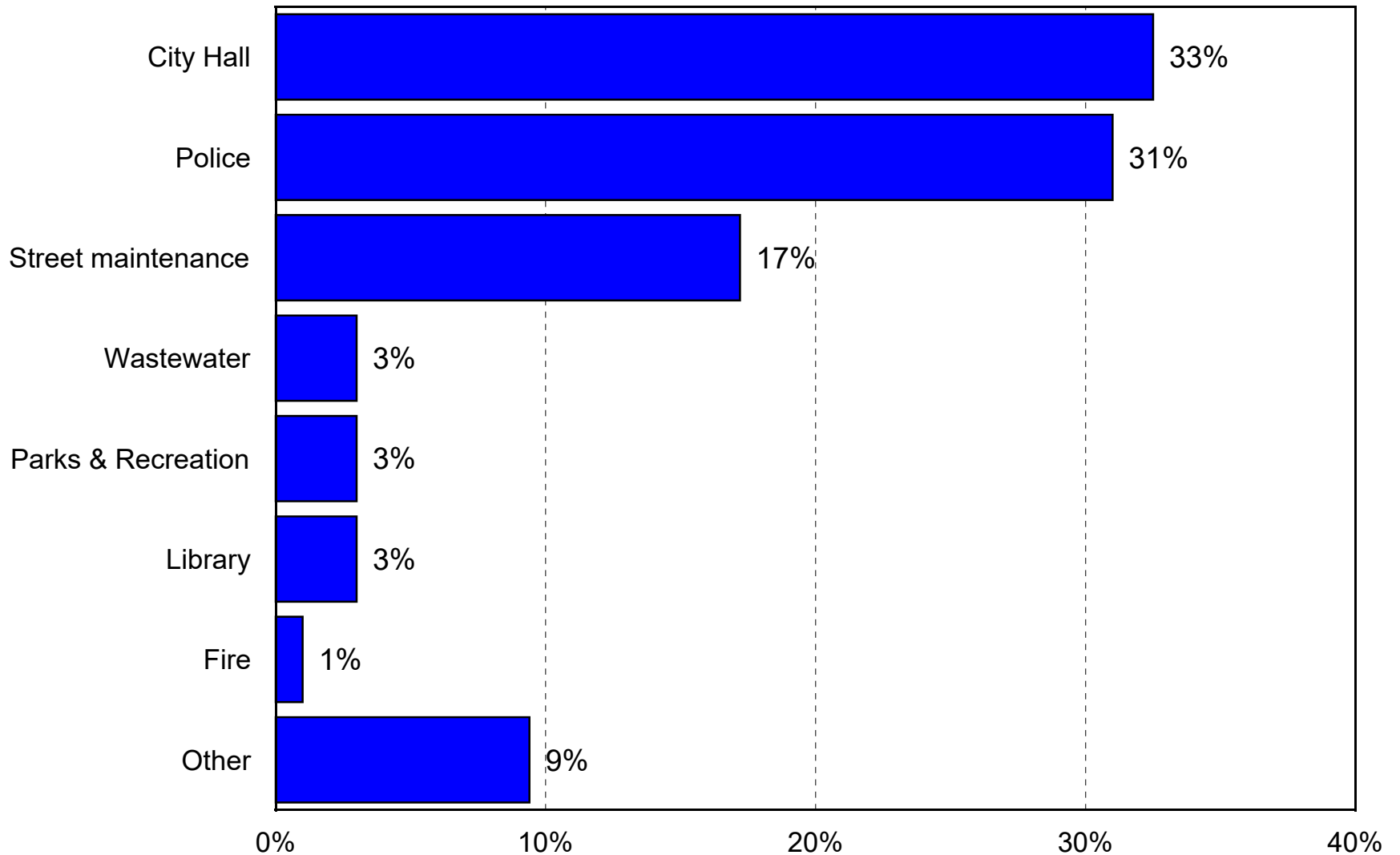


Source: ETC Institute (2019)

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Q8a. Which Department did you contact most recently?

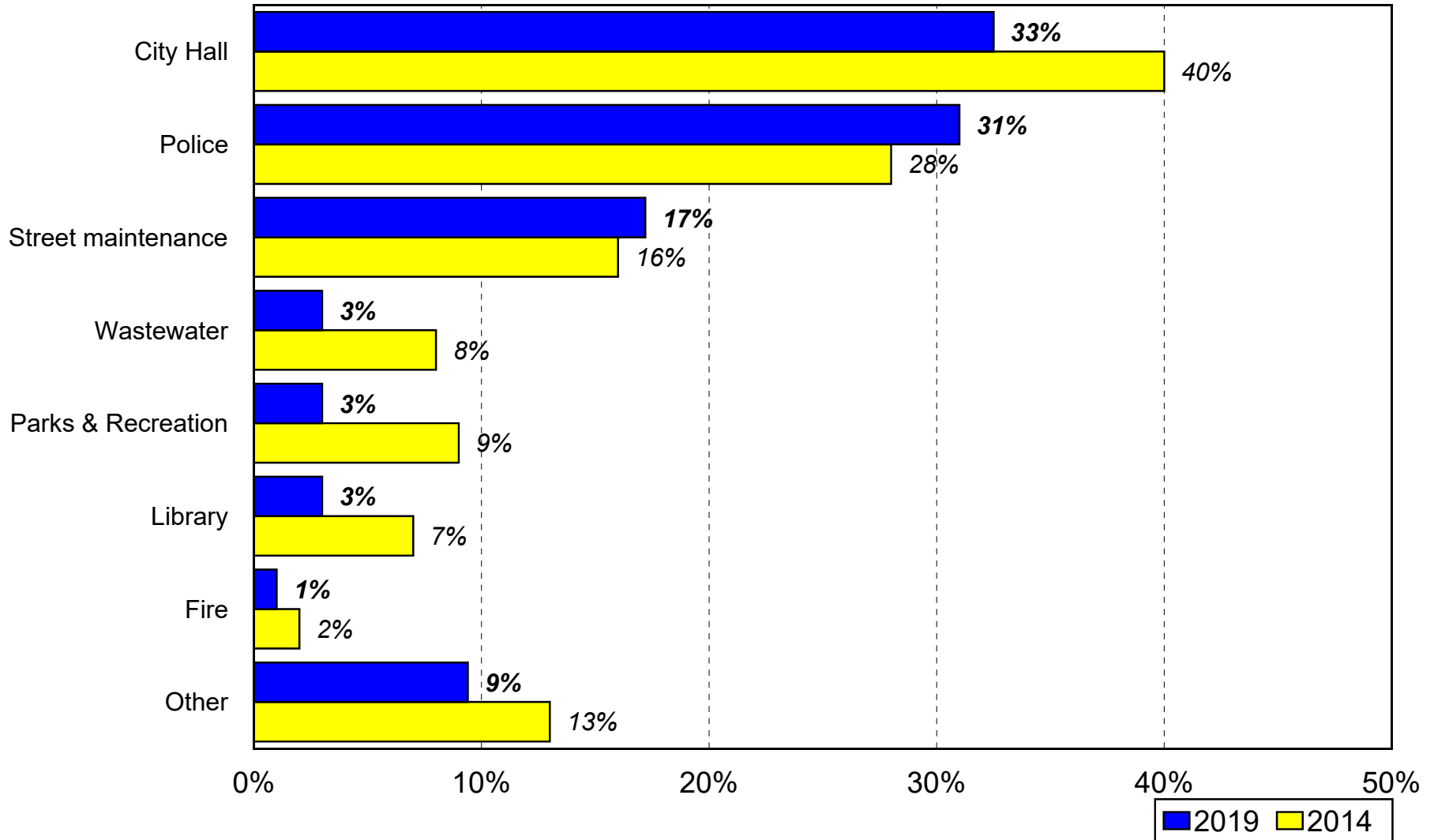
by percentage of respondents who have contacted the City in the past year
(multiple choices could be made)



Source: ETC Institute (2019)

Q8a. Which Department did you contact most recently? (2019 & 2014)

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

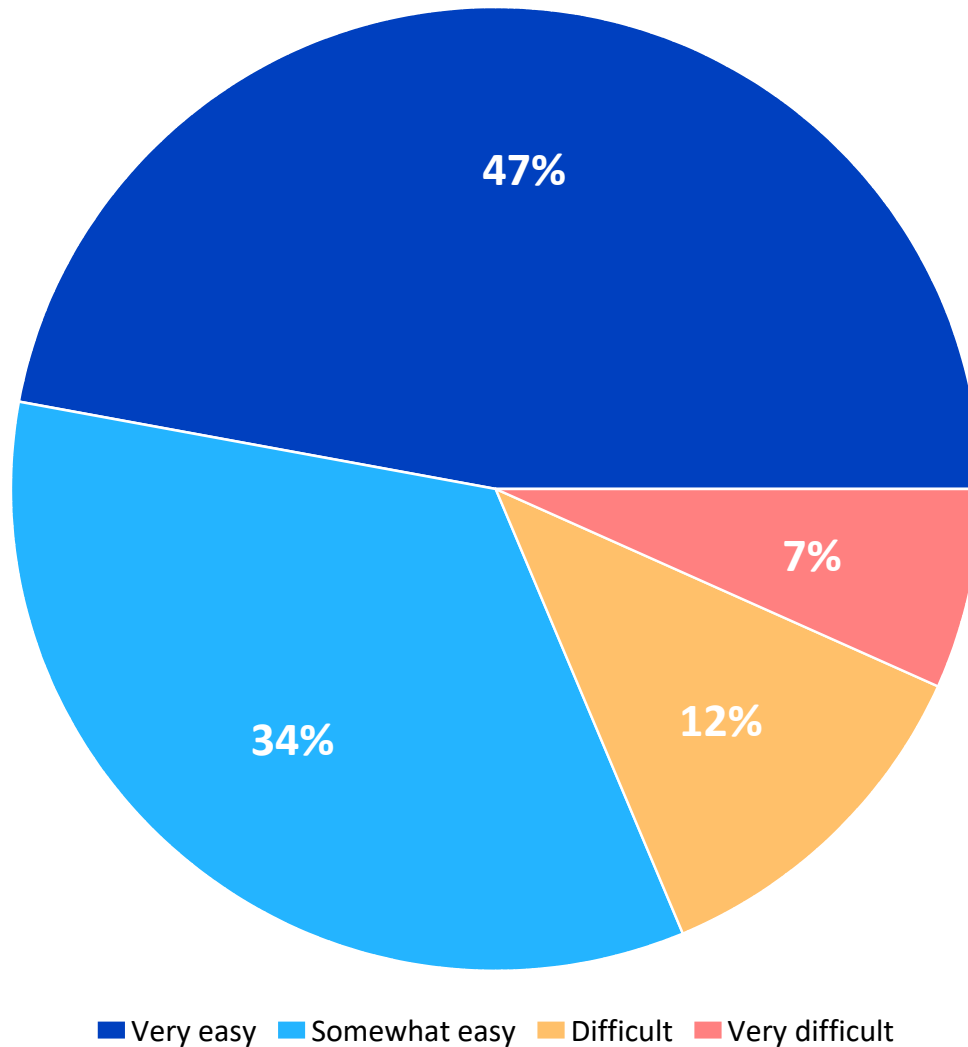


Source: ETC Institute (2019)

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Q8b. How easy or difficult was it to address your issue?

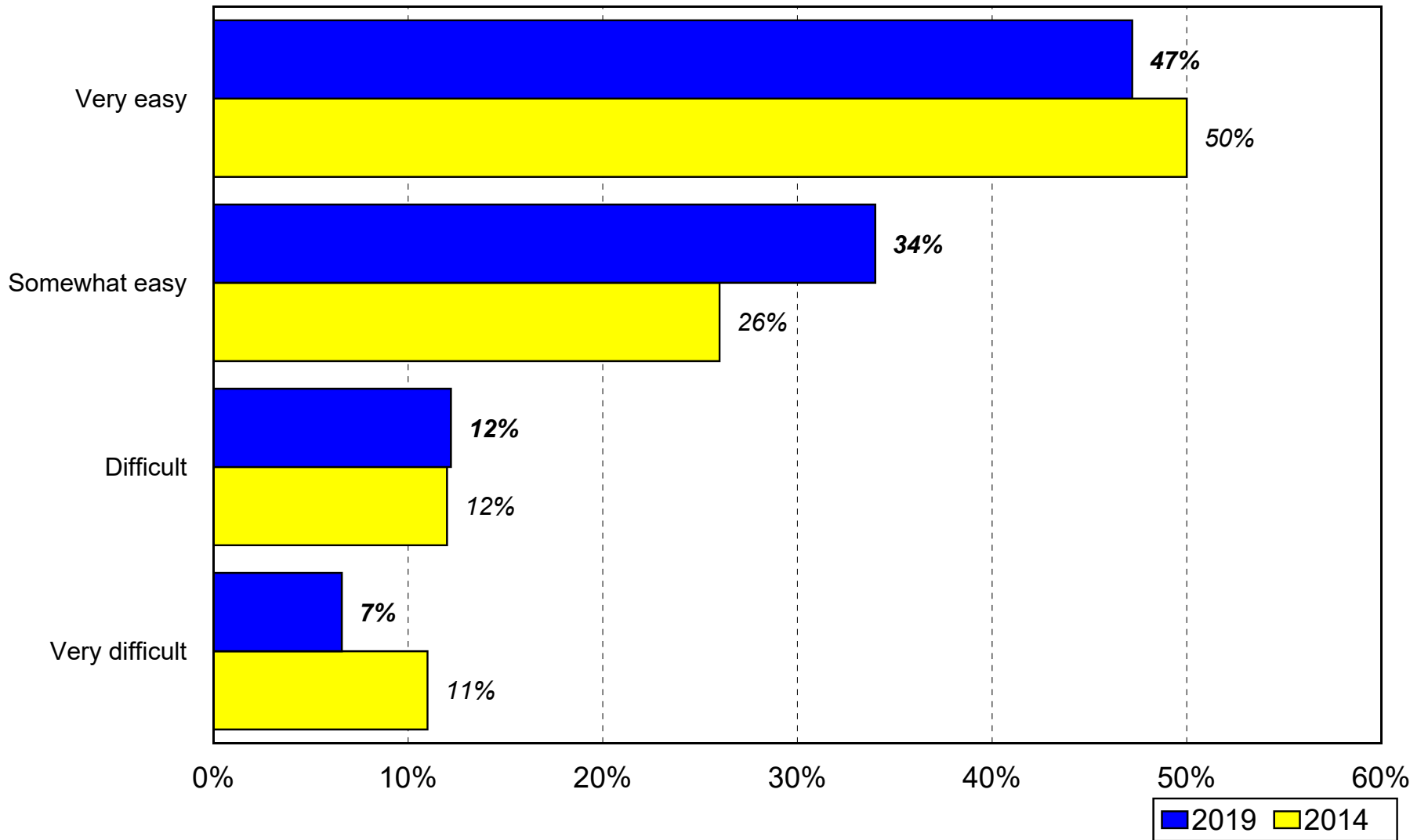
by percentage of respondents who have contacted the City in the past year



Source: ETC Institute (2019)

Q8b. How easy or difficult was it to address your issue? (2019 & 2014)

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

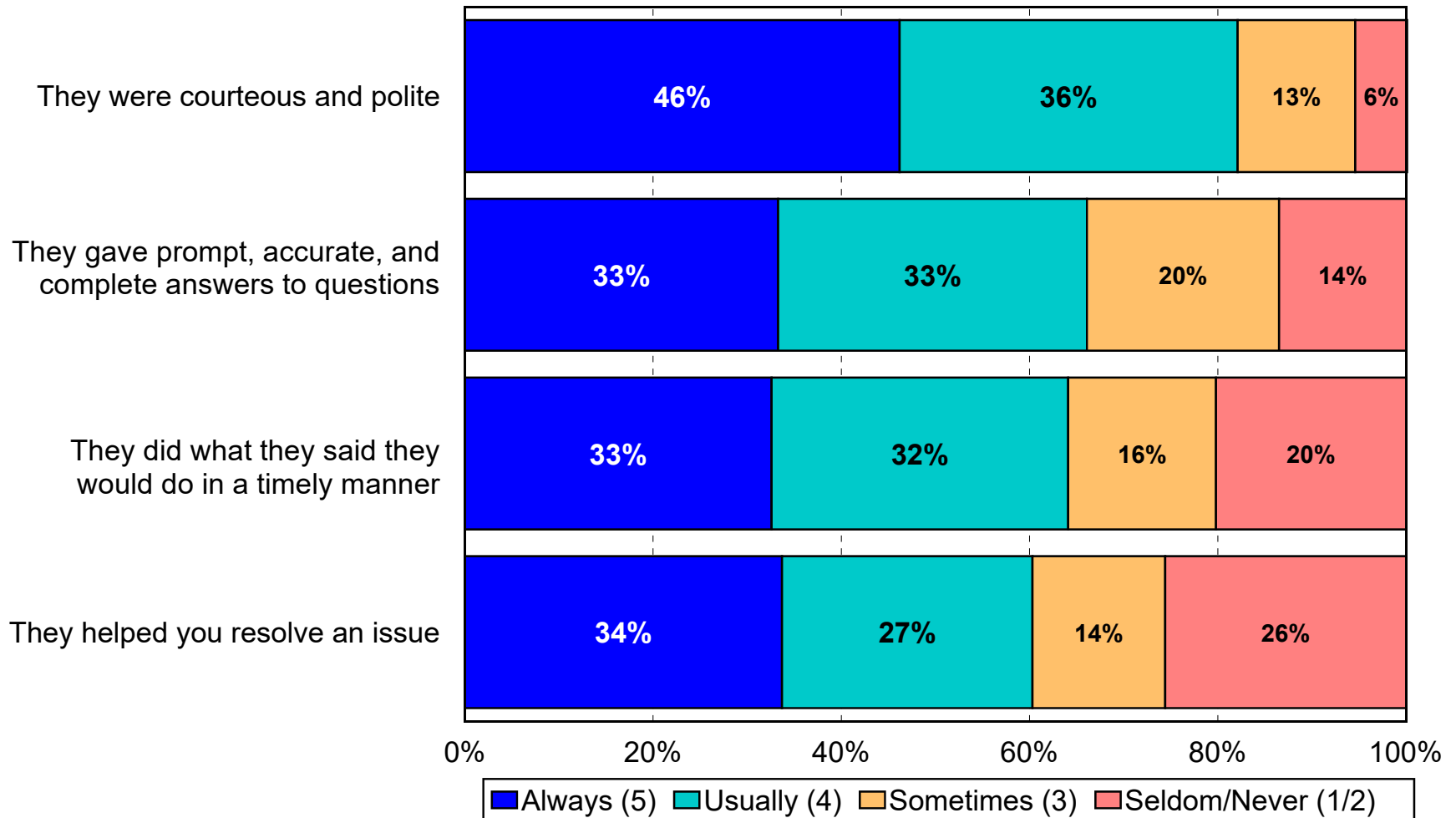


Source: ETC Institute (2019)

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Q8c. Satisfaction with the Quality of Customer Service Residents Have Received from City Employees

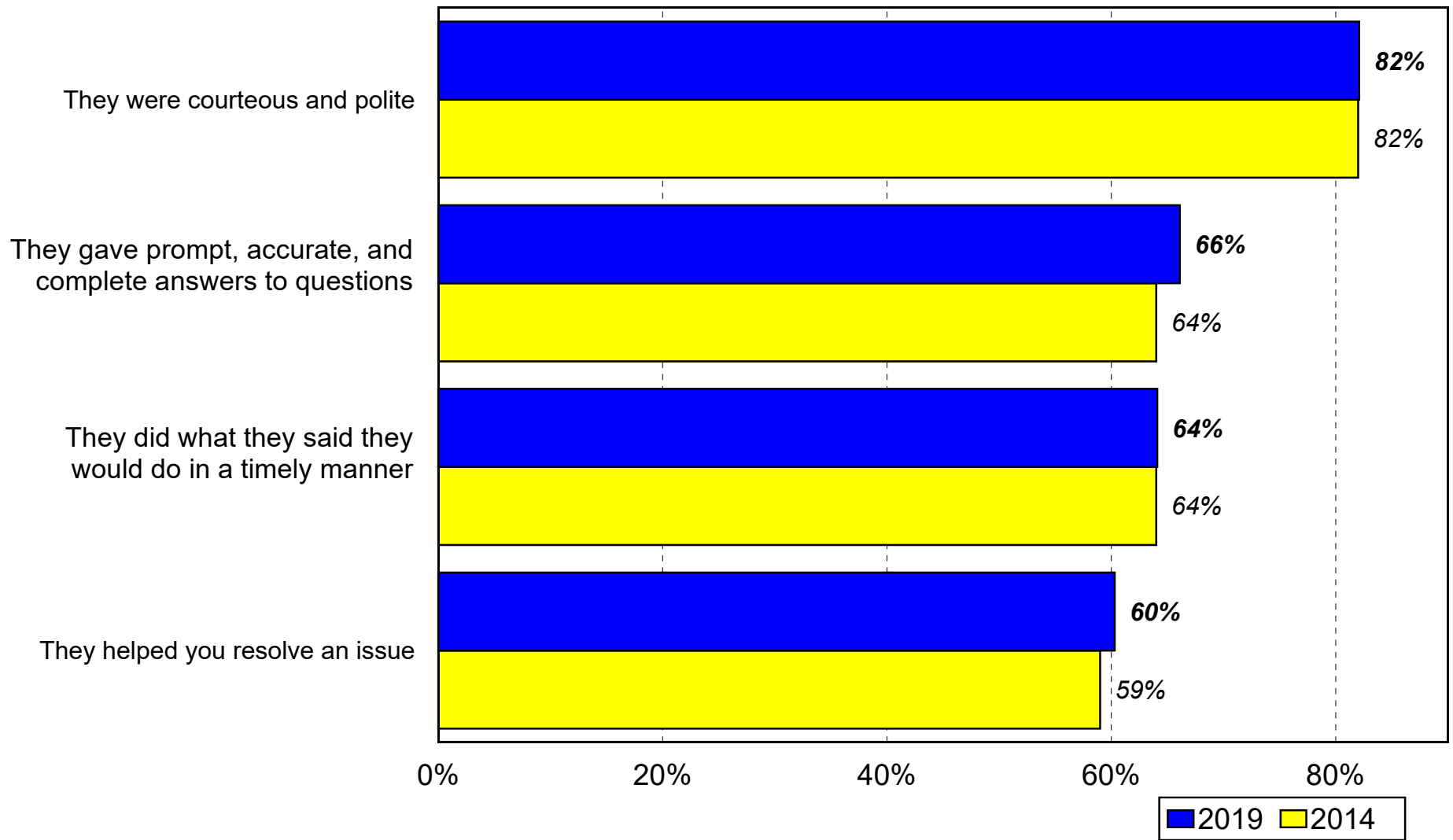
by percentage of respondents who have contacted the City in the past year
(excluding don't knows)



Source: ETC Institute (2019)

Q8c. Satisfaction with the Quality of Customer Service from City Employees (2019 & 2014)

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

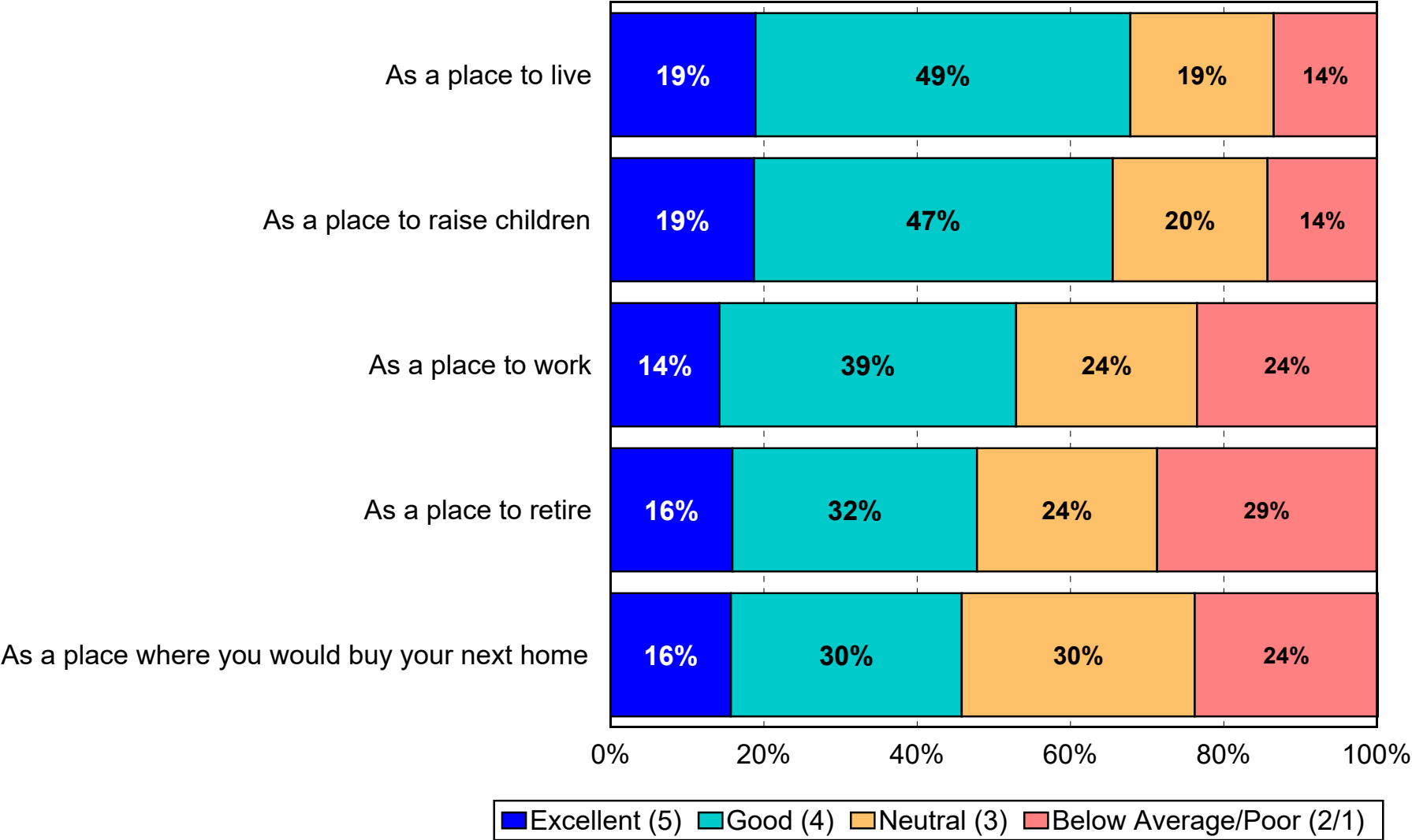


Source: ETC Institute (2019)

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Q9. How Respondents Rate Knoxville as a Place to Live, Work, and Raise Children

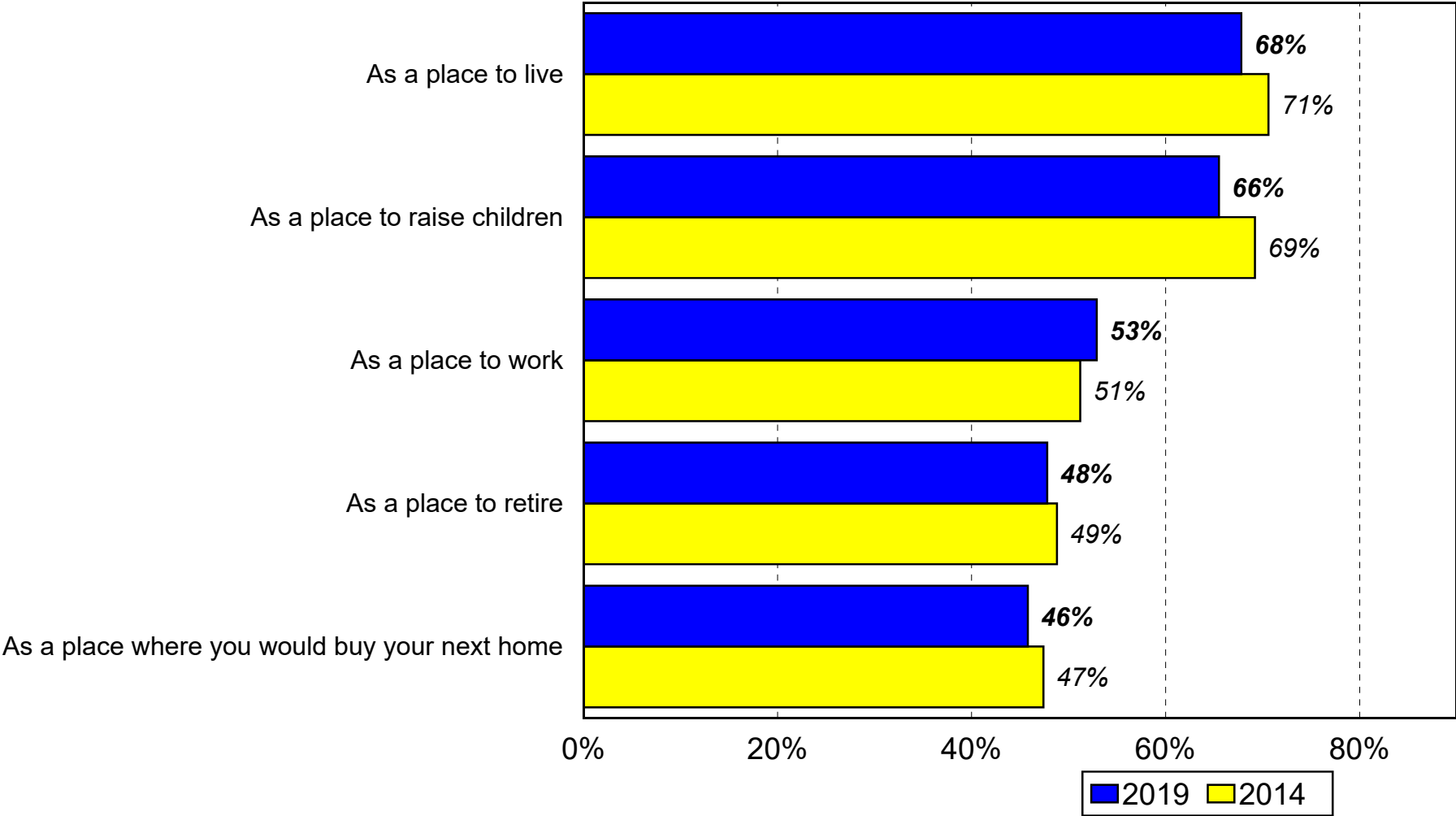
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q9. How Respondents Rate Knoxville as a Place to Live, Work, and Raise Children (2019 & 2014)

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

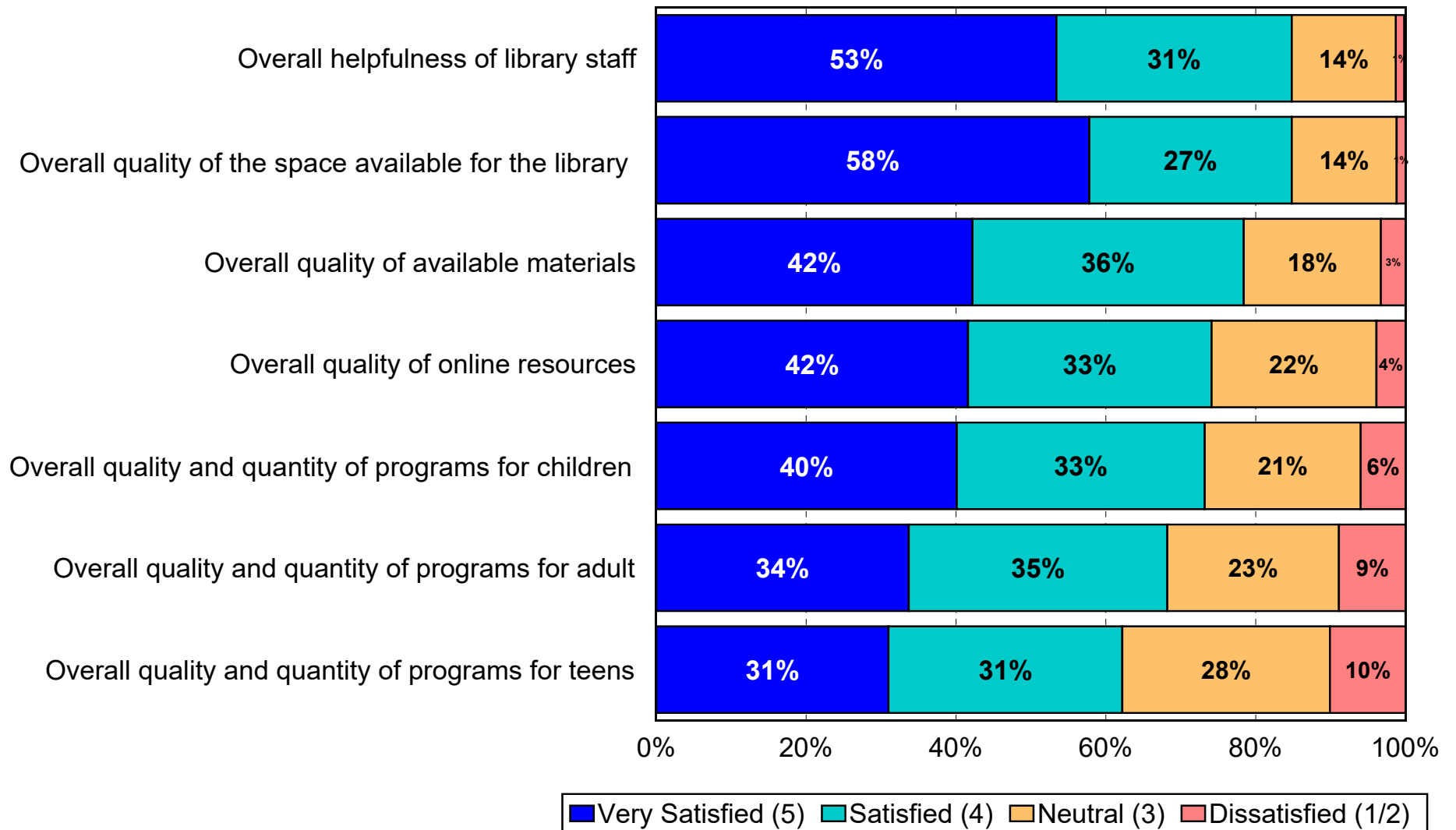


Source: ETC Institute (2019)

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Q10. Satisfaction with Various Aspects of City Libraries

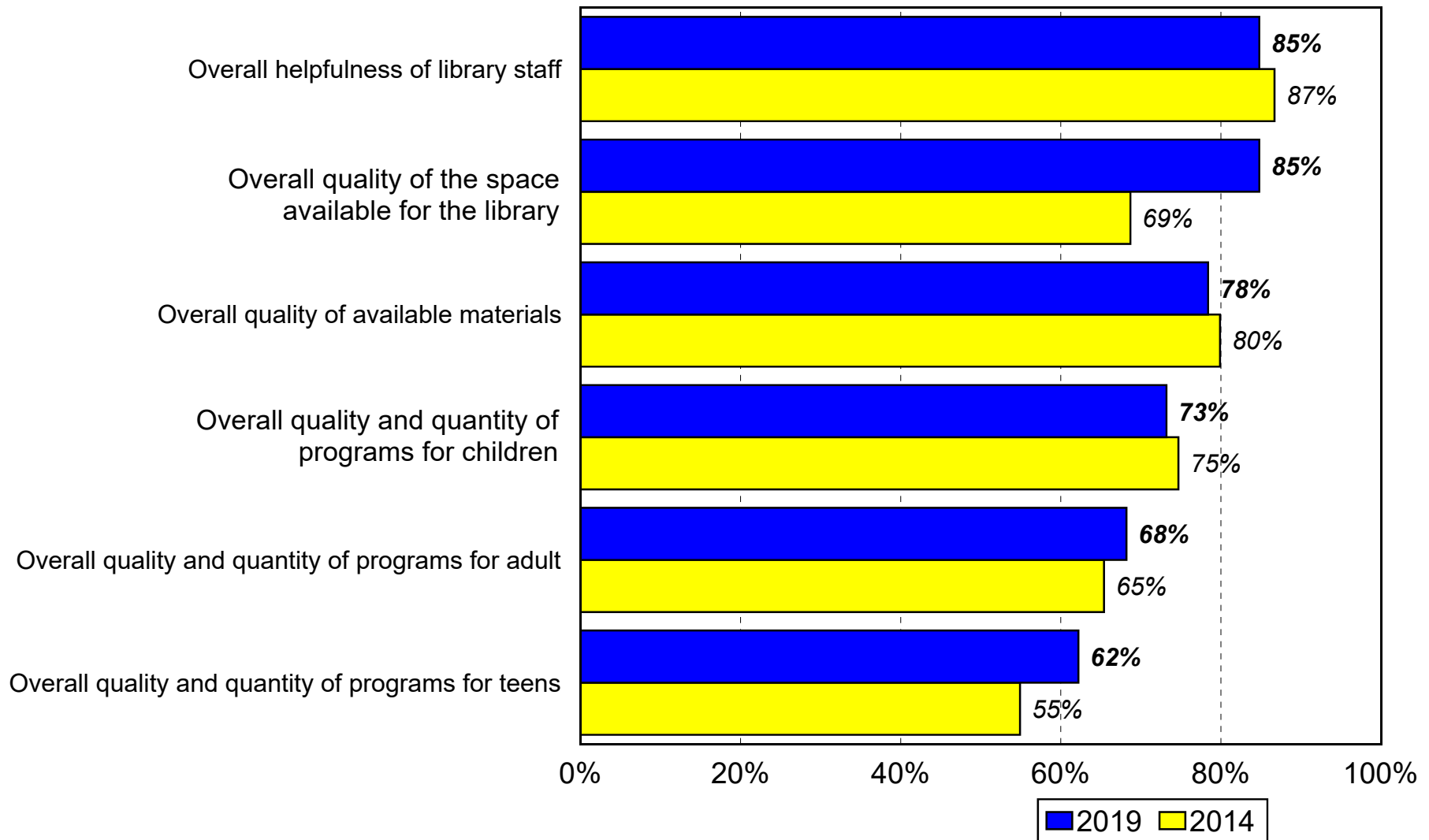
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q10. Satisfaction with Various Aspects of City Libraries (2019 & 2014)

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

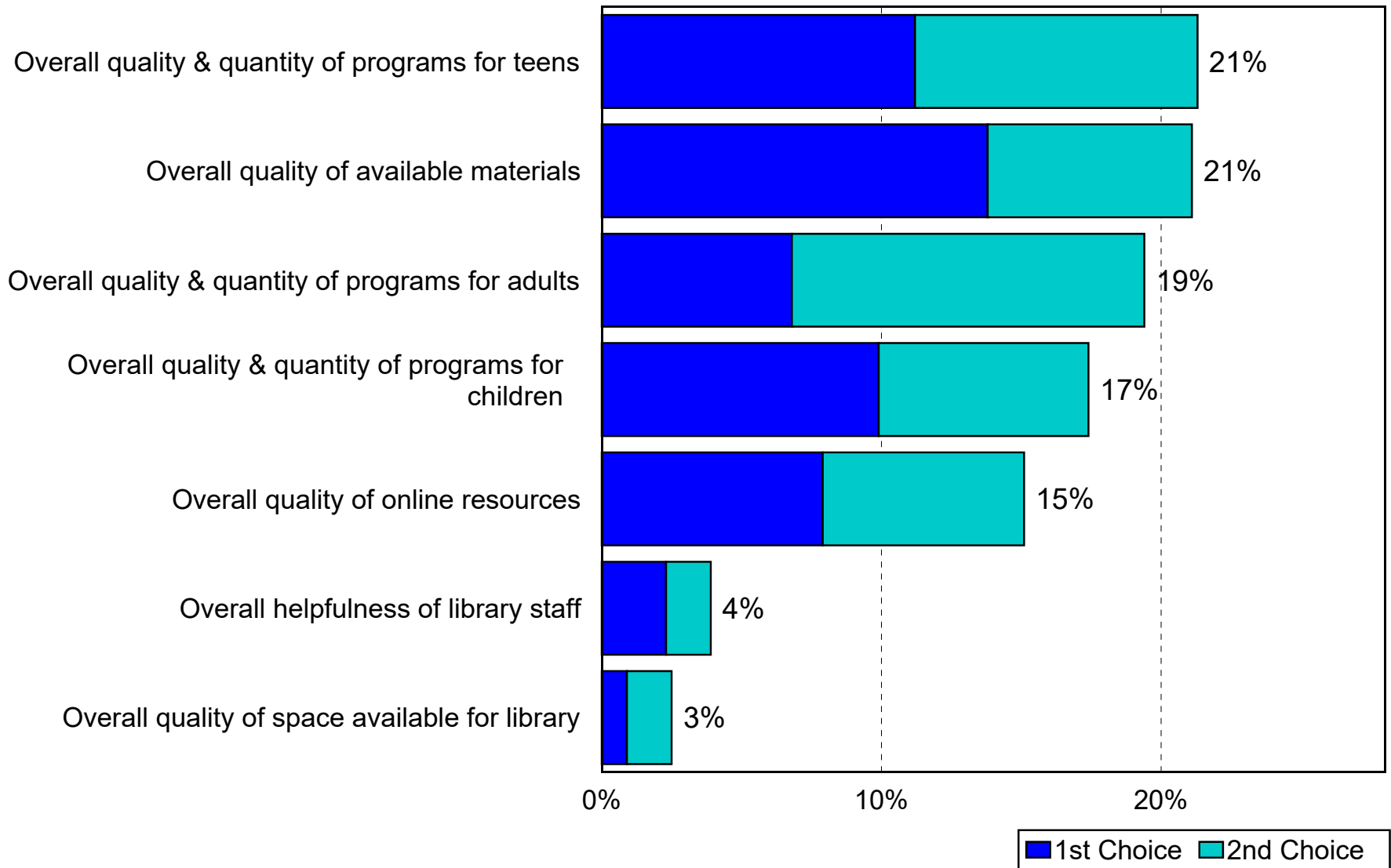


Source: ETC Institute (2019)

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Q11. Top Library Priorities Over the Next Two Years

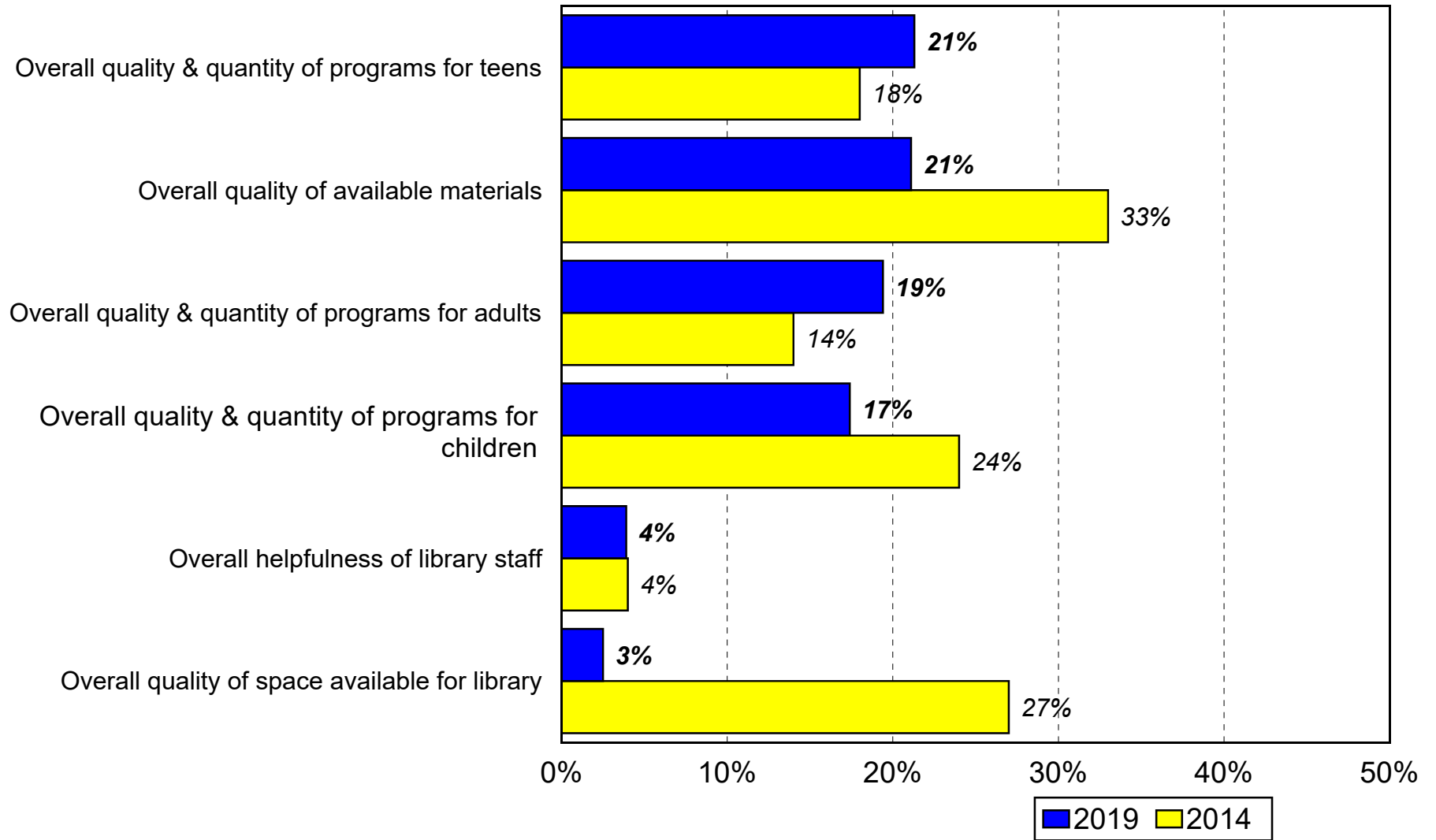
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

Q11. Top Library Priorities Over the Next Two Years (2019 & 2014)

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

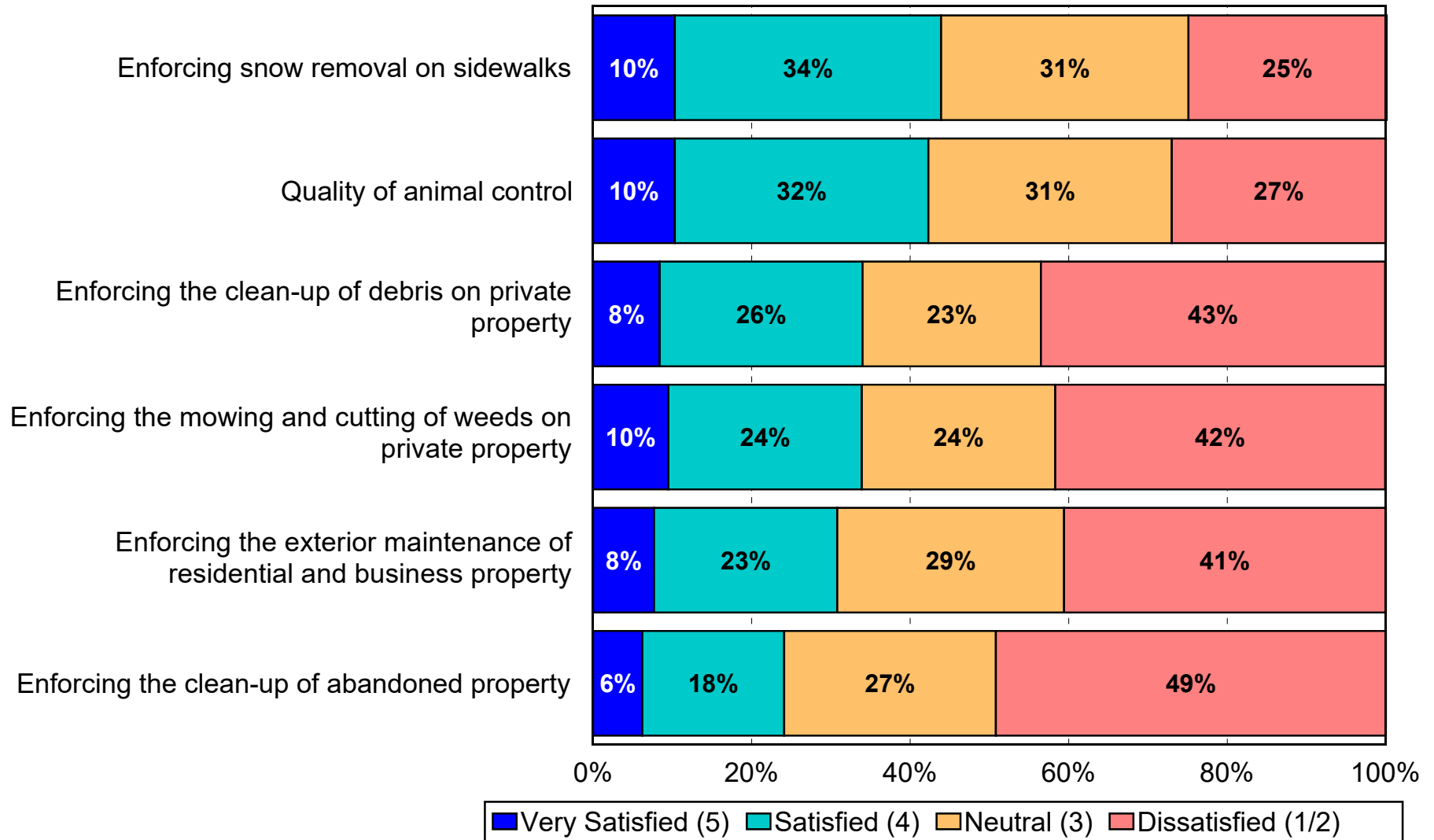


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Source: ETC Institute (2019)

Q12. Satisfaction with Various Aspects of Code Enforcement

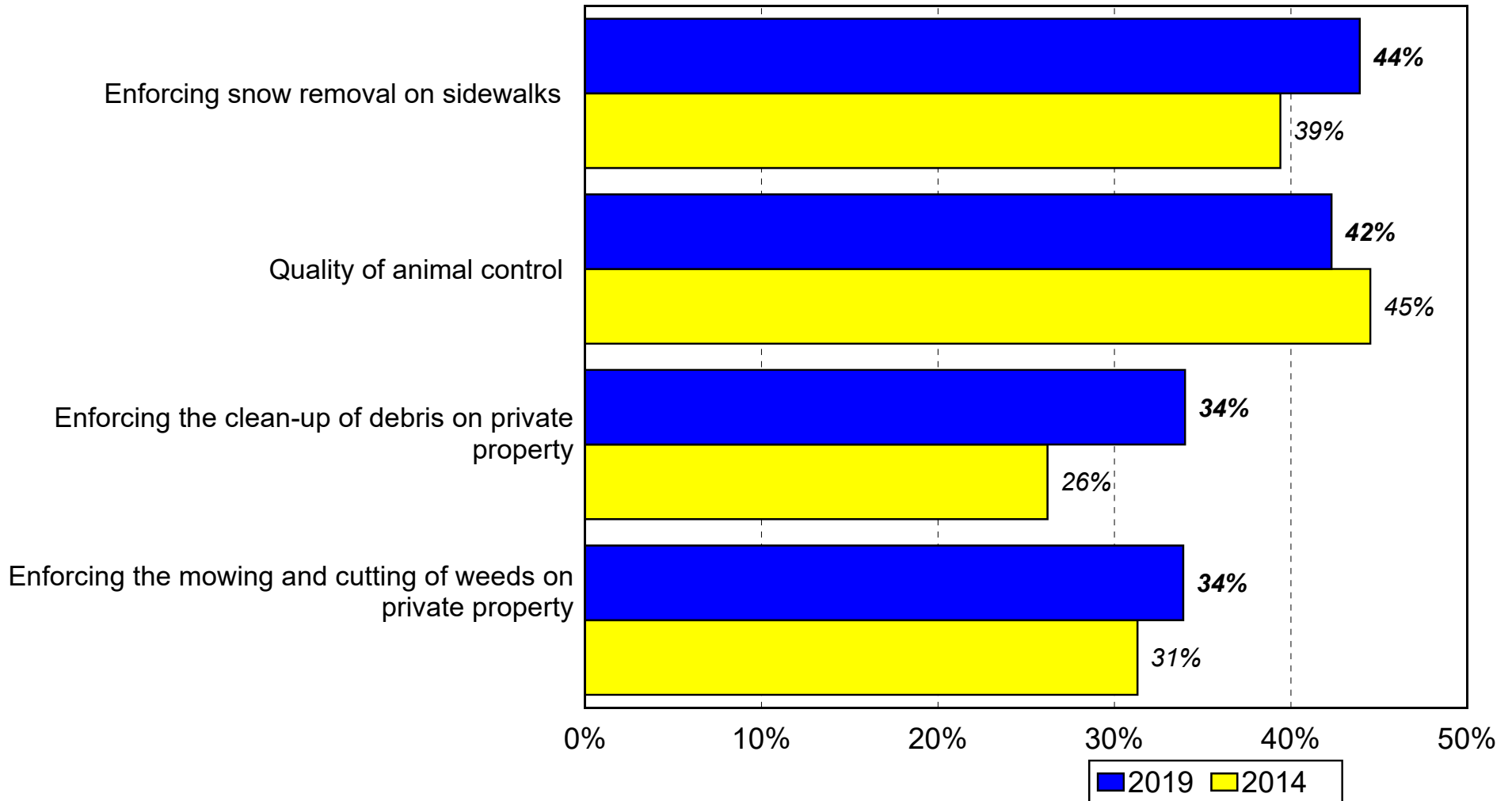
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q12. Satisfaction with Various Aspects of Code Enforcement (2019 & 2014)

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

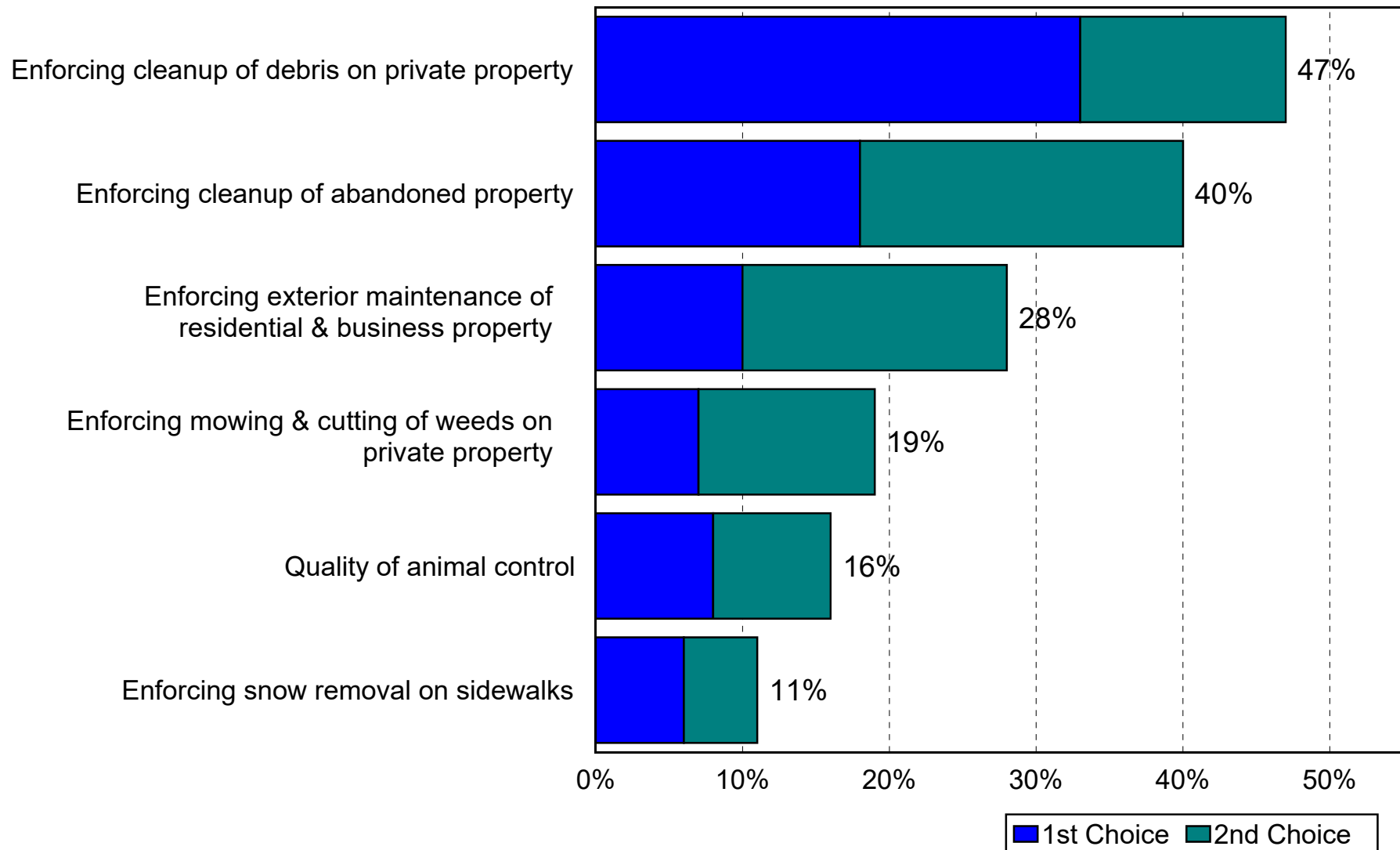


Source: ETC Institute (2019)

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Q13. Top Code Enforcement Priorities Over the Next Two Years

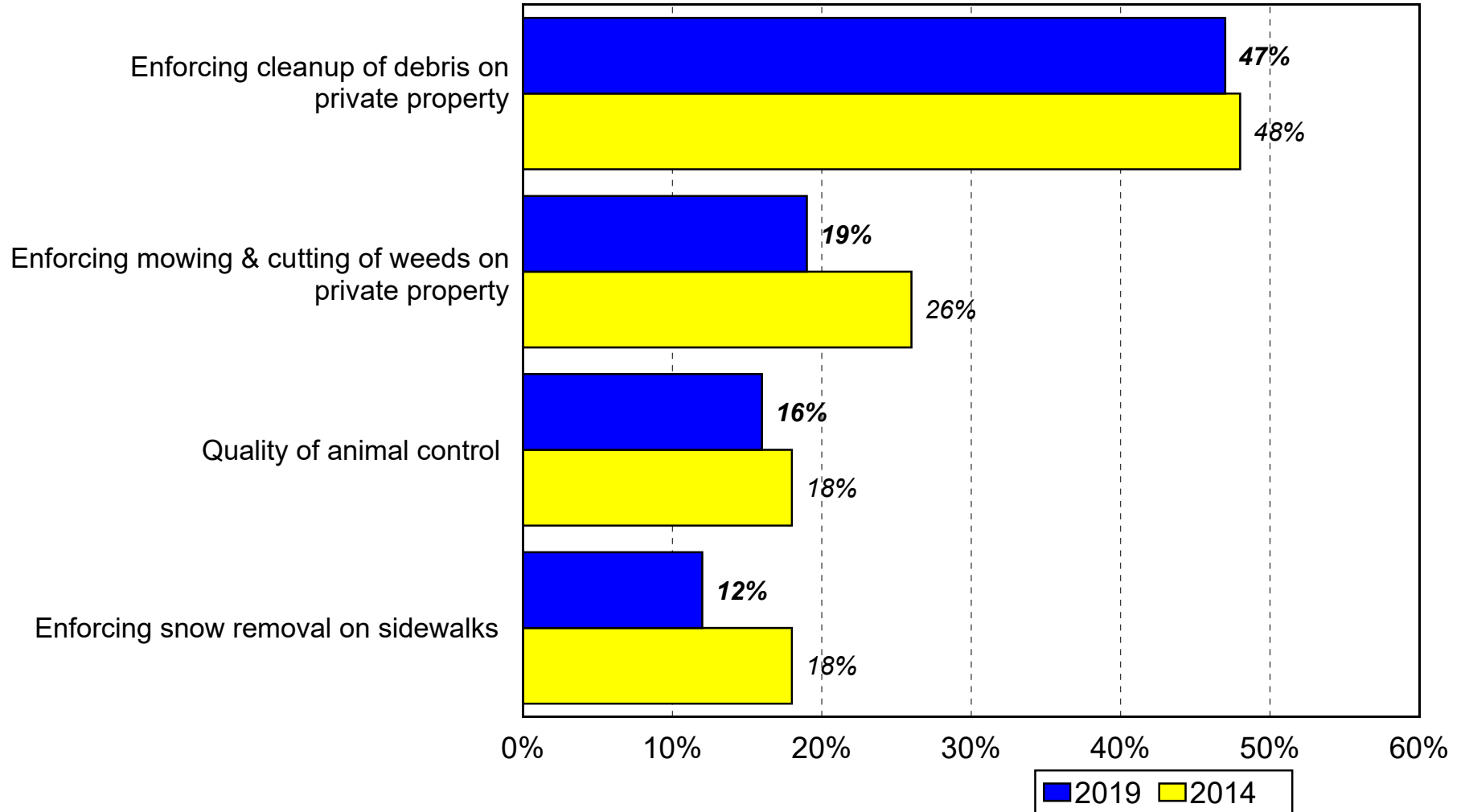
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

Q13. Top Code Enforcement Priorities Over the Next Two Years (2019 & 2014)

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

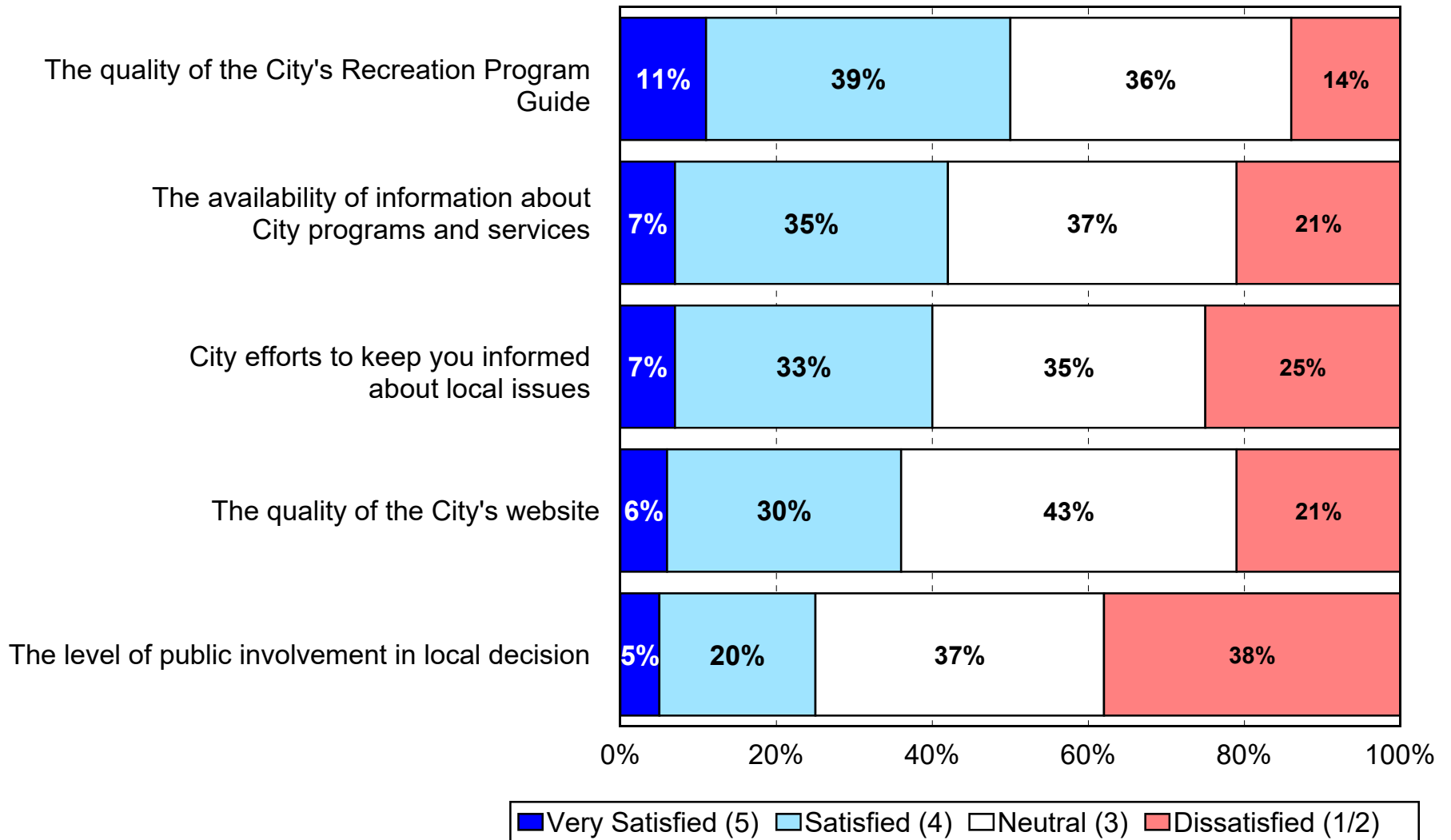


Source: ETC Institute (2019)

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Q14. Satisfaction with Various Aspects of Communication

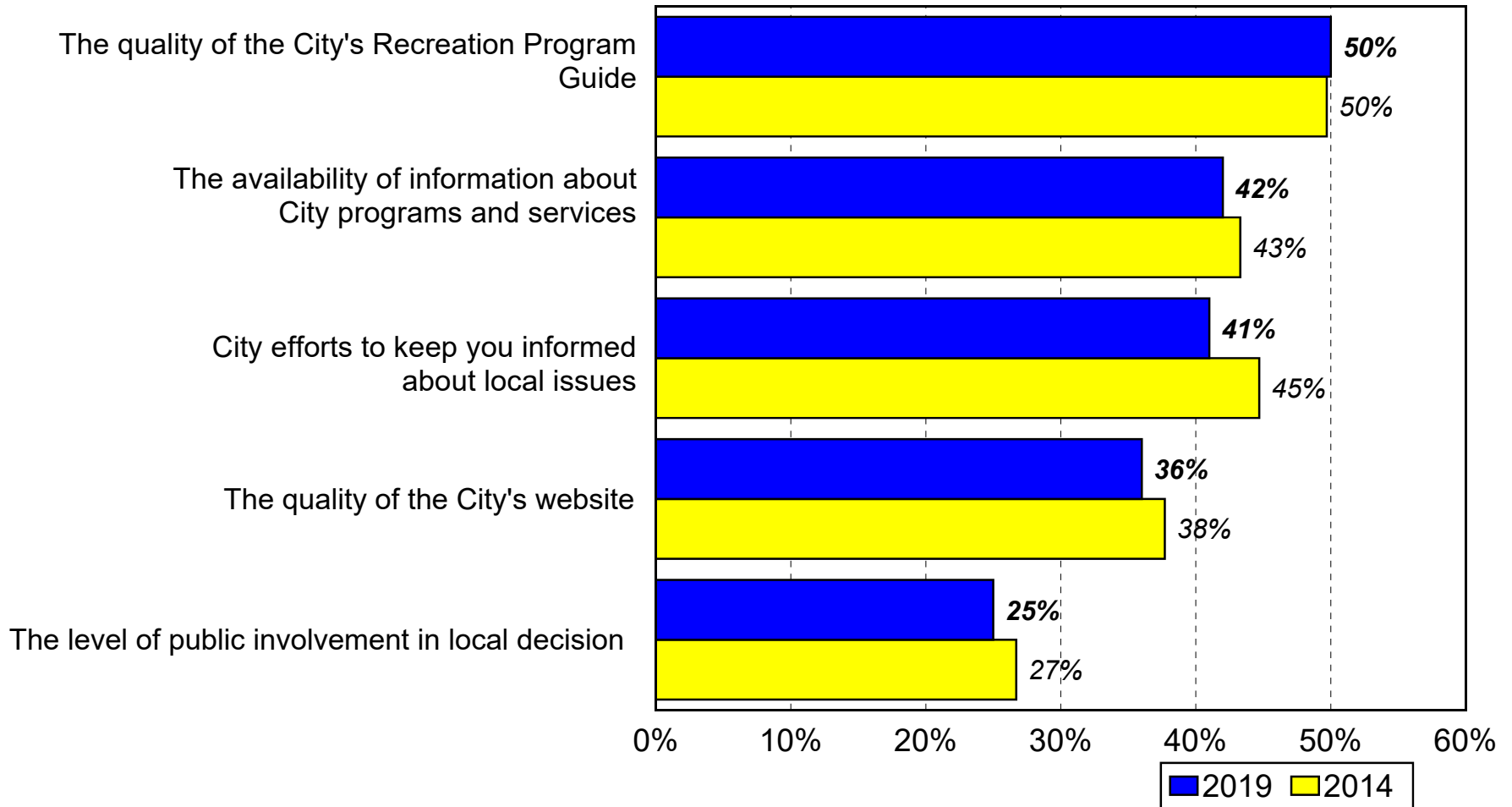
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q14. Satisfaction with Various Aspects of Communication (2019 & 2014)

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

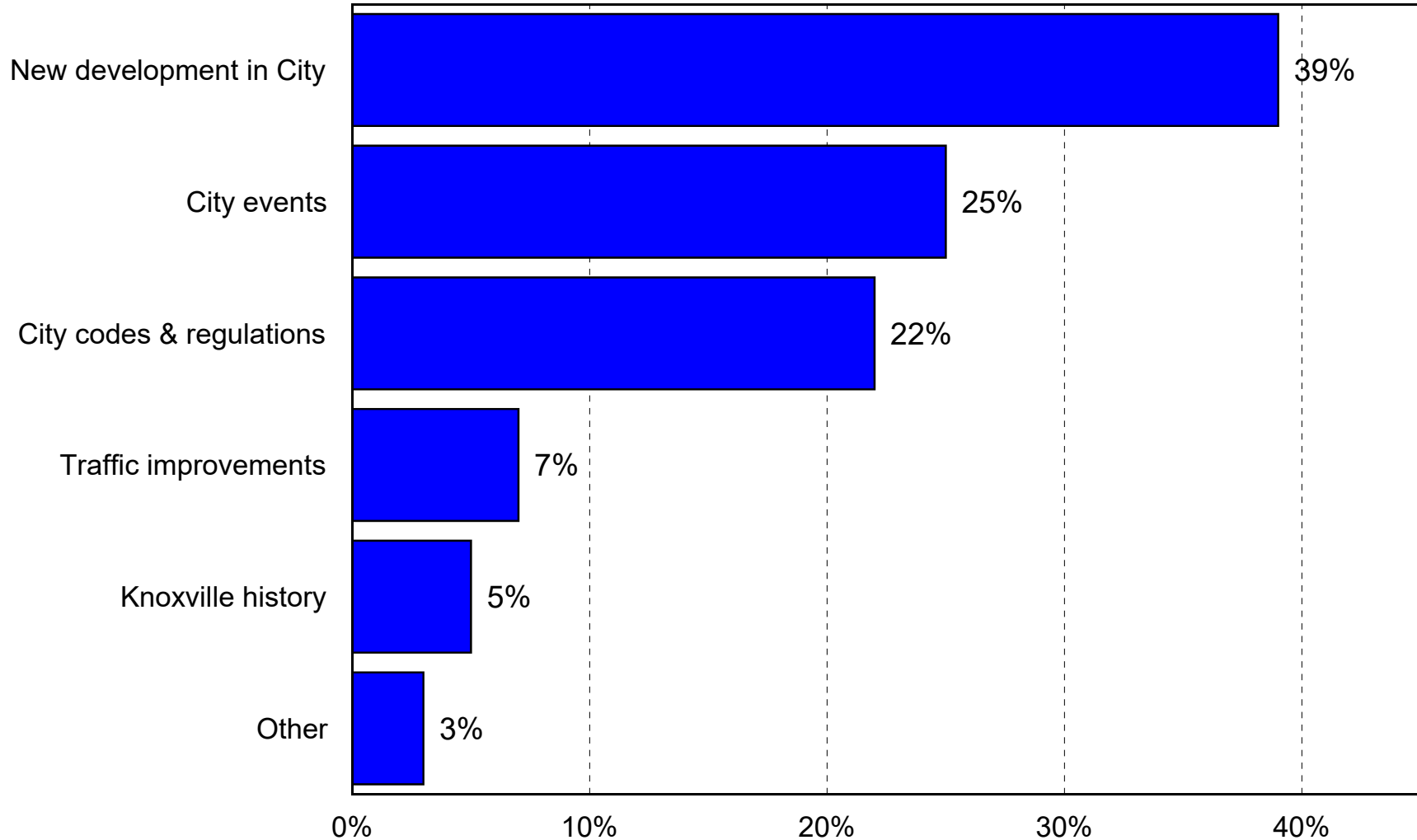


Source: ETC Institute (2019)

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Q15. Which of the types of information would you be most interested in communications from the City?

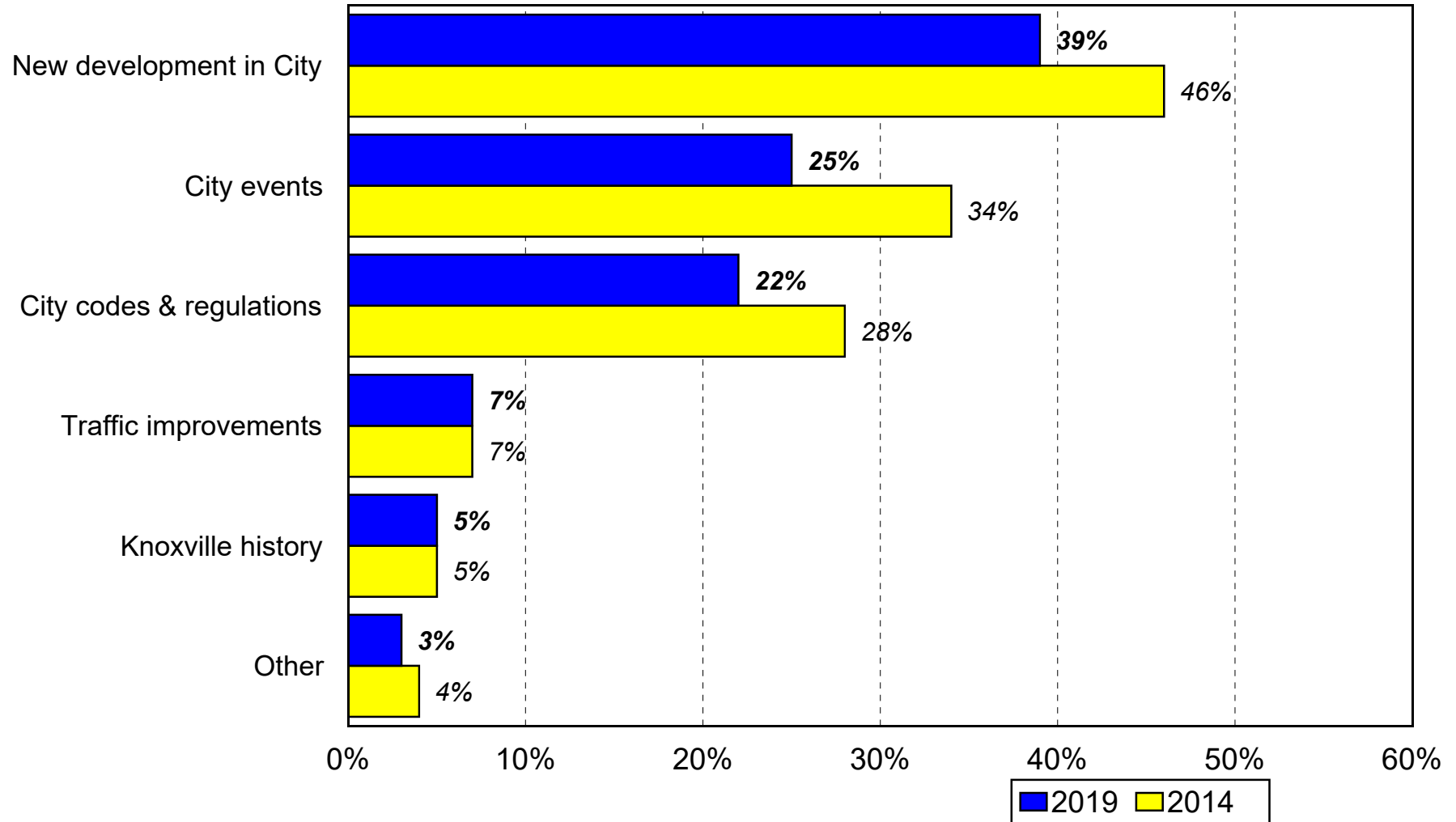
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

Q15. Which of the types of information would you be most interested in communications from the City? (2019 & 2014)

by percentage of respondents (multiple choices could be made)

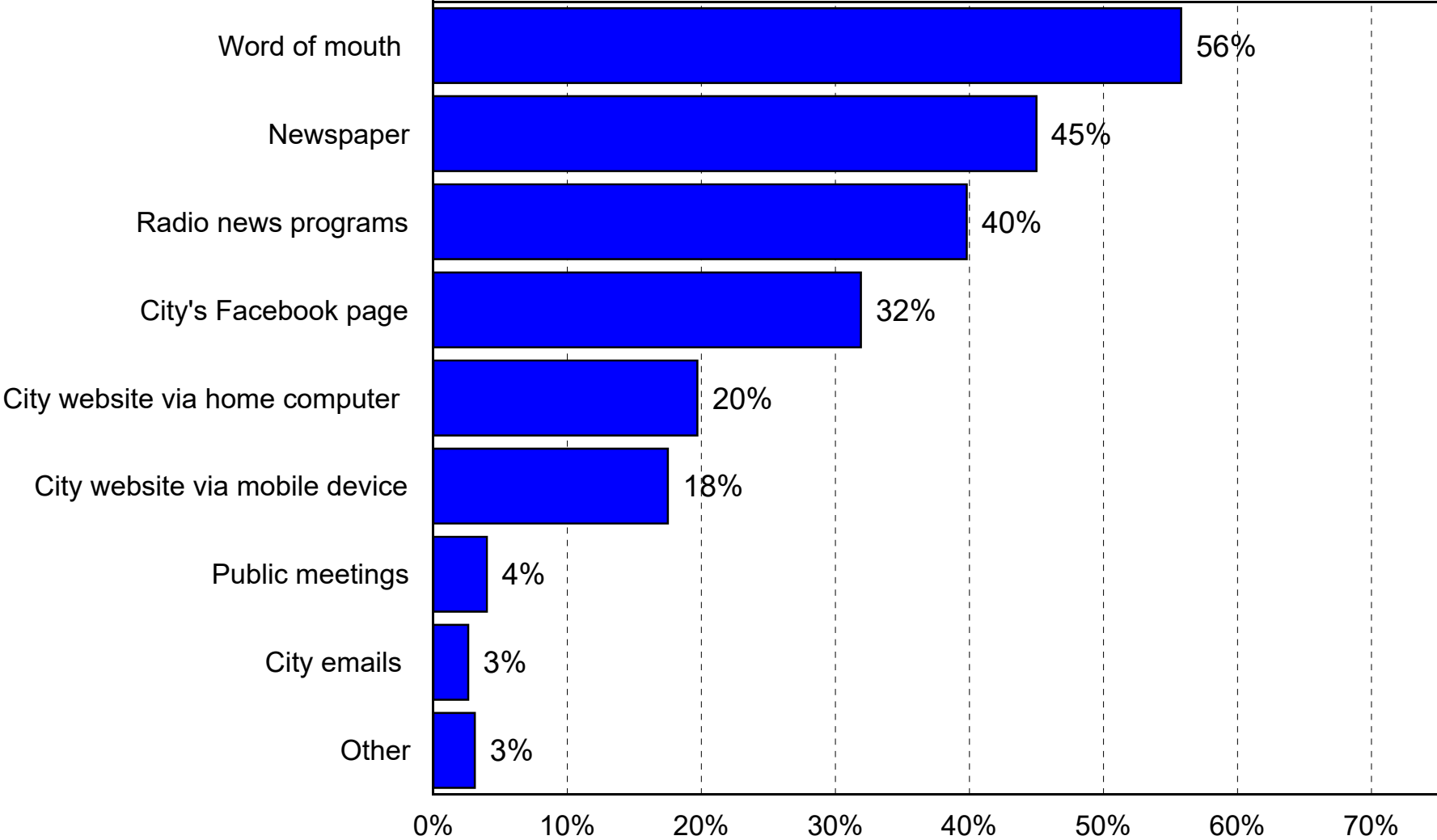


Source: ETC Institute (2019)

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Q16. What is your primary sources of information about the City's programs, services, and events?

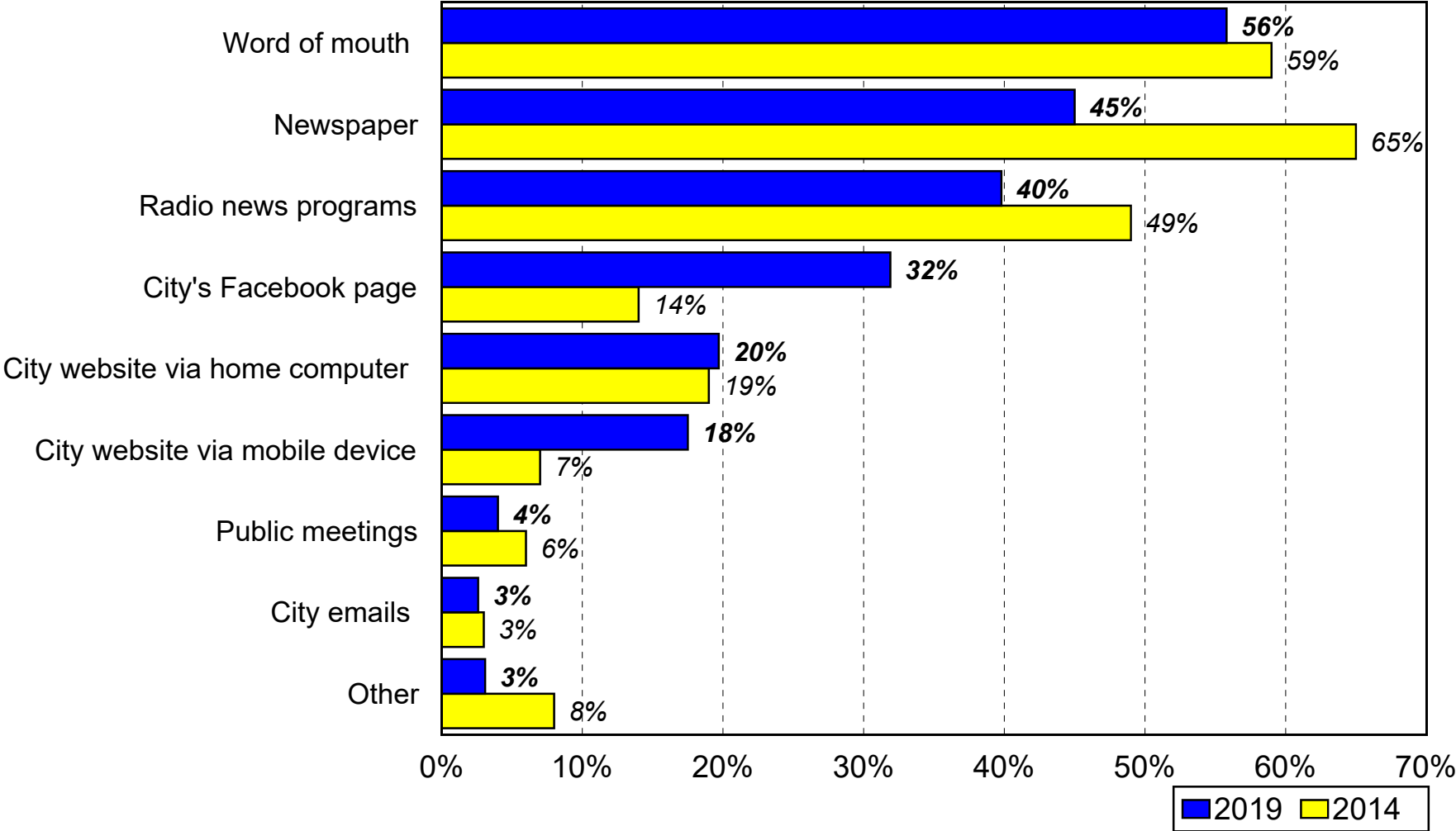
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

Q16. What is your primary sources of information about the City's programs, services, and events? (2019 & 2014)

by percentage of respondents (multiple choices could be made)

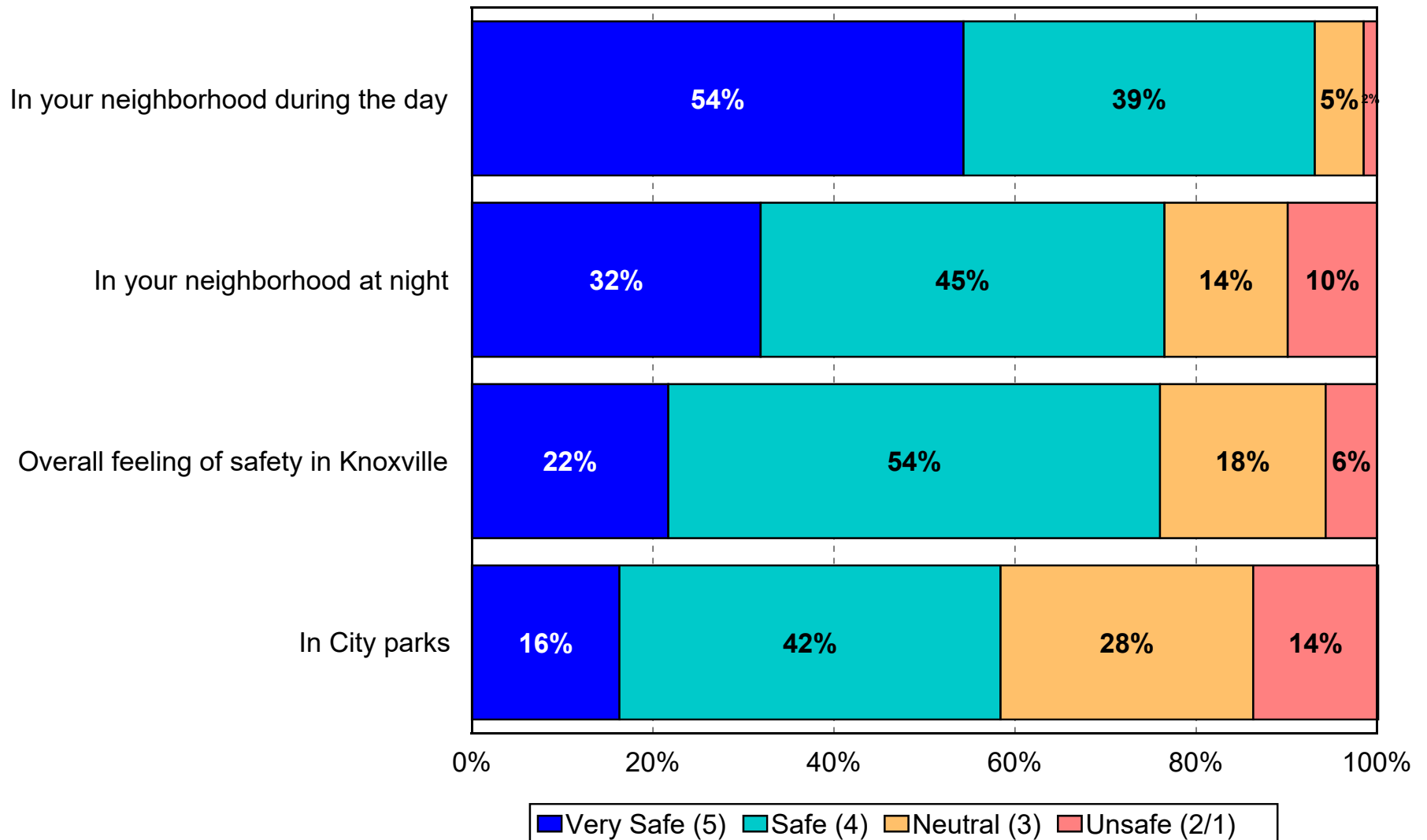


Source: ETC Institute (2019)

TREND DATA

Q17. Level of Safety Residents Feel in Various Situations

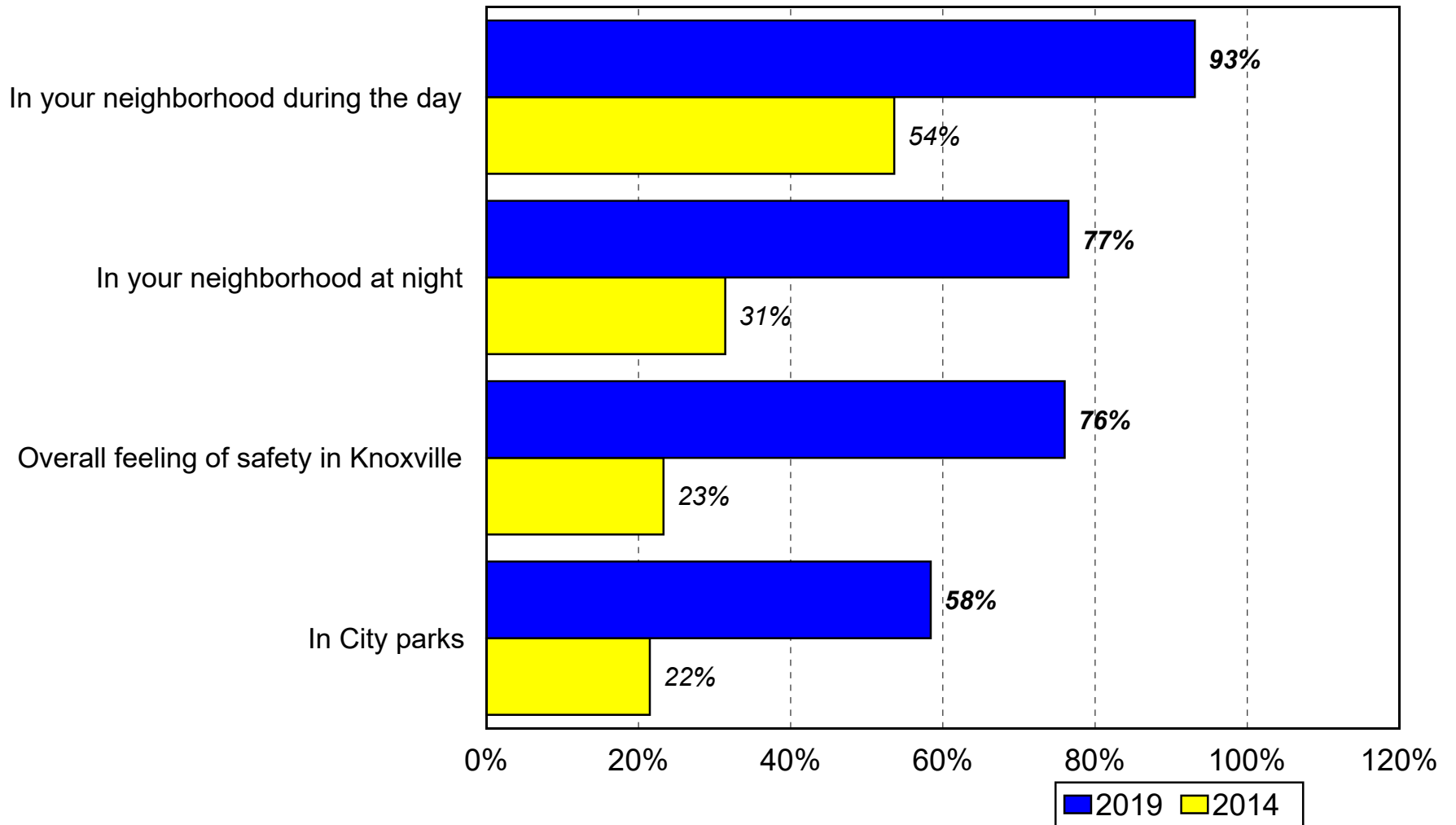
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q17. Level of Safety Residents Feel in Various Situations (2019 & 2014)

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

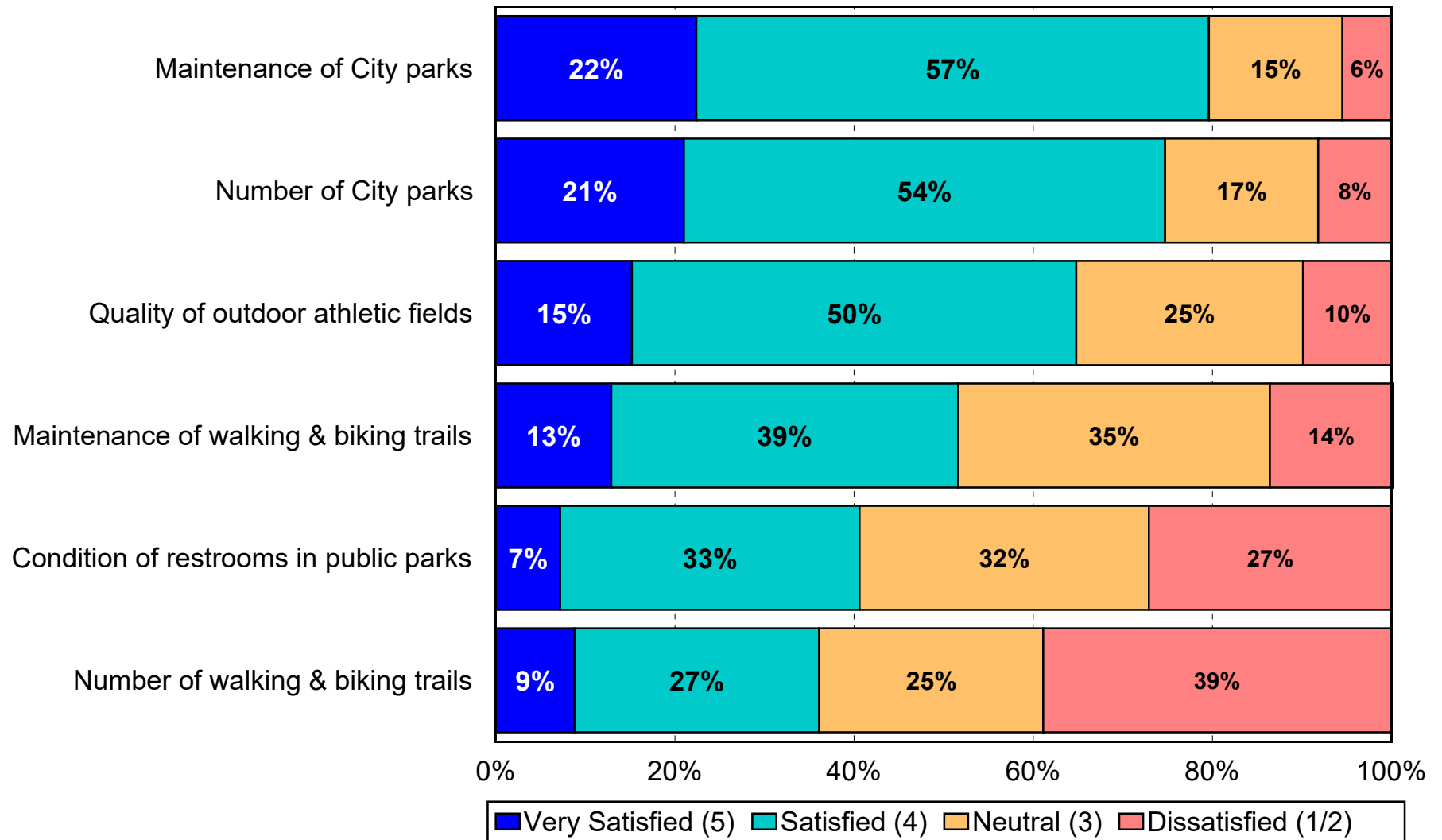


Source: ETC Institute (2019)

TREND DATA

Q18. Satisfaction with Various Aspects of Parks and Facilities

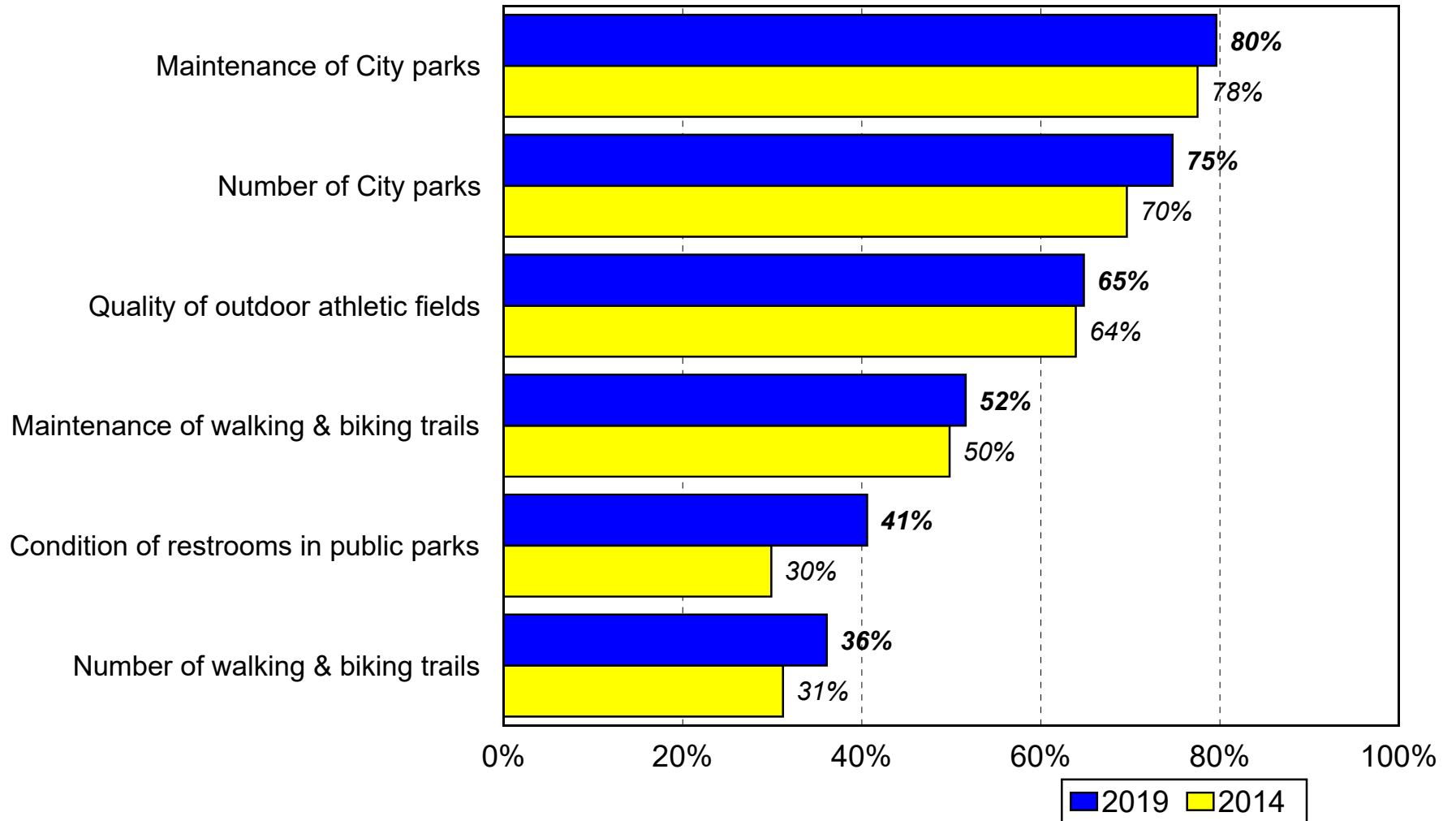
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q18. Satisfaction with Various Aspects of Parks and Facilities (2019 & 2014)

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

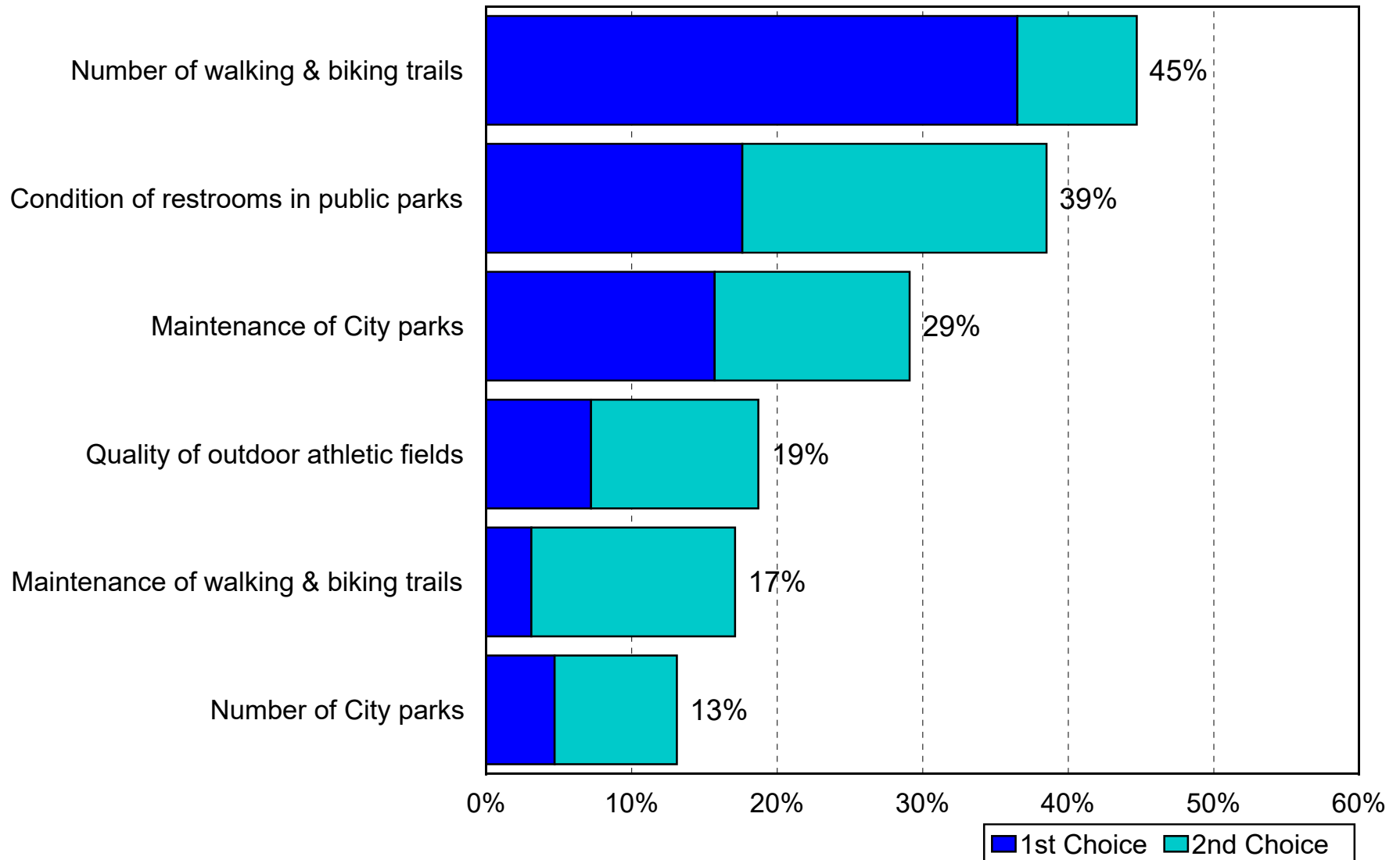


TREND DATA

Source: ETC Institute (2019)

Q19. Top Parks and Facilities Priorities Over the Next Two Years

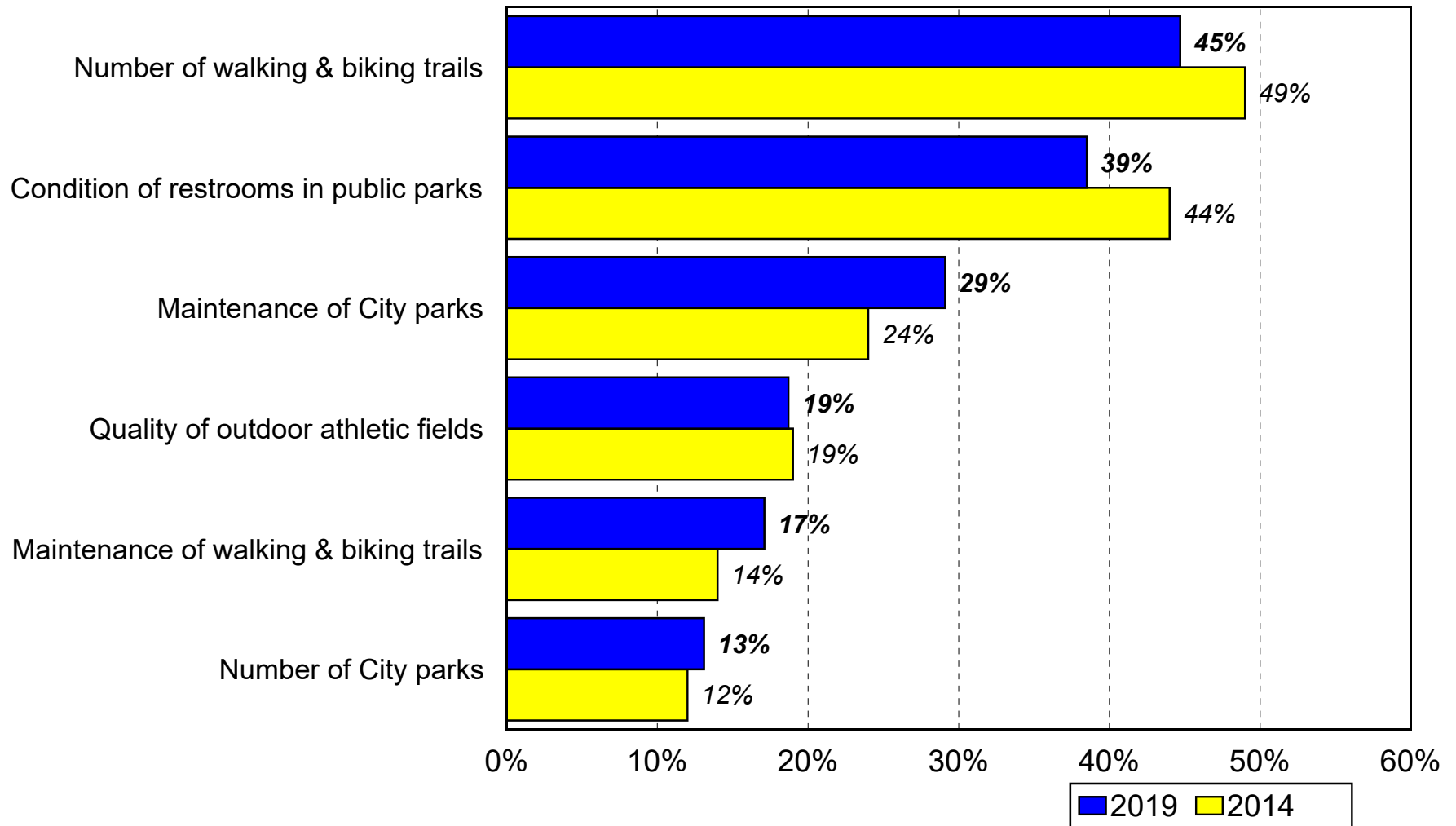
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

Q19. Top Parks and Facilities Priorities Over the Next Two Years (2019 & 2014)

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

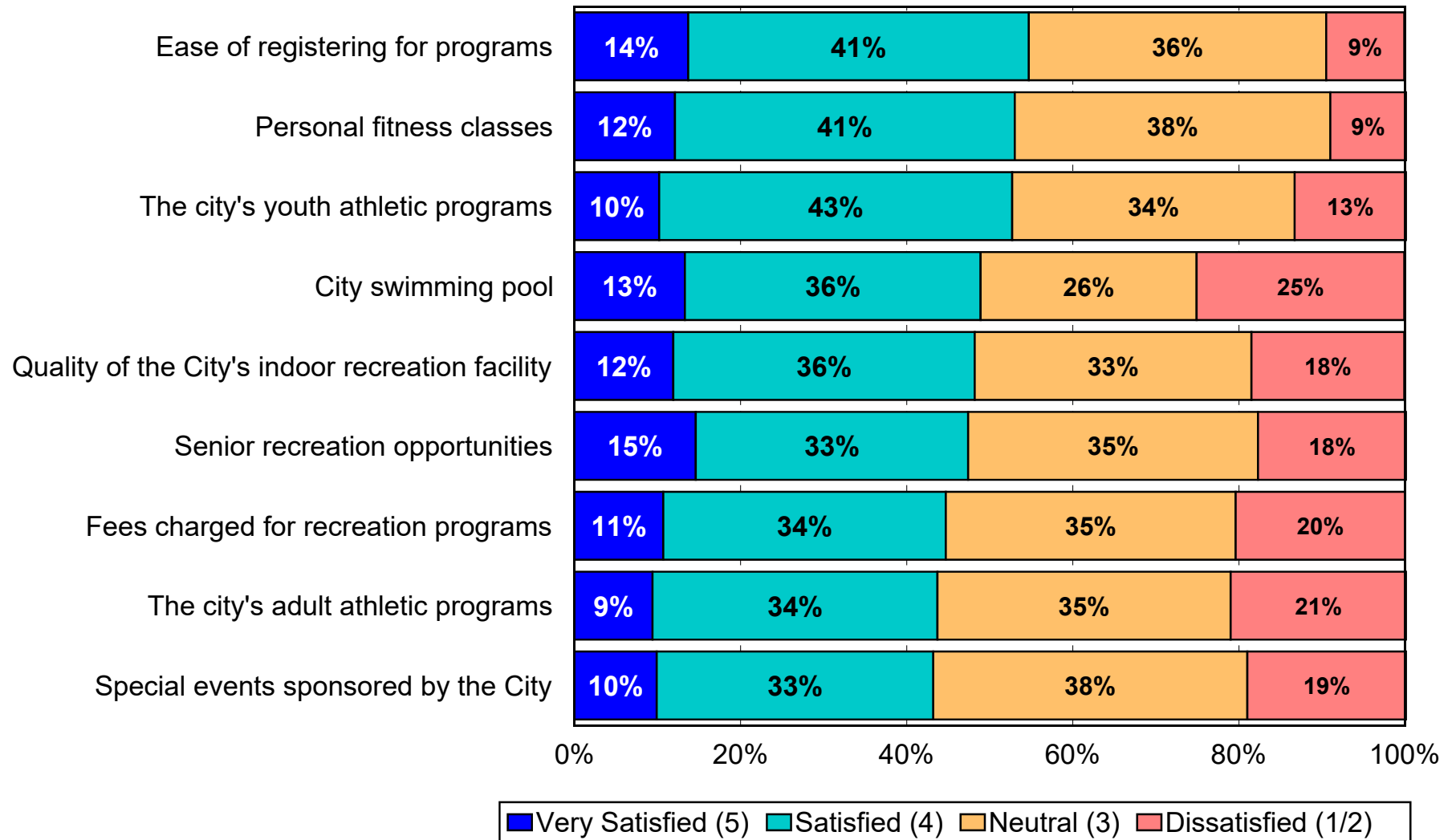


Source: ETC Institute (2019)

TREND DATA

Q20. Satisfaction with Various Aspects of Recreation Programs

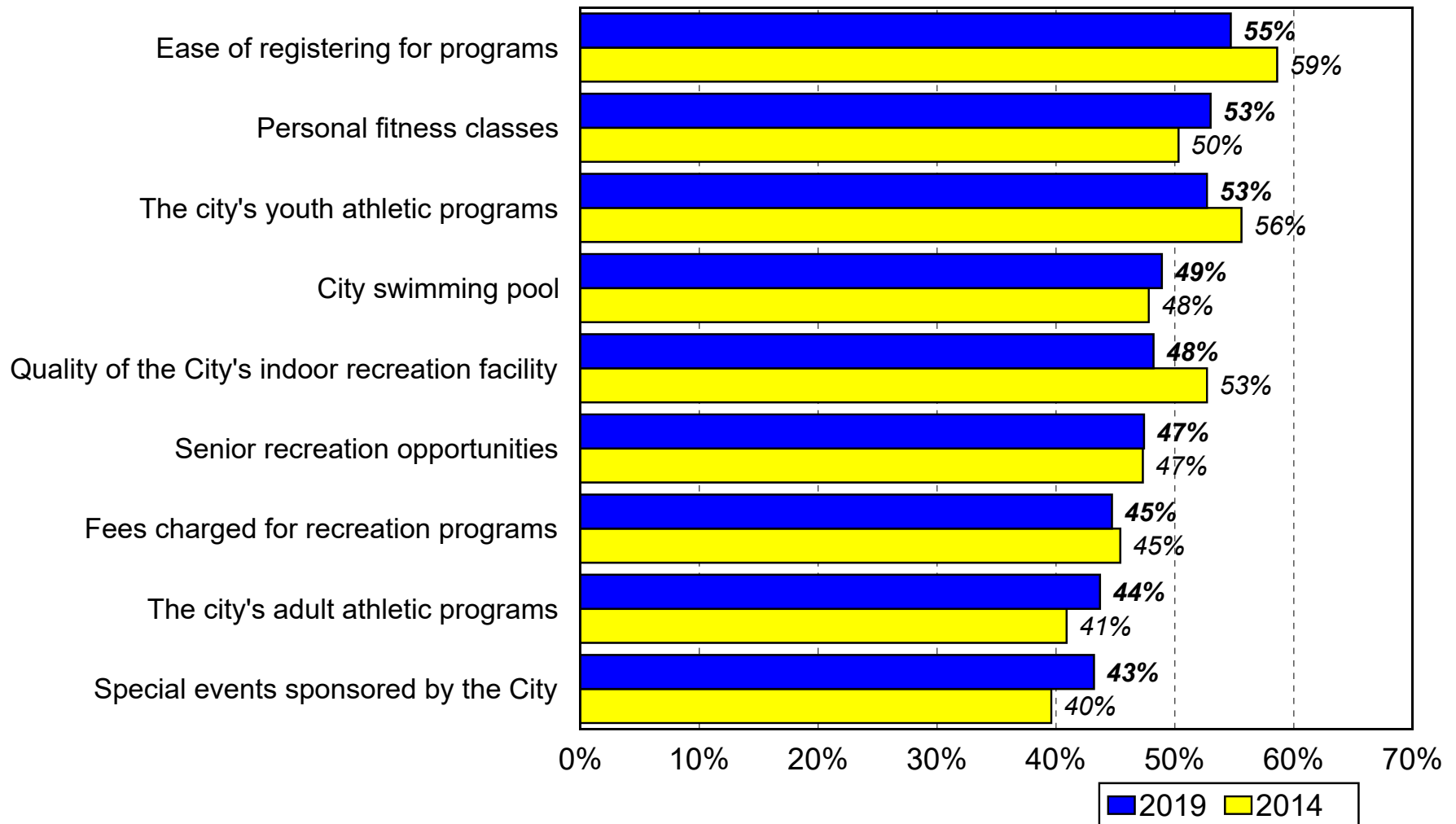
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q20. Satisfaction with Various Aspects of Recreation Programs (2019 & 2014)

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

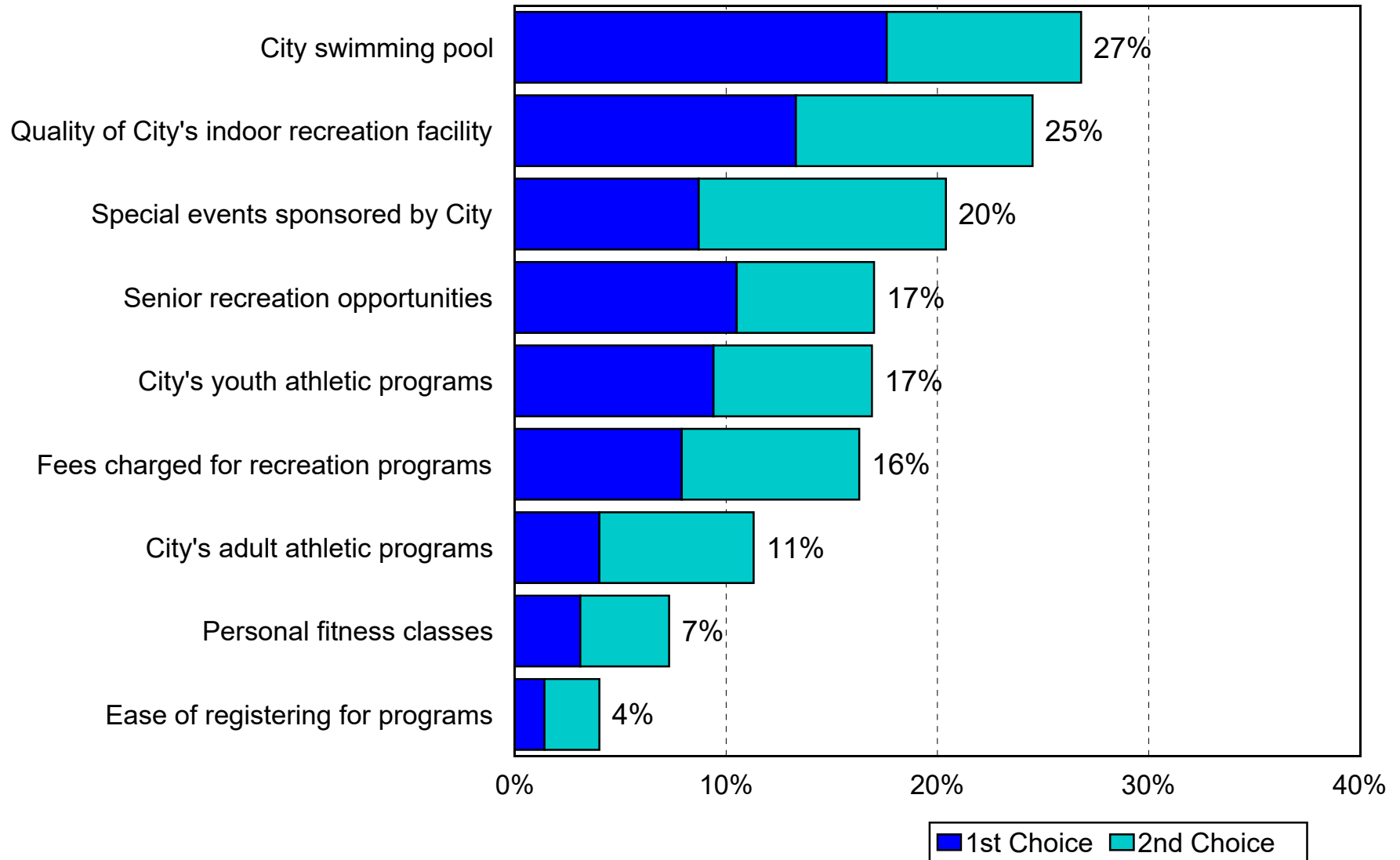


Source: ETC Institute (2019)

TREND DATA

Q21. Top Recreation Programs Priorities Over the Next Two Years

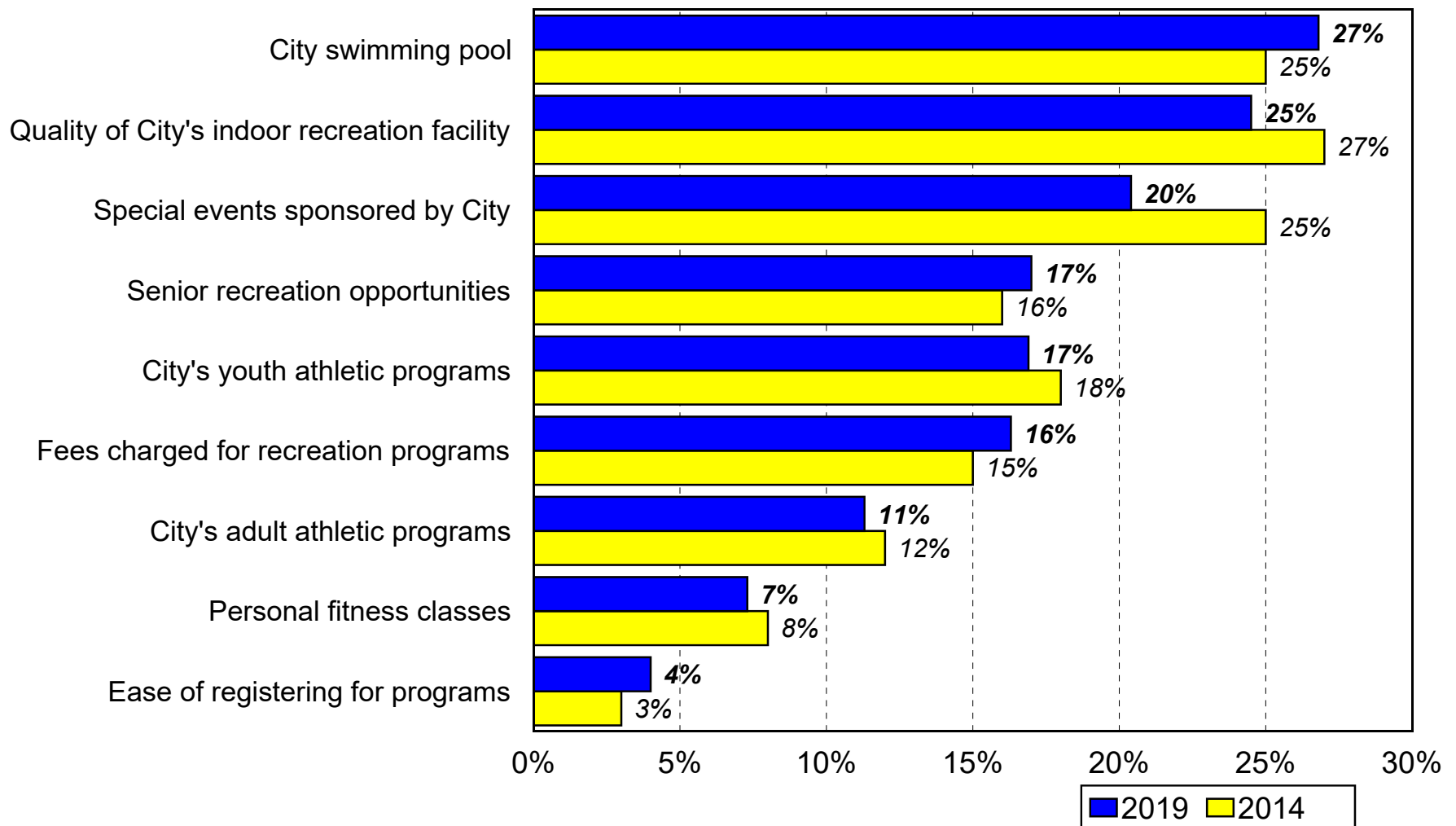
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

Q21. Top Recreation Programs Priorities Over the Next Two Years (2019 & 2014)

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

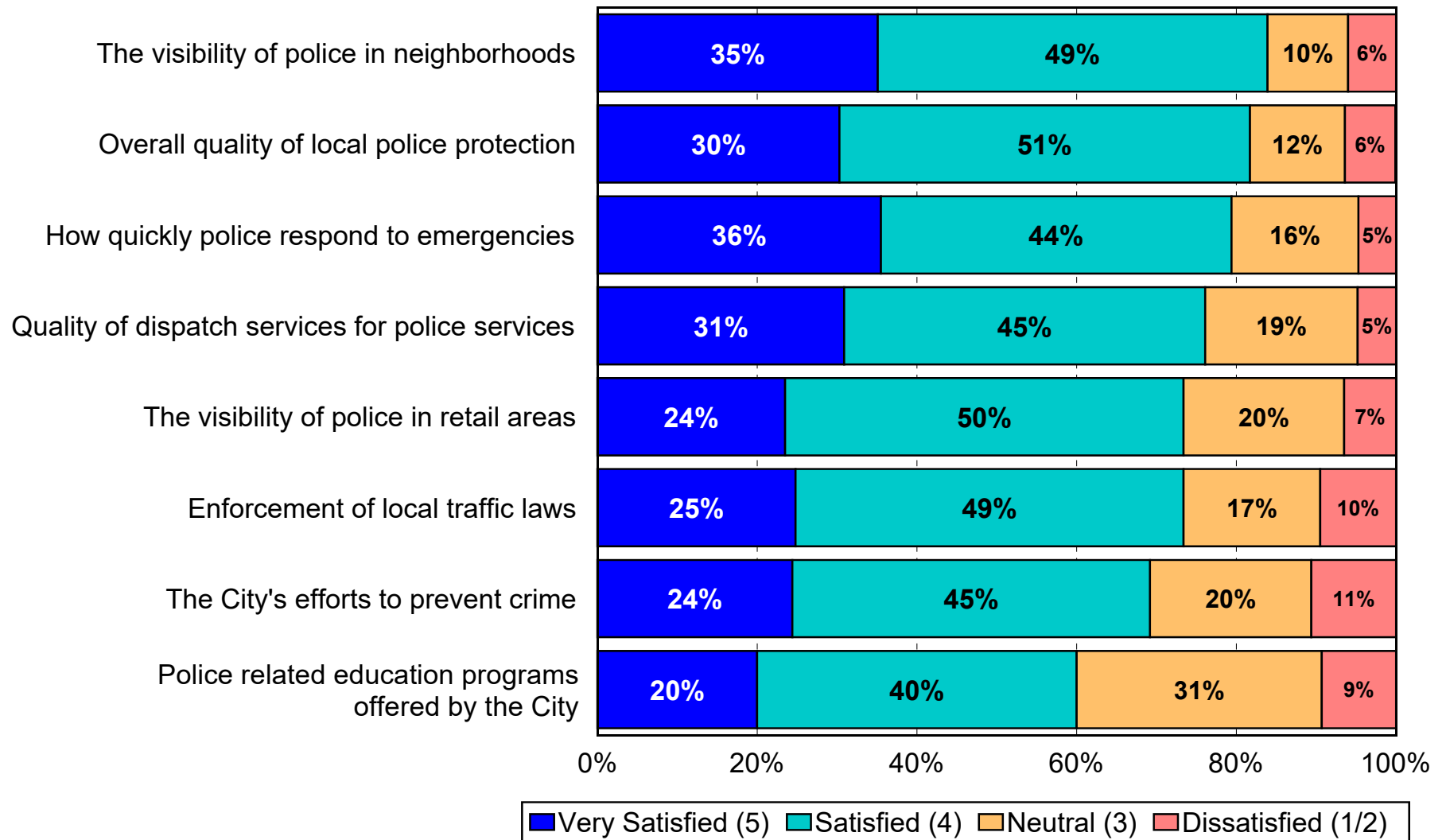


TREND DATA

Source: ETC Institute (2019)

Q22. Satisfaction with Various Aspects of Police Services

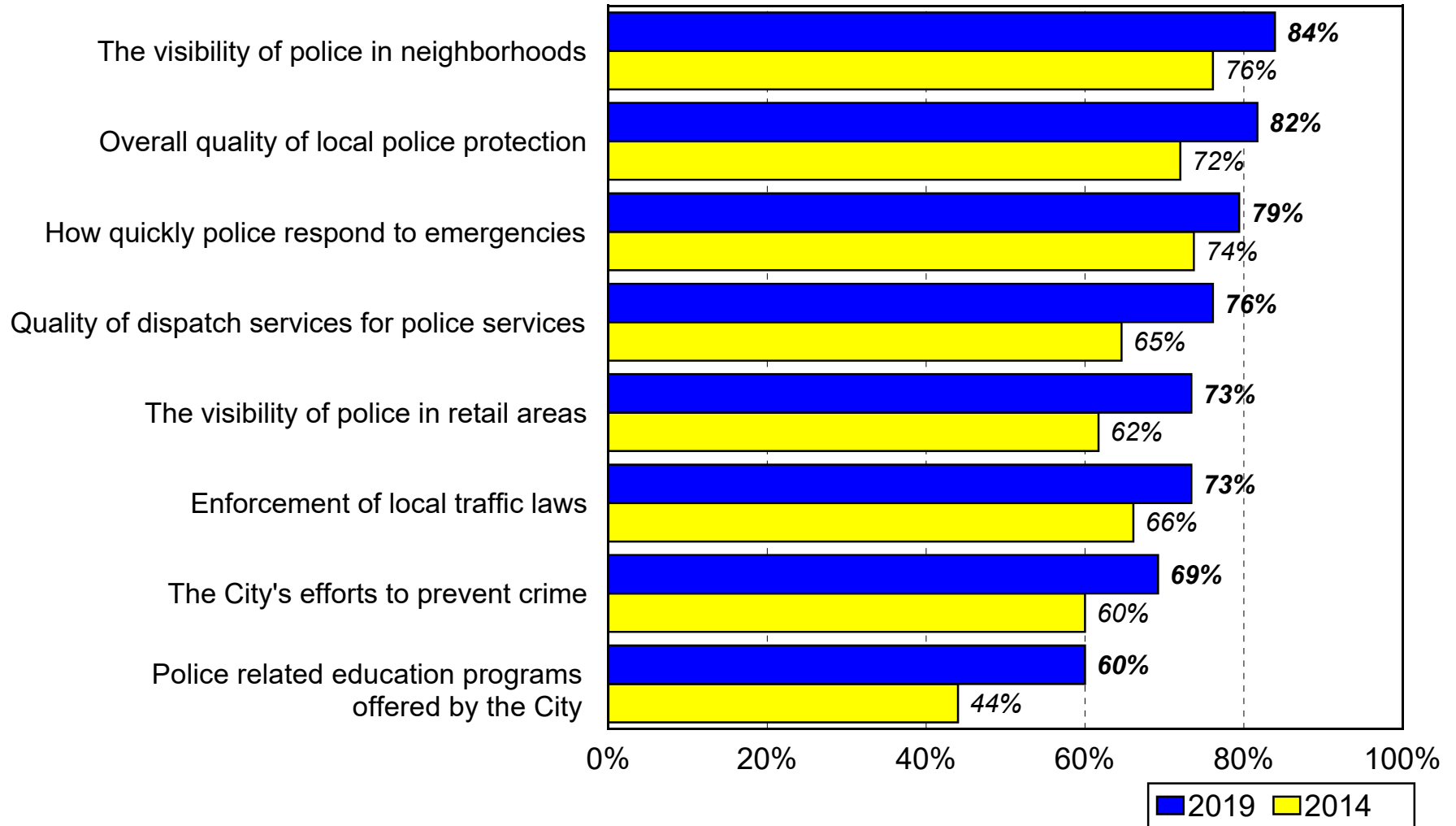
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q22. Satisfaction with Various Aspects of Police Services (2019 & 2014)

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

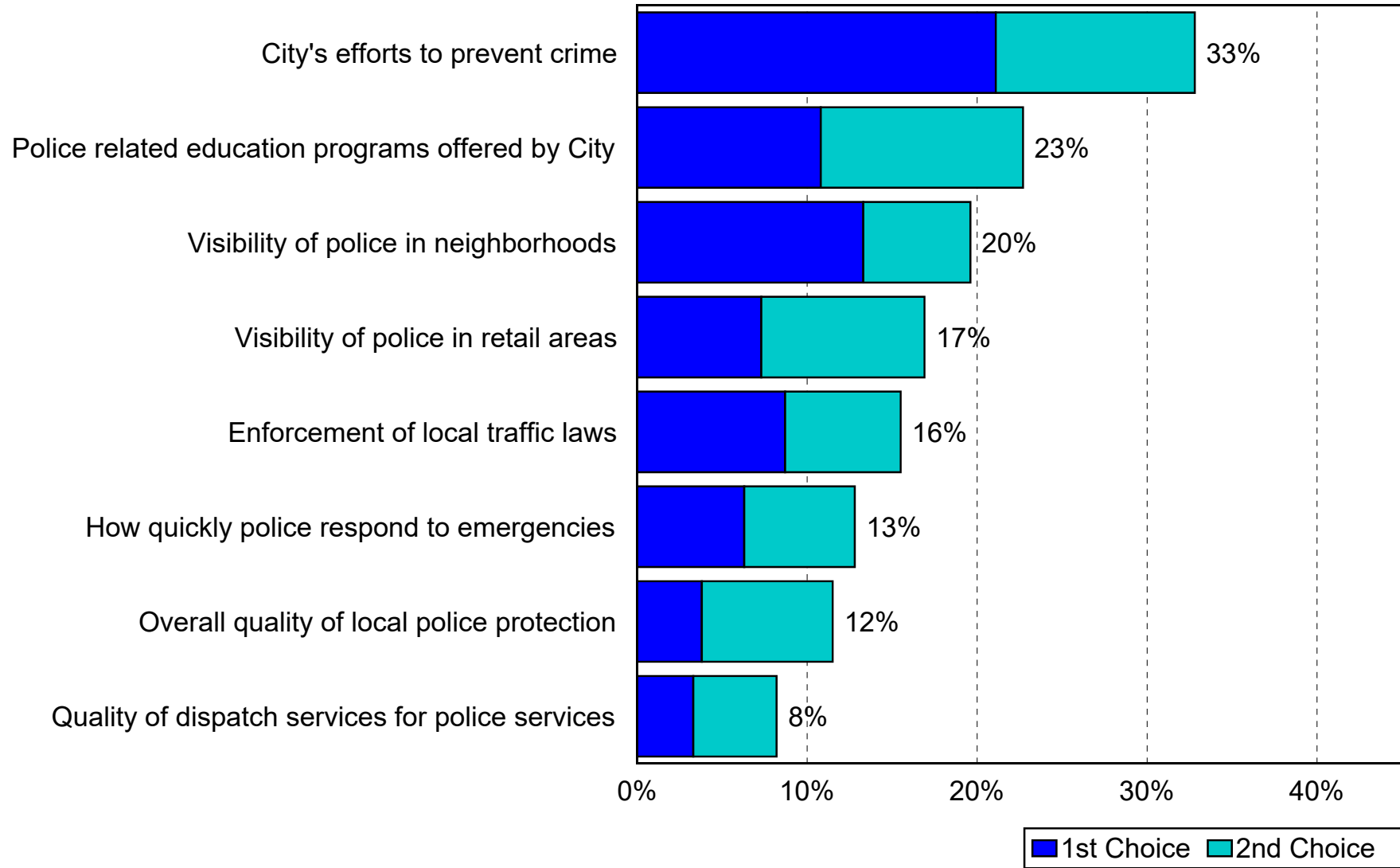


Source: ETC Institute (2019)

TREND DATA

Q23. Top Police Service Priorities Over the Next Two Years

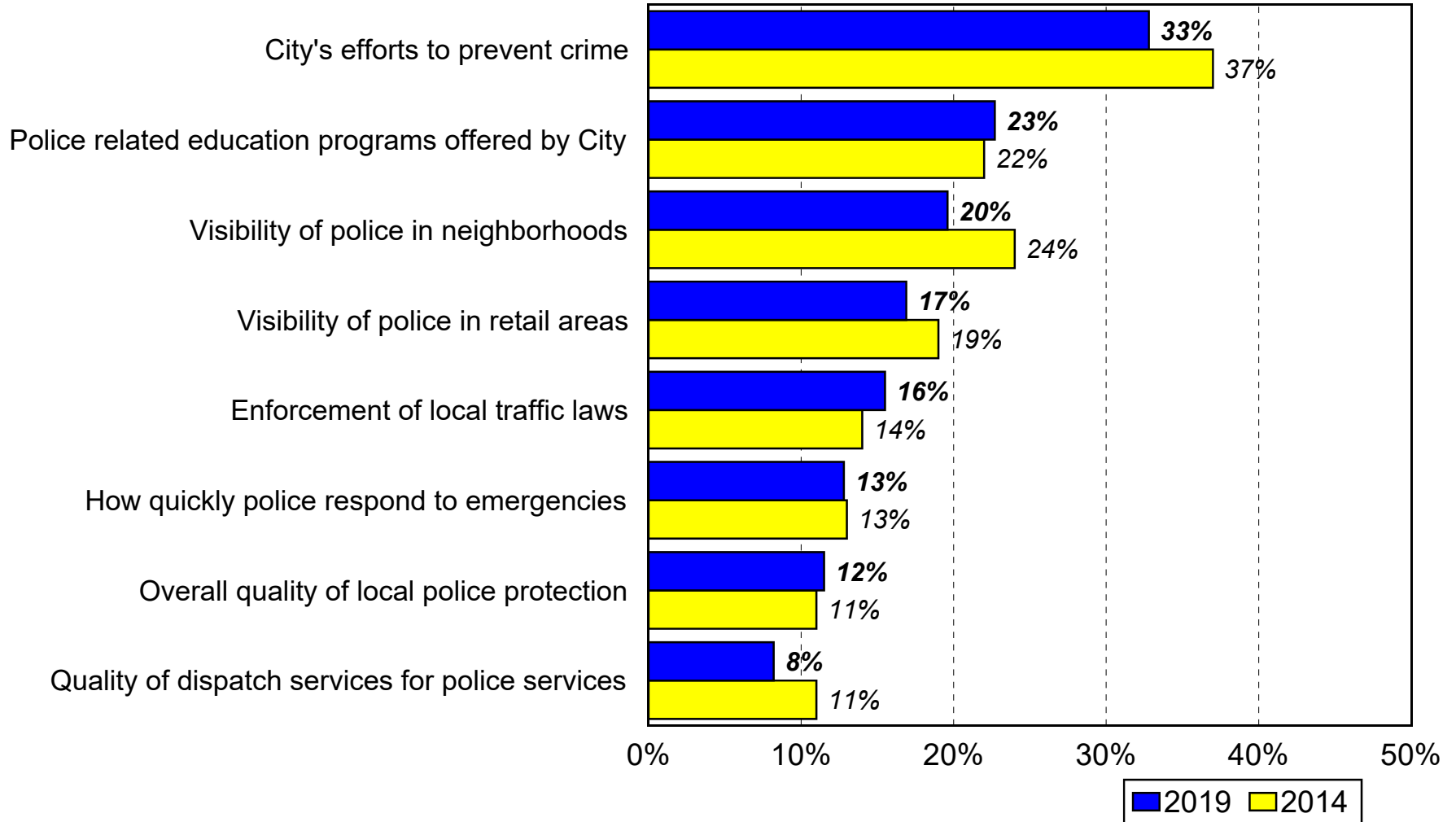
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

Q23. Top Police Service Priorities Over the Next Two Years (2019 & 2014)

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

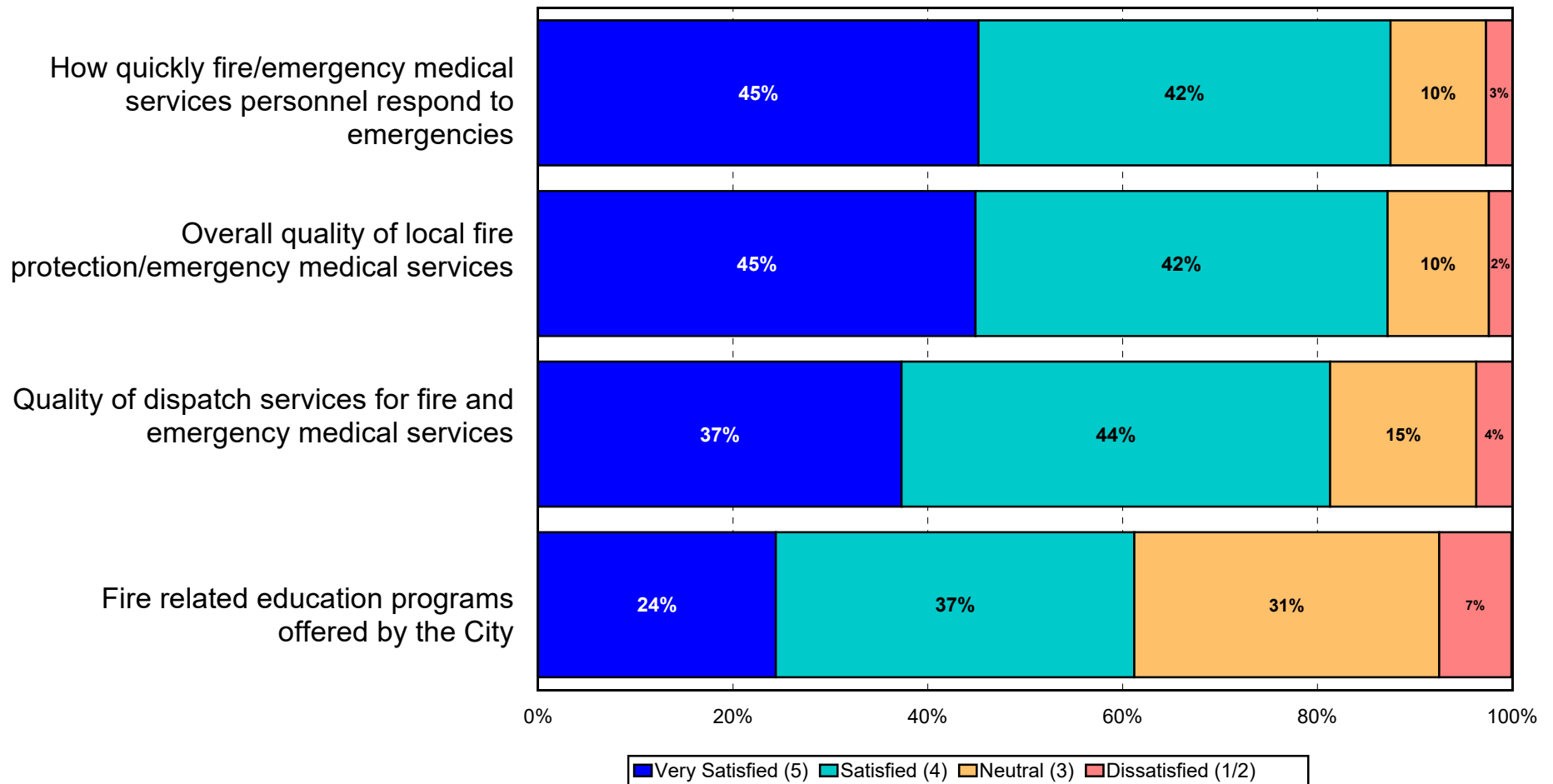


TREND DATA

Source: ETC Institute (2019)

Q24. Satisfaction with Various Aspects of Fire and Emergency Medical Services

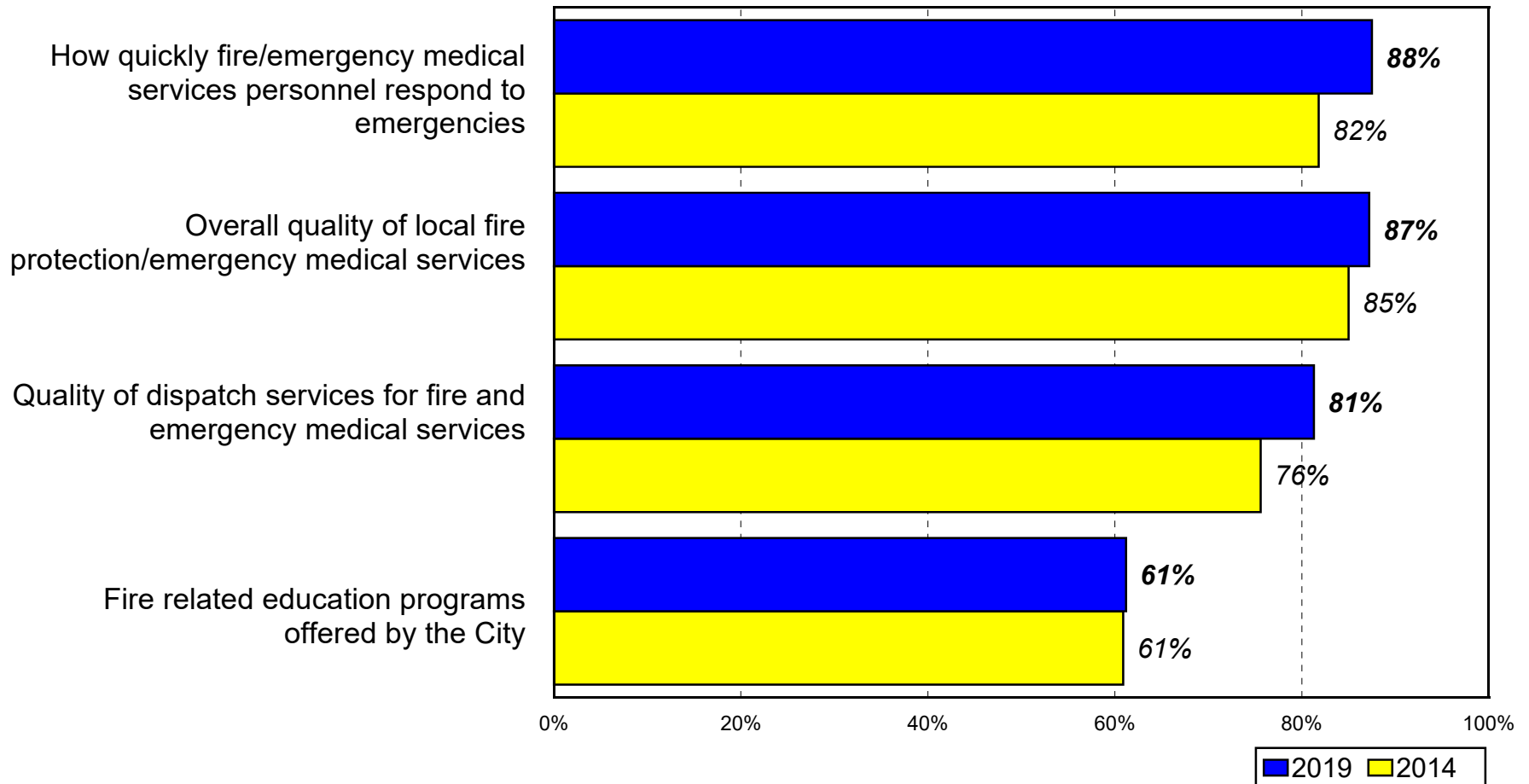
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q24. Satisfaction with Various Aspects of Fire and Emergency Medical Services (2019 & 2014)

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

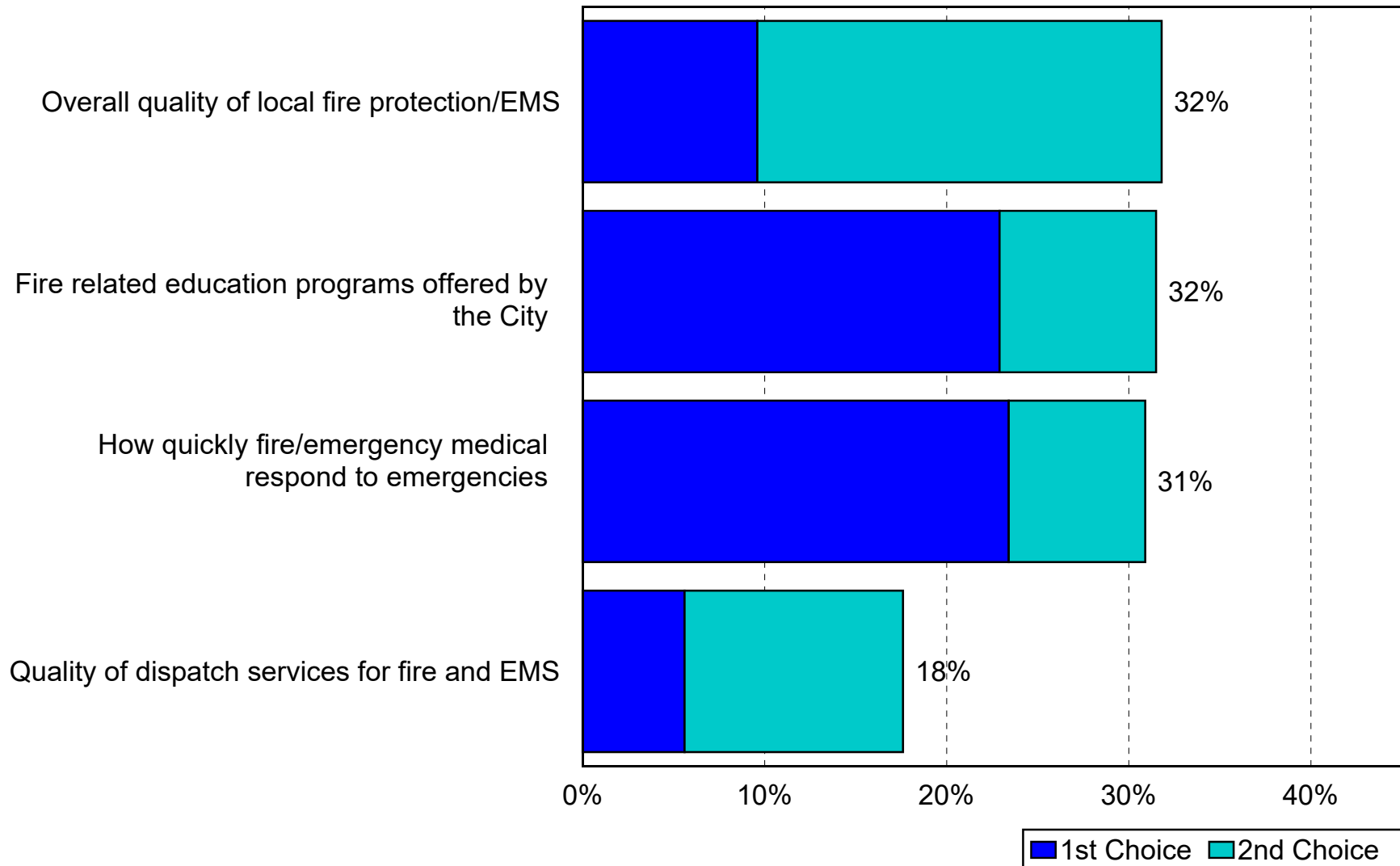


TREND DATA

Source: ETC Institute (2019)

Q25. Top Fire and Emergency Medical Service Priorities Over the Next Two Years

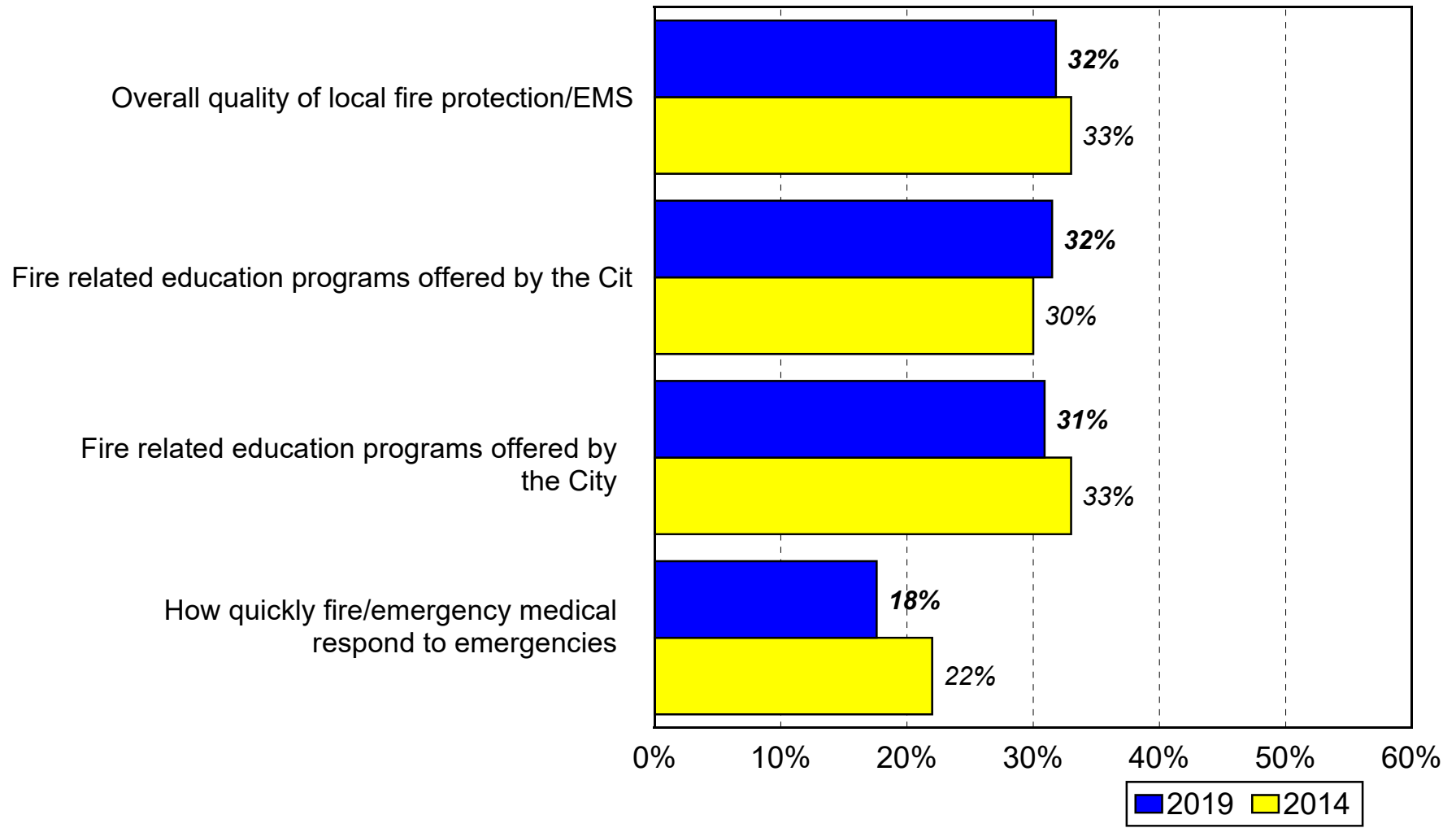
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

Q25. Top Fire and Emergency Medical Service Priorities Over the Next Two Years (2019 & 2014)

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

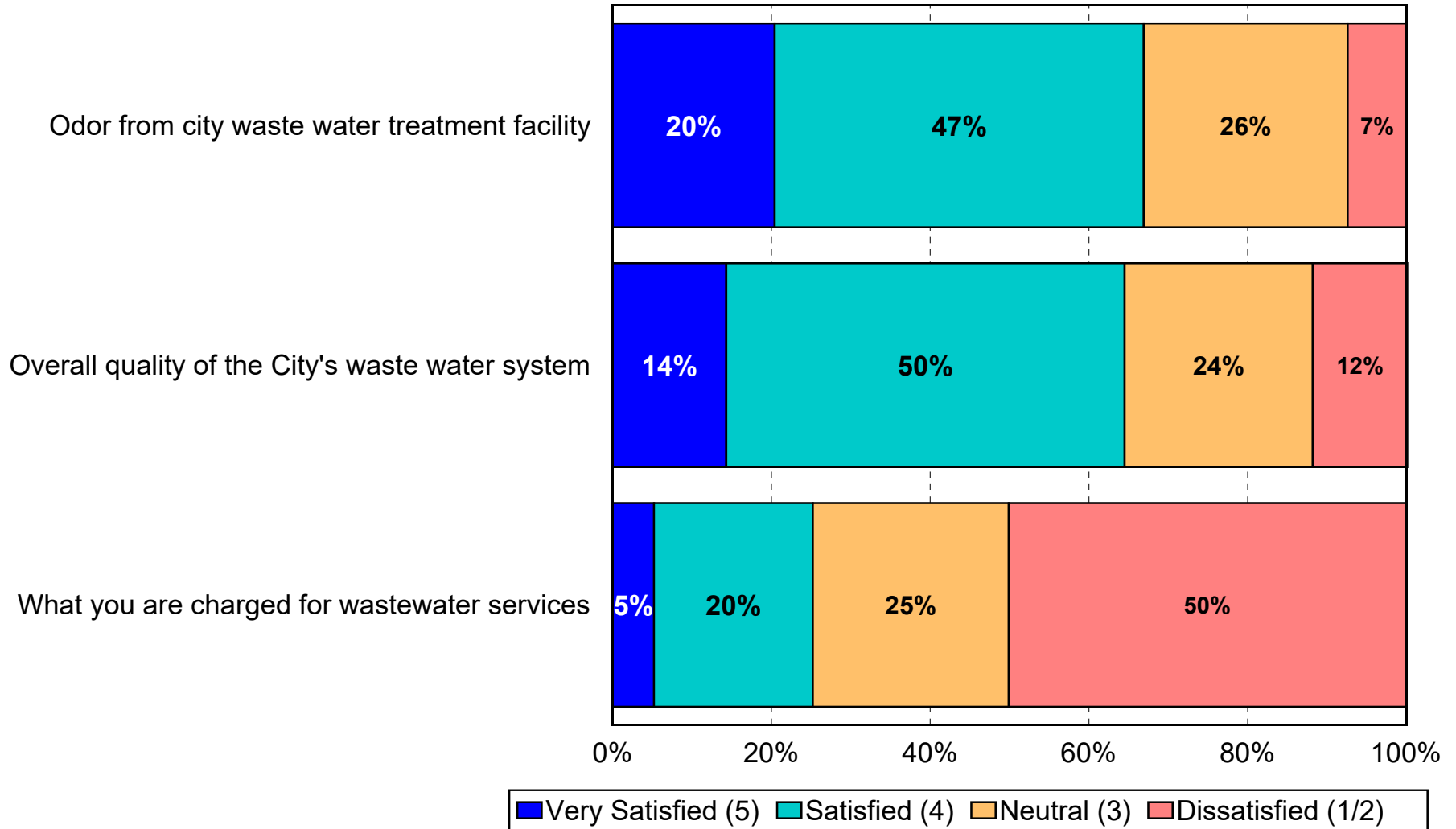


Source: ETC Institute (2019)

TREND DATA

Q26. Satisfaction with Various Aspects of Wastewater Services

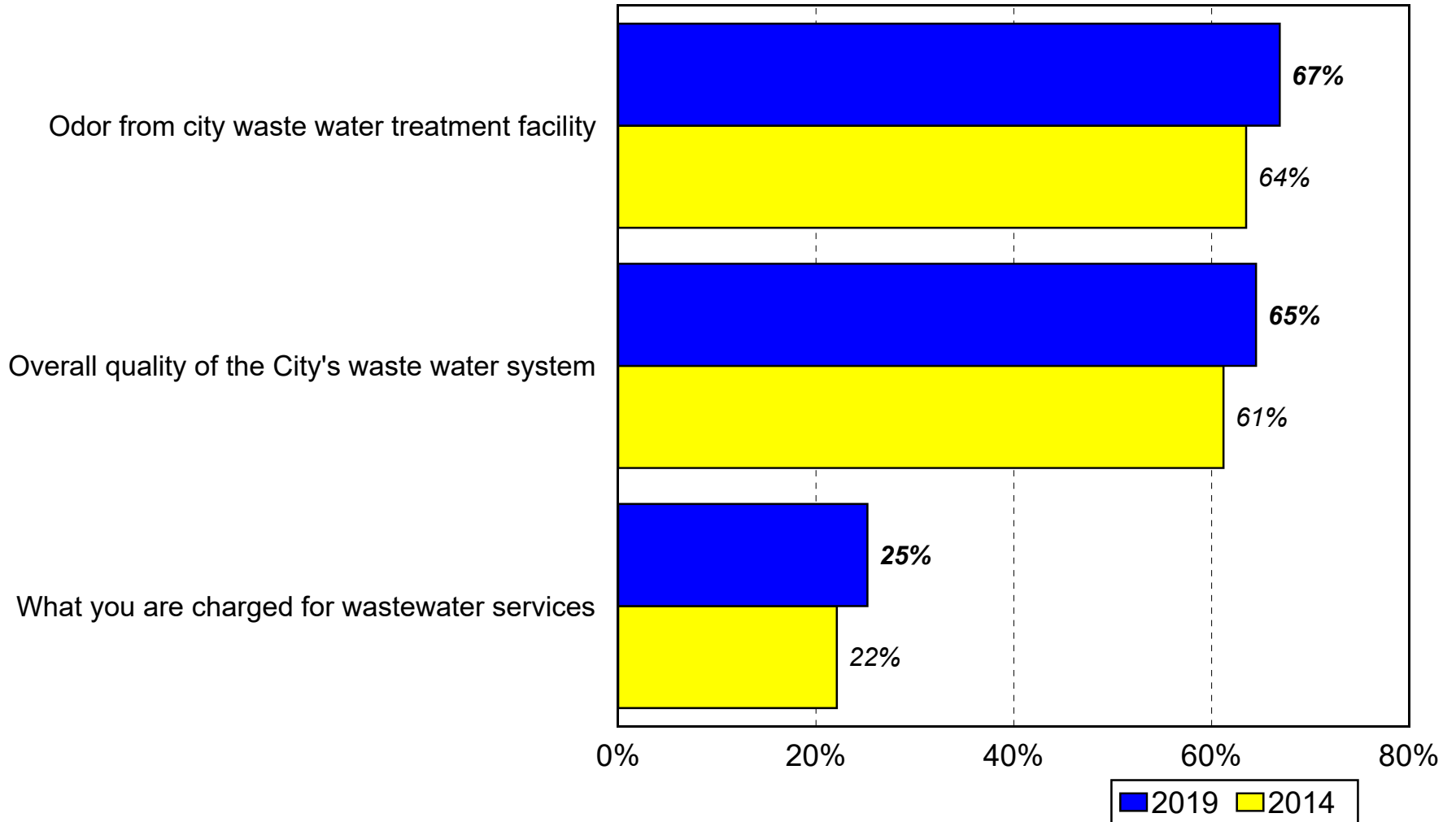
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q26. Satisfaction with Various Aspects of Wastewater Services (2019 & 2014)

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

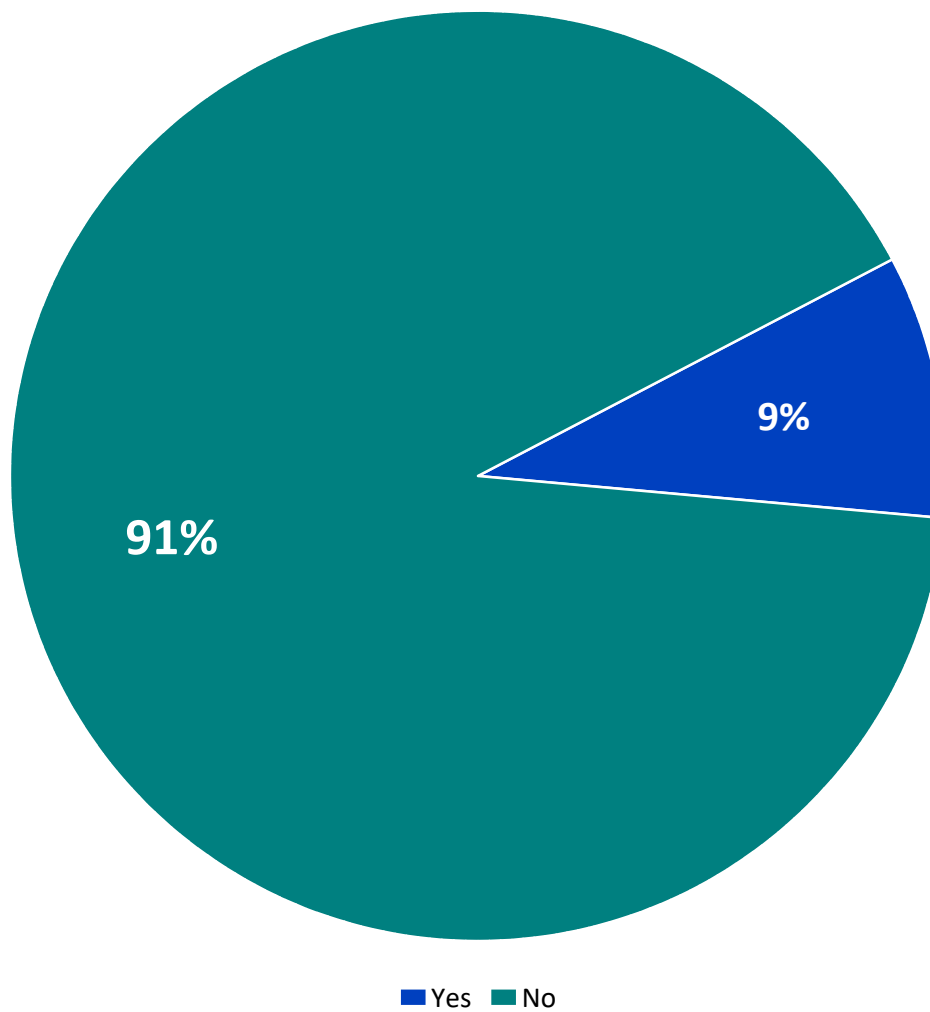


Source: ETC Institute (2019)

TREND DATA

Q27. Have you had a sewer backup in your home during the past year?

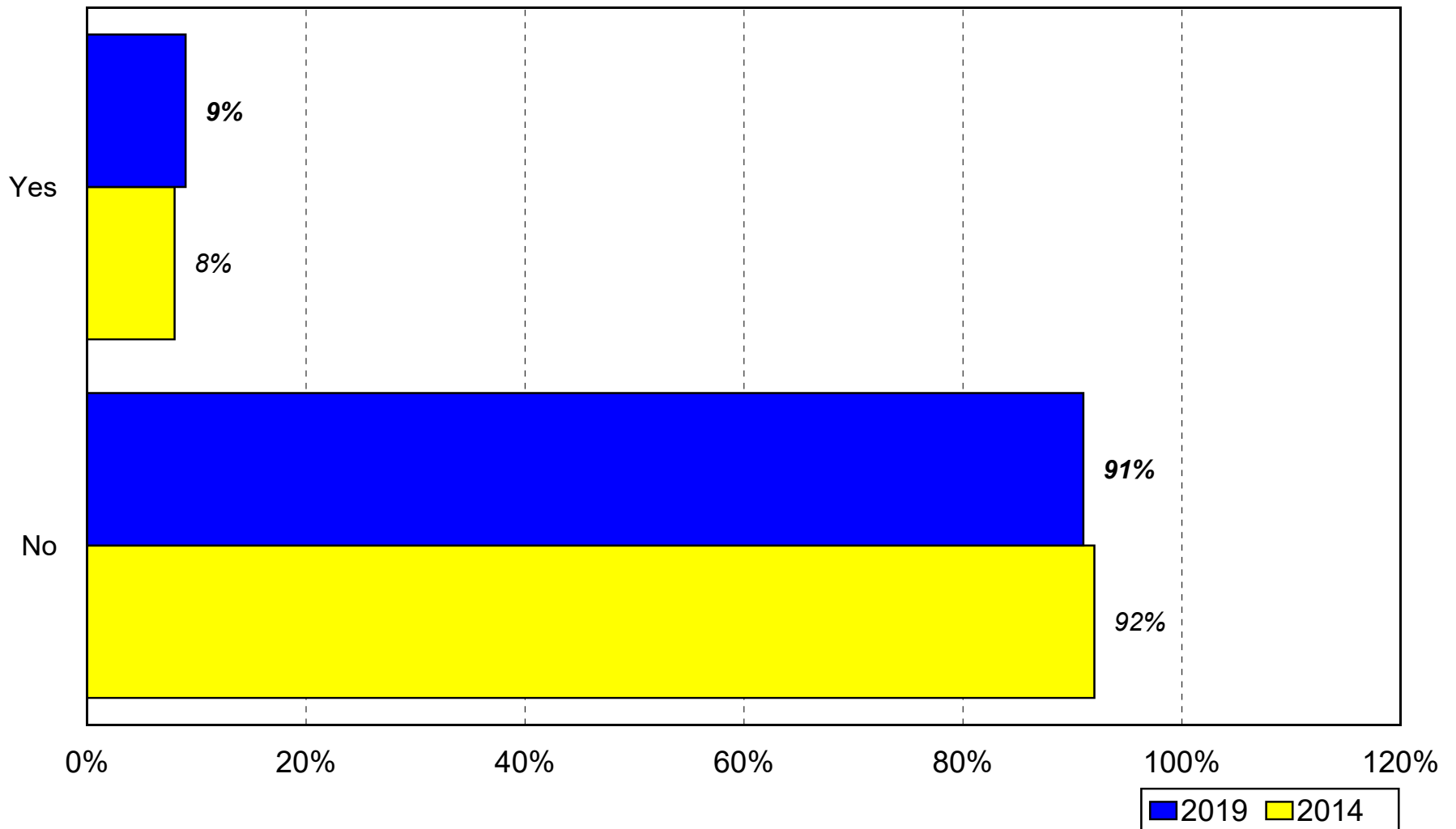
by percentage of respondents



Source: ETC Institute (2019)

Q27. Have you had a sewer backup in your home during the past year? (2019 & 2014)

by percentage of respondents

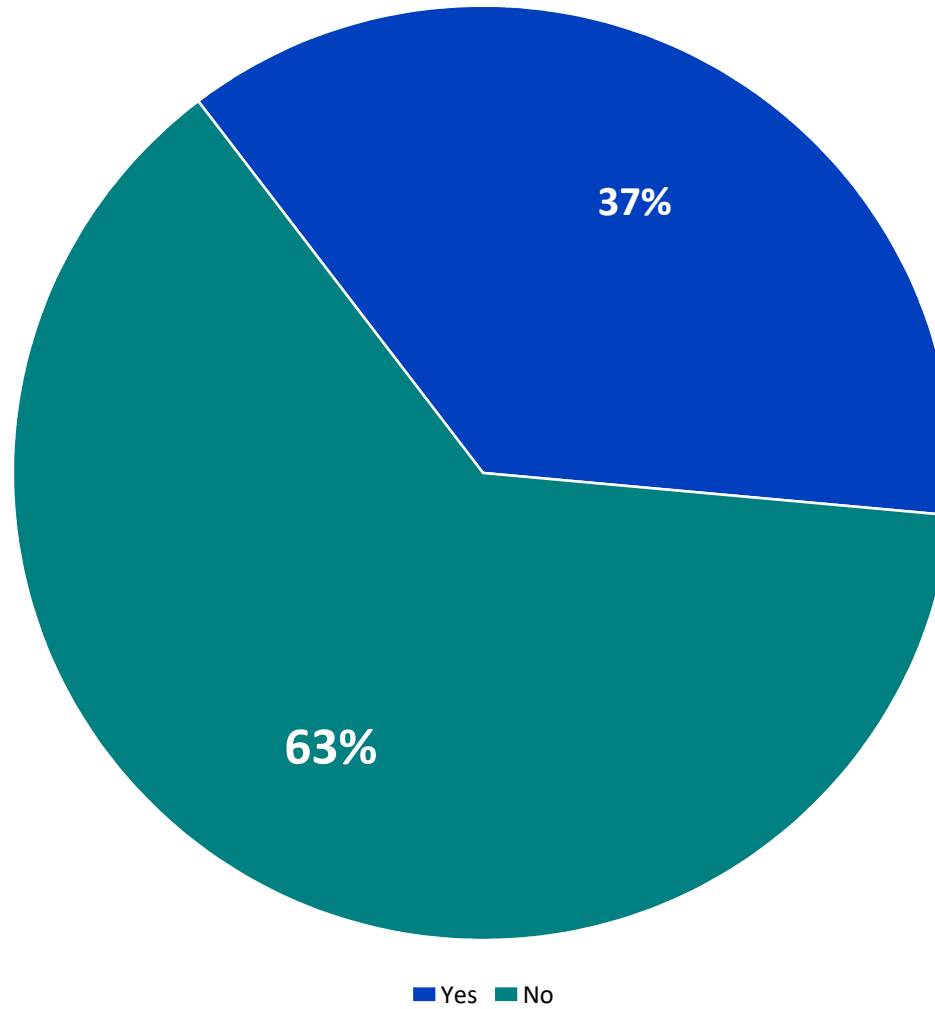


TREND DATA

Source: ETC Institute (2019)

Q27a. Was the backup caused by problems in the City's system?

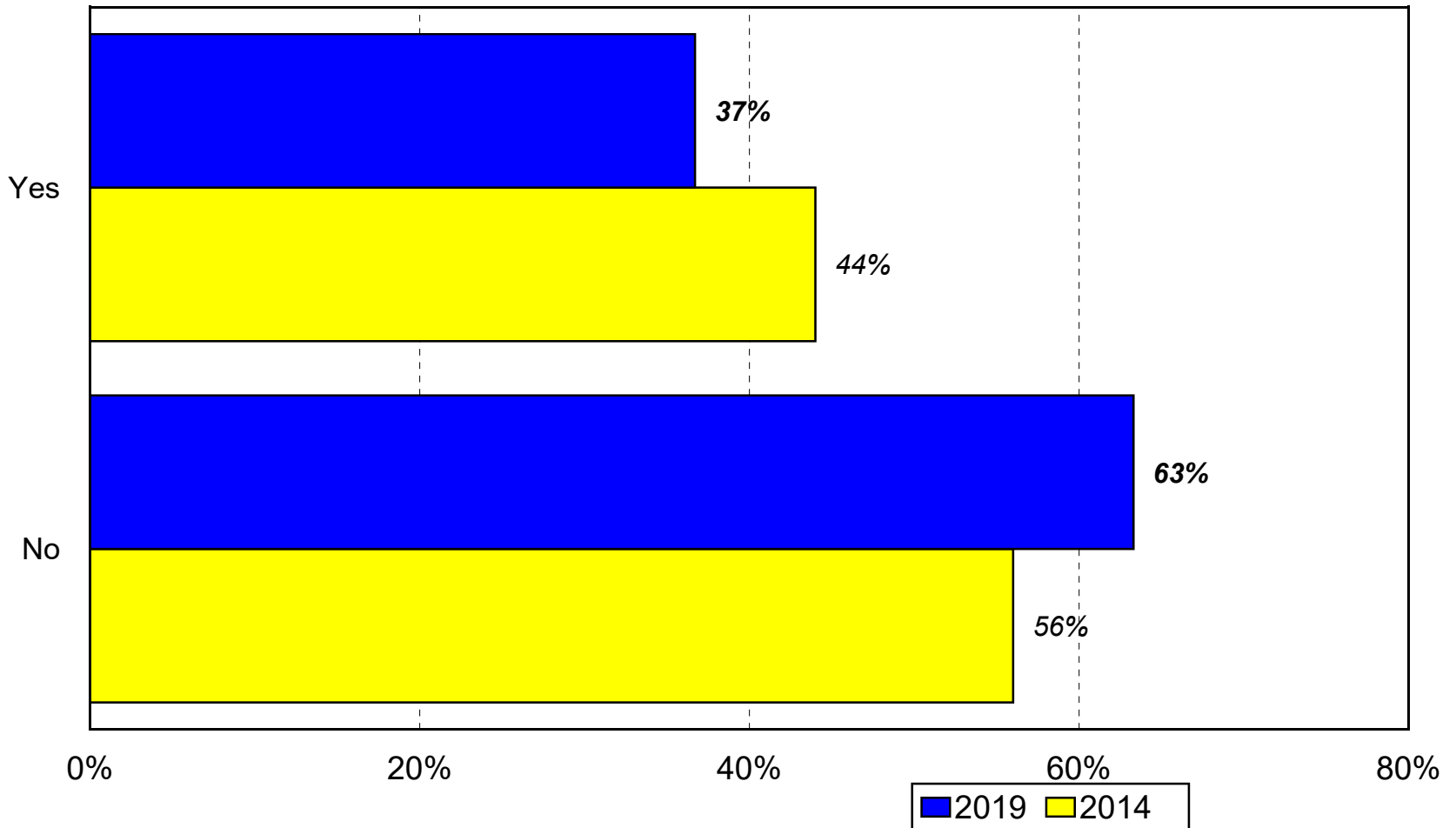
by percentage of respondents



Source: ETC Institute (2019)

Q27a. Was the backup caused by problems in the City's system? (2019 & 2014)

by percentage of respondents

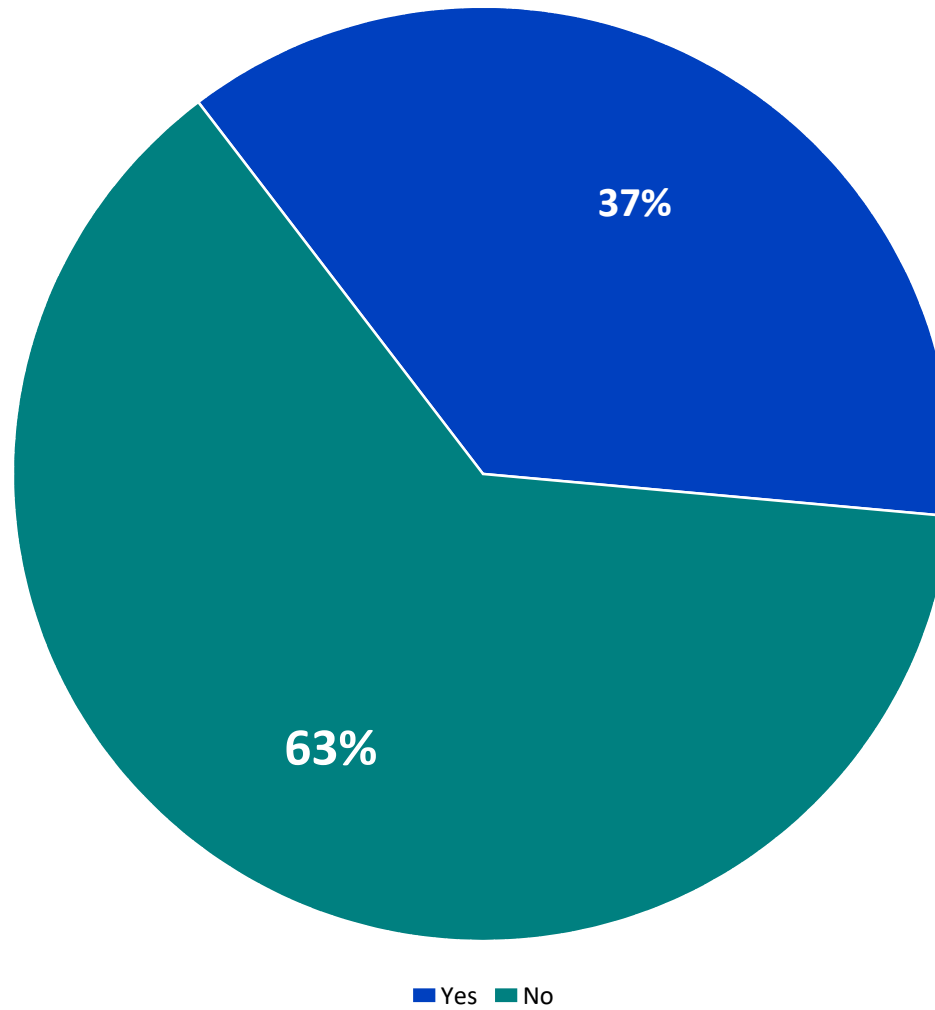


TREND DATA

Source: ETC Institute (2019)

Q27b. Did the City respond promptly to your requests for service?

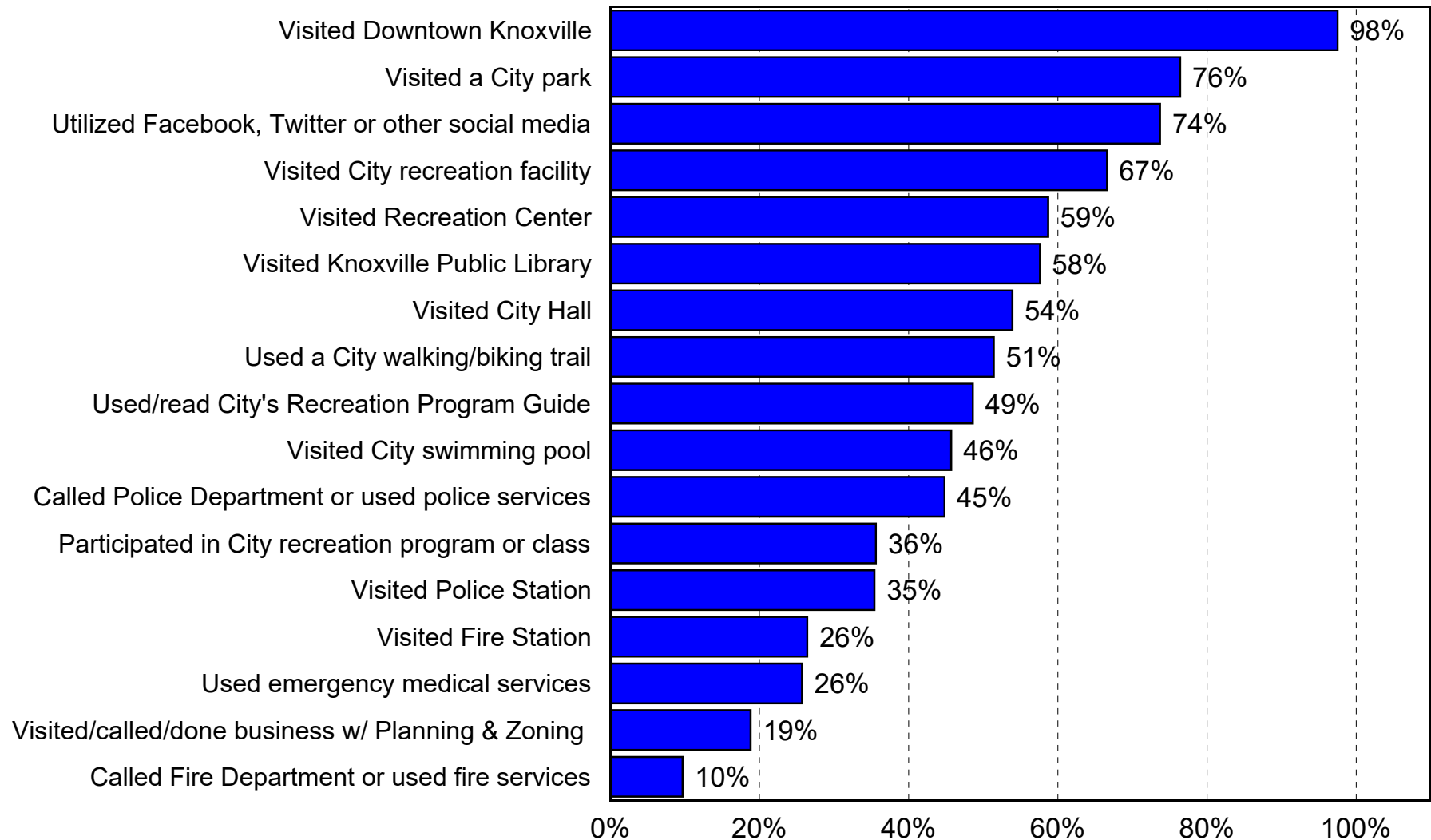
by percentage of respondents who had sewer backup caused by problems in City Systems



Source: ETC Institute (2019)

Q28. Percent of Households Who Have Used Various City Services During the Past Year

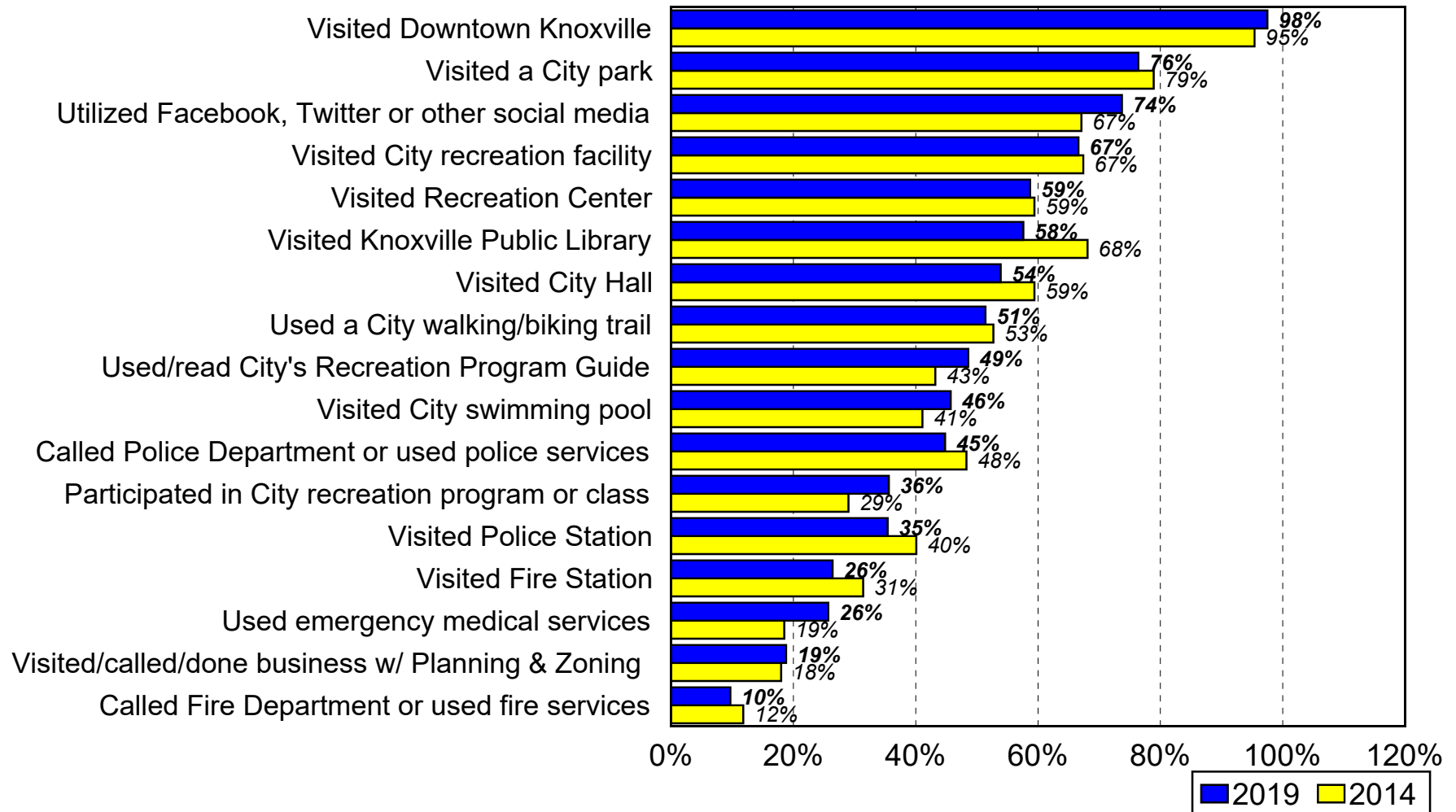
by percentage of respondents who said “yes” when asked if they or someone in their household had used the service during the past year



Source: ETC Institute (2019)

Q28. Percent of Households Who Have Used Various City Services During the Past Year (2019 & 2014)

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

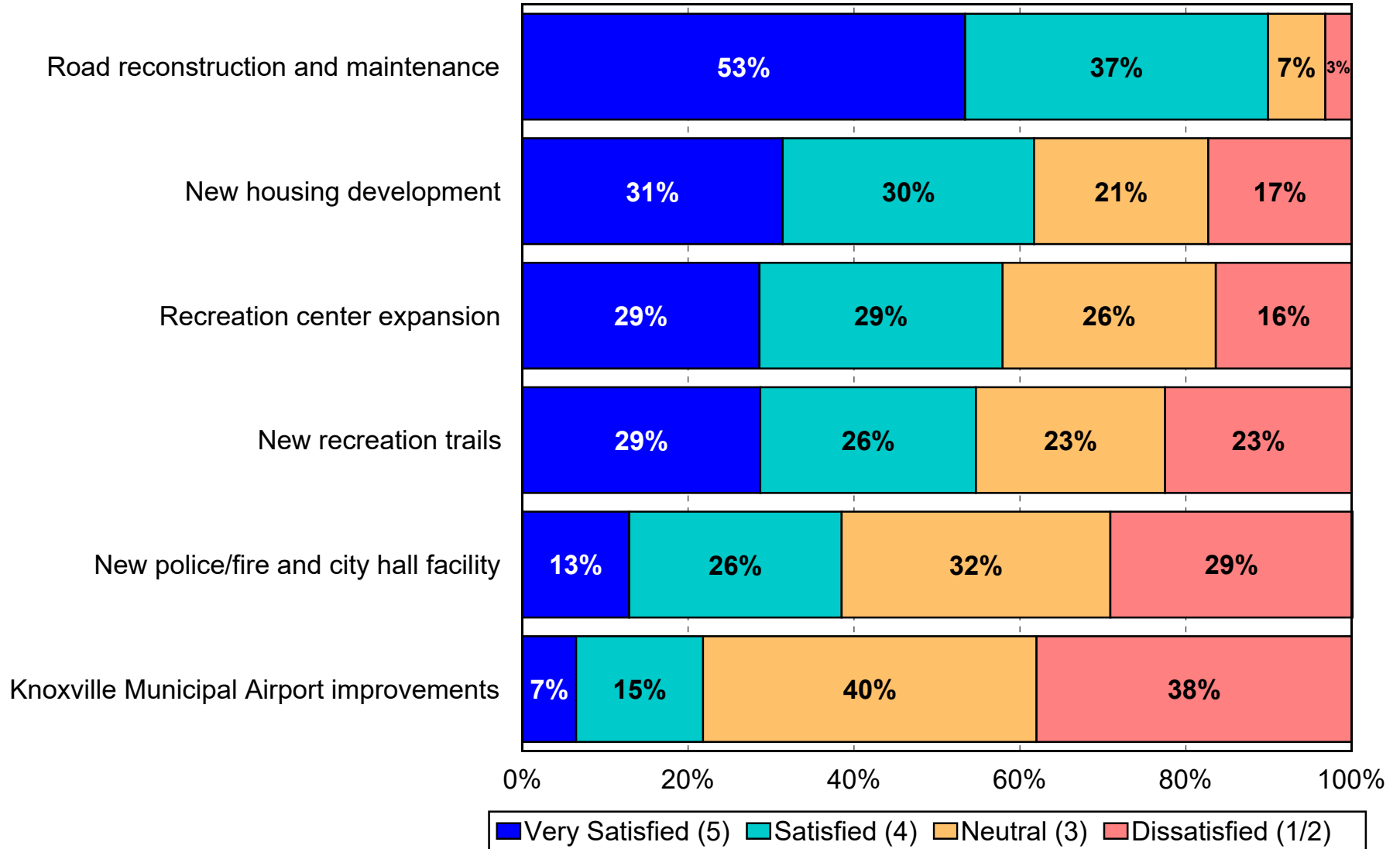


Source: ETC Institute (2019)

TREND DATA

Q29 Importance of Potential Future Priorities

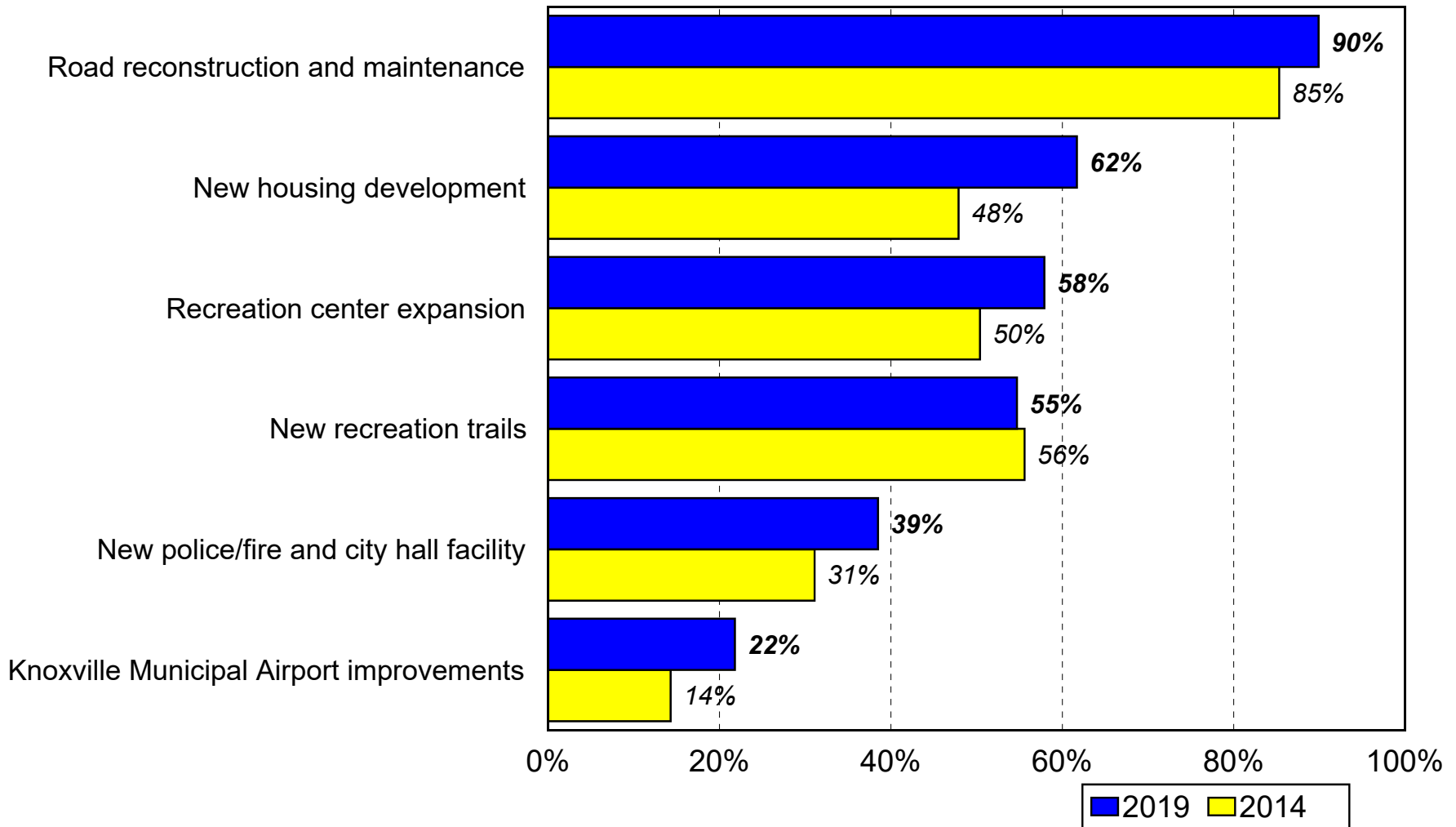
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q29 Importance of Potential Future Priorities (2019 & 2014)

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

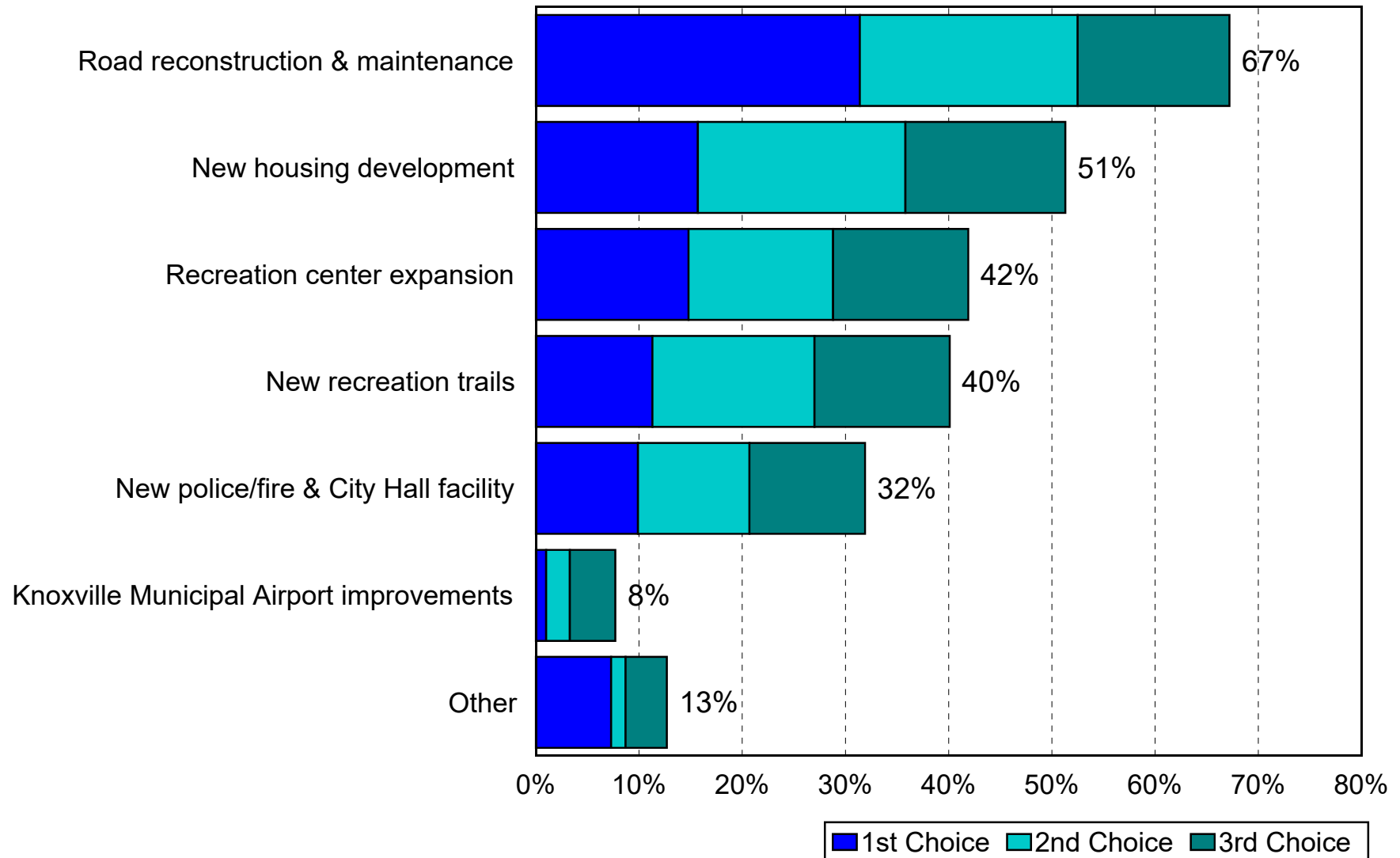


TREND DATA

Source: ETC Institute (2019)

Q30. Future Priorities That Should Receive the Most Emphasis Over the Next Three Years

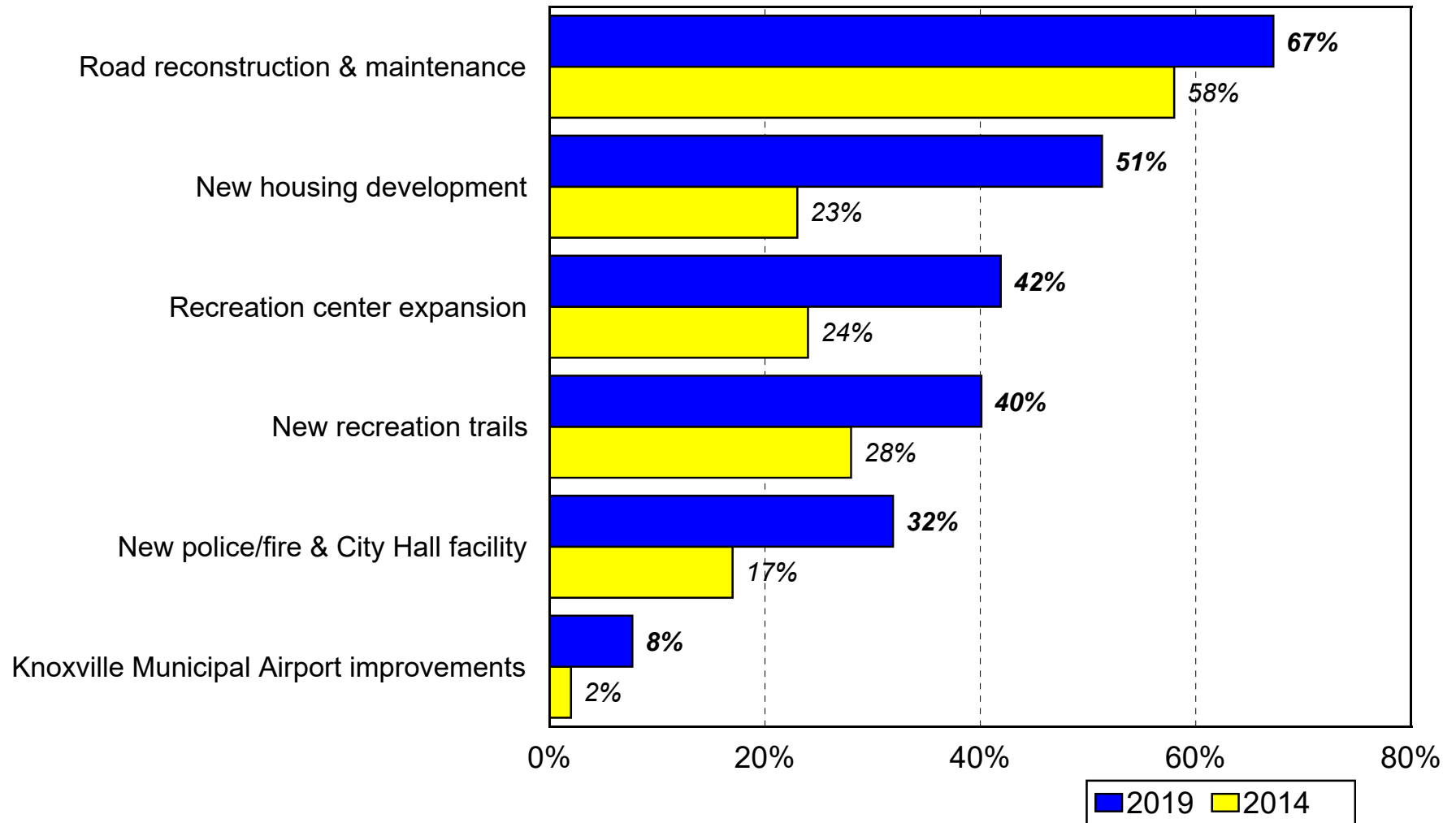
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

Q30. Future Priorities That Should Receive the Most Emphasis Over the Next Three Years (2019 & 2014)

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

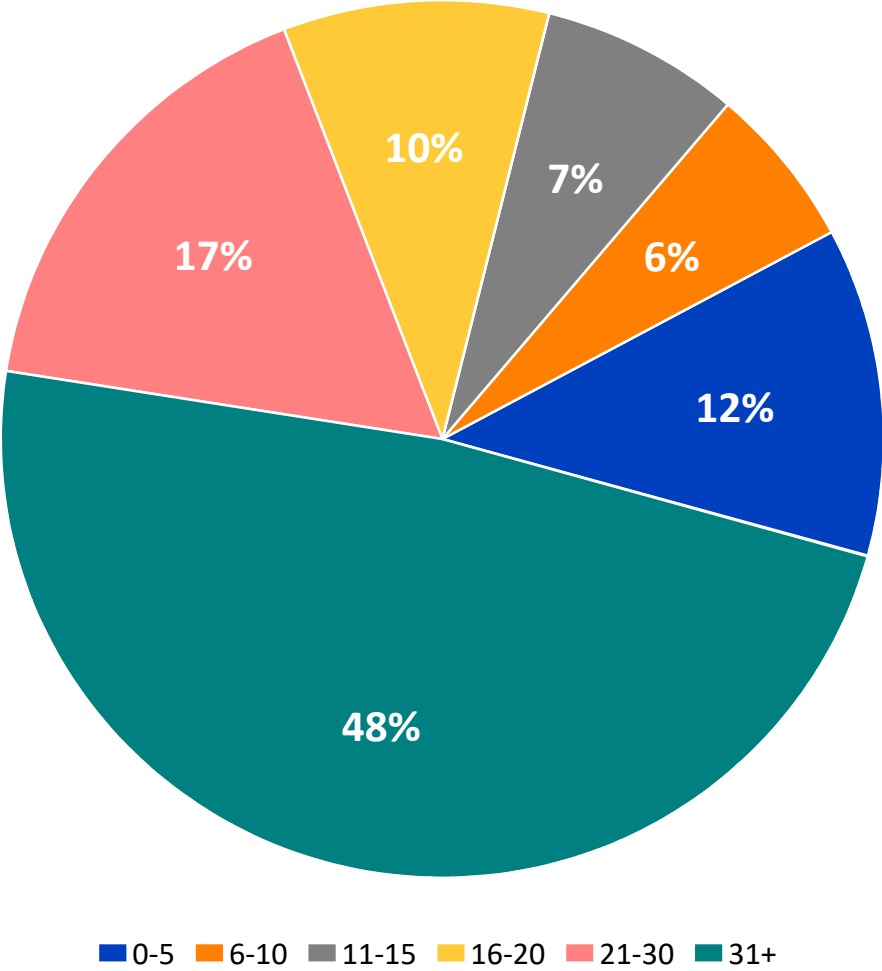


TREND DATA

Source: ETC Institute (2019)

Q31. Demographics: How many years have you lived in Knoxville?

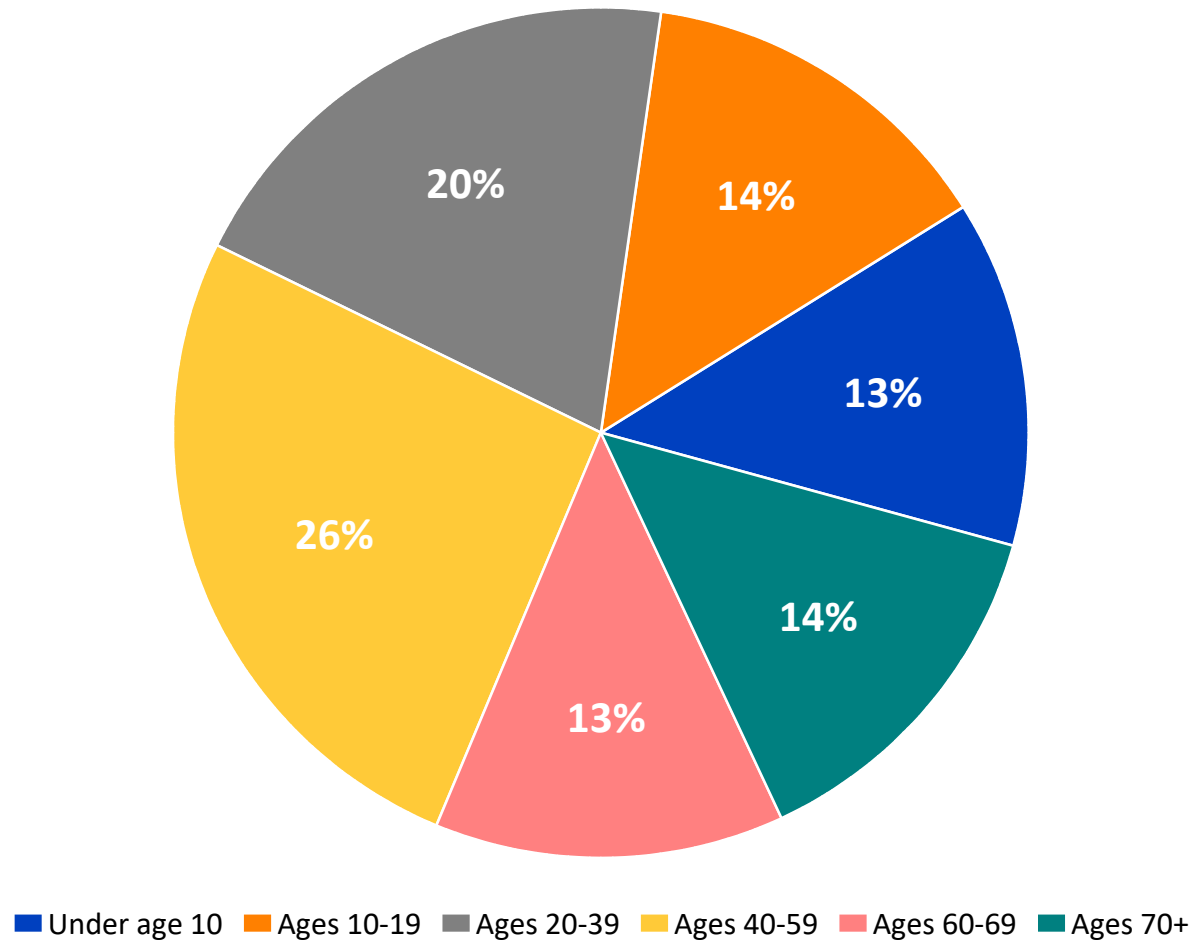
by percentage of respondents



Source: ETC Institute (2019)

Q32. Demographics: Ages of People in Household

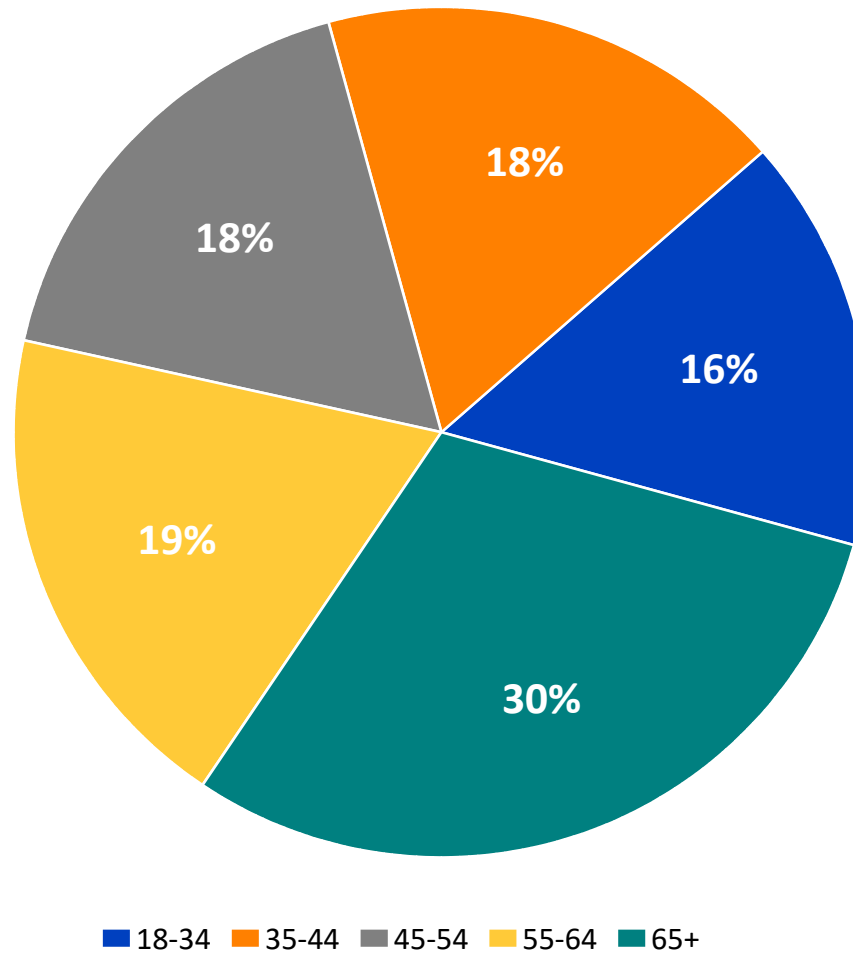
by percentage of household occupants



Source: ETC Institute (2019)

Q33. Demographics: What is your age?

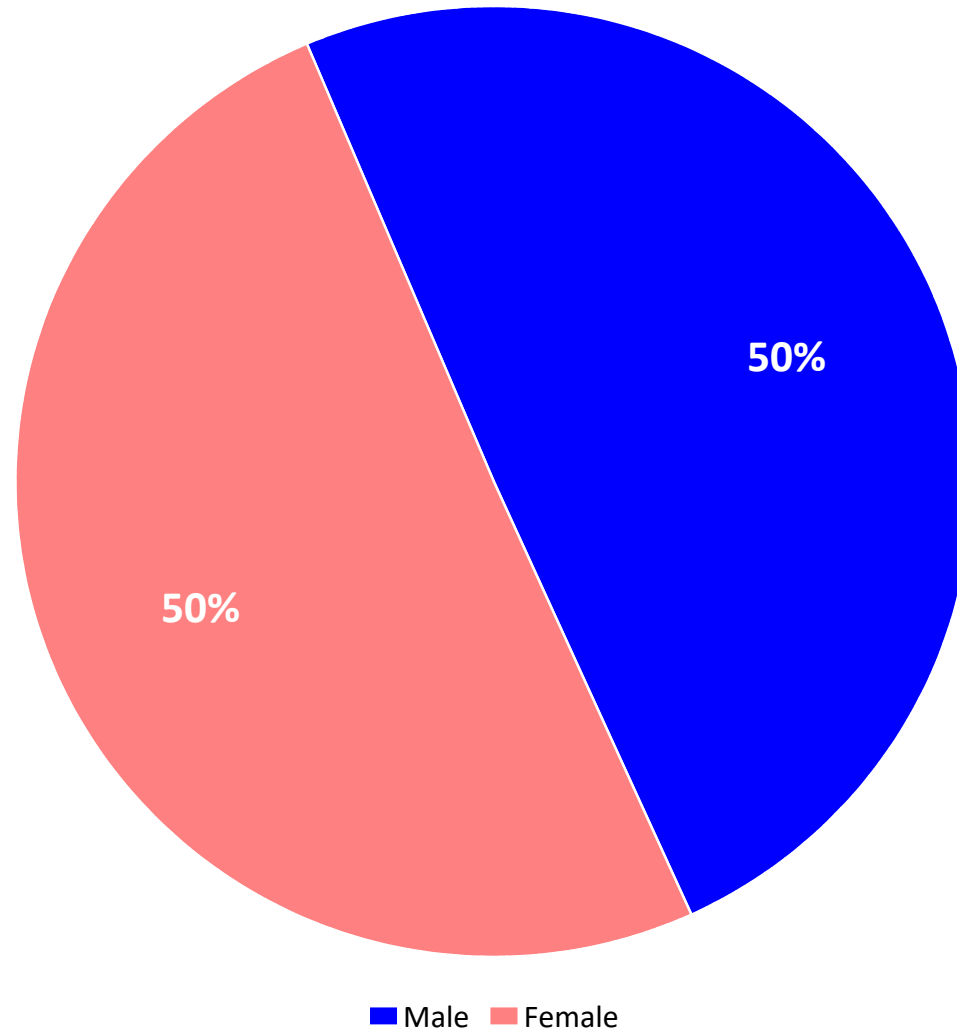
by percentage of respondents



Source: ETC Institute (2019)

Q34. Demographics: Gender

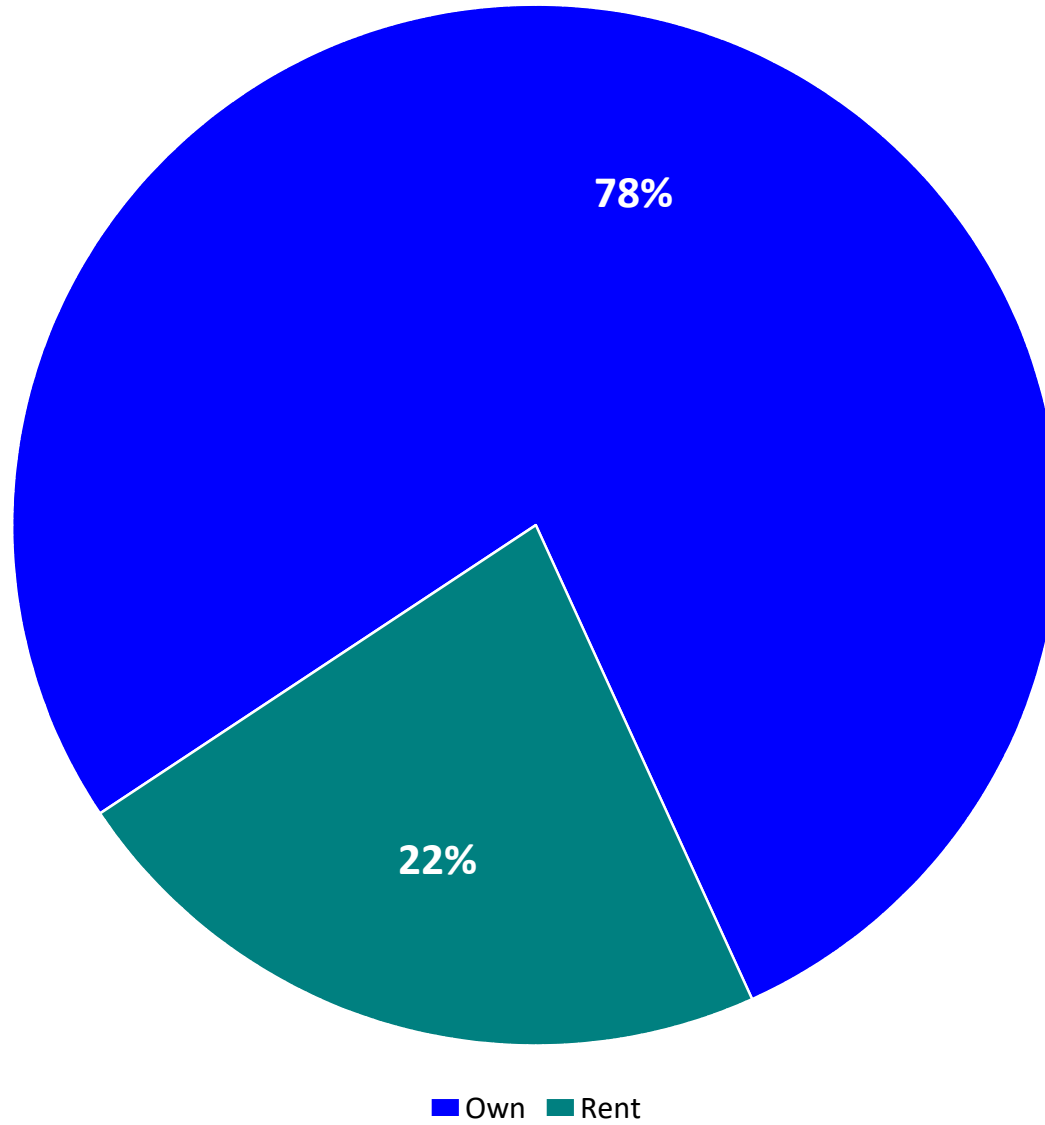
by percentage of respondents



Source: ETC Institute (2019)

Q35. Demographics: Do you own or rent your home?

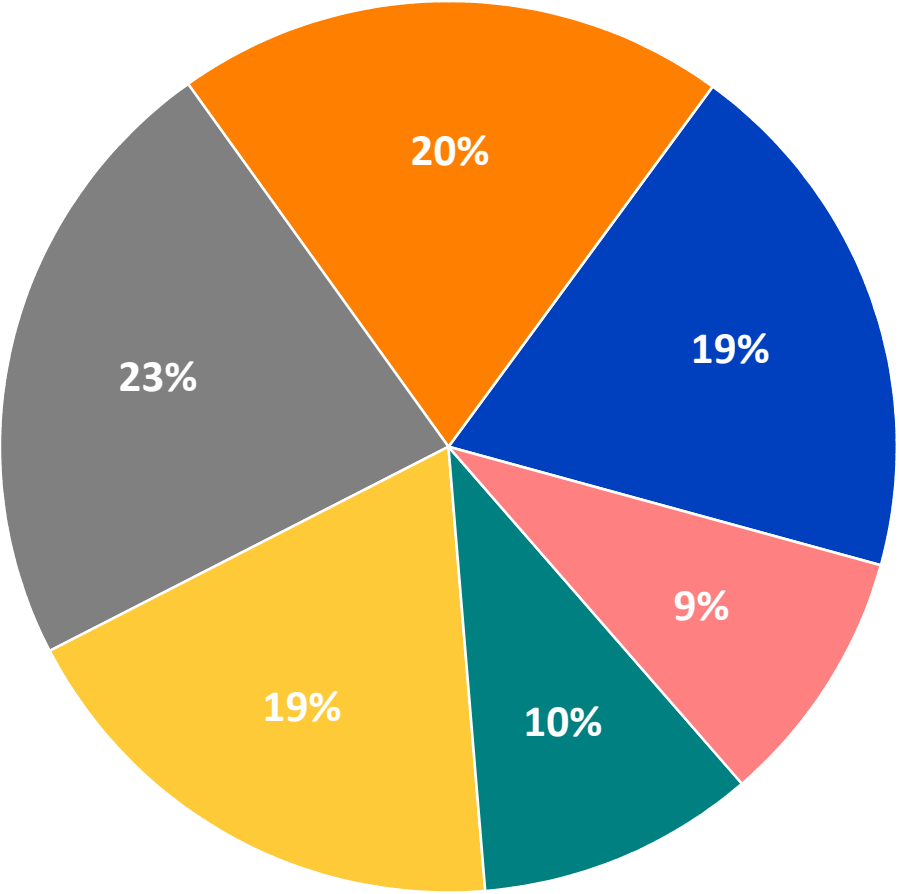
by percentage of respondents



Source: ETC Institute (2019)

Q36. Demographics: Which of the following best describes your household income?

by percentage of respondents



■ Less than \$30K ■ \$30K-\$49,999 ■ \$50K-\$74,999
■ \$75K-\$99,999 ■ \$100K-\$129,999 ■ \$130K+

Source: ETC Institute (2019)

Section 2

Benchmarking Analysis

Benchmarking Summary Report

Knoxville, Iowa

Overview

ETC Institute's DirectionFinder program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 230 cities in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from a national survey that was administered by ETC Institute during the summer of 2019 to a random sample of more than 4,000 residents across the United States

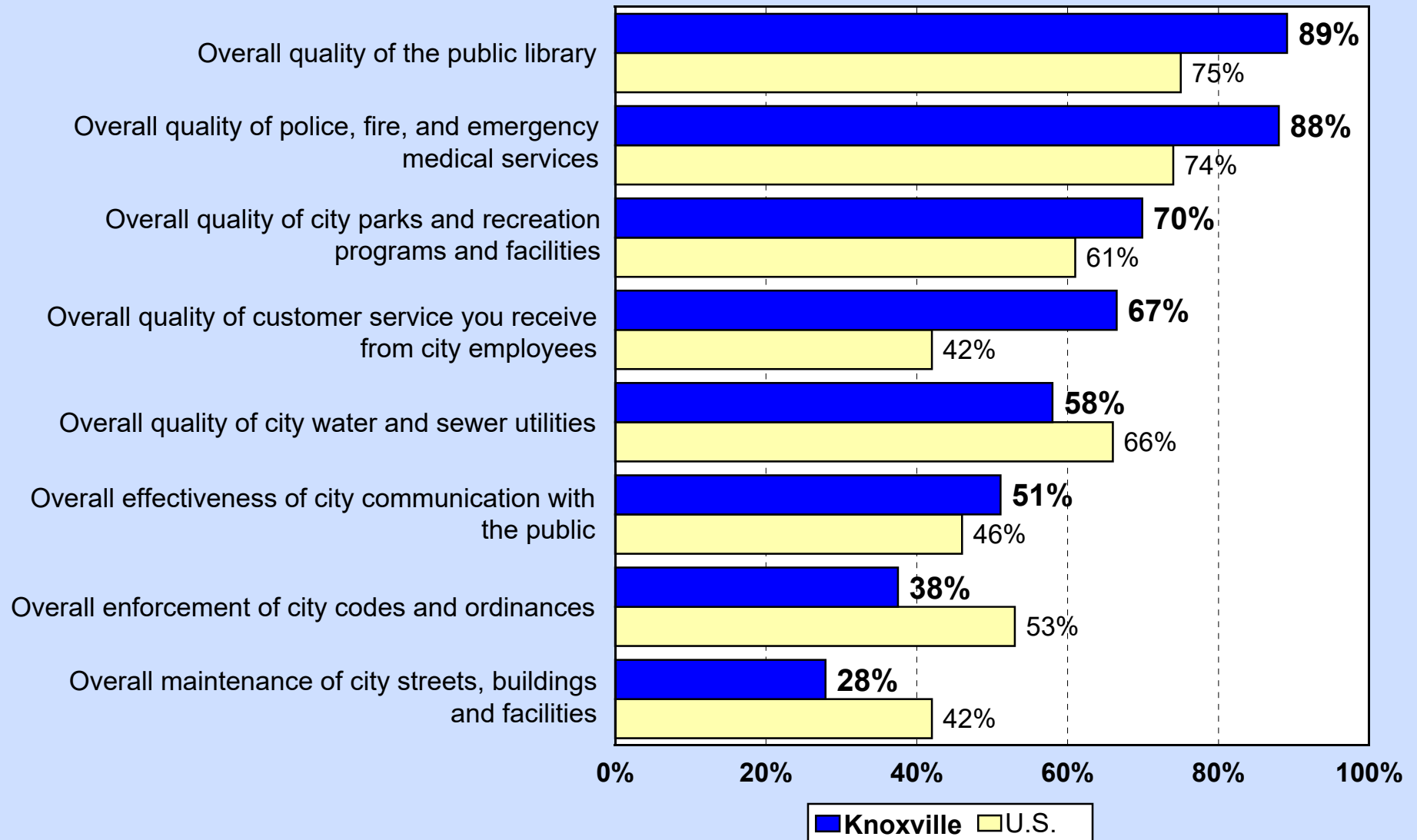
The charts on the following pages show how the overall results for Knoxville compare to the United States national averages based on the results of the 2019 survey that was administered by ETC institute to a random sample of over 4,000 residents across the United States. Knoxville's results are shown in blue and the National averages are shown in yellow.

National Benchmarks

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

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

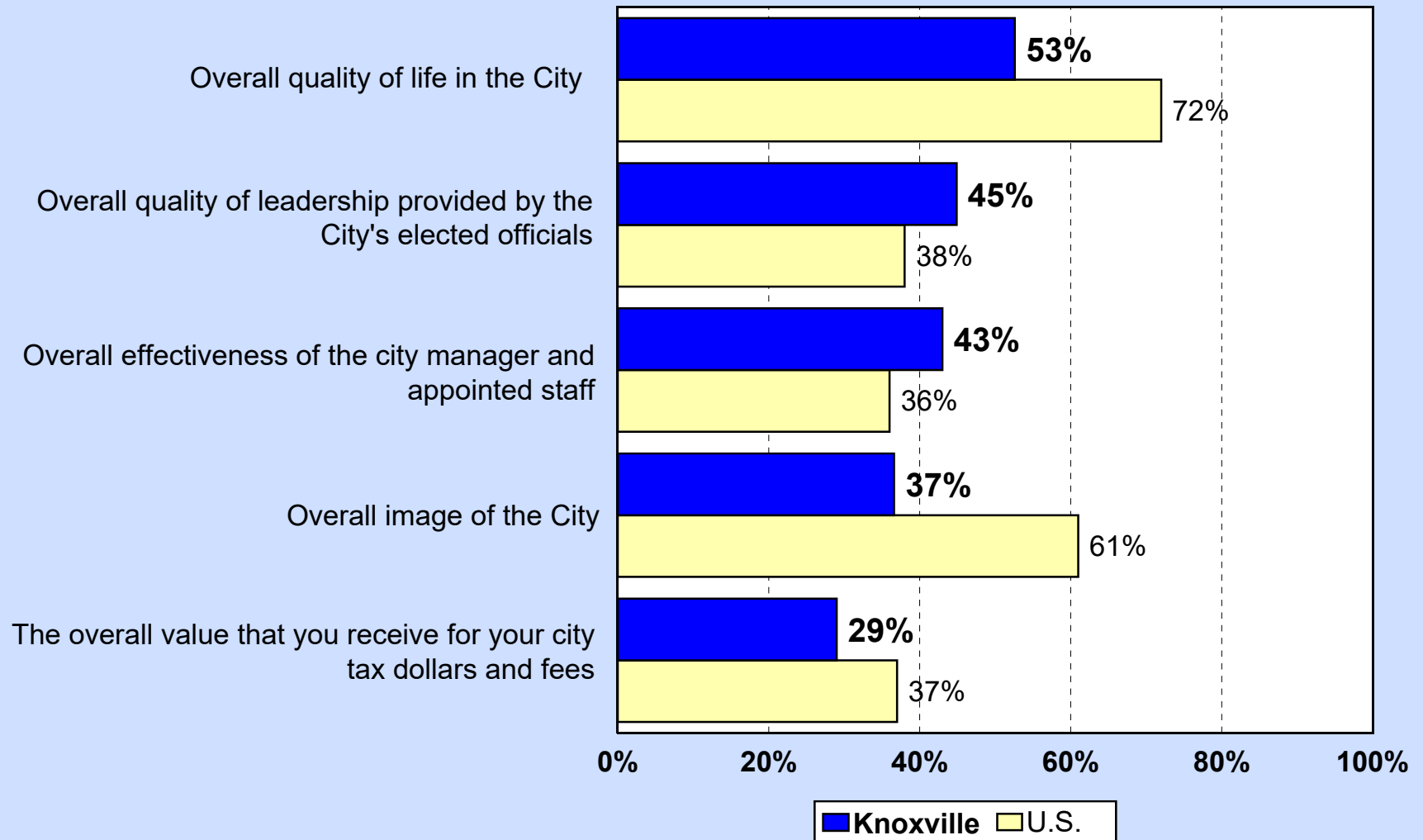
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

Satisfaction with Issues that Influence Perceptions of the City Knoxville vs. the U.S.

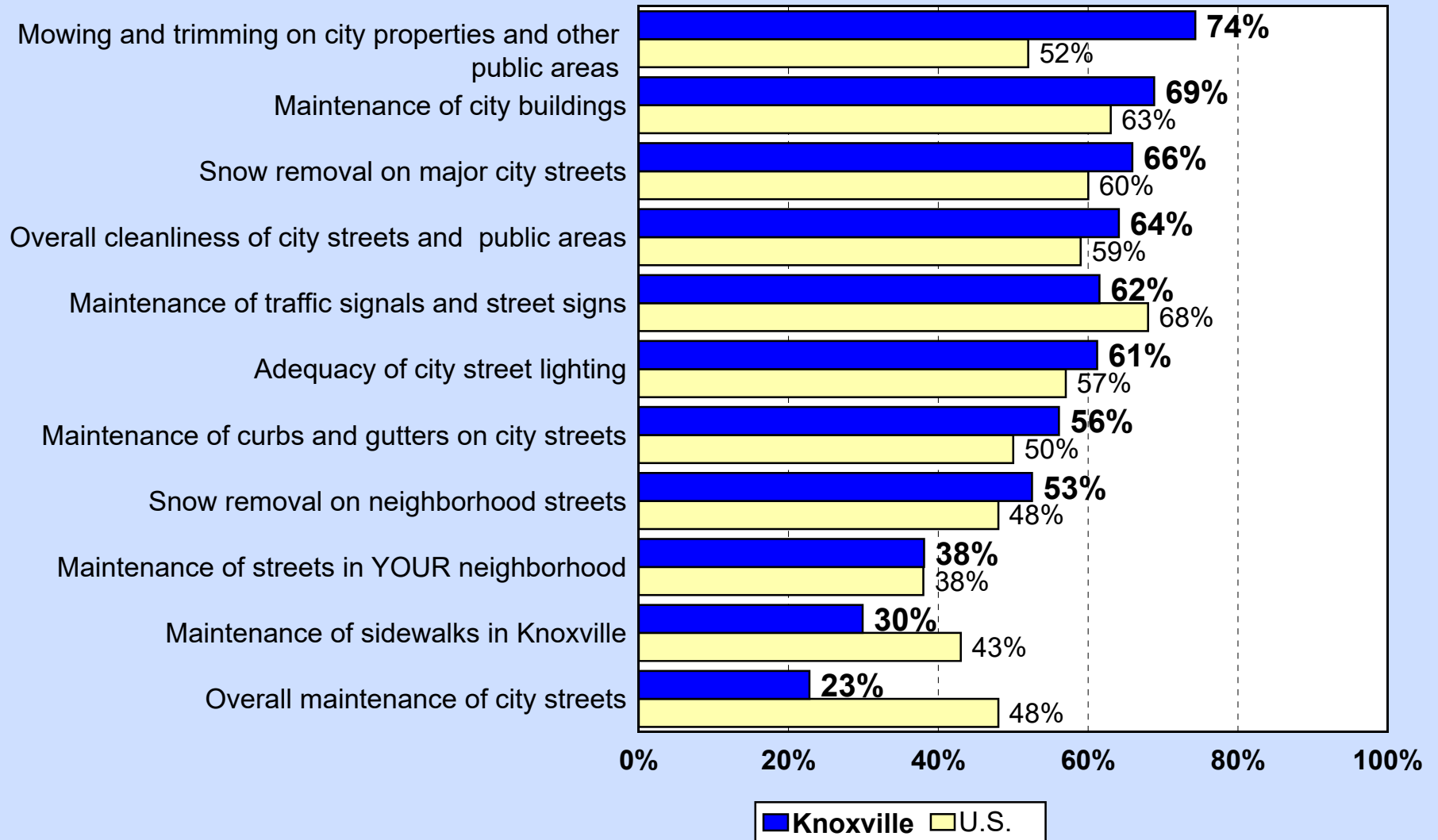
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

Overall Satisfaction with City Maintenance Knoxville vs. the U.S.

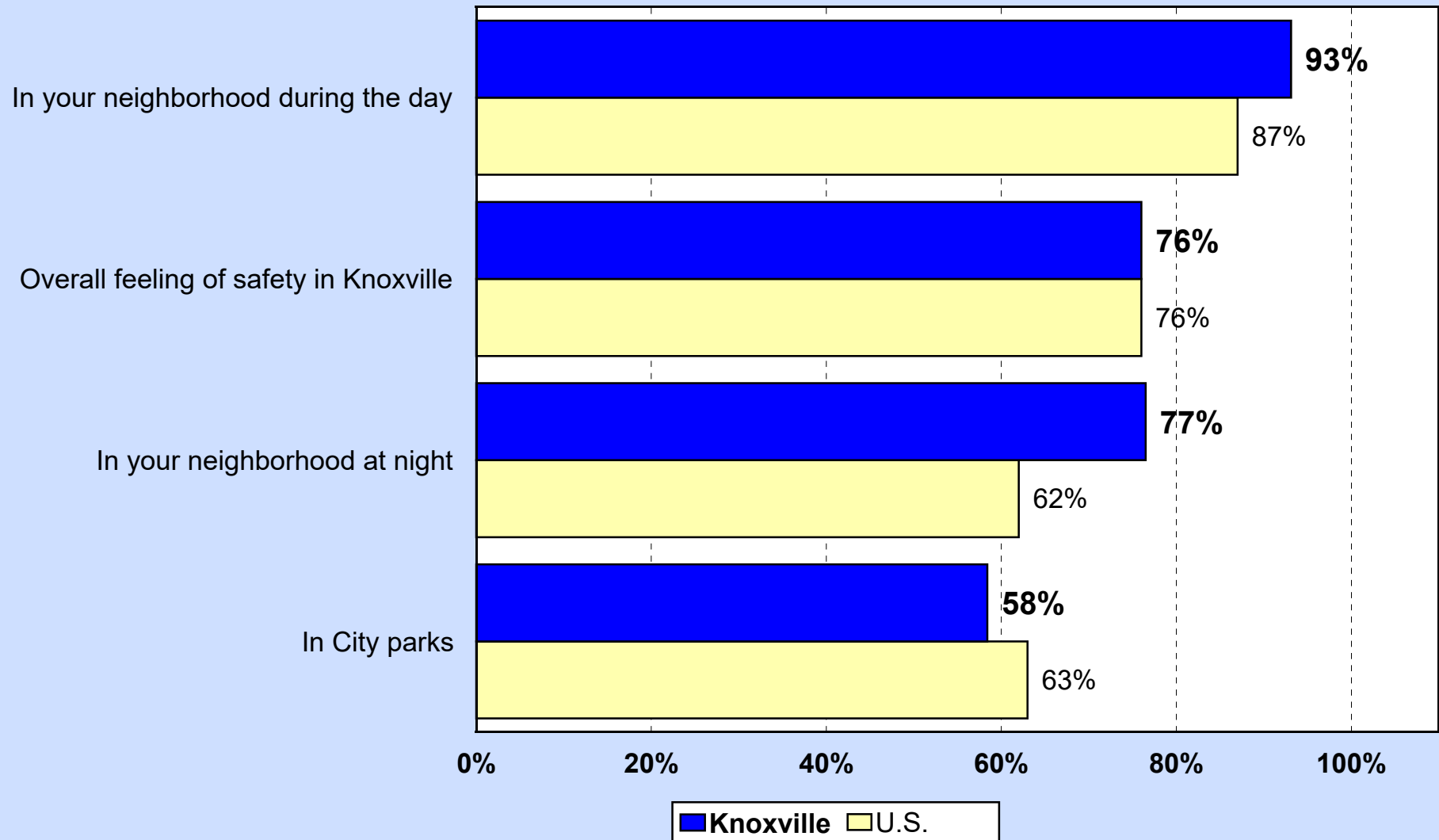
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

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

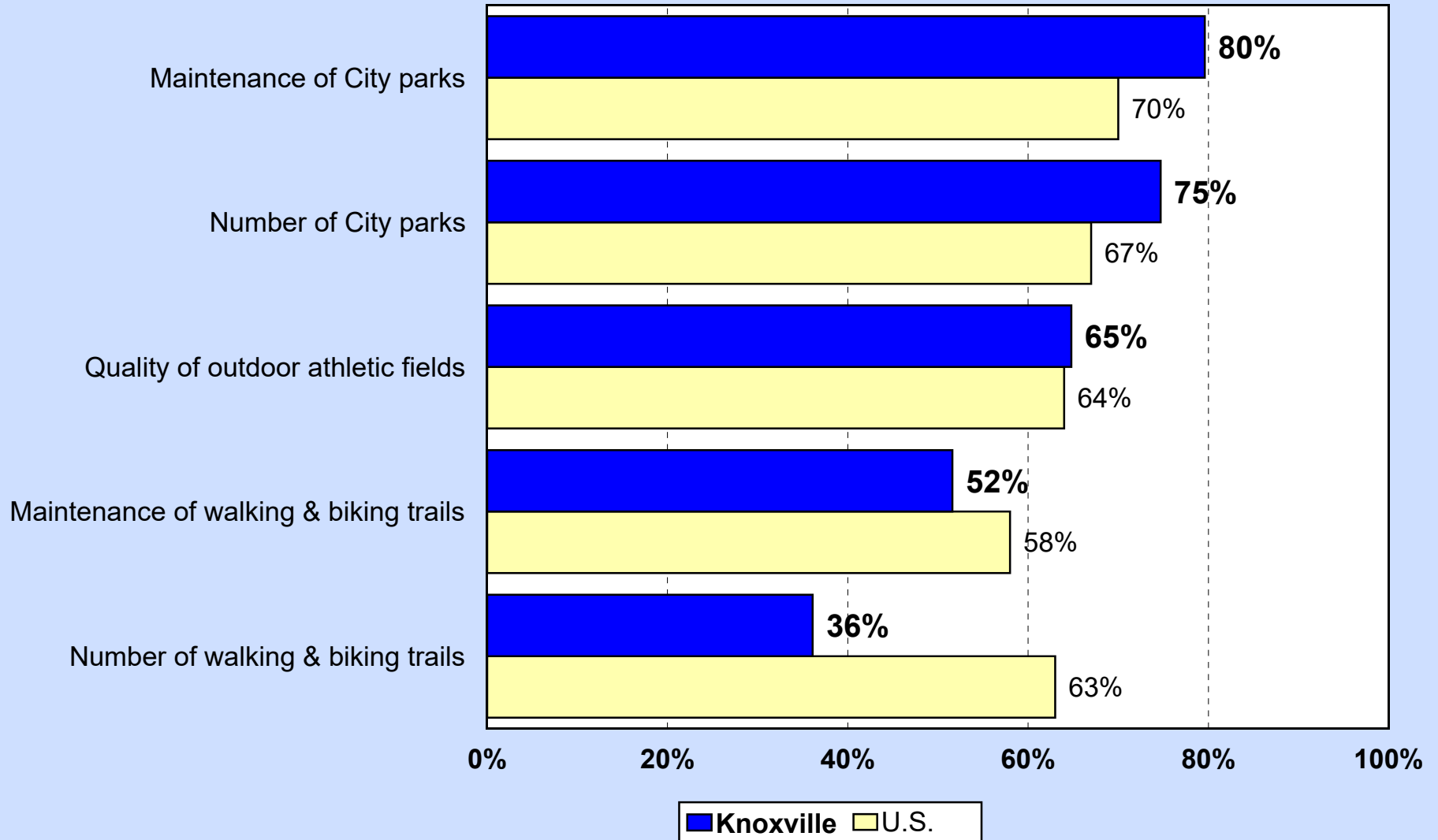
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

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

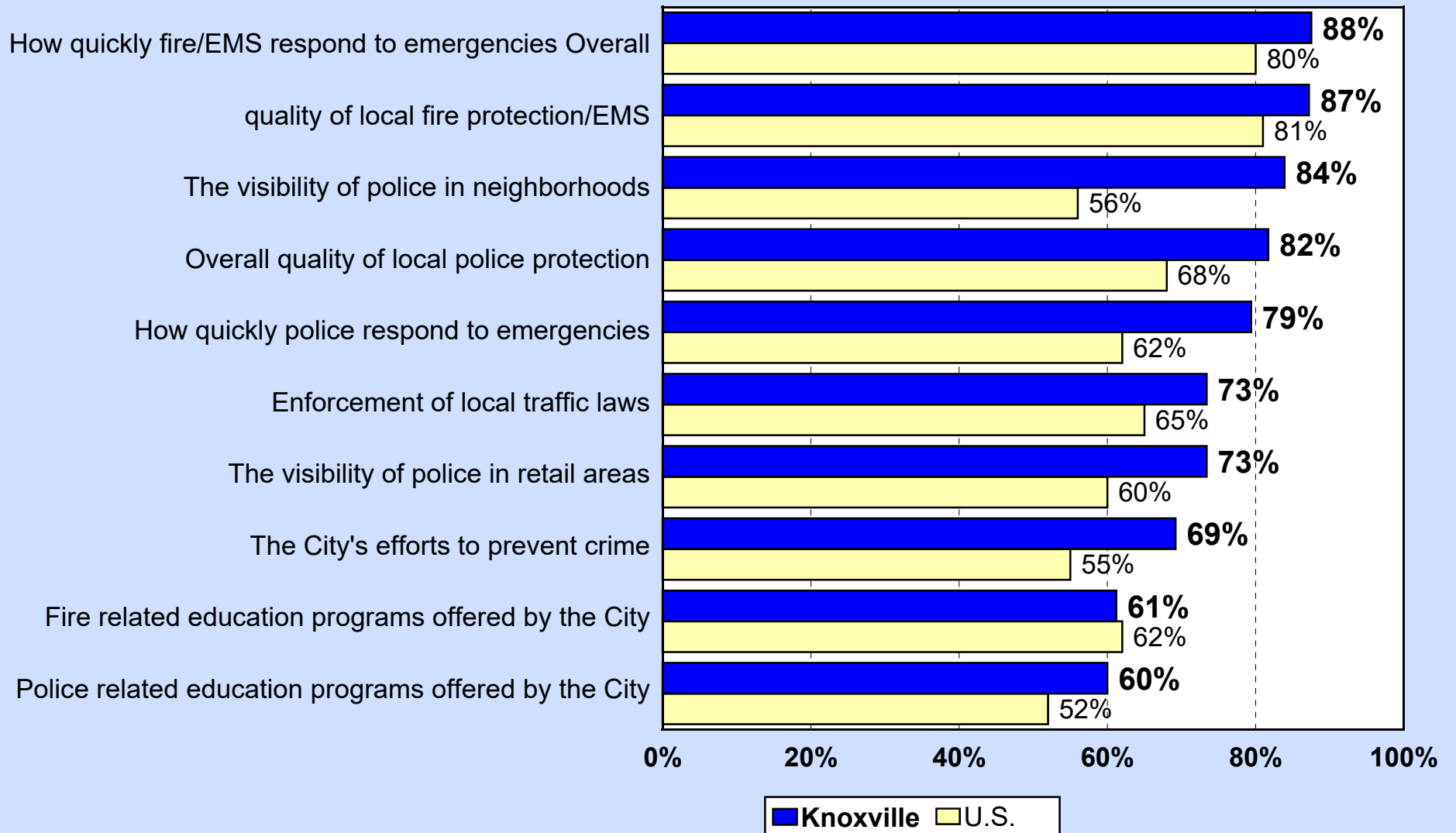
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

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

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



Source: 2019 ETC Institute

Section 3

Importance-Satisfaction Analysis

2019 Importance-Satisfaction Rating

Knoxville, Iowa

Overall City Services

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, buildings & facilities	81%	1	28%	9	0.5840	1
Overall enforcement of City codes & ordinances	38%	3	38%	8	0.2350	2
High Priority (IS .10-.20)						
Overall quality of City water & sewer utilities	34%	4	58%	6	0.1436	3
Overall effectiveness of City communication with the public	28%	6	51%	7	0.1345	4
Overall quality of City parks & recreation programs & facilities	40%	2	70%	4	0.1192	5
Medium Priority (IS <.10)						
Overall quality of police, fire, & emergency medical services	28%	5	88%	2	0.0341	6
Overall quality of customer service you receive from City employees	8%	7	67%	5	0.0251	7
Overall quality of City cemetery	4%	8	86%	3	0.0054	8
Overall quality of public library	2%	9	89%	1	0.0017	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, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

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2019 Importance-Satisfaction Rating

Knoxville, Iowa

City Maintenance Services

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	54%	1	56%	1	0.2357	1
Maintenance & preservation of Downtown Knoxville	20%	4	25%	5	0.1470	2
Maintenance of sidewalks in Knoxville	22%	2	36%	3	0.1436	3
Snow removal on neighborhood streets	19%	5	31%	4	0.1329	4
Maintenance of streets in your neighborhood	22%	3	41%	2	0.1305	5
Medium Priority (IS <.10)						
Adequacy of City street lighting	11%	6	18%	6	0.0859	6
Snow removal on major City streets	9%	7	17%	7	0.0713	7
Maintenance of City buildings	8%	8	9%	11	0.0681	8
Overall cleanliness of City streets & other public areas	7%	9	11%	10	0.0633	9
Maintenance of curbs & gutters on City streets	6%	10	17%	8	0.0498	10
Maintenance of traffic signals & street signs	5%	11	11%	9	0.0452	11
Mowing & trimming on City properties & other public areas	2%	12	6%	12	0.0140	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, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

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2019 Importance-Satisfaction Rating

Knoxville, Iowa

City Library

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	21%	1	62%	7	0.0805	1
Overall quality & quantity of programs for adults	19%	3	68%	6	0.0617	2
Overall quality & quantity of programs for children	17%	4	73%	5	0.0466	3
Overall quality of available materials	21%	2	78%	3	0.0456	4
Overall quality of online resources	15%	5	74%	4	0.0391	5
Overall helpfulness of library staff	4%	6	85%	1	0.0059	6
Overall quality of space available for library	3%	7	85%	2	0.0038	7

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, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

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2019 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 cleanup of debris on private property	47%	1	34%	3	0.3102	1
Enforcing cleanup of abandoned property	39%	2	24%	6	0.2983	2
High Priority (IS .10-.20)						
Enforcing exterior maintenance of residential & business property	28%	3	31%	5	0.1931	3
Enforcing mowing & cutting of weeds on private property	19%	4	34%	4	0.1236	4
Medium Priority (IS <.10)						
Quality of animal control	16%	5	42%	2	0.0912	5
Enforcing snow removal on sidewalks	12%	6	44%	1	0.0645	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, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

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2019 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	45%	1	36%	6	0.2856	1
Condition of restrooms in public parks	39%	2	41%	5	0.2287	2
Medium Priority (IS <.10)						
Maintenance of walking & biking trails	17%	5	52%	4	0.0828	3
Quality of outdoor athletic fields	19%	4	65%	3	0.0658	4
Maintenance of City parks	29%	3	80%	1	0.0594	5
Number of City parks	13%	6	75%	2	0.0331	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, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

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2019 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	27%	1	49%	4	0.1369	1
Quality of the City's indoor recreation facility	25%	2	48%	5	0.1269	2
Special events sponsored by the City	20%	3	43%	9	0.1159	3
Medium Priority (IS <.10)						
Fees charged for recreation programs	16%	6	45%	7	0.0901	4
Senior recreation opportunities	17%	4	47%	6	0.0894	5
City's youth athletic programs	17%	5	53%	3	0.0799	6
City's adult athletic programs	11%	7	44%	8	0.0636	7
Personal fitness classes	7%	8	53%	2	0.0343	8
Ease of registering for programs	4%	9	55%	1	0.0181	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, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

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2019 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	33%	1	69%	7	0.1010	1
Medium Priority (IS <.10)						
Police related education programs offered by City	23%	2	60%	8	0.0908	2
Visibility of police in retail areas	17%	4	73%	5	0.0450	3
Enforcement of local traffic laws	16%	5	73%	6	0.0412	4
Visibility of police in neighborhoods	20%	3	84%	1	0.0316	5
How quickly police respond to emergencies	13%	6	79%	3	0.0264	6
Overall quality of local police protection	12%	7	82%	2	0.0210	7
Quality of dispatch services for police services	8%	8	76%	4	0.0196	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, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

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2019 Importance-Satisfaction Rating

Knoxville, Iowa

Fire and Emergency Medical Service

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 the City	32%	2	61%	4	0.1222	1
Medium Priority (IS <.10)						
Overall quality of local fire protection/emergency medical services	32%	1	87%	2	0.0407	2
emergencies	31%	3	88%	1	0.0386	3
Quality of dispatch services for fire and emergency medical services	18%	4	81%	3	0.0329	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, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

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Section 5

Survey Instrument

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Knoxville using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police, fire, & emergency medical services	45.7%	40.0%	8.6%	2.4%	0.7%	2.6%
Q1-2. Overall quality of City parks & recreation programs & facilities	21.6%	46.4%	19.7%	8.0%	1.6%	2.6%
Q1-3. Overall maintenance of City streets, buildings & facilities	5.6%	21.8%	27.2%	29.1%	14.7%	1.6%
Q1-4. Overall quality of City water & sewer utilities	14.5%	42.4%	21.8%	12.7%	6.6%	1.9%
Q1-5. Overall enforcement of City codes & ordinances	9.4%	26.2%	32.1%	18.0%	9.2%	5.1%
Q1-6. Overall quality of customer service you receive from City employees	23.2%	40.1%	22.9%	5.9%	3.1%	4.7%
Q1-7. Overall effectiveness of City communication with the public	11.5%	37.9%	29.3%	12.9%	4.9%	3.5%
Q1-8. Overall quality of public library	57.2%	22.7%	8.6%	0.5%	0.7%	10.3%
Q1-9. Overall quality of City cemetery	45.9%	33.7%	11.7%	0.9%	0.2%	7.7%

WITHOUT DON'T KNOW**Q1. Please rate your overall satisfaction with major categories of services provided by the City of Knoxville using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police, fire, & emergency medical services	47.0%	41.0%	8.8%	2.5%	0.7%
Q1-2. Overall quality of City parks & recreation programs & facilities	22.2%	47.7%	20.3%	8.2%	1.6%
Q1-3. Overall maintenance of City streets, buildings & facilities	5.7%	22.2%	27.7%	29.6%	14.9%
Q1-4. Overall quality of City water & sewer utilities	14.8%	43.2%	22.2%	13.0%	6.8%
Q1-5. Overall enforcement of City codes & ordinances	9.9%	27.6%	33.8%	18.9%	9.7%
Q1-6. Overall quality of customer service you receive from City employees	24.4%	42.1%	24.0%	6.2%	3.3%
Q1-7. Overall effectiveness of City communication with the public	11.9%	39.2%	30.4%	13.4%	5.1%
Q1-8. Overall quality of public library	63.8%	25.3%	9.5%	0.6%	0.8%
Q1-9. Overall quality of City cemetery	49.7%	36.5%	12.7%	0.9%	0.2%

Q2. Which THREE of the major categories of City services listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire, & emergency medical services	69	12.0 %
Overall quality of City parks & recreation programs & facilities	75	13.1 %
Overall maintenance of City streets, buildings & facilities	264	46.1 %
Overall quality of City water & sewer utilities	44	7.7 %
Overall enforcement of City codes & ordinances	54	9.4 %
Overall quality of customer service you receive from City employees	6	1.0 %
Overall effectiveness of City communication with the public	19	3.3 %
Overall quality of public library	1	0.2 %
Overall quality of City cemetery	4	0.7 %
None chosen	37	6.5 %
Total	573	100.0 %

Q2. Which THREE of the major categories of City services listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire, & emergency medical services	40	7.0 %
Overall quality of City parks & recreation programs & facilities	70	12.2 %
Overall maintenance of City streets, buildings & facilities	143	25.0 %
Overall quality of City water & sewer utilities	81	14.1 %
Overall enforcement of City codes & ordinances	93	16.2 %
Overall quality of customer service you receive from City employees	9	1.6 %
Overall effectiveness of City communication with the public	53	9.2 %
Overall quality of public library	4	0.7 %
Overall quality of City cemetery	5	0.9 %
None chosen	75	13.1 %
Total	573	100.0 %

Q2. Which THREE of the major categories of City services listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Overall quality of police, fire, & emergency medical services	54	9.4 %
Overall quality of City parks & recreation programs & facilities	82	14.3 %
Overall maintenance of City streets, buildings & facilities	57	9.9 %
Overall quality of City water & sewer utilities	71	12.4 %
Overall enforcement of City codes & ordinances	69	12.0 %
Overall quality of customer service you receive from City employees	28	4.9 %
Overall effectiveness of City communication with the public	86	15.0 %
Overall quality of public library	4	0.7 %
Overall quality of City cemetery	13	2.3 %
None chosen	109	19.0 %
Total	573	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the major categories of City services listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)

Q2. Top choice	Number	Percent
Overall quality of police, fire, & emergency medical services	163	28.4 %
Overall quality of City parks & recreation programs & facilities	227	39.6 %
Overall maintenance of City streets, buildings & facilities	464	81.0 %
Overall quality of City water & sewer utilities	196	34.2 %
Overall enforcement of City codes & ordinances	216	37.7 %
Overall quality of customer service you receive from City employees	43	7.5 %
Overall effectiveness of City communication with the public	158	27.6 %
Overall quality of public library	9	1.6 %
Overall quality of City cemetery	22	3.8 %
None chosen	37	6.5 %
Total	1535	

Q3. Perceptions. Several items that may influence your perception of the City of Knoxville are listed below. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Knoxville	12.2%	46.6%	25.8%	8.7%	2.4%	4.2%
Q3-2. Overall image of City	6.1%	29.8%	31.6%	24.1%	6.5%	1.9%
Q3-3. Overall quality of life in City	10.5%	40.7%	29.7%	12.4%	4.2%	2.6%
Q3-4. Overall quality of your neighborhood	19.4%	40.7%	21.1%	13.6%	4.2%	1.0%
Q3-5. Overall quality of new residential development in City	8.4%	24.6%	32.5%	17.8%	8.6%	8.2%
Q3-6. Overall quality of new commercial development in City	5.1%	15.4%	30.0%	27.9%	14.3%	7.3%
Q3-7. Overall value that you receive for your City tax & fees	3.8%	23.7%	30.5%	23.4%	13.6%	4.9%

WITHOUT DON'T KNOW

Q3. Perceptions. Several items that may influence your perception of the City of Knoxville are listed below. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Knoxville	12.8%	48.6%	27.0%	9.1%	2.6%
Q3-2. Overall image of City	6.2%	30.4%	32.2%	24.6%	6.6%
Q3-3. Overall quality of life in City	10.8%	41.8%	30.5%	12.7%	4.3%
Q3-4. Overall quality of your neighborhood	19.6%	41.1%	21.3%	13.8%	4.2%
Q3-5. Overall quality of new residential development in City	9.1%	26.8%	35.4%	19.4%	9.3%
Q3-6. Overall quality of new commercial development in City	5.5%	16.6%	32.4%	30.1%	15.4%
Q3-7. Overall value that you receive for your City tax & fees	4.0%	25.0%	32.1%	24.6%	14.3%

Q4. Leadership. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of leadership provided by City's elected officials	9.2%	32.6%	29.1%	13.4%	8.9%	6.6%
Q4-2. Overall effectiveness of City manager & appointed staff	8.7%	30.9%	31.6%	13.4%	7.5%	7.9%

WITHOUT DON'T KNOW

Q4. Leadership. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of leadership provided by City's elected officials	9.9%	35.0%	31.2%	14.4%	9.5%
Q4-2. Overall effectiveness of City manager & appointed staff	9.5%	33.5%	34.3%	14.6%	8.1%

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

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall maintenance of City streets	3.0%	19.5%	20.9%	34.6%	20.9%	1.0%
Q5-2. Maintenance of streets in your neighborhood	7.5%	29.7%	20.8%	23.4%	16.4%	2.3%
Q5-3. Maintenance of sidewalks in Knoxville	4.5%	24.8%	33.5%	25.0%	10.3%	1.9%
Q5-4. Maintenance of traffic signals & street signs	10.8%	49.0%	26.4%	7.7%	3.3%	2.8%
Q5-5. Maintenance & preservation of Downtown Knoxville	9.1%	37.0%	27.7%	16.8%	7.3%	2.1%
Q5-6. Maintenance of City buildings	16.1%	50.4%	21.3%	5.8%	3.1%	3.3%
Q5-7. Snow removal on major City streets	14.1%	50.4%	16.6%	11.0%	5.8%	2.1%
Q5-8. Snow removal on neighborhood streets	9.9%	41.4%	16.4%	18.3%	11.7%	2.3%
Q5-9. Mowing & trimming on City properties & other public areas	18.2%	54.8%	19.0%	4.7%	1.6%	1.7%
Q5-10. Overall cleanliness of City streets & other public areas	11.9%	51.5%	24.8%	8.6%	2.1%	1.2%
Q5-11. Adequacy of City street lighting	11.9%	48.5%	20.2%	13.6%	4.4%	1.4%
Q5-12. Maintenance of curbs & gutters on City streets	10.3%	44.3%	26.2%	12.7%	3.8%	2.6%

WITHOUT DON'T KNOW**Q5. Maintenance. Please rate your satisfaction using 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=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall maintenance of City streets	3.0%	19.8%	21.2%	34.9%	21.2%
Q5-2. Maintenance of streets in your neighborhood	7.7%	30.4%	21.3%	23.9%	16.8%
Q5-3. Maintenance of sidewalks in Knoxville	4.6%	25.3%	34.2%	25.4%	10.5%
Q5-4. Maintenance of traffic signals & street signs	11.1%	50.4%	27.1%	7.9%	3.4%
Q5-5. Maintenance & preservation of Downtown Knoxville	9.3%	37.8%	28.3%	17.1%	7.5%
Q5-6. Maintenance of City buildings	16.6%	52.2%	22.0%	6.0%	3.2%
Q5-7. Snow removal on major City streets	14.4%	51.5%	16.9%	11.2%	5.9%
Q5-8. Snow removal on neighborhood streets	10.2%	42.3%	16.8%	18.8%	12.0%
Q5-9. Mowing & trimming on City properties & other public areas	18.5%	55.8%	19.4%	4.8%	1.6%
Q5-10. Overall cleanliness of City streets & other public areas	12.0%	52.1%	25.1%	8.7%	2.1%
Q5-11. Adequacy of City street lighting	12.0%	49.2%	20.5%	13.8%	4.4%
Q5-12. Maintenance of curbs & gutters on City streets	10.6%	45.5%	26.9%	13.1%	3.9%

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

Q6. Top choice	Number	Percent
Overall maintenance of City streets	250	43.6 %
Maintenance of streets in your neighborhood	59	10.3 %
Maintenance of sidewalks in Knoxville	44	7.7 %
Maintenance of traffic signals & street signs	12	2.1 %
Maintenance & preservation of Downtown Knoxville	54	9.4 %
Maintenance of City buildings	24	4.2 %
Snow removal on major City streets	17	3.0 %
Snow removal on neighborhood streets	42	7.3 %
Mowing & trimming on City properties & other public areas	3	0.5 %
Overall cleanliness of City streets & other public areas	7	1.2 %
Adequacy of City street lighting	19	3.3 %
Maintenance of curbs & gutters on City streets	9	1.6 %
None chosen	33	5.8 %
Total	573	100.0 %

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

Q6. 2nd choice	Number	Percent
Overall maintenance of City streets	58	10.1 %
Maintenance of streets in your neighborhood	67	11.7 %
Maintenance of sidewalks in Knoxville	84	14.7 %
Maintenance of traffic signals & street signs	17	3.0 %
Maintenance & preservation of Downtown Knoxville	58	10.1 %
Maintenance of City buildings	19	3.3 %
Snow removal on major City streets	32	5.6 %
Snow removal on neighborhood streets	68	11.9 %
Mowing & trimming on City properties & other public areas	6	1.0 %
Overall cleanliness of City streets & other public areas	34	5.9 %
Adequacy of City street lighting	41	7.2 %
Maintenance of curbs & gutters on City streets	25	4.4 %
None chosen	64	11.2 %
Total	573	100.0 %

SUM OF TOP 2 CHOICES**Q6. Which TWO of the city maintenance services listed in Question 5 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)**

Q6. Sum of Top 2 Choices	Number	Percent
Overall maintenance of City streets	308	53.8 %
Maintenance of streets in your neighborhood	126	22.0 %
Maintenance of sidewalks in Knoxville	128	22.3 %
Maintenance of traffic signals & street signs	29	5.1 %
Maintenance & preservation of Downtown Knoxville	112	19.5 %
Maintenance of City buildings	43	7.5 %
Snow removal on major City streets	49	8.6 %
Snow removal on neighborhood streets	110	19.2 %
Mowing & trimming on City properties & other public areas	9	1.6 %
Overall cleanliness of City streets & other public areas	41	7.2 %
Adequacy of City street lighting	60	10.5 %
Maintenance of curbs & gutters on City streets	34	5.9 %
None chosen	33	5.8 %
Total	1082	

Q7. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Drainage of rain water off streets near your residence	17.8%	53.1%	15.0%	7.9%	3.5%	2.8%
Q7-2. Drainage of rain water off other streets you use in Knoxville	9.9%	49.4%	23.7%	9.9%	3.8%	3.1%
Q7-3. Drainage of rain water off properties in your neighborhood	12.7%	51.7%	19.5%	9.2%	3.8%	3.0%

WITHOUT DON'T KNOW

Q7. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Drainage of rain water off streets near your residence	18.3%	54.6%	15.4%	8.1%	3.6%
Q7-2. Drainage of rain water off other streets you use in Knoxville	10.3%	51.0%	24.5%	10.3%	4.0%
Q7-3. Drainage of rain water off properties in your neighborhood	13.1%	53.2%	20.1%	9.5%	4.0%

Q8. Customer Service. Have you interacted with (call, online or visit) the City with a question, problem or complaint during the past year?

Q8. Have you interacted with City during past year	Number	Percent
Yes	203	35.4 %
No	370	64.6 %
Total	573	100.0 %

Q8a. Which Department did you contact most recently?

Q8a. Which department did you contact most recently	Number	Percent
Street maintenance	35	17.2 %
Wastewater	6	3.0 %
Police	63	31.0 %
Parks & Recreation	6	3.0 %
Fire	2	1.0 %
City Hall	66	32.5 %
Library	6	3.0 %
Other	19	9.4 %
Total	203	100.0 %

Q8a-9. Other

Q8a-9. Other	Number	Percent
ANIMAL CONTROL	1	6.3 %
CITY MANAGER	1	6.3 %
City health code	1	6.3 %
Council member	2	12.5 %
DRAINAGE	1	6.3 %
NEIGHBOR PROBLESM/FORCE SET UP	1	6.3 %
ORDINANCES FOR HOUSE, TREES, SIDEWALKS, BEAUTIFICATION	1	6.3 %
PROPERTY UPKEEP	1	6.3 %
STORM SEWER	1	6.3 %
TERRIBLE EXPERIENCE WITH THE 911 OPERATOR	1	6.3 %
TREE MAINTENANCE ON CITY EASEMENT	1	6.3 %
VIEW BLOCKED BY TREES, BUSHES	1	6.3 %
WATER DEPT	2	12.5 %
WEEDS IN EXCESS OF 4 FT	1	6.3 %
Total	16	100.0 %

Q8b. How easy was it to contact the person you needed to reach in the Department you listed in Q8a?

<u>Q8b. How easy was it to contact the person you needed to reach</u>	<u>Number</u>	<u>Percent</u>
Very easy	93	45.8 %
Somewhat easy	67	33.0 %
Difficult	24	11.8 %
Very difficult	13	6.4 %
Don't know	6	3.0 %
Total	203	100.0 %

WITHOUT DON'T KNOW

Q8b. How easy was it to contact the person you needed to reach in the Department you listed in Q8a? (without "don't know")

<u>Q8b. How easy was it to contact the person you needed to reach</u>	<u>Number</u>	<u>Percent</u>
Very easy	93	47.2 %
Somewhat easy	67	34.0 %
Difficult	24	12.2 %
Very difficult	13	6.6 %
Total	197	100.0 %

Q8c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=203)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q8c-1. They were courteous & polite	41.9%	32.5%	11.3%	3.0%	2.0%	9.4%
Q8c-2. They gave prompt, accurate, & complete answers to questions	30.5%	30.0%	18.7%	6.4%	5.9%	8.4%
Q8c-3. They did what they said they would do in a timely manner	28.6%	27.6%	13.8%	7.9%	9.9%	12.3%
Q8c-4. They helped you resolve an issue	30.5%	24.1%	12.8%	9.9%	13.3%	9.4%

WITHOUT DON'T KNOW

Q8c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=203)

	Always	Usually	Sometimes	Seldom	Never
Q8c-1. They were courteous & polite	46.2%	35.9%	12.5%	3.3%	2.2%
Q8c-2. They gave prompt, accurate, & complete answers to questions	33.3%	32.8%	20.4%	7.0%	6.5%
Q8c-3. They did what they said they would do in a timely manner	32.6%	31.5%	15.7%	9.0%	11.2%
Q8c-4. They helped you resolve an issue	33.7%	26.6%	14.1%	10.9%	14.7%

Q9. Ratings of the City. Please rate Knoxville using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following.

(N=573)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q9-1. As a place to live	18.5%	48.0%	18.3%	11.2%	2.1%	1.9%
Q9-2. As a place to raise children	17.6%	44.0%	19.0%	11.2%	2.3%	5.9%
Q9-3. As a place to work	13.3%	36.3%	22.2%	15.2%	6.8%	6.3%
Q9-4. As a place where you would buy your next home	15.0%	28.8%	29.1%	14.1%	8.7%	4.2%
Q9-5. As a place to retire	15.2%	30.5%	22.5%	16.8%	10.6%	4.4%

WITHOUT DON'T KNOW

Q9. Ratings of the City. Please rate Knoxville using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following. (without "don't know")

(N=573)

	Excellent	Good	Neutral	Below average	Poor
Q9-1. As a place to live	18.9%	48.9%	18.7%	11.4%	2.1%
Q9-2. As a place to raise children	18.7%	46.8%	20.2%	11.9%	2.4%
Q9-3. As a place to work	14.2%	38.7%	23.6%	16.2%	7.3%
Q9-4. As a place where you would buy your next home	15.7%	30.1%	30.4%	14.8%	9.1%
Q9-5. As a place to retire	15.9%	31.9%	23.5%	17.5%	11.1%

Q10. Library Services. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Overall quality of available materials	31.8%	27.2%	13.8%	1.4%	1.0%	24.8%
Q10-2. Overall quality & quantity of programs for children	27.9%	23.0%	14.5%	2.8%	1.4%	30.4%
Q10-3. Overall quality & quantity of programs for teens	19.7%	19.9%	17.6%	4.5%	1.9%	36.3%
Q10-4. Overall quality & quantity of programs for adults	23.9%	24.4%	16.2%	4.5%	1.7%	29.1%
Q10-5. Overall helpfulness of library staff	39.4%	23.2%	10.3%	0.7%	0.2%	26.2%
Q10-6. Overall quality of space available for library	43.3%	20.2%	10.5%	0.5%	0.3%	25.1%
Q10-7. Overall quality of online resources	27.7%	21.6%	14.7%	1.9%	0.7%	33.3%

WITHOUT DON'T KNOW

Q10. Library Services. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall quality of available materials	42.2%	36.2%	18.3%	1.9%	1.4%
Q10-2. Overall quality & quantity of programs for children	40.1%	33.1%	20.8%	4.0%	2.0%
Q10-3. Overall quality & quantity of programs for teens	31.0%	31.2%	27.7%	7.1%	3.0%
Q10-4. Overall quality & quantity of programs for adults	33.7%	34.5%	22.9%	6.4%	2.5%
Q10-5. Overall helpfulness of library staff	53.4%	31.4%	13.9%	0.9%	0.2%
Q10-6. Overall quality of space available for library	57.8%	27.0%	14.0%	0.7%	0.5%
Q10-7. Overall quality of online resources	41.6%	32.5%	22.0%	2.9%	1.0%

Q11. Which TWO of the library items listed in Question 10 do you think should receive the most emphasis from City leaders over the next TWO years?

Q11. Top choice	Number	Percent
Overall quality of available materials	79	13.8 %
Overall quality & quantity of programs for children	57	9.9 %
Overall quality & quantity of programs for teens	64	11.2 %
Overall quality & quantity of programs for adults	39	6.8 %
Overall helpfulness of library staff	13	2.3 %
Overall quality of space available for library	5	0.9 %
Overall quality of online resources	45	7.9 %
None chosen	271	47.3 %
Total	573	100.0 %

Q11. Which TWO of the library items listed in Question 10 do you think should receive the most emphasis from City leaders over the next TWO years?

Q11. 2nd choice	Number	Percent
Overall quality of available materials	42	7.3 %
Overall quality & quantity of programs for children	43	7.5 %
Overall quality & quantity of programs for teens	58	10.1 %
Overall quality & quantity of programs for adults	72	12.6 %
Overall helpfulness of library staff	9	1.6 %
Overall quality of space available for library	9	1.6 %
Overall quality of online resources	41	7.2 %
None chosen	299	52.2 %
Total	573	100.0 %

SUM OF TOP 2 CHOICES

Q11. Which TWO of the library items listed in Question 10 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

Q11. Sum of Top 2 Choices	Number	Percent
Overall quality of available materials	121	21.1 %
Overall quality & quantity of programs for children	100	17.5 %
Overall quality & quantity of programs for teens	122	21.3 %
Overall quality & quantity of programs for adults	111	19.4 %
Overall helpfulness of library staff	22	3.8 %
Overall quality of space available for library	14	2.4 %
Overall quality of online resources	86	15.0 %
None chosen	271	47.3 %
Total	847	

Q12. Code Enforcement. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Enforcing cleanup of debris on private property	8.0%	24.4%	21.5%	25.7%	15.7%	4.7%
Q12-2. Enforcing mowing & cutting of weeds on private property	9.1%	23.2%	23.2%	27.4%	12.2%	4.9%
Q12-3. Enforcing exterior maintenance of residential & business property	7.3%	21.8%	27.1%	24.4%	14.0%	5.4%
Q12-4. Enforcing snow removal on sidewalks	9.6%	31.4%	29.1%	15.5%	7.9%	6.5%
Q12-5. Quality of animal control	9.4%	29.1%	27.9%	14.8%	9.8%	8.9%
Q12-6. Enforcing cleanup of abandoned property	5.8%	16.6%	24.8%	27.4%	18.3%	7.2%

WITHOUT DON'T KNOW

Q12. Code Enforcement. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Enforcing cleanup of debris on private property	8.4%	25.6%	22.5%	26.9%	16.5%
Q12-2. Enforcing mowing & cutting of weeds on private property	9.5%	24.4%	24.4%	28.8%	12.8%
Q12-3. Enforcing exterior maintenance of residential & business property	7.7%	23.1%	28.6%	25.8%	14.8%
Q12-4. Enforcing snow removal on sidewalks	10.3%	33.6%	31.2%	16.6%	8.4%
Q12-5. Quality of animal control	10.3%	32.0%	30.7%	16.3%	10.7%
Q12-6. Enforcing cleanup of abandoned property	6.2%	17.9%	26.7%	29.5%	19.7%

Q13. Which TWO of the code enforcement services listed in Question 12 do you think should receive the most emphasis from City leaders over the next TWO years?

Q13. Top choice	Number	Percent
Enforcing cleanup of debris on private property	189	33.0 %
Enforcing mowing & cutting of weeds on private property	41	7.2 %
Enforcing exterior maintenance of residential & business property	58	10.1 %
Enforcing snow removal on sidewalks	36	6.3 %
Quality of animal control	45	7.9 %
Enforcing cleanup of abandoned property	102	17.8 %
None chosen	102	17.8 %
Total	573	100.0 %

Q13. Which TWO of the code enforcement services listed in Question 12 do you think should receive the most emphasis from City leaders over the next TWO years?

Q13. 2nd choice	Number	Percent
Enforcing cleanup of debris on private property	80	14.0 %
Enforcing mowing & cutting of weeds on private property	66	11.5 %
Enforcing exterior maintenance of residential & business property	102	17.8 %
Enforcing snow removal on sidewalks	30	5.2 %
Quality of animal control	45	7.9 %
Enforcing cleanup of abandoned property	123	21.5 %
None chosen	127	22.2 %
Total	573	100.0 %

SUM OF TOP 2 CHOICES

Q13. Which TWO of the code enforcement services listed in Question 12 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

Q13. Sum of Top 2 Choices	Number	Percent
Enforcing cleanup of debris on private property	269	46.9 %
Enforcing mowing & cutting of weeds on private property	107	18.7 %
Enforcing exterior maintenance of residential & business property	160	27.9 %
Enforcing snow removal on sidewalks	66	11.5 %
Quality of animal control	90	15.7 %
Enforcing cleanup of abandoned property	225	39.3 %
None chosen	102	17.8 %
Total	1019	

Q14. Communication. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Knoxville.

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Availability of information about City programs & services	6.3%	32.5%	34.0%	14.7%	4.9%	7.7%
Q14-2. City efforts to keep you informed about local issues	7.0%	31.6%	32.8%	16.8%	6.5%	5.4%
Q14-3. Level of public involvement in local decision making	4.4%	18.2%	33.9%	21.6%	12.6%	9.4%
Q14-4. Quality of City's website	4.5%	23.0%	33.3%	11.0%	5.1%	23.0%
Q14-5. Quality of City's recreation program guide	9.1%	32.3%	29.1%	8.0%	3.7%	17.8%

WITHOUT DON'T KNOW

Q14. Communication. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Knoxville. (without "don't know")

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Availability of information about City programs & services	6.8%	35.2%	36.9%	15.9%	5.3%
Q14-2. City efforts to keep you informed about local issues	7.4%	33.4%	34.7%	17.7%	6.8%
Q14-3. Level of public involvement in local decision making	4.8%	20.0%	37.4%	23.9%	13.9%
Q14-4. Quality of City's website	5.9%	29.9%	43.3%	14.3%	6.6%
Q14-5. Quality of City's recreation program guide	11.0%	39.3%	35.5%	9.8%	4.5%

Q15. Which ONE of the following types of information would you be MOST interested in having the City of Knoxville include in communications?

Q15. What one type of information would you be most interested in having City include in communications

	Number	Percent
Traffic improvements	40	7.0 %
New development in City	212	37.0 %
City events	134	23.4 %
Knoxville history	25	4.4 %
City codes & regulations	119	20.8 %
Other	15	2.6 %
Not provided	28	4.9 %
Total	573	100.0 %

WITHOUT NOT PROVIDED

Q15. Which ONE of the following types of information would you be MOST interested in having the City of Knoxville include in communications? (without "not provided")

Q15. What one type of information would you be most interested in having City include in communications

	Number	Percent
Traffic improvements	40	7.3 %
New development in City	212	38.9 %
City events	134	24.6 %
Knoxville history	25	4.6 %
City codes & regulations	119	21.8 %
Other	15	2.8 %
Total	545	100.0 %

Q15-6. Other

<u>Q15-6. Other</u>	<u>Number</u>	<u>Percent</u>
ALLYS NEED WORKED ON ESPECIALLY 409 N GRANT	1	6.7 %
Agenda items for city council meetings	1	6.7 %
BIKE PATH HAS BEEN IDLE FOR A LONG TIME	1	6.7 %
Bike trail or streets or sidewalks good enough to ride on	1	6.7 %
CITY STREETS	1	6.7 %
DRUGS	1	6.7 %
Details of fiscal actions	1	6.7 %
Everything the city does should be available to read about	1	6.7 %
MORE AFFORDABLE RENTAL HOUSING	1	6.7 %
MORE BUSINESS	1	6.7 %
NEW PROGRAMS FOR SENIOR CITIZENS	1	6.7 %
Notifying us of snow removal	1	6.7 %
Removal of dead trees	1	6.7 %
Residential side walkways	1	6.7 %
<u>Road repairs</u>	<u>1</u>	<u>6.7 %</u>
Total	15	100.0 %

Q16. Which of the following are your primary sources of information about the City's programs, services, and events?

Q16. What are your primary sources of information about City's programs, services, & events

	Number	Percent
City website via home computer (desktop, laptop)	113	19.7 %
City website via mobile device (phone, tablet)	100	17.5 %
Newspaper	258	45.0 %
Public meetings	23	4.0 %
Radio news programs	228	39.8 %
City's Facebook page	183	31.9 %
Word of mouth (friends, neighbors)	320	55.8 %
City emails (Notify Me)	15	2.6 %
Other	18	3.1 %
Total	1258	

Q16-9. Other

Q16-9. Other	Number	Percent
CHAMBER	2	11.1 %
FACEBOOK	1	5.6 %
FRIENDS AND FACEBOOK	1	5.6 %
Google	1	5.6 %
KNIA	1	5.6 %
KNIA WEBSITE	1	5.6 %
KNIA webpage or Facebook posts	1	5.6 %
KNIA/KRLS WEBSITE	3	16.7 %
RADIO STATION	1	5.6 %
Radio or newspaper website	1	5.6 %
Social media	2	11.1 %
Tribune Marion County paper	1	5.6 %
WATER BILL INSERTS	2	11.1 %
Total	18	100.0 %

Q17. Feeling of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=573)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q17-1. In your neighborhood during the day	53.9%	38.6%	5.4%	1.0%	0.3%	0.7%
Q17-2. In your neighborhood at night	31.6%	44.2%	13.4%	8.4%	1.4%	1.0%
Q17-3. In City parks	14.8%	38.4%	25.5%	9.8%	2.8%	8.7%
Q17-4. Overall feeling of safety in Knoxville	21.5%	53.8%	18.2%	4.7%	0.9%	1.0%

WITHOUT DON'T KNOW

Q17. Feeling of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=573)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q17-1. In your neighborhood during the day	54.3%	38.8%	5.4%	1.1%	0.4%
Q17-2. In your neighborhood at night	31.9%	44.6%	13.6%	8.5%	1.4%
Q17-3. In City parks	16.3%	42.1%	27.9%	10.7%	3.1%
Q17-4. Overall feeling of safety in Knoxville	21.7%	54.3%	18.3%	4.8%	0.9%

Q18. Parks and Facilities. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Maintenance of City parks	21.3%	54.5%	14.1%	4.0%	1.2%	4.9%
Q18-2. Number of City parks	19.7%	50.4%	16.1%	6.5%	1.2%	6.1%
Q18-3. Number of walking & biking trails	8.0%	25.0%	22.9%	24.1%	11.3%	8.7%
Q18-4. Maintenance of walking & biking trails	11.0%	33.0%	29.7%	7.9%	3.8%	14.7%
Q18-5. Quality of outdoor athletic fields	13.4%	43.8%	22.3%	5.1%	3.7%	11.7%
Q18-6. Condition of restrooms in public parks	5.8%	26.9%	26.0%	16.6%	5.2%	19.5%

WITHOUT DON'T KNOW

Q18. Parks and Facilities. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Maintenance of City parks	22.4%	57.2%	14.9%	4.2%	1.3%
Q18-2. Number of City parks	21.0%	53.7%	17.1%	6.9%	1.3%
Q18-3. Number of walking & biking trails	8.8%	27.3%	25.0%	26.4%	12.4%
Q18-4. Maintenance of walking & biking trails	12.9%	38.7%	34.8%	9.2%	4.5%
Q18-5. Quality of outdoor athletic fields	15.2%	49.6%	25.3%	5.7%	4.2%
Q18-6. Condition of restrooms in public parks	7.2%	33.4%	32.3%	20.6%	6.5%

Q19. Which TWO of the parks and facilities listed in Question 18 do you think should receive the most emphasis from City leaders over the next TWO years?

Q19. Top choice	Number	Percent
Maintenance of City parks	90	15.7 %
Number of City parks	27	4.7 %
Number of walking & biking trails	209	36.5 %
Maintenance of walking & biking trails	18	3.1 %
Quality of outdoor athletic fields	41	7.2 %
Condition of restrooms in public parks	101	17.6 %
None chosen	87	15.2 %
Total	573	100.0 %

Q19. Which TWO of the parks and facilities listed in Question 18 do you think should receive the most emphasis from City leaders over the next TWO years?

Q19. 2nd choice	Number	Percent
Maintenance of City parks	77	13.4 %
Number of City parks	48	8.4 %
Number of walking & biking trails	47	8.2 %
Maintenance of walking & biking trails	80	14.0 %
Quality of outdoor athletic fields	66	11.5 %
Condition of restrooms in public parks	120	20.9 %
None chosen	135	23.6 %
Total	573	100.0 %

SUM OF TOP 2 CHOICES

Q19. Which TWO of the parks and facilities listed in Question 18 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

Q19. Sum of Top 2 Choices	Number	Percent
Maintenance of City parks	167	29.1 %
Number of City parks	75	13.1 %
Number of walking & biking trails	256	44.7 %
Maintenance of walking & biking trails	98	17.1 %
Quality of outdoor athletic fields	107	18.7 %
Condition of restrooms in public parks	221	38.6 %
None chosen	87	15.2 %
Total	1011	

Q20. Recreation Programs. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. City swimming pool	11.2%	29.8%	21.8%	11.3%	9.6%	16.2%
Q20-2. Senior recreation opportunities	9.6%	21.6%	23.0%	9.1%	2.6%	34.0%
Q20-3. City's youth athletic programs	7.3%	30.5%	24.4%	6.1%	3.5%	28.1%
Q20-4. City's adult athletic programs	6.5%	23.6%	24.3%	10.6%	3.8%	31.2%
Q20-5. Personal fitness classes	8.9%	30.0%	27.9%	4.9%	1.7%	26.5%
Q20-6. Ease of registering for programs	10.1%	30.2%	26.4%	5.4%	1.6%	26.4%
Q20-7. Fees charged for recreation programs	8.4%	26.7%	27.4%	10.3%	5.8%	21.5%
Q20-8. Special events sponsored by City	7.7%	25.8%	29.3%	10.1%	4.7%	22.3%
Q20-9. Quality of City's indoor recreation facility	10.1%	30.9%	28.3%	10.8%	4.9%	15.0%

WITHOUT DON'T KNOW

Q20. Recreation Programs. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. City swimming pool	13.3%	35.6%	26.0%	13.5%	11.5%
Q20-2. Senior recreation opportunities	14.6%	32.8%	34.9%	13.8%	4.0%
Q20-3. City's youth athletic programs	10.2%	42.5%	34.0%	8.5%	4.9%
Q20-4. City's adult athletic programs	9.4%	34.3%	35.3%	15.5%	5.6%
Q20-5. Personal fitness classes	12.1%	40.9%	38.0%	6.7%	2.4%
Q20-6. Ease of registering for programs	13.7%	41.0%	35.8%	7.3%	2.1%
Q20-7. Fees charged for recreation programs	10.7%	34.0%	34.9%	13.1%	7.3%
Q20-8. Special events sponsored by City	9.9%	33.3%	37.8%	13.0%	6.1%
Q20-9. Quality of City's indoor recreation facility	11.9%	36.3%	33.3%	12.7%	5.7%

Q21. Which TWO of the recreation programs listed in Question 20 do you think should receive the most emphasis from City leaders over the next TWO years?

Q21. Top choice	Number	Percent
City swimming pool	101	17.6 %
Senior recreation opportunities	60	10.5 %
City's youth athletic programs	54	9.4 %
City's adult athletic programs	23	4.0 %
Personal fitness classes	18	3.1 %
Ease of registering for programs	8	1.4 %
Fees charged for recreation programs	45	7.9 %
Special events sponsored by City	50	8.7 %
Quality of City's indoor recreation facility	76	13.3 %
None chosen	138	24.1 %
Total	573	100.0 %

Q21. Which TWO of the recreation programs listed in Question 20 do you think should receive the most emphasis from City leaders over the next TWO years?

Q21. 2nd choice	Number	Percent
City swimming pool	53	9.2 %
Senior recreation opportunities	37	6.5 %
City's youth athletic programs	43	7.5 %
City's adult athletic programs	42	7.3 %
Personal fitness classes	24	4.2 %
Ease of registering for programs	15	2.6 %
Fees charged for recreation programs	48	8.4 %
Special events sponsored by City	67	11.7 %
Quality of City's indoor recreation facility	64	11.2 %
None chosen	180	31.4 %
Total	573	100.0 %

SUM OF TOP 2 CHOICES**Q21. Which TWO of the recreation programs listed in Question 20 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)**

Q21. Sum of Top 2 Choices	Number	Percent
City swimming pool	154	26.9 %
Senior recreation opportunities	97	16.9 %
City's youth athletic programs	97	16.9 %
City's adult athletic programs	65	11.3 %
Personal fitness classes	42	7.3 %
Ease of registering for programs	23	4.0 %
Fees charged for recreation programs	93	16.2 %
Special events sponsored by City	117	20.4 %
Quality of City's indoor recreation facility	140	24.4 %
None chosen	138	24.1 %
Total	966	

Q22. Police Services. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville.

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Visibility of police in neighborhoods	34.6%	48.0%	9.9%	3.7%	2.3%	1.6%
Q22-2. Visibility of police in retail areas	22.0%	46.8%	18.8%	4.5%	1.6%	6.3%
Q22-3. City's efforts to prevent crime	23.4%	42.9%	19.4%	6.1%	4.0%	4.2%
Q22-4. How quickly police respond to emergencies	31.6%	39.1%	14.1%	3.0%	1.2%	11.0%
Q22-5. Enforcement of local traffic laws	23.6%	46.2%	16.2%	5.1%	4.0%	4.9%
Q22-6. Overall quality of local police protection	29.3%	49.7%	11.5%	3.7%	2.4%	3.3%
Q22-7. Police related education programs offered by City	15.4%	30.7%	23.6%	5.2%	1.9%	23.2%
Q22-8. Quality of dispatch services for police services	26.0%	38.0%	16.1%	2.8%	1.2%	15.9%

WITHOUT DON'T KNOW**Q22. Police Services. Please rate your satisfaction using 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=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Visibility of police in neighborhoods	35.1%	48.8%	10.1%	3.7%	2.3%
Q22-2. Visibility of police in retail areas	23.5%	49.9%	20.1%	4.8%	1.7%
Q22-3. City's efforts to prevent crime	24.4%	44.8%	20.2%	6.4%	4.2%
Q22-4. How quickly police respond to emergencies	35.5%	43.9%	15.9%	3.3%	1.4%
Q22-5. Enforcement of local traffic laws	24.8%	48.6%	17.1%	5.3%	4.2%
Q22-6. Overall quality of local police protection	30.3%	51.4%	11.9%	3.8%	2.5%
Q22-7. Police related education programs offered by City	20.0%	40.0%	30.7%	6.8%	2.5%
Q22-8. Quality of dispatch services for police services	30.9%	45.2%	19.1%	3.3%	1.5%

Q23. Which TWO of the police service items listed in Question 22 do you think should receive the most emphasis from City leaders over the next TWO years?

Q23. Top choice	Number	Percent
Visibility of police in neighborhoods	76	13.3 %
Visibility of police in retail areas	42	7.3 %
City's efforts to prevent crime	121	21.1 %
How quickly police respond to emergencies	36	6.3 %
Enforcement of local traffic laws	50	8.7 %
Overall quality of local police protection	22	3.8 %
Police related education programs offered by City	62	10.8 %
Quality of dispatch services for police services	19	3.3 %
None chosen	145	25.3 %
Total	573	100.0 %

Q23. Which TWO of the police service items listed in Question 22 do you think should receive the most emphasis from City leaders over the next TWO years?

Q23. 2nd choice	Number	Percent
Visibility of police in neighborhoods	36	6.3 %
Visibility of police in retail areas	55	9.6 %
City's efforts to prevent crime	67	11.7 %
How quickly police respond to emergencies	37	6.5 %
Enforcement of local traffic laws	39	6.8 %
Overall quality of local police protection	44	7.7 %
Police related education programs offered by City	68	11.9 %
Quality of dispatch services for police services	28	4.9 %
None chosen	199	34.7 %
Total	573	100.0 %

SUM OF TOP 2 CHOICES

Q23. Which TWO of the police service items listed in Question 22 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

Q23. Sum of Top 2 Choices	Number	Percent
Visibility of police in neighborhoods	112	19.5 %
Visibility of police in retail areas	97	16.9 %
City's efforts to prevent crime	188	32.8 %
How quickly police respond to emergencies	73	12.7 %
Enforcement of local traffic laws	89	15.5 %
Overall quality of local police protection	66	11.5 %
Police related education programs offered by City	130	22.7 %
Quality of dispatch services for police services	47	8.2 %
None chosen	145	25.3 %
Total	947	

Q24. Fire and Emergency Medical Services. Please rate your satisfaction using a scale of 1 to 5, where 5

means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville.

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. How quickly fire/emergency medical services personnel respond to emergencies	37.9%	35.4%	8.2%	1.4%	0.9%	16.2%
Q24-2. Overall quality of local fire protection/emergency medical services	39.3%	37.0%	9.1%	1.7%	0.3%	12.6%
Q24-3. Fire related education programs offered by City	17.8%	26.9%	22.9%	4.4%	1.0%	27.1%
Q24-4. Quality of dispatch services for fire & emergency medical services	30.4%	35.8%	12.2%	2.3%	0.7%	18.7%

WITHOUT DON'T KNOW

Q24. Fire and Emergency Medical Services. Please rate your satisfaction using 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=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. How quickly fire/emergency medical services personnel respond to emergencies	45.2%	42.3%	9.8%	1.7%	1.0%
Q24-2. Overall quality of local fire protection/emergency medical services	44.9%	42.3%	10.4%	2.0%	0.4%
Q24-3. Fire related education programs offered by City	24.4%	36.8%	31.3%	6.0%	1.4%
Q24-4. Quality of dispatch services for fire & emergency medical services	37.3%	44.0%	15.0%	2.8%	0.9%

Q25. Which TWO of the Fire and Emergency Medical Service items listed in Question 24 do you think should receive the most emphasis from City leaders over the next TWO years?

Q25. Top choice	Number	Percent
How quickly fire/emergency medical services personnel respond to emergencies	134	23.4 %
Overall quality of local fire protection/emergency medical services	55	9.6 %
Fire related education programs offered by City	131	22.9 %
Quality of dispatch services for fire & emergency medical services	32	5.6 %
None chosen	221	38.6 %
Total	573	100.0 %

Q25. Which TWO of the Fire and Emergency Medical Service items listed in Question 24 do you think should receive the most emphasis from City leaders over the next TWO years?

Q25. 2nd choice	Number	Percent
How quickly fire/emergency medical services personnel respond to emergencies	43	7.5 %
Overall quality of local fire protection/emergency medical services	127	22.2 %
Fire related education programs offered by City	49	8.6 %
Quality of dispatch services for fire & emergency medical services	69	12.0 %
None chosen	285	49.7 %
Total	573	100.0 %

SUM OF TOP 2 CHOICES

Q25. Which TWO of the Fire and Emergency Medical Service items listed in Question 24 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

Q25. Sum of Top 2 Choices	Number	Percent
How quickly fire/emergency medical services personnel respond to emergencies	177	30.9 %
Overall quality of local fire protection/emergency medical services	182	31.8 %
Fire related education programs offered by City	180	31.4 %
Quality of dispatch services for fire & emergency medical services	101	17.6 %
None chosen	221	38.6 %
Total	861	

Q26. Wastewater. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Odor from City waste water treatment facility	15.9%	36.3%	20.1%	3.1%	2.6%	22.0%
Q26-2. Overall quality of City's waste water system	12.2%	42.9%	20.2%	6.8%	3.3%	14.5%
Q26-3. What you are charged for wastewater services	4.9%	18.7%	23.0%	27.7%	18.8%	6.8%

WITHOUT DON'T KNOW

Q26. Wastewater. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=573)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Odor from City waste water treatment facility	20.4%	46.5%	25.7%	4.0%	3.4%
Q26-2. Overall quality of City's waste water system	14.3%	50.2%	23.7%	8.0%	3.9%
Q26-3. What you are charged for wastewater services	5.2%	20.0%	24.7%	29.8%	20.2%

Q27. Have you had a sewer backup in your home during the past year?

Q27. Have you had a sewer backup in your home during past year	Number	Percent
Yes	51	8.9 %
No	515	89.9 %
Not provided	7	1.2 %
Total	573	100.0 %

WITHOUT NOT PROVIDED

Q27. Have you had a sewer backup in your home during the past year? (without "not provided")

Q27. Have you had a sewer backup in your home during past year	Number	Percent
Yes	51	9.0 %
No	515	91.0 %
Total	566	100.0 %

Q27a. Was the backup caused by problems in the City's system?

Q27a. Was the backup caused by problems in City's system	Number	Percent
Yes	18	35.3 %
No	31	60.8 %
Not provided	2	3.9 %
Total	51	100.0 %

WITHOUT NOT PROVIDED

Q27a. Was the backup caused by problems in the City's system? (without "not provided")

Q27a. Was the backup caused by problems in City's system	Number	Percent
Yes	18	36.7 %
No	31	63.3 %
Total	49	100.0 %

Q27b. Did the City respond promptly to your requests for service?

Q27b. Did City respond promptly to your requests for service	Number	Percent
Yes	3	16.7 %
No	12	66.7 %
Not provided	3	16.7 %
Total	18	100.0 %

WITHOUT NOT PROVIDED

Q27b. Did the City respond promptly to your requests for service? (without "not provided")

Q27b. Did City respond promptly to your requests for service	Number	Percent
Yes	3	20.0 %
No	12	80.0 %
Total	15	100.0 %

Q28. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

(N=573)

	Yes	No
Q28-1. Have any of your household members visited Downtown Knoxville during past year	97.5%	2.5%
Q28-2. Have any of your household members visited City Hall during past year	53.9%	46.1%
Q28-3. Have any of your household members visited Police Station during past year	35.4%	64.6%
Q28-4. Have any of your household members visited Fire Station during past year	26.4%	73.6%
Q28-5. Have any of your household members visited Recreation Center during past year	58.7%	41.3%
Q28-6. Have any of your household members visited Knoxville Public Library during past year	57.6%	42.4%
Q28-7. Have any of your household members called, visited or done business with Planning & Zoning Department	18.8%	81.2%
Q28-8. Have any of your household members used/read City's Recreation Program Guide during past year	48.6%	51.4%
Q28-9. Have any of your household members called Police Department or used police services during past year	44.8%	55.2%
Q28-10. Have any of your household members called Fire Department or used fire services during past year	9.7%	90.3%
Q28-11. Have any of your household members used emergency medical services during past year	25.7%	74.3%
Q28-12. Have any of your household members visited a City park during past year	76.4%	23.6%
Q28-13. Have any of your household members used a City walking/biking trail during past year	51.4%	48.6%

Q28. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

	Yes	No
Q28-14. Have any of your household members visited City swimming pool during past year	45.7%	54.3%
Q28-15. Have any of your household members visited a City recreation facility (outdoor facility, indoor facility, recreation center) during past year	66.6%	33.4%
Q28-16. Have any of your household members participated in a City recreation program or class during past year	35.6%	64.4%
Q28-17. Do you utilize Facebook, Twitter or other social media	73.7%	26.3%

Q29. Future Priorities. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities.

(N=573)

	Very important	Important	Neutral	Less important	Not important	Not provided
Q29-1. Recreation center expansion	27.9%	28.6%	25.1%	10.3%	5.8%	2.3%
Q29-2. New police/fire & City Hall facility	12.6%	25.0%	31.6%	15.2%	13.3%	2.4%
Q29-3. New recreation trails	28.1%	25.5%	22.3%	11.3%	10.6%	2.1%
Q29-4. New housing development	30.7%	29.7%	20.6%	8.9%	8.0%	2.1%
Q29-5. Road reconstruction & maintenance	52.4%	35.8%	6.8%	2.6%	0.5%	1.9%
Q29-6. Knoxville Municipal Airport improvements (hangars, runways, facilities, etc.)	6.3%	14.8%	38.9%	21.1%	15.7%	3.1%
Q29-7. Other	70.3%	9.5%	16.2%	0.0%	4.1%	0.0%

WITHOUT NOT PROVIDED

Q29. 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 "not provided")

(N=573)

	Very important	Important	Neutral	Less important	Not important
Q29-1. Recreation center expansion	28.6%	29.3%	25.7%	10.5%	5.9%
Q29-2. New police/fire & City Hall facility	12.9%	25.6%	32.4%	15.6%	13.6%
Q29-3. New recreation trails	28.7%	26.0%	22.8%	11.6%	10.9%
Q29-4. New housing development	31.4%	30.3%	21.0%	9.1%	8.2%
Q29-5. Road reconstruction & maintenance	53.4%	36.5%	6.9%	2.7%	0.5%
Q29-6. Knoxville Municipal Airport improvements (hangars, runways, facilities, etc.)	6.5%	15.3%	40.2%	21.8%	16.2%
Q29-7. Other	70.3%	9.5%	16.2%	0.0%	4.1%

Q30. Which THREE of the priorities listed in Question 29 do you think should receive the most emphasis from City leaders over the next THREE years?

Q30. Top choice	Number	Percent
Recreation center expansion	85	14.8 %
New police/fire & City Hall facility	57	9.9 %
New recreation trails	65	11.3 %
New housing development	90	15.7 %
Road reconstruction & maintenance	180	31.4 %
Knoxville Municipal Airport improvements (hangars, runways, facilities, etc.)	6	1.0 %
Other	42	7.3 %
None chosen	48	8.4 %
Total	573	100.0 %

Q30. Which THREE of the priorities listed in Question 29 do you think should receive the most emphasis from City leaders over the next THREE years?

Q30. 2nd choice	Number	Percent
Recreation center expansion	80	14.0 %
New police/fire & City Hall facility	62	10.8 %
New recreation trails	90	15.7 %
New housing development	115	20.1 %
Road reconstruction & maintenance	121	21.1 %
Knoxville Municipal Airport improvements (hangars, runways, facilities, etc.)	13	2.3 %
Other	8	1.4 %
None chosen	84	14.7 %
Total	573	100.0 %

Q30. Which THREE of the priorities listed in Question 29 do you think should receive the most emphasis from City leaders over the next THREE years?

Q30. 3rd choice	Number	Percent
Recreation center expansion	75	13.1 %
New police/fire & City Hall facility	64	11.2 %
New recreation trails	75	13.1 %
New housing development	89	15.5 %
Road reconstruction & maintenance	84	14.7 %
Knoxville Municipal Airport improvements (hangars, runways, facilities, etc.)	25	4.4 %
Other	23	4.0 %
None chosen	138	24.1 %
Total	573	100.0 %

SUM OF TOP 3 CHOICES

Q30. Which THREE of the priorities listed in Question 29 do you think should receive the most emphasis from City leaders over the next THREE years? (top 3)

Q30. Top choice	Number	Percent
Recreation center expansion	240	41.9 %
New police/fire & City Hall facility	183	31.9 %
New recreation trails	230	40.1 %
New housing development	294	51.3 %
Road reconstruction & maintenance	385	67.2 %
Knoxville Municipal Airport improvements (hangars, runways, facilities, etc.)	44	7.7 %
Other	73	12.7 %
None chosen	48	8.4 %
Total	1497	

Q31. How many years have you lived in Knoxville?

<u>Q31. How many years have you lived in Knoxville</u>	<u>Number</u>	<u>Percent</u>
0-5	66	11.5 %
6-10	34	5.9 %
11-15	41	7.2 %
16-20	53	9.2 %
21-30	94	16.4 %
31+	268	46.8 %
Not provided	17	3.0 %
Total	573	100.0 %

WITHOUT NOT PROVIDED

Q31. How many years have you lived in Knoxville? (without "not provided")

<u>Q31. How many years have you lived in Knoxville</u>	<u>Number</u>	<u>Percent</u>
0-5	66	11.9 %
6-10	34	6.1 %
11-15	41	7.4 %
16-20	53	9.5 %
21-30	94	16.9 %
31+	268	48.2 %
Total	556	100.0 %

Q32. Including yourself. how many persons in your household are...

	Mean	Sum
number	2.41	1292
Under age 10	0.32	169
Ages 10-19	0.33	176
Ages 20-39	0.49	264
Ages 40-59	0.63	335
Ages 60-69	0.32	172
Ages 70+	0.33	176

Q33. What is your age?

Q33. Your age	Number	Percent
18-34	84	14.7 %
35-44	95	16.6 %
45-54	94	16.4 %
55-64	102	17.8 %
65+	162	28.3 %
Not provided	36	6.3 %
Total	573	100.0 %

WITHOUT NOT PROVIDED

Q33. What is your age? (without "not provided")

Q33. Your age	Number	Percent
18-34	84	15.6 %
35-44	95	17.7 %
45-54	94	17.5 %
55-64	102	19.0 %
65+	162	30.2 %
Total	537	100.0 %

Q34. What is your gender?

<u>Q34. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	283	49.4 %
Female	287	50.1 %
Not provided	3	0.5 %
Total	573	100.0 %

WITHOUT NOT PROVIDED

Q34. What is your gender? (without "not provided")

<u>Q34. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	283	49.6 %
Female	287	50.4 %
Total	570	100.0 %

Q35. Do you own or rent your home?

<u>Q35. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	441	77.0 %
Rent	127	22.2 %
Not provided	5	0.9 %
Total	573	100.0 %

WITHOUT NOT PROVIDED

Q35. Do you own or rent your home? (without "not provided")

<u>Q35. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	441	77.6 %
Rent	127	22.4 %
Total	568	100.0 %

Q36. What is your total annual household income?

<u>Q36. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Less than \$30K	97	16.9 %
\$30K-\$49,999	100	17.5 %
\$50K-\$74,999	115	20.1 %
\$75K-\$99,999	95	16.6 %
\$100K-\$129,999	51	8.9 %
\$130K+	48	8.4 %
Not provided	67	11.7 %
Total	573	100.0 %

WITHOUT NOT PROVIDED

Q36. What is your total annual household income? (without "not provided")

<u>Q36. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Less than \$30K	97	19.2 %
\$30K-\$49,999	100	19.8 %
\$50K-\$74,999	115	22.7 %
\$75K-\$99,999	95	18.8 %
\$100K-\$129,999	51	10.1 %
\$130K+	48	9.5 %
Total	506	100.0 %

Section 4

Tabular Data



August 2019

Dear Knoxville Resident:

Your Knoxville City Council has a tremendous desire to hear from you regarding the city services you feel are most important. The City Council values citizen input and applies resources to key areas that are identified. Understanding that, the City Council is asking you what priorities you believe are most important for your community.

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

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

You can return the survey in the enclosed postage paid envelope to ETC INSTITUTE, 725 W. Frontier Circle, Olathe, KS 66061. If you prefer, you can complete the survey online at www.knoxvilleiasurvey.org.

If you have questions, please contact Heather Ussery, Knoxville Assistant City Manager, at (641) 828-0550, or contact her via email at acm@knoxvilleia.gov.

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

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

Aaron Adams
City Manager

2019 City of Knoxville Community Survey

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

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

Major Categories of City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of police, fire, and emergency medical services	5	4	3	2	1	9
2. Overall quality of city parks and recreation programs and facilities	5	4	3	2	1	9
3. Overall maintenance of city streets, buildings and facilities	5	4	3	2	1	9
4. Overall quality of city water and sewer utilities	5	4	3	2	1	9
5. Overall enforcement of city codes and ordinances	5	4	3	2	1	9
6. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
7. Overall effectiveness of city communication with the public	5	4	3	2	1	9
8. Overall quality of the public library	5	4	3	2	1	9
9. Overall quality of the city cemetery	5	4	3	2	1	9

2. **Which THREE of the major categories of city services listed above do you think should receive the most emphasis from city leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 1.]*

1st: ____ 2nd: ____ 3rd: ____

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

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

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

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

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

City Maintenance		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall maintenance of city streets	5	4	3	2	1	9
02.	Maintenance of streets in YOUR neighborhood	5	4	3	2	1	9
03.	Maintenance of sidewalks in Knoxville	5	4	3	2	1	9
04.	Maintenance of traffic signals and street signs	5	4	3	2	1	9
05.	Maintenance and preservation of downtown Knoxville	5	4	3	2	1	9
06.	Maintenance of city buildings (City Hall including Police Station, Fire Station, Library, Recreation Center and Graceland Cemetery Building)	5	4	3	2	1	9
07.	Snow removal on major city streets	5	4	3	2	1	9
08.	Snow removal on neighborhood streets	5	4	3	2	1	9
09.	Mowing and trimming on city properties and other public areas	5	4	3	2	1	9
10.	Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
11.	Adequacy of city street lighting	5	4	3	2	1	9
12.	Maintenance of curbs and gutters on city streets	5	4	3	2	1	9

6. Which TWO of the city maintenance services listed above do you think should receive the most emphasis from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 5.]

1st: ____ 2nd: ____

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

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

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

____(1) Yes [Answer Q8a-c.] ____ (2) No [Skip to Q9.]

8a. Which Department did you contact most recently?

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

8b. How easy was it to contact the person you needed to reach in the Department you listed in Q8a?

____(1) Very Easy ____ (2) Somewhat Easy ____ (3) Difficult ____ (4) Very Difficult ____ (9) Don't Know

8c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

Customer Service	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. They were courteous and polite	5	4	3	2	1	9
2. They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
3. They did what they said they would do in a timely manner	5	4	3	2	1	9
4. They helped you resolve an issue	5	4	3	2	1	9

9. **Ratings of the City.** Please rate Knoxville using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following.

Ratings of the City	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place where you would buy your next home	5	4	3	2	1	9
5. As a place to retire	5	4	3	2	1	9

10. **Library Services.** For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

City Library	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of available materials	5	4	3	2	1	9
2. Overall quality and quantity of programs for children	5	4	3	2	1	9
3. Overall quality and quantity of programs for teens	5	4	3	2	1	9
4. Overall quality and quantity of programs for adults	5	4	3	2	1	9
5. Overall helpfulness of library staff	5	4	3	2	1	9
6. Overall quality of the space available for the library	5	4	3	2	1	9
7. Overall quality of online resources	5	4	3	2	1	9

11. Which TWO of the library items listed above do you think should receive the most emphasis from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 10.]

1st: ____ 2nd: ____

12. **Code Enforcement.** Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

Enforcement of City Codes and Ordinances	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the clean-up of debris on private property	5	4	3	2	1	9
2. Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
3. Enforcing the exterior maintenance of residential and business property	5	4	3	2	1	9
4. Enforcing snow removal on sidewalks	5	4	3	2	1	9
5. Quality of animal control	5	4	3	2	1	9
6. Enforcing the clean-up of abandoned property	5	4	3	2	1	9

13. Which TWO of the code enforcement services listed above do you think should receive the most emphasis from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 12.]

1st: ____ 2nd: ____

14. **Communication.** Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Knoxville.

City Communications	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about City programs and services	5	4	3	2	1	9
2. City efforts to keep you informed about local issues	5	4	3	2	1	9
3. The level of public involvement in local decision making	5	4	3	2	1	9
4. The quality of the City's website	5	4	3	2	1	9
5. The quality of the City's Recreation Program Guide	5	4	3	2	1	9

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

- (1) Traffic improvements (4) Knoxville history
 (2) New development in the City (5) City codes and regulations
 (3) City events (6) Other: _____

16. Which of the following are your primary sources of information about the City's programs, services, and events? [Check all that apply]

- (1) City website via home computer (desktop, laptop) (6) City's Facebook page
 (2) City website via mobile device (phone, tablet) (7) Word of mouth (friends, neighbors)
 (3) Newspaper (8) City emails (Notify Me)
 (4) Public meetings (9) Other: _____
 (5) Radio news programs

17. **Feeling of Safety.** Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

Feeling of Safety	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood at night	5	4	3	2	1	9
3. In City parks	5	4	3	2	1	9
4. Overall feeling of safety in Knoxville	5	4	3	2	1	9

18. **Parks And Facilities.** Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

Parks and Facilities	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of city parks	5	4	3	2	1	9
2. Number of city parks	5	4	3	2	1	9
3. Number of walking and biking trails	5	4	3	2	1	9
4. Maintenance of walking and biking trails	5	4	3	2	1	9
5. Quality of outdoor athletic fields	5	4	3	2	1	9
6. Condition of restrooms in public parks	5	4	3	2	1	9

19. Which TWO of the parks and facilities listed above do you think should receive the most emphasis from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 18.]

1st: _____ 2nd: _____

20. **Recreation Programs.** Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

Recreation Programs	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. City swimming pool	5	4	3	2	1	9
2. Senior recreation opportunities	5	4	3	2	1	9
3. The city's youth athletic programs	5	4	3	2	1	9
4. The city's adult athletic programs	5	4	3	2	1	9
5. Personal fitness classes	5	4	3	2	1	9
6. Ease of registering for programs	5	4	3	2	1	9
7. Fees charged for recreation programs	5	4	3	2	1	9
8. Special events sponsored by the City	5	4	3	2	1	9
9. Quality of the City's indoor recreation facility	5	4	3	2	1	9

21. Which TWO of the recreation programs listed above do you think should receive the most emphasis from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 20.]

1st: ____ 2nd: ____

22. **Police Services.** Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville.

Police Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The visibility of police in neighborhoods	5	4	3	2	1	9
2. The visibility of police in retail areas	5	4	3	2	1	9
3. The City's efforts to prevent crime	5	4	3	2	1	9
4. How quickly police respond to emergencies	5	4	3	2	1	9
5. Enforcement of local traffic laws	5	4	3	2	1	9
6. Overall quality of local police protection	5	4	3	2	1	9
7. Police related education programs offered by the City	5	4	3	2	1	9
8. Quality of dispatch services for police services	5	4	3	2	1	9

23. Which TWO of the police service items listed above do you think should receive the most emphasis from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 22.]

1st: ____ 2nd: ____

24. **Fire and Emergency Medical Services.** Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Knoxville.

Fire and Emergency Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How quickly fire/emergency medical services personnel respond to emergencies	5	4	3	2	1	9
2. Overall quality of local fire protection/emergency medical services	5	4	3	2	1	9
3. Fire related education programs offered by the City	5	4	3	2	1	9
4. Quality of dispatch services for fire and emergency medical services	5	4	3	2	1	9

25. Which TWO of the Fire and Emergency Medical Service items listed above do you think should receive the most emphasis from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 24.]

1st: ____ 2nd: ____

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

Wastewater Service	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Odor from city waste water treatment facility	5	4	3	2	1	9
2. Overall quality of the City's waste water system	5	4	3	2	1	9
3. What you are charged for wastewater services	5	4	3	2	1	9

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

___(1) Yes [Answer Q27a.] ___(2) No [Skip to Q28.]

27a. Was the backup caused by problems in the City's system?

___(1) Yes [Answer Q27b.] ___(2) No [Skip to Q28.]

27b. Did the City respond promptly to your requests for service?

___(1) Yes ___(2) No

28. Please answer the following questions by circling either "Yes" or "No."

01.	Have any of your household members visited downtown Knoxville during the past year?	Yes	No
02.	Have any of your household members visited City Hall during the past year?	Yes	No
03.	Have any of your household members visited the Police Station during the past year?	Yes	No
04.	Have any of your household members visited the Fire Station during the past year?	Yes	No
05.	Have any of your household members visited the Recreation Center during the past year?	Yes	No
06.	Have any of your household members visited the Knoxville Public Library during the past year?	Yes	No
07.	Have any of your household members called, visited or done business with the Planning and Zoning Department?	Yes	No
08.	Have any of your household members used/read the City's Recreation Program Guide during the past year?	Yes	No
09.	Have any of your household members called the Police Department or used police services during the past year?	Yes	No
10.	Have any of your household members called the Fire Department or used fire services during the past year?	Yes	No
11.	Have any of your household members used emergency medical services during the past year?	Yes	No
12.	Have any of your household members visited a City park during the past year?	Yes	No
13.	Have any of your household members used a City walking/biking trail during the past year?	Yes	No
14.	Have any of your household members visited the City swimming pool during the past year?	Yes	No
15.	Have any of your household members visited a City recreation facility (outdoor facility, indoor facility, recreation center) during the past year?	Yes	No
16.	Have any of your household members participated in a City recreation program or class during the past year?	Yes	No
17.	Do you utilize Facebook, Twitter or other social media?	Yes	No

29. **Future Priorities.** Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important," please indicate the importance that should be placed on the following potential future priorities.

Priorities	Very Important	Important	Neutral	Less Important	Not Important
1. Recreation center expansion	5	4	3	2	1
2. New police/fire and city hall facility	5	4	3	2	1
3. New recreation trails	5	4	3	2	1
4. New housing development	5	4	3	2	1
5. Road reconstruction and maintenance	5	4	3	2	1
6. Knoxville Municipal Airport improvements (hangars, runways, facilities, etc.)	5	4	3	2	1
7. Other: _____	5	4	3	2	1

30. Which THREE of the priorities listed above do you think should receive the most emphasis from city leaders over the next THREE years? [Write in your answers below using the numbers from the list in Question 29.]

1st: ____ 2nd: ____ 3rd: ____

DEMOGRAPHICS

Please answer the following questions about yourself.

31. How many years have you lived in Knoxville? _____ years

32. Including yourself, how many persons in your household are...

Under age 10: _____ Ages 20-39: _____ Ages 60-69: _____
 Ages 10-19: _____ Ages 40-59: _____ Ages 70+: _____

33. What is your age? _____ years

34. What is your gender? ____ (1) Male ____ (2) Female

35. Do you own or rent your home? ____ (1) Own ____ (2) Rent

36. What is your total annual household income?

____ (1) Less than \$30,000 ____ (3) \$50,000-\$74,999 ____ (5) \$100,000-\$129,999
 ____ (2) \$30,000-\$49,999 ____ (4) \$75,000-\$99,999 ____ (6) \$130,000 or more

37. Do you have any other suggestions for the city? (If so, please write in the space below.)

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage paid envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank you.