

Metro Government of Nashville-Davidson County Resident Survey

Please take 10-15 minutes to complete this survey. Your input is an important part of Metro's ongoing effort to identify and respond to resident issues. You may complete the survey by returning it in the postage-paid envelope that has been provided, or online at NashvilleSurvey.org. Any information that could be used to identify individual survey responses will remain confidential.

1a. Overall Perceptions of Community. Please rate your satisfaction with each of the following items that may influence your perception of Nashville and Metro Government.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of life in Davidson County	5	4	3	2	1	9
2. Overall feeling of safety in Davidson County	5	4	3	2	1	9
3. How safe you feel in your neighborhood	5	4	3	2	1	9
4. Overall physical appearance of Davidson County	5	4	3	2	1	9
5. Physical appearance of your neighborhood	5	4	3	2	1	9

1b. Please rate Davidson County...

	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 to start/grow a business	5	4	3	2	1	9
5. As a place to retire/grow older	5	4	3	2	1	9

2. Overall Perceptions of Metro. Please rate your satisfaction with each of the following items that may influence your perception of Nashville and Metro Government.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of services provided by Metro	5	4	3	2	1	9
02. Overall value you receive for your local tax dollars and fees	5	4	3	2	1	9
03. Overall quality of leadership from Metro's elected officials	5	4	3	2	1	9
04. Responsiveness of Metro's elected officials	5	4	3	2	1	9
05. Accessibility of Metro's elected officials	5	4	3	2	1	9
06. How ethically/transparently Metro conducts business	5	4	3	2	1	9
07. Metro's budgeting and stewardship of taxpayer dollars	5	4	3	2	1	9
08. Customer service you receive from Metro employees	5	4	3	2	1	9
09. Overall quality of Metro communication with the public	5	4	3	2	1	9
10. Opportunity to provide input into decisions made by Metro	5	4	3	2	1	9
11. Metro's overall efforts to prevent crime	5	4	3	2	1	9

3. Major Categories of Metro Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by Metro.

How satisfied are you with the overall quality of...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Police	5	4	3	2	1	9
02.	Fire and emergency medical services (EMS)	5	4	3	2	1	9
03.	Maintenance of city streets, sidewalks, and infrastructure	5	4	3	2	1	9
04.	Solid waste services (trash/recycling)	5	4	3	2	1	9
05.	Public education	5	4	3	2	1	9
06.	Public health (including General Hospital)	5	4	3	2	1	9
07.	Library	5	4	3	2	1	9
08.	Social services (including homeless services)	5	4	3	2	1	9
09.	Economic development	5	4	3	2	1	9
10.	Parks and recreation	5	4	3	2	1	9
11.	Code enforcement (e.g. property standards, short-term rentals)	5	4	3	2	1	9
12.	Public transportation	5	4	3	2	1	9
13.	Water/stormwater	5	4	3	2	1	9
14.	Metro-provided arts amenities, cultural activities, and public art	5	4	3	2	1	9
15.	Affordable housing	5	4	3	2	1	9
16.	Historic preservation	5	4	3	2	1	9

4. Which FIVE of the city services listed above do you think should receive the MOST EMPHASIS from Metro over the next TWO years? *[Write in your answers below using the numbers from the list in Question 3.]*

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____

5. Public Works.

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of city streets (not including interstates like I-440)	5	4	3	2	1	9
02.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
03.	Pedestrian infrastructure (e.g. sidewalks, crosswalks)	5	4	3	2	1	9
04.	Curb space management (e.g. on-street parking, rideshare)	5	4	3	2	1	9
05.	On-street bicycle infrastructure (e.g. bike lanes, signage)	5	4	3	2	1	9
06.	Trash service	5	4	3	2	1	9
07.	Curbside recycling service	5	4	3	2	1	9
08.	Drop-off recycling centers	5	4	3	2	1	9
09.	Adequacy of street lighting	5	4	3	2	1	9
10.	Professionalism of Public Works personnel	5	4	3	2	1	9

6. Police.

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The visibility of police in neighborhoods	5	4	3	2	1	9
2.	Enforcement of local traffic laws	5	4	3	2	1	9
3.	Professionalism of police officers	5	4	3	2	1	9
4.	How quickly police respond to emergencies	5	4	3	2	1	9
5.	School crossing guard program	5	4	3	2	1	9
6.	School resource officers	5	4	3	2	1	9
7.	Programs to address youth violence	5	4	3	2	1	9
8.	Security at special events	5	4	3	2	1	9

7. Fire and Emergency Medical Services (EMS).

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of local fire services	5	4	3	2	1	9
2. How quickly fire personnel respond to emergencies	5	4	3	2	1	9
3. Quality of local emergency medical services	5	4	3	2	1	9
4. How quickly emergency medical personnel respond to emergencies	5	4	3	2	1	9
5. Professionalism of fire personnel	5	4	3	2	1	9
6. Professionalism of emergency medical personnel	5	4	3	2	1	9

8. Public Transportation.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. MTA bus service	5	4	3	2	1	9
2. Music City Circuit	5	4	3	2	1	9
3. AccessRide (door-to-door paratransit)	5	4	3	2	1	9
4. Music City Star	5	4	3	2	1	9
5. Park and Ride locations	5	4	3	2	1	9
6. Bus shelters	5	4	3	2	1	9
7. Professionalism of MTA personnel	5	4	3	2	1	9

9. Code Enforcement.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the clean-up of trash and 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 buildings	5	4	3	2	1	9
4. Enforcing short-term rental property (STRP) regulations	5	4	3	2	1	9
5. STRP complaint hotline (Host Compliance/435-787-4357)	5	4	3	2	1	9
6. Professionalism of Codes personnel	5	4	3	2	1	9
7. Responsiveness to issues reported to Codes	5	4	3	2	1	9

10. Communication.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Emergency 9-1-1 service	5	4	3	2	1	9
2. Non-emergency 615-862-8600 service	5	4	3	2	1	9
3. 311 service (hubNashville)	5	4	3	2	1	9
4. Availability of information about Metro programs and services	5	4	3	2	1	9
5. Metro website (Nashville.gov)	5	4	3	2	1	9
6. Metro video programming (TV channel, web streaming)	5	4	3	2	1	9
7. Metro use of social media	5	4	3	2	1	9

11. Parks and Recreation.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of Metro parks	5	4	3	2	1	9
2. Metro outdoor athletic fields	5	4	3	2	1	9
3. Metro walking/biking trails	5	4	3	2	1	9
4. Metro swimming pools	5	4	3	2	1	9
5. Metro community centers	5	4	3	2	1	9
6. Metro youth recreation programs	5	4	3	2	1	9
7. Metro senior recreation programs	5	4	3	2	1	9
8. Professionalism of Parks personnel	5	4	3	2	1	9
9. Feeling of safety at Metro parks and community centers	5	4	3	2	1	9

12. Social Services and Family Support/Safety.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Burial assistance program	5	4	3	2	1	9
2. Family support services (life management, counseling)	5	4	3	2	1	9
3. Homeless services	5	4	3	2	1	9
4. Nutrition programs for seniors and disabled persons	5	4	3	2	1	9
5. Head Start/Early Head Start	5	4	3	2	1	9
6. Low Income Home Energy Assistance Program	5	4	3	2	1	9
7. Services provided to victims of violent crime	5	4	3	2	1	9

13. Metro Water Services.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Drinking water straight from the tap	5	4	3	2	1	9
02. The reliability of service in relation to outages	5	4	3	2	1	9
03. Water, sewer, and stormwater emergency response	5	4	3	2	1	9
04. Countywide flood prevention efforts	5	4	3	2	1	9
05. The use of stormwater funds	5	4	3	2	1	9
06. The value of services provided by MWS	5	4	3	2	1	9
07. MWS communications (e.g. bill, website, letters, door hangers)	5	4	3	2	1	9
08. The availability of information regarding services and programs	5	4	3	2	1	9
09. MWS's social media engagement	5	4	3	2	1	9
10. MWS employee interaction with the community	5	4	3	2	1	9

14. Please answer each of the following questions by circling either "Yes" or "No".

01.	Were you or anyone in your household the victim of a crime in Davidson County in the last year?	Yes	No
02.	Have you or anyone in your household had contact with a MNPd police officer in the last year?	Yes	No
03.	Have you or anyone in your household used 311/hubNashville in the last year?	Yes	No
04.	Have you or anyone in your household visited Metro's website (Nashville.gov) in the last year?	Yes	No
05.	Have you or anyone in your household visited a Metro park or community center in the last year?	Yes	No
06.	Have you or anyone in your household used MTA bus service in the last year?	Yes	No
07.	Have you or anyone in your household ridden a bicycle on city streets or trails in the last year?	Yes	No
08.	Have you or anyone in your household attended an arts/cultural event in Davidson County in last year?	Yes	No
09.	Have you or anyone in your household visited a Metro library in the last year?	Yes	No
10.	Have you or anyone in your household contacted a Metro elected official in the last year?	Yes	No
11.	Have you or anyone in your household attended a public meeting about Metro business in last year?	Yes	No
12.	Have you or anyone in your household attended a neighborhood group meeting in the last year?	Yes	No
13.	Does your monthly housing costs (rent/mortgage + utilities) exceed 30% of your monthly income?	Yes	No
14.	Have you or anyone in your household used rideshare, bikeshare, or a related service in the last year?	Yes	No
15.	Have you or anyone in your household commuted to work by biking, walking, or transit in the last year?	Yes	No
16.	There should be more affordable housing in my neighborhood.	Yes	No
17.	Have you known someone addicted to opioids or other prescription painkillers?	Yes	No
18.	Is there adequate shade provided by trees in your neighborhood?	Yes	No
19.	When you need information, do you feel you know how to use the Internet to help you?	Yes	No
20.	Do you have access to the Internet through a phone?	Yes	No
21.	Does your household own a device (computer, tablet), other than a phone, to access the Internet?	Yes	No
22.	Do you feel confident that you know what to do during natural disasters, such as floods or tornados?	Yes	No
23.	Could you afford an emergency expense of \$500 or more (e.g., hospital visit, major car/house repair)?	Yes	No

15. Other.

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Access to affordable quality health care	5	4	3	2	1	9
02.	Access to affordable healthy food	5	4	3	2	1	9
03.	Access to affordable quality childcare	5	4	3	2	1	9
04.	Access to affordable quality Pre-K	5	4	3	2	1	9
05.	Access to public transportation	5	4	3	2	1	9
06.	Access to a park or green space	5	4	3	2	1	9
07.	Access to affordable housing	5	4	3	2	1	9
08.	Metro's efforts to support diversity by serving people equally regardless of religion, race/ethnicity, age, or ability	5	4	3	2	1	9
09.	Openness and acceptance of the community towards people of diverse backgrounds	5	4	3	2	1	9
10.	Accessibility of Metro facilities/services for people with disabilities	5	4	3	2	1	9
11.	Access to jobs that pay a living or family supporting wage	5	4	3	2	1	9
12.	Availability of arts/cultural activities in your neighborhood	5	4	3	2	1	9
13.	Availability of affordable live/work space for small biz/freelancers	5	4	3	2	1	9
14.	Nashville Farmers' Market	5	4	3	2	1	9
15.	Nashville General Hospital	5	4	3	2	1	9
16.	Metro's ability to respond effectively to emergencies or natural disasters?	5	4	3	2	1	9

- 16. Schools. Do you have any children in the following age groups who live in Davidson County?**
[Check all that apply.]
- ____(1) No Children/None in Davidson County *[Skip to Q17.]* ____ (3) Ages 6-13
 ____ (2) Ages 0-5 ____ (4) Ages 14-17
- 16a. What type of Pre-K-12 school do your children attend?** *[Check all that apply.]*
- ____ (1) Public ____ (2) Public Charter ____ (3) Private ____ (4) Other: _____
- 16b. How would you grade the quality of the school(s) your children attend?**
- ____ (1) Excellent ____ (2) Good ____ (3) Average ____ (4) Poor ____ (5) Failing
- 17. Do you own or rent your current residence?** ____ (1) Own ____ (2) Rent
- 18. Approximately how many years have you lived in Davidson County?** _____ years
- 19. Do you own or operate your own business?** ____ (1) Yes ____ (2) No
- 20. Which of the following best describes your race/ethnicity?** *[Check all that apply.]*
- ____ (1) White (Not of Hispanic origin) - *All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East*
 ____ (2) Black (Not of Hispanic origin) - *All persons having origins in any of the Black racial groups of Africa*
 ____ (3) Hispanic - *All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race*
 ____ (4) Asian or Pacific Islander - *All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. This area includes, for example, China, India, Japan, Korea, the Philippine Islands, and Samoa*
 ____ (5) American Indian or Alaskan Native - *All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition*
 ____ (6) Other: _____
- 21. Would you say your total annual household income is...**
- ____ (1) Under \$30,000 ____ (2) \$30,000 to \$59,999 ____ (3) \$60,000 to \$99,999 ____ (4) \$100,000 or more
- 22. What is your age?** _____ years
- 23. What is your gender identity?** ____ (1) Male ____ (2) Female ____ (3) Other
- 24. What is your educational attainment?**
- ____ (1) Less than high school ____ (3) Some college ____ (5) Bachelor's degree
 ____ (2) High school graduate ____ (4) Associate's degree ____ (6) Graduate degree

This concludes the survey – Thank you for your time!

Please return your survey in the postage-paid envelope addressed to:

ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information shown to the right will ONLY be used to help ensure the survey results are statistically representative of residents in the area.
 Thank you.