

Collegedale, TN

The National Community Survey

Report of Results
2022

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Collegedale. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 414 residents of the City of Collegedale collected from January 7th, 2022 to February 25th, 2022. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2022 survey was 16%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Collegedale.



How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Collegedale’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Collegedale residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Collegedale’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Collegedale’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2022 ratings compare to other communities’ ratings from the past five years.

Methods

Selecting survey recipients

All households within the City of Collegedale were eligible to participate in the survey. A list of all households within the zip codes serving Collegedale was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Collegedale households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Collegedale boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the three areas. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 2,700 randomly selected households received mailings beginning on January 7th, 2022 and the survey remained open for 7 weeks. For 1,200 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

The survey was available in English and Spanish. All mailings contained paragraphs in both languages instructing participants on how to complete the survey in their preferred language.

About 2% of the 2,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,650 households that received the invitations to participate, 414 completed the survey, providing an overall response rate of 16%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Collegedale survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (414 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Collegedale. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on February 11th, 2022. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2019 American Community Survey estimates for adults in the City of Collegedale. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	10%	42%	41%
	35-54	26%	23%	23%
	55+	64%	36%	36%
Area	East	38%	32%	32%
	South	19%	16%	16%
	West	43%	52%	52%
Housing tenure	Own	76%	49%	49%
	Rent	24%	51%	51%
Housing type	Attached	26%	51%	51%
	Detached	74%	49%	49%
Sex	Female	54%	52%	52%
	Male	46%	48%	48%
Sex/age	Female 18-34	5%	21%	21%
	Female 35-54	16%	12%	12%
	Female 55+	33%	19%	19%
	Male 18-34	5%	20%	20%
	Male 35-54	10%	11%	11%
	Male 55+	31%	17%	17%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python, and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The City of Collegedale funded this research. Please contact Kirsten Ert of the City of Collegedale at kert@collegedaletn.gov if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2019 American Community Survey

Highlights

Residents experience a high quality of life in the city.

About 9 in 10 residents gave positive ratings to the overall quality of life in Collegedale and to Collegedale as a place to live. A similar proportion considered the city an excellent or good place to both retire (86%) and raise children (93%). Of these ratings, Collegedale as a place to live was similar to the national comparisons, while the others were all higher than the benchmarks. Most residents also gave positive marks to the overall image of the city (86% excellent or good), would recommend living in Collegedale (91% somewhat or very likely), and planned to remain in the city for the next 5 years (85% somewhat or very likely). These were all on par with ratings given in other communities across the nation.

Collegedale residents feel safe in their community.

Strong feelings of safety contribute to the overall quality of life in Collegedale. The overall feeling of safety in Collegedale was rated positively by 95% of residents, which was higher than the national average. Virtually all residents reported feeling very or somewhat safe in both their neighborhood (98%) and Collegedale's downtown during the day (97%), as well as from violent crime (93%). Additionally, many of the safety-related services in Collegedale received a high level of support from the community. About 9 in 10 positively reviewed the city's ambulance/EMS, fire services, as well as crime prevention, and at least 8 in 10 gave high marks to animal control and police/sheriff services. Crime prevention and animal control were rated higher than the national benchmarks, while all others were similar to comparison communities.

Residents praise mobility-related services but identify room for growth in alternate modes of transportation.

Many city services relating to mobility received higher-than-average marks from respondents. About 8 in 10 offered favorable evaluations for Collegedale's street cleaning, sidewalk maintenance, traffic signal timing, and traffic enforcement, all of which surpassed comparison communities nationwide. Street repair ratings were also higher than the benchmark, with 63% excellent or good reviews. In addition, about 8 in 10 residents gave positive (and above-average) scores to the ease of travel by car in Collegedale. The ease of public parking also garnered positive reviews, with 70% giving high marks, and just under 6 in 10 residents approved of traffic flow on major streets.

In contrast, ratings for alternate modes of transportation tended to be less positive. Half of respondents gave excellent or good scores to the ease of walking and the ease of travel by bicycle in Collegedale. Only about 1 in 10 gave favorable ratings to the ease of travel by public transportation, which was much lower than the benchmark. Bus or transit services received positive reviews from 18% of respondents, also much lower than in comparison communities. Additionally, residents reported a low utilization of alternate forms of transportation. When asked about types of transportation used in the past year, one-third of residents said they had walked, biked, or carpooled instead of driving, and only 1% had used public transportation.

Economy is a priority for Collegedale residents.

When asked about which aspects of the community the City should focus on in the next two years, nearly 9 in 10 residents identified the overall economic health as an area of priority. A similar proportion of residents gave positive ratings to the quality of Collegedale's overall economic health (86% excellent or good), which was higher than the national average. Other items relating to the economy received mixed ratings but were all similar to the national benchmarks.

The highest-rated items in this facet were the overall quality of business and service establishments in Collegedale (79% excellent or good), followed by economic development (67%). About 6 in 10 respondents had positive views toward Collegedale as both a place to visit and work, as well as the variety of business and service establishments in the city. Nearly half approved of the cost of living in Collegedale, the vibrancy of downtown/commercial area, and employment opportunities in the city. Only about one-third of residents gave positive marks to Collegedale's shopping opportunities (37%), and fewer than one-quarter felt the economy would have a positive impact on their family income in the next 6 months.

Utility infrastructure is a bright spot for Collegedale.

Survey items relating to the city's utility infrastructure garnered almost universally favorable ratings from the community. Most residents gave high marks to affordable high-speed internet access (93% excellent or good), which was much higher than the benchmark, as well as to garbage collection (93%) and drinking water (86%); both of which were also higher than the national averages. A strong majority, around 8 in 10, gave positive ratings to stormwater management, sewer services, and the overall quality of the utility infrastructure in Collegedale.

Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation. The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Collegedale as a whole.
(% excellent or good)

		vs. benchmark*
Overall economic health	86%	Higher
Overall quality of the transportation system	45%	Similar
Overall design or layout of residential and commercial areas	67%	Similar
Overall quality of the utility infrastructure	80%	Similar
Overall feeling of safety	95%	Higher
Overall quality of natural environment	88%	Similar
Overall quality of parks and recreation opportunities	90%	Higher
Overall health and wellness opportunities	85%	Similar
Overall opportunities for education, culture, and the arts	68%	Similar
Residents' connection and engagement with their community	70%	Similar

Please rate how important, if at all, you think it is for the Collegedale community to focus on each of the following in the coming two years.
(% essential or very important)

Overall economic health	87%	Similar
Overall quality of the transportation system	68%	Similar
Overall design or layout of residential and commercial areas	78%	Similar
Overall quality of the utility infrastructure	85%	Similar
Overall feeling of safety	86%	Similar
Overall quality of natural environment	88%	Similar
Overall quality of parks and recreation opportunities	86%	Similar
Overall health and wellness opportunities	73%	Similar
Overall opportunities for education, culture, and the arts	66%	Similar
Residents' connection and engagement with their community	62%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

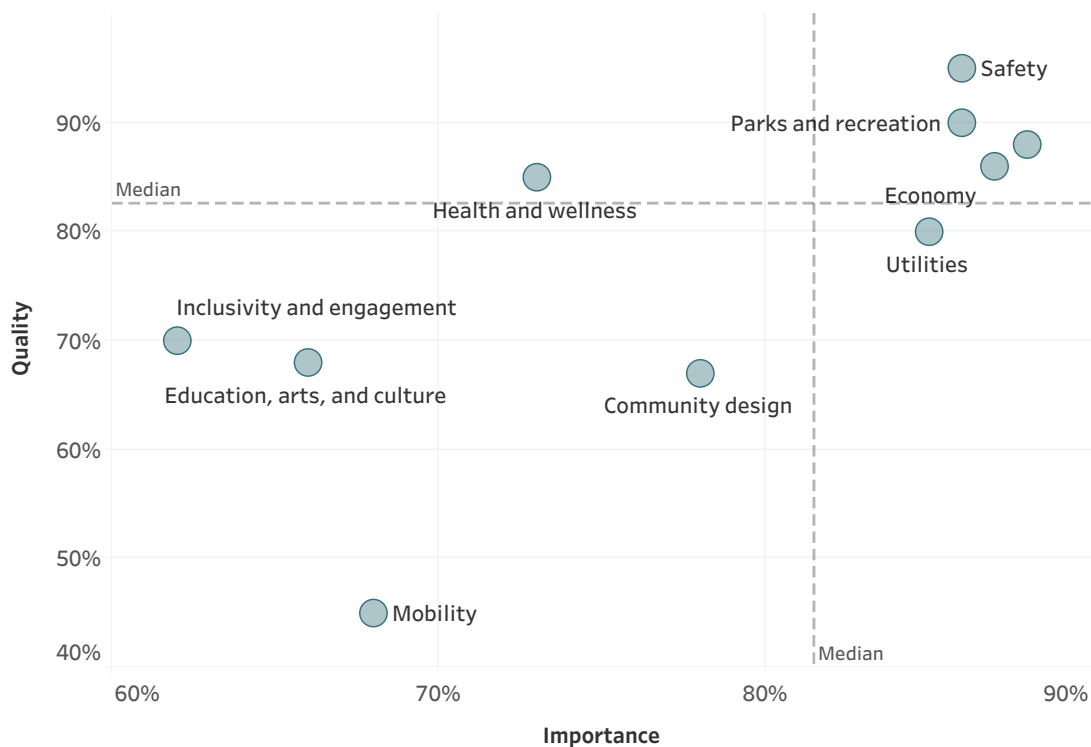
Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 83% or more of respondents were considered of “higher quality” and those with ratings lower than 83% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 78% or more of respondents. Services were rated as “less important” if they received a rating of less than 78%. This classification uses the median ratings for quality and importance to divide the services in half.

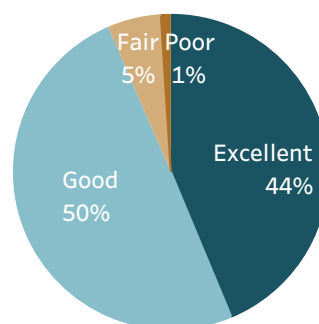
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Collegedale



Please rate each of the following aspects of quality of life in Collegedale.
(% excellent or good)

		vs. benchmark*
Collegedale as a place to live	94%	Similar
The overall quality of life in Collegedale	94%	Higher

Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)

Recommend living in Collegedale to someone who asks	91%	Similar
Remain in Collegedale for the next five years	85%	Similar

Please rate each of the following in the Collegedale community.
(% excellent or good)

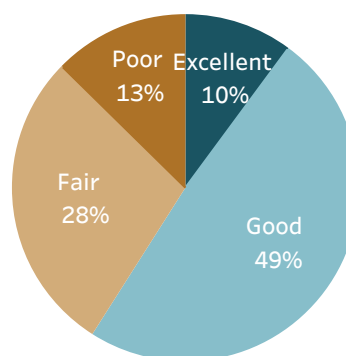
Overall image or reputation of Collegedale	86%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Collegedale government



Please rate the quality of each of the following services in Collegedale.
(% excellent or good)

		vs. benchmark*
Overall customer service by Collegedale employees (police, receptionists, planners, etc.)	85%	Similar
Public information services	64%	Similar

Please rate the following categories of Collegedale government performance.
(% excellent or good)

Treating residents with respect	74%	Similar
Treating all residents fairly	69%	Similar
The overall direction that Collegedale is taking	69%	Similar
Generally acting in the best interest of the community	65%	Similar
Being honest	64%	Similar
The value of services for the taxes paid to Collegedale	61%	Similar
Overall confidence in Collegedale government	59%	Similar
Being open and transparent to the public	52%	Similar
The job Collegedale government does at welcoming resident involvement	50%	Similar
Informing residents about issues facing the community	42%	Similar

Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)

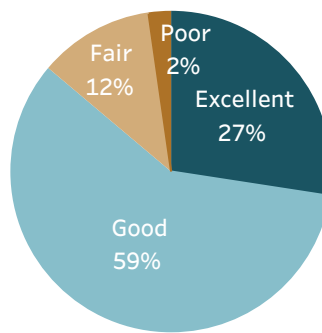
The City of Collegedale	76%	Similar
The Federal Government	32%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

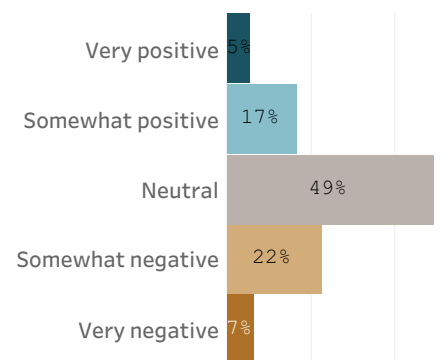
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

Overall economic health of Collegedale



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following aspects of quality of life in Collegedale.
(% excellent or good)

		vs. benchmark*
Collegedale as a place to visit	62%	Similar
Collegedale as a place to work	61%	Similar

Please rate each of the following characteristics as they relate to Collegedale as a whole.
(% excellent or good)

Overall economic health	86%	Higher
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Please rate each of the following in the Collegedale community.
(% excellent or good)

Overall quality of business and service establishments in Collegedale	79%	Similar
Variety of business and service establishments in Collegedale	57%	Similar
Cost of living in Collegedale	49%	Similar
Vibrancy of downtown/commercial area	48%	Similar
Employment opportunities	47%	Similar
Shopping opportunities	37%	Similar

Please rate the quality of each of the following services in Collegedale.
(% excellent or good)

Economic development	67%	Similar
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What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)

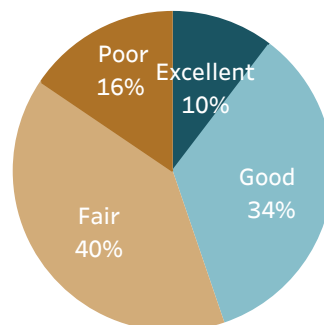
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	22%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in Collegedale



Please rate each of the following characteristics as they relate to Collegedale as a whole.
(% excellent or good)

		vs. benchmark*
Overall quality of the transportation system	45%	Similar

Please also rate each of the following in the Collegedale community.
(% excellent or good)

Ease of travel by car in Collegedale	81%	Higher
Ease of public parking	70%	Similar
Traffic flow on major streets	57%	Similar
Ease of walking in Collegedale	54%	Similar
Ease of travel by bicycle in Collegedale	49%	Similar
Ease of travel by public transportation in Collegedale	13%	Much lower

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)

Walked or biked instead of driving	33%	Much lower
Carpooled with other adults or children instead of driving alone	32%	Similar
Used bus, rail, subway, or other public transportation instead of driving	1%	Much lower

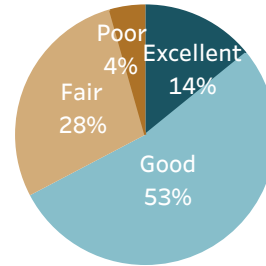
Please rate the quality of each of the following services in Collegedale.
(% excellent or good)

Street cleaning	83%	Higher
Sidewalk maintenance	82%	Higher

Traffic signal timing	78%	Higher
Traffic enforcement	77%	Higher
Street lighting	70%	Similar
Street repair	63%	Higher
Bus or transit services	18%	Much lower

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall design or layout of Collegedale's residential and commercial areas



Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Please rate each of the following aspects of quality of life in Collegedale.
(% excellent or good)

vs.
benchmark*

Your neighborhood as a place to live	94%	Similar
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Please rate each of the following characteristics as they relate to Collegedale as a whole.
(% excellent or good)

Overall design or layout of residential and commercial areas	67%	Similar
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Please also rate each of the following in the Collegedale community.
(% excellent or good)

Overall appearance of Collegedale	84%	Similar
Public places where people want to spend time	80%	Higher
Preservation of the historical or cultural character of the community	63%	Similar
Overall quality of new development in Collegedale	62%	Similar
Variety of housing options	59%	Similar
Well-designed neighborhoods	58%	Similar
Well-planned commercial growth	51%	Similar
Well-planned residential growth	44%	Similar
Availability of affordable quality housing	28%	Similar

Please rate the quality of each of the following services in Collegedale.
(% excellent or good)

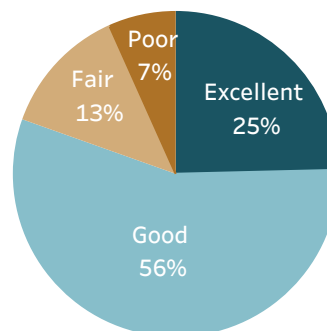
Code enforcement (weeds, abandoned buildings, etc.)	66%	Similar
Land use, planning, and zoning	49%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Collegedale



Please rate the quality of each of the following services in Collegedale.
(% excellent or good)

		vs. benchmark*
Affordable high-speed internet access	93%	Much higher
Garbage collection	93%	Higher
Drinking water	86%	Higher
Storm water management (storm drainage, dams, levees, etc.)	79%	Similar
Sewer services	78%	Similar

Please rate each of the following characteristics as they relate to Collegedale as a whole.
(% excellent or good)

Overall quality of the utility infrastructure	80%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

Overall feeling of safety in Collegedale



Please rate each of the following characteristics as they relate to Collegedale as a whole.
(% excellent or good)

		vs. benchmark*
Overall feeling of safety	95%	Higher

Please rate how safe or unsafe you feel:
(% very or somewhat safe)

In your neighborhood during the day	98%	Similar
In Collegedale's downtown/commercial area during the day	97%	Similar
From violent crime	93%	Similar
From property crime	87%	Similar
From fire, flood, or other natural disaster	72%	Similar

Please rate the quality of each of the following services in Collegedale.
(% excellent or good)

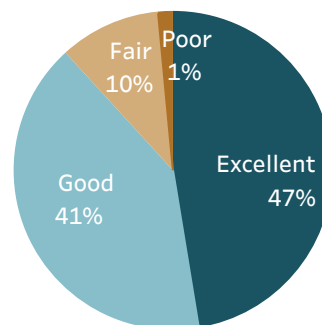
Ambulance or emergency medical services	94%	Similar
Fire services	91%	Similar
Crime prevention	88%	Higher
Animal control	85%	Higher
Police/Sheriff services	85%	Similar
Fire prevention and education	79%	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	60%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Overall quality of natural environment in Collegedale



Please rate each of the following characteristics as they relate to Collegedale as a whole.
(% excellent or good)

		vs. benchmark*
Overall quality of natural environment	88%	Similar

Please also rate each of the following in the Collegedale community.
(% excellent or good)

Air quality	92%	Similar
Cleanliness of Collegedale	89%	Higher
Water resources (beaches, lakes, ponds, riverways, etc.)	61%	Similar

Please rate the quality of each of the following services in Collegedale.
(% excellent or good)

Collegedale open space	77%	Similar
Preservation of natural areas (open space, farmlands, and greenbelts)	69%	Similar
Recycling	53%	Lower

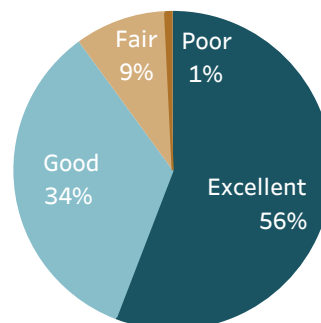
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Parks and recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

- National Recreation and Park Association

Overall quality of the parks and recreation opportunities



Please rate each of the following characteristics as they relate to Collegedale as a whole.

(% excellent or good)

vs.
benchmark*

Overall quality of parks and recreation opportunities	90%	Higher
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Please also rate each of the following in the Collegedale community.

(% excellent or good)

Availability of paths and walking trails	88%	Much higher
Fitness opportunities (including exercise classes and paths or trails, etc.)	82%	Higher
Recreational opportunities	80%	Similar

Please rate the quality of each of the following services in Collegedale.

(% excellent or good)

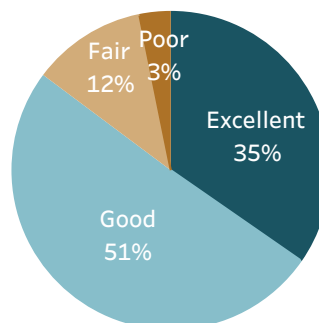
City parks	92%	Higher
Recreation centers or facilities	75%	Similar
Recreation programs or classes	75%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Overall health and wellness opportunities in Collegedale



Please rate each of the following characteristics as they relate to Collegedale as a whole.
(% excellent or good)

		vs. benchmark*
Overall health and wellness opportunities	85%	Similar

Please also rate each of the following in the Collegedale community.
(% excellent or good)

Availability of affordable quality food	71%	Similar
Availability of preventive health services	66%	Similar
Availability of affordable quality health care	62%	Similar
Availability of affordable quality mental health care	35%	Similar

Please rate the quality of each of the following services in Collegedale.
(% excellent or good)

Health services	72%	Similar
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Please rate your overall health.
(% excellent or very good)

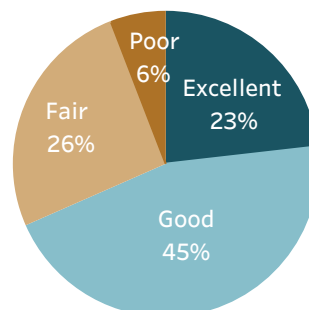
Please rate your overall health.	71%	Similar
----------------------------------	-----	---------

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Overall opportunities for education, culture and the arts



Please rate each of the following characteristics as they relate to Collegedale as a whole.

(% excellent or good)

		vs. benchmark*
Overall opportunities for education, culture, and the arts	68%	Similar

Please also rate each of the following in the Collegedale community.

(% excellent or good)

Opportunities to attend special events and festivals	72%	Similar
Community support for the arts	57%	Similar
Opportunities to attend cultural/arts/music activities	53%	Similar
Adult educational opportunities	50%	Similar
Availability of affordable quality childcare/preschool	48%	Similar

Please rate the quality of each of the following services in Collegedale.

(% excellent or good)

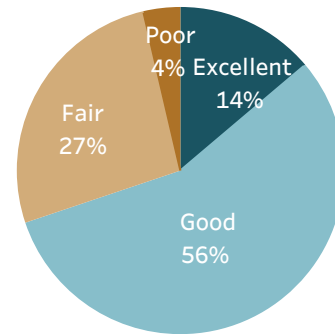
Public library services	83%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

Residents' connection and engagement with their community



Please rate each of the following aspects of quality of life in Collegedale.
(% excellent or good)

		vs. benchmark*
Collegedale as a place to raise children	93%	Higher
Collegedale as a place to retire	86%	Higher
Sense of community	74%	Similar

Please rate each of the following characteristics as they relate to Collegedale as a whole.
(% excellent or good)

Residents' connection and engagement with their community	70%	Similar
---	-----	---------

Please rate the job you feel the Collegedale community does at each of the following.
(% excellent or good)

Making all residents feel welcome	73%	Similar
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	70%	Similar
Valuing/respecting residents from diverse backgrounds	58%	Similar
Attracting people from diverse backgrounds	53%	Similar

Please also rate each of the following in the Collegedale community.
(% excellent or good)

Opportunities to participate in social events and activities	71%	Similar
Neighborliness of residents in Collegedale	69%	Similar
Sense of civic/community pride	68%	Similar

Opportunities to volunteer	66%	Similar
Opportunities to participate in community matters	62%	Similar
Openness and acceptance of the community toward people of diverse backgrounds	53%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)

		vs. benchmark*
Voted in your most recent local election	61%	Lower
Contacted the City of Collegedale (in-person, phone, email, or web) for help or information	38%	Similar
Volunteered your time to some group/activity in Collegedale	22%	Lower
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	16%	Similar
Watched (online or on television) a local public meeting	12%	Lower
Campaigned or advocated for a local issue, cause, or candidate	11%	Lower
Contacted Collegedale elected officials (in-person, phone, email, or web) to express your opinion	9%	Similar

In general, how many times do you:
(% a few times a week or more)

Use or check email	99%	Similar
Access the internet from your home using a computer, laptop, or tablet computer	96%	Similar
Access the internet from your cell phone	94%	Similar
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	81%	Similar
Shop online	55%	Similar
Share your opinions online	29%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

National benchmark tables

This table contains the comparisons of Collegedale's results to those from other communities. The first column shows the comparison of Collegedale's rating to the benchmark. Collegedale's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Collegedale residents is statistically similar to or different than the benchmark. The second column is Collegedale's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Collegedale's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Collegedale's result -- that is what percent of surveyed communities had a lower rating than Collegedale.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Collegedale.	Collegedale as a place to live	Similar	94%	92	391	76
	Your neighborhood as a place to live	Similar	94%	33	324	90
	Collegedale as a place to raise children	Higher	93%	60	393	84
	Collegedale as a place to work	Similar	61%	206	376	45
	Collegedale as a place to visit	Similar	62%	177	318	44
	Collegedale as a place to retire	Higher	86%	15	378	96
	The overall quality of life in Collegedale	Higher	94%	68	434	84
	Sense of community	Similar	74%	55	326	83
Please rate each of the following characteristics as they relate to Collegedale as a whole.	Overall economic health	Higher	86%	54	298	82
	Overall quality of the transportation system	Similar	45%	88	134	35
	Overall design or layout of residential and commercial areas	Similar	67%	110	292	62
	Overall quality of the utility infrastructure	Similar	80%	40	131	70
	Overall feeling of safety	Higher	95%	44	374	88
	Overall quality of natural environment	Similar	88%	52	303	83
	Overall quality of parks and recreation opportunities	Higher	90%	12	137	91
	Overall health and wellness opportunities	Similar	85%	51	293	82
	Overall opportunities for education, culture, and the arts	Similar	68%	127	296	57
	Residents' connection and engagement with their community	Similar	70%	28	132	79
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Collegedale to someone who asks	Similar	91%	114	309	63
	Remain in Collegedale for the next five years	Similar	85%	139	302	54
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	98%	54	358	85
	In Collegedale's downtown/commercial area during the day	Similar	97%	65	333	80

Please rate how safe or unsafe you feel:	From property crime	Similar	87%	25	142	83
	From violent crime	Similar	93%	27	142	81
	From fire, flood, or other natural disaster	Similar	72%	107	130	18
Please rate the job you feel the Collegedale community does at each of the following.	Making all residents feel welcome	Similar	73%	68	137	51
	Attracting people from diverse backgrounds	Similar	53%	95	135	30
	Valuing/respecting residents from diverse backgrounds	Similar	58%	83	135	39
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Similar	70%	33	132	75
Please rate each of the following in the Collegedale community.	Overall quality of business and service establishments in Collegedale	Similar	79%	94	301	69
	Variety of business and service establishments in Collegedale	Similar	57%	88	132	34
	Vibrancy of downtown/commercial area	Similar	48%	153	282	46
	Employment opportunities	Similar	47%	140	330	57
	Shopping opportunities	Similar	37%	227	316	28
	Cost of living in Collegedale	Similar	49%	103	295	65
	Overall image or reputation of Collegedale	Similar	86%	117	371	68
Please also rate each of the following in the Collegedale community.	Traffic flow on major streets	Similar	57%	133	347	61
	Ease of public parking	Similar	70%	68	272	75
	Ease of travel by car in Collegedale	Higher	81%	63	326	80
	Ease of travel by public transportation in Collegedale	Much lower	13%	271	277	2
	Ease of travel by bicycle in Collegedale	Similar	49%	197	328	40
	Ease of walking in Collegedale	Similar	54%	234	328	28
	Well-planned residential growth	Similar	44%	79	134	41
	Well-planned commercial growth	Similar	51%	54	134	60
	Well-designed neighborhoods	Similar	58%	75	132	43
	Preservation of the historical or cultural character of the community	Similar	63%	72	130	45
	Public places where people want to spend time	Higher	80%	35	288	88
	Variety of housing options	Similar	59%	112	304	63
	Availability of affordable quality housing	Similar	28%	206	329	37
	Overall quality of new development in Collegedale	Similar	62%	86	322	73
	Overall appearance of Collegedale	Similar	84%	107	360	70
	Cleanliness of Collegedale	Higher	89%	62	330	81
	Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	61%	61	120	50





























Please also rate each of the following in the Collegedale community.	Air quality	Similar	92%	74	284	74
	Availability of paths and walking trails	Much higher	88%	15	332	95
	Fitness opportunities (including exercise classes and paths or trails, et..	Higher	82%	40	284	86
	Recreational opportunities	Similar	80%	63	315	80
	Availability of affordable quality food	Similar	71%	93	279	67
	Availability of affordable quality health care	Similar	62%	127	292	56
	Availability of preventive health services	Similar	66%	132	275	52
	Availability of affordable quality mental health care	Similar	35%	195	275	29
	Opportunities to attend cultural/arts/music activities	Similar	53%	155	312	50
	Community support for the arts	Similar	57%	61	131	54
	Availability of affordable quality childcare/preschool	Similar	48%	160	290	45
	Adult educational opportunities	Similar	50%	177	281	37
	Sense of civic/community pride	Similar	68%	48	131	64
	Neighborliness of residents in Collegedale	Similar	69%	79	288	72
	Opportunities to participate in social events and activities	Similar	71%	59	295	80
	Opportunities to attend special events and festivals	Similar	72%	78	302	74
	Opportunities to volunteer	Similar	66%	175	292	40
	Opportunities to participate in community matters	Similar	62%	152	296	48
	Openness and acceptance of the community toward people of diverse ..	Similar	53%	226	320	29
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Collegedale (in-person, phone, email, or web) for ..	Similar	38%	286	349	18
	Contacted Collegedale elected officials (in-person, phone, email, or we..	Similar	9%	285	290	2
	Attended a local public meeting (of local elected officials like City Coun..	Similar	16%	213	289	26
	Watched (online or on television) a local public meeting	Lower	12%	251	268	6
	Volunteered your time to some group/activity in Collegedale	Lower	22%	250	294	15
	Campaigned or advocated for a local issue, cause, or candidate	Lower	11%	265	278	5
	Voted in your most recent local election	Lower	61%	127	133	5
	Used bus, rail, subway, or other public transportation instead of driving	Much lower	1%	259	259	0
	Carpooled with other adults or children instead of driving alone	Similar	32%	257	284	9
	Walked or biked instead of driving	Much lower	33%	273	287	5
Please rate the quality of each of the following services in Collegedale.	Public information services	Similar	64%	196	314	37
	Economic development	Similar	67%	70	305	77
































Please rate the quality of each of the following services in Collegedale.	Traffic enforcement	Higher	77%	27	374	93
	Traffic signal timing	Higher	78%	3	294	99
	Street repair	Higher	63%	78	375	79
	Street cleaning	Higher	83%	28	316	91
	Street lighting	Similar	70%	91	355	74
	Sidewalk maintenance	Higher	82%	22	320	93
	Bus or transit services	Much lower	18%	261	270	3
	Land use, planning, and zoning	Similar	49%	173	318	45
	Code enforcement (weeds, abandoned buildings, etc.)	Similar	66%	82	374	78
	Affordable high-speed internet access	Much higher	93%	1	128	100
	Garbage collection	Higher	93%	10	350	97
	Drinking water	Higher	86%	39	317	88
	Sewer services	Similar	78%	138	318	56
	Storm water management (storm drainage, dams, levees, etc.)	Similar	79%	70	342	79
	Police/Sheriff services	Similar	85%	126	426	70
	Crime prevention	Higher	88%	43	373	88
	Animal control	Higher	85%	22	338	93
	Ambulance or emergency medical services	Similar	94%	119	335	64
	Fire services	Similar	91%	171	368	53
	Fire prevention and education	Similar	79%	185	306	39
	Emergency preparedness (services that prepare the community for na..	Similar	60%	196	306	36
	Preservation of natural areas (open space, farmlands, and greenbelts)	Similar	69%	85	286	70
	Collegedale open space	Similar	77%	52	276	81
	Recycling	Lower	53%	322	354	9
	City parks	Higher	92%	36	332	89
	Recreation programs or classes	Similar	75%	136	326	58
	Recreation centers or facilities	Similar	75%	83	299	72
	Health services	Similar	72%	111	267	58
	Public library services	Similar	83%	139	342	59
	Overall customer service by Collegedale employees (police, receptioni..	Similar	85%	98	389	75
Please rate the following categories of Collegedale	The value of services for the taxes paid to Collegedale	Similar	61%	125	398	68
































Please rate the following categories of Collegedale government performance.	The overall direction that Collegedale is taking	Similar	69%	100	345	71
	The job Collegedale government does at welcoming resident involvem..	Similar	50%	209	339	38
	Overall confidence in Collegedale government	Similar	59%	127	300	57
	Generally acting in the best interest of the community	Similar	65%	96	303	68
	Being honest	Similar	64%	114	293	61
	Being open and transparent to the public	Similar	52%	82	137	40
	Informing residents about issues facing the community	Similar	42%	110	143	23
	Treating all residents fairly	Similar	69%	81	300	73
	Treating residents with respect	Similar	74%	49	134	64
Overall, how would you rate the quality of the services provided by each ..	The City of Collegedale	Similar	76%	210	394	46
	The Federal Government	Similar	32%	247	281	12
Please rate how important, if at all, you think it is for the Collegedale community to focus on each of the following in the coming two years.	Overall economic health	Similar	87%	206	275	25
	Overall quality of the transportation system	Similar	68%	78	130	40
	Overall design or layout of residential and commercial areas	Similar	78%	66	275	76
	Overall quality of the utility infrastructure	Similar	85%	53	129	59
	Overall feeling of safety	Similar	86%	198	275	28
	Overall quality of natural environment	Similar	88%	28	275	90
	Overall quality of parks and recreation opportunities	Similar	86%	8	130	94
	Overall health and wellness opportunities	Similar	73%	157	275	43
	Overall opportunities for education, culture, and the arts	Similar	66%	237	275	13
	Residents' connection and engagement with their community	Similar	62%	241	275	12
In general, how many times do you:	Access the internet from your home using a computer, laptop, or table..	Similar	96%	54	130	59
	Access the internet from your cell phone	Similar	94%	54	130	59
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Similar	81%	40	129	69
	Use or check email	Similar	99%	26	130	80
	Share your opinions online	Similar	29%	82	130	37
	Shop online	Similar	55%	68	130	48
	Please rate your overall health.	Similar	71%	48	281	83
	What impact, if any, do you think the economy will have on your family..	Similar	22%	234	284	17
































Complete set of frequencies
































This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Collegedale.	Collegedale as a place to live	Excellent		51%
		Good		44%
		Fair		5%
		Poor		1%
	Your neighborhood as a place to live	Excellent		58%
		Good		36%
		Fair		5%
		Poor		1%
	Collegedale as a place to raise children	Excellent		56%
		Good		36%
		Fair		6%
		Poor		1%
	Collegedale as a place to work	Excellent		24%
		Good		38%
		Fair		26%
		Poor		12%
	Collegedale as a place to visit	Excellent		22%
		Good		39%
		Fair		30%
		Poor		9%
	Collegedale as a place to retire	Excellent		53%
		Good		33%
		Fair		12%
		Poor		1%
	The overall quality of life in Collegedale	Excellent		44%
		Good		50%
		Fair		5%
		Poor		1%

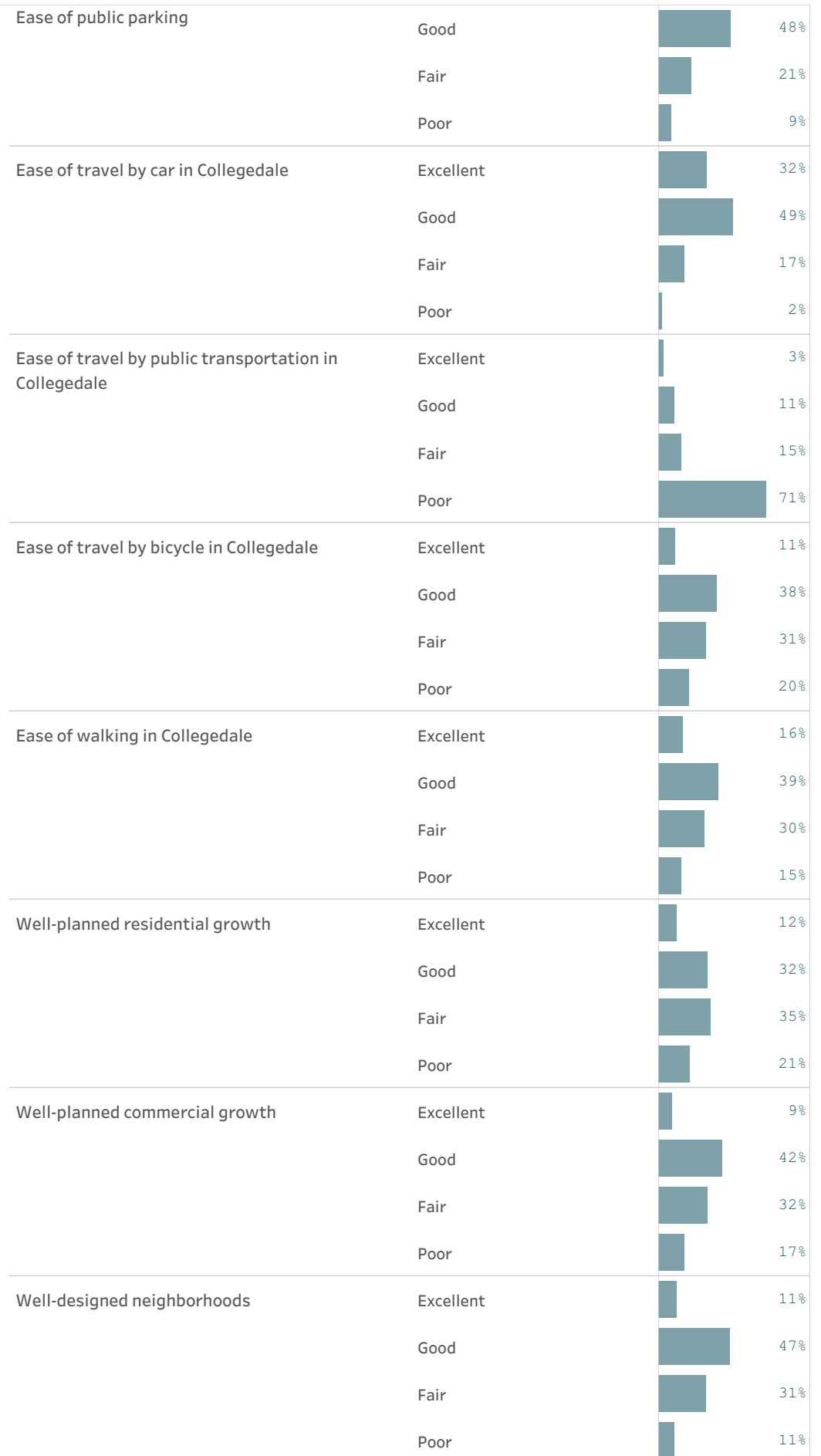
Please rate each of the following aspects of quality of life in Collegedale.	Sense of community	Excellent		28%
		Good		45%
		Fair		23%
		Poor		3%
Please rate each of the following characteristics as they relate to Collegedale as a whole.	Overall economic health	Excellent		27%
		Good		59%
		Fair		12%
		Poor		2%
	Overall quality of the transportation system	Excellent		10%
		Good		34%
		Fair		40%
		Poor		16%
	Overall design or layout of residential and commercial areas	Excellent		14%
		Good		53%
		Fair		28%
		Poor		4%
	Overall quality of the utility infrastructure	Excellent		25%
		Good		56%
		Fair		13%
		Poor		7%
	Overall feeling of safety	Excellent		51%
		Good		44%
		Fair		5%
		Poor		0%
	Overall quality of natural environment	Excellent		47%
		Good		41%
		Fair		10%
		Poor		1%
	Overall quality of parks and recreation opportunities	Excellent		56%
		Good		34%
		Fair		9%

Please rate each of the following characteristics as they relate to Collegedale as a whole.	Overall quality of parks and recreation opportunities	Poor		1%
	Overall health and wellness opportunities	Excellent		35%
		Good		51%
		Fair		12%
		Poor		3%
	Overall opportunities for education, culture, and the arts	Excellent		23%
		Good		45%
		Fair		26%
		Poor		6%
	Residents' connection and engagement with their community	Excellent		14%
		Good		56%
		Fair		27%
		Poor		4%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Collegedale to someone who asks	Very likely		49%
		Somewhat likely		42%
		Somewhat unlikely		5%
		Very unlikely		4%
	Remain in Collegedale for the next five years	Very likely		52%
		Somewhat likely		33%
		Somewhat unlikely		7%
		Very unlikely		7%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		83%
		Somewhat safe		15%
		Neither safe nor unsafe		0%
		Somewhat unsafe		1%
	In Collegedale's downtown/commercial area during the day	Very safe		76%
		Somewhat safe		21%
		Neither safe nor unsafe		2%
		Very unsafe		1%
	From property crime	Very safe		44%
		Somewhat safe		44%

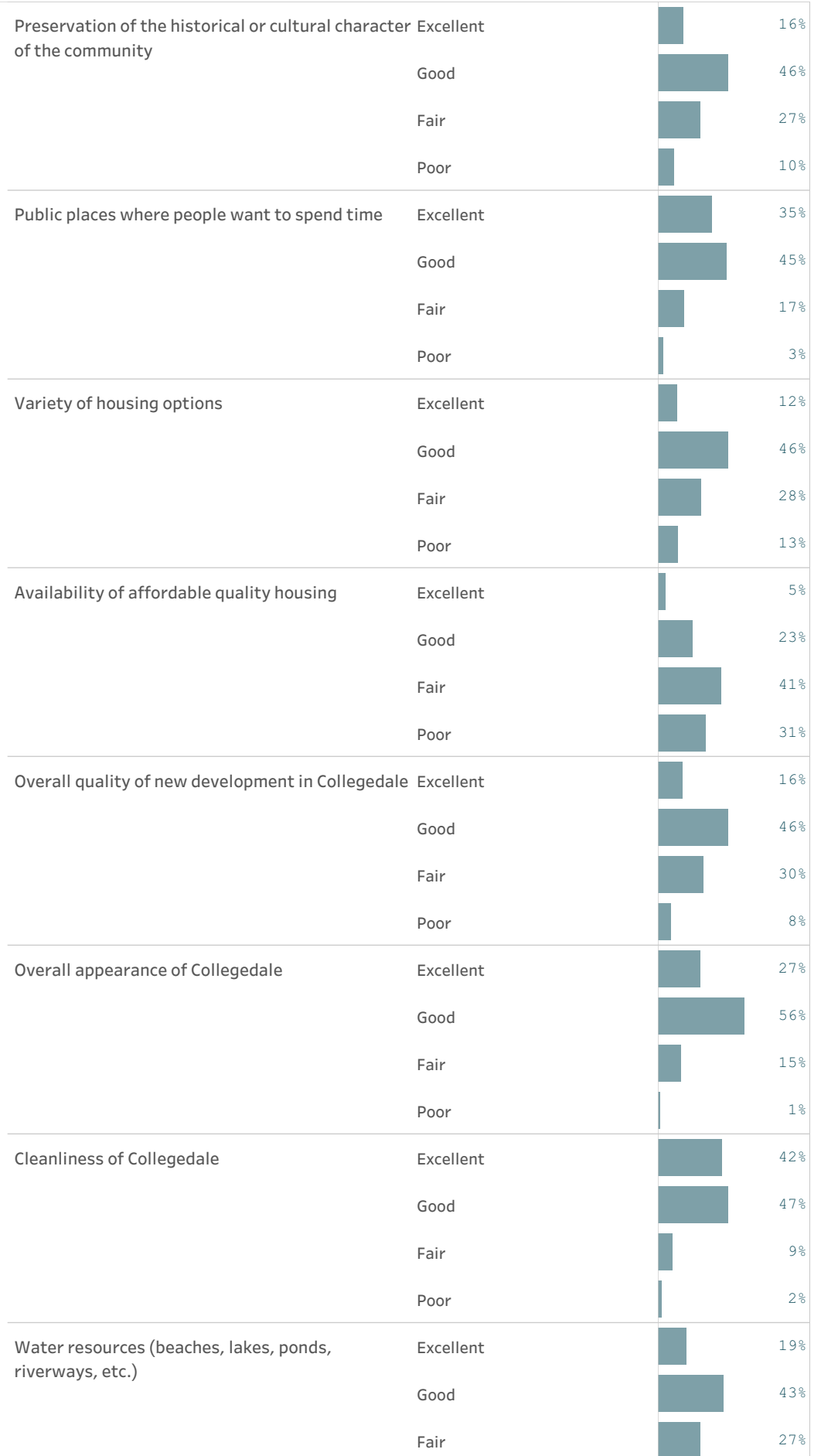
Please rate how safe or unsafe you feel:	From property crime	Neither safe nor unsafe		9%
		Somewhat unsafe		3%
		Very unsafe		1%
	From violent crime	Very safe		69%
		Somewhat safe		24%
		Neither safe nor unsafe		2%
		Somewhat unsafe		4%
		Very unsafe		1%
	From fire, flood, or other natural disaster	Very safe		31%
		Somewhat safe		41%
		Neither safe nor unsafe		19%
		Somewhat unsafe		6%
		Very unsafe		3%
Please rate the job you feel the Collegedale community does at each of the following.	Making all residents feel welcome	Excellent		20%
		Good		53%
		Fair		23%
		Poor		5%
	Attracting people from diverse backgrounds	Excellent		19%
		Good		34%
		Fair		29%
		Poor		18%
	Valuing/respecting residents from diverse backgrounds	Excellent		24%
		Good		35%
		Fair		29%
		Poor		13%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		20%
		Good		50%
		Fair		23%
		Poor		7%
Please rate each of the following in the Collegedale community.	Overall quality of business and service establishments in Collegedale	Excellent		19%
		Good		60%
































Please rate each of the following in the Collegedale community.	Overall quality of business and service establishments in Collegedale	Fair		16%
		Poor		5%
	Variety of business and service establishments in Collegedale	Excellent		14%
		Good		43%
		Fair		30%
		Poor		13%
	Vibrancy of downtown/commercial area	Excellent		12%
		Good		36%
		Fair		41%
		Poor		11%
	Employment opportunities	Excellent		14%
		Good		32%
		Fair		36%
		Poor		18%
	Shopping opportunities	Excellent		8%
		Good		28%
		Fair		47%
		Poor		16%
	Cost of living in Collegedale	Excellent		10%
		Good		39%
		Fair		41%
		Poor		11%
	Overall image or reputation of Collegedale	Excellent		29%
		Good		56%
		Fair		9%
		Poor		6%
Please also rate each of the following in the Collegedale community.	Traffic flow on major streets	Excellent		10%
		Good		47%
		Fair		27%
		Poor		15%
	Ease of public parking	Excellent		22%
































Please also rate each of the following in the Collegedale community.

































































Please also rate each of the following in the Collegedale community.



Please also rate each of the following in the Collegedale community.	Water resources (beaches, lakes, ponds, riverways, etc.)	Poor		11%
	Air quality	Excellent		36%
		Good		56%
		Fair		7%
		Poor		2%
	Availability of paths and walking trails	Excellent		61%
		Good		28%
		Fair		9%
		Poor		2%
	Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		43%
		Good		39%
		Fair		16%
		Poor		2%
	Recreational opportunities	Excellent		35%
		Good		45%
		Fair		18%
		Poor		3%
	Availability of affordable quality food	Excellent		25%
		Good		45%
		Fair		22%
		Poor		7%
	Availability of affordable quality health care	Excellent		17%
		Good		45%
		Fair		35%
		Poor		3%
	Availability of preventive health services	Excellent		17%
		Good		49%
		Fair		24%
		Poor		10%
	Availability of affordable quality mental health care	Excellent		10%
		Good		25%
































Please also rate each of the following in the Collegedale community.	Availability of affordable quality mental health care	Fair		33%
		Poor		32%
	Opportunities to attend cultural/arts/music activities	Excellent		22%
		Good		32%
		Fair		35%
		Poor		12%
	Community support for the arts	Excellent		21%
		Good		37%
		Fair		31%
		Poor		11%
	Availability of affordable quality childcare/preschool	Excellent		11%
		Good		37%
		Fair		33%
		Poor		18%
	Adult educational opportunities	Excellent		18%
		Good		31%
		Fair		33%
		Poor		17%
	Sense of civic/community pride	Excellent		20%
		Good		48%
		Fair		27%
		Poor		6%
	Neighborliness of residents in Collegedale	Excellent		23%
		Good		46%
		Fair		27%
		Poor		4%
	Opportunities to participate in social events and activities	Excellent		24%
		Good		48%
		Fair		26%
		Poor		2%
	Opportunities to attend special events and festivals	Excellent		25%

Please also rate each of the following in the Collegedale community.	Opportunities to attend special events and festivals	Good		47%
		Fair		25%
		Poor		3%
	Opportunities to volunteer	Excellent		21%
		Good		45%
		Fair		24%
		Poor		10%
	Opportunities to participate in community matters	Excellent		22%
		Good		40%
		Fair		25%
		Poor		13%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		19%
		Good		34%
		Fair		28%
		Poor		19%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Collegedale (in-person, phone, email, or web) for help or information	No		63%
		Yes		37%
	Contacted Collegedale elected officials (in-person, phone, email, or web) to express your opinion	No		92%
		Yes		8%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HO..	No		84%
		Yes		16%
	Watched (online or on television) a local public meeting	No		88%
		Yes		12%
	Volunteered your time to some group/activity in Collegedale	No		78%
		Yes		22%
	Campaigned or advocated for a local issue, cause, or candidate	No		89%
		Yes		11%
	Voted in your most recent local election	No		39%
		Yes		61%
	Used bus, rail, subway, or other public transportation instead of driving	No		99%
		Yes		1%
































Please indicate whether or not you have done each of the following in the last 12 months.	Carpooled with other adults or children instead of driving alone	No		68%
		Yes		32%
	Walked or biked instead of driving	No		68%
		Yes		32%
Please rate the quality of each of the following services in Collegedale.	Public information services	Excellent		13%
		Good		50%
		Fair		30%
		Poor		6%
	Economic development	Excellent		13%
		Good		53%
		Fair		30%
		Poor		4%
	Traffic enforcement	Excellent		26%
		Good		51%
		Fair		19%
		Poor		4%
	Traffic signal timing	Excellent		22%
		Good		56%
		Fair		17%
		Poor		5%
	Street repair	Excellent		14%
		Good		49%
		Fair		28%
		Poor		9%
	Street cleaning	Excellent		30%
		Good		53%
		Fair		13%
		Poor		4%
	Street lighting	Excellent		24%
		Good		47%
		Fair		20%
































Please rate the quality of each of the following services in Collegedale.	Street lighting	Poor	<div></div>	9%
	Sidewalk maintenance	Excellent	<div></div>	19%
		Good	<div></div>	63%
		Fair	<div></div>	15%
		Poor	<div></div>	4%
	Bus or transit services	Excellent	<div></div>	6%
		Good	<div></div>	13%
		Fair	<div></div>	8%
		Poor	<div></div>	74%
	Land use, planning, and zoning	Excellent	<div></div>	8%
Good		<div></div>	41%	
Fair		<div></div>	30%	
Poor		<div></div>	21%	
Code enforcement (weeds, abandoned buildings, etc.)	Excellent	<div></div>	14%	
	Good	<div></div>	52%	
	Fair	<div></div>	22%	
	Poor	<div></div>	13%	
Affordable high-speed internet access	Excellent	<div></div>	60%	
	Good	<div></div>	33%	
	Fair	<div></div>	6%	
	Poor	<div></div>	1%	
Garbage collection	Excellent	<div></div>	57%	
	Good	<div></div>	35%	
	Fair	<div></div>	5%	
	Poor	<div></div>	2%	
Drinking water	Excellent	<div></div>	43%	
	Good	<div></div>	42%	
	Fair	<div></div>	10%	
	Poor	<div></div>	4%	
Sewer services	Excellent	<div></div>	38%	
	Good	<div></div>	40%	

Please rate the quality of each of the following services in Collegedale.




Sewer services	Fair		13%
	Poor		9%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		26%
	Good		53%
	Fair		17%
	Poor		4%
Police/Sheriff services	Excellent		41%
	Good		44%
	Fair		13%
	Poor		2%
Crime prevention	Excellent		36%
	Good		52%
	Fair		10%
	Poor		2%
Animal control	Excellent		32%
	Good		53%
	Fair		10%
	Poor		5%
Ambulance or emergency medical services	Excellent		44%
	Good		49%
	Fair		6%
	Poor		0%
Fire services	Excellent		46%
	Good		44%
	Fair		9%
	Poor		0%
Fire prevention and education	Excellent		28%
	Good		51%
	Fair		17%
	Poor		5%
Emergency preparedness (services that prepare the community for natural disasters or other	Excellent		23%

Please rate the quality of each of the following services in Collegedale.	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Good	<div></div>	37%
		Fair	<div></div>	25%
		Poor	<div></div>	15%
	Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent	<div></div>	27%
		Good	<div></div>	42%
		Fair	<div></div>	22%
		Poor	<div></div>	10%
	Collegedale open space	Excellent	<div></div>	26%
		Good	<div></div>	51%
		Fair	<div></div>	19%
		Poor	<div></div>	4%
	Recycling	Excellent	<div></div>	17%
		Good	<div></div>	36%
		Fair	<div></div>	23%
		Poor	<div></div>	24%
	City parks	Excellent	<div></div>	50%
Good		<div></div>	42%	
Fair		<div></div>	6%	
Poor		<div></div>	1%	
Recreation programs or classes	Excellent	<div></div>	24%	
	Good	<div></div>	51%	
	Fair	<div></div>	18%	
	Poor	<div></div>	7%	
Recreation centers or facilities	Excellent	<div></div>	30%	
	Good	<div></div>	45%	
	Fair	<div></div>	21%	
	Poor	<div></div>	3%	
Health services	Excellent	<div></div>	18%	
	Good	<div></div>	54%	
	Fair	<div></div>	25%	
	Poor	<div></div>	3%	
































Please rate the quality of each of the following services in Collegedale.	Public library services	Excellent		48%
		Good		36%
		Fair		13%
		Poor		4%
	Overall customer service by Collegedale employees (police, receptionists, planners, etc.)	Excellent		33%
		Good		52%
		Fair		13%
		Poor		2%
Please rate the following categories of Collegedale government performance.	The value of services for the taxes paid to Collegedale	Excellent		11%
		Good		50%
		Fair		31%
		Poor		8%
	The overall direction that Collegedale is taking	Excellent		13%
		Good		56%
		Fair		25%
		Poor		7%
	The job Collegedale government does at welcoming resident involvement	Excellent		12%
		Good		37%
		Fair		31%
		Poor		20%
	Overall confidence in Collegedale government	Excellent		10%
		Good		49%
		Fair		28%
		Poor		13%
	Generally acting in the best interest of the community	Excellent		16%
		Good		49%
		Fair		25%
		Poor		10%
	Being honest	Excellent		15%
		Good		49%
		Fair		25%






























Please rate the following categories of Collegedale government performance.	Being honest	Poor		11%
	Being open and transparent to the public	Excellent		14%
		Good		38%
		Fair		27%
		Poor		21%
	Informing residents about issues facing the community	Excellent		12%
		Good		30%
		Fair		33%
		Poor		25%
	Treating all residents fairly	Excellent		20%
		Good		49%
		Fair		19%
		Poor		12%
	Treating residents with respect	Excellent		23%
		Good		51%
		Fair		19%
		Poor		7%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Collegedale	Excellent		15%
		Good		61%
		Fair		21%
		Poor		4%
	The Federal Government	Excellent		2%
		Good		30%
		Fair		40%
		Poor		28%
Please rate how important, if at all, you think it is for the Collegedale community to focus on each of the following in the coming two years.	Overall economic health	Essential		44%
		Very important		42%
		Somewhat important		14%
		Not important at all		0%
	Overall quality of the transportation system	Essential		34%
		Very important		34%

Please rate how important, if at all, you think it is for the Collegedale community to focus on each of the following in the coming two years.

Overall quality of the transportation system	Somewhat important		27%
	Not important at all		5%
Overall design or layout of residential and commercial areas	Essential		39%
	Very important		39%
	Somewhat important		20%
	Not important at all		2%
Overall quality of the utility infrastructure	Essential		53%
	Very important		32%
	Somewhat important		14%
	Not important at all		1%
Overall feeling of safety	Essential		51%
	Very important		35%
	Somewhat important		13%
	Not important at all		1%
Overall quality of natural environment	Essential		49%
	Very important		39%
	Somewhat important		10%
	Not important at all		2%
Overall quality of parks and recreation opportunities	Essential		42%
	Very important		43%
	Somewhat important		13%
	Not important at all		2%
Overall health and wellness opportunities	Essential		31%
	Very important		41%
	Somewhat important		25%
	Not important at all		2%
Overall opportunities for education, culture, and the arts	Essential		31%
	Very important		34%
	Somewhat important		29%
	Not important at all		6%
Residents' connection and engagement with their community	Essential		26%

Please rate how important, if at all, you think it is for the Collegedale community to focus on each of the following in the coming two years.	Residents' connection and engagement with their community	Very important		36%
		Somewhat important		34%
		Not important at all		4%
In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Several times a day		84%
		Once a day		4%
		A few times a week		7%
		Every few weeks		2%
		Less often or never		3%
	Access the internet from your cell phone	Several times a day		88%
		Once a day		4%
		A few times a week		1%
		Every few weeks		1%
		Less often or never		5%
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Several times a day		64%
		Once a day		12%
		A few times a week		6%
		Every few weeks		4%
		Less often or never		15%
	Use or check email	Several times a day		80%
		Once a day		16%
		A few times a week		4%
		Every few weeks		1%
		Less often or never		1%
	Share your opinions online	Several times a day		12%
		Once a day		5%
		A few times a week		13%
		Every few weeks		20%
		Less often or never		51%
	Shop online	Several times a day		13%
		Once a day		6%
		A few times a week		36%

In general, how many times do you:	Shop online	Every few weeks		36%
		Less often or never		9%
Please rate your overall health.		Excellent		32%
		Very good		39%
		Good		24%
		Fair		4%
		Poor		1%
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:		Very positive		5%
		Somewhat positive		17%
		Neutral		49%
		Somewhat negative		22%
		Very negative		7%
How many years have you lived in Collegedale?		Less than 2 years		18%
		2-5 years		30%
		6-10 years		17%
		11-20 years		22%
		More than 20 years		13%
Which best describes the building you live in?		One family house detached from any other houses		46%
		Building with two or more homes (duplex, townhome, apa..		49%
		Mobile home		5%
		Other		1%
Do you rent or own your home?		Rent		51%
		Own		49%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?		Less than \$500		7%
		\$500 to \$999		22%
		\$1,000 to \$1,499		31%
		\$1,500 to \$1,999		24%
		\$2,000 to \$2,499		6%
		\$2,500 to \$2,999		5%
		\$3,000 to \$3,499		1%
		\$3,500 or more		4%

Do any children 17 or under live in your household?	No		76%
	Yes		24%
Are you or any other members of your household aged 65 or older?	No		69%
	Yes		31%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		11%
	\$25,000 to \$49,999		16%
	\$50,000 to \$74,999		27%
	\$75,000 to \$99,999		16%
	\$100,000 to \$149,999		15%
	\$150,000 to \$199,999		9%
	\$200,000 or more.		6%
Are you of Hispanic, Latino/a/x, or Spanish origin?	No, not of Hispanic, Latino/a/x, or Spanish origin		90%
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin		10%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska Native		1%
	Asian		2%
	Black or African American		5%
	Native Hawaiian or Other Pacific Islander		12%
	White		78%
	A race not listed		6%
In which category is your age?	18-24 years		4%
	25-34 years		38%
	35-44 years		11%
	45-54 years		12%
	55-64 years		9%
	65-74 years		13%
	75 years or older		13%
What is your gender?	Female		51%
	Male		47%
	Identify in another way		2%

Methods (open participation)





























As part of its participation in The National Community Survey™ (The NCS™), the City of Collegedale conducted a survey of 414 residents. Survey invitations were mailed to randomly selected households and data were collected from January 7th, 2022 to February 25th, 2022. The results from this main survey effort represent the most robust estimate of your residents' opinions.

































After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Collegedale. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on February 11th, 2022. The survey remained open for two weeks and there were 92 responses.

































The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. Due to limited response, the results were not statistically weighted.

































Open participation survey results

































This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Collegedale.	In which District of Collegedale do you live? (Refer to map above.)	1 - East District (Orange)		38%
		2 - South District (Purple)		15%
		3 - West District (Green)		41%
		None of these/ I don't live in Collegedale		5%
	Collegedale as a place to live	Excellent		49%
		Good		42%
		Fair		7%
		Poor		2%
	Your neighborhood as a place to live	Excellent		55%
		Good		38%
		Fair		7%
	Collegedale as a place to raise children	Excellent		55%
		Good		35%
		Fair		8%
		Poor		3%
	Collegedale as a place to work	Excellent		39%
		Good		51%
		Fair		7%
		Poor		3%
	Collegedale as a place to visit	Excellent		25%
		Good		52%
		Fair		19%
		Poor		4%
	Collegedale as a place to retire	Excellent		46%
		Good		40%
		Fair		9%
		Poor		6%
	The overall quality of life in Collegedale	Excellent		47%

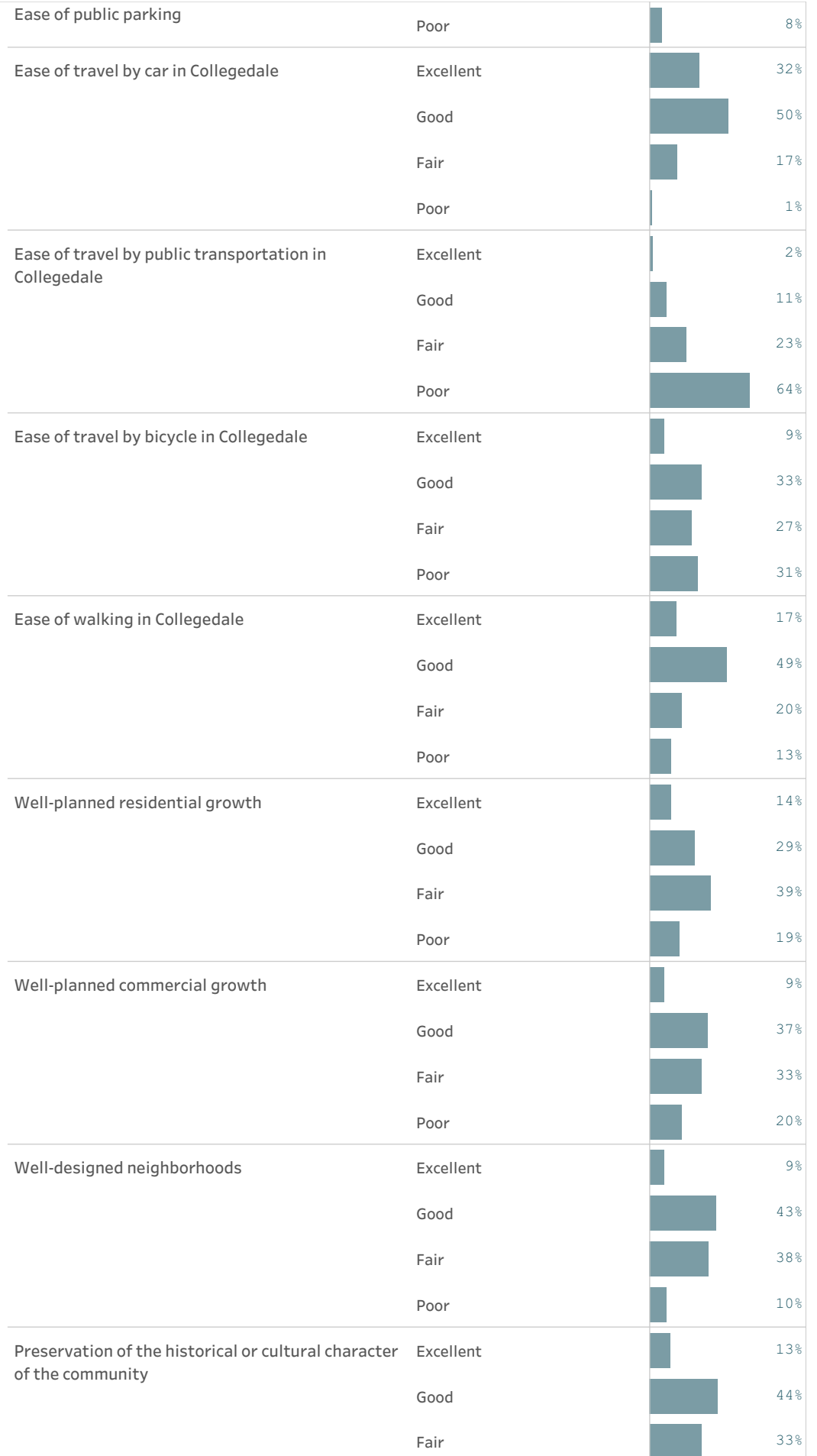
Please rate each of the following aspects of quality of life in Collegedale.	The overall quality of life in Collegedale	Good		47%
		Fair		7%
	Sense of community	Excellent		25%
		Good		46%
		Fair		24%
		Poor		4%
Please rate each of the following characteristics as they relate to Collegedale as a whole.	Overall economic health of Collegedale	Excellent		30%
		Good		59%
		Fair		10%
		Poor		1%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Collegedale	Excellent		11%
		Good		45%
		Fair		29%
		Poor		15%
	Overall design or layout of Collegedale's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		11%
		Good		57%
		Fair		22%
		Poor		11%
	Overall quality of the utility infrastructure in Collegedale (water, sewer, storm water, electric, gas)	Excellent		28%
		Good		50%
		Fair		15%
		Poor		7%
	Overall feeling of safety in Collegedale	Excellent		52%
		Good		38%
		Fair		9%
		Poor		1%
	Overall quality of natural environment in Collegedale	Excellent		41%
		Good		41%
		Fair		17%
	Overall quality of parks and recreation opportunities	Excellent		47%
		Good		41%
		Fair		8%

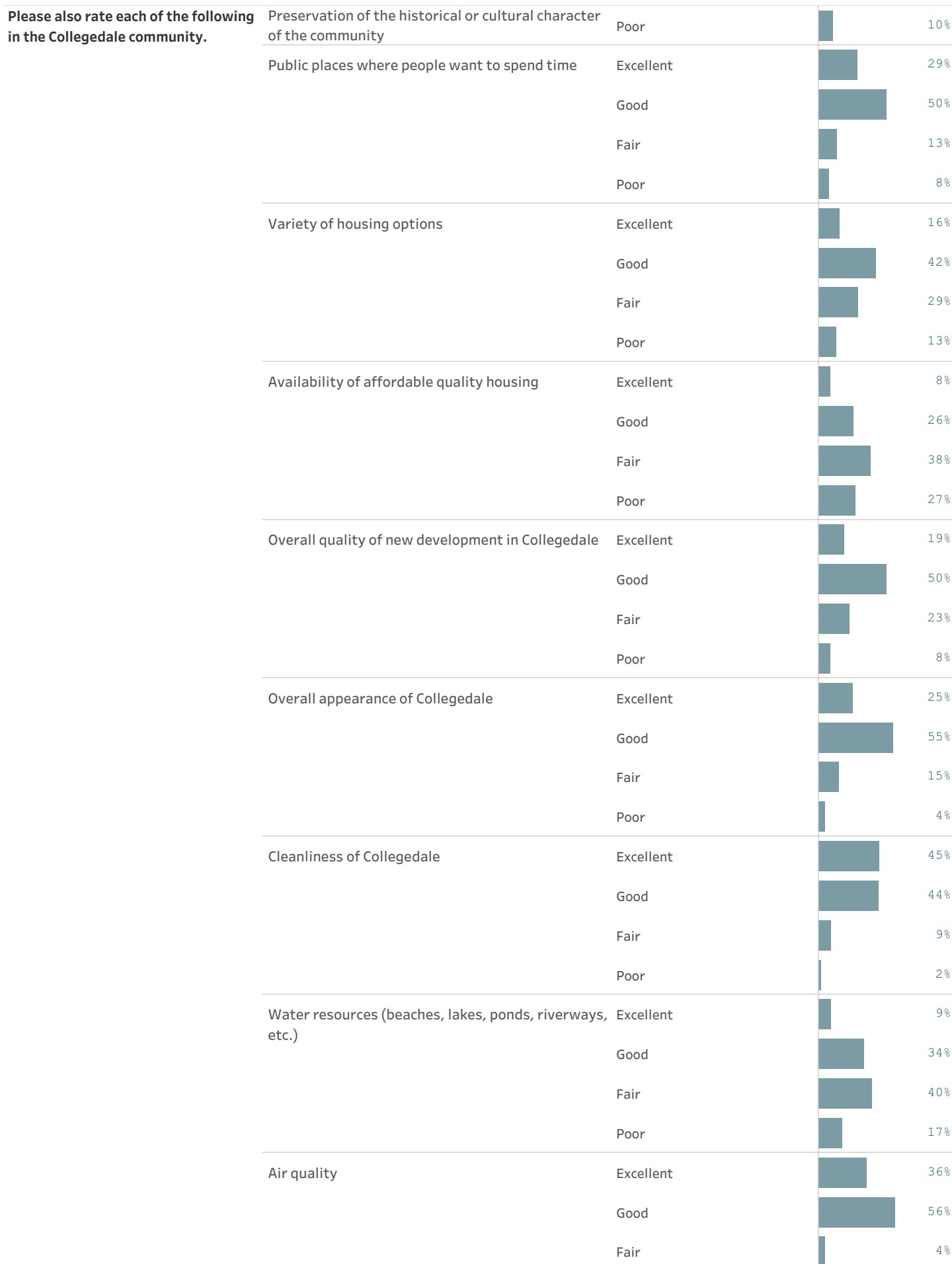
Please rate each of the following characteristics as they relate to Collegedale as a whole.	Overall quality of parks and recreation opportunities	Poor		4%
	Overall health and wellness opportunities in Collegedale	Excellent		34%
		Good		48%
		Fair		15%
		Poor		3%
	Overall opportunities for education, culture, and the arts	Excellent		25%
		Good		42%
		Fair		27%
		Poor		5%
	Residents' connection and engagement with their community	Excellent		19%
		Good		49%
		Fair		22%
		Poor		10%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Collegedale to someone who asks	Very likely		60%
		Somewhat likely		34%
		Somewhat unlikely		4%
		Very unlikely		2%
	Remain in Collegedale for the next five years	Very likely		66%
		Somewhat likely		18%
		Somewhat unlikely		10%
		Very unlikely		7%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		76%
		Somewhat safe		20%
		Neither safe nor unsafe		1%
		Somewhat unsafe		2%
		Very unsafe		1%
	In Collegedale's downtown/commercial area during the day	Very safe		63%
		Somewhat safe		33%
		Neither safe nor unsafe		2%
		Somewhat unsafe		1%
		Very unsafe		1%
	From property crime	Very safe		42%

Please rate how safe or unsafe you feel:	From property crime	Somewhat safe		43%
		Neither safe nor unsafe		9%
		Somewhat unsafe		4%
		Very unsafe		1%
	From violent crime	Very safe		68%
		Somewhat safe		27%
		Neither safe nor unsafe		2%
		Somewhat unsafe		3%
	From fire, flood, or other natural disaster	Very safe		37%
		Somewhat safe		37%
		Neither safe nor unsafe		10%
		Somewhat unsafe		13%
		Very unsafe		3%
Please rate the job you feel the Collegedale community does at each of the following.	Making all residents feel welcome	Excellent		27%
		Good		51%
		Fair		17%
		Poor		5%
	Attracting people from diverse backgrounds	Excellent		27%
		Good		47%
		Fair		20%
		Poor		6%
	Valuing/respecting residents from diverse backgrounds	Excellent		28%
		Good		51%
		Fair		15%
		Poor		6%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		27%
		Good		43%
		Fair		23%
		Poor		8%
Please rate each of the following in the Collegedale community.	Overall quality of business and service establishments in Collegedale	Excellent		23%
		Good		51%
		Fair		17%

Please rate each of the following in the Collegedale community.	Overall quality of business and service establishments in Collegedale	Poor		9%
	Variety of business and service establishments in Collegedale	Excellent		17%
		Good		38%
		Fair		30%
		Poor		14%
	Vibrancy of downtown/commercial area	Excellent		13%
		Good		36%
		Fair		29%
		Poor		22%
	Employment opportunities	Excellent		20%
		Good		35%
		Fair		41%
		Poor		5%
	Shopping opportunities	Excellent		7%
		Good		35%
		Fair		42%
		Poor		16%
	Cost of living in Collegedale	Excellent		12%
		Good		40%
		Fair		33%
		Poor		15%
	Overall image or reputation of Collegedale	Excellent		32%
		Good		52%
		Fair		13%
		Poor		3%
Please also rate each of the following in the Collegedale community.	Traffic flow on major streets	Excellent		11%
		Good		49%
		Fair		28%
		Poor		12%
	Ease of public parking	Excellent		20%
		Good		51%
		Fair		21%

Please also rate each of the following in the Collegedale community.

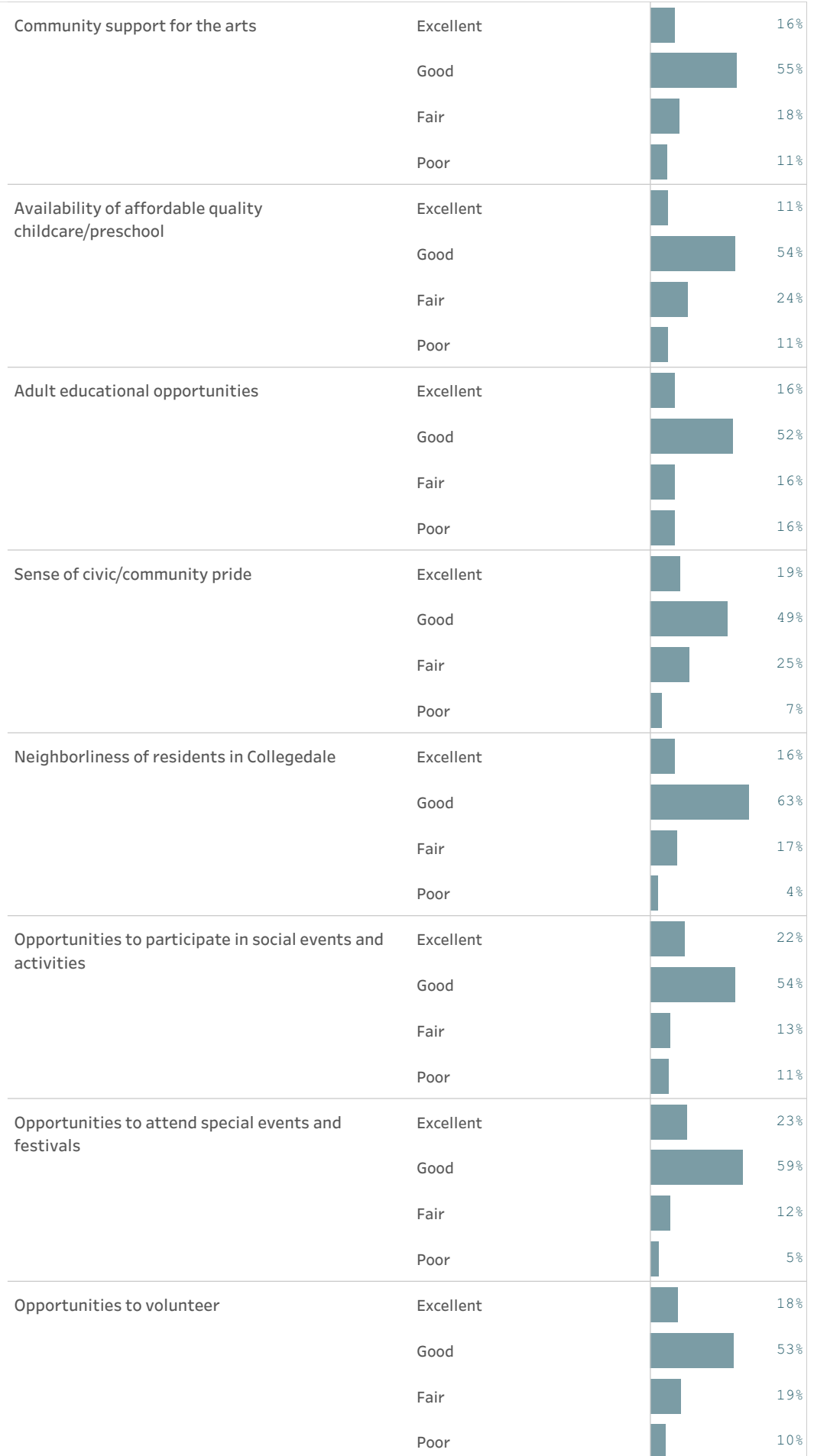
































Please also rate each of the following in the Collegedale community.

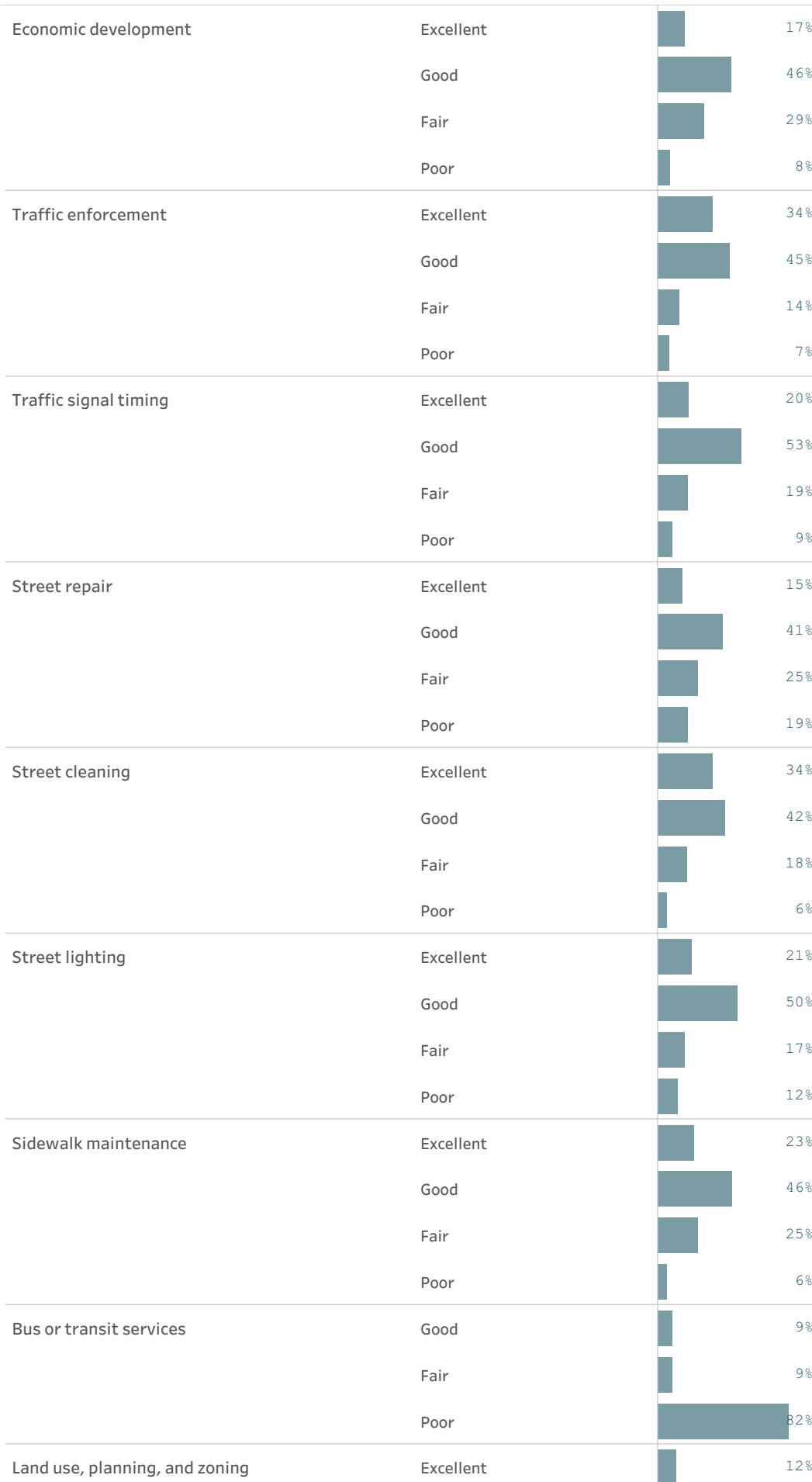
Air quality	Poor		3%
Availability of paths and walking trails	Excellent		54%
	Good		34%
	Fair		12%
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		41%
	Good		42%
	Fair		15%
	Poor		2%
Recreational opportunities	Excellent		30%
	Good		47%
	Fair		17%
	Poor		6%
Availability of affordable quality food	Excellent		23%
	Good		44%
	Fair		27%
	Poor		5%
Availability of affordable quality health care	Excellent		20%
	Good		54%
	Fair		19%
	Poor		8%
Availability of preventive health services	Excellent		24%
	Good		46%
	Fair		23%
	Poor		7%
Availability of affordable quality mental health care	Excellent		10%
	Good		38%
	Fair		21%
	Poor		31%
Opportunities to attend cultural/arts/music activities	Excellent		27%
	Good		46%
	Fair		19%
	Poor		9%

































Please also rate each of the following in the Collegedale community.



Please also rate each of the following in the Collegedale community.	Opportunities to participate in community matters	Excellent		18%
		Good		51%
		Fair		20%
		Poor		11%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		23%
		Good		47%
		Fair		22%
		Poor		8%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Collegedale (in-person, phone, email, or web) for help or information	No		42%
		Yes		58%
	Contacted Collegedale elected officials (in-person, phone, email, or web) to express your opinion	No		66%
		Yes		34%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood w..	No		65%
		Yes		35%
	Watched (online or on television) a local public meeting	No		75%
		Yes		25%
	Volunteered your time to some group/activity in Collegedale	No		65%
		Yes		35%
	Campaigned or advocated for a local issue, cause, or candidate	No		74%
		Yes		26%
	Voted in your most recent local election	No		21%
		Yes		79%
	Used bus, rail, subway, or other public transportation instead of driving	No		95%
		Yes		5%
Please rate the quality of each of the following services in Collegedale.	Public information services	Excellent		15%
		Good		57%
		Fair		16%
		Poor		12%

































Please rate the quality of each of the following services in Collegedale.
































































Please rate the quality of each of the following services in Collegedale.	Land use, planning, and zoning	Good		35%
		Fair		32%
		Poor		21%
	Code enforcement (weeds, abandoned buildings, etc.)	Excellent		18%
		Good		39%
		Fair		35%
		Poor		8%
	Affordable high-speed internet access	Excellent		55%
		Good		38%
		Fair		7%
Garbage collection	Garbage collection	Excellent		71%
		Good		24%
		Fair		3%
		Poor		1%
Drinking water	Drinking water	Excellent		48%
		Good		43%
		Fair		6%
		Poor		3%
Sewer services	Sewer services	Excellent		32%
		Good		41%
		Fair		12%
		Poor		15%
Storm water management (storm drainage, dams, levees, etc.)	Storm water management (storm drainage, dams, levees, etc.)	Excellent		24%
		Good		53%
		Fair		17%
		Poor		6%
Police/Sheriff services	Police/Sheriff services	Excellent		57%
		Good		30%
		Fair		9%
		Poor		4%
Crime prevention	Crime prevention	Excellent		41%
		Good		48%

































Please rate the quality of each of the following services in Collegedale.

Crime prevention	Fair		9%
	Poor		2%
Animal control	Excellent		25%
	Good		47%
	Fair		23%
	Poor		5%
Ambulance or emergency medical services	Excellent		64%
	Good		30%
	Fair		5%
	Poor		1%
Fire services	Excellent		66%
	Good		26%
	Fair		4%
	Poor		4%
Fire prevention and education	Excellent		35%
	Good		46%
	Fair		10%
	Poor		10%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		14%
	Good		47%
	Fair		22%
	Poor		17%
Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent		23%
	Good		46%
	Fair		20%
	Poor		11%
Collegedale open space	Excellent		35%
	Good		37%
	Fair		20%
	Poor		8%
Recycling	Excellent		20%
	Good		40%

































Please rate the quality of each of the following services in Collegedale.	Recycling	Fair		26%
		Poor		15%
	City parks	Excellent		43%
		Good		42%
		Fair		13%
		Poor		2%
	Recreation programs or classes	Excellent		28%
		Good		44%
		Fair		18%
		Poor		10%
	Recreation centers or facilities	Excellent		29%
		Good		45%
		Fair		17%
		Poor		8%
	Health services	Excellent		11%
		Good		58%
		Fair		21%
		Poor		10%
	Public library services	Excellent		60%
		Good		33%
		Fair		5%
		Poor		2%
	Overall customer service by Collegedale employees (police, receptionists, planners, etc.)	Excellent		37%
		Good		52%
		Fair		10%
		Poor		1%
Please rate the following categories of Collegedale government performance.	The value of services for the taxes paid to Collegedale	Excellent		16%
		Good		54%
		Fair		21%
		Poor		9%
	The overall direction that Collegedale is taking	Excellent		16%
		Good		49%

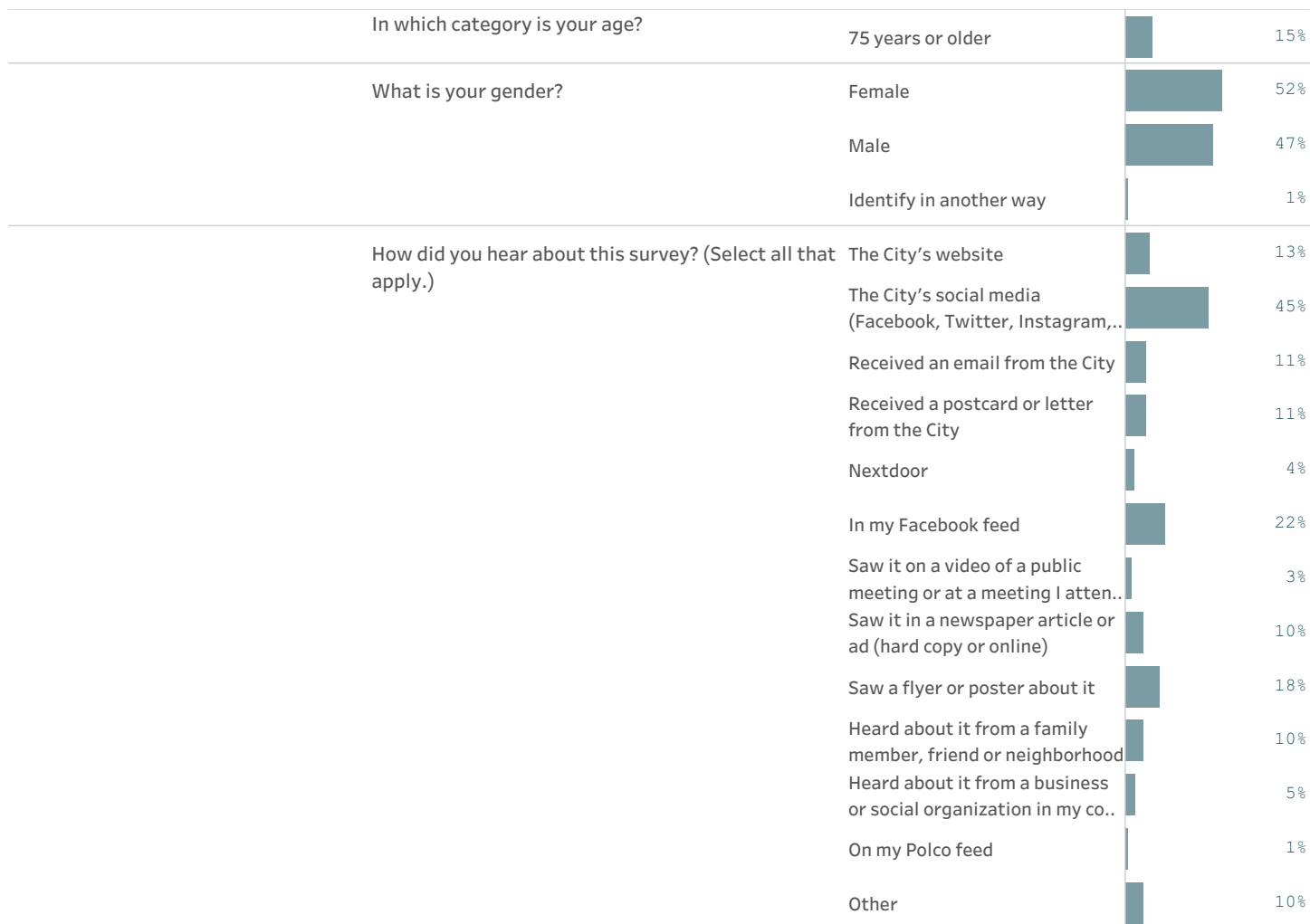
Please rate the following categories of Collegedale government performance.	The overall direction that Collegedale is taking	Fair		24%
		Poor		10%
The job Collegedale government does at welcoming resident involvement		Excellent		13%
		Good		47%
		Fair		26%
		Poor		13%
Overall confidence in Collegedale government		Excellent		9%
		Good		47%
		Fair		30%
		Poor		13%
Generally acting in the best interest of the community		Excellent		13%
		Good		54%
		Fair		21%
		Poor		12%
Being honest		Excellent		13%
		Good		54%
		Fair		24%
		Poor		9%
Being open and transparent to the public		Excellent		11%
		Good		48%
		Fair		27%
		Poor		14%
Informing residents about issues facing the community		Excellent		11%
		Good		42%
		Fair		30%
		Poor		18%
Treating all residents fairly		Excellent		18%
		Good		46%
		Fair		25%
		Poor		10%
Treating residents with respect		Excellent		22%
		Good		62%

Please rate the following categories of Collegedale government performance.	Treating residents with respect	Fair		9%
		Poor		8%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Collegedale	Excellent		25%
		Good		53%
		Fair		16%
		Poor		5%
	The Federal Government	Excellent		1%
		Good		32%
		Fair		43%
		Poor		24%
Please rate how important, if at all, you think it is for the Collegedale community to focus on each of the following in the coming two years.	Overall economic health of Collegedale	Essential		40%
		Very important		46%
		Somewhat important		14%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Collegedale	Essential		27%
		Very important		47%
		Somewhat important		21%
		Not important at all		5%
	Overall design or layout of Collegedale's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		42%
		Very important		45%
		Somewhat important		12%
		Not important at all		1%
	Overall quality of the utility infrastructure in Collegedale (water, sewer, storm water, electric, gas)	Essential		51%
		Very important		39%
		Somewhat important		10%
	Overall feeling of safety in Collegedale	Essential		62%
		Very important		27%
		Somewhat important		9%
		Not important at all		2%
	Overall quality of natural environment in Collegedale	Essential		41%
		Very important		48%
		Somewhat important		11%
	Overall quality of parks and recreation opportunities	Essential		30%

Please rate how important, if at all, you think it is for the Collegedale community to focus on each of the following in the coming two years.	Overall quality of parks and recreation opportunities	Very important		54%
		Somewhat important		13%
		Not important at all		2%
	Overall health and wellness opportunities in Collegedale	Essential		24%
		Very important		51%
		Somewhat important		22%
		Not important at all		3%
	Overall opportunities for education, culture, and the arts	Essential		23%
		Very important		49%
		Somewhat important		26%
		Not important at all		2%
	Residents' connection and engagement with their community	Essential		16%
		Very important		54%
		Somewhat important		27%
		Not important at all		2%
In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Several times a day		84%
		Once a day		5%
		A few times a week		4%
		Every few weeks		3%
		Less often or never		3%
	Access the internet from your cell phone	Several times a day		91%
		Once a day		1%
		A few times a week		1%
		Every few weeks		1%
		Less often or never		5%
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Several times a day		71%
		Once a day		12%
		A few times a week		2%
		Every few weeks		4%
		Less often or never		10%
	Use or check email	Several times a day		87%
		Once a day		9%

In general, how many times do you:	Use or check email	A few times a week	<div></div>	3%
		Less often or never	<div></div>	1%
	Share your opinions online	Several times a day	<div></div>	14%
		Once a day	<div></div>	3%
		A few times a week	<div></div>	16%
		Every few weeks	<div></div>	19%
		Less often or never	<div></div>	48%
	Shop online	Several times a day	<div></div>	11%
		Once a day	<div></div>	11%
		A few times a week	<div></div>	42%
		Every few weeks	<div></div>	27%
		Less often or never	<div></div>	9%
	Please rate your overall health.	Excellent	<div></div>	17%
		Very good	<div></div>	55%
		Good	<div></div>	26%
		Fair	<div></div>	1%
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive	<div></div>	5%
		Somewhat positive	<div></div>	16%
Neutral		<div></div>	32%	
Somewhat negative		<div></div>	43%	
Very negative		<div></div>	3%	
How many years have you lived in Collegedale?	Less than 2 years	<div></div>	11%	
	2-5 years	<div></div>	18%	
	6-10 years	<div></div>	23%	
	11-20 years	<div></div>	20%	
	More than 20 years	<div></div>	28%	
Which best describes the building you live in?	One family house detached from any other houses	<div></div>	84%	
	Building with two or more homes (duplex, townhome, apa..	<div></div>	10%	
	Mobile home	<div></div>	5%	
	Other	<div></div>	1%	
Do you rent or own your home?	Rent	<div></div>	11%	
	Own	<div></div>	89%	

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	Less than \$500		13%
	\$500 to \$999		23%
	\$1,000 to \$1,499		23%
	\$1,500 to \$1,999		19%
	\$2,000 to \$2,499		13%
	\$2,500 to \$2,999		3%
	\$3,000 to \$3,499		1%
	\$3,500 or more		3%
Do any children 17 or under live in your household?	No		62%
	Yes		38%
Are you or any other members of your household aged 65 or older?	No		62%
	Yes		38%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		6%
	\$25,000 to \$49,999		14%
	\$50,000 to \$74,999		22%
	\$75,000 to \$99,999		18%
	\$100,000 to \$149,999		18%
	\$150,000 to \$199,999		13%
	\$200,000 or more.		10%
Are you of Hispanic, Latino/a/x, or Spanish origin?	No, not of Hispanic, Latino/a/x, or Spanish origin		99%
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanis..		1%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska Native		2%
	Asian		3%
	Black or African American		1%
	White		97%
	A race not listed		1%
In which category is your age?	18-24 years		2%
	25-34 years		12%
	35-44 years		20%
	45-54 years		15%
	55-64 years		18%
	65-74 years		18%



Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in Collegedale.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Collegedale as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Collegedale as a place to raise children.....	1	2	3	4	5
Collegedale as a place to work	1	2	3	4	5
Collegedale as a place to visit	1	2	3	4	5
Collegedale as a place to retire.....	1	2	3	4	5
The overall quality of life in Collegedale.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Collegedale as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Collegedale	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Collegedale	1	2	3	4	5
Overall design or layout of Collegedale's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Collegedale (water, sewer, storm water, electric, gas)	1	2	3	4	5
Overall feeling of safety in Collegedale.....	1	2	3	4	5
Overall quality of natural environment in Collegedale.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Collegedale.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Collegedale to someone who asks	1	2	3	4	5
Remain in Collegedale for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Collegedale's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Collegedale community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Collegedale community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Collegedale	1	2	3	4	5
Variety of business and service establishments in Collegedale.....	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Collegedale.....	1	2	3	4	5
Overall image or reputation of Collegedale.....	1	2	3	4	5

7. Please also rate each of the following in the Collegedale community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Collegedale.....	1	2	3	4	5
Ease of travel by public transportation in Collegedale.....	1	2	3	4	5
Ease of travel by bicycle in Collegedale.....	1	2	3	4	5
Ease of walking in Collegedale.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Collegedale.....	1	2	3	4	5
Overall appearance of Collegedale.....	1	2	3	4	5
Cleanliness of Collegedale.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Collegedale.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the City of Collegedale (in-person, phone, email, or web) for help or information.....	1	2
Contacted Collegedale elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Collegedale.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

9. Please rate the quality of each of the following services in Collegedale.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Affordable high-speed internet access	1	2	3	4	5
Garbage collection	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.)	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Fire services	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts)	1	2	3	4	5
Bedford open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services	1	2	3	4	5
Overall customer service by Bedford employees (police, receptionists, planners, etc.)	1	2	3	4	5

10. Please rate the following categories of Collegedale government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Collegedale	1	2	3	4	5
The overall direction that Collegedale is taking	1	2	3	4	5
The job Collegedale government does at welcoming resident involvement	1	2	3	4	5
Overall confidence in Collegedale government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
Treating residents with respect	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Collegedale	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Collegedale community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Collegedale	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Collegedale	1	2	3	4
Overall design or layout of Collegedale's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Collegedale (water, sewer, storm water, electric, gas).....	1	2	3	4
Overall feeling of safety in Collegedale.....	1	2	3	4
Overall quality of natural environment in Collegedale.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Collegedale.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

Our last questions are about you and your household.

Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Please rate your overall health.

☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

☐ Very positive ☐ Somewhat positive ☐ Neutral ☐ Somewhat negative ☐ Very negative

D4. How many years have you lived in Collegedale?

- ☐ Less than 2 years
- ☐ 2-5 years
- ☐ 6-10 years
- ☐ 11-20 years
- ☐ More than 20 years

D5. Which best describes the building you live in?

- ☐ One family house detached from any other houses
- ☐ Building with two or more homes
(duplex, townhome, apartment, or condominium)
- ☐ Mobile home
- ☐ Other

D6. Do you rent or own your home?

- ☐ Rent
- ☐ Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- ☐ Less than \$500 ☐ \$2,000 to \$2,499
- ☐ \$500 to \$999 ☐ \$2,500 to \$2,999
- ☐ \$1,000 to \$1,499 ☐ \$3,000 to \$3,499
- ☐ \$1,500 to \$1,999 ☐ \$3,500 or more

D8. Do any children 17 or under live in your household?

- ☐ No ☐ Yes

D9. Are you or any other members of your household aged 65 or older?

- ☐ No ☐ Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ Less than \$25,000 ☐ \$75,000 to \$99,999
- ☐ \$25,000 to \$49,999 ☐ \$100,000 to \$149,999
- ☐ \$50,000 to \$74,999 ☐ \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- ☐ No, not Spanish, Hispanic, or Latino
- ☐ Yes, I consider myself to be Spanish, Hispanic, or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ☐ American Indian or Alaskan Native
- ☐ Asian, Asian Indian, or Pacific Islander
- ☐ Black or African American
- ☐ White
- ☐ Other

D13. In which category is your age?

- ☐ 18-24 years ☐ 55-64 years
- ☐ 25-34 years ☐ 65-74 years
- ☐ 35-44 years ☐ 75 years or older
- ☐ 45-54 years

D14. What is your gender?

- ☐ Female
- ☐ Male
- ☐ Identify in another way

Thank you!

Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502