

# Chatham County Survey Results

## Webportal

Q1. Who is your fire protection provider	Number	Percent
Southside Fire Department/Chatham Emergency Services	295	76.40%
Isle of Hope Volunteer Fire Department	57	14.80%
City of Bloomingdale Fire Department	2	0.50%
City of Garden City Fire Department	3	0.80%
City of Pooler Fire Department	8	2.10%
City of Port Wentworth Fire Department	2	0.50%
City of Savannah Fire Department	9	2.30%
City of Thunderbolt Fire Department	3	0.80%
City of Tybee Island Fire Department	3	0.80%
<u>Not provided</u>	4	1.00%
Total	386	100.00%

## Mail-In

Q1. Who is your fire protection provider	Number	Percent
Southside Fire Department/Chatham Emergency Services	559	70.00%
Isle of Hope Volunteer Fire Department	184	23.00%
City of Bloomingdale Fire Department	1	0.10%
City of Garden City Fire Department	3	0.40%
City of Pooler Fire Department	13	1.60%
City of Port Wentworth Fire Department	1	0.10%
City of Savannah Fire Department	17	2.10%
City of Thunderbolt Fire Department	3	0.40%
City of Tybee Island Fire Department	1	0.10%
<u>Not provided</u>	17	2.10%
Total	799	100.00%

## Q2. How well does current level of fire protection meet needs of your household

Q2. How well does current level of fire protection meet needs of your household	Number	Percent
Completely meets our needs	229	59.30%
Mostly meets our needs	35	9.10%
Partly meets our needs	17	4.40%
Doesn't meet our needs	12	3.10%
<u>Not provided</u>	93	24.10%
Total	386	100.00%

## Q2. How well does current level of fire protection meet needs of your household

Q2. How well does current level of fire protection meet needs of your household	Number	Percent
Completely meets our needs	494	61.80%
Mostly meets our needs	59	7.40%
Partly meets our needs	30	3.80%
Doesn't meet our needs	38	4.80%
<u>Not provided</u>	178	22.30%
Total	799	100.00%

## Q3. How much confidence do you have in your fire protection provider

Q3. How much confidence do you have in your fire protection provider	Number	Percent
Very confident	240	62.20%
Somewhat confident	58	15.00%
Neutral	29	7.50%
Not confident	11	2.80%
Not at all confident	12	3.10%
<u>Don't know</u>	36	9.30%
Total	386	100.00%

## Q3. How much confidence do you have in your fire protection provider

Q3. How much confidence do you have in your fire protection provider	Number	Percent
Very confident	491	61.50%
Somewhat confident	115	14.40%
Neutral	67	8.40%
Not confident	22	2.80%
Not at all confident	38	4.80%
<u>Don't know</u>	66	8.30%
Total	799	100.00%

### Webportal

#### Q4. How satisfied are you with the following aspects of your fire protection provider?

(N=386)	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of your fire protection	46.90%	20.50%	8.80%	2.80%	2.30%	18.70%
Q4-2. How quickly they respond to emergencies	44.60%	17.10%	6.00%	2.80%	2.30%	27.20%
Q4-3. How easy they are to contact	47.20%	16.80%	7.00%	3.40%	1.80%	23.80%
Q4-4. How quickly they respond to your questions	35.80%	13.20%	8.50%	2.30%	2.80%	37.30%
Q4-5. Your fire protection provider's ISO (Insurance Services Office) rating	29.50%	11.70%	7.30%	2.80%	1.60%	47.20%

#### Q5. Have you attended a public meeting of your fire protection provider within past 3 years

	Number	Percent
Yes	33	8.50%
No	353	91.50%
Total	386	100.00%

#### Q6. Is current cost of fire protection fair

	Number	Percent
Yes	184	47.70%
No	97	25.10%
Not provided	105	27.20%
Total	386	100.00%

#### Q7. Do you pay your subscription for fire protection services each year

	Number	Percent
Yes	331	85.80%
No	27	7.00%
Not provided	28	7.30%
Total	386	100.00%

### Mail-In

#### Q4. How satisfied are you with the following aspects of your fire protection provider?

(N=799)	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of your fire protection	50.30%	16.10%	10.90%	3.10%	3.30%	16.30%
Q4-2. How quickly they respond to emergencies	48.10%	12.90%	7.10%	1.60%	2.80%	27.50%
Q4-3. How easy they are to contact	48.10%	15.30%	7.00%	2.50%	2.40%	24.80%
Q4-4. How quickly they respond to your questions	42.30%	10.00%	9.10%	1.80%	2.50%	34.30%
Q4-5. Your fire protection provider's ISO (Insurance Services Office) rating	34.00%	11.60%	7.80%	2.40%	2.40%	41.80%

#### Q5. Have you attended a public meeting of your fire protection provider within past 3 years

	Number	Percent
Yes	81	10.10%
No	718	89.90%
Total	799	100.00%

#### Q6. Is current cost of fire protection fair

	Number	Percent
Yes	415	51.90%
No	194	24.30%
Not provided	190	23.80%
Total	799	100.00%

#### Q7. Do you pay your subscription for fire protection services each year

	Number	Percent
Yes	719	90.00%
No	33	4.10%
Not provided	47	5.90%
Total	799	100.00%

## Webportal

Q8. Should fire protection services be provided even if subscription is not paid

	Number	Percent
Yes	187	48.40%
No	89	23.10%
<u>Not provided</u>	110	28.50%
Total	386	100.00%

Q9. Would you prefer to have cost of your fire protection services included on your County tax bill

	Number	Percent
Yes	137	35.50%
No	167	43.30%
<u>Not provided</u>	82	21.20%
Total	386	100.00%

Q10. Would you prefer that Chatham County change how fire protection services are provided & establish a fire department to serve unincorporated area

	Number	Percent
Yes	115	29.80%
No	146	37.80%
<u>Not provided</u>	125	32.40%
Total	386	100.00%

Q11. How often has your household used services of your fire department in past five years

	Number	Percent
Once	55	14.20%
2 to 3 times	23	6.00%
More than 3 times	11	2.80%
<u>Not at all</u>	297	76.90%
Total	386	100.00%

Q12. Do you own or rent your home

	Number	Percent
Own	344	89.10%
Rent	13	3.40%
<u>Not provided</u>	29	7.50%
Total	386	100.00%

## Mail-In

Q8. Should fire protection services be provided even if subscription is not paid

	Number	Percent
Yes	414	51.80%
No	200	25.00%
<u>Not provided</u>	185	23.20%
Total	799	100.00%

Q9. Would you prefer to have cost of your fire protection services included on your County tax bill

	Number	Percent
Yes	342	42.80%
No	337	42.20%
<u>Not provided</u>	120	15.00%
Total	799	100.00%

Q10. Would you prefer that Chatham County change how fire protection services are provided & establish a fire department to serve unincorporated area

	Number	Percent
Yes	261	32.70%
No	320	40.10%
<u>Not provided</u>	218	27.30%
Total	799	100.00%

Q11. How often has your household used services of your fire department in past five years

	Number	Percent
Once	112	14.00%
2 to 3 times	46	5.80%
More than 3 times	12	1.50%
Not at all	624	78.10%
<u>Not provided</u>	5	0.60%
Total	799	100.00%

Q12. Do you own or rent your home

	Number	Percent
Own	703	88.00%
Rent	90	11.30%
<u>Not provided</u>	6	0.80%
Total	799	100.00%

**Webportal**

**Q13. Length of time you have lived in unincorporated Chatham County**

	Number	Percent
Less than 2 years	16	4.10%
2 to 5 years	33	8.50%
6 to 10 years	47	12.20%
11 to 20 years	84	21.80%
21+ years	180	46.60%
<u>Not provided</u>	26	6.70%
Total	386	100.00%

**Q14. Your age range**

	Number	Percent
18 to 34	13	3.40%
35 to 44	25	6.50%
45 to 54	36	9.30%
55 to 64	84	21.80%
65+	202	52.30%
<u>Not provided</u>	26	6.70%
Total	386	100.00%

**Q15. Your gender**

	Number	Percent
Male	190	49.20%
Female	155	40.20%
Non-binary	2	0.50%
<u>Not provided</u>	39	10.10%
Total	386	100.00%

**Q16. Your race/ethnicity**

	Number	Percent
African American/Black	22	5.70%
Asian/Pacific Islander	1	0.30%
American Indian/Native Alaskan	1	0.30%
Hispanic/Latino	7	1.80%
White	314	81.30%
<u>Other</u>	3	0.80%
Total	348	

**Q16-6. Other**

	Number	Percent
<u>More than one</u>	1	100.00%
Total	1	100.00%

**Mail-In**

**Q13. Length of time you have lived in unincorporated Chatham County**

	Number	Percent
Less than 2 years	42	5.30%
2 to 5 years	112	14.00%
6 to 10 years	112	14.00%
11 to 20 years	180	22.50%
21+ years	345	43.20%
<u>Not provided</u>	8	1.00%
Total	799	100.00%

**Q14. Your age range**

	Number	Percent
18 to 34	126	15.80%
35 to 44	150	18.80%
45 to 54	155	19.40%
55 to 64	173	21.70%
65+	187	23.40%
<u>Not provided</u>	8	1.00%
Total	799	100.00%

**Q15. Your gender**

	Number	Percent
Male	397	49.70%
Female	394	49.30%
Non-binary	2	0.30%
<u>Not provided</u>	6	0.80%
Total	799	100.00%

**Q16. Your race/ethnicity**

	Number	Percent
African American/Black	197	24.70%
Asian/Pacific Islander	21	2.60%
American Indian/Native Alaskan	11	1.40%
Hispanic/Latino	45	5.60%
White	535	67.00%
<u>Other</u>	5	0.60%
Total	814	

**Q16-6. Other**

	Number	Percent
German/African American	1	20.00%
Mixed	2	40.00%
Multi	1	20.00%
<u>Several different ones</u>	1	20.00%
Total	5	100.00%