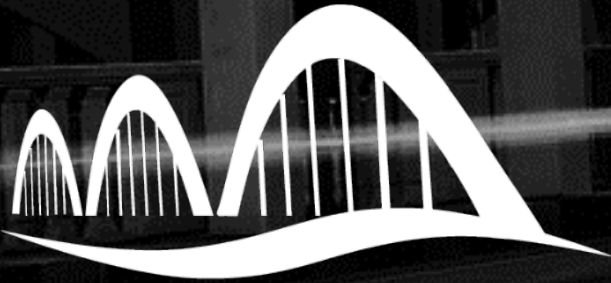


PIONEERED BY THE
ROCKEFELLER FOUNDATION

100 RESILIENT CITIES



RESILIENT CHENNAI

PIONEERED BY THE ROCKEFELLER FOUNDATION

Citizen Perception Survey 2017

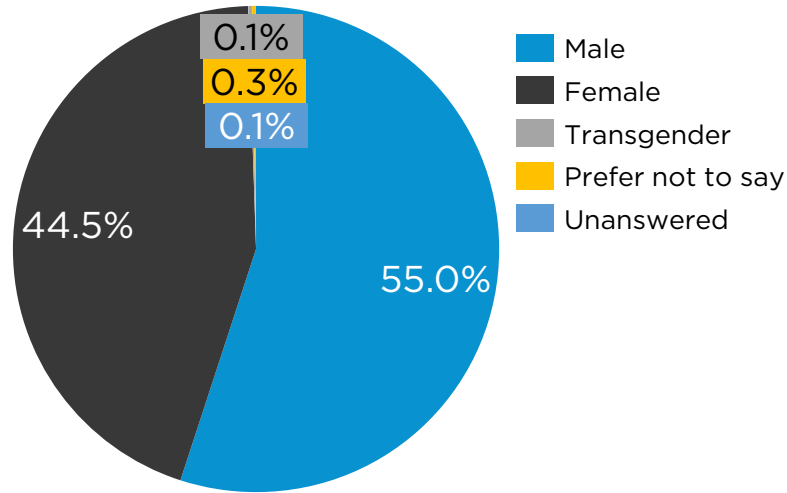


INTRODUCTION

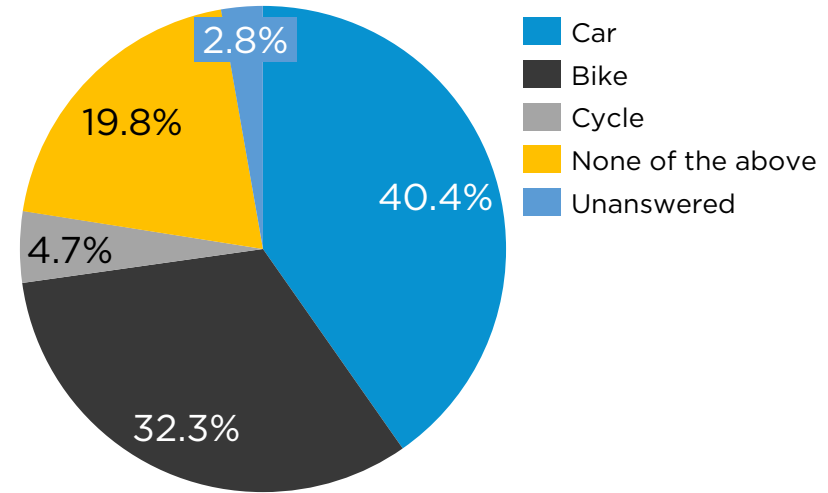
The purpose of this survey is to understand the resilience challenges of Chennai as seen by its citizens. Further, this allows the Resilient Chennai team to validate/triangulate the resilience challenges as highlighted by experts, government officials etc.

Citizen Perception Survey

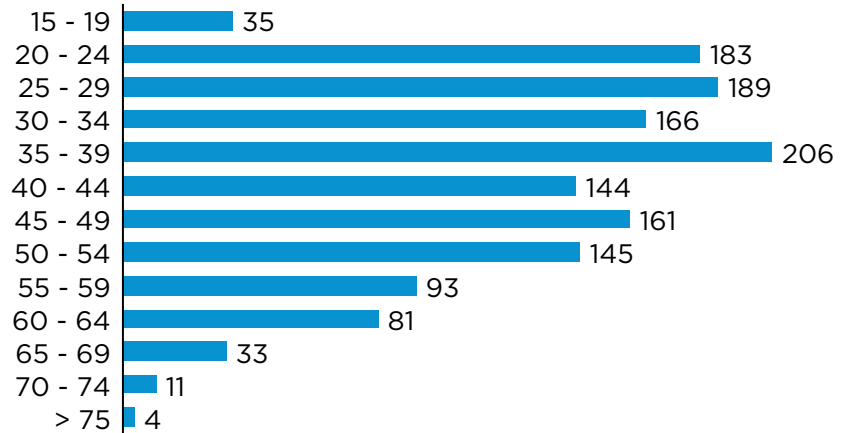
GENDER



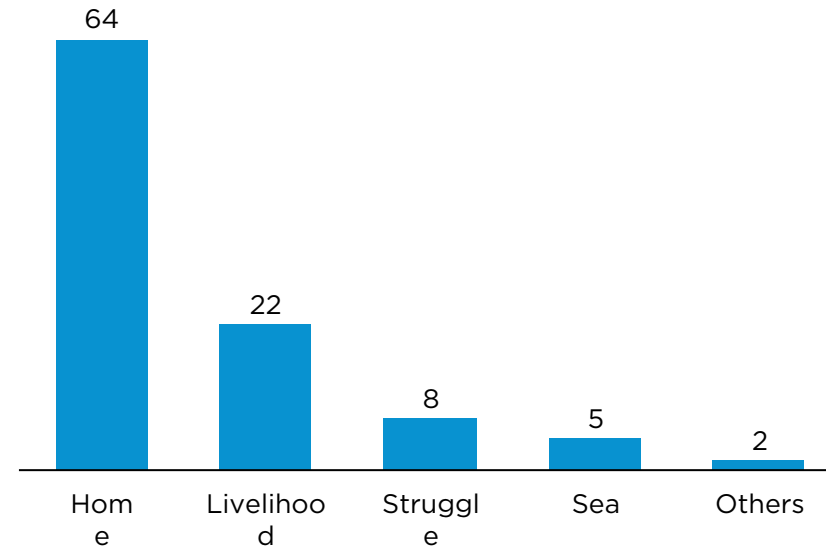
WHICH ONE OF THESE DO YOU OWN?



AGE



WHAT DOES CHENNAI MEAN TO YOU?



We asked citizens to rate the **Challenges** the city faces on a scale of:

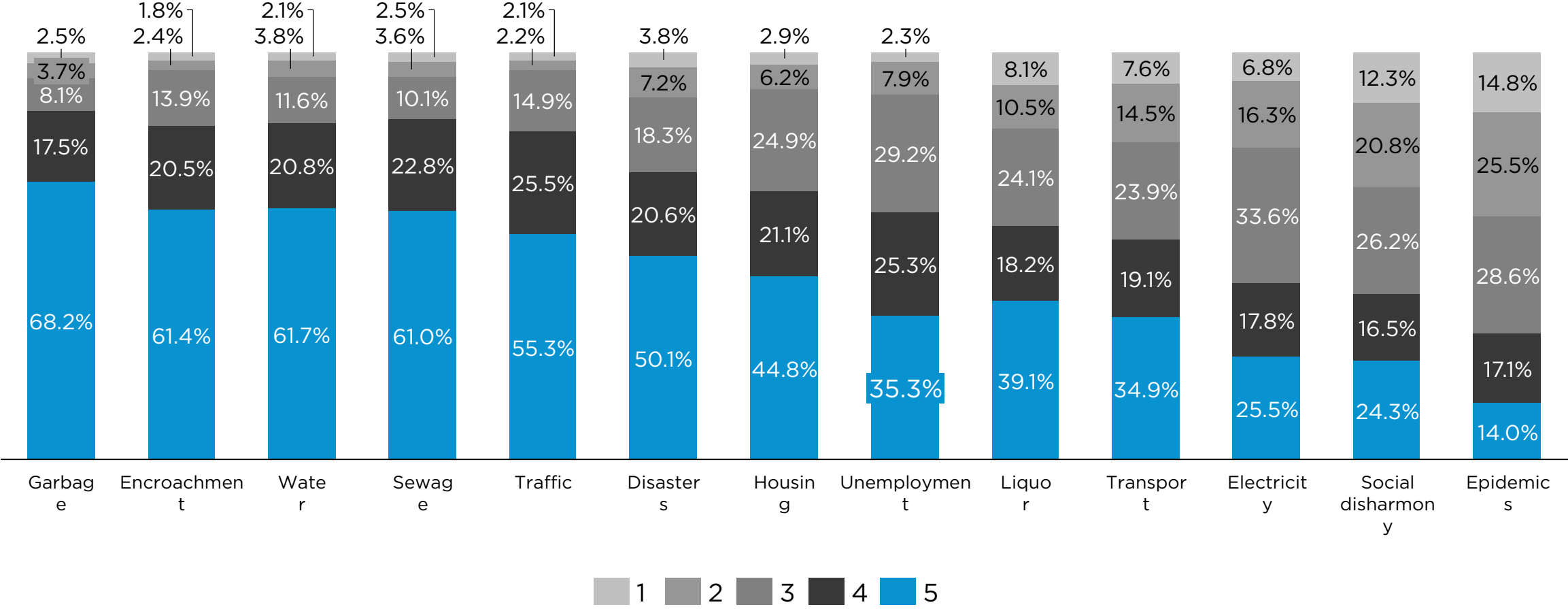


- DISASTERS
- ENCROACHMENT
- TRAFFIC
- LACK OF AFFORDABLE HOUSING
- SEWAGE
- GARBAGE
- LIQUOR ADDICTION
- UNEMPLOYMENT
- ELECTRICITY
- EPIDEMICS
- SOCIAL DISHARMONY
- WATER SCARCITY
- PUBLIC TRANSPORT

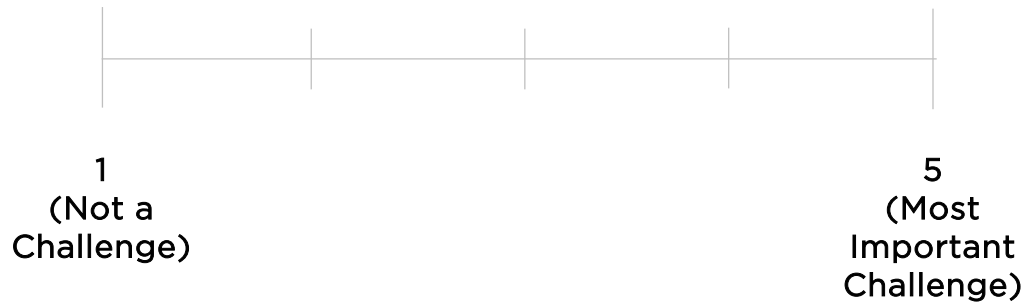
Citizen responses to Chennai's challenges

[summary of 1463 respondents]

1 = NOT A CHALLENGE AND 5 = PRIMARY CHALLENGE



CHALLENGES RANKED BY MEAN AVERAGE RATING

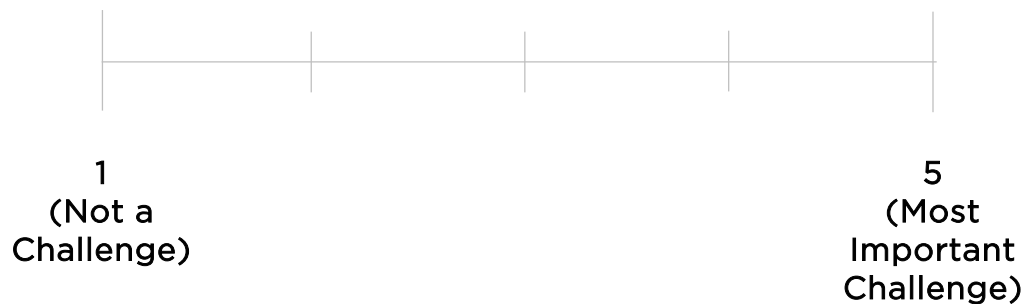


1. GARBAGE (4.60)
2. SEWAGE (4.46)
3. WATER (4.41)
4. ENCROACHMENT (4.37)
5. TRAFFIC (4.14)
6. DISASTER (3.79)
7. HOUSING (3.77)
8. LIQUOR (3.66)
9. UNEMPLOYMENT (3.56)
10. TRANSPORT (3.43)
11. ELECTRICITY (3.18)
12. SOCIAL DISHARMONY (3.01)
13. EPIDEMICS (2.93)

There is a clear consensus amongst respondents that Garbage, Sewage, Water Scarcity, Traffic, Disasters, Housing and Encroachment pose significant challenges to the city (>66% rated 4+).

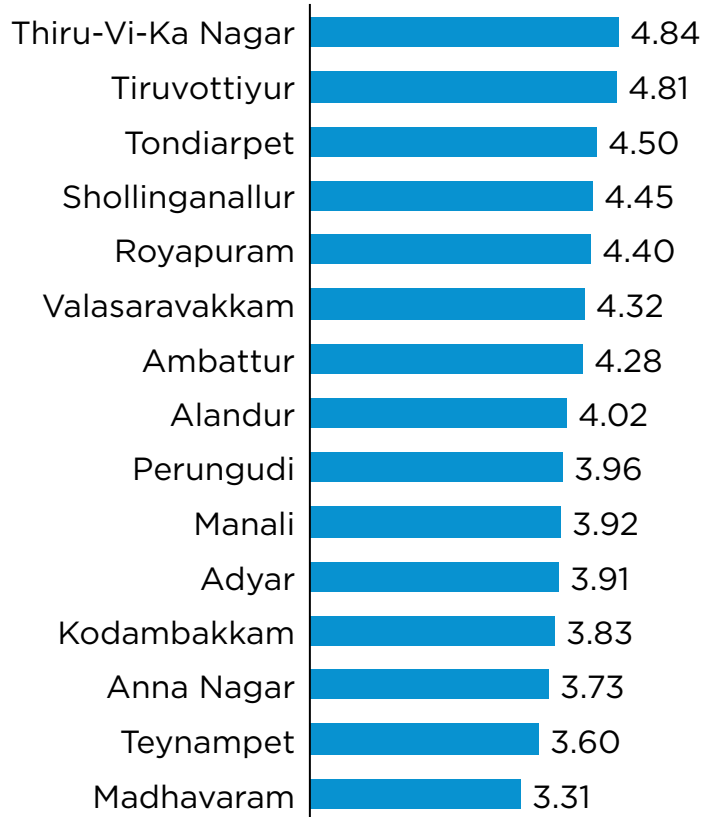
These have also become focus areas for 100RC Chennai

AVERAGE RANKS BY CORPORATION ZONE

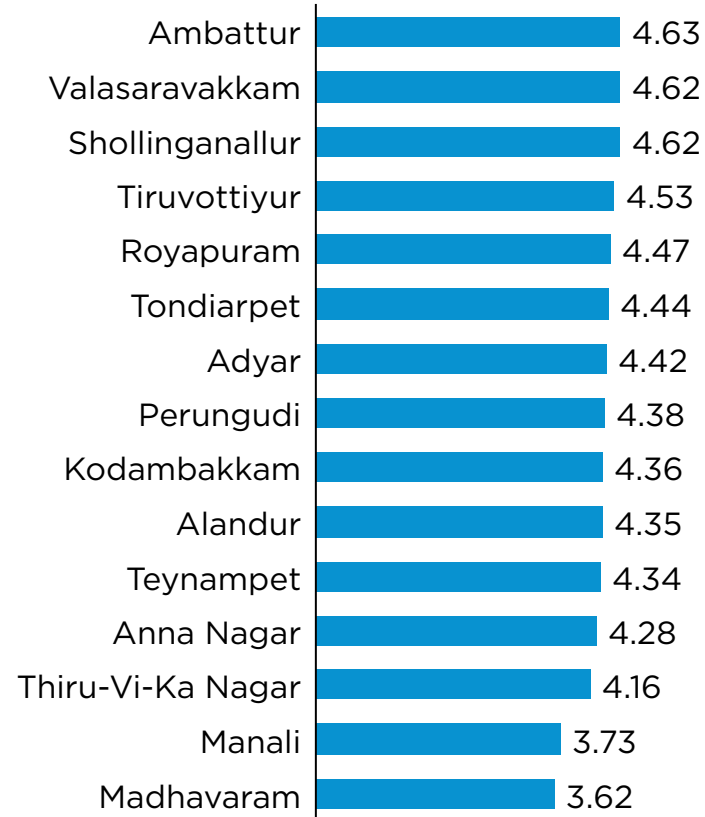


- Zone I (Tiruvottiyur)
- Zone II (Manali)
- Zone III (Madhavaram)
- Zone IV (Tondiarpet)
- Zone V (Royapuram)
- Zone VI (Thiru-Vi-Ka Nagar)
- Zone VII (Ambattur)
- Zone VIII (Anna Nagar)
- Zone IX (Teynampet)
- Zone X (Kodambakkam)
- Zone XI (Valasaravakkam)
- Zone XII (Alandur)
- Zone XIII (Adyar)
- Zone XIV (Perungudi)
- Zone XV (Sholinganallur)
- Gudapakkam

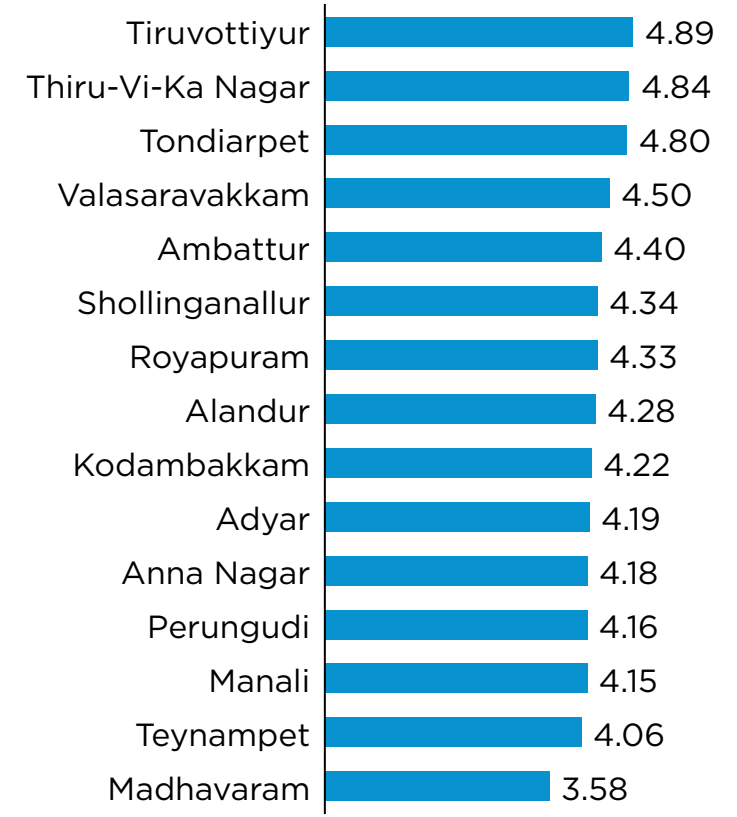
DISASTERS [by corporation zone]



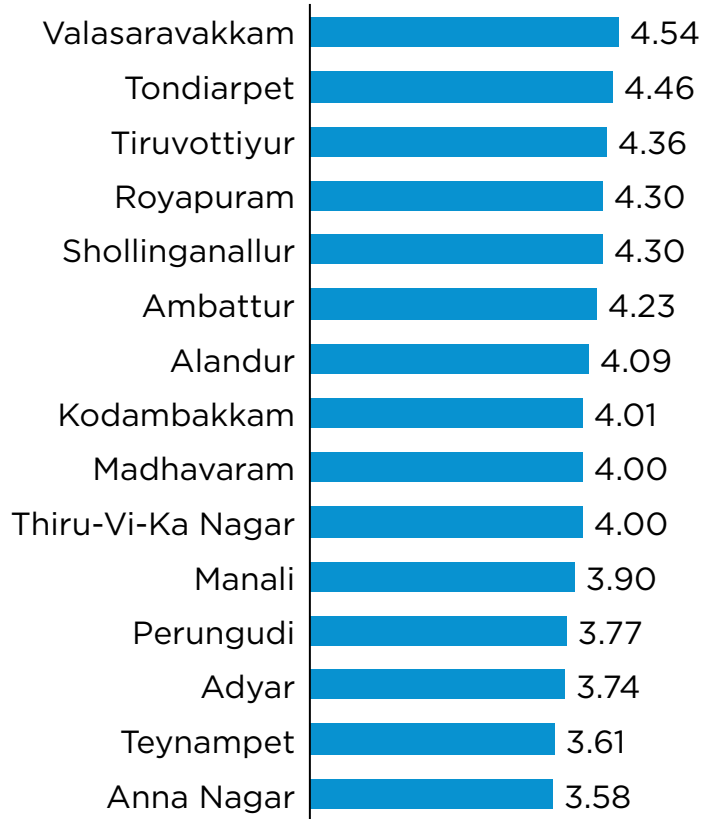
ENCROACHMENT [by corporation zone]



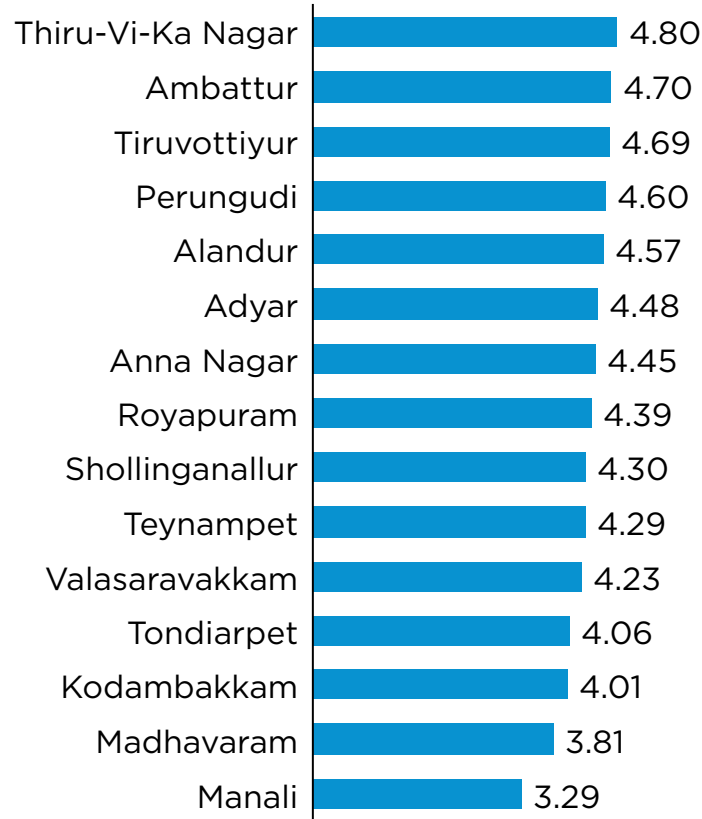
TRAFFIC [by corporation zone]



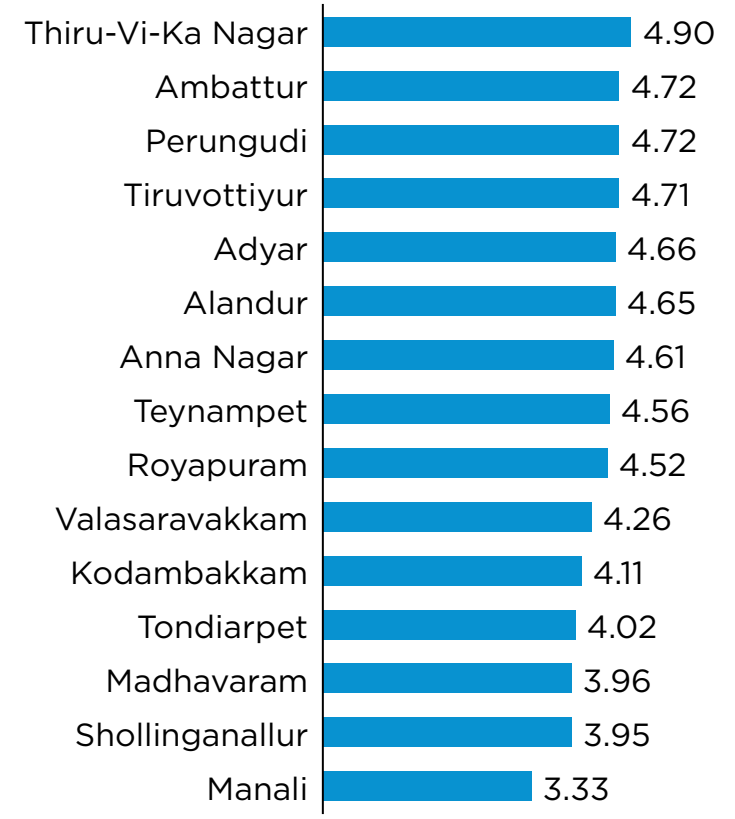
LACK OF AFFORDABLE HOUSING SEWAGE [by corporation zone]



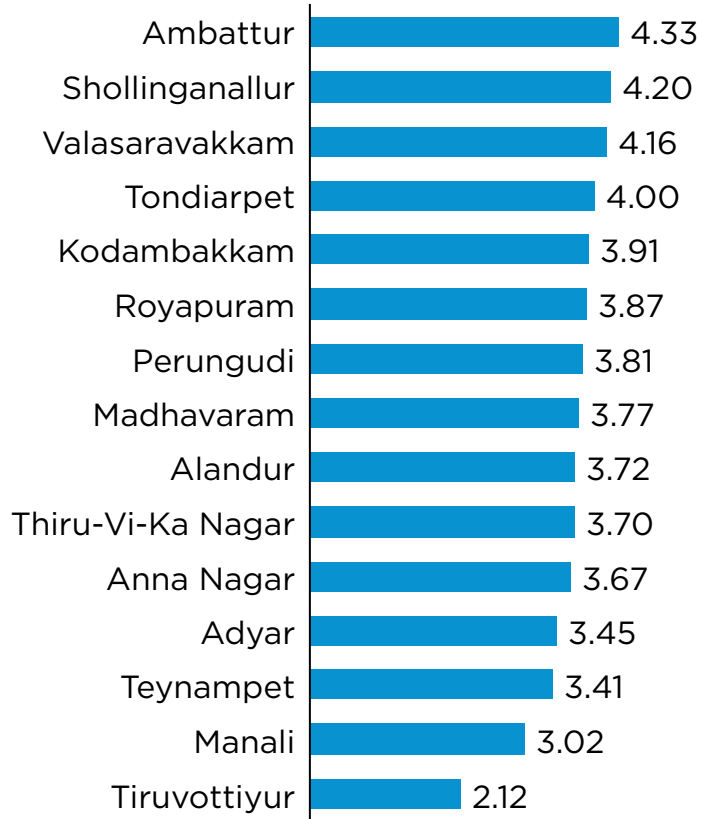
[by corporation zone]



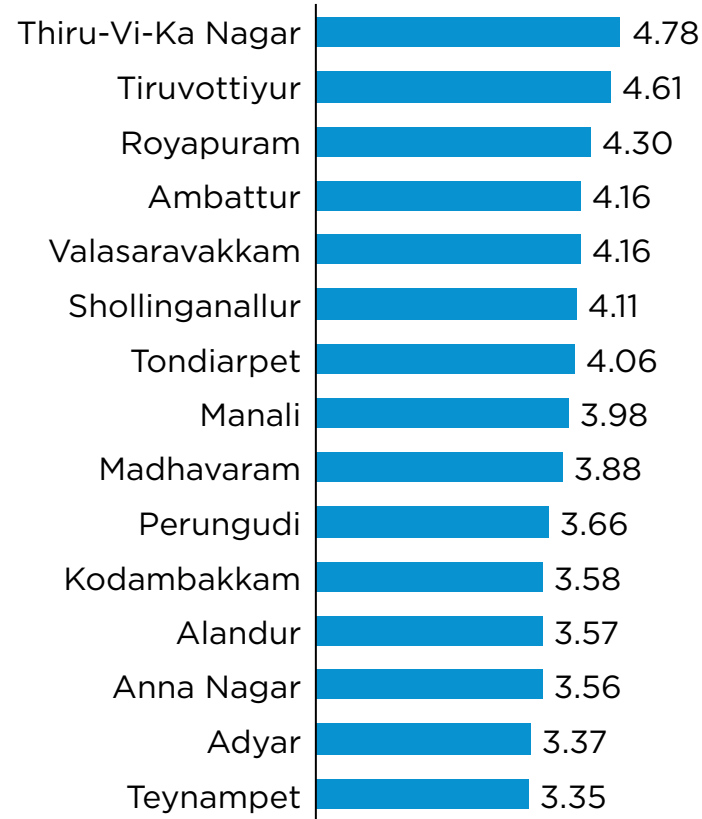
GARBAGE [by corporation zone]



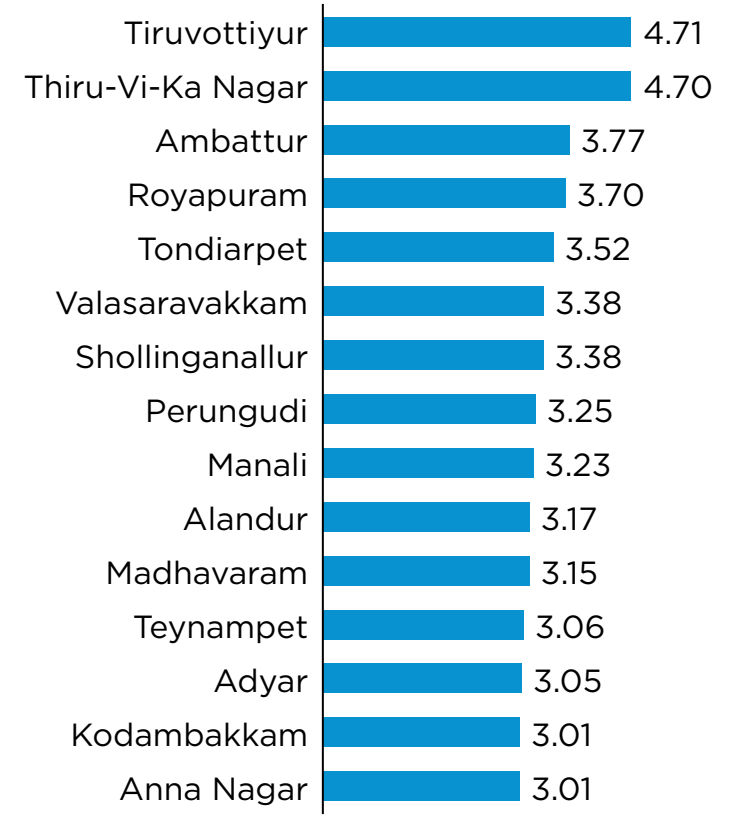
LIQUOR ADDICTION [by corporation zone]



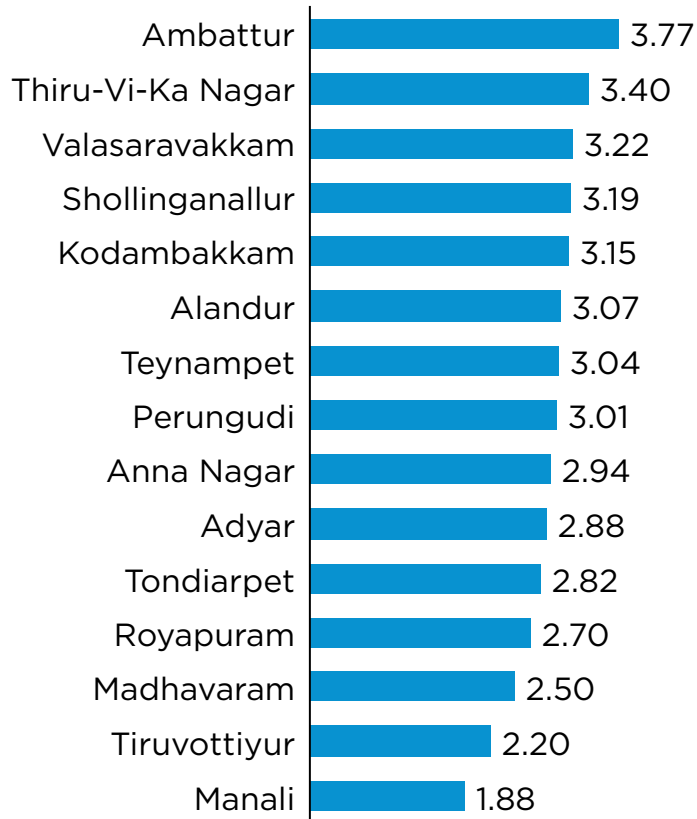
UNEMPLOYMENT [by corporation zone]



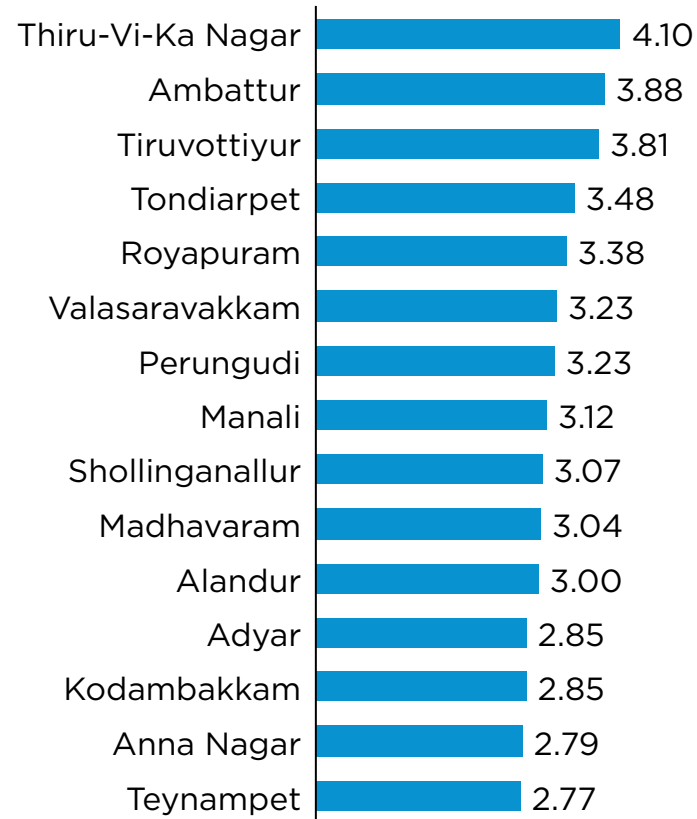
ELECTRICITY [by corporation zone]



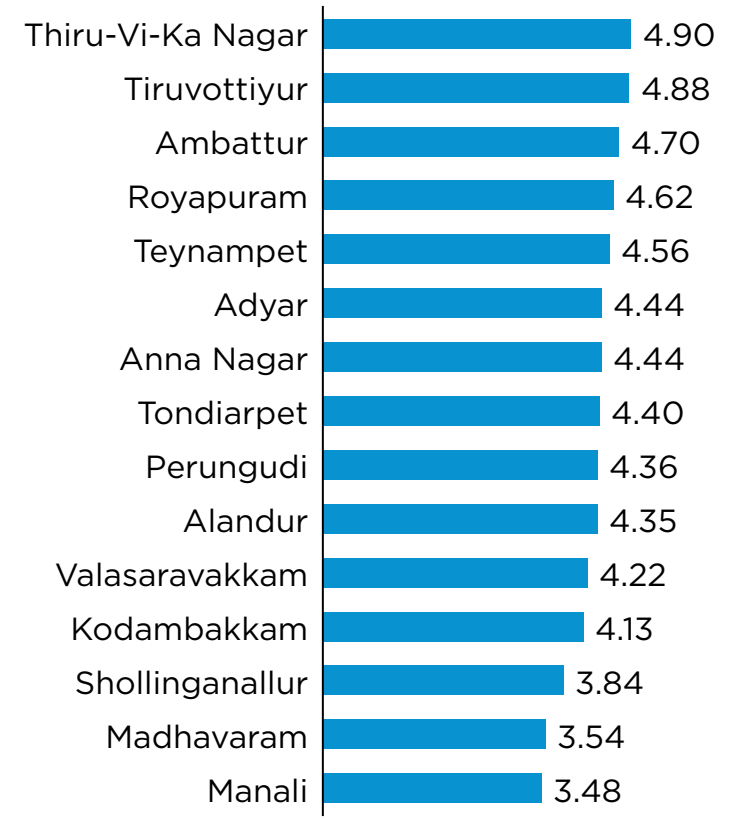
EPIDEMICS [by corporation zone]



DISHARMONY [by corporation zone]

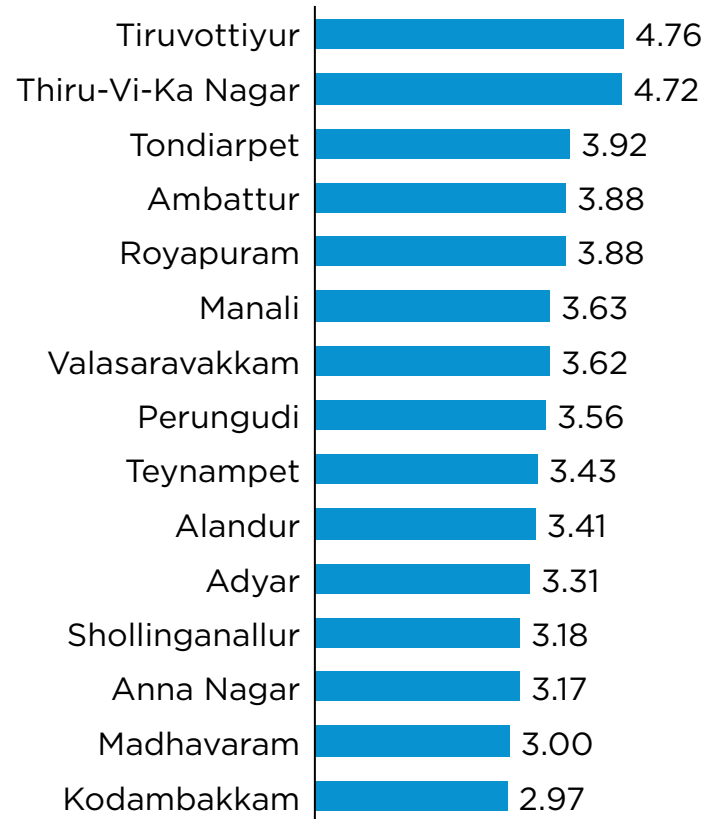


Water scarcity [by corporation zone]

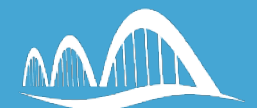


TRANSPORT

[by corporation zone]



SOME COMMENTS ON ZONES



We asked citizens what they would do if they were the **Mayor of Chennai**, to make the city better.

>1400 people answered the question.

16% proposed changes related to **Leadership & Policy**.

37% proposed actions related to improving **Infrastructure**.

28% proposed **Green Initiatives**.

20% proposed actions in the area of **Social Reform & Welfare**.

LEADERSHIP & POLICY

21% mentioned rooting out **corruption**.

17% dealt with **stricter enforcement** of existing laws

15% stated **citizens needed show greater responsibility**, ownership, and leadership in improving their city

15% felt that the government had to deal strongly with **encroachments**

Other issues raised included improved streamlining and operational efficiency in government, more public-private partnerships, and greater participation of citizens in decision making .

INFRASTRUCTURE

59% referred to a **garbage free city** as a major first step if they were mayor. Many respondents highlighted the desire for a 'Clean Chennai'

26% stated that **overall transportation infrastructure needed to become friendlier** for citizens (i.e. better traffic management, more public transport, more footpaths etc.).

15% stated that the city's **sewage system needed to be improved** rapidly.

Other issues raised included affordable housing for the poor, better roads in the city, improved public toilets, and better designed storm water drains

SOCIAL REFORM & WELFARE

35% of social reform & welfare answers dealt with **education** – more schools, better access, subjects taught.

15% suggested **job creation & employment** opportunities needed to be improved

10% said that **caste and gender equality** needed to be improved and with the latter, **safety** was especially important

8% proposed either **banning liquor** or limiting the presence of TASMAL in different parts of the city

Other issues raised include child welfare, senior citizen welfare, animal welfare, and greater collective focus (i.e. more initiative from citizens) on supporting the poor

GREEN INITIATIVES

79% of green initiatives related answers dealt with **improving the condition of our water bodies.**

15% of those who mentioned green initiatives stated that an increase in **green cover** through tree planting measures was desired.

6% were concerned about environmental impact and called for **reduction in pollution** through the use of clean, renewable energy, green commuting (pedestrian and cycle friendly infrastructure).

Other issues raised included urban terrace agriculture, and green architecture.

HOW CAN YOU ENSURE PUBLIC SUPPORT AND PARTICIPATION TO MAKE
CHENNAI A BETTER, MORE RESILIENT CITY?

For every

1 person who said offer incentives,

1.5 people said create awareness and

4 people said stricter enforcement with stiffer penalties.



CONCLUSION

- In total, the survey went out to over 1400 citizens, with at least 50 respondents from each zone.
- By taking the survey offline, we were able to ensure wide representation from low-income groups
- Survey results will be a key input of the 100RC Chennai resilience strategy.

