OPEN SOCIETY GEORGIA FOUNDATION
ფონდი ღია საზოგადოება საქართველო

Institute of Social Studies
and Analysis

Tbilisi Citizens' Needs Assessment

Tbilisi Citizen Survey Results

July 2017

Methodology

This research was aimed to evaluate Tbilisi citizens' needs, which will be helpful to form the budget conformable to these needs. On the whole, this will help to carry out the activities for enhancing the welfare of the people living in Tbilisi.

The objectives of the research were:
- To reveal main traits and indicators of Tbilisi citizens' needs through a qualitative sociological research;
- To work out the research instrument (questionnaire) that can measure and evaluate Tbilisi citizens' needs;
- To identify the needs of Tbilisi citizens in different segments of their social life, through massive survey polls;
- To work out a consolidated analytical report, which will feature Tbilisi citizens' needs, ranging on all three levels – Whole Tbilisi, certain municipalities and the districts inside the municipalities.

To reach the goals and objectives of the research, we used both sociological methods – quantitative and qualitative. However, the qualitative methods (namely, focus-groups) served as an auxiliary means for the qualitative research – in order to work out the variables and indicators, which eventually shaped the design of the research instrument.

Research method: Sociological research was carried out through a survey method, namely, a face to face interview.

Research target: Sociological research was carried out among the voting age citizens (18 years and above) in 10 Tbilisi municipalities.

Random sampling capacity is 3000 respondents.

Sampling: For the research, we used a multistage cluster sampling, using the pre-determined stratification system.

As a sampling database we chose a 2016 voters list of Georgia. The research target unit was divided into 10 municipalities, which matches with the administrative arrangements of Tbilisi.

Primary, secondary and final sampling units were determined (PSU, SSU and FSU):

- PSU: polling station.
- SSU: household.
- FSU: A 18-year old citizen and over.

Evaluation margin of error (95% confidence):
• Total sampling: 1.8%;
• Subsampling in certain Tbilisi municipalities: ranging between 5.0%– 6.7%

The research data were **analyzed** through several methods:

• One-dimensional frequency distribution;
• Central tendency measures;
• Cross tabulation;
• Correlation;
• Regression etc.

Main Results

1. Overall Evaluation of the Current Situation in Tbilisi

1.1. The majority (56%) of respondents say that Tbilisi has been developing in a wrong direction for recent three years. A part of them – up to 22% - expresses sharply negative attitude.

Recent 3 years of development of Tbilisi is assessed as definitely positive by only 3.6 %, though, additionally almost the third (32.8 %) is more positively inclined.

1.2. As for the evaluation of different segments of social life and infrastructure in Tbilisi (21 segments in total), the following issues were **named to be the most problematic ones**:

- Load-bearing walls and buildings exposed to collapse (MEAN = 3.44)
- Social security (MEAN = 3.78)
- New building constructions (MEAN = 3.61)
- Educational infrastructure (MEAN = 3.90)
- Landscaping, green spaces (MEAN = 3.90)
- Public order and security (MEAN = 3.91)

* A 7-point scale was used while evaluation, where 1 point stands for an extremely negative opinion and 7 for extremely positive one. The neutral point of the scale is 4 ("neither positive nor negative").

1.3. The following segments of social life and infrastructure were sharply positively evaluated by the respondents:
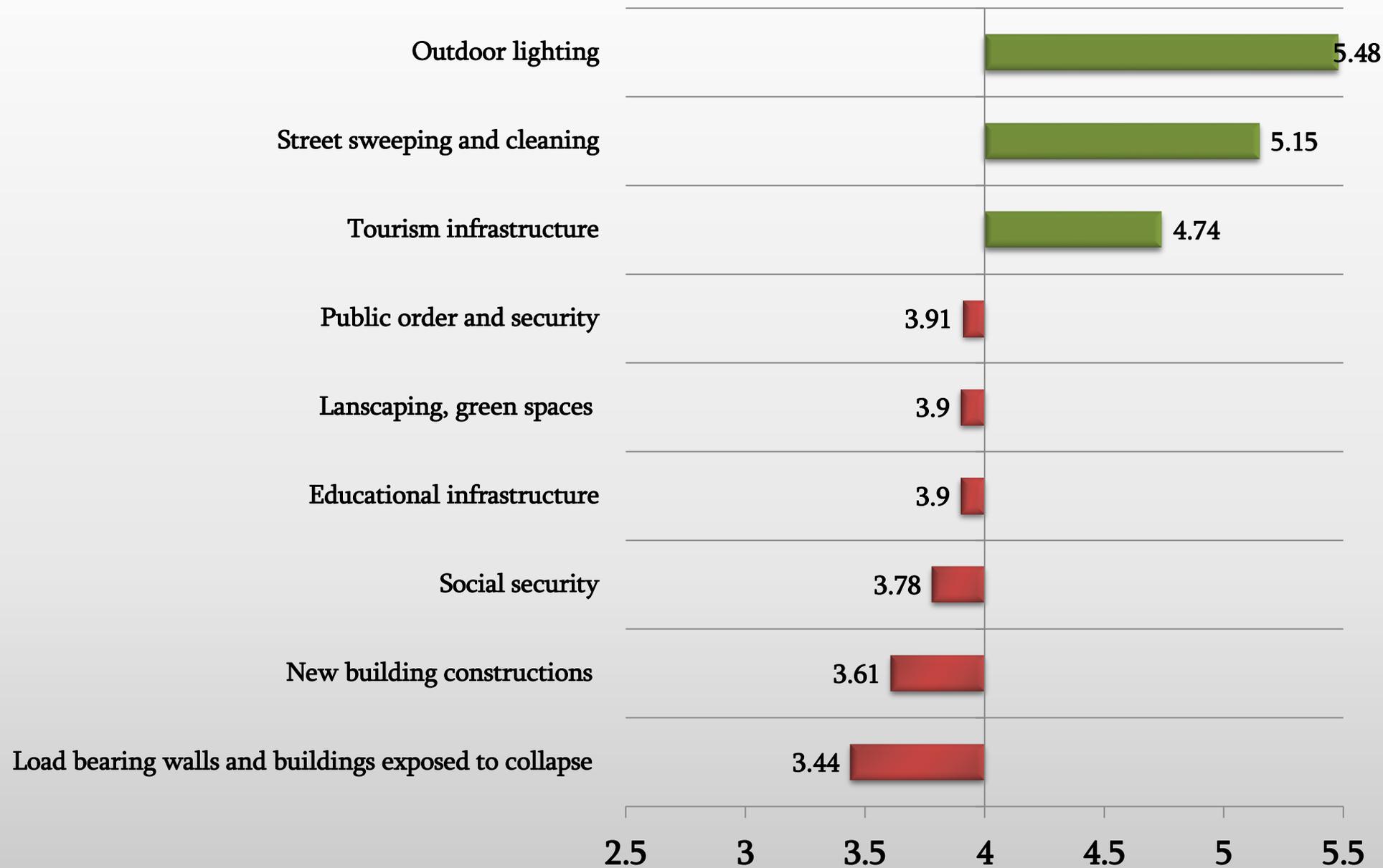
- Outdoor lighting (MEAN = 5.48)
- Street sweeping and cleaning (MEAN = 5.15)
- Tourism infrastructure (MEAN = 4.74)

As for the remaining segments (transport, road maintenance, recreation, old district reconstruction, furnishing accommodation, healthcare, educational programs, cultural infrastructure, cultural events, sports and youth) they appear in the positive evaluation field, though very close to the neutral point (4 points).

1.4. The vast majority (66%) of Tbilisi citizens claim that they are not informed at all about Tbilisi budget and the programs to be carried out. The vast minority (1.9%) of them are well-informed and 13.6 % consider themselves as more or less informed.

1.5. Primarily TV (52.5 %) and also the internet web-sites (20.5%) were named as the main informational sources for the citizens to consider themselves informed to some extent.

Overall Evaluation of Current Situation in Tbilisi
(Mean)

Category	Mean
Outdoor lighting	5.48
Street sweeping and cleaning	5.15
Tourism infrastructure	4.74
Public order and security	3.91
Lanscaping, green spaces	3.9
Educational infrastructure	3.9
Social security	3.78
New building constructions	3.61
Load bearing walls and buildings exposed to collapse	3.44

2.5   3   3.5   4   4.5   5   5.5

2. Transport

2.1. The overall current situation around transport issues in Tbilisi is positively evaluated by the local citizen; however, it is not a definitely positive evaluation as it stands close to the neutral point of evaluation (MEAN=4.3 on a 7-point scale).

2.2. The respondents name following problematic issues concerning transport in Tbilisi and the appear in the negative evaluation field (< 4):

- Sidewalk parking (MEAN = 2.91)
- The number of parking lots (MEAN = 3.05)
- Cargo truck traffic in the city (MEAN = 3.05)
- Multi-story car parks above and underground (MEAN = 3.18)
- "CT-Park" regulations (MEAN = 3.36)
- Taxi license practice (MEAN = 3.39)
- So called parking wardens (MEAN = 3.55)
- Mini bus comfort and conditions for traveling (MEAN = 3.63)
- Technical conditions of Taxis (MEAN = 3.71)
- Tramway infrastructure (MEAN = 3.83)
- Bus conductors' communication with the customers (MEAN = 3.85)
- Mini bus traveling rates and prices (MEAN = 3.89)

2.3. More or less positively were evaluated the following issues concerning transport (> 4):

- Bus stop electronic timetables (MEAN = 4.72)
- Conditions of the bus shelters at the bus stops (MEAN = 4.64)
- The route of certain bus lines (MEAN = 4.50)
- Bus fares (MEAN = 4.46)

2.4. The following general problems were revealed concerning public transport in the municipalities of Tbilisi (these problems were named in at least 4 municipalities):

- The lack of buses on certain routes
- Uncomfortable mini buses
- Sidewalk car parking
- Poor technical condition of the buses

2.5. Additionally, the following further problems were detected in certain municipalities:

- Sidewalk car parking
- A huge intervals between the bus arrivals

Evaluation of Public Transport (Mean)

Category	Mean
Electronic bus timetables at the bus stops	4.72
Condition of bus shelters at the bus stops	4.64
Lack of the buses on certain route lines	4.5
Bus fares	4.46
Mini bus fares	3.89
Bus conductors' communication with customers	3.85
Tramway infrastructure	3.83
Technical conditions od Taxis	3.71
Comfort in minibuses	3.63
So called parking wardens	3.55
Licensed taxi practice	3.39
"CT-Park" regulations	3.36
Multi-story above and underground parking systems	3.18
Cargo truck traffic in the cities	3.05
The number of parking lots	3.05
Side-walk car parking	2.91

3. Road Infrastructure

3.1. The overall current situation concerning road infrastructure is positively evaluated by Tbilisi citizens; however it is not a sharply positive evaluation and it is close to the neutral point (MEAN=4.2).

3.2. The following problematic issues were named concerning road infrastructure (they appear in the negative evaluation field (< 4)):

- The traffic load of cars (MEAN=2.54)
- Traffic planning (MEAN=3.16)
- Cycle lanes and infrastructure (MEAN=3.16)
- Adapting the roads to the needs of disabled people (MEAN=3.38)

3.3. More or less positively are evaluated the following issues concerning the road infrastructure (> 4):
- Number of traffic lights (MEAN=4.69)
- Pavement covering (asphalt/paving stone) (MEAN=4.45)
- Asphalt on roads (MEAN=4.47)
- Road signs on asphalt (MEAN=4.39)
- Condition of pedestrian crossings (MEAN=4.34)
- Crossroads (MEAN=4.34)

3.4. The following general problems were revealed on the municipal level concerning road infrastructure (these problems were named in at least 4 municipalities):

- The traffic load of cars
- Poor traffic planning
- The lack of pedestrian crossings
- No covering for the inner yards

3.5. Additionally, the following further problems were revealed in certain districts of Tbilisi municipalities:

- Poor road maintenance
- The lack of sidewalk security barriers
- Roads not adapted to the needs of disable citizens
- Poor cycle lanes and infrastructure

Road Infrastructure Evaluation (Mean)

Category	Value
Number of traffic lights	4.69
Asphalt covering on roads	4.47
Pavement covering (asphalt/paving stone)	4.45
Road signs on asphalt	4.39
Crossroads	4.34
Pedestrian crossings	4.34
Adapting the roads to the needs of disabled citizens	3.38
Cycle lanes and infrastructure	3.16
Planning car traffic	3.16
Traffic load	2.54
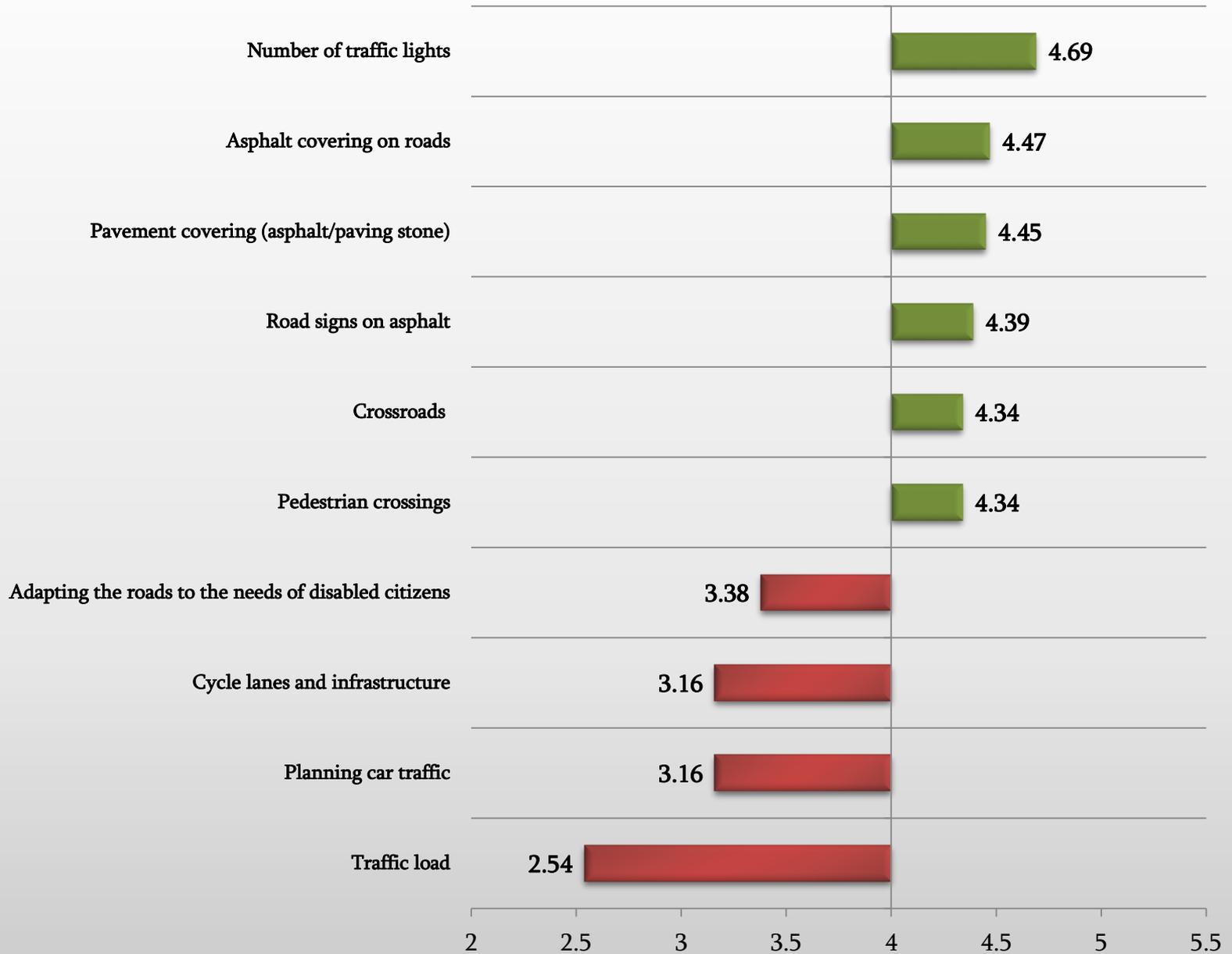
4. Bridges, Tunnels, Load Bearing Walls and Buildings Exposed to Collapse

4.1. The overall current situation concerning the bridges and tunnels is positively evaluated by Tbilisi citizens; however it is not a sharply positive evaluation and it is close to the neutral point (MEAN=4.6).

4.2. The overall current situation concerning the load bearing walls and buildings exposed to collapse is negatively evaluated by Tbilisi citizens (MEAN=3.4).

4.3. The respondents name certain problems concerning bridges, tunnels, load bearing walls and buildings exposed to collapse, which appear in the negative evaluation field (< 4):

- Sanitary conditions in the underground pedestrian crossings (MEAN=3.32)
- Reinforcement of the buildings exposed to collapse (MEAN=3.41)
- Maintenance of the underground pedestrian crossings (MEAN=3.61)

4.4. The following issues concerning bridges, tunnels, load bearing walls and buildings exposed to collapse are more or less positively evaluated (> 4):

- Maintenance of traffic bridges (MEAN=4.76)
- Maintenance of traffic tunnels (MEAN=4.73)
- Maintenance of pedestrian crossings (MEAN=4.28)
- The number of pedestrian crossings (pedestrian bridges) (MEAN=4.27)

4.5. On the municipal level, the following problems concerning bridges, tunnels, load bearing walls and buildings exposed to collapse were revealed (these problems were named in at least 4 municipalities of Tbilisi):

- Poor sanitary in the underground pedestrian crossings
- No reinforcement for the buildings exposed to collapse
- Poor maintenance of the underground pedestrian crossings
- Poor maintenance of the pedestrian crossings

4.6. Additionally, the following further problems were revealed in certain districts of Tbilisi municipalities:

- The lack of pedestrian crossings
- No security barriers for the rock/soil ruins

Evaluation the Situation Concerning Bridges, Tunnels, Load Bearing Walls and Buildings exposed to collapse (Mean)

| Category	Mean
Maintenance of traffic bridges	4.76
Maintenance of traffic tunnels	4.73
Maintenance of the pedestrian crossings	4.28
The number of the pedestrian crossings (pedestrian bridges)	4.27
Maintenance of the undergound pedestrian crossings	3.61
Reinforcement of the buildings exposed to collapse	3.41
Sanitary conditions of the underground pedestrian crossings	3.32
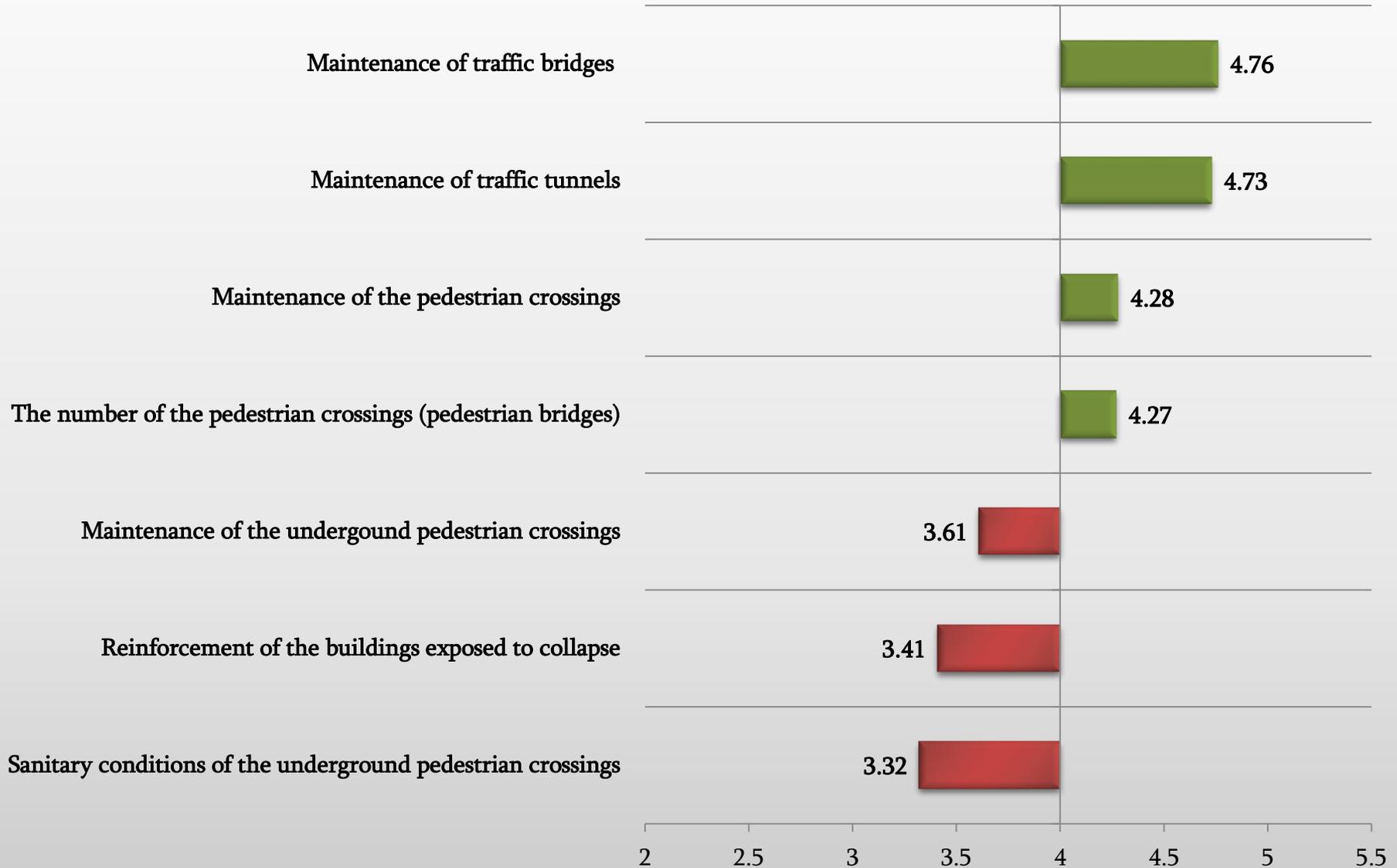
5. Water and Sewerage

5.1. The overall current situation concerning water and sewerage systems is positively evaluated by Tbilisi citizens; however it is not a sharply positive evaluation and it is close to the neutral point (MEAN=4.5).

5.2. The respondents name certain problems concerning water and sewerage systems, which appear in the negative evaluation field (< 4):

- Conditions of sewage wells in streets (MEAN = 3.78)

5.3. The following issues concerning water and sewerage systems are more or less positively evaluated (> 4) :
- Drinking water supply (MEAN =5.25)
- Informing the citizens about temporarily stopping the water supply (MEAN =5.03)
- The quality and sanitary conditions of drinking water (MEAN =5.01)

5.4. On the municipal level, the following problems concerning water and sewerage systems were revealed (these problems were named in at least 4 municipalities of Tbilisi):

- Poor quality of sewage wells and collectors
- Poor sewerage network
- Not informing the citizens about stopping the water supply
- The lack of sewage wells and collectors

5.5. Additionally, the following further problems were revealed in certain districts of Tbilisi municipalities:

- Poor conditions of the water pipes

Evaluation of Water and Sewerage Systems (Mean)

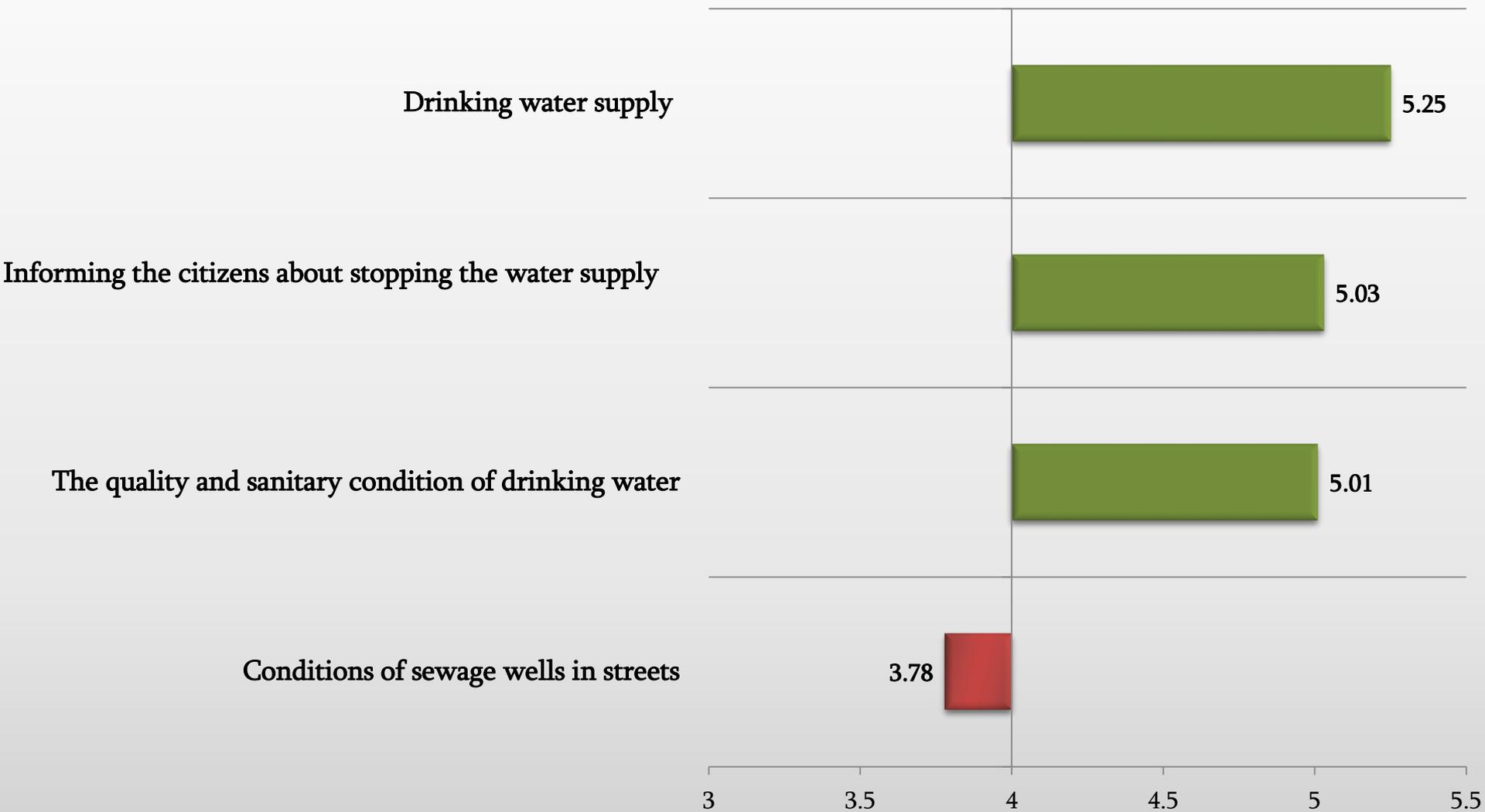| Category	Mean
Drinking water supply	5.25
Informing the citizens about stopping the water supply	5.03
The quality and sanitary condition of drinking water	5.01
Conditions of sewage wells in streets	3.78

Axis values: 3, 3.5, 4, 4.5, 5, 5.5

6. Outdoor Lighting

6.1. The overall current situation concerning outdoor lighting is positively evaluated by Tbilisi citizens (MEAN=5.5);

6.2. No problematic issues were named by the respondents concerning outdoor lighting which may appear in a negative evaluation field (< 4);

6.3. The following issues concerning outdoor lighting are more or less positively evaluated (> 4):
- Street network of outdoor lighting (MEAN=5.57)
- Technical conditions of outdoor lighting (MEAN=5.46)
- Purposive use of outdoor lighting (MEAN=5.40)
- Lighting inner yards (MEAN=5.34)
- Design of outdoor lighting (MEAN=5.30)
- Intensiveness of outdoor lighting (strong or weak lighting) (MEAN=5.30)

6.4. On the level of municipalities and certain districts, only one problem was distinguished:
- The lack of lighting for inner yards

Evaluation of Issues Concerning Outdoor Lighting (Mean)

Issue	Mean
Street network of outdoor lighting	5.57
Technical conditions of outdoor lighting	5.46
Purposive use of outdoor lighting	5.4
Lighting inner yards	5.34
Intensiveness of outdoor lighting (strong or weak lighting)	5.3
Design of outdoor lighting	5.3
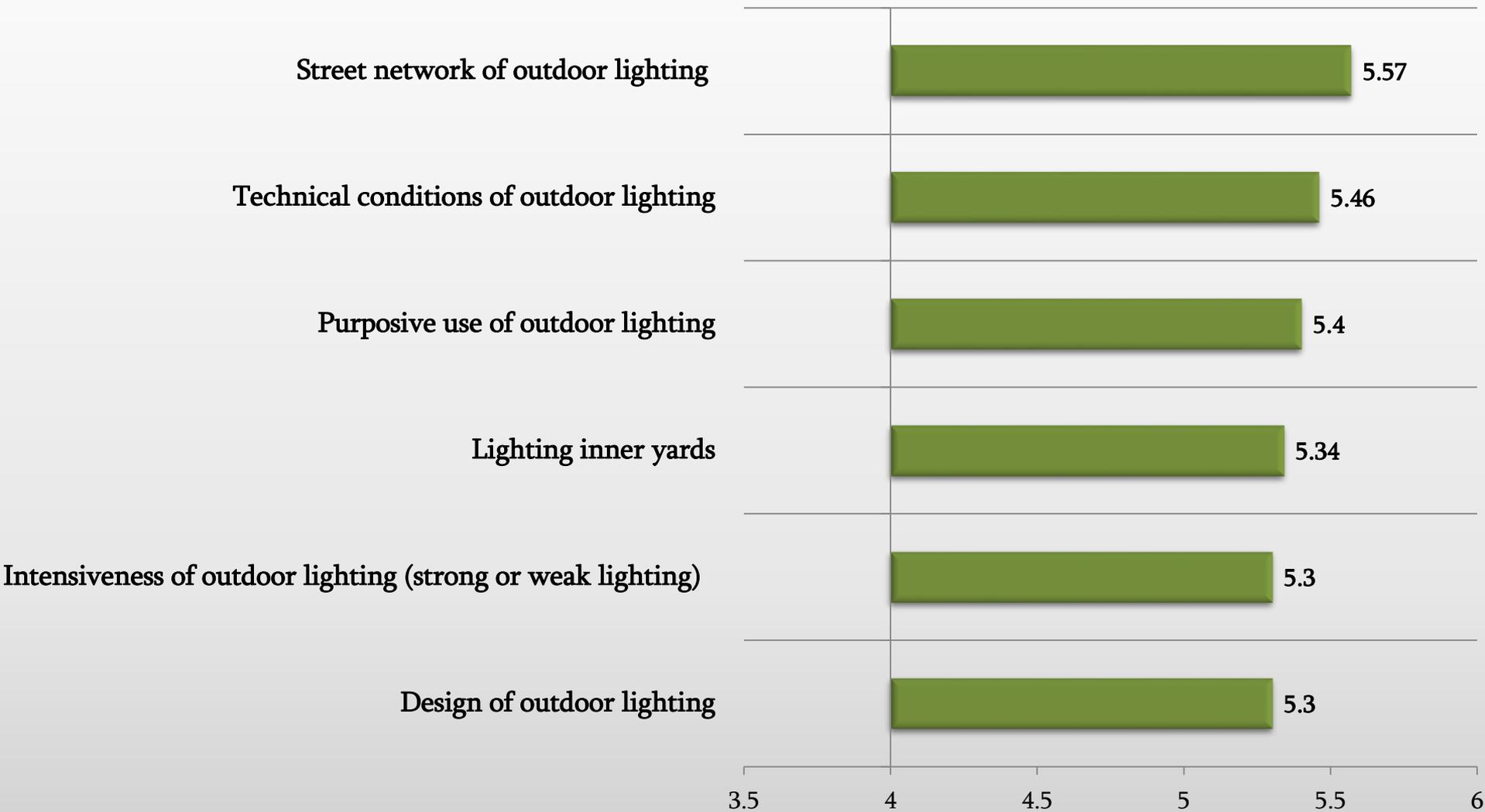
7. Landscaping, Green Spaces

7.1. The overall current situation concerning landscaping and green spaces is negatively evaluated by Tbilisi citizens; (MEAN=3.9).

7.2. The respondents name certain problems concerning landscaping and green spaces, which appear in the negative evaluation field (< 4):
- The number of green spaces (public gardens, parks, green streets) in the city (MEAN=3.83)
- Involvement of Flat Owner's Partnership Associations in the process of landscaping (MEAN=3.89)
- Arranging green spaces on the balconies of central avenues (MEAN=3.81)
- Creating new green spaces (public gardens, parks, green streets) (MEAN=3.90)

7.3. The following issues concerning landscaping and green spaces are more or less positively evaluated (> 4) :
- Laying out plants for better landscape and air in Tbilisi (MEAN=4.17)

7.4. On the municipal level, the following problems concerning landscaping and green spaces were revealed (these problems were named in all 10 municipalities of Tbilisi):

- Less concern about creating new green spaces;
- Insufficient concern about maintaining existing green spaces;
- Lack of green spaces in the city.

7.5. Additionally, the following further problems were revealed in certain districts of Tbilisi municipalities:

- No involvement of Flat Owner's Partnership Associations in the process of landscaping
- Narrowing existing green spaces (public gardens, parks, green streets) in favor of new building constructions

Evaluation of the Issues Concerning Landscaping and Green Spaces (Mean)

- Laying out plants for better landscape and air in Tbilisi — 4.17
- Creating new green spaces (public gardens, parks, green streets) — 3.9
- Involvement of Flat Owner's Partnership Associations in the process of landscaping — 3.89
- The number of green spaces (public gardens, parks, green streets) in the city — 3.83
- Creating green spaces on the balconies on the central avenues — 3.81
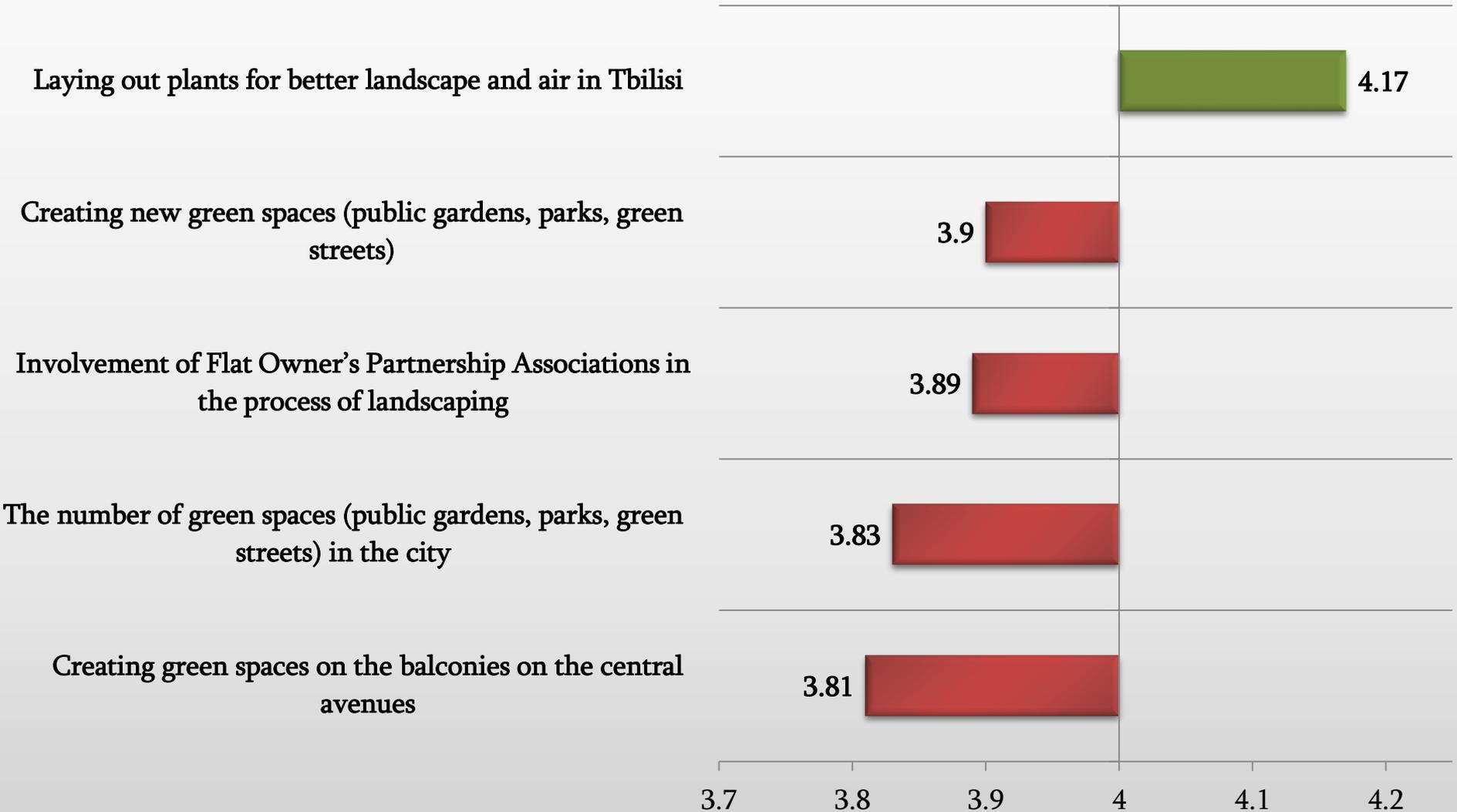
8. Cleaning Services

8.1. The overall current situation concerning cleaning services is positively evaluated by Tbilisi citizens; however it is not a sharply positive evaluation and it is close to the neutral point (MEAN=4.27).

8.2. The respondents name certain problems cleaning services, which appear in the negative evaluation field (< 4):
- Sanitary conditions of the River Mtkvari and other rivers (MEAN=3.0)
- Conditions of big landfills (MEAN=3.8)
- Sanctions on street pollution (MEAN=3.9)

8.3. The following issues concerning cleaning services are more or less positively evaluated (> 4): :
- Work of street cleaners (MEAN=5.4)
- Timetable for garbage trucks (MEAN=5.1.)
- How intensively garbage bins are emptied (MEAN=5.1)
- The number of garbage bunkers (MEAN=4.9)
- Arranging the traffic of the garbage trucks in streets (MEAN=4.9)
- Sanitary conditions of streets (MEAN=4.8)
- Sanitary conditions of inner yards (MEAN=4.8)

8.4. On the municipal level, the following problems concerning cleaning services were revealed (these problems were named in most municipalities of Tbilisi):

- No sanctions carried out against street pollution (including animal waste);
- Poor sanitary conditions of streets
- Poor sanitary conditions of garbage bunkers

8.5. Additionally, the following further problems were revealed in certain districts of Tbilisi municipalities:

- The lack of garbage bins in streets and inner yards
- Poor technical conditions of garbage bunkers
- Poor sanitary conditions of the River Mtkvari and other rivers in Tbilisi

Evaluation of Cleaning Services (Mean)

Category	Value
Work of street cleaners	5.4
Timetable for garbage trucks	5.1
How intensively garbage bins are emptied	5.1
Arranging the traffic of the garbage trucks in streets	4.9
The number of garbage bunkers	4.9
Sanitary conditions of inner yards	4.8
Sanitary condition of streets	4.8
Sanctions to be carried out against street pollution (including animal waste)	3.9
Conditions of big ladfills	3.8
Sanitary condition of the River Mtkvari and other rivers	3

9. Reconstruction of Old Districts in the City, New Building Constructions and Tourism Infrastructure

9.1. The overall current situation concerning reconstruction of old districts in the city is positively evaluated by Tbilisi citizens; however it is not a sharply positive evaluation and it is close to the neutral point (MEAN=4.3).

9.2. The overall current situation concerning new building constructions is negatively evaluated by Tbilisi citizens (MEAN=3.6).

9.3. The overall current situation concerning tourism infrastructure is positively evaluated by Tbilisi citizens; (MEAN=4.7).

9.4. The respondents name certain problems concerning reconstruction of old districts in the city, new building constructions and tourism infrastructure, which appear in the negative evaluation field (< 4):
- The rule of granting permission for new building constructions (MEAN=2.69)
- Public rest rooms/their condition (MEAN=3.30)
- Outward architectural appearance of new buildings (MEAN=3.93)

9.5. The following issues concerning reconstruction of old districts in the city, new building constructions and tourism infrastructure are more or less positively evaluated (> 4):
- Informational signboards for tourists in streets (MEAN=4.57)
- Maintaining the architectural outward appearance of old districts (MEAN=4.34)
- Maintenance of cultural heritage/buildings (MEAN=4.32)
- Reconstruction of old districts (MEAN=4.31)

9.6. On the municipal level, the following problems concerning reconstruction of old districts in the city, new building constructions and tourism infrastructure were revealed (these problems were named in almost all municipalities of Tbilisi):

- The lack of public rest rooms/their poor condition
- Inadequate rule of granting permission to new building constructions
- Inappropriate outward appearance of new buildings

9.7. Additionally, the following further problems were revealed in certain districts of Tbilisi municipalities:

- Insufficient maintenance of cultural heritage/buildings
- Improper reconstruction of old districts

Evaluation of Reconstruction of Old Districts in the City, New Building Constructions and Tourism Infrastructure (Mean)

| Category	Mean
Informational signboards for tourists in streets	4.57
Maintaining the architectural outward appearance of old districts	4.34
Maintenance of cultural heritage/buildings	4.32
Reconstruction of old districts	4.31
Outward architectural appearance of new buildings	3.93
No public rest rooms or their poor conditions	3.3
The rule of granting permission for new building constructions	2.69
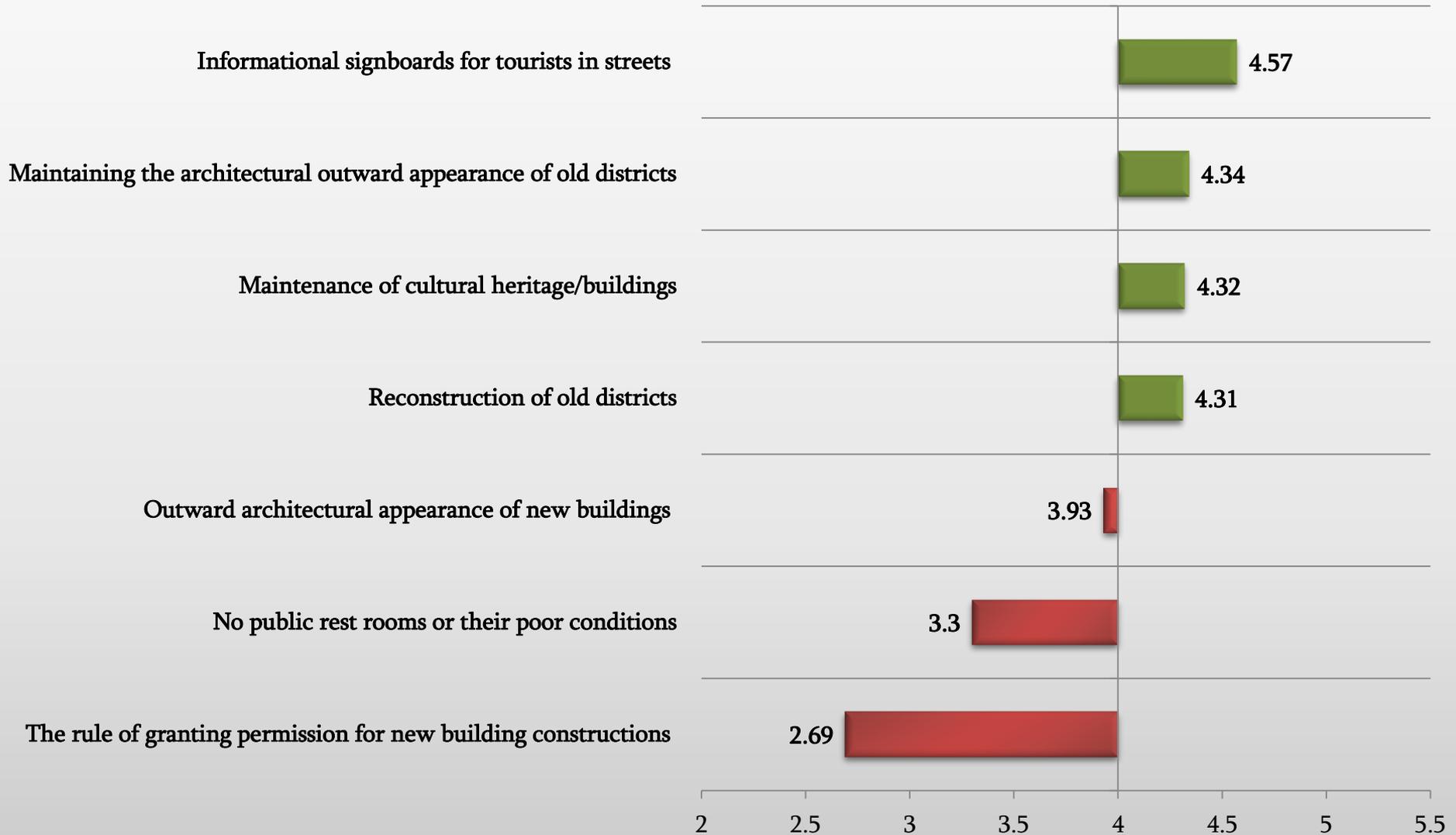
10. Improving Dwelling Houses/Flats

10.1. The overall current situation concerning dwelling houses/flats is neutrally (neither positively, nor negatively) evaluated by Tbilisi citizens (MEAN=4.0).

10.2. The respondents name certain problems concerning dwelling houses/flats, which appear in the negative evaluation field (< 4):
- Keeping distance between gas/petrol stations and dwelling houses/flats (MEAN=3.85)
- Condition of facades of dwelling houses/flats (MEAN=3.88)
- Security of entrance halls (MEAN=3.92)

10.3. The following issues concerning dwelling houses/flats are more or less positively evaluated (> 4):
- Good technical condition of electrical wiring (MEAN=5.33)
- Good technical condition of gas pipes (MEAN=5.20)

10.4. On the municipal level, the following problems concerning dwelling houses/flats were revealed (these problems were named in most municipalities of Tbilisi):

- Poor condition of facades of houses/flats
- Poor condition of roofs of dwelling houses/flats
- Improper work of elevators in dwelling houses/flats
- Poor maintenance of entrance halls/their improvement
- Insecure entrance halls
- Poor condition of basements of houses/flats

10.5. Additionally, the following further problems were revealed in certain districts of Tbilisi municipalities:

- Poor condition of garages in the yards

Evaluation of Dwelling Houses/Flats Improvement (Mean)

Category	Value
Good technical condition of electrical wiring	5.33
Good technical condition of gas pipes	5.2
Security of entrance halls	3.92
Condition of facades of dwelling houses/flats	3.88
Keeping distance between gas/petrol stations and dwelling houses/flats	3.85

3.5 3.7 3.9 4.1 4.3 4.5 4.7 4.9 5.1 5.3 5.5
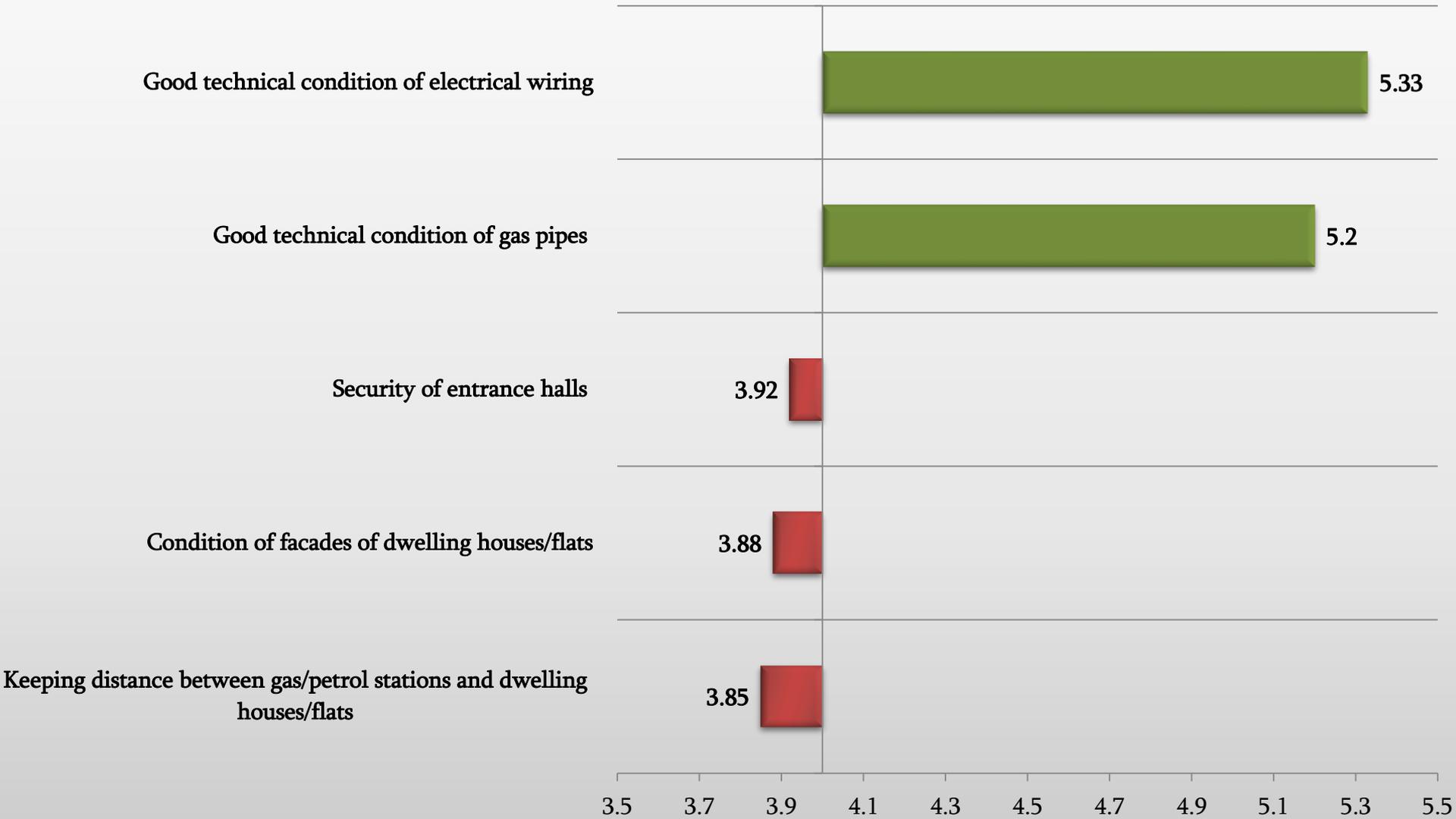
11. Healthcare*

* The data in this block are counted not for whole sampling, but vulnerable sub-groups.

11.1. The overall current situation concerning healthcare is positively evaluated by Tbilisi citizens; however it is not a sharply positive evaluation and it is close to the neutral point (MEAN=4.39).

11.2. The respondents name practically no problems concerning healthcare, which may appear in the negative evaluation field (MEAN < 4).

11.3. **The following issues healthcare are more or less positively evaluated (> 4)::**
- Technical equipment of emergency units (MEAN=5.17)
- Operative work of emergency units (MEAN=4.99)
- The list of diseases, where rehabilitation/therapy is available (including HIV/AIDS, hepatitis C, autism spectrum disorder in children, some psychiatric and mental disorders etc.) (MEAN=4.81)
- The list of disease, where the citizens are examined free of charge (Breast, cervix, prostate, colorectal cancer screening). (MEAN=4.72)
- Practice of subsidized surgery (MEAN=4.72)
- Frequency of free medical examination in order to reveal oncological diseases (e.g. cervix cancer screening takes place 3 times a year and breast cancer screening is available twice a year) (MEAN=4.50)
- The amount of financial aid for in-patient and out-patient treatments for the citizens of Tbilisi (MEAN=4.50)
- The quality of medical service financed by the city hall (MEAN=4.49)
- Subsidizing practice of out-patient treatment (MEAN=4.44)
- Operative responsiveness to the citizens' health problems (MEAN= 4.35)
- Medicament financing practice (MEAN=4.30)

Evaluation of Healthcare (Mean)

Category	Mean
Technical equipment of emergency units	5.17
Operative work of emergency units	4.99
The list of diseases, where rehabilitation/therapy is available (including HIV/AIDS, hepatitis C, autism etc.)	4.81
Practice of subsidized surgery	4.72
The list of disease, where the citizens are examined free of charge	4.72
The amount of financial aid for in-patient and out-patient treatments for the citizens of Tbilisi	4.5
Frequency of free medical examination in order to reveal oncological diseases	4.5
The quality of medical service financed by the city hall	4.49
Subsidizing practice of out-patient treatment	4.44
Operative responsiveness to the citizens' health problems	4.35
Medicament financing practice	4.3

12. Social Security*

* The data in this block are counted not for whole sampling, but vulnerable sub-groups.

12.1. The overall current situation concerning social security is negatively evaluated by Tbilisi citizens (MEAN=3.78).

12.2. The respondents name certain problems concerning social security, which appear in the negative evaluation field (< 4):

- The amount of subsidies for paying bills for socially insecure families (200 000 or less rating points) (MEAN=3.87);
- The amount of monthly financial aid (50 GEL per month) for the children under 18 in socially insecure families of dependent children (70 000 and less rating points) (MEAN=3.91);
- Health resort treatment for disabled young (adolescent) citizens (MEAN=3.92);
- The amount of financial aid for disabled members of socially insecure families (150 000 and less rating points) (MEAN=3.93);
- Service for incurably diseased patients (citizens who need palliative treatment) (MEAN=3.94).

12.3. The following issues concerning social security are more or less positively evaluated (> 4):

- The list of citizens for whom public transport is free or subsidized by the city hall (MEAN=4.72);
- The amount of single financial aid for the citizens who reached the age of 100 years (1000 GEL) (MEAN=4.45);
- The amount of subsidized tuition fees for under 18 members of socially insecure families (70 000 and less rating points) to study at youth and student houses, art and sport schools (MEAN=4.40);
- Organizing day care centers for lonely elderly people (MEAN=4.37);
- The amount of single financial aid when a third, fourth or fifth (and over) child is born in socially insecure families (100 000 and less rating points) (For the third child – 800 GEL, the fourth – 1000 GEL, the fifth
- An interpreter service for hearing impaired disabled citizens and any next birth – 1500 GEL) (MEAN=4.33);
- (MEAN=4.32);
- The criteria for using free charity canteens (the beneficiaries are the families, whose rating points are not over 200 000) (MEAN=4.30).

Evaluation of Social Security (Mean)

Item	Mean
The list of citizens for whom public transport is free or subsidized by the city hall	4.72
The amount of single financial aid for the citizens who reached the age of 100 years	4.45
The amount of subsidized tuition fees for under 18 members of socially insecure families to study at youth and student houses, art and sport schools ანაზღაურების წილი	4.4
Organizing day care centers for lonely elderly people	4.37
The amount of single financial aid when a third, fourth or fifth (and over) child is born in socially insecure families	4.33
An interpreter service for hearing impaired disabled citizens	4.32
The criteria for using free charity canteens	4.3
Service for incurably diseased patients	3.94
The amount of financial aid for disabled members of socially insecure families	3.93
Health resort treatment for disabled young (adolescent) citizens	3.92
The amount of monthly financial aid for the children under 18 in socially insecure families of dependent children	3.91
The amount of subsidies for paying bills for socially insecure families	3.87

13. Education (Infrastructure and Programs)*

* The data in this block are counted not for whole sampling, but specific (relevant) sub-groups. Namely, for the respondents whose age is A) under 23 or B) who have school children and students in their families.

13.1. The overall current situation concerning education infrastructure is negatively evaluated by Tbilisi citizens, however it is close to neutral point (MEAN=3.90).

13.2. The overall current situation concerning educational programs is neutrally (neither positively nor negatively) evaluated by Tbilisi citizens (MEAN=4).
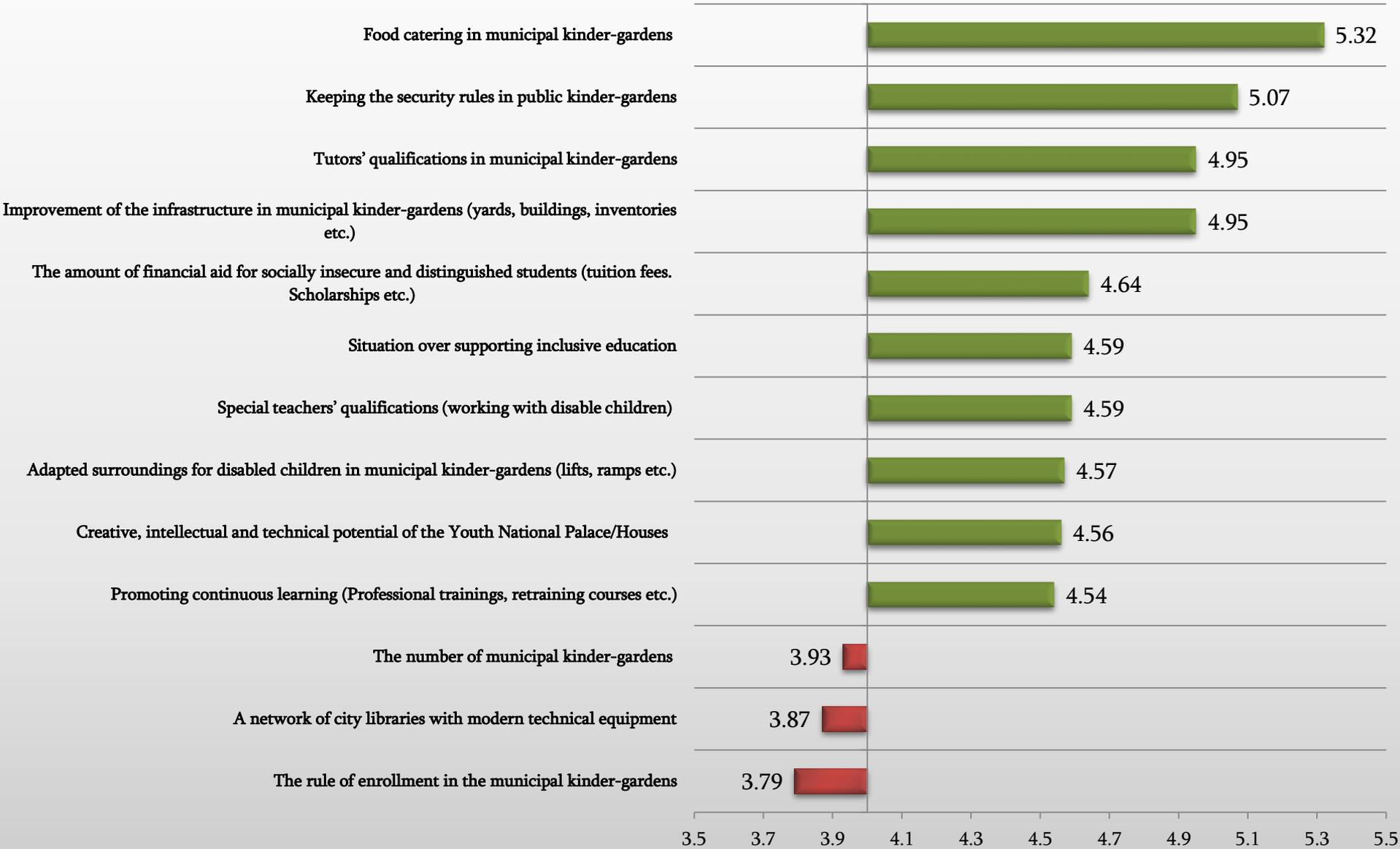
13.3. The respondents name certain problems concerning education infrastructure and programs, which appear in the negative evaluation field (< 4):
- The rule of enrollment in the municipal kinder-gardens (MEAN=3.79)
- A network of city libraries with modern technical equipment (MEAN=3.87)
- The number of municipal kinder-gardens (MEAN=3.93)

13.4. The following issues concerning education infrastructure and programs are most positively evaluated (MEAN > 4):

- Food catering in municipal kinder-gardens (MEAN=5.32)
- Keeping the security rules in public kinder-gardens (MEAN=5.07)
- Improvement of the infrastructure in municipal kinder-gardens (yards, buildings, inventories etc.) (MEAN=4.95)
- Tutors' qualifications in municipal kinder-gardens (MEAN=4.95)
- The amount of financial aid for socially insecure and distinguished students (tuition fees. Scholarships etc.) (MEAN=4.64)
- Special teachers' qualifications (working with disable children) (MEAN=4.59)
- Situation over supporting inclusive education (MEAN=4.59)
- Adapted surroundings for disabled children in municipal kinder-gardens (lifts, ramps etc.) (MEAN=4.57)
- Creative, intellectual and technical potential of the Youth National Palace/Houses (MEAN=4.56)
- Promoting continuous learning (Professional trainings, retraining courses etc.) (MEAN=4.54)

Evaluation of Education (Infrastructure and Programs) (Mean)

Category	Mean
Food catering in municipal kinder-gardens	5.32
Keeping the security rules in public kinder-gardens	5.07
Tutors' qualifications in municipal kinder-gardens	4.95
Improvement of the infrastructure in municipal kinder-gardens (yards, buildings, inventories etc.)	4.95
The amount of financial aid for socially insecure and distinguished students (tuition fees. Scholarships etc.)	4.64
Situation over supporting inclusive education	4.59
Special teachers' qualifications (working with disable children)	4.59
Adapted surroundings for disabled children in municipal kinder-gardens (lifts, ramps etc.)	4.57
Creative, intellectual and technical potential of the Youth National Palace/Houses	4.56
Promoting continuous learning (Professional trainings, retraining courses etc.)	4.54
The number of municipal kinder-gardens	3.93
A network of city libraries with modern technical equipment	3.87
The rule of enrollment in the municipal kinder-gardens	3.79

14. Culture, Sport, Youth

14.1. The overall current situation concerning cultural infrastructure is positively evaluated by Tbilisi citizens; however it is not a sharply positive evaluation and it is close to the neutral point (MEAN=4.5).

14.2. The overall current situation concerning cultural events/programs is positively evaluated by Tbilisi citizens; however it is not a sharply positive evaluation and it is close to the neutral point (MEAN=4.5).

14.3. The overall current situation concerning sport and youth is positively evaluated by Tbilisi citizens; however it is not a sharply positive evaluation and it is close to the neutral point (MEAN=4.4).

14.4. The respondents name certain problems concerning culture, sport and youth, which appear in the negative evaluation field (< 4):
- Condition of zoological park (MEAN= 3.83)
- The number/quality of municipal public swimming pools (MEAN=3.77)

14.5. The following issues concerning culture, sport and youth are most positively evaluated (MEAN > 4):
- Improvement of pantheon (MEAN=5.01)
- Holding events for special occasions (Tbilisoba, Christmas events etc.) (MEAN=4.91)
- Holding jazz festivals/contests (management, quality, frequency etc.) (MEAN=4.86)
- Holding contemporary music festivals/contests (management, quality, frequency etc.) (MEAN=4.77)
- Holding Georgian folklore festivals/contests (management, quality, frequency etc.) (MEAN=4.75)
- Holding classical music festivals/contests (management, quality, frequency etc.) (MEAN=4.75)
- Arranging book fairs (MEAN=4.72)
- Conditions of the museums of local significance (building, exhibition quality etc.) (MEAN=4.66)
- Condition of botanical garden (MEAN=4.61)

Evaluation of Culture Infrastructure, Sport and Youth (Mean)

Category	Value
Improvement of pantheon	5.01
Holding events for special occasions (Tbilisoba, Christmas events etc.)	4.91
Holding jazz festivals/contests (management, quality, frequency etc.)	4.86
Holding classical music festivals/contests (management, quality, frequency etc.)	4.77
Holding classical music festivals/contests (management, quality, frequency etc.)	4.75
Holding Georgian folklore festivals/contests (management, quality, frequency etc.)	4.75
Arranging book fairs	4.72
Conditions of the museums of local significance (building, exhibition quality etc.)	4.66
Condition of botanical garden	4.61
Condition of zoological park	3.83
The number/quality of municipal public swimming pools	3.77

15. Public Order and Security

15.1. The overall current situation concerning public order and security is negatively evaluated by Tbilisi citizens, however it is very close to neutral point (MEAN=3.91)
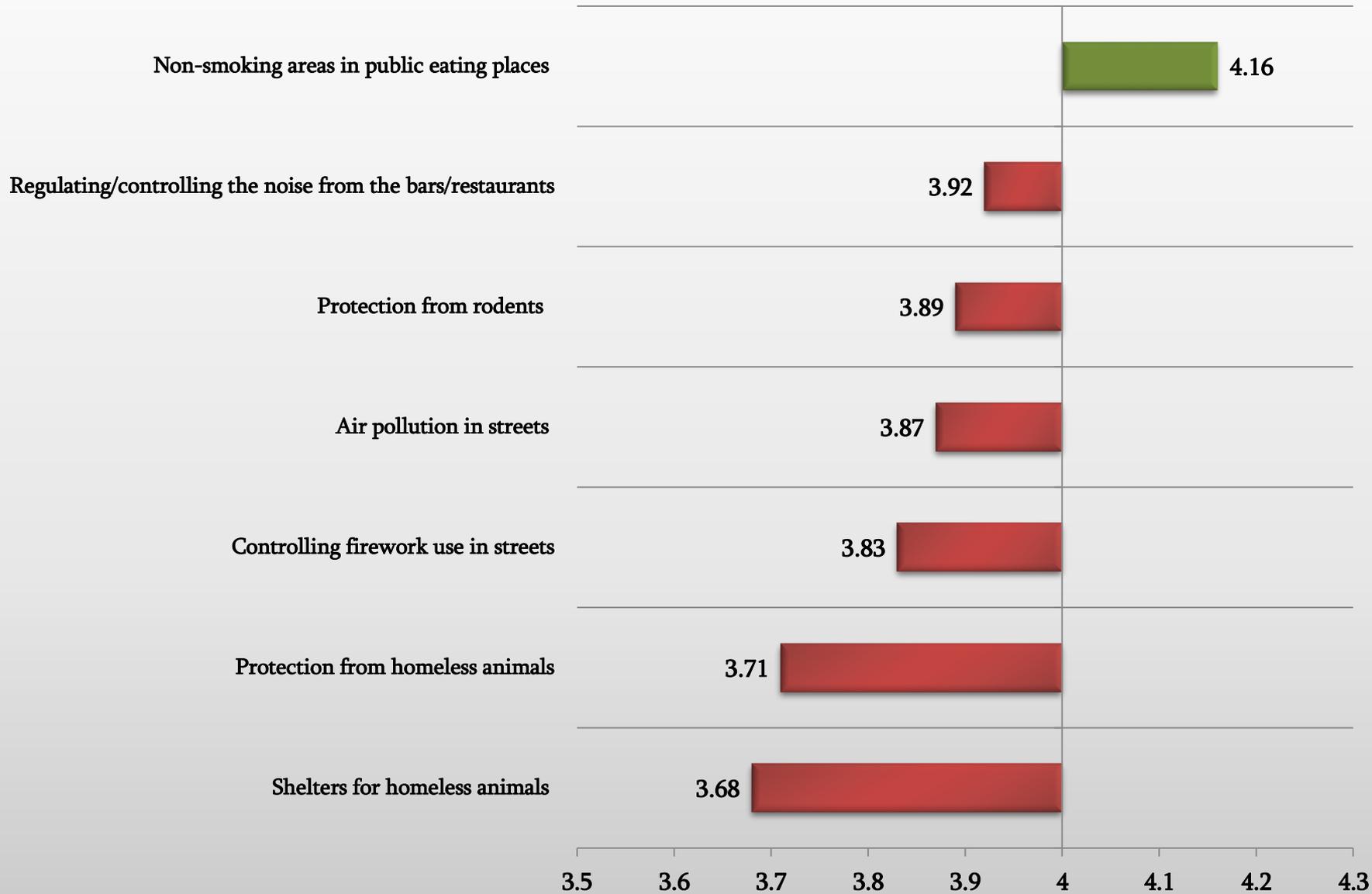
15.2. The respondents name certain problems concerning public order and security, which appear in the negative evaluation field (< 4):
- Shelters for homeless animals (MEAN=3.68)
- Protection from homeless animals (MEAN=3.71)
- Controlling firework use in streets (MEAN=3.83)
- Air pollution in streets (MEAN=3.87)
- Protection from rodents (MEAN=3.89)
- Regulating/controlling the noise from the bars/restaurants (MEAN=3.92)

15.3. The following issues concerning public order and security are most positively evaluated (MEAN > 4):
- Non-smoking areas in public eating places (MEAN=4.16).

Evaluation of Public Order and Security (Mean)

Category	Mean
Non-smoking areas in public eating places	4.16
Regulating/controlling the noise from the bars/restaurants	3.92
Protection from rodents	3.89
Air pollution in streets	3.87
Controlling firework use in streets	3.83
Protection from homeless animals	3.71
Shelters for homeless animals	3.68

THANK YOU FOR ATTENTION!