

Supplementary Contextual Information for the Harku Municipality Satisfaction Survey - Summary of the findings* -

Summary (1): Residents' Connection to Harku Municipality [1]

The study found that, for most people aged 16 and above, Harku Municipality was mainly seen as a place to live and enjoy leisure time. Over time, the everyday connection to the municipality declined:

- The number of residents choosing Harku as their primary place for leisure decreased: 84% (2016) → 74% (2020) → 60% (2022).
- Similarly, the proportion of residents working in Harku Municipality showed a decrease: 16% (2016) → 14% (2020) → 13% (2022).

Although cars remained the main mode of transportation for work and school, there was a drop in exclusive car use compared to 2020 (78% → 69%), and more people started using public transportation (11% → 20%).

While many residents had lived in Harku Municipality for a long time (45% for 16 years or more in 2022), there was a noticeable increase in new residents. The percentage of people living in the municipality for up to 5 years consistently rose: 15% (2016) → 20% (2020) → 27% (2022) of those surveyed.

Summary (2): Residents' General Satisfaction with Harku Municipality [1]

The survey indicated that a majority of Harku Municipality residents (86%) were satisfied, but satisfaction levels had somewhat declined in various aspects compared to 2020. In the eyes of residents, the primary development priority for the municipality has shifted to the organization of educational life (locations of kindergartens and schools, transportation connections, and service quality in grades I-III). Public transportation development needs have taken a secondary position.

Concerns about the environment and nature have become more significant than before, and various communal issues (road maintenance, lighting, cycling paths) remain on the agenda.

Satisfaction with various areas is consistently higher in the Tabasalu Rannamõisa area. The lowest satisfaction, significantly reduced compared to before, is observed among residents in the Kumna-Tutermaa and Türisalu areas.

Residents are most satisfied with the following areas:

- General order and safety (2020: 91% → 2022: 86%)
- Waste collection and waste management (2020: 82% → 2022: 81%)
- Nature trails and green areas (2020: 84% → 2022: 77%)

The most critical areas remain:

- Public transportation connection to Tallinn (2020: 38% → 2022: 36%)
- Traffic safety (2020: 25% → 2022: 35%)
- Street lighting (2020: 31% → 2022: 32%)

- Planning activities (2020: 24% → 2022: 32%)
- Winter maintenance of roads (2020: 18% → 2020: 30%)

Users highly appreciate the activities of libraries, schools, kindergartens, youth work, and sports facilities. There has been a notable decrease in satisfaction with social benefits, child welfare services, interest and sports activities, planning activities, and nature and green areas.

Note: The satisfaction levels of residents in 2022 might have been affected by a substantial snowstorm during the survey period.

--

1. Uuringud - Uudised Ja Teated - Harku Vallavalitsus Available online: https://www.harku.ee/uudised-ja-teated/-/asset_publisher/7WOcbKfFguz/content/uuringud (accessed on 6 December 2023).

* The presented findings originate from the Harku Municipality Survey and have been translated from Estonian to English.