

City of Chattanooga

2012 Community Survey Results

October 2012



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OFFICE OF INTERNAL AUDIT

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October 15, 2012

To: Mayor Ron Littlefield
City Council Members
City Department Heads
Audit Committee Members
Regional Planning Agency

RE: City of Chattanooga 1st Annual Community Survey Results

This report presents the results of our 1st annual Community Survey. During June and July, we asked Chattanooga residents about their views on a variety of City services, and over one-thousand residents responded. In addition to reporting on citywide data, we report survey data specific to each of Chattanooga's nine City Council districts.

Most Chattanooga residents we surveyed felt positively about their city and neighborhoods. Chattanooga residents believe the city is a good place to live, work, raise a family and retire. Residents were less enthusiastic about the value of services for City taxes paid and the overall direction the City is taking. Less than half of residents rated these aspects of City government positively. Most residents we surveyed had not participated in a community project or public meeting during the last 12 months. Overall, resident ratings of most City services were positive, though residents expressed less than favorable ratings of certain City services.

We sent the survey to 6,000 randomly-selected households, and 24% were returned. We calculated the citywide survey accuracy to be ± 2.74 , while accuracy by City Council district ranged from ± 6.8 to ± 13.84 percent. In comparing the demographic information provided by survey respondents to 2010 Census data, we found that our survey respondents are older and more educated than the population as a whole. We also found that females are over-represented and minorities are under-represented among those who returned our survey.

This report provides the public and policy makers with valuable information regarding resident satisfaction with City services. We encourage Council, City department heads, and RPA managers to study differences in community perceptions and to consider ways to improve services based on these results.

We want to thank the more than one-thousand Chattanooga residents who took the time to complete and return the survey. In addition, we want to thank the Electric Power Board, the city's mail room staff and the city's Geographic Information Systems unit for their assistance with this effort.

Stan Sewell, CPA, CGFM
City Auditor

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Data (CSV in Microsoft Excel):

www.chattanooga.gov/images/citymedia/internalaudit/communitysurveyresultsdata.xls

Detail Results (in Microsoft Excel):

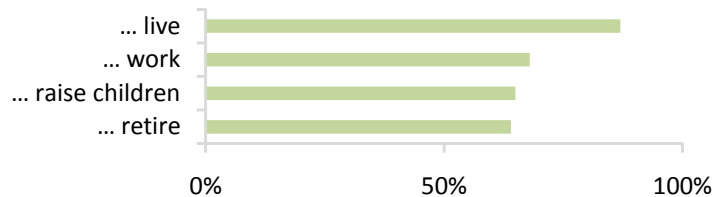
www.chattanooga.gov/images/citymedia/internalaudit/communitysurveyresults.xls

Summary

Chattanoogans have opinions about City government services from public safety to community development, parks, water, and streets. These opinions, and changes in these opinions over time, can be studied by City managers and reviewed by elected officials to find areas for improvement, identify programs with high public satisfaction, assess community needs, and assist in making decisions about current and future City services.

This year, for the first time, Internal Audit conducted a survey of Chattanooga residents to gather their views of City services. This report provides an overview of perspectives expressed by the more than one-thousand residents who responded to our survey as well as results of our survey in detail. We anticipate this report to be of interest to the public, City Council, City managers, and the Regional Planning Agency. We also intend it to be used by residents to track the city's progress in many important areas. As this is the first year of our survey, we are unable to provide historical context for these views and are limited to reporting averages from this single year of available data. Future reports will include analysis of year-over-year trends.

Residents rating Chattanooga as a "very good" or "good" place to...



Overall, most Chattanoogaans love their city and neighborhoods, but they gave lower reviews of City government performance and mixed reviews of certain City services.

- Citywide, 87 percent of residents rated Chattanooga as a good or very good place to live. Satisfaction with Chattanooga as a place to work, raise children and retire were slightly lower but overall remained positive.
- Residents were less enthusiastic about the value of services for City taxes paid and the overall direction the City is taking. Less than half rated these aspects of City government performance as very good or good.
- Overall satisfaction with fire and emergency medical services, police, and 9-1-1 services were positive in 2012. While residents felt safe in their neighborhoods, parks, and downtown during the day, residents reported feeling unsafe in parks and downtown at night. Resident feelings of nighttime safety varied by Council District with residents in Districts 8 and 9 reporting lowest rates of safety.
- In 2012, 87 percent of residents indicated they had visited a City park, and 67 percent had visited their neighborhood park within the past 12 months. Neighborhood parks were generally rated positively. The highest rate of park visits – 33 percent report visiting their park either daily or

weekly – was in District 2; the lowest rate of park visits was in District 5, at 9 percent.

- The overwhelming majority of residents (85 percent) indicated they did not participate in Parks and Recreation activities within the past 12 months. Of those who did, the programs were rated highly.
- Overall, residents rated street lighting and cleanliness of City streets positively. City residents were less positive about the smoothness of City streets with only 34 percent indicating smoothness was good or very good. The highest positive rating for smoothness was in District 2, with 44 percent rating smoothness as good or very good. The lowest rating for smoothness was in District 5 with only 24 percent rating smoothness as good or very good.
- Less than half of residents rated pedestrian and cyclist safety positively. Residents were most concerned for cyclists, with 35 percent rating the safety of cyclists as bad or very bad on City streets.
- Residents rated their city and neighborhood positively on livability and reported favorably on new commercial and residential developments in their neighborhoods.
- 74 percent of residents who are business owners indicated Chattanooga is a very good or good place to do business.
- While 63 percent of residents were not involved in a community project or did not attend a public meeting in the last 12 months, residents rated the city's efforts at welcoming citizen involvement as positive (46 percent) or neutral (40 percent).

This report contains highlights of survey results for these City service areas: public safety, public works, transportation, parks and recreation and community development.¹ In addition, we include a section explaining how we conducted the community survey and prepared the report. Complete survey data (including areas not highlighted within the report) begin on page 13.

Our analysis and this report represent only a fraction of the insights that may be obtained from the survey data. We have made the data tables available to the public on the City of Chattanooga website (select "Internal Audit" from the Department drop box, or in the address bar of your web browser, enter www.chattanooga.gov/internal-audit.) City and community leaders are encouraged to download the tables for analysis using various filters.

¹ It should be noted that emergency medical services and 9-1-1 are provided to City residents by Hamilton County. In addition, the following services are provided by third parties on behalf of the City of Chattanooga: bus services (CARTA) and animal control (McKamey Animal Care and Adoption Center).

Public Safety

OVERVIEW

Overall satisfaction with fire and emergency medical services, police, and 9-1-1 services were positive in 2012. While residents felt safe in their neighborhoods, parks, and downtown during the day, residents reported feeling unsafe in parks and downtown at night. Nighttime safety in neighborhoods varied by district but overall was positive.

Overall resident ratings of Public Safety services

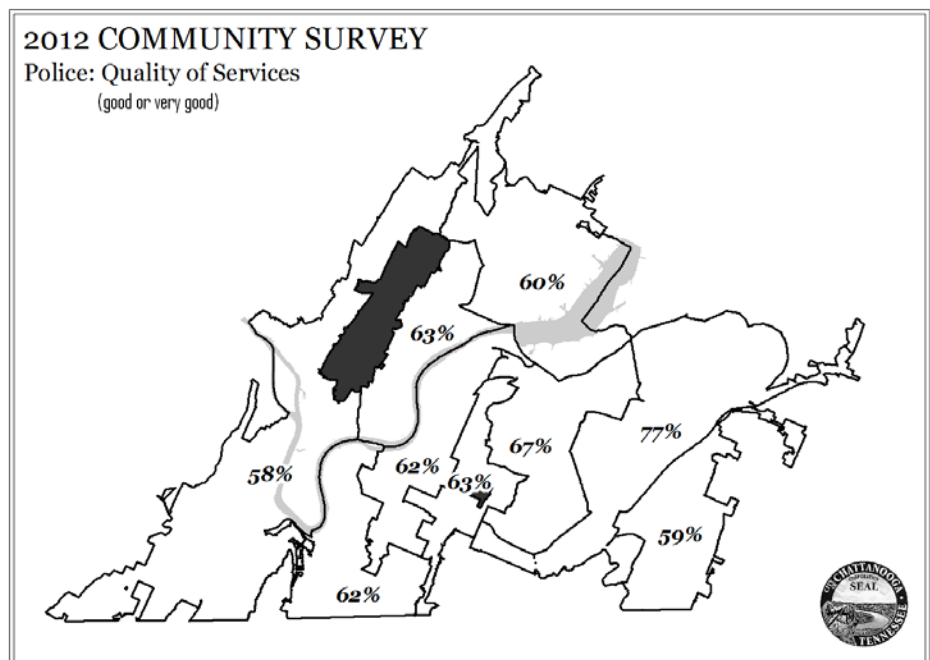
(percent very good or good)

	2012
Police	64%
Fire and EMS	87%
9-1-1	87%

ANALYSIS

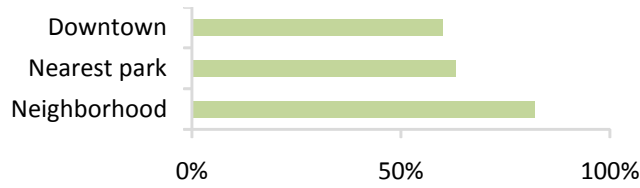
Satisfaction with public safety services was favorable in 2012. Of those residents who used fire or emergency medical services within the past 12 months, 87 percent felt that the overall quality of service was very good or good. Residents were equally satisfied with speed of responses to their emergency. Also, among residents using 9-1-1 services within the past 12 months, satisfaction was high with the services received from the call-taker.

Ratings of police services varied by City Council District and were lower than that for Fire, EMS, and 9-1-1 services. Citywide, 64 percent of residents felt that the quality of police services was very good or good, and 68 percent of residents rated the conduct of police officers as very good or good. Police response times were rated lowest, with 45 percent of residents rating response times as very good or good.



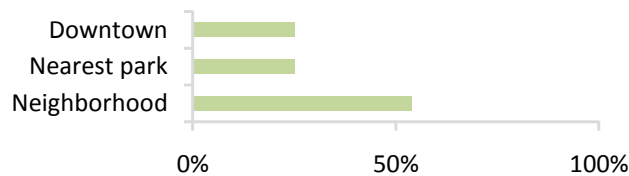
Rating of safety during day as safe or very safe

(percent very good or good)

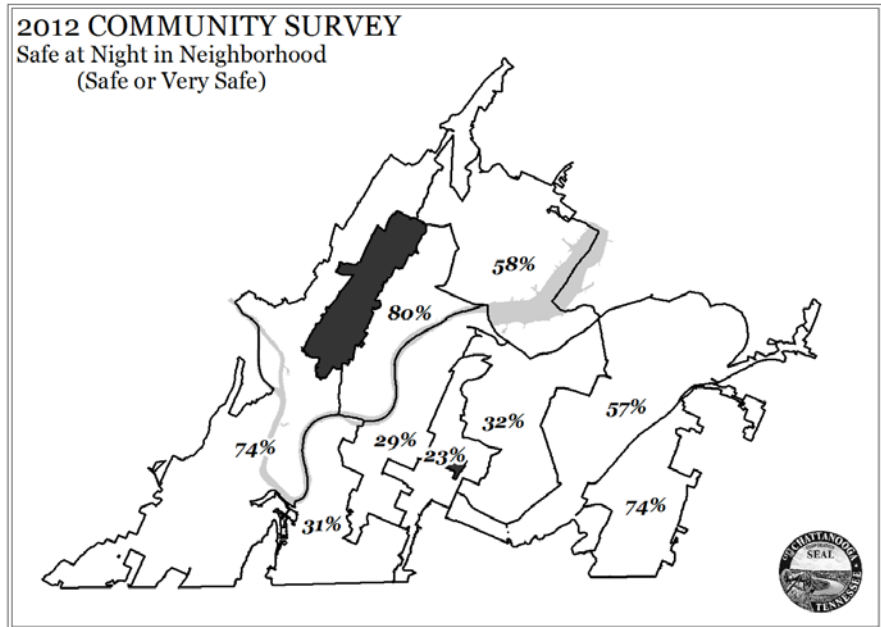


Rating of safety at night as safe or very safe

(percent very good or good)



Residents reported feeling safe in their neighborhoods, parks, and downtown during the day. Nighttime safety ratings were lower overall. Citywide, residents felt most unsafe downtown at night. In 2012, 45 percent of residents we surveyed indicated they felt “unsafe” or “very unsafe” walking alone at night downtown, 43 percent felt unsafe in their nearest park, and 28 percent felt unsafe in their neighborhoods. Feelings of safety at night in neighborhoods varied among Council Districts. The highest rates of nighttime safety were in City Council District 2, at 80 percent; City Council District 9 reported the lowest rates at 23 percent. **Perceptions of safety at night correspond directly with resident reports of home and vehicle break-ins.**



Public Works

OVERVIEW

Resident satisfaction with Public Works services was mixed in 2012. The vast majority of residents rated sanitation services (garbage, yard waste, recycling) as very good or good. However, only half of residents rated water quality and waste management services (sewer and storm drainage) positively.

Resident ratings of Public Works services

(percent very good or good)

	2012
Garbage pick-up	87%
Yard waste pick-up	68%
Curbside recycling	65%
Water quality of lakes and streams	52%
Storm drainage	49%
Sewer	53%

Overall, residents rated street lighting and cleanliness of City streets positively. City residents were less positive about the smoothness of City streets. Traffic flow during non-peak hours was rated very favorably by residents, while traffic flow during peak hours appeared to be a concern for residents- particularly in Districts 4 and 5. Less than half of residents rated pedestrian and cyclist safety positively. Residents were most concerned for cyclists, with 35 percent rating the safety of cyclists as bad or very bad on City streets.

Resident ratings of street conditions

(percent very good or good)

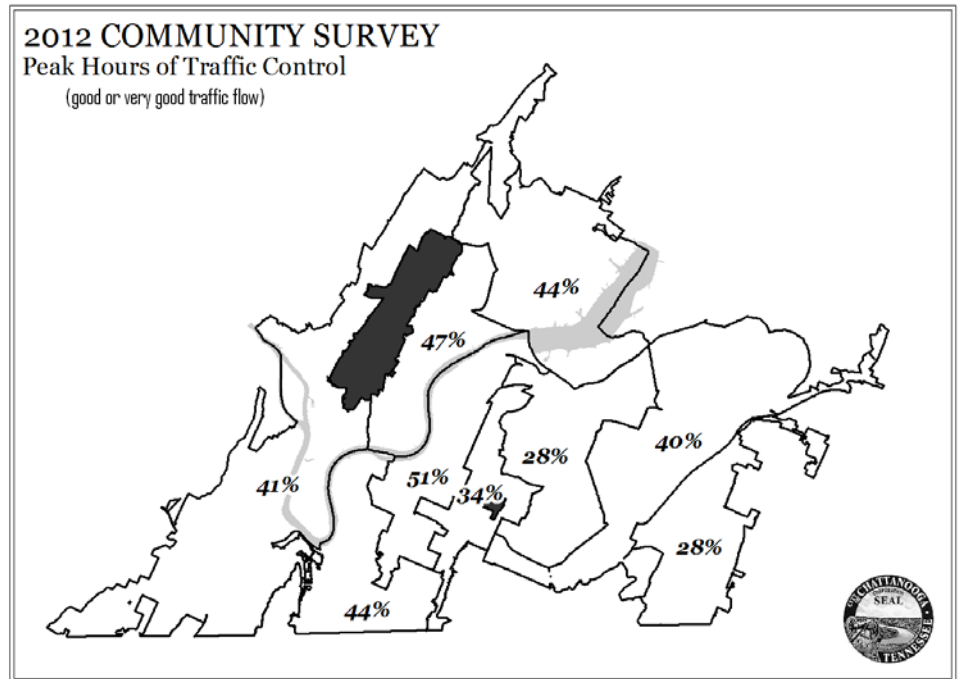
	2012
Smoothness of City streets	36%
Cleanliness of City streets	51%
Street lighting	62%

ANALYSIS

Overall satisfaction with Public Works services was positive. Satisfaction with sanitation services was higher than for water quality and waste management services. 87 percent of residents who had an opinion felt garbage pick-up was very good or good, 68 percent felt yard waste pick-up was very good or good, and 65 percent felt curbside recycling was very good or good.

Less than half of residents felt that storm drainage was very good or good, and approximately half of residents felt positively about the water quality of lakes and streams and the city's sewer system.

Residents rated traffic flow on major streets and thoroughfares during off-peak hours positively in 2012 (70 percent reported very good or good traffic flow). Satisfaction with traffic flow during ~~non~~-peak hours was significantly lower citywide – at 39 percent positive. Variation existed between Council Districts, with District 8 being most satisfied with traffic flow during peak hours – 51 percent – and Districts 4 and 5 reporting lowest satisfaction at 28 percent reporting very good or good traffic flow.



While the majority of City residents – 51 percent - rated the cleanliness of City streets favorably, residents rated the smoothness of City streets less favorably. 34 percent of residents indicated the smoothness was very good or good, while 35 percent rated it as bad or very bad.

In 2012, less than half of residents rated pedestrian and cyclist safety positively. While 40 percent of residents felt the safety of pedestrians was very good or good, 28 percent felt similarly about the safety of bicyclists. Citizens expressed particular concern for the safety of bicyclists with 35 percent rating cyclist safety as bad or very bad on City streets.

Parks and Recreation

OVERVIEW

In 2012, 87 percent of residents indicated they visited a City park, and 67 percent visited their neighborhood park within the past 12 months. Neighborhood parks were generally rated positively. The overwhelming majority of residents (85 percent) indicated they did not participate in Parks and Recreation activities within the past 12 months. Of those who did, the programs were rated highly.

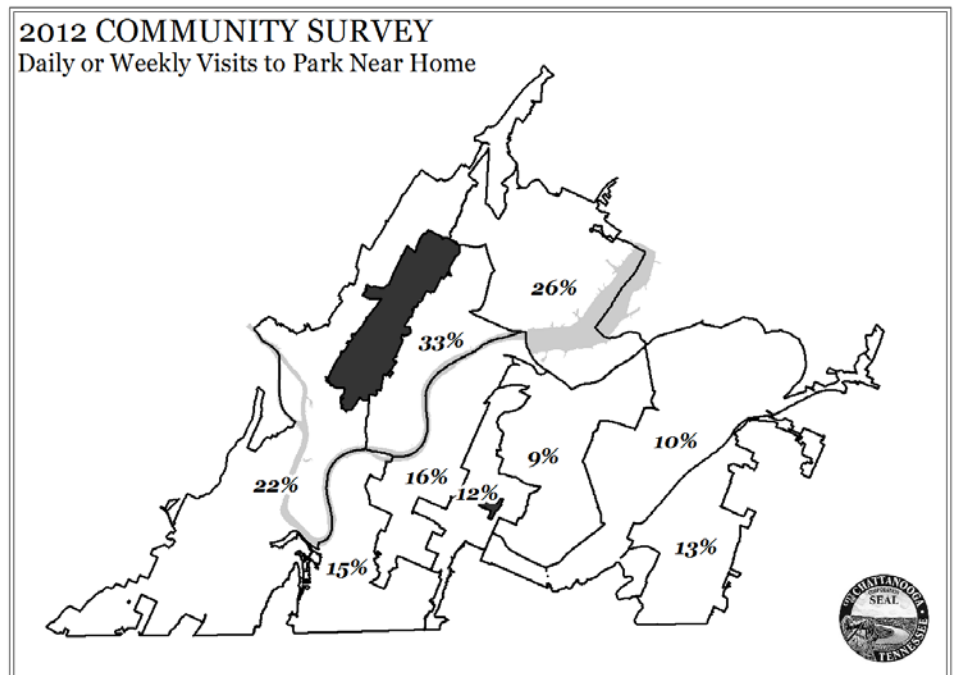
Use of Parks and Recreation services/facilities

(within past 12 months)

	2012
Participated in Parks and Recreation activity	15%
Visited any City park	87%
Visited your neighborhood park	67%

ANALYSIS

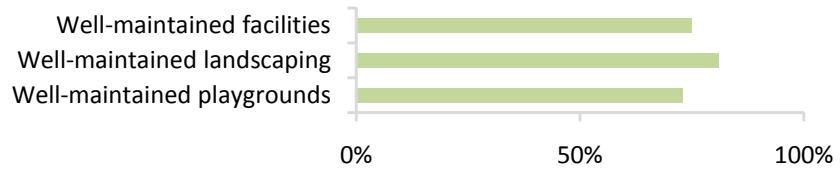
Citywide, 18 percent of residents reported visiting a City park, and 18 percent reported visiting their neighborhood park on a daily or weekly basis. Utilization of neighborhood parks varies significantly among the nine Council Districts. The highest rate of park visits – 33 percent - was reported by residents in City Council District 2; the lowest, at 9 percent, was reported by residents in City Council District 5. **Utilization corresponded with ratings of park quality in these areas.**



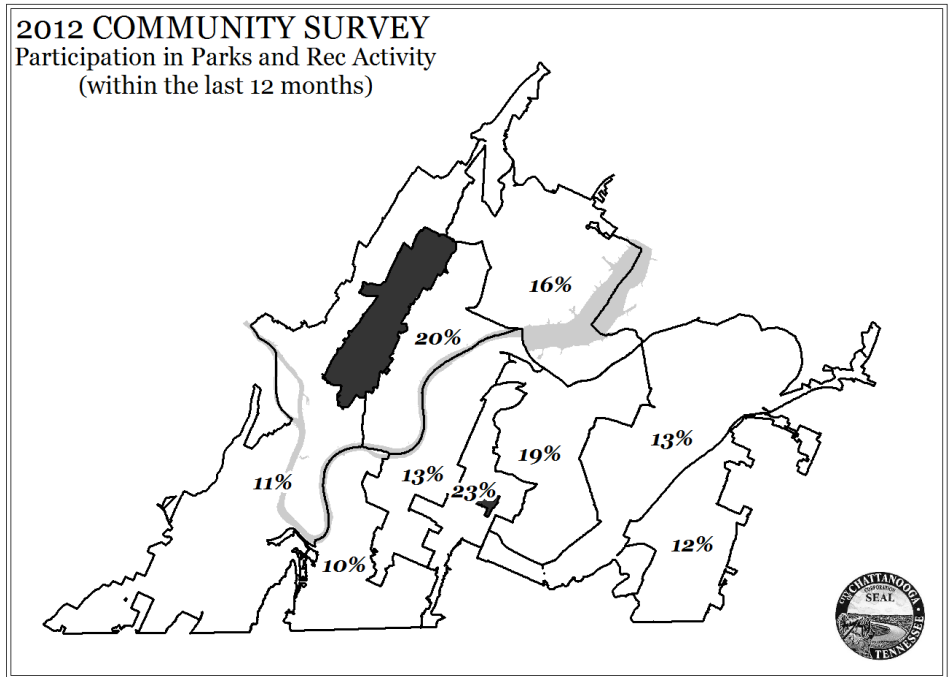
Of residents who registered an opinion, Chattanoogaans rated the quality of park grounds, facilities, and playgrounds near their homes favorably in 2012. 81 percent reported well-maintained landscaping, 75 percent reported well-maintained facilities, and 73 percent reported well-maintained playgrounds.

Resident ratings of neighborhood park qualities

(percent very good or good)



The overwhelming majority of residents (85 percent) indicated they did not participate in a Parks and Recreation activity within the past 12 months. Participation varied by City Council District, with highest participation in District 9 (23 percent) and the lowest participation in District 7 (10 percent). As a result of the low utilization, many indicated they did not know about the affordability, variety and quality of instruction of the City’s recreation programs, classes and events held at community centers, pools, or sports facilities. However, residents whose household participated in a Parks and Recreation activity had more positive feeling about the affordability, variety, and quality of instruction than those who did not participate. Of those who participated and expressed an opinion, 70 percent indicated affordability of programs as very good or good, 68 percent rated the variety as very good or good, and 63 percent rated the quality of instruction as very good or good.



Community Development

OVERVIEW

Overall satisfaction with community development was positive in 2012. Residents rated their city and neighborhood positively on livability and reported favorably on new commercial and residential developments in their neighborhoods. Business owners generally indicated Chattanooga is a good place to do business.

Resident ratings of livability

(percent very good or good)

	2012
City livability	87%
Neighborhood livability	80%

ANALYSIS

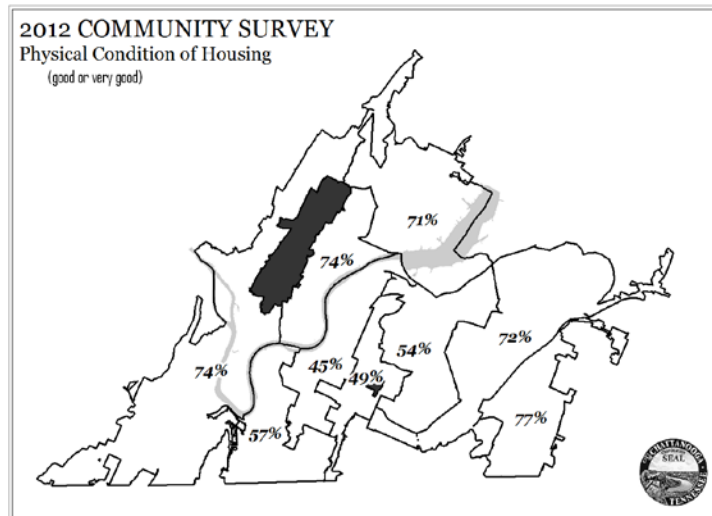
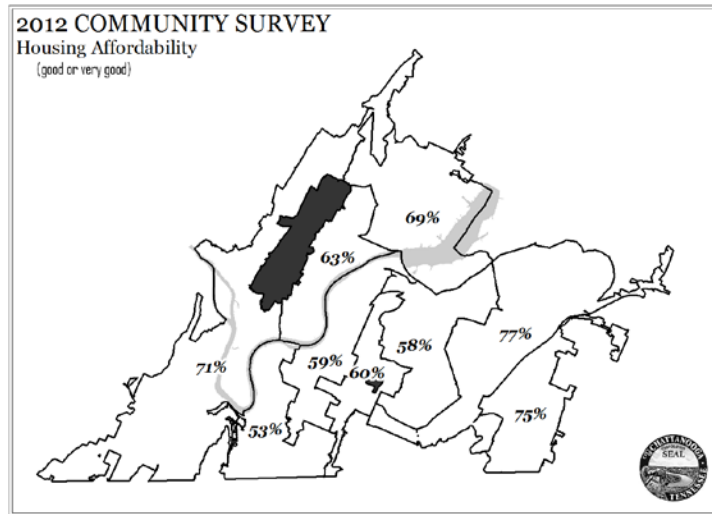
Citywide, 80 percent of residents felt positively about their city's livability with 87 percent feeling positively about their neighborhood's livability. Citywide, residents felt more positively about access to shopping and services (70 percent) and closeness of parks (61 percent) than their ability to walk to public transit (45 percent), availability of sidewalks (37 percent) or on-street parking (36 percent). Resident feelings about aspects of neighborhood livability varied by Council District:

Neighborhood livability factors

(percent very good or good)

Council District	Close to parks	Close to transit	Access to shopping	Sidewalk availability	On-street parking
1	59%	14%	58%	38%	24%
2	81%	61%	79%	40%	48%
3	81%	22%	83%	24%	19%
4	70%	27%	92%	35%	35%
5	50%	46%	65%	18%	36%
6	58%	41%	89%	28%	34%
7	60%	80%	60%	58%	36%
8	60%	74%	43%	63%	45%
9	41%	66%	48%	36%	38%

Residents rated housing affordability in their neighborhood positively in 2012 (67 percent). 66 percent of residents felt positively about the physical condition of housing in neighborhoods. Ratings of housing condition varied widely by Council District, with District 4 reporting the highest ratings – 77 percent positive – and Districts 8 and 9 reporting the lowest ratings at 45 and 49 percent, respectively.



In 2012, 29 percent of residents reported new commercial developments in their neighborhoods, and of those, 77 percent felt positively about the attractiveness of the development, and 57 percent indicated the additions were an improvement to their neighborhood as a place to live. Similarly, 27 percent of residents indicated a new residential development had occurred in their neighborhood within the past 12 months. Of those, 76 percent rated favorably the attractiveness of the development, and 59 percent favorably reported the development as an improvement to their neighborhood.

While 63 percent of residents were not involved in a community project or did not attend a public meeting in the last 12 months, the vast majority of residents rated the City's efforts at welcoming citizen involvement as positive (46 percent) or neutral (40 percent).

73 percent of residents who reported owning a business rated Chattanooga as a good or very good place to do business in 2012.

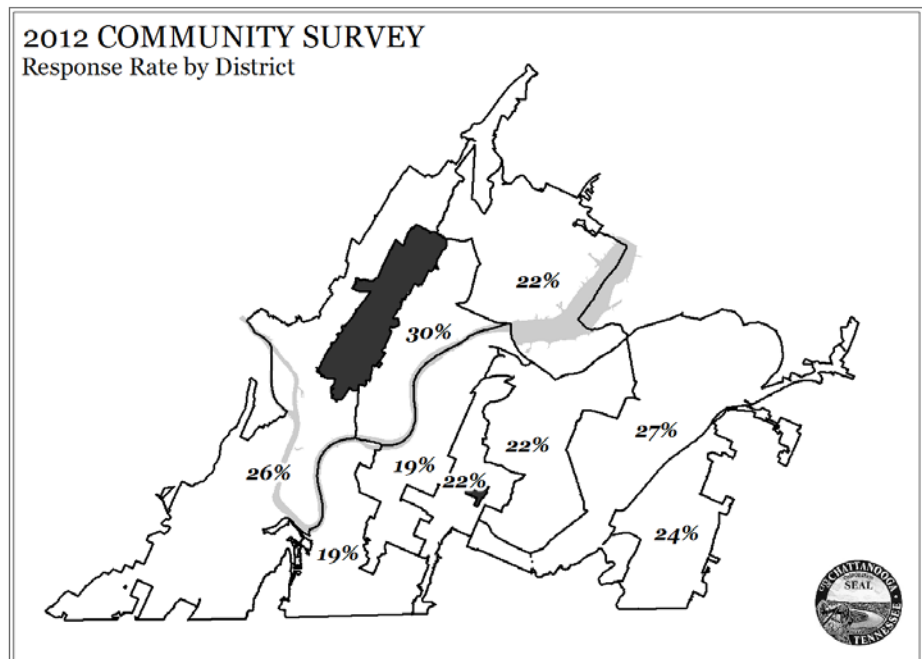
Survey Methodology

Internal Audit's Community Survey was conducted for the first time in June and July 2012. Questions on the survey request residents' views of satisfaction with services the City of Chattanooga provides. The results are intended to inform the public as well as to help City leaders better manage City services.

The survey was mailed to randomly-selected (city resident) addresses, with a letter from the Director of Internal Audit explaining the purpose of the survey and how to complete it. Survey responses are anonymous.

Response rate

In June 2012, we mailed 6,000 introductory postcards and surveys to households in each of the city's nine City Council Districts. One week after the survey was sent, we sent a reminder postcard. There were 698 introductory postcards returned to us as undeliverable (due to vacant addresses, etc.), leaving a total of 5,302 useable addresses for our response rate calculation. We received 1,257 completed surveys, resulting in a citywide response rate of 24 percent.



Survey reliability

The citywide survey accuracy, at the conventional 95 percent confidence level is ± 2.74 percent based on the 1,257 returns. Within each of the nine City Council Districts, the accuracy ranges from ± 6.8 to ± 13.84 percent.

Representativeness of respondents

We compared demographic information supplied by respondents to 2010 Census data in order to assess how closely our sample matched official census demographics. On a citywide level, our survey respondents are older and more educated than the population as a whole. We found that females are over-represented and minorities are under-represented among our respondents.

Survey analysis

In conducting this survey, we reviewed data by the City service areas of Public Safety, Public Works, Parks and Recreation, and Community Development. We are unable to provide historical context to the opinions expressed in this first year. In future years, we will report statistically significant changes in citizen perceptions of City services.

In the table of survey results, the number of total respondents to each question is shown in parentheses. Due to rounding, percentages may not add to 100, and City Council district totals may not add to the City total. Figures reported in the text of our report may differ from the table due to exclusion of "Don't Know" responses for certain questions.

Survey comments

The 2012 Community Survey was sent to a random sample of 6,000 city residents. To help keep respondent identities anonymous, Internal Audit designed the survey without a specific section for written comments. However, respondents wrote 78 comments on the survey form. The majority of these comments addressed perspectives on overall government and specific issues with Public Works' services.

Residents with comments, concerns, or complaints are encouraged to contact City of Chattanooga departments through 3-1-1. Alternatively, City department contact information can be found on the City of Chattanooga website: www.chattanooga.gov.

Audit standards

The 2012 Community Survey was conducted as a special project initiated by Internal Audit. This was not a performance audit conducted in accordance with generally accepted government auditing standards.

Supplemental Information

Detailed information follows including percentages for all responses by City Council District (page 13 through 26), City Council District map (page 27), and a copy of the survey form (page 28 through page 30).

2012 Community Survey Data

Number of total respondents by question are in parentheses.

		City Council District									
		1	2	3	4	5	6	7	8	9	City Total
1	Overall, how do you rate the quality of life in Chattanooga:										
	Chattanooga as a place to live										
	Very Good	51%	63%	55%	42%	23%	45%	33%	38%	31%	43%
	Good	36%	32%	35%	50%	58%	46%	44%	36%	52%	44%
	Neutral	10%	5%	10%	5%	13%	8%	16%	20%	13%	10%
	Bad	3%	0%	0%	1%	2%	1%	4%	4%	1%	2%
	Very Bad	1%	0%	0%	1%	3%	0%	2%	1%	0%	1%
	Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		(178)	(167)	(49)	(166)	(142)	(200)	(111)	(90)	(134)	(1,237)
	Your neighborhood as a place to live										
	Very Good	51%	63%	35%	44%	15%	38%	25%	21%	18%	37%
	Good	39%	34%	58%	47%	53%	46%	38%	35%	45%	43%
	Neutral	9%	4%	4%	7%	22%	12%	25%	20%	20%	13%
	Bad	1%	0%	2%	1%	8%	3%	9%	16%	16%	5%
	Very Bad	1%	0%	0%	1%	1%	1%	3%	7%	2%	1%
	Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		(179)	(166)	(48)	(165)	(136)	(197)	(110)	(89)	(132)	(1,222)
	Chattanooga as a place to work										
	Very Good	28%	33%	21%	25%	11%	20%	15%	22%	16%	22%
	Good	47%	43%	57%	43%	50%	52%	44%	36%	44%	46%
	Neutral	13%	17%	19%	21%	24%	19%	28%	26%	29%	21%
	Bad	4%	3%	0%	4%	8%	6%	9%	10%	8%	6%
	Very Bad	3%	1%	0%	2%	3%	1%	0%	3%	1%	2%
	Don't Know	4%	2%	2%	5%	3%	3%	4%	3%	2%	3%
		(178)	(164)	(47)	(163)	(131)	(196)	(109)	(90)	(129)	(1,207)
	Chattanooga as a place to raise children										
	Very Good	34%	43%	34%	25%	16%	29%	21%	17%	19%	27%
	Good	37%	28%	43%	39%	47%	42%	35%	33%	42%	38%
	Neutral	15%	15%	15%	18%	19%	19%	22%	28%	25%	19%
	Bad	3%	5%	2%	6%	8%	5%	9%	9%	7%	6%
	Very Bad	2%	0%	0%	2%	4%	1%	1%	4%	1%	2%
	Don't Know	8%	10%	6%	10%	6%	6%	13%	9%	6%	8%
		(175)	(167)	(47)	(163)	(135)	(197)	(110)	(89)	(130)	(1,213)
	Chattanooga as a place to retire										
	Very Good	35%	38%	31%	30%	15%	33%	19%	21%	17%	28%
	Good	34%	31%	44%	33%	46%	35%	37%	32%	41%	36%
	Neutral	16%	14%	15%	26%	24%	21%	24%	26%	29%	22%
	Bad	3%	2%	0%	4%	4%	6%	5%	7%	6%	4%
	Very Bad	3%	1%	0%	2%	4%	0%	2%	3%	1%	2%
	Don't Know	9%	14%	10%	6%	8%	5%	14%	11%	6%	9%
		(176)	(167)	(48)	(162)	(136)	(196)	(110)	(90)	(130)	(1,215)

City Council District

	1	2	3	4	5	6	7	8	9	City Total
2 How safe would you feel walking alone during the day :										
- In your neighborhood?										
Very Safe	63%	67%	48%	60%	18%	39%	23%	24%	16%	42%
Safe	28%	27%	42%	29%	49%	49%	52%	37%	50%	40%
Neutral	4%	4%	8%	6%	13%	6%	10%	17%	17%	9%
Unsafe	2%	1%	2%	4%	15%	4%	7%	18%	12%	7%
Very Unsafe	2%	1%	0%	2%	3%	1%	7%	3%	4%	2%
Don't Know	1%	1%	0%	0%	1%	0%	1%	1%	1%	1%
	(178)	(168)	(50)	(168)	(142)	(202)	(111)	(89)	(138)	(1,246)
- In the park closest to you?										
Very Safe	32%	38%	18%	35%	8%	19%	16%	17%	8%	23%
Safe	43%	41%	45%	33%	40%	44%	42%	39%	37%	40%
Neutral	11%	10%	20%	16%	22%	20%	20%	22%	28%	18%
Unsafe	8%	7%	14%	10%	19%	7%	10%	13%	16%	11%
Very Unsafe	2%	1%	0%	1%	4%	1%	6%	6%	3%	2%
Don't Know	5%	4%	2%	5%	7%	8%	6%	3%	8%	6%
	(176)	(167)	(49)	(165)	(137)	(194)	(108)	(90)	(130)	(1,216)
- Downtown?										
Very Safe	23%	23%	13%	15%	12%	15%	19%	24%	19%	18%
Safe	36%	44%	65%	30%	42%	41%	47%	44%	46%	42%
Neutral	18%	19%	10%	24%	24%	14%	12%	18%	16%	18%
Unsafe	12%	8%	8%	18%	10%	17%	13%	7%	13%	12%
Very Unsafe	8%	4%	2%	7%	8%	6%	3%	3%	2%	5%
Don't Know	2%	3%	2%	7%	4%	7%	6%	3%	5%	5%
	(179)	(167)	(48)	(164)	(136)	(197)	(110)	(87)	(131)	(1,219)
3 How safe would you feel walking alone at night :										
- In your neighborhood?										
Very Safe	39%	31%	18%	32%	7%	18%	7%	7%	6%	20%
Safe	35%	49%	40%	42%	25%	39%	24%	22%	17%	34%
Neutral	11%	9%	14%	11%	22%	17%	22%	15%	25%	16%
Unsafe	10%	7%	22%	13%	27%	19%	23%	24%	33%	18%
Very Unsafe	4%	3%	2%	4%	18%	5%	22%	29%	15%	10%
Don't Know	1%	1%	4%	0%	1%	1%	3%	3%	4%	2%
	(178)	(169)	(50)	(168)	(142)	(201)	(111)	(89)	(139)	(1,247)
- In the park closest to you?										
Very Safe	8%	8%	4%	6%	3%	6%	5%	6%	2%	5%
Safe	29%	27%	16%	28%	10%	20%	13%	13%	12%	20%
Neutral	26%	27%	27%	23%	23%	22%	29%	21%	23%	24%
Unsafe	24%	26%	35%	27%	32%	31%	26%	31%	35%	29%
Very Unsafe	8%	7%	8%	7%	27%	10%	21%	24%	20%	14%
Don't Know	6%	5%	10%	10%	5%	11%	5%	4%	8%	7%
	(176)	(168)	(49)	(163)	(137)	(194)	(110)	(89)	(133)	(1,219)
- Downtown?										
Very Safe	5%	5%	4%	1%	3%	2%	7%	8%	7%	4%
Safe	20%	18%	19%	12%	21%	21%	24%	33%	23%	21%
Neutral	24%	29%	31%	29%	28%	20%	20%	20%	28%	25%
Unsafe	27%	29%	31%	28%	24%	30%	24%	19%	27%	27%
Very Unsafe	21%	17%	8%	22%	19%	20%	17%	16%	9%	18%
Don't Know	3%	2%	6%	9%	4%	6%	7%	4%	6%	5%
	(177)	(168)	(48)	(164)	(137)	(197)	(111)	(90)	(133)	(1,225)

		City Council District									City Total
		1	2	3	4	5	6	7	8	9	
4	Did anyone break into, or burglarize, your home during the last 12 months?										
	Yes	7%	10%	4%	5%	9%	5%	13%	14%	11%	8%
	No	93%	90%	96%	95%	91%	95%	88%	86%	89%	92%
		(180)	(168)	(49)	(168)	(142)	(202)	(112)	(91)	(138)	(1,250)
	If yes, was it reported to the police?										
	Yes	67%	82%	100%	88%	100%	90%	92%	77%	93%	86%
No	33%	18%	0%	13%	0%	10%	8%	23%	7%	14%	
	(12)	(11)	(2)	(8)	(11)	(10)	(13)	(13)	(14)	(94)	
5	Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?										
	Yes	8%	16%	0%	7%	14%	12%	19%	16%	20%	13%
	No	92%	84%	100%	93%	86%	89%	81%	84%	80%	87%
		(177)	(166)	(48)	(165)	(140)	(200)	(108)	(89)	(134)	(1,227)
	If yes, was it reported to the police?										
	Yes	54%	38%	0%	44%	71%	57%	50%	79%	68%	57%
No	46%	63%	0%	56%	29%	43%	50%	21%	32%	43%	
	(13)	(24)	(0)	(9)	(17)	(21)	(18)	(14)	(25)	(141)	
6	Did you call 9-1-1 for an emergency during the last 12 months?										
	Yes	13%	15%	13%	17%	24%	17%	31%	27%	27%	20%
	No	87%	85%	87%	83%	76%	83%	69%	73%	73%	80%
		(175)	(165)	(47)	(168)	(136)	(192)	(105)	(90)	(135)	(1,213)
	If yes, how do you rate the services you received on the the phone from the 9-1-1 calltaker?										
	Very Good	45%	43%	83%	73%	29%	44%	34%	43%	33%	43%
	Good	36%	38%	17%	19%	55%	38%	47%	35%	36%	38%
	Neutral	9%	14%	0%	4%	16%	13%	9%	17%	24%	13%
	Bad	9%	5%	0%	0%	0%	3%	6%	4%	0%	3%
	Very Bad	0%	0%	0%	4%	0%	3%	3%	0%	6%	2%
		(22)	(21)	(6)	(26)	(31)	(32)	(32)	(23)	(33)	(226)
7	How do you rate police services on the following:										
	- Overall quality of services?										
	Very Good	17%	20%	10%	19%	17%	19%	14%	13%	14%	17%
	Good	41%	43%	50%	40%	50%	58%	48%	49%	49%	47%
	Neutral	21%	21%	18%	22%	20%	14%	23%	22%	22%	20%
	Bad	5%	4%	0%	2%	4%	1%	5%	9%	5%	4%
	Very Bad	1%	0%	0%	2%	1%	2%	3%	3%	2%	1%
	Don't Know	16%	12%	22%	16%	7%	7%	8%	3%	9%	11%
		(175)	(168)	(50)	(166)	(137)	(196)	(105)	(90)	(133)	(1,220)
	- Conduct of police officers?										
	Very Good	19%	19%	12%	20%	13%	20%	21%	19%	15%	18%
	Good	35%	39%	45%	36%	44%	46%	42%	37%	43%	40%
	Neutral	20%	23%	18%	24%	25%	19%	15%	24%	25%	22%
	Bad	4%	4%	2%	4%	4%	4%	7%	13%	6%	5%
	Very Bad	4%	0%	0%	1%	4%	0%	6%	2%	1%	2%
	Don't Know	18%	15%	22%	15%	9%	11%	9%	4%	10%	12%
		(175)	(168)	(49)	(166)	(135)	(196)	(104)	(90)	(134)	(1,217)

		City Council District									City Total
		1	2	3	4	5	6	7	8	9	
- Speed of emergency police response?											
	Very Good	16%	10%	10%	13%	14%	15%	19%	10%	11%	14%
	Good	23%	24%	24%	20%	39%	39%	36%	40%	38%	31%
	Neutral	22%	28%	27%	27%	25%	16%	21%	23%	26%	24%
	Bad	3%	2%	4%	4%	4%	3%	6%	4%	4%	4%
	Very Bad	4%	1%	2%	1%	2%	2%	5%	7%	5%	3%
	Don't Know	31%	34%	33%	35%	16%	24%	13%	16%	17%	25%
		(171)	(166)	(49)	(164)	(135)	(196)	(107)	(90)	(133)	(1,211)
8	Did you use fire or emergency medical services during the last 12 months?										
	Yes	11%	13%	16%	11%	17%	13%	14%	18%	10%	13%
	No	89%	87%	84%	89%	83%	87%	86%	82%	90%	87%
		(179)	(165)	(50)	(167)	(139)	(197)	(112)	(89)	(136)	(1,234)
If yes, how do you rate the services you received on the following:											
- Overall quality of services?											
	Very Good	37%	79%	86%	63%	47%	59%	58%	36%	45%	55%
	Good	42%	16%	14%	19%	42%	32%	42%	57%	18%	32%
	Neutral	0%	0%	0%	6%	11%	9%	0%	7%	36%	7%
	Bad	16%	0%	0%	6%	0%	0%	0%	0%	0%	3%
	Very Bad	5%	5%	0%	6%	0%	0%	0%	0%	0%	2%
	Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		(19)	(19)	(7)	(16)	(19)	(22)	(12)	(14)	(11)	(139)
- Speed of emergency response?											
	Very Good	44%	79%	71%	69%	47%	64%	67%	29%	30%	56%
	Good	28%	21%	29%	13%	42%	32%	33%	57%	20%	31%
	Neutral	11%	0%	0%	6%	11%	0%	0%	7%	20%	6%
	Bad	11%	0%	0%	6%	0%	5%	0%	0%	30%	5%
	Very Bad	6%	0%	0%	6%	0%	0%	0%	0%	0%	1%
	Don't Know	0%	0%	0%	0%	0%	0%	0%	7%	0%	1%
		(18)	(19)	(7)	(16)	(19)	(22)	(12)	(14)	(10)	(137)
9	How do you rate your satisfaction with the following City services:										
Garbage Pick-up?											
	Very Satisfied	54%	64%	69%	62%	60%	53%	55%	52%	63%	59%
	Somewhat Satisfied	29%	24%	13%	23%	27%	30%	27%	29%	27%	26%
	Neutral	4%	3%	4%	5%	5%	7%	4%	11%	5%	5%
	Somewhat Dissatisfied	3%	5%	2%	7%	4%	3%	5%	6%	2%	4%
	Very Dissatisfied	1%	2%	0%	1%	2%	1%	3%	1%	2%	2%
	Don't Know	9%	2%	13%	2%	2%	5%	5%	1%	1%	4%
		(179)	(168)	(48)	(168)	(141)	(201)	(112)	(90)	(139)	(1,246)
Yard-waste Pick-up?											
	Very Satisfied	31%	32%	40%	32%	31%	36%	32%	35%	35%	33%
	Somewhat Satisfied	23%	25%	17%	25%	28%	28%	21%	29%	27%	25%
	Neutral	14%	14%	15%	14%	11%	13%	17%	14%	10%	14%
	Somewhat Dissatisfied	7%	10%	9%	7%	15%	8%	10%	10%	10%	9%
	Very Dissatisfied	2%	7%	2%	5%	6%	3%	7%	4%	6%	5%
	Don't Know	22%	11%	17%	17%	8%	12%	13%	8%	12%	14%
		(175)	(166)	(47)	(166)	(140)	(199)	(110)	(91)	(133)	(1,227)

	City Council District									City Total
	1	2	3	4	5	6	7	8	9	
Curbside Recycling?										
Very Satisfied	32%	41%	45%	41%	30%	37%	37%	28%	32%	36%
Somewhat Satisfied	19%	18%	9%	13%	13%	15%	12%	19%	14%	15%
Neutral	11%	10%	11%	19%	23%	21%	20%	21%	14%	17%
Somewhat Dissatisfied	7%	6%	9%	4%	5%	4%	5%	7%	8%	6%
Very Dissatisfied	2%	10%	2%	5%	6%	3%	2%	4%	5%	5%
Don't Know	29%	15%	26%	19%	23%	22%	24%	20%	27%	22%
	(175)	(165)	(47)	(164)	(137)	(199)	(108)	(89)	(133)	(1,217)
Water Quality of Lakes and Streams?										
Very Satisfied	18%	15%	23%	14%	11%	18%	10%	13%	11%	15%
Somewhat Satisfied	32%	31%	27%	23%	22%	32%	26%	27%	24%	28%
Neutral	14%	16%	21%	21%	28%	23%	20%	24%	23%	21%
Somewhat Dissatisfied	11%	20%	6%	16%	12%	5%	8%	8%	9%	11%
Very Dissatisfied	7%	5%	8%	5%	7%	4%	8%	6%	8%	6%
Don't Know	16%	14%	15%	21%	20%	17%	27%	23%	24%	19%
	(176)	(166)	(48)	(164)	(138)	(201)	(106)	(88)	(131)	(1,218)
Storm Drainage?										
Very Satisfied	21%	16%	30%	15%	12%	22%	17%	11%	12%	17%
Somewhat Satisfied	30%	24%	19%	23%	28%	25%	26%	30%	23%	26%
Neutral	15%	20%	28%	28%	26%	22%	18%	20%	23%	22%
Somewhat Dissatisfied	12%	16%	4%	11%	18%	12%	16%	9%	15%	13%
Very Dissatisfied	10%	10%	4%	13%	9%	7%	9%	13%	8%	10%
Don't Know	11%	14%	15%	10%	7%	11%	15%	16%	18%	12%
	(178)	(168)	(47)	(166)	(137)	(201)	(109)	(89)	(132)	(1,227)
Sewers?										
Very Satisfied	25%	18%	35%	24%	17%	23%	20%	15%	17%	21%
Somewhat Satisfied	28%	22%	15%	25%	27%	27%	24%	31%	23%	25%
Neutral	19%	25%	31%	30%	29%	23%	18%	20%	23%	24%
Somewhat Dissatisfied	9%	13%	4%	5%	13%	6%	12%	9%	8%	9%
Very Dissatisfied	8%	8%	2%	5%	4%	8%	9%	12%	10%	8%
Don't Know	11%	15%	13%	10%	9%	13%	17%	12%	18%	13%
	(177)	(167)	(48)	(165)	(138)	(199)	(108)	(89)	(134)	(1,225)
10 In the past 12 months, how many times did you:										
- Visit any city park?										
Daily	2%	5%	2%	1%	1%	2%	4%	1%	0%	2%
Weekly	18%	29%	26%	13%	8%	9%	13%	16%	15%	16%
Monthly	17%	18%	20%	16%	10%	14%	19%	20%	13%	16%
A Few Times	43%	33%	40%	49%	51%	47%	40%	42%	43%	44%
Never	20%	15%	10%	20%	28%	29%	23%	21%	28%	22%
Don't Know	1%	0%	2%	1%	2%	1%	2%	0%	1%	1%
	(181)	(167)	(50)	(166)	(143)	(200)	(112)	(90)	(136)	(1,245)
- Visit a city park near your home?										
Daily	2%	6%	4%	1%	2%	2%	3%	2%	1%	3%
Weekly	20%	27%	22%	12%	7%	8%	12%	14%	11%	15%
Monthly	9%	18%	14%	16%	7%	9%	12%	16%	11%	12%
A Few Times	41%	29%	39%	46%	40%	36%	38%	41%	37%	38%
Never	26%	19%	16%	22%	41%	42%	34%	26%	39%	31%
Don't Know	2%	1%	4%	3%	2%	3%	2%	1%	2%	2%
	(175)	(168)	(49)	(163)	(136)	(197)	(109)	(90)	(131)	(1,218)

City Council District

	1	2	3	4	5	6	7	8	9	City Total
11 How do you rate the quality of the parks near your home in the the following categories:										
- Well-maintained landscaping?										
Very Good	35%	45%	24%	33%	16%	21%	23%	26%	14%	27%
Good	42%	41%	57%	38%	48%	43%	41%	42%	41%	42%
Neutral	11%	4%	4%	12%	20%	17%	16%	21%	20%	14%
Bad	1%	1%	0%	0%	1%	2%	5%	3%	5%	2%
Very Bad	1%	0%	0%	1%	2%	0%	5%	0%	1%	1%
Don't Know	10%	9%	14%	16%	13%	17%	11%	8%	20%	13%
	(172)	(164)	(49)	(165)	(140)	(192)	(111)	(91)	(133)	(1,217)
- Well-maintained facilities?										
Very Good	31%	38%	24%	31%	12%	17%	17%	17%	11%	23%
Good	39%	41%	50%	34%	39%	40%	39%	43%	38%	40%
Neutral	14%	7%	10%	13%	26%	18%	24%	22%	23%	17%
Bad	1%	2%	0%	1%	1%	2%	5%	5%	6%	3%
Very Bad	2%	0%	0%	1%	2%	1%	3%	0%	2%	1%
Don't Know	13%	11%	16%	20%	19%	22%	13%	14%	20%	17%
	(170)	(164)	(50)	(163)	(140)	(192)	(108)	(87)	(131)	(1,205)
- Well-maintained playgrounds?										
Very Good	28%	33%	20%	31%	11%	16%	21%	16%	12%	22%
Good	36%	33%	39%	29%	43%	36%	34%	42%	33%	36%
Neutral	14%	10%	14%	13%	21%	20%	23%	22%	25%	18%
Bad	1%	1%	0%	1%	1%	2%	4%	2%	5%	2%
Very Bad	1%	1%	0%	1%	3%	2%	3%	0%	2%	1%
Don't Know	20%	22%	27%	25%	21%	25%	16%	18%	24%	22%
	(173)	(166)	(49)	(163)	(140)	(191)	(109)	(90)	(131)	(1,212)
12 In the past 12 months, did anyone in your household participate in a Chattanooga Parks and Recreation activity?										
Yes	11%	20%	16%	12%	19%	13%	10%	13%	23%	15%
No	89%	80%	84%	88%	81%	87%	90%	88%	77%	85%
	(175)	(159)	(49)	(162)	(135)	(195)	(106)	(88)	(125)	(1,194)
13 How satisfied are you with the City's recreation programs, classes and events held at community centers, pools, or sports facilities:										
- Affordability?										
Very Satisfied	7%	6%	2%	6%	8%	4%	8%	11%	10%	7%
Satisfied	14%	18%	21%	12%	25%	17%	17%	19%	18%	17%
Neutral	16%	16%	17%	19%	22%	18%	21%	24%	19%	19%
Somewhat Dissatisfied	1%	1%	0%	1%	6%	2%	3%	1%	5%	2%
Very Dissatisfied	3%	0%	0%	2%	3%	2%	2%	3%	1%	2%
Don't Know	59%	60%	60%	60%	37%	57%	50%	42%	48%	53%
	(176)	(159)	(48)	(161)	(138)	(195)	(102)	(89)	(132)	(1,200)
- Variety?										
Very Satisfied	5%	6%	0%	6%	7%	3%	4%	7%	7%	5%
Satisfied	15%	13%	24%	11%	23%	14%	19%	21%	23%	17%
Neutral	15%	18%	16%	20%	27%	23%	26%	20%	20%	21%
Somewhat Dissatisfied	3%	3%	0%	3%	6%	1%	1%	6%	3%	3%
Very Dissatisfied	2%	1%	0%	2%	2%	1%	0%	1%	1%	1%
Don't Know	60%	59%	60%	59%	36%	58%	50%	45%	47%	53%
	(176)	(159)	(45)	(160)	(135)	(195)	(98)	(85)	(128)	(1,181)

City Council District

	1	2	3	4	5	6	7	8	9	City Total
- Quality of instruction, coaching, leadership, etc?										
Very Satisfied	6%	5%	2%	6%	7%	3%	5%	7%	8%	5%
Satisfied	11%	13%	20%	9%	20%	11%	12%	18%	18%	14%
Neutral	20%	19%	16%	22%	27%	24%	28%	24%	19%	22%
Somewhat Dissatisfied	1%	3%	0%	1%	5%	1%	1%	6%	2%	2%
Very Dissatisfied	1%	0%	0%	1%	2%	1%	0%	2%	1%	1%
Don't Know	62%	60%	62%	61%	39%	62%	54%	44%	52%	56%
	(175)	(159)	(45)	(160)	(134)	(195)	(100)	(89)	(127)	(1,184)
14 How do you rate traffic flow (congestion) on major streets and thoroughfares, excluding freeways:										
- During peak hours, that is 7-9am and 3:30-6pm?										
Very Good	5%	9%	4%	3%	1%	2%	4%	4%	3%	4%
Good	36%	38%	41%	25%	27%	38%	40%	47%	31%	35%
Neutral	26%	23%	24%	22%	27%	18%	25%	21%	30%	24%
Bad	21%	21%	24%	29%	29%	28%	17%	16%	25%	24%
Very Bad	8%	4%	6%	18%	12%	13%	9%	11%	7%	10%
Don't Know	3%	5%	0%	3%	4%	3%	5%	1%	5%	3%
	(178)	(166)	(49)	(168)	(138)	(200)	(110)	(90)	(134)	(1,233)
- During off-peak traffic hours?										
Very Good	25%	38%	22%	17%	14%	23%	19%	22%	18%	22%
Good	48%	40%	58%	51%	51%	51%	46%	47%	42%	48%
Neutral	16%	14%	16%	18%	22%	12%	24%	22%	25%	18%
Bad	7%	4%	4%	8%	6%	12%	5%	5%	8%	7%
Very Bad	1%	1%	0%	3%	4%	1%	2%	2%	2%	2%
Don't Know	2%	3%	0%	2%	3%	2%	5%	3%	5%	3%
	(176)	(164)	(50)	(168)	(139)	(200)	(106)	(88)	(130)	(1,221)
15 How do you rate City streets on:										
- Smoothness?										
Very Good	4%	4%	2%	2%	3%	2%	4%	1%	2%	3%
Good	36%	40%	37%	26%	21%	36%	25%	32%	24%	31%
Neutral	22%	22%	29%	19%	21%	20%	17%	27%	19%	21%
Bad	27%	23%	27%	36%	42%	30%	39%	28%	33%	32%
Very Bad	10%	10%	6%	16%	13%	14%	17%	12%	19%	13%
Don't Know	1%	2%	0%	1%	0%	0%	0%	0%	2%	1%
	(178)	(168)	(49)	(164)	(140)	(200)	(109)	(90)	(135)	(1,233)
- Cleanliness?										
Very Good	7%	10%	6%	4%	4%	5%	4%	2%	4%	5%
Good	50%	49%	63%	48%	40%	57%	39%	35%	32%	46%
Neutral	28%	23%	20%	25%	30%	25%	36%	38%	28%	28%
Bad	10%	12%	10%	18%	18%	9%	14%	16%	26%	15%
Very Bad	5%	5%	0%	2%	6%	3%	7%	8%	8%	5%
Don't Know	1%	1%	0%	2%	0%	0%	1%	1%	1%	1%
	(177)	(168)	(49)	(165)	(141)	(201)	(106)	(88)	(134)	(1,229)
- Speeding vehicles?										
Very Good	3%	4%	2%	4%	1%	1%	1%	1%	1%	2%
Good	27%	25%	35%	23%	24%	27%	25%	23%	23%	25%
Neutral	30%	27%	31%	26%	23%	28%	25%	31%	36%	28%
Bad	24%	30%	27%	35%	32%	31%	34%	22%	27%	30%
Very Bad	12%	10%	2%	10%	19%	11%	11%	20%	11%	12%
Don't Know	3%	4%	4%	2%	1%	1%	3%	3%	2%	2%
	(174)	(168)	(49)	(164)	(142)	(202)	(106)	(91)	(133)	(1,229)

City Council District

	1	2	3	4	5	6	7	8	9	City Total
- Safety of pedestrians?										
Very Good	7%	7%	2%	5%	1%	3%	3%	5%	1%	4%
Good	39%	36%	37%	31%	35%	40%	32%	33%	35%	36%
Neutral	28%	27%	31%	28%	30%	33%	36%	32%	35%	31%
Bad	16%	18%	20%	24%	18%	14%	20%	18%	18%	18%
Very Bad	7%	10%	4%	6%	13%	5%	7%	12%	8%	8%
Don't Know	2%	4%	6%	5%	1%	4%	4%	0%	3%	3%
	(176)	(168)	(49)	(164)	(141)	(202)	(107)	(91)	(132)	(1,230)
- Safety of bicyclists?										
Very Good	5%	2%	2%	2%	4%	2%	5%	3%	1%	3%
Good	24%	22%	28%	19%	30%	29%	23%	27%	22%	25%
Neutral	31%	24%	23%	30%	24%	32%	31%	33%	33%	30%
Bad	21%	29%	28%	23%	20%	20%	24%	14%	26%	23%
Very Bad	10%	15%	2%	13%	16%	10%	9%	14%	13%	12%
Don't Know	8%	7%	17%	12%	6%	7%	7%	8%	5%	8%
	(178)	(169)	(47)	(164)	(141)	(202)	(107)	(90)	(131)	(1,229)
16 Has a new commercial development been completed in or near your neighborhood in the last 12 months?										
Yes	28%	21%	13%	47%	32%	35%	17%	26%	21%	29%
No	72%	79%	88%	53%	68%	65%	83%	74%	79%	71%
	(173)	(166)	(48)	(166)	(139)	(199)	(110)	(86)	(130)	(1,217)
If yes, how do you rate it on the following:										
- Attractiveness?										
Very Good	33%	18%	0%	22%	24%	33%	21%	36%	38%	27%
Good	50%	53%	100%	46%	52%	44%	74%	45%	50%	50%
Neutral	13%	18%	0%	18%	21%	14%	5%	9%	12%	15%
Bad	2%	9%	0%	8%	2%	6%	0%	0%	0%	4%
Very Bad	2%	3%	0%	4%	0%	1%	0%	5%	0%	2%
Don't Know	0%	0%	0%	1%	0%	1%	0%	5%	0%	1%
	(48)	(34)	(5)	(76)	(42)	(70)	(19)	(22)	(26)	(342)
- Improvement to your neighborhood as a place to live?										
Very Good	35%	15%	0%	14%	17%	20%	21%	43%	28%	21%
Good	39%	44%	33%	30%	29%	30%	58%	38%	40%	36%
Neutral	15%	26%	50%	39%	39%	23%	11%	10%	20%	27%
Bad	7%	9%	17%	12%	7%	11%	0%	0%	0%	8%
Very Bad	4%	3%	0%	4%	5%	11%	11%	5%	4%	6%
Don't Know	0%	3%	0%	1%	2%	6%	0%	5%	8%	3%
	(46)	(34)	(6)	(74)	(41)	(66)	(19)	(21)	(25)	(332)
17 Has a new residential development been completed in or near your neighborhood in the last 12 months?										
Yes	39%	36%	10%	47%	13%	15%	26%	24%	19%	27%
No	61%	64%	90%	53%	87%	85%	74%	76%	81%	73%
	(171)	(165)	(50)	(166)	(138)	(198)	(108)	(88)	(127)	(1,211)

		City Council District									City Total
		1	2	3	4	5	6	7	8	9	
If yes, how do you rate it on the following:											
- Attractiveness?											
Very Good		36%	35%	40%	26%	39%	28%	39%	57%	50%	36%
Good		44%	28%	40%	44%	50%	45%	43%	33%	29%	40%
Neutral		12%	14%	20%	19%	11%	24%	14%	5%	17%	15%
Bad		5%	9%	0%	5%	0%	3%	4%	0%	0%	4%
Very Bad		0%	11%	0%	3%	0%	0%	0%	5%	4%	3%
Don't Know		3%	4%	0%	4%	0%	0%	0%	0%	0%	2%
		(66)	(57)	(5)	(78)	(18)	(29)	(28)	(21)	(24)	(326)
- Improvement to your neighborhood as a place to live?											
Very Good		35%	31%	25%	18%	39%	17%	37%	60%	39%	31%
Good		31%	21%	25%	30%	39%	28%	33%	20%	22%	28%
Neutral		22%	17%	25%	27%	22%	41%	19%	15%	13%	23%
Bad		8%	14%	25%	13%	0%	10%	4%	0%	9%	9%
Very Bad		3%	12%	0%	6%	0%	3%	7%	5%	0%	6%
Don't Know		2%	5%	0%	5%	0%	0%	0%	0%	17%	4%
		(65)	(58)	(4)	(77)	(18)	(29)	(27)	(20)	(23)	(321)
18	How do you rate your neighborhood on:										
- Housing affordability?											
Very Good		21%	19%	16%	20%	13%	17%	9%	15%	15%	17%
Good		51%	44%	53%	55%	45%	60%	44%	44%	45%	50%
Neutral		15%	19%	22%	13%	29%	12%	26%	27%	23%	19%
Bad		8%	11%	6%	4%	6%	6%	8%	9%	8%	7%
Very Bad		1%	2%	0%	2%	2%	3%	4%	2%	3%	2%
Don't Know		4%	5%	2%	6%	5%	3%	8%	3%	6%	5%
		(178)	(166)	(49)	(163)	(141)	(198)	(106)	(89)	(131)	(1,221)
- Physical condition of housing?											
Very Good		25%	16%	22%	27%	8%	16%	12%	12%	8%	17%
Good		49%	58%	49%	50%	46%	56%	45%	33%	41%	49%
Neutral		19%	17%	20%	13%	29%	20%	26%	26%	22%	21%
Bad		3%	5%	8%	5%	13%	7%	12%	20%	18%	9%
Very Bad		2%	1%	0%	2%	4%	2%	4%	8%	8%	3%
Don't Know		2%	2%	0%	2%	1%	1%	1%	1%	2%	1%
		(177)	(166)	(49)	(165)	(140)	(199)	(108)	(89)	(130)	(1,223)
- Closeness of parks or open spaces?											
Very Good		21%	35%	29%	23%	6%	13%	19%	18%	9%	19%
Good		38%	46%	52%	47%	44%	45%	41%	42%	32%	42%
Neutral		21%	13%	10%	16%	31%	25%	23%	19%	31%	22%
Bad		15%	2%	6%	5%	10%	11%	13%	14%	16%	10%
Very Bad		2%	0%	0%	1%	4%	2%	2%	2%	7%	2%
Don't Know		4%	4%	2%	8%	5%	6%	3%	5%	6%	5%
		(178)	(167)	(48)	(165)	(141)	(199)	(108)	(88)	(129)	(1,223)
- Walking distance to public transit?											
Very Good		5%	19%	4%	7%	9%	14%	35%	31%	21%	15%
Good		9%	42%	18%	20%	37%	27%	45%	43%	35%	30%
Neutral		13%	14%	24%	18%	18%	18%	12%	10%	17%	16%
Bad		20%	13%	18%	24%	15%	18%	4%	8%	14%	16%
Very Bad		35%	5%	13%	11%	11%	8%	5%	3%	5%	11%
Don't Know		18%	8%	22%	20%	10%	14%	1%	5%	8%	12%
		(176)	(166)	(45)	(164)	(141)	(201)	(110)	(87)	(133)	(1,223)

	City Council District									City Total
	1	2	3	4	5	6	7	8	9	
- Access to shopping and other services?										
Very Good	17%	24%	23%	55%	16%	50%	17%	11%	13%	28%
Good	41%	55%	60%	37%	49%	39%	43%	32%	35%	42%
Neutral	22%	14%	11%	5%	18%	6%	22%	20%	24%	15%
Bad	12%	4%	4%	1%	9%	3%	15%	23%	18%	9%
Very Bad	7%	1%	2%	1%	5%	0%	3%	11%	8%	4%
Don't Know	1%	2%	0%	1%	3%	1%	1%	2%	2%	2%
	(177)	(168)	(47)	(164)	(141)	(202)	(108)	(88)	(131)	(1,226)
- On-street parking?										
Very Good	6%	15%	5%	13%	5%	13%	9%	11%	6%	10%
Good	18%	33%	14%	22%	31%	21%	27%	34%	32%	26%
Neutral	34%	22%	39%	29%	26%	34%	31%	25%	20%	29%
Bad	15%	20%	9%	20%	22%	19%	24%	18%	24%	19%
Very Bad	11%	5%	14%	7%	9%	6%	7%	7%	14%	8%
Don't Know	15%	5%	20%	9%	7%	8%	2%	6%	5%	8%
	(174)	(166)	(44)	(163)	(137)	(200)	(109)	(89)	(130)	(1,212)
- Street lighting?										
Very Good	17%	16%	7%	16%	7%	18%	19%	14%	7%	14%
Good	42%	59%	48%	38%	49%	53%	43%	44%	52%	48%
Neutral	20%	13%	28%	19%	25%	13%	21%	21%	20%	19%
Bad	14%	7%	9%	19%	11%	10%	11%	14%	15%	12%
Very Bad	4%	1%	4%	7%	5%	4%	6%	3%	5%	4%
Don't Know	3%	3%	4%	1%	3%	1%	0%	2%	2%	2%
	(179)	(167)	(46)	(165)	(142)	(201)	(108)	(90)	(133)	(1,231)
- Availability of sidewalks?										
Very Good	14%	12%	13%	16%	4%	10%	21%	20%	8%	13%
Good	24%	28%	11%	19%	14%	18%	37%	43%	28%	24%
Neutral	18%	13%	17%	15%	18%	16%	16%	17%	18%	16%
Bad	20%	17%	30%	20%	27%	29%	14%	9%	22%	21%
Very Bad	21%	27%	22%	29%	35%	23%	12%	11%	21%	23%
Don't Know	3%	3%	7%	1%	1%	5%	1%	0%	3%	3%
	(180)	(167)	(46)	(163)	(139)	(198)	(109)	(90)	(132)	(1,224)
19 How do you rate Chattanooga as a place to do business?										
Very Good	22%	20%	10%	23%	11%	12%	14%	11%	8%	15%
Good	39%	49%	62%	41%	42%	56%	44%	42%	41%	46%
Neutral	21%	19%	18%	18%	23%	17%	26%	26%	28%	21%
Bad	2%	2%	0%	4%	5%	3%	3%	9%	8%	4%
Very Bad	2%	1%	0%	1%	3%	0%	2%	1%	2%	1%
Don't Know	15%	9%	10%	13%	16%	11%	11%	11%	14%	12%
	(180)	(167)	(50)	(164)	(142)	(202)	(111)	(91)	(133)	(1,240)
Do you own a business in Chattanooga?										
Yes	12%	21%	15%	12%	11%	9%	13%	10%	10%	12%
No	88%	79%	85%	88%	89%	91%	87%	90%	90%	88%
	(165)	(146)	(47)	(155)	(129)	(179)	(99)	(80)	(125)	(1,125)

City Council District

	1	2	3	4	5	6	7	8	9	City Total
If yes, how many employees does your business employ?										
Self	59%	41%	71%	44%	54%	50%	44%	43%	75%	51%
1	6%	7%	0%	13%	0%	17%	11%	0%	0%	7%
2 to 10	24%	38%	0%	25%	38%	33%	22%	43%	13%	29%
11 to 50	6%	10%	14%	13%	8%	0%	0%	0%	13%	8%
51 to 150	0%	3%	14%	0%	0%	0%	11%	14%	0%	3%
151+	6%	0%	0%	6%	0%	0%	11%	0%	0%	3%
	(17)	(29)	(7)	(16)	(13)	(12)	(9)	(7)	(8)	(118)
20 In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chattanooga:										
- Called 3-1-1 about public services										
Never	40%	31%	33%	26%	21%	29%	31%	24%	21%	29%
Once or Twice	32%	32%	31%	37%	38%	36%	35%	44%	40%	36%
3 to 5 Times	19%	23%	27%	25%	30%	24%	26%	21%	30%	25%
6 to 10 Times	8%	11%	6%	9%	9%	10%	7%	8%	7%	9%
More than 10 Times	1%	4%	2%	2%	2%	1%	2%	3%	2%	2%
	(179)	(167)	(48)	(164)	(141)	(201)	(107)	(87)	(131)	(1,225)
- Ridden a local bus (CARTA)										
Never	87%	80%	92%	92%	82%	90%	57%	67%	73%	81%
Once or Twice	7%	10%	4%	7%	10%	6%	16%	15%	11%	9%
3 to 5 Times	2%	2%	2%	1%	1%	3%	5%	9%	4%	3%
6 to 10 Times	3%	2%	0%	0%	2%	1%	5%	3%	4%	2%
More than 10 Times	2%	5%	2%	1%	4%	2%	16%	6%	8%	5%
	(176)	(164)	(49)	(166)	(138)	(200)	(110)	(89)	(131)	(1,223)
- Visited a Chattanooga Public Library branch										
Never	51%	47%	53%	60%	44%	52%	38%	34%	48%	48%
Once or Twice	23%	30%	20%	20%	35%	27%	29%	31%	25%	27%
3 to 5 Times	12%	11%	12%	10%	13%	11%	11%	16%	11%	12%
6 to 10 Times	6%	5%	4%	6%	4%	3%	7%	7%	10%	6%
More than 10 Times	8%	7%	10%	4%	4%	8%	15%	12%	7%	8%
	(179)	(167)	(49)	(167)	(141)	(200)	(108)	(89)	(130)	(1,230)
- Used/visited McKamey Animal Center										
Never	76%	67%	70%	78%	70%	82%	79%	68%	78%	75%
Once or Twice	18%	27%	22%	19%	23%	15%	20%	26%	17%	20%
3 to 5 Times	4%	5%	8%	3%	6%	3%	0%	6%	5%	4%
6 to 10 Times	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%
More than 10 Times	1%	0%	0%	1%	1%	1%	1%	1%	0%	1%
	(177)	(166)	(50)	(165)	(140)	(200)	(109)	(90)	(130)	(1,227)
- Visited the Chattanooga.gov website										
Never	52%	46%	38%	52%	46%	52%	60%	51%	47%	50%
Once or Twice	25%	29%	30%	25%	28%	23%	20%	24%	23%	25%
3 to 5 Times	14%	9%	24%	16%	18%	17%	11%	19%	17%	15%
6 to 10 Times	5%	10%	5%	6%	5%	4%	3%	5%	8%	6%
More than 10 Times	5%	6%	3%	1%	4%	4%	7%	1%	5%	4%
	(153)	(136)	(37)	(135)	(111)	(163)	(92)	(79)	(104)	(1,010)

		City Council District									City Total
		1	2	3	4	5	6	7	8	9	
- Been involved in a community project or attended a public meeting											
	Never	67%	67%	63%	67%	59%	64%	60%	60%	57%	63%
	Once or Twice	22%	21%	20%	26%	29%	26%	21%	22%	21%	24%
	3 to 5 Times	6%	5%	14%	4%	6%	7%	13%	11%	11%	8%
	6 to 10 Times	2%	4%	2%	1%	3%	2%	3%	2%	7%	3%
	More than 10 Times	2%	3%	0%	2%	2%	2%	3%	4%	5%	2%
		(165)	(156)	(49)	(162)	(127)	(194)	(105)	(81)	(123)	(1,162)
21	Overall, how do you rate the quality of each of the following services:										
- 3-1-1											
	Very Good	18%	29%	38%	28%	22%	27%	30%	29%	27%	26%
	Good	32%	30%	31%	36%	41%	34%	31%	34%	43%	35%
	Neutral	14%	10%	13%	18%	18%	12%	17%	13%	13%	14%
	Bad	4%	3%	0%	2%	10%	5%	8%	7%	5%	5%
	Very Bad	1%	2%	0%	2%	1%	1%	1%	3%	1%	1%
	Don't Know	31%	25%	19%	13%	9%	21%	12%	14%	11%	18%
		(173)	(163)	(48)	(164)	(140)	(197)	(109)	(87)	(131)	(1,212)
- Bus services (CARTA)											
	Very Good	5%	10%	2%	3%	8%	6%	23%	11%	9%	8%
	Good	12%	19%	17%	13%	22%	18%	29%	33%	30%	20%
	Neutral	16%	14%	17%	24%	26%	17%	15%	17%	19%	18%
	Bad	3%	2%	6%	2%	2%	3%	4%	2%	0%	2%
	Very Bad	5%	0%	2%	1%	1%	1%	0%	0%	0%	1%
	Don't Know	60%	55%	56%	57%	41%	56%	30%	36%	42%	49%
		(173)	(166)	(48)	(165)	(139)	(199)	(111)	(88)	(133)	(1,222)
- Animal control (McKamey)											
	Very Good	6%	7%	6%	7%	8%	3%	10%	10%	4%	7%
	Good	15%	24%	31%	16%	22%	18%	19%	26%	21%	20%
	Neutral	25%	15%	15%	25%	31%	27%	32%	18%	24%	24%
	Bad	5%	4%	4%	4%	3%	3%	3%	7%	7%	4%
	Very Bad	3%	2%	0%	2%	3%	2%	2%	1%	2%	2%
	Don't Know	45%	48%	44%	47%	34%	48%	34%	37%	42%	43%
		(172)	(164)	(48)	(163)	(140)	(196)	(108)	(87)	(130)	(1,208)
- Public libraries											
	Very Good	15%	13%	10%	10%	12%	12%	29%	29%	14%	15%
	Good	30%	43%	38%	28%	37%	36%	26%	36%	39%	35%
	Neutral	18%	14%	13%	25%	23%	20%	22%	16%	18%	19%
	Bad	3%	3%	0%	1%	2%	2%	4%	2%	2%	2%
	Very Bad	1%	1%	0%	2%	1%	0%	1%	0%	1%	1%
	Don't Know	33%	27%	40%	34%	24%	29%	18%	17%	27%	28%
		(175)	(166)	(48)	(166)	(137)	(198)	(110)	(87)	(131)	(1,218)
- Chattanooga.gov Website											
	Very Good	9%	12%	10%	7%	7%	10%	11%	17%	9%	10%
	Good	25%	31%	35%	32%	36%	33%	22%	34%	32%	31%
	Neutral	28%	24%	25%	24%	27%	25%	30%	22%	24%	26%
	Bad	2%	3%	2%	2%	1%	1%	2%	3%	2%	2%
	Very Bad	1%	0%	0%	1%	1%	0%	1%	1%	0%	0%
	Don't Know	35%	31%	27%	34%	28%	32%	34%	22%	33%	31%
		(173)	(167)	(48)	(164)	(138)	(200)	(106)	(89)	(130)	(1,215)

		City Council District									City Total
		1	2	3	4	5	6	7	8	9	
22	Overall, how do you rate following aspects of City government performance:										
	- Value of services for City taxes paid										
	Very Good	8%	4%	10%	6%	4%	4%	6%	3%	2%	5%
	Good	34%	42%	33%	40%	31%	41%	30%	23%	29%	35%
	Neutral	27%	24%	35%	27%	29%	29%	37%	42%	33%	30%
	Bad	15%	19%	10%	15%	18%	15%	19%	13%	18%	16%
	Very Bad	6%	4%	0%	7%	9%	3%	3%	9%	8%	6%
	Don't Know	10%	8%	12%	4%	9%	7%	6%	9%	11%	8%
		(179)	(166)	(49)	(165)	(140)	(201)	(108)	(90)	(132)	(1,230)
	- Overall direction the City is taking										
	Very Good	15%	13%	8%	8%	6%	8%	10%	10%	5%	10%
	Good	39%	41%	54%	40%	32%	44%	34%	29%	33%	38%
	Neutral	24%	23%	21%	31%	33%	24%	35%	39%	34%	29%
	Bad	11%	13%	2%	13%	12%	12%	9%	10%	11%	11%
	Very Bad	5%	4%	0%	2%	8%	4%	5%	9%	7%	5%
	Don't Know	7%	7%	15%	5%	9%	7%	6%	3%	11%	7%
		(176)	(167)	(48)	(165)	(140)	(201)	(108)	(90)	(132)	(1,227)
	- Welcoming citizen involvement										
	Very Good	10%	9%	10%	6%	7%	7%	9%	6%	5%	8%
	Good	30%	28%	40%	26%	29%	34%	32%	33%	35%	31%
	Neutral	31%	33%	25%	39%	37%	33%	39%	34%	32%	34%
	Bad	11%	8%	2%	4%	10%	7%	6%	8%	10%	8%
	Very Bad	4%	3%	0%	4%	7%	3%	3%	6%	5%	4%
	Don't Know	13%	19%	23%	22%	11%	16%	10%	15%	14%	16%
		(174)	(168)	(48)	(166)	(138)	(199)	(109)	(89)	(130)	(1,221)
23	What is your sex?										
	Male	45%	47%	35%	47%	35%	41%	40%	25%	29%	40%
	Female	55%	53%	65%	53%	65%	59%	60%	75%	71%	60%
		(175)	(164)	(49)	(163)	(140)	(198)	(111)	(89)	(133)	(1,222)
24	What is your age?										
	Under 20	0%	0%	2%	1%	0%	0%	0%	0%	0%	0%
	20-29	11%	13%	6%	5%	3%	5%	8%	11%	7%	8%
	30-44	15%	23%	18%	13%	15%	19%	20%	22%	16%	18%
	45-59	25%	22%	18%	22%	34%	25%	33%	37%	34%	27%
	60-74	35%	23%	34%	40%	31%	30%	26%	17%	29%	30%
	Over 74	14%	19%	22%	19%	17%	20%	13%	13%	14%	17%
		(178)	(167)	(50)	(166)	(143)	(202)	(110)	(90)	(134)	(1,240)
25	How many years have you lived in Chattanooga?										
	Less than 5	16%	16%	12%	10%	5%	14%	9%	12%	13%	12%
	5-10 years	12%	7%	12%	10%	9%	11%	8%	12%	8%	10%
	11-20 years	14%	13%	10%	12%	8%	9%	6%	9%	8%	10%
	More than 20 years	58%	63%	66%	69%	78%	66%	77%	67%	71%	68%
		(180)	(165)	(50)	(166)	(143)	(201)	(111)	(90)	(136)	(1,242)
26	Do you own your home, rent your home, or live with someone (rent-free)?										
	Own	74%	85%	74%	87%	82%	74%	67%	56%	72%	76%
	Rent	26%	14%	26%	11%	15%	26%	32%	37%	25%	23%
	Live with Someone (rent-free)	0%	1%	0%	2%	2%	0%	1%	7%	3%	1%
		(178)	(167)	(50)	(166)	(142)	(202)	(112)	(89)	(137)	(1,243)

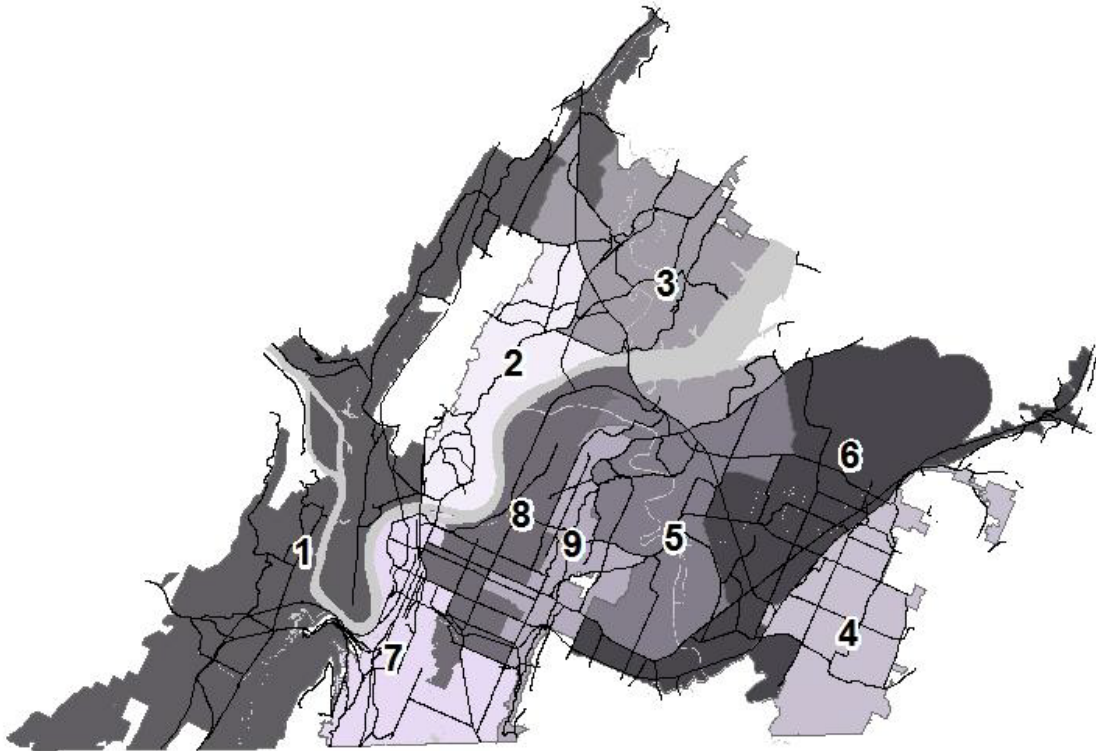
City Council District

	1	2	3	4	5	6	7	8	9	City Total
27 In the past 12 months, what was your (individual) pre-tax income?										
No income	7%	1%	0%	2%	4%	2%	9%	11%	7%	4%
Less than \$20,000	14%	13%	11%	15%	20%	14%	31%	30%	35%	20%
\$20,000 - \$34,999	24%	20%	18%	16%	32%	28%	29%	28%	24%	25%
\$35,000 - \$74,999	28%	34%	38%	41%	36%	40%	17%	21%	26%	32%
\$75,000 - \$149,999	21%	22%	27%	19%	6%	12%	7%	7%	6%	14%
\$150,000 or more	6%	10%	7%	6%	1%	3%	7%	2%	2%	5%
	(166)	(153)	(45)	(152)	(136)	(187)	(98)	(82)	(116)	(1,135)
28 Which of these is closest to describing your ethnic background?										
Caucasian/White	88%	96%	78%	87%	49%	82%	62%	37%	44%	72%
African-American/ Black	4%	0%	18%	8%	49%	13%	35%	60%	54%	23%
Asian or Pacific Islander	2%	4%	2%	1%	0%	3%	0%	2%	0%	2%
Native American/Indian	0%	0%	0%	1%	0%	1%	1%	0%	0%	0%
Hispanic/Latino	1%	1%	0%	1%	1%	2%	0%	0%	0%	1%
Other	4%	0%	2%	2%	1%	0%	2%	1%	2%	2%
	(178)	(163)	(49)	(162)	(136)	(199)	(111)	(89)	(131)	(1,218)
29 How much education have you completed?										
Elementary	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Some high school	3%	1%	2%	3%	6%	2%	8%	12%	9%	5%
High school graduate	19%	12%	18%	12%	21%	14%	28%	31%	20%	18%
Some college	25%	19%	18%	31%	34%	31%	29%	18%	29%	27%
College grad or more	52%	68%	62%	53%	37%	53%	34%	38%	41%	49%
	(178)	(167)	(50)	(165)	(140)	(201)	(111)	(91)	(134)	(1,237)
Response Rates	26%	30%	22%	24%	22%	27%	19%	19%	22%	24%
Margin of Error	±7.21	±7.46	±13.84	±7.48	±8.12	±6.8	±9.15	±10.2	±8.24	±2.74

NOTES:

1. Percents may not add to 100 due to rounding.
2. Council district totals may not add to City total.

New Council Districts for City of Chattanooga



In December 2011, City Council adopted new district boundaries based on 2010 Census results. The new Council Districts will become effective as of the next city-wide election in March 2013.

Deborah Scott, District 1
Sally Robinson, District 2
Pam Ladd, District 3**
Jack Benson, District 4
Russell Gilbert, District 5
Carol Berz, District 6
Manuel Rico, District 7
Andrae McGary, District 8
Peter Murphy, District 9*

**Chairman
*Vice-Chairman



Survey Form

2012 Chattanooga Community Survey

For each question, check the **one** box that best fits your opinion with a **black** or **blue** pen, if possible.

Q1 Overall, how do you rate the quality of life in Chattanooga:

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
Chattanooga as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your neighborhood as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chattanooga as a place to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chattanooga as a place to raise children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chattanooga as a place to retire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 How safe would you feel walking alone **during the day**:

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
In your neighborhood?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the park closest to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downtown?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 How safe would you feel walking alone **at night**:

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
In your neighborhood?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the park closest to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downtown?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Did anyone break into, or burglarize, your home during the last 12 months? Yes..... No

If yes, was it reported to the police? Yes..... No

Q5 Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months? Yes..... No

If yes, was it reported to the police? Yes..... No

Q6 Did you call 9-1-1 for an emergency during the last 12 months? Yes..... No

If yes, how do you rate the services you received on the phone from the 9-1-1 calltaker?

Very Good..... Good..... Neutral Bad Very Bad

Q7 How do you rate police services on the following:

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
Overall quality of services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conduct of police officers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of emergency police response?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 Did you use fire or emergency medical services during the past 12 months? Yes..... No

If yes, how do you rate the services you received on the following:

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
Overall quality of services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of emergency response?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 How do you rate your satisfaction with the following City services:

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Garbage Pick-up?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Yard-waste Pick-up?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Curbside Recycling?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water Quality of Lakes and Streams?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Storm Drainage?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sewers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Survey Form

Q10 In the past 12 months, how many times did you:

	Daily	Weekly	Monthly	A Few Times	Never	Don't Know
Visit any city park?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visit a city park near your home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 How do you rate the quality of the parks near your home in the following categories:

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
Well-maintained landscaping?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well-maintained facilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well-maintained playgrounds?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 In the past 12 months, did anyone in your household participate in a Chattanooga Parks and Recreation activity? Yes..... No

Q13 How satisfied are you with the City's recreation programs, classes and events held at community centers, pools, or sports facilities:

	Very Satisfied	Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Affordability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variety?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of instruction, coaching, leadership, etc?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 How do you rate traffic flow (congestion) on major streets and thoroughfares, excluding freeways:

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
During peak hours, that is 7-9am and 3:30-6pm?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
During off-peak traffic hours?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15 How do you rate City streets on:

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
Smoothness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speeding vehicles?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety of pedestrians?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety of bicyclists?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 Has a new **commercial** development been completed in or near your neighborhood in the last 12 months? Yes..... No

If yes, how do you rate it on the following:

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
Attractiveness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improvement to your neighborhood as a place to live?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17 Has a new **residential** development been completed in or near your neighborhood in the last 12 months? Yes..... No

If yes, how do you rate it on the following:

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
Attractiveness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improvement to your neighborhood as a place to live?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 How do you rate your neighborhood on:

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
Housing affordability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical condition of housing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closeness of parks or open spaces?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking distance to public transit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to shopping and other services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-street parking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of sidewalks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Survey Form

Q19 How do you rate Chattanooga as a place to do business?
 Very Good... Good Neutral Bad..... Very Bad Don't Know..

Do you own a business in Chattanooga?
 Yes..... No

If **yes**, how many employees does your business employ?
 Self 1 2-10 11-50 51-150 151+

Q20 In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chattanooga:

	Never	Once or Twice	3 to 5 Times	6 to 10 Times	More than 10 Times
Called 3-1-1 about public services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ridden a local bus (CARTA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visited a Chattanooga Public Library branch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Used/visited McKamey Animal Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visited the Chattanooga.gov website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Been involved in a community project or attended a public meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 Overall, how do you rate the quality of each of the following services:

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
3-1-1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus services (CARTA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Animal control (McKamey)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chattanooga.gov Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22 Overall, how do you rate the following aspects of City government performance:

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
Value of services for City taxes paid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall direction the City is taking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welcoming citizen involvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your survey is **anonymous**. The following questions are included only to help us know how well our results represent all residents.

What is your sex?
 Male Female

What is your age?
 Under 20 20-29 30-44 45-59 60-74 Over 74

How many years have you lived in Chattanooga?
 Less than 5 5-10 years 11-20 years More than 20 years

Do you own your home, rent your home, or live with someone (rent-free)?
 Own Rent Live with Someone (rent-free)

In the past 12 months, what was your (individual) pre-tax income?
 No income... Less than \$20,000 \$20,000 - \$34,999 \$35,000 - \$74,999 \$75,000 - \$149,999 \$150,000 or more

Which of these is closest to describing your ethnic background?
 Caucasian /White African-American/Black Asian or Pacific Islander Native American /Indian Hispanic /Latino Other

How much education have you completed?
 Elementary Some high school High school graduate Some college College grad or more

End of survey - THANK YOU VERY MUCH!

Zip Code

Council District