

City of Chattanooga

# 2017 Community Survey Results

October 2017



Stan Sewell, CPA, CGFM, CFE  
City Auditor

Office of Internal Audit  
Chattanooga, TN



# OFFICE OF INTERNAL AUDIT

## Stan Sewell, City Auditor

October 31, 2017

To: Mayor Andy Berke  
City Council  
City Department Heads  
Audit Committee Members  
Regional Planning Agency

RE: City of Chattanooga 6th Annual Community Survey Results

This report presents the results of our 6th annual Community Survey. We asked Chattanooga residents about their views on a variety of city services, and over 2100 residents responded from May to July. In addition to reporting on citywide data, we report survey data specific to each of Chattanooga's nine city council districts.

Chattanooga residents continue to give high ratings to their city and neighborhoods in 2017. Chattanooga residents believe the City is a good place to live, work, raise a family and retire. Ratings for all of these key livability factors are up for 2017. In addition, residents' feelings of safety have increased since last year. However, satisfaction with traffic flow is decreasing from year to year and the ratings on smoothness of streets continue to decline significantly. Also, concerns about speeding vehicles are the highest since we began our surveys. The 2017 survey, like previous surveys, often showed significant differences in opinions based on the district surveyed.

We have included an addendum with summaries from a **general** analysis by council district. This addendum contains brief comments that may be of interest at a district level. As mentioned in our report, it is important for readers to recognize many insights may be gained by analyzing the data independently.

We sent the survey to 10,000 randomly-selected households. For 2017, we made a version of the survey available in Spanish. However, we did not note any increased response from individuals identifying themselves as Hispanic. Twenty-two percent of households receiving the survey responded. We calculated the citywide survey accuracy to be within  $\pm 2.11$  percent, while accuracy by city council district ranged from  $\pm 5.60$  to  $\pm 7.26$  percent.

In comparing the demographic information provided by survey respondents to 2010 Census data (and 2016 Census Bureau estimates), we found that our survey respondents are older and more educated than the population as a whole, as was noted in previous years. We also found that females are over-represented and minorities are under-represented among those who returned our survey. These demographic differences are similar to previous years. We have noted a positive 5 year trend of residents reporting individual incomes over \$75,000 per year (19 percent in 2013 vs. 25 percent in 2017). In addition, 2017 results indicate the highest number of residents with a college degree since we began our survey.

This report provides the public and policy makers with valuable information regarding resident satisfaction with city services. We encourage the Mayor, City Council members, City Department Heads, Regional Planning Agency Managers, and community leaders to study trends and differences in community perceptions as they consider strategies to improve services across the nine city districts.

We want to thank the over 2,100 Chattanoogaans 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.

Respectfully,

Stan Sewell, CPA, CGFM, CFE  
City Auditor

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Raw Data (in Microsoft Excel):

<http://www.chattanooga.gov/internal-audit-files/2017RawResults.xls>

Detailed Results (in Microsoft Excel):

<http://www.chattanooga.gov/internal-audit-files/2017resultsbydistrict.xls>

Year over Year Comparisons at District Level (in Microsoft Excel):

<http://www.chattanooga.gov/internal-audit-files/District2012to2017.xls>

# Summary

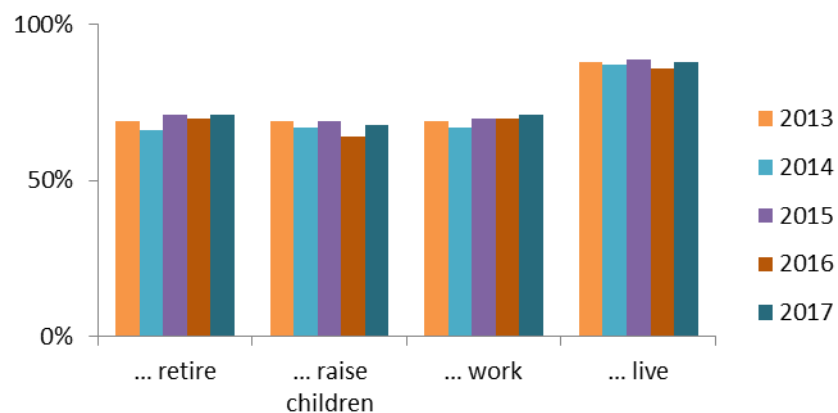
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Chattanoogans have opinions about City of Chattanooga services from public safety to community development, parks, water, and streets. City managers and elected officials can take advantage of opinions expressed in this survey, as well as changes in these opinions over time, to find areas for improvement, identify programs with high public satisfaction, assess community needs, and assist in the decision process about current and future services.

The Office of Internal Audit (OIA) conducted a survey of Chattanooga residents to gather their views of city services. This report provides an overview of perspectives expressed by over 2,100 residents who responded to our survey, as well as detailed survey results. This report should interest the public, City Council, city managers, community leaders, and the Regional Planning Agency. We also expect residents to use it to track progress in many important areas.

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

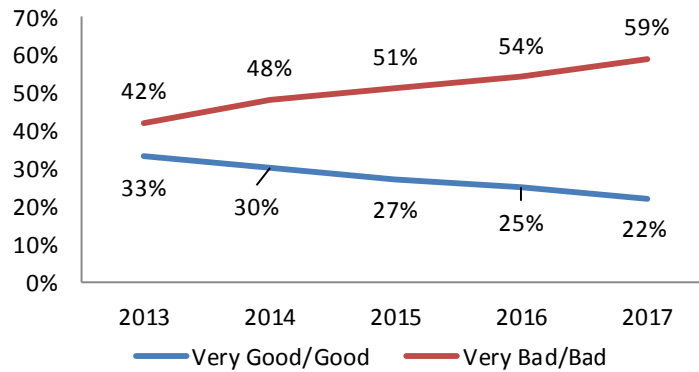


Chattanoogans continue to give high ratings to their city and neighborhoods overall and mixed reviews for the various city services. Although opinions in many areas remained consistent with prior years, we noted some key points during our review for 2017:

- We asked residents how safe they feel in their neighborhoods, parks and downtown, both during the day and at night. Feelings of safety in all areas increased compared to 2016.
- Although rated very positively, satisfaction with 9-1-1 call takers has been declining steadily during the past 5 years.
- Satisfaction with basic Public Works service (garbage, yard waste and recycling) has been high every year we have taken a survey. In addition, satisfaction is on a 5 year upward trend for these services.
- Resident's opinions on traffic flow are steadily decreasing from year to year. Forty-six percent of respondents report very bad or bad traffic flow during peak hours. This is a 10 percentage point increase in negative perceptions since 2013.

- Ratings on smoothness of streets continue to decline. This is the most significant negative trend we have noted. Fifty-nine percent of respondents rate smoothness as bad or very bad. This is a 17 percentage point increase in negative perception since 2013. Only 22 percent rate city street conditions as good or very good. The condition of streets has been one of the most negatively rated areas since our survey was first conducted in 2012. See the graph below related to smoothness of streets:

**Rating of smoothness of streets**



- Only 21 percent of respondents rated the area of speeding vehicles as good or very good. Forty-seven percent rated this area as bad or very bad. These are the lowest ratings recorded since we began our surveys.
- Forty-six percent of respondents rate the value received for city taxes paid as very good or good. This is a 2 percentage point increase from 2016 and the highest positive rating since we began our survey in 2012.
- Of the respondents who reported owning a business, 76 percent reported Chattanooga as a good or very good place to do business. This is a 5 percentage point decrease from 2016.

This report contains highlights of survey results for these city service areas: public safety, public works, transportation, parks, recreation, and community development.<sup>1</sup> 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 15.

Our analysis and this report represent only a fraction of the insights that the survey data reveals. 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](http://www.chattanooga.gov/internal-audit)). We encourage City and community leaders to download the tables for analysis using the various filters.

<sup>1</sup> 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/agencies on behalf of the City of Chattanooga: bus services (CARTA), Chattanooga Public Library and animal control (McKamey Animal Care and Adoption Center).

# Public Safety

## OVERVIEW

Overall satisfaction with police, fire, emergency medical services, and 9-1-1 remain positive in 2017. While most residents feel safe in their neighborhoods, parks, and downtown during the day, very few residents report feeling safe in parks and downtown at night. However, we noted higher feelings of safety in all areas when compared to 2016.

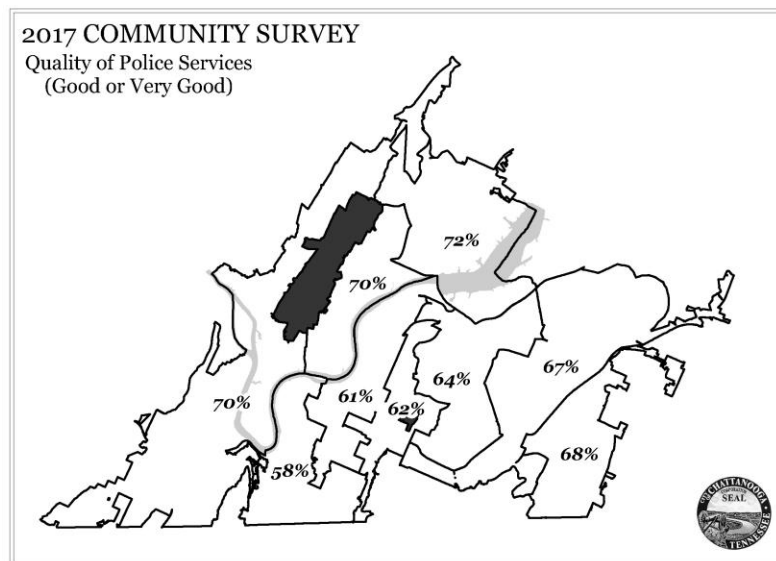
### Overall resident ratings of Public Safety services (percent very good or good)

	2017	2016	2015	2014	2013
Police	66%	67%	66%	60%	63%
Fire and EMS	85%	84%	92%	91%	90%
9-1-1	82%	83%	84%	86%	87%

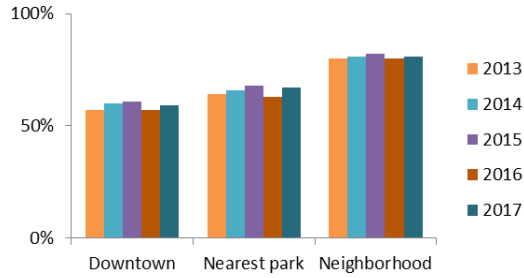
## ANALYSIS

Eighty-seven percent of those residents who used fire or emergency medical services feel the overall quality of service was very good or good. Satisfaction with speed of emergency response for those services has fluctuated throughout the years of our survey but remain high. Satisfaction remains high for the services received from the 911 call-takers. However, we note those ratings have declined slightly each year.

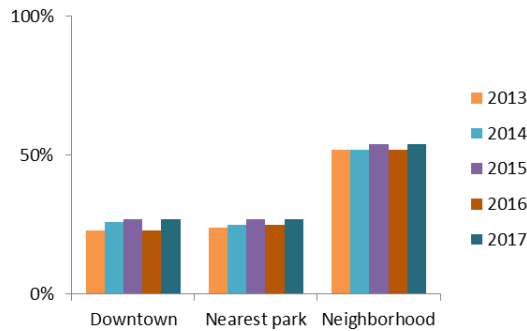
Ratings of police services remain lower than that for Fire, EMS, and 9-1-1 services. Citywide, 66 percent of residents feel that the quality of police services is very good or good, and 61 percent of residents rate the conduct of police officers as very good or good. These ratings are consistent with residents' ratings in 2016. Police response times are consistent with prior years but had a noted decline compared to 2016 with 46 percent of residents rating response times as very good or good. Overall ratings of police services by city council district are presented below:



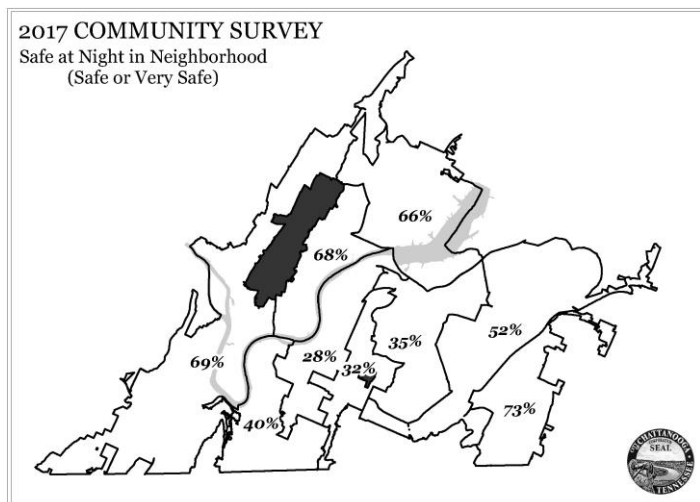
**Rating of safety during the day as safe or very safe**



**Rating of safety at night as safe or very safe**



Residents' ratings of safety show slight fluctuations during the five years of survey data. However, ratings are up in all areas compared to 2016. Citywide, residents feel most unsafe downtown at night. In 2017, 43 percent of residents surveyed indicate they feel unsafe or very unsafe walking alone at night downtown. Residents feel safest in their neighborhood during the day.



Feelings of safety at night in neighborhoods vary substantially among council districts. The highest positive rates of perceived nighttime safety are in City Council District 4, at 73 percent. City Council District 8 reports the lowest positive rate at 28 percent.



# Public Works and Transportation

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## OVERVIEW

Resident satisfaction with Public Works services is positive overall in 2017. The vast majority of residents rate satisfaction with Public Works/sanitation services as very satisfied or somewhat satisfied. Ratings in the basic public works service areas of garbage, yard waste and curbside recycling have been highly rated in the past and continue an upward trend.

### Resident ratings of Public Works services

(percent with an opinion very satisfied or somewhat satisfied)

	2017	2016	2015	2014	2013
Garbage pick-up	92%	92%	90%	89%	89%
Yard waste pick-up	78%	77%	75%	72%	73%
Curbside recycling	81%	80%	77%	69%	69%
Water quality of lakes and streams	60%	61%	60%	54%	55%
Storm drainage	54%	57%	52%	50%	50%
Sewer	58%	59%	57%	54%	56%

Residents remain less enthusiastic about transportation related issues. Ratings on smoothness of streets continues to decline. In 2017, the overall perceptions of traffic flow during peak hours remained similar to 2016. However, the five year trend indicates overall decreasing satisfaction with traffic flow. Traffic flow during non-peak hours rates favorably. However, we noted an increase those rating non-peak traffic as bad or very bad. Residents continue to rate pedestrian and cyclist safety poorly. Citizen's positive perception of cyclist safety decreased 4 percentage points compared to 2016.

### Resident ratings of traffic flow

(percent very good or good)

	2017	2016	2015	2014	2013
During peak hours	29%	28%	34%	35%	36%
During off-peak hours	66%	66%	69%	69%	70%

(percent very bad or bad)

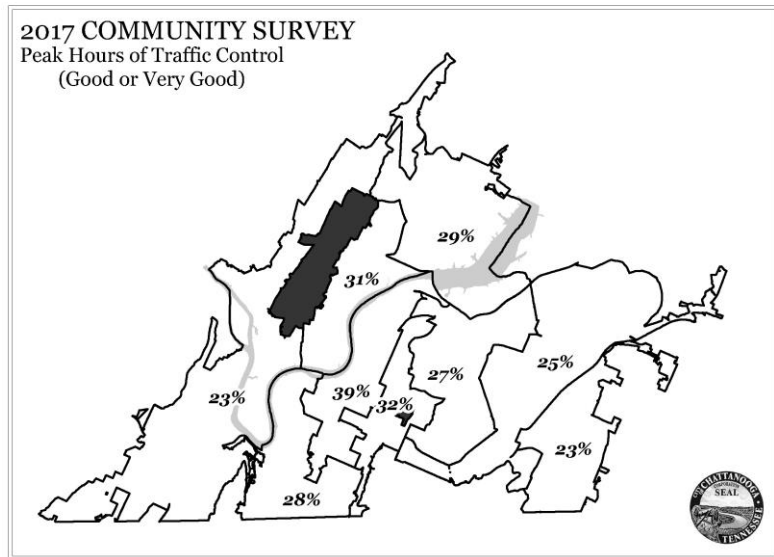
	2017	2016	2015	2014	2013
During peak hours	46%	45%	42%	39%	36%
During off-peak hours	13%	11%	11%	11%	10%

## ANALYSIS

Overall satisfaction with Public Works services is positive. However, satisfaction with water quality and sewer services does not rate as well as the traditional sanitation services. Ninety-two percent of residents who responded and had an opinion are very satisfied or somewhat satisfied with garbage pick-up, 78 percent are very satisfied or somewhat satisfied with yard waste pick-up, and 81 percent are very satisfied or somewhat satisfied with curbside recycling. Ratings for water quality, storm drainage and sewer are down slightly compared to 2016. However, current ratings are better than those for 2013 through 2015.

Seventy-three percent of residents report calling 3-1-1 within the past 12 months. Of those residents who report calling 3-1-1 and expressing an opinion, 84 percent rate the quality as good or very good.

Residents' ratings of traffic flow on major streets and thoroughfares are steadily decreasing in satisfaction from year to year. Forty-six percent of residents report very bad or bad traffic flow during peak hours. This is a 10 percentage point increase in negative perceptions and a 7 point decrease in positive perceptions since 2013. Satisfaction with traffic flow during off-peak hours has also slowly trended down over the past five years with a 4 percentage point drop in positive ratings and a 3 point increase in negative perceptions.



Residents' ratings of city street conditions are steadily decreasing in satisfaction from year to year. Only 22 percent of residents indicate the smoothness as very good or good, compared to 25 percent in 2016 and 33 percent in 2013. Fifty-nine percent rate smoothness as bad or very bad. This is a 17 point increase in negative perception since 2013.

Forty-five percent of residents rate cleanliness of city streets favorably. This is a nominal (one point) drop from 2016 but represents a 6 percentage point decrease since 2013. Residents' opinion of speeding vehicles are the lowest in the past five years; only 21 percent rating this area as good or very good and 47 percent rating this negatively. Street lighting opinions remain mostly positive, with 59 percent rating the lighting as very good or good for 2017. However, the ratings appear to be trending downward.

**Resident ratings of street conditions**  
(percent very good or good)

	2017	2016	2015	2014	2013
Smoothness of City streets	22%	25%	27%	30%	33%
Cleanliness of City streets	45%	46%	51%	49%	51%
Street lighting	59%	60%	62%	62%	62%

# Parks and Recreation

## OVERVIEW

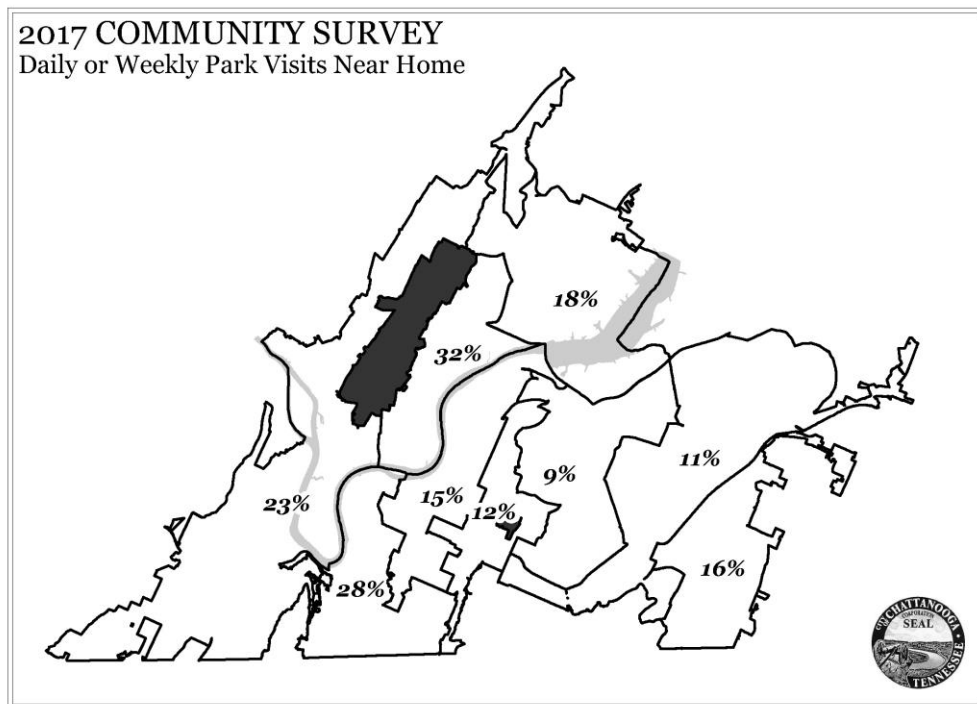
In 2017, residents continue to rate City parks and recreation programs positively. Seventy-seven percent of residents indicate they visited a city park, and 70 percent visited their neighborhood park at least once within the past 12 months. The overwhelming majority of residents indicate they did not participate in city recreation programs within the past 12 months. Those who did participate rate the programs highly.

### Use of Parks and Recreation services/facilities (within past 12 months)

	2017	2016	2015	2014	2013
Participated in Parks and Recreation activity	18%	15%	16%	18%	18%
Visited any City park	77%	77%	75%	74%	76%
Visited your neighborhood park	70%	68%	68%	67%	69%

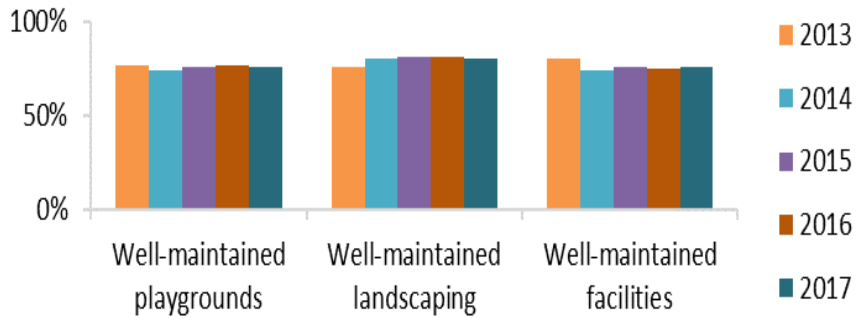
## ANALYSIS

Citywide, 19 percent of residents report 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 regular park visits, at 32 percent, is by residents in District 2; the lowest, at 9 percent, is by residents in District 5.

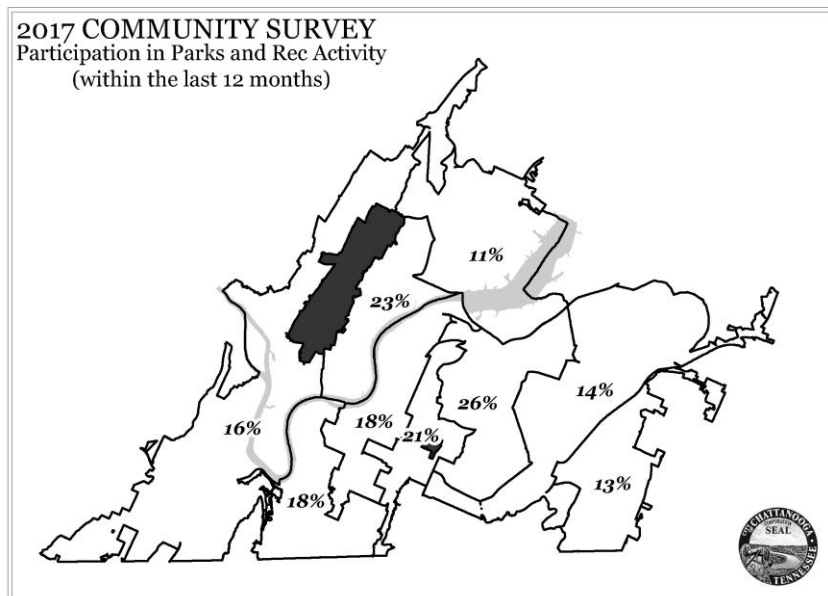


Of residents who registered an opinion, Chattanoogaans rate the quality of park landscaping, facilities and playgrounds near their homes favorably. Eighty percent report well-maintained landscaping, 76 percent report well-maintained facilities and playgrounds. These ratings are consistent with prior years.

**Resident ratings of neighborhood park qualities  
(Percent very good or good of those participating)**



Eighteen percent of residents report that someone in their household participated in a recreation program within the past 12 months. The highest rate of participation is in District 5 at 26 percent. The lowest rate of participation is in District 3 at 11 percent. As a result of the low utilization, many indicate they have no knowledge about the affordability, variety or quality of instruction of the city’s recreation programs, classes and events held at community centers, pools or sports facilities. However, most of those participating in a recreation activity expressed positive opinions. Of those who participated and expressed an opinion, 75 percent are satisfied or very satisfied with affordability of programs, 70 percent are satisfied or very satisfied with variety, and 66 percent are satisfied or very satisfied with the quality of instruction. This represents a slight decrease in satisfaction when compared to 2016.



# Economic and Community Development

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## OVERVIEW

Overall satisfaction with community development remains positive in 2017. Residents rate their city and neighborhood positively on livability. They also report favorably on new commercial and residential developments in their neighborhoods. Business owners continue to indicate Chattanooga is a good place to do business. In addition to positive ratings comparable to the highest years, we noted slight decreases in the respondents expressing negative opinions on our city-wide livability inquiries.

### Resident ratings of livability

(percent very good or good)

	2017	2016	2015	2014	2013
City as a place to live	88%	85%	89%	86%	88%
Neighborhood as a place to live	82%	80%	82%	80%	80%
City as a place to work	71%	70%	70%	67%	69%
City as a place to raise Children	68%	64%	69%	67%	69%
City as a place to retire	71%	70%	71%	66%	69%

## ANALYSIS

Citywide, 88 percent of residents feel positively about their city's livability. This represents a 3 point increase compared to 2016. Compared to 2016, we saw increases in all city-wide general livability ratings. Livability factors at the neighborhood level remain consistent with prior years.

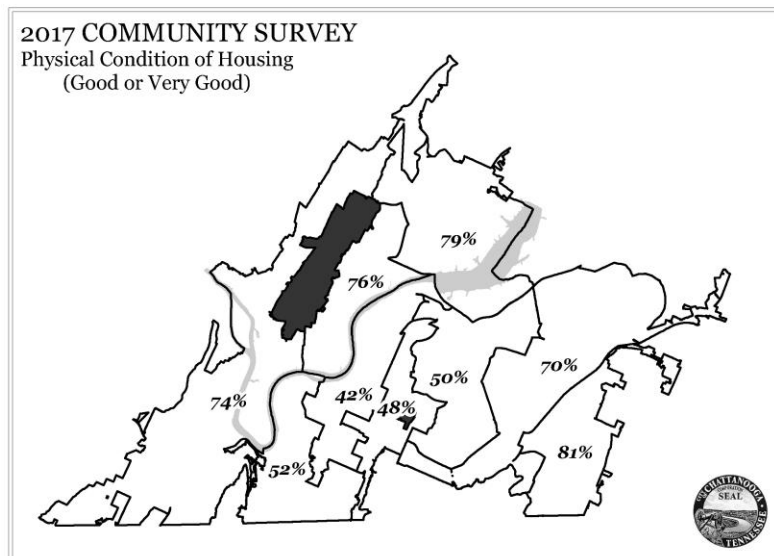
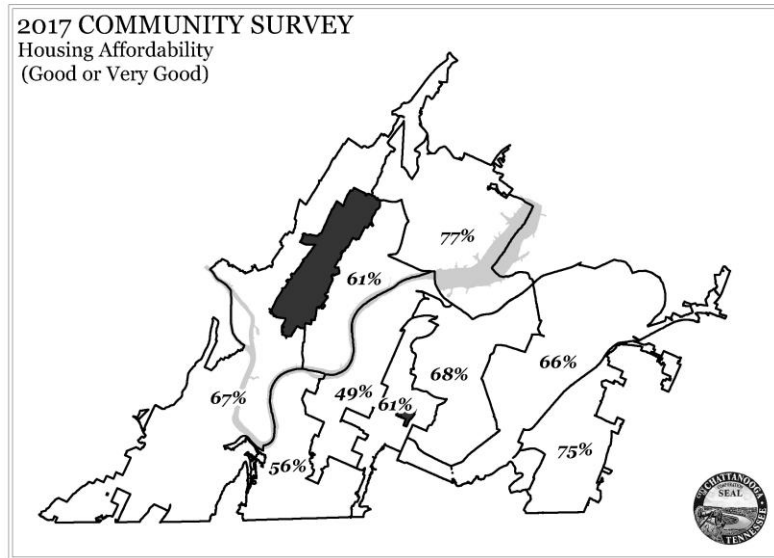
Residents remain positive about the proximity of parks, the environment for entrepreneurs and access to shopping and services. Residents are not as positive about their ability to walk to public transit, availability of sidewalks and on-street parking. Resident's feelings about aspects of neighborhood livability vary by council district:

### Neighborhood livability factors 2017

(percent very good or good)

Council District	Close to parks	Close to transit	Access to shopping	Sidewalk availability	On-street parking
1	69%	18%	74%	41%	31%
2	72%	53%	88%	31%	40%
3	67%	18%	85%	28%	32%
4	73%	19%	92%	46%	29%
5	52%	41%	68%	15%	28%
6	53%	41%	86%	24%	34%
7	69%	81%	63%	64%	43%
8	51%	66%	39%	66%	45%
9	45%	54%	47%	37%	28%

In 2017, 65 percent of residents rate housing affordability in their neighborhood positively. The highest rating on affordability remains in District 3 with 77 percent indicating affordability is good or very good. The lowest ratings on housing affordability are in District 8 with 49 percent reporting positively. Sixty-five percent of residents feel positively about the physical condition of housing in their neighborhoods. Ratings of housing condition vary widely by council district, with the highest ratings in Districts 4 and the lowest ratings in District 8.



In 2017, 37 percent of residents report new commercial developments in their neighborhoods. Of those, 74 percent feel positively about the attractiveness of the development (down from 76 percent last year). Sixty-two percent of residents indicate the additions are an improvement to their neighborhood as a place to live (consistent with the prior year).

Thirty-five percent of residents report new residential developments in their neighborhood within the past 12 months, a 7 percentage point increase from 2016. Seventy-one percent rate favorably the attractiveness of the development (down from 78 percent last year) and 54 percent feel the development is an improvement to their neighborhood (down 11 percentage points from 2016). While development seems to be increasing, opinions of the housing quality/appearance seems to be decreasing.

Sixty-two percent of residents were not involved in a community project nor attended a public meeting in the last 12 months. However, the vast majority of residents, 75 percent, rate the City's efforts at welcoming citizen involvement as positive or neutral.

Use of McKamey Animal Services remains similar to 2016 with 30 percent of residents having visited McKamey Animal Center in 2017. Of those residents who visited McKamey, 75 percent rate the quality as very good or good.

Consistent with prior years, 51 percent of residents visited a Public Library branch. Eighty-two percent of those who have visited rate the library positively (down 2 percentage points from 2016).

Forty-six percent of residents rate the value received for city taxes paid as very good or good. This represents the highest positive rating since we began our Survey. Fifty-two percent of residents rated the overall direction the City is taking as good or very good, a two point increase from 2016.

Sixty-five percent of those surveyed visited the Chattanooga.gov website, a lower usage than indicated in prior survey years. However, positive perceptions of the website's quality were expressed by 50 percent of respondents. This is a higher rating than any previous year and an increase of four percentage points compared to 2016.

Seventy-six percent of residents who reported owning a business consider Chattanooga a good or very good place to do business (down from 81 percent in 2016).

Utilization of CARTA bus services has been relatively consistent over the past five years with fluctuations from 79 to 82 percent of residents reporting they have never ridden a CARTA bus. Satisfaction of those using CARTA's services remains consistent with prior years, with the overwhelming majority providing positive ratings.

The number of residents attending an event at Memorial Auditorium or the Tivoli has remained consistent over the past five years (58 to 59 percent report having attended an event). The number of residents reporting their experience at the Memorial or Tivoli as good or very good was 57 percent for 2017, similar to prior years.

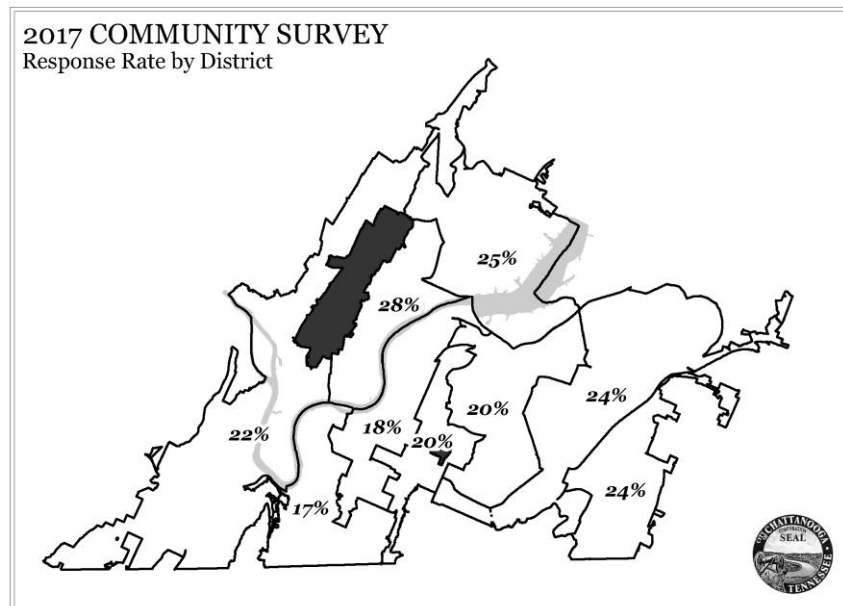
# Survey Methodology

The Office of Internal Audit (OIA) conducted its Community Survey for the sixth year in 2017. The Office received responses May through August. Questions on the survey request residents' views of satisfaction with services the City of Chattanooga provides. These results inform the public and help city leaders to better manage city services and resources.

The survey was mailed to randomly-selected addresses in the city limits. It included a letter from the City Auditor explaining the purpose of the survey and how to complete it. For 2017, our cover letter included a note in Spanish and we made a Spanish version of the Survey available. However, we did not note any increased response from individuals identifying themselves as Hispanic. Survey responses are anonymous.

## Response Rate

In May 2017, we mailed 10,000 introductory postcards to households representing each of the City's nine council districts. The following week we mailed the surveys. A week after the surveys were sent, we mailed a reminder postcard. There were 421 introductory postcards returned to us as undeliverable (due to vacant addresses, etc.), leaving a total of 9,579 useable addresses for our response rate calculation. We received 2,102 completed surveys, resulting in a citywide response rate of 22 percent.



## Survey Reliability

The citywide survey margin of error, at the conventional 95 percent confidence level, is  $\pm 2.11$  percent based on the 2,102 completed surveys. Within each of the nine City Council Districts, the margin of error ranges from  $\pm 5.60$  to  $\pm 7.26$  percent. The confidence level is a measure of the certainty that the responses would be the same (within the margin of error) if another random sample was taken.



### **Representativeness of Respondents**

We compared demographic information supplied by respondents to 2010 Census data (and available 2016 census estimates) 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. These differences are very similar to previous years. However, we did note an increase in responses from younger individuals for 2017.

### **Survey Analysis**

In conducting this survey, we reviewed data by the city service areas of public safety, public works, parks, recreation, and community development. Trend analysis is possible for the opinions expressed in the past five years. We tested for statistically significant changes in citizen perception of all question areas. We reviewed positive (very good and good responses combined), neutral, and negative (bad and very bad responses combined), but largely focused our analysis on positive ratings, except where analysis of negative ratings was clearly warranted.

We tested whether changes were statistically significant using an analysis of variance (ANOVA) spreadsheet. ANOVA compares differences of means among more than two groups. Specifically, ANOVA compares the amount of variation between the groups and determines whether the difference is more than expected by pure chance. We found some citywide results were meaningfully different over the five year period, as well as specific results for year to year comparison from 2017, 2016, 2015, 2014 and 2013.

In the table of survey results, the number of total respondents to each question appears below the percentages. 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 rounding and the exclusion of "Don't Know" responses for certain questions.

### **Survey Comments**

To help keep respondent identities anonymous and maintain long-term consistency, OIA designed the survey without a specific section for written comments. Regardless, respondents wrote 230 comments on the survey form (or attached a note). Comments are related to all areas covered by the survey. These detailed comments are being provided to City Council members and City Administration for review.

We encourage residents with comments, concerns, or complaints to contact City of Chattanooga departments through 3-1-1. Also, city department contact information can be found on the City of Chattanooga website: [www.chattanooga.gov](http://www.chattanooga.gov). Alternatively, citizens are welcome to attend and provide comments during City Council meetings on Tuesday evenings.

### **Audit Standards**

The Office of Internal Audit conducted the 2017 Community Survey as a special project. It 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 (pages 15 through 31), a City Council District map (page 32), a copy of the survey form (page 33 through page 35), summary results from our analysis of statistical significance of changes from year to year (page 36) and a brief summary of our analysis at the individual Council District level (page 37).

# 2017 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total
<b>1. Overall, how do you rate the quality of life in:</b>														
<b>a. Chattanooga as a place to live</b>														
Very Good	54%	54%	41%	49%	25%	36%	39%	34%	25%	41%	39%	44%	40%	42%
Good	41%	41%	50%	43%	57%	53%	44%	45%	55%	47%	46%	45%	46%	46%
Neutral	4%	4%	7%	7%	14%	9%	16%	18%	17%	10%	10%	8%	10%	9%
Bad	0%	1%	1%	0%	2%	1%	0%	2%	0%	1%	3%	2%	2%	2%
Very Bad	0%	0%	0%	0%	1%	1%	1%	1%	0%	0%	1%	0%	1%	1%
Don't Know	0%	0%	0%	0%	1%	1%	1%	0%	1%	0%	0%	0%	0%	0%
	227	292	271	255	207	252	176	187	204	2,071	2,136	2,105	2,297	2,421
<b>b. Your neighborhood as a place to live</b>														
Very Good	50%	58%	47%	53%	14%	36%	31%	26%	21%	39%	38%	37%	36%	35%
Good	41%	34%	44%	44%	57%	45%	43%	39%	42%	43%	42%	45%	44%	44%
Neutral	7%	7%	7%	4%	22%	15%	15%	21%	24%	13%	13%	11%	13%	13%
Bad	2%	1%	1%	0%	6%	3%	8%	10%	8%	4%	6%	5%	6%	6%
Very Bad	0%	0%	0%	0%	0%	1%	2%	4%	3%	1%	1%	1%	2%	2%
Don't Know	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%
	223	289	272	255	204	250	175	180	205	2,053	2,095	2,080	2,280	2,396
<b>c. Chattanooga as a place to work</b>														
Very Good	33%	30%	24%	30%	11%	25%	21%	21%	15%	24%	24%	25%	22%	22%
Good	45%	47%	49%	45%	54%	43%	45%	42%	48%	47%	46%	45%	45%	47%
Neutral	12%	17%	16%	13%	27%	20%	19%	25%	26%	19%	19%	19%	22%	21%
Bad	2%	1%	5%	3%	3%	6%	5%	9%	5%	4%	5%	5%	6%	5%
Very Bad	1%	1%	0%	1%	0%	1%	2%	0%	1%	1%	1%	1%	2%	2%
Don't Know	7%	4%	6%	8%	4%	5%	9%	4%	4%	6%	5%	5%	4%	4%
	222	288	270	252	203	246	172	179	205	2,037	2,074	2,052	2,254	2,364
<b>d. Chattanooga as a place to raise children</b>														
Very Good	32%	35%	30%	30%	11%	25%	18%	19%	14%	25%	24%	27%	25%	25%
Good	40%	41%	48%	37%	50%	41%	41%	40%	47%	43%	40%	42%	42%	44%
Neutral	11%	11%	14%	16%	25%	18%	21%	28%	25%	18%	21%	18%	20%	19%
Bad	3%	2%	3%	3%	7%	4%	6%	7%	6%	4%	6%	4%	5%	5%
Very Bad	0%	1%	0%	1%	1%	1%	3%	1%	3%	1%	2%	1%	2%	1%
Don't Know	14%	9%	5%	12%	6%	11%	11%	5%	5%	9%	7%	9%	6%	7%
	224	288	271	253	205	245	174	179	203	2,042	2,085	2,050	2,256	2,374
<b>e. Chattanooga as a place to retire</b>														
Very Good	39%	32%	39%	36%	15%	30%	28%	22%	19%	30%	29%	31%	27%	29%
Good	36%	43%	42%	38%	52%	40%	36%	40%	45%	41%	41%	40%	39%	40%
Neutral	13%	14%	13%	15%	23%	17%	18%	25%	21%	17%	19%	17%	19%	19%
Bad	2%	2%	2%	2%	4%	5%	5%	5%	3%	3%	4%	4%	4%	4%
Very Bad	1%	0%	1%	2%	1%	1%	1%	1%	3%	1%	1%	2%	2%	2%
Don't Know	9%	9%	4%	8%	5%	7%	13%	7%	8%	8%	6%	7%	8%	7%
	224	288	272	254	204	247	174	179	201	2,043	2,097	2,070	2,268	2,393

		1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total	
2.	How safe would you feel walking alone during the day:															
a.	In your neighborhood?															
	Very Safe	50%	58%	47%	53%	14%	36%	31%	26%	21%	42%	41%	44%	41%	40%	
	Safe	41%	34%	44%	44%	57%	45%	43%	39%	42%	39%	39%	38%	40%	40%	
	Neutral	7%	7%	7%	4%	22%	15%	15%	21%	24%	10%	10%	9%	9%	11%	
	Unsafe	2%	1%	1%	0%	6%	3%	8%	10%	8%	6%	7%	6%	6%	7%	
	Very Unsafe	0%	0%	0%	0%	0%	1%	2%	4%	3%	2%	2%	2%	3%	2%	
	Don't Know	0%	0%	0%	0%	0%	0%	1%	0%	1%	1%	1%	0%	1%	1%	
		223	289	272	255	204	250	175	180	205	2,053	2,149	2,126	2,313	2,445	
b.	In the park closest to you?															
	Very Safe	37%	39%	27%	32%	12%	21%	30%	13%	11%	26%	24%	27%	24%	23%	
	Safe	44%	40%	41%	47%	44%	38%	35%	43%	40%	41%	39%	41%	42%	41%	
	Neutral	13%	12%	21%	9%	22%	23%	15%	19%	18%	17%	18%	16%	16%	17%	
	Unsafe	3%	3%	8%	5%	12%	8%	11%	12%	17%	8%	10%	8%	9%	10%	
	Very Unsafe	0%	1%	1%	1%	2%	1%	3%	6%	6%	2%	3%	2%	3%	3%	
	Don't Know	3%	4%	2%	6%	7%	8%	5%	7%	9%	5%	6%	6%	5%	7%	
		224	290	271	254	204	249	175	178	197	2,042	2,097	2,085	2,279	2,406	
c.	Downtown?															
	Very Safe	19%	23%	11%	12%	11%	14%	26%	20%	20%	17%	16%	19%	18%	16%	
	Safe	43%	42%	43%	35%	46%	35%	47%	48%	45%	42%	42%	42%	42%	41%	
	Neutral	19%	16%	24%	26%	23%	28%	13%	17%	17%	21%	20%	20%	21%	21%	
	Unsafe	11%	13%	14%	16%	9%	13%	9%	9%	11%	12%	14%	12%	11%	14%	
	Very Unsafe	4%	3%	7%	8%	4%	6%	2%	2%	1%	4%	5%	5%	5%	4%	
	Don't Know	4%	3%	1%	4%	6%	4%	3%	4%	6%	4%	3%	3%	4%	4%	
		221	290	268	255	203	245	172	177	202	2,033	2,102	2,087	2,269	2,402	
3.	How safe would you feel walking alone at night:															
a.	In your neighborhood?															
	Very Safe	29%	32%	30%	30%	7%	15%	14%	9%	4%	20%	20%	20%	20%	18%	
	Safe	40%	36%	36%	44%	28%	36%	26%	19%	28%	33%	32%	34%	32%	33%	
	Neutral	16%	16%	14%	11%	17%	19%	18%	19%	18%	16%	16%	15%	16%	15%	
	Unsafe	14%	12%	15%	9%	28%	18%	25%	30%	30%	19%	19%	19%	20%	22%	
	Very Unsafe	0%	3%	4%	5%	17%	8%	15%	22%	19%	9%	11%	9%	9%	10%	
	Don't Know	0%	1%	1%	2%	2%	4%	2%	2%	1%	2%	2%	2%	2%	2%	
		225	294	273	257	208	252	177	186	204	2,076	2,147	2,119	2,316	2,440	
b.	In the park closest to you?															
	Very Safe	8%	11%	6%	8%	3%	6%	6%	8%	3%	7%	5%	6%	6%	5%	
	Safe	23%	29%	21%	22%	14%	19%	20%	20%	15%	21%	20%	22%	19%	18%	
	Neutral	36%	25%	25%	29%	24%	24%	22%	15%	18%	25%	24%	24%	26%	25%	
	Unsafe	24%	24%	34%	24%	32%	31%	30%	30%	32%	29%	29%	29%	30%	31%	
	Very Unsafe	3%	6%	9%	8%	19%	8%	16%	22%	21%	11%	14%	12%	12%	12%	
	Don't Know	6%	7%	5%	9%	7%	13%	6%	4%	11%	8%	8%	8%	7%	8%	
		223	288	272	253	204	248	174	181	198	2,041	2,100	2,079	2,277	2,402	

	1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total
<b>c. Downtown?</b>														
Very Safe	2%	4%	3%	2%	4%	4%	8%	11%	5%	4%	4%	5%	5%	4%
Safe	23%	24%	13%	14%	23%	18%	33%	29%	34%	23%	19%	22%	21%	19%
Neutral	29%	25%	28%	25%	21%	23%	24%	23%	19%	24%	25%	24%	25%	22%
Unsafe	28%	30%	32%	27%	29%	31%	24%	22%	23%	28%	28%	29%	29%	30%
Very Unsafe	14%	14%	21%	24%	16%	19%	9%	9%	11%	16%	19%	16%	15%	19%
Don't Know	5%	3%	4%	7%	6%	6%	2%	6%	9%	5%	5%	4%	4%	5%
	221	288	271	256	201	248	173	180	200	2,038	2,112	2,085	2,271	2,410
<b>4a. Did anyone break into, or burglarize, your home during the last 12 months?</b>														
Yes	2%	6%	6%	6%	6%	10%	8%	8%	11%	7%	7%	7%	7%	9%
No	98%	94%	94%	94%	94%	90%	92%	92%	89%	93%	93%	93%	93%	91%
	227	294	271	257	208	252	177	184	206	2,076	2,146	2,127	2,322	2,450
<b>4b. If yes, was it reported to the police?</b>														
Yes	77%	0%	92%	82%	91%	78%	91%	58%	75%	77%	73%	82%	79%	81%
No	23%	100%	8%	18%	9%	22%	9%	42%	25%	23%	27%	18%	21%	19%
	110	4	13	11	11	9	23	12	12	110	124	122	160	183
<b>5. Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?</b>														
Yes	8%	17%	9%	8%	14%	16%	18%	14%	19%	13%	12%	10%	11%	12%
No	92%	83%	91%	92%	86%	84%	82%	86%	81%	87%	88%	90%	89%	88%
	226	291	271	257	208	249	175	180	205	2,062	2,113	2,090	2,284	2,418
<b>a. If yes, was it reported to the police?</b>														
Yes	50%	53%	57%	33%	64%	60%	34%	52%	56%	52%	56%	57%	62%	52%
No	50%	47%	43%	67%	36%	40%	66%	48%	44%	48%	44%	43%	38%	48%
	18	45	21	15	22	35	29	23	34	242	214	189	227	258
<b>6. Did you call 9-1-1 for an emergency during the last 12 months?</b>														
Yes	15%	17%	11%	15%	15%	22%	24%	26%	21%	18%	17%	17%	18%	20%
No	85%	83%	89%	85%	85%	78%	76%	74%	79%	82%	83%	83%	82%	80%
	220	288	265	250	201	245	173	175	195	2,012	2,086	2,050	2,252	2,375
<b>a. If yes, how do you rate the services you received on the the phone from the 9-1-1 calltaker?</b>														
Very Good	33%	42%	68%	47%	44%	47%	49%	36%	33%	44%	45%	50%	47%	44%
Good	58%	35%	18%	38%	44%	41%	22%	43%	39%	38%	38%	34%	39%	43%
Neutral	9%	19%	11%	13%	7%	10%	22%	14%	21%	14%	13%	9%	9%	9%
Bad	0%	2%	0%	0%	4%	2%	3%	5%	3%	2%	2%	4%	3%	4%
Very Bad	0%	2%	4%	3%	0%	0%	5%	2%	3%	2%	2%	3%	3%	1%
	33	43	28	32	27	51	37	42	33	326	324	335	393	454

		1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total	
7.	How do you rate police services on the following:															
a.	Overall quality of services?															
	Very Good	24%	26%	19%	26%	13%	21%	18%	18%	13%	20%	22%	20%	16%	16%	
	Good	46%	45%	53%	42%	51%	46%	40%	43%	49%	46%	45%	46%	44%	47%	
	Neutral	10%	15%	14%	13%	17%	16%	25%	24%	20%	17%	17%	17%	21%	20%	
	Bad	1%	1%	1%	2%	2%	4%	3%	4%	7%	3%	3%	3%	4%	4%	
	Very Bad	0%	1%	0%	0%	1%	1%	2%	1%	0%	1%	1%	1%	2%	2%	
	Don't Know	19%	12%	12%	17%	15%	12%	13%	10%	10%	14%	12%	13%	12%	10%	
		224	291	270	254	207	250	177	182	201	2,056	2,116	2,082	2,270	2,388	
b.	Conduct of police officers?															
	Very Good	27%	27%	22%	28%	14%	25%	20%	23%	16%	23%	23%	21%	17%	17%	
	Good	36%	40%	41%	33%	47%	39%	32%	35%	39%	38%	39%	39%	39%	41%	
	Neutral	15%	15%	17%	17%	22%	17%	29%	26%	27%	20%	19%	20%	23%	22%	
	Bad	1%	4%	4%	2%	3%	4%	2%	6%	6%	3%	4%	4%	5%	6%	
	Very Bad	0%	0%	0%	0%	1%	2%	2%	2%	3%	1%	2%	2%	3%	2%	
	Don't Know	21%	14%	16%	20%	13%	13%	14%	8%	11%	15%	13%	14%	13%	12%	
		225	291	271	254	206	252	173	181	198	2,051	2,101	2,075	2,252	2,361	
c.	Speed of emergency police response?															
	Very Good	16%	17%	14%	13%	9%	14%	19%	16%	10%	14%	15%	14%	13%	13%	
	Good	30%	31%	25%	29%	38%	34%	26%	38%	34%	31%	34%	31%	31%	34%	
	Neutral	14%	20%	22%	20%	20%	23%	24%	26%	30%	22%	20%	21%	24%	22%	
	Bad	2%	11%	10%	5%	9%	15%	16%	20%	15%	10%	4%	4%	6%	5%	
	Very Bad	1%	0%	5%	2%	5%	5%	9%	20%	15%	5%	2%	2%	3%	2%	
	Don't Know	39%	29%	34%	35%	28%	24%	25%	14%	20%	28%	26%	28%	23%	23%	
		224	288	271	248	203	250	170	176	196	2,026	2,091	2,064	2,240	2,346	
8.	Did you use fire or emergency medical services during the last 12 months?															
	Yes	11%	14%	10%	11%	10%	14%	15%	15%	14%	12%	11%	12%	12%	12%	
	No	89%	86%	90%	89%	90%	86%	85%	85%	86%	88%	89%	88%	88%	88%	
		224	290	270	257	202	252	172	185	206	2,058	2,111	2,095	2,284	2,408	
a.	Overall quality of services?															
	Very Good	55%	51%	72%	64%	50%	70%	64%	52%	41%	57%	57%	63%	61%	62%	
	Good	32%	27%	22%	23%	44%	20%	23%	20%	45%	28%	27%	29%	30%	28%	
	Neutral	5%	11%	6%	5%	6%	3%	9%	12%	9%	7%	9%	5%	5%	6%	
	Bad	5%	8%	0%	9%	0%	0%	5%	4%	5%	4%	3%	2%	1%	2%	
	Very Bad	0%	0%	0%	0%	0%	3%	0%	4%	0%	1%	2%	1%	2%	1%	
	Don't Know	5%	3%	0%	0%	0%	3%	0%	8%	0%	2%	1%	1%	1%	1%	
		22	37	18	22	16	30	22	25	22	214	202	213	243	253	

	1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total
<b>b. Speed of emergency response?</b>														
Very Good	59%	58%	68%	59%	63%	63%	70%	48%	40%	59%	54%	60%	59%	59%
Good	27%	19%	21%	32%	31%	30%	22%	26%	30%	26%	29%	31%	29%	33%
Neutral	9%	11%	5%	5%	0%	3%	4%	9%	20%	8%	9%	5%	7%	4%
Bad	0%	3%	5%	5%	6%	0%	4%	4%	10%	4%	4%	3%	3%	3%
Very Bad	0%	3%	0%	0%	0%	0%	0%	4%	0%	1%	3%	0%	1%	2%
Don't Know	5%	6%	0%	0%	0%	3%	0%	9%	0%	3%	1%	1%	1%	1%
	22	36	19	22	16	30	23	23	20	211	198	209	240	246
<b>9. How do you rate satisfaction with the following:</b>														
<b>a. Garbage Pick-up?</b>														
Very Satisfied	65%	68%	65%	71%	70%	63%	60%	68%	69%	67%	64%	64%	61%	59%
Somewhat Satisfied	19%	27%	23%	19%	25%	20%	27%	23%	20%	22%	24%	23%	24%	26%
Neutral	4%	2%	5%	3%	1%	7%	4%	3%	8%	4%	4%	4%	5%	5%
Somewhat Dissatisfied	3%	2%	3%	1%	2%	4%	3%	4%	2%	3%	3%	4%	5%	4%
Very Dissatisfied	0%	0%	1%	1%	2%	1%	2%	2%	1%	1%	1%	1%	1%	1%
Don't Know	8%	1%	2%	5%	0%	5%	4%	1%	0%	3%	4%	3%	3%	4%
	225	294	271	256	209	252	178	186	205	2,076	2,144	2,119	2,318	2,440
<b>b. Yard-waste Pick-up?</b>														
Very Satisfied	43%	44%	41%	44%	50%	44%	34%	35%	47%	43%	42%	42%	39%	37%
Somewhat Satisfied	19%	24%	26%	24%	30%	25%	26%	29%	19%	25%	24%	24%	25%	28%
Neutral	7%	10%	11%	8%	10%	11%	10%	12%	16%	10%	10%	12%	12%	12%
Somewhat Dissatisfied	6%	10%	7%	4%	3%	6%	5%	7%	7%	6%	7%	7%	9%	8%
Very Dissatisfied	1%	3%	3%	2%	3%	2%	5%	4%	4%	3%	2%	3%	4%	4%
Don't Know	24%	10%	12%	18%	4%	13%	20%	12%	8%	13%	14%	12%	11%	11%
	224	291	266	255	205	248	177	178	199	2,043	2,099	2,096	2,280	2,403
<b>c. Curbside Recycling?</b>														
Very Satisfied	48%	60%	57%	58%	51%	54%	38%	40%	45%	51%	49%	47%	37%	37%
Somewhat Satisfied	14%	18%	16%	9%	17%	14%	17%	20%	16%	16%	16%	15%	17%	16%
Neutral	9%	6%	10%	11%	12%	10%	13%	15%	15%	11%	12%	13%	15%	17%
Somewhat Dissatisfied	2%	3%	2%	1%	3%	1%	5%	3%	2%	2%	3%	3%	4%	4%
Very Dissatisfied	3%	1%	1%	2%	2%	2%	2%	3%	4%	2%	2%	2%	4%	3%
Don't Know	25%	11%	15%	18%	15%	19%	25%	18%	18%	18%	19%	20%	23%	22%
	221	292	267	255	205	247	173	182	195	2,037	2,089	2,084	2,262	2,366
<b>d. Water Quality of Lakes and Streams?</b>														
Very Satisfied	22%	21%	25%	19%	19%	14%	16%	19%	17%	19%	20%	20%	16%	17%
Somewhat Satisfied	31%	32%	32%	32%	28%	35%	24%	27%	28%	30%	31%	29%	29%	29%
Neutral	17%	21%	21%	18%	27%	22%	20%	23%	22%	21%	22%	21%	23%	23%
Somewhat Dissatisfied	10%	11%	5%	7%	7%	9%	12%	10%	9%	9%	8%	9%	10%	11%
Very Dissatisfied	3%	4%	3%	3%	3%	3%	3%	3%	4%	3%	3%	4%	5%	3%
Don't Know	18%	11%	14%	21%	16%	17%	25%	19%	21%	17%	16%	17%	17%	16%
	222	291	268	249	205	248	172	177	199	2,031	2,090	2,076	2,265	2,376

	1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total
<b>e. Storm Drainage?</b>														
Very Satisfied	19%	20%	22%	19%	16%	16%	20%	20%	19%	19%	21%	18%	17%	17%
Somewhat Satisfied	25%	31%	28%	33%	31%	31%	26%	25%	28%	29%	29%	28%	28%	28%
Neutral	22%	21%	23%	17%	20%	21%	18%	18%	19%	20%	21%	20%	22%	21%
Somewhat Dissatisfied	15%	13%	13%	11%	16%	12%	17%	18%	12%	14%	12%	15%	13%	14%
Very Dissatisfied	6%	8%	6%	7%	7%	9%	8%	7%	9%	7%	6%	8%	9%	9%
Don't Know	13%	8%	9%	13%	11%	11%	11%	12%	13%	11%	11%	11%	11%	11%
	222	294	268	253	205	252	174	181	206	2,055	2,114	2,084	2,280	2,395
<b>f. Sewers?</b>														
Very Satisfied	25%	24%	29%	30%	22%	24%	20%	20%	22%	25%	25%	23%	20%	21%
Somewhat Satisfied	26%	27%	22%	30%	28%	28%	26%	27%	25%	26%	28%	27%	27%	27%
Neutral	18%	24%	22%	19%	20%	22%	15%	19%	20%	20%	21%	21%	22%	23%
Somewhat Dissatisfied	8%	12%	10%	5%	13%	7%	16%	15%	13%	11%	9%	9%	11%	10%
Very Dissatisfied	6%	5%	5%	2%	5%	5%	7%	8%	9%	6%	6%	7%	7%	7%
Don't Know	16%	8%	12%	13%	12%	13%	15%	10%	11%	12%	11%	13%	12%	12%
	222	294	269	252	207	250	176	182	206	2,058	2,122	2,090	2,289	2,396
<b>10. In the last 12 months, how many times did you:</b>														
<b>a. Visit any city park?</b>														
Daily	2%	3%	2%	1%	1%	1%	5%	2%	3%	2%	3%	3%	2%	3%
Weekly	21%	29%	17%	13%	11%	10%	22%	13%	11%	17%	16%	15%	15%	14%
Monthly	19%	17%	15%	16%	11%	14%	16%	13%	16%	15%	15%	15%	14%	15%
A Few Times	43%	36%	45%	42%	52%	46%	36%	46%	43%	43%	43%	42%	43%	44%
Never	13%	14%	20%	28%	21%	26%	20%	25%	25%	21%	22%	23%	23%	22%
Don't Know	2%	1%	2%	0%	4%	3%	1%	3%	2%	2%	2%	2%	2%	2%
	223	293	270	256	208	254	176	184	206	2,070	2,136	2,121	2,312	2,443
<b>b. Visit a city park near your home?</b>														
Daily	3%	3%	3%	1%	1%	1%	5%	1%	4%	2%	3%	3%	3%	3%
Weekly	20%	29%	15%	15%	8%	10%	22%	14%	8%	16%	15%	13%	14%	12%
Monthly	15%	15%	13%	14%	5%	10%	11%	10%	14%	12%	12%	13%	11%	12%
A Few Times	42%	35%	41%	41%	51%	42%	34%	37%	31%	40%	38%	39%	39%	41%
Never	18%	17%	25%	28%	33%	32%	26%	33%	38%	27%	30%	30%	31%	30%
Don't Know	2%	1%	3%	0%	3%	4%	1%	5%	5%	3%	2%	3%	2%	2%
	223	290	269	246	199	245	166	175	191	2,004	2,092	2,067	2,246	2,382
<b>11. How do you rate the quality of parks near your home in the following categories:</b>														
<b>a. Well-maintained landscaping?</b>														
Very Good	32%	35%	31%	31%	13%	24%	25%	23%	17%	26%	27%	26%	26%	27%
Good	44%	48%	44%	42%	46%	40%	41%	37%	41%	43%	43%	43%	42%	42%
Neutral	12%	8%	14%	11%	17%	15%	17%	19%	20%	14%	13%	13%	14%	15%
Bad	0%	1%	0%	0%	3%	1%	6%	5%	5%	2%	2%	2%	2%	2%
Very Bad	1%	0%	0%	0%	1%	0%	3%	1%	1%	1%	1%	1%	1%	1%
Don't Know	11%	8%	10%	16%	18%	19%	9%	15%	18%	14%	14%	15%	15%	14%
	226	293	268	253	201	252	174	179	200	2,046	2,124	2,091	2,274	2,420



	1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total
<b>b. Well-maintained facilities?</b>														
Very Good	28%	29%	27%	27%	13%	22%	21%	18%	16%	23%	22%	21%	22%	22%
Good	42%	46%	43%	38%	40%	37%	39%	37%	36%	40%	40%	40%	40%	42%
Neutral	15%	12%	18%	15%	22%	18%	17%	20%	25%	17%	17%	16%	18%	17%
Bad	2%	2%	1%	0%	2%	1%	8%	5%	4%	2%	3%	3%	3%	2%
Very Bad	0%	0%	0%	0%	2%	0%	2%	3%	1%	1%	1%	1%	1%	1%
Don't Know	13%	10%	12%	19%	23%	22%	14%	17%	19%	16%	17%	19%	17%	17%
	225	291	269	253	200	251	172	172	198	2,031	2,107	2,086	2,259	2,387
<b>c. Well-maintained playgrounds?</b>														
Very Good	24%	30%	26%	24%	9%	21%	21%	17%	14%	21%	22%	21%	21%	23%
Good	41%	42%	36%	38%	41%	32%	37%	36%	36%	38%	39%	38%	37%	38%
Neutral	12%	11%	18%	13%	22%	18%	13%	20%	21%	16%	15%	15%	17%	16%
Bad	1%	1%	0%	0%	2%	0%	8%	4%	4%	2%	2%	2%	3%	1%
Very Bad	0%	0%	0%	0%	2%	0%	2%	2%	1%	1%	1%	1%	1%	1%
Don't Know	21%	16%	19%	25%	25%	28%	19%	22%	25%	22%	21%	22%	21%	21%
	225	291	269	253	199	250	172	174	198	2,031	2,110	2,081	2,257	2,381
<b>12. In the past 12 months, did anyone in your household participate in a Chattanooga Parks and Recreation activity?</b>														
Yes	16%	23%	11%	13%	26%	14%	18%	18%	21%	18%	15%	16%	18%	18%
No	84%	77%	89%	87%	75%	86%	82%	82%	79%	82%	85%	84%	82%	82%
	218	284	264	245	200	245	163	173	188	1,980	2,041	2,030	2,216	2,339
<b>13. How satisfied are you with the city's recreation programs, classes and events held at community centers, pools. Or sports facilities:</b>														
<b>a. Affordability?</b>														
Very Satisfied	5%	9%	6%	6%	12%	5%	13%	12%	10%	8%	8%	8%	8%	9%
Satisfied	15%	18%	13%	11%	24%	16%	20%	19%	14%	16%	18%	17%	17%	19%
Neutral	13%	14%	22%	15%	18%	19%	12%	16%	22%	17%	18%	17%	18%	18%
Somewhat Dissatisfied	3%	3%	1%	1%	2%	4%	2%	2%	3%	2%	3%	2%	3%	2%
Very Dissatisfied	0%	0%	1%	0%	2%	0%	1%	2%	1%	1%	1%	1%	1%	1%
Don't Know	64%	55%	58%	67%	41%	57%	51%	50%	51%	55%	52%	54%	52%	51%
	218	288	260	246	202	253	172	181	200	2,020	2,091	2,066	2,254	2,369
<b>b. Variety?</b>														
Very Satisfied	6%	7%	5%	3%	7%	4%	8%	6%	6%	6%	6%	7%	7%	7%
Satisfied	16%	17%	12%	13%	27%	13%	17%	17%	16%	16%	17%	17%	16%	17%
Neutral	14%	17%	23%	16%	20%	21%	19%	20%	22%	19%	20%	19%	20%	20%
Somewhat Dissatisfied	1%	2%	2%	0%	2%	3%	2%	2%	3%	2%	3%	2%	3%	3%
Very Dissatisfied	0%	1%	1%	0%	1%	2%	2%	2%	2%	1%	1%	1%	2%	1%
Don't Know	1	1	1	1	0	1	1	1	1	56%	53%	54%	52%	51%
	216	286	259	245	201	250	168	173	193	1,991	2,062	2,036	2,217	2,331

	1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total
<b>c.</b> Quality of instruction, coaching, leadership, etc?														
Very Satisfied	4%	7%	4%	4%	7%	3%	8%	7%	7%	5%	6%	5%	6%	7%
Satisfied	13%	15%	12%	9%	26%	10%	17%	18%	12%	14%	15%	15%	14%	15%
Neutral	14%	15%	21%	17%	19%	20%	14%	18%	23%	18%	20%	19%	20%	20%
Somewhat Dissatisfied	2%	2%	2%	0%	2%	4%	1%	1%	3%	2%	2%	2%	2%	3%
Very Dissatisfied	0%	1%	0%	0%	1%	1%	3%	2%	2%	1%	1%	1%	1%	1%
Don't Know	1	1	1	1	0	1	1	1	1	59%	56%	57%	56%	55%
	216	288	258	244	202	249	167	174	194	1,992	2,067	2,032	2,216	2,333
<b>14.</b> How do you rate traffic flow (congestions) on major streets and thoroughfares, excluding freeways:														
<b>a.</b> During peak hours, that is 7-9am and 3:30-6pm?														
Very Good	2%	3%	3%	3%	2%	1%	3%	5%	2%	3%	2%	3%	4%	3%
Good	21%	28%	26%	20%	24%	25%	26%	34%	30%	26%	26%	31%	31%	33%
Neutral	25%	21%	24%	16%	25%	26%	23%	19%	25%	23%	25%	21%	23%	25%
Bad	31%	36%	35%	40%	32%	29%	32%	27%	25%	32%	32%	31%	29%	27%
Very Bad	17%	9%	9%	19%	15%	19%	12%	11%	16%	14%	13%	11%	10%	9%
Don't Know	0	0	0	0	0	0	0	0	0	2%	2%	3%	2%	3%
	225	291	271	255	206	253	176	185	202	2,064	2,139	2,117	2,305	2,436
<b>b.</b> During off-peak traffic hours?														
Very Good	21%	24%	19%	15%	16%	14%	18%	19%	17%	18%	17%	21%	20%	21%
Good	45%	51%	50%	44%	50%	51%	44%	48%	46%	48%	49%	48%	49%	49%
Neutral	19%	16%	19%	20%	21%	22%	23%	19%	22%	20%	20%	17%	17%	18%
Bad	8%	6%	8%	15%	7%	10%	9%	8%	6%	9%	8%	8%	8%	8%
Very Bad	4%	3%	3%	5%	5%	3%	3%	2%	6%	4%	3%	3%	3%	2%
Don't Know	2%	1%	1%	1%	1%	0%	3%	3%	3%	2%	2%	3%	2%	2%
	227	290	270	255	206	251	172	176	197	2,044	2,112	2,098	2,284	2,415
<b>15.</b> How do you rate City streets on :														
<b>a.</b> Smoothness?														
Very Good	1%	3%	3%	2%	1%	1%	2%	2%	3%	2%	2%	2%	3%	3%
Good	27%	21%	15%	21%	22%	18%	23%	18%	12%	20%	23%	25%	27%	30%
Neutral	24%	18%	15%	18%	18%	21%	15%	24%	19%	19%	21%	21%	22%	24%
Bad	29%	40%	41%	35%	30%	38%	38%	32%	33%	35%	35%	35%	33%	30%
Very Bad	18%	19%	25%	24%	28%	22%	21%	24%	32%	24%	19%	16%	15%	12%
Don't Know	1%	0%	0%	0%	0%	0%	1%	0%	1%	0%	1%	1%	1%	1%
	226	292	271	255	206	255	177	184	205	2,071	2,142	2,107	2,303	2,437
<b>b.</b> Cleanliness?														
Very Good	4%	8%	4%	3%	3%	6%	4%	4%	5%	5%	5%	5%	6%	6%
Good	46%	47%	43%	43%	39%	36%	38%	35%	28%	40%	41%	46%	43%	45%
Neutral	33%	27%	32%	31%	28%	34%	27%	34%	28%	30%	31%	27%	28%	30%
Bad	14%	15%	14%	15%	20%	20%	22%	18%	25%	18%	17%	16%	17%	14%
Very Bad	4%	4%	6%	7%	8%	5%	7%	9%	14%	7%	6%	5%	6%	4%
Don't Know	0%	0%	0%	0%	1%	0%	1%	0%	1%	0%	1%	1%	1%	1%
	222	289	272	253	209	250	175	183	203	2,056	2,128	2,102	2,292	2,435
<b>c.</b> Speeding vehicles?														
Very Good	1%	3%	1%	2%	1%	2%	2%	3%	2%	2%	2%	2%	3%	3%
Good	21%	21%	18%	19%	18%	23%	21%	17%	16%	19%	23%	23%	22%	24%
Neutral	30%	29%	35%	30%	27%	28%	24%	32%	30%	30%	29%	27%	29%	29%
Bad	31%	30%	29%	29%	36%	27%	34%	29%	28%	30%	29%	30%	30%	29%

	1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total
Very Bad	15%	15%	15%	18%	18%	17%	18%	16%	23%	17%	16%	15%	15%	13%
Don't Know	1%	2%	2%	2%	1%	3%	1%	3%	2%	2%	1%	2%	2%	2%
	224	293	266	254	205	250	175	182	200	2,049	2,123	2,097	2,307	2,428
d. Safety of pedestrians?														
Very Good	2%	6%	3%	4%	3%	4%	4%	5%	2%	4%	3%	5%	4%	4%
Good	37%	32%	28%	33%	30%	30%	37%	27%	27%	31%	35%	34%	33%	35%
Neutral	35%	29%	38%	33%	32%	34%	27%	41%	32%	33%	30%	29%	30%	31%
Bad	15%	21%	18%	16%	21%	16%	21%	15%	19%	18%	20%	19%	20%	19%
Very Bad	8%	11%	9%	12%	9%	11%	10%	11%	16%	11%	9%	9%	9%	7%
Don't Know	3%	1%	4%	3%	4%	4%	1%	1%	4%	3%	3%	3%	4%	3%
	225	294	268	254	205	251	176	177	201	2,051	2,136	2,099	2,294	2,429
e. Safety of bicyclists?														
Very Good	4%	6%	4%	3%	3%	3%	3%	4%	3%	4%	4%	4%	3%	4%
Good	25%	27%	20%	22%	25%	20%	31%	25%	20%	24%	28%	25%	24%	25%
Neutral	36%	24%	39%	33%	30%	36%	28%	32%	31%	32%	29%	30%	29%	31%
Bad	15%	20%	19%	18%	22%	19%	22%	22%	20%	19%	20%	23%	25%	23%
Very Bad	8%	13%	8%	14%	10%	12%	11%	9%	18%	12%	10%	12%	12%	11%
Don't Know	12%	10%	10%	10%	10%	12%	5%	7%	9%	10%	8%	7%	8%	8%
	225	294	268	254	207	252	177	179	198	2,054	2,136	2,099	2,302	2,431
16. Has a new <b>commercial</b> development been completed in or near your neighborhood in the last 12 months?														
Yes	33%	42%	33%	50%	29%	37%	45%	34%	28%	37%	39%	32%	30%	30%
No	67%	58%	67%	50%	71%	63%	55%	66%	72%	63%	61%	68%	70%	70%
	222	289	269	252	203	251	173	177	200	2,036	2,092	2,088	2,270	2,400
a. Attractiveness?														
Very Good	26%	29%	34%	30%	30%	21%	19%	20%	25%	27%	27%	26%	27%	32%
Good	42%	45%	43%	53%	46%	54%	49%	48%	44%	48%	49%	49%	49%	50%
Neutral	18%	19%	18%	14%	20%	19%	17%	18%	19%	18%	17%	15%	16%	12%
Bad	11%	5%	5%	2%	4%	1%	9%	11%	8%	5%	4%	5%	4%	3%
Very Bad	3%	3%	0%	1%	0%	1%	3%	2%	4%	2%	2%	3%	3%	2%
Don't Know	1%	0%	0%	2%	0%	3%	3%	2%	0%	1%	1%	2%	1%	1%
	74	118	88	125	56	89	77	56	52	735	792	661	678	708

		1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total	
<b>b.</b>	Improvement to your neighborhood as a place to live?															
	Very Good	19%	25%	23%	23%	22%	12%	24%	24%	27%	22%	22%	22%	21%	23%	
	Good	35%	44%	43%	38%	53%	34%	43%	44%	31%	40%	40%	35%	35%	37%	
	Neutral	30%	20%	24%	29%	15%	36%	18%	19%	29%	25%	24%	27%	27%	26%	
	Bad	9%	7%	8%	7%	4%	4%	9%	9%	10%	7%	8%	7%	8%	7%	
	Very Bad	1%	4%	1%	0%	0%	4%	1%	2%	2%	2%	3%	6%	6%	4%	
	Don't Know	5%	0%	1%	3%	7%	9%	4%	2%	2%	4%	3%	3%	2%	3%	
		74	118	87	123	55	89	76	54	49	725	775	649	666	692	
<b>17.</b>	Has a new residential development been completed in or near your neighborhood in the last 12 months?															
	Yes	27%	46%	34%	50%	13%	23%	52%	42%	23%	35%	28%	28%	25%	24%	
	No	73%	54%	66%	50%	87%	77%	48%	58%	77%	65%	72%	72%	75%	76%	
		218	289	265	250	203	248	171	180	200	2,024	2,102	2,077	2,272	2,388	
	If yes, how would you rate it on:															
<b>a.</b>	Attractiveness?															
	Very Good	30%	18%	19%	31%	20%	27%	25%	29%	27%	25%	33%	32%	35%	34%	
	Good	42%	40%	55%	50%	64%	55%	42%	38%	37%	46%	45%	44%	43%	44%	
	Neutral	16%	24%	19%	14%	8%	16%	21%	14%	15%	18%	14%	14%	14%	13%	
	Bad	9%	11%	6%	2%	4%	0%	8%	17%	15%	8%	5%	6%	5%	5%	
	Very Bad	4%	7%	0%	1%	0%	0%	2%	0%	7%	2%	2%	2%	3%	3%	
	Don't Know	0%	0%	1%	2%	4%	2%	2%	3%	0%	1%	1%	2%	1%	2%	
		57	130	88	123	25	56	89	72	41	681	578	562	559	548	
<b>b.</b>	Improvement to your neighborhood as a place to live?															
	Very Good	25%	17%	14%	21%	17%	21%	20%	27%	32%	20%	28%	25%	29%	29%	
	Good	37%	27%	33%	33%	46%	32%	43%	35%	29%	34%	37%	32%	36%	34%	
	Neutral	25%	28%	34%	31%	29%	30%	21%	25%	13%	27%	22%	26%	21%	23%	
	Bad	9%	15%	13%	12%	4%	6%	9%	7%	16%	11%	8%	10%	7%	7%	
	Very Bad	5%	10%	5%	2%	0%	4%	5%	3%	5%	5%	3%	5%	4%	6%	
	Don't Know	0%	2%	2%	3%	4%	8%	3%	3%	5%	3%	3%	3%	2%	2%	
		57	131	88	120	24	53	87	71	38	650	562	552	555	534	
<b>18.</b>	How would you rate your neighborhood on :															
<b>a.</b>	Housing affordability?															
	Very Good	15%	15%	18%	16%	13%	17%	10%	7%	14%	14%	14%	15%	15%	14%	
	Good	52%	46%	59%	59%	55%	49%	46%	42%	47%	51%	50%	53%	53%	53%	
	Neutral	21%	18%	16%	15%	17%	20%	25%	27%	25%	20%	21%	19%	19%	20%	
	Bad	6%	15%	3%	4%	6%	6%	9%	14%	5%	8%	7%	7%	7%	6%	
	Very Bad	1%	3%	1%	1%	1%	4%	5%	3%	2%	2%	3%	2%	2%	2%	
	Don't Know	4%	3%	3%	4%	8%	5%	5%	7%	7%	5%	4%	5%	4%	4%	
		224	292	268	253	207	253	175	183	206	2,061	2,138	2,110	2,298	2,418	

	1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total
<b>b. Physical condition of housing?</b>														
Very Good	18%	20%	19%	22%	7%	15%	11%	8%	11%	15%	16%	16%	15%	16%
Good	56%	56%	60%	59%	43%	55%	40%	34%	37%	50%	49%	51%	50%	49%
Neutral	19%	19%	16%	13%	31%	21%	27%	29%	27%	22%	23%	22%	22%	23%
Bad	4%	2%	4%	4%	12%	6%	15%	18%	20%	8%	8%	8%	9%	9%
Very Bad	2%	1%	0%	1%	3%	3%	5%	9%	4%	3%	3%	3%	3%	2%
Don't Know	2%	1%	1%	0%	4%	1%	2%	2%	1%	1%	2%	1%	1%	2%
	226	293	272	253	204	251	176	182	205	2,062	2,144	2,110	2,298	2,424
<b>c. Closeness of parks or open spaces?</b>														
Very Good	22%	31%	21%	24%	9%	16%	22%	16%	5%	19%	19%	18%	18%	17%
Good	48%	41%	46%	49%	43%	38%	47%	36%	40%	43%	44%	45%	43%	45%
Neutral	23%	19%	23%	16%	24%	31%	23%	26%	25%	23%	21%	22%	23%	23%
Bad	5%	4%	4%	4%	14%	7%	5%	9%	17%	7%	8%	7%	8%	8%
Very Bad	1%	1%	2%	1%	3%	1%	1%	7%	3%	2%	2%	2%	2%	2%
Don't Know	2%	4%	4%	7%	7%	8%	2%	7%	10%	6%	5%	6%	5%	5%
	222	293	270	253	205	250	172	180	202	2,047	2,125	2,092	2,265	2,409
<b>d. Walking distance to public transit?</b>														
Very Good	9%	18%	4%	4%	11%	10%	33%	26%	14%	14%	13%	13%	16%	14%
Good	9%	35%	13%	14%	30%	31%	48%	40%	39%	28%	27%	28%	27%	29%
Neutral	18%	16%	18%	23%	25%	26%	7%	17%	16%	19%	20%	17%	17%	19%
Bad	23%	13%	26%	23%	14%	10%	5%	8%	15%	16%	16%	18%	16%	16%
Very Bad	24%	5%	23%	13%	9%	6%	1%	3%	4%	10%	12%	11%	12%	10%
Don't Know	18%	13%	15%	22%	11%	17%	6%	6%	11%	14%	13%	13%	12%	12%
	222	292	268	252	207	250	174	183	203	2,051	2,128	2,108	2,288	2,419
<b>e. Access to shopping and other services?</b>														
Very Good	28%	35%	32%	52%	13%	39%	17%	10%	11%	28%	29%	28%	28%	28%
Good	46%	53%	53%	40%	55%	47%	46%	29%	36%	46%	44%	45%	43%	44%
Neutral	14%	9%	11%	7%	21%	12%	18%	22%	21%	14%	14%	14%	14%	15%
Bad	7%	2%	2%	0%	9%	2%	13%	19%	23%	7%	7%	8%	9%	9%
Very Bad	4%	1%	2%	0%	2%	0%	4%	15%	9%	4%	4%	4%	5%	3%
Don't Know	0%	0%	0%	0%	0%	0%	2%	4%	0%	1%	1%	1%	1%	1%
	223	293	271	253	207	251	175	183	203	2,059	2,142	2,106	2,298	2,424
<b>f. On-street parking?</b>														
Very Good	9%	10%	5%	7%	3%	7%	9%	12%	4%	7%	9%	8%	9%	8%
Good	22%	30%	28%	22%	25%	27%	34%	33%	24%	27%	28%	25%	25%	27%
Neutral	37%	24%	37%	37%	27%	32%	22%	26%	24%	30%	28%	30%	30%	29%
Bad	18%	22%	13%	14%	27%	15%	21%	18%	29%	19%	19%	19%	19%	19%
Very Bad	7%	9%	9%	11%	11%	7%	10%	8%	12%	9%	9%	9%	10%	9%
Don't Know	7%	6%	8%	9%	8%	12%	5%	2%	6%	7%	7%	8%	7%	8%
	216	288	263	247	206	249	175	177	201	2,022	2,106	2,082	2,258	2,399

	1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total
<b>g. Street lighting?</b>														
Very Good	12%	16%	11%	13%	7%	15%	20%	15%	10%	13%	14%	14%	15%	13%
Good	46%	47%	46%	42%	47%	47%	41%	49%	50%	46%	46%	48%	47%	49%
Neutral	26%	22%	23%	23%	25%	20%	16%	18%	21%	22%	21%	19%	19%	19%
Bad	11%	10%	13%	14%	14%	12%	17%	12%	15%	13%	14%	12%	13%	12%
Very Bad	3%	5%	5%	7%	6%	4%	5%	4%	4%	5%	5%	6%	6%	6%
Don't Know	1%	0%	2%	1%	1%	1%	1%	2%	0%	1%	1%	1%	1%	1%
	223	293	270	254	209	253	176	186	203	2,067	2,145	2,108	2,312	2,427
<b>h. Availability of sidewalks?</b>														
Very Good	14%	11%	11%	22%	2%	4%	24%	27%	7%	13%	13%	12%	12%	12%
Good	27%	20%	17%	24%	13%	19%	40%	40%	30%	24%	25%	24%	23%	23%
Neutral	17%	16%	20%	15%	21%	23%	11%	14%	12%	17%	18%	17%	17%	18%
Bad	20%	25%	23%	16%	34%	21%	14%	7%	22%	21%	20%	23%	20%	21%
Very Bad	18%	26%	25%	21%	27%	27%	11%	10%	27%	22%	22%	21%	26%	23%
Don't Know	3%	1%	4%	2%	3%	5%	0%	2%	2%	3%	3%	3%	2%	3%
	222	291	268	251	204	252	174	182	203	2,047	2,128	2,104	2,295	2,431
<b>19. How do you rate Chattanooga as a place to do business?</b>														
Very Good	24%	21%	16%	21%	8%	15%	19%	13%	17%	17%	16%	17%	15%	16%
Good	44%	48%	56%	41%	49%	47%	38%	41%	41%	46%	48%	49%	47%	48%
Neutral	12%	13%	13%	17%	26%	20%	20%	31%	25%	19%	19%	18%	22%	20%
Bad	1%	2%	1%	2%	2%	4%	5%	3%	4%	2%	3%	2%	3%	3%
Very Bad	0%	1%	1%	0%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%
Don't Know	19%	16%	13%	19%	15%	14%	18%	10%	11%	15%	14%	14%	12%	12%
	224	291	271	255	209	254	175	188	206	2,073	2,152	2,117	2,308	2,447
<b>a. Do you own a business in Chattanooga?</b>														
Yes	9%	21%	8%	14%	12%	11%	16%	12%	18%	13%	11%	12%	11%	12%
No	91%	79%	92%	86%	88%	89%	84%	88%	82%	87%	89%	88%	89%	88%
	205	265	243	227	182	225	161	164	182	1,854	1,910	1,903	2,077	2,227
<b>b. If yes, how many employees does your business employ?</b>														
Self	33%	42%	43%	48%	60%	44%	20%	29%	36%	40%	36%	41%	47%	43%
1	7%	6%	0%	5%	13%	17%	5%	14%	9%	8%	9%	13%	10%	9%
2-10	53%	36%	14%	38%	7%	28%	45%	57%	41%	36%	36%	29%	27%	34%
11-50	7%	16%	43%	5%	7%	0%	25%	0%	9%	13%	16%	12%	10%	10%
51-150	0%	0%	0%	5%	7%	6%	0%	0%	5%	2%	2%	4%	3%	2%
151+	0%	0%	0%	0%	7%	6%	5%	0%	0%	2%	2%	2%	3%	2%
	15	50	14	21	15	18	20	14	22	189	188	197	202	223

	1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total
20. In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chattanooga:														
a. Called 3-1-1 about public services														
Never	35%	23%	29%	29%	16%	33%	31%	27%	21%	27%	27%	25%	24%	27%
Once or Twice	33%	38%	29%	35%	36%	26%	42%	35%	43%	35%	37%	38%	37%	37%
3 to 5 Times	23%	27%	25%	26%	36%	27%	20%	25%	24%	26%	26%	26%	26%	26%
6 to 10 Times	6%	9%	13%	8%	9%	12%	6%	9%	9%	9%	7%	8%	9%	7%
More than 10 Times	3%	3%	5%	2%	3%	3%	2%	3%	4%	3%	3%	3%	4%	3%
	225	291	271	255	207	252	173	186	204	2,064	2,127	2,108	2,292	2,434
b. Ridden a local bus (CARTA)														
Never	86%	81%	88%	89%	85%	86%	63%	53%	74%	80%	82%	81%	79%	79%
Once or Twice	7%	12%	7%	8%	7%	8%	17%	18%	15%	10%	10%	10%	11%	11%
3 to 5 Times	3%	2%	3%	1%	2%	3%	4%	8%	4%	3%	3%	3%	4%	3%
6 to 10 Times	1%	2%	1%	1%	0%	1%	3%	5%	2%	2%	1%	1%	2%	2%
More than 10 Times	3%	3%	2%	2%	5%	2%	12%	15%	5%	5%	4%	4%	5%	5%
	222	294	273	252	205	249	172	182	205	2,054	2,119	2,112	2,276	2,424
c. Visited a Chattanooga Public Library branch														
Never	52%	46%	47%	62%	47%	53%	39%	41%	51%	49%	49%	48%	48%	49%
Once or Twice	28%	25%	28%	22%	27%	28%	23%	32%	27%	27%	28%	27%	28%	27%
3 to 5 Times	5%	12%	12%	8%	15%	6%	12%	16%	11%	11%	11%	13%	11%	11%
6 to 10 Times	6%	7%	5%	4%	7%	6%	8%	5%	5%	6%	5%	5%	5%	6%
More than 10 Times	9%	10%	8%	6%	4%	6%	17%	7%	7%	8%	6%	7%	8%	8%
	223	293	273	250	205	247	173	177	198	2,039	2,117	2,108	2,296	2,425
d. Attended an event at Memorial Auditorium or Tivoli														
Never	34%	36%	43%	50%	34%	54%	41%	41%	38%	41%	42%	41%	42%	41%
Once or Twice	49%	48%	39%	36%	43%	33%	37%	41%	42%	41%	41%	43%	43%	42%
3 to 5 Times	10%	13%	14%	12%	19%	10%	14%	13%	14%	13%	12%	13%	12%	13%
6 to 10 Times	4%	1%	3%	2%	3%	2%	5%	1%	3%	3%	3%	2%	2%	2%
More than 10 Times	2%	2%	1%	0%	0%	0%	3%	3%	2%	1%	1%	1%	1%	1%
	225	289	270	254	206	243	174	181	204	2,046	2,121	2,113	2,299	2,422
e. Used/visited McKamey Animal Center														
Never	71%	60%	67%	78%	77%	72%	71%	68%	69%	70%	71%	71%	74%	72%
Once or Twice	23%	32%	26%	18%	20%	22%	24%	24%	24%	24%	23%	24%	22%	23%
3 to 5 Times	4%	6%	6%	1%	2%	4%	4%	6%	3%	4%	4%	4%	3%	4%
6 to 10 Times	0%	1%	1%	0%	0%	1%	0%	1%	3%	1%	1%	1%	1%	1%
More than 10 Times	1%	1%	0%	2%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	225	292	273	254	205	250	174	181	203	2,057	2,118	2,097	2,290	2,417

	1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total
<b>f. Visited the Chattanooga.gov website</b>														
Never	31%	29%	33%	37%	33%	36%	34%	42%	40%	35%	41%	44%	47%	47%
Once or Twice	32%	30%	28%	27%	25%	31%	31%	26%	29%	29%	28%	29%	28%	26%
3 to 5 Times	21%	24%	23%	23%	24%	19%	14%	17%	10%	20%	17%	16%	14%	16%
6 to 10 Times	10%	10%	11%	7%	10%	8%	9%	8%	9%	9%	7%	6%	7%	7%
More than 10 Times	6%	8%	6%	6%	7%	7%	12%	7%	12%	8%	6%	4%	4%	5%
	225	290	271	253	206	248	173	177	198	2,041	1,698	1,708	1,843	1,967
<b>g. Been involved in a community project or attended a public meeting</b>														
Never	66%	60%	75%	68%	62%	68%	52%	60%	54%	62%	58%	62%	64%	61%
Once or Twice	25%	28%	18%	27%	26%	24%	29%	26%	33%	25%	27%	26%	23%	26%
3 to 5 Times	8%	10%	5%	4%	8%	6%	16%	11%	9%	8%	10%	7%	8%	7%
6 to 10 Times	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	3%	3%	3%	3%
More than 10 Times	1%	2%	2%	1%	4%	2%	2%	3%	4%	2%	3%	3%	2%	3%
	220	284	269	252	203	245	168	176	187	2,050	2,037	2,025	2,205	2,347
<b>21. Overall, how do you rate the quality of each of the following services:</b>														
<b>a. 3-1-1</b>														
Very Good	21%	26%	26%	28%	40%	27%	22%	25%	23%	27%	27%	28%	29%	28%
Good	33%	44%	39%	39%	38%	39%	39%	41%	44%	40%	38%	38%	38%	38%
Neutral	11%	9%	13%	8%	9%	11%	15%	15%	14%	11%	13%	14%	13%	14%
Bad	3%	4%	2%	1%	4%	3%	3%	3%	5%	3%	4%	4%	3%	3%
Very Bad	1%	2%	1%	1%	1%	0%	1%	1%	1%	1%	2%	1%	1%	1%
Don't Know	30%	14%	19%	23%	8%	20%	21%	15%	13%	18%	17%	17%	16%	17%
	223	292	265	252	207	250	174	186	204	2,053	2,115	2,089	2,258	2,407
<b>b. Bus services (CARTA)</b>														
Very Good	5%	7%	2%	3%	11%	6%	15%	21%	10%	8%	8%	10%	9%	10%
Good	12%	18%	14%	11%	17%	19%	25%	27%	29%	19%	18%	19%	19%	20%
Neutral	19%	20%	22%	18%	23%	21%	18%	15%	20%	20%	21%	19%	20%	21%
Bad	2%	1%	2%	0%	0%	2%	1%	3%	3%	2%	3%	3%	2%	2%
Very Bad	3%	1%	0%	1%	0%	0%	0%	1%	0%	1%	1%	1%	1%	1%
Don't Know	58%	53%	60%	67%	48%	51%	41%	32%	37%	51%	50%	48%	48%	47%
	219	286	265	250	205	250	169	182	201	2,027	2,094	2,082	2,250	2,386
<b>c. Experience at Memorial Auditorium and/or Tivoli</b>														
Very Good	23%	21%	17%	19%	19%	16%	24%	17%	17%	19%	19%	18%	18%	19%
Good	38%	44%	39%	28%	45%	35%	35%	38%	40%	38%	37%	39%	36%	37%
Neutral	12%	11%	13%	12%	14%	19%	14%	18%	18%	14%	17%	15%	17%	15%
Bad	0%	0%	2%	0%	0%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Very Bad	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
Don't Know	27%	22%	29%	41%	22%	30%	26%	24%	24%	28%	27%	27%	27%	27%
	222	289	266	248	207	244	170	173	197	2,016	2,088	2,079	2,256	2,377



	1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total
<b>d. Animal control (McKamey)</b>														
Very Good	13%	14%	9%	7%	7%	11%	17%	12%	10%	11%	10%	11%	9%	10%
Good	19%	28%	23%	16%	22%	19%	16%	22%	19%	21%	22%	22%	18%	20%
Neutral	15%	18%	18%	19%	25%	22%	16%	25%	23%	20%	21%	21%	22%	21%
Bad	5%	1%	2%	2%	2%	4%	2%	1%	6%	3%	2%	3%	4%	4%
Very Bad	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	2%	1%
Don't Know	48%	38%	47%	56%	43%	43%	49%	39%	41%	45%	44%	42%	45%	44%
	220	290	267	250	206	247	169	175	194	2,018	2,074	2,053	2,241	2,370
<b>e. Public libraries</b>														
Very Good	15%	20%	17%	15%	18%	19%	31%	25%	19%	19%	17%	18%	18%	17%
Good	31%	34%	32%	20%	36%	26%	29%	31%	33%	30%	33%	34%	34%	34%
Neutral	17%	16%	20%	17%	18%	20%	12%	17%	21%	18%	17%	16%	17%	17%
Bad	1%	3%	1%	2%	1%	2%	1%	1%	3%	2%	1%	2%	1%	2%
Very Bad	0%	0%	0%	0%	0%	1%	1%	1%	1%	0%	0%	1%	1%	0%
Don't Know	37%	27%	30%	46%	27%	32%	27%	25%	26%	31%	30%	30%	29%	29%
	219	289	270	251	208	247	170	178	200	2,032	2,097	2,083	2,268	2,402
<b>f. Chattanooga.gov Website</b>														
Very Good	11%	10%	10%	11%	13%	14%	14%	11%	12%	12%	10%	10%	9%	11%
Good	39%	41%	37%	35%	41%	37%	35%	33%	40%	38%	36%	34%	34%	33%
Neutral	23%	24%	26%	26%	21%	22%	21%	25%	20%	23%	23%	22%	24%	23%
Bad	3%	2%	3%	1%	1%	2%	4%	6%	1%	3%	3%	2%	2%	2%
Very Bad	1%	1%	0%	0%	1%	1%	2%	1%	2%	1%	1%	0%	1%	0%
Don't Know	24%	21%	23%	26%	22%	23%	25%	25%	27%	24%	28%	31%	31%	31%
	220	292	267	250	208	244	170	174	197	2,022	2,094	2,083	2,246	2,362
<b>22. Overall, how do you rate the following aspects of City government performance:</b>														
<b>a. Value of services for City taxes paid</b>														
Very Good	6%	9%	6%	7%	5%	10%	10%	8%	5%	7%	7%	7%	7%	7%
Good	41%	42%	39%	41%	38%	36%	35%	38%	36%	39%	37%	37%	35%	35%
Neutral	30%	27%	27%	28%	31%	31%	29%	28%	30%	29%	30%	30%	31%	32%
Bad	10%	14%	19%	11%	9%	14%	11%	9%	12%	12%	12%	13%	14%	14%
Very Bad	5%	4%	5%	6%	7%	3%	3%	3%	9%	5%	5%	5%	6%	5%
Don't Know	8%	4%	5%	7%	9%	6%	11%	14%	8%	8%	8%	7%	7%	8%
	225	289	269	255	204	250	173	183	202	2,050	2,126	2,100	2,290	2,429
<b>b. Overall direction the City is taking</b>														
Very Good	10%	12%	6%	10%	7%	11%	12%	15%	10%	10%	12%	13%	11%	11%
Good	47%	45%	43%	46%	34%	38%	43%	37%	39%	42%	38%	42%	41%	42%
Neutral	24%	28%	32%	25%	37%	32%	25%	30%	31%	29%	30%	27%	30%	30%
Bad	9%	9%	8%	7%	7%	8%	8%	6%	8%	8%	10%	7%	9%	7%
Very Bad	2%	1%	4%	4%	3%	3%	2%	4%	6%	3%	5%	3%	3%	2%
Don't Know	8%	5%	8%	7%	12%	7%	11%	8%	8%	8%	7%	7%	7%	8%
	225	290	270	254	204	250	171	183	200	2,047	2,118	2,098	2,291	2,425

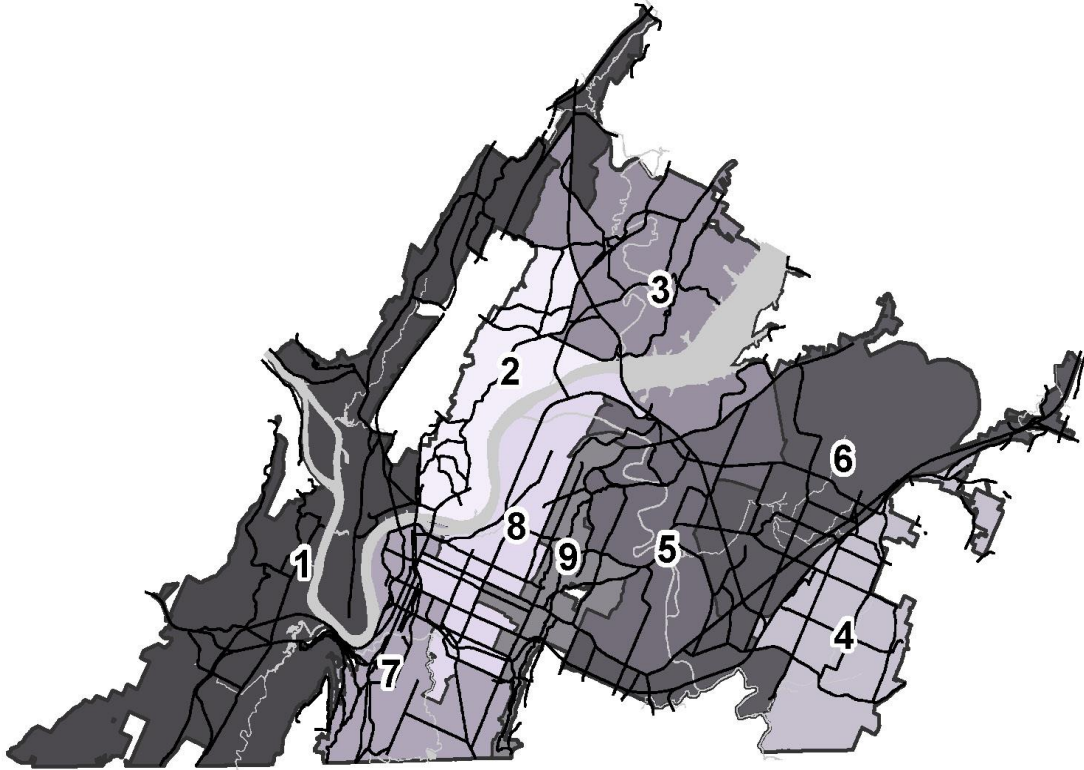
	1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total
<b>c. Welcoming citizen involvement</b>														
Very Good	7%	10%	5%	5%	6%	8%	14%	12%	9%	8%	10%	10%	10%	9%
Good	38%	38%	31%	37%	32%	34%	34%	33%	36%	35%	34%	32%	33%	34%
Neutral	29%	30%	38%	31%	34%	33%	25%	37%	29%	32%	31%	32%	33%	32%
Bad	9%	5%	6%	5%	6%	6%	5%	4%	8%	6%	7%	6%	6%	6%
Very Bad	1%	3%	3%	2%	2%	3%	2%	2%	4%	2%	3%	2%	3%	2%
Don't Know	16%	14%	17%	19%	20%	16%	20%	13%	15%	17%	15%	17%	16%	16%
	224	289	271	253	205	251	170	180	197	2,040	2,115	2,092	2,290	2,414
<b>23. What is your sex?</b>														
Male	43%	40%	41%	44%	31%	37%	34%	30%	39%	38%	38%	39%	38%	38%
Female	57%	60%	59%	56%	69%	63%	66%	70%	61%	62%	62%	61%	62%	62%
	223	292	272	254	207	251	177	187	206	2,069	2,143	2,120	2,309	2,433
<b>24. What is your age?</b>														
Under 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	7%	5%	4%	6%	3%	9%	7%	13%	7%	7%	7%	6%	6%	7%
30-44	15%	25%	14%	12%	16%	16%	22%	18%	18%	17%	14%	15%	15%	15%
45-59	27%	24%	21%	25%	24%	20%	28%	23%	21%	24%	25%	25%	27%	28%
60-74	31%	31%	39%	35%	38%	35%	33%	29%	36%	34%	35%	35%	33%	33%
Over 74	20%	15%	21%	20%	20%	19%	10%	17%	18%	18%	18%	18%	18%	17%
	224	290	270	254	208	248	176	187	206	2,063	2,140	2,127	2,315	2,452
<b>25. How many years have you lived in Chattanooga?</b>														
Less than 5	17%	14%	14%	11%	6%	14%	13%	11%	7%	12%	12%	12%	10%	10%
5-10 years	8%	12%	8%	13%	6%	8%	10%	11%	8%	10%	9%	10%	9%	10%
11-20 years	13%	12%	13%	17%	8%	12%	15%	9%	12%	12%	12%	10%	10%	11%
More than 20 years	62%	62%	66%	59%	80%	66%	62%	70%	73%	66%	67%	68%	70%	69%
	224	291	271	254	207	253	175	187	205	2,067	2,150	2,130	2,311	2,459
<b>26. Do you own your home, rent your home, or live with someone</b>														
Own	79%	80%	83%	86%	83%	71%	59%	61%	77%	77%	75%	76%	76%	75%
Rent	21%	18%	16%	14%	15%	26%	38%	37%	21%	22%	24%	24%	23%	24%
Live with Someone (rent-free)	0%	2%	0%	0%	2%	3%	3%	2%	2%	2%	1%	1%	1%	1%
	224	290	272	254	208	253	175	185	205	2,066	2,143	2,128	2,309	2,441
<b>27. In the past 12 months, what was your (individual) pre-tax income?</b>														
No income	2%	1%	3%	1%	3%	3%	1%	10%	5%	3%	4%	4%	4%	4%
Less than \$20,000	10%	13%	5%	7%	17%	20%	32%	40%	28%	18%	18%	20%	20%	20%
\$20,000 - \$34,999	19%	22%	17%	16%	30%	26%	20%	24%	23%	22%	22%	22%	23%	24%
\$35,000 - \$74,999	39%	30%	34%	38%	39%	36%	24%	18%	28%	32%	33%	32%	32%	33%
\$75,000 - \$149,999	22%	24%	31%	28%	11%	13%	12%	8%	11%	19%	16%	16%	15%	14%
\$150,000 or more	8%	10%	9%	10%	0%	2%	11%	1%	5%	6%	7%	6%	5%	5%
	207	274	246	229	187	236	161	177	176	1,893	1,987	1,945	2,127	2,225

	1	2	3	4	5	6	7	8	9	2017 City Total	2016 City Total	2015 City Total	2014 City Total	2013 City Total
<b>28.</b> Which of these is closest to describing your ethnic background?														
Caucasian/White	94%	93%	90%	84%	36%	77%	63%	35%	45%	71%	70%	73%	72%	72%
African-American/ Black	3%	2%	6%	7%	57%	17%	33%	59%	51%	23%	25%	23%	24%	24%
Asian or Pacific Islander	1%	2%	1%	4%	1%	2%	0%	1%	0%	1%	1%	1%	1%	2%
Native American/Indian	1%	0%	0%	2%	1%	0%	1%	2%	1%	1%	0%	1%	1%	1%
Hispanic/Latino	0%	1%	1%	2%	0%	2%	1%	2%	0%	1%	2%	1%	1%	1%
Other	1%	1%	2%	2%	5%	2%	3%	2%	2%	2%	2%	1%	1%	1%
	221	286	268	252	202	245	174	186	205	2,039	2,124	2,106	2,278	2,427
<b>29.</b> How much education have you completed?														
Elementary	0%	0%	0%	0%	0%	0%	1%	1%	1%	0%	1%	1%	1%	1%
Some high school	1%	3%	2%	3%	4%	4%	9%	11%	8%	5%	4%	5%	6%	6%
High school grad or equivalent	16%	7%	17%	13%	19%	14%	19%	22%	23%	16%	19%	17%	19%	18%
Some college	24%	20%	21%	28%	29%	32%	20%	28%	28%	26%	26%	27%	27%	29%
College grad or more	58%	70%	59%	56%	47%	50%	51%	38%	40%	53%	50%	50%	47%	47%
	221	288	271	254	209	250	176	186	205	2,060	2,138	2,120	2,299	2,452
Response Rates	22%	28%	25%	24%	20%	24%	17%	18%	20%	22%	22%	22%	25%	26%
Margin of Error	±6.37	±5.60	±5.81	±6.01	±6.64	±6.03	±7.26	±7.10	±6.68	±2.11	±2.07	±2.08	±1.99	±1.93

NOTES:

1. Percents may not add to 100 due to rounding.
2. Council district totals may not add to City total.
3. In 2013, two questions were added to the survey about visiting and experience at Memorial Auditorium and the Tivoli.

## City of Chattanooga Council Districts



In December 2011, City Council adopted new district boundaries based on 2010 Census results. The current Council District boundaries were effective as of March 2013.

- Chip Henderson, District 1
- Jerry Mitchell, District 2
- Ken Smith, District 3
- Darrin Ledford, District 4
- Russell Gilbert, District 5
- Carol Berz, District 6
- Erskine Oglesby Jr., District 7
- Anthony Byrd, District 8
- Demetrus Coonrod, District 9



# 2017 Chattanooga Community Survey

For each question, mark with an X the one box that best fits your opinion. Use 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"/>

# Survey Form

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"/>

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"/>



# ANOVA Significance Testing Results

Question	Description	2017 to 2016 Result of Significance Testing	2017 to 2015 Result of Significance Testing	2017 to 2014 Result of Significance Testing	2017 to 2013 Result of Significance Testing	2016 to 2015 Result of Significance Testing	2016 to 2014 Result of Significance Testing	2016 to 2013 Result of Significance Testing
q1a	Chatt as a place to live	NO	NO	NO	NO	YES	NO	NO
q1b	Your neighborhood as a place to live	YES	NO	YES	YES	YES	YES	YES
q1c	Chatt as a place to work	NO	NO	NO	NO	NO	NO	NO
q1d	Chatt as a place to raise children	NO	YES	YES	YES	YES	YES	YES
q1e	Chatt as a place to retire	NO	NO	NO	NO	NO	NO	NO
q2a	Safe during day - neighborhood	NO	NO	NO	NO	NO	NO	NO
q2b	Safe during day-park closest to you	NO	NO	NO	NO	NO	NO	NO
q2c	Safe during day - downtown	NO	NO	NO	NO	NO	NO	NO
q3a	Safe at night - neighborhood	NO	NO	NO	NO	NO	NO	NO
q3b	Safe at night-park closest to you	NO	NO	NO	NO	NO	NO	NO
q3c	Safe at night - downtown	NO	NO	NO	YES	YES	YES	NO
q4	Break in home	NO	NO	NO	NO	NO	NO	NO
Q4a	Reported to police	NO	NO	NO	NO	NO	NO	NO
q5	Break in vehicle	NO	NO	NO	NO	NO	NO	NO
q5a	Reported to police	NO	NO	NO	NO	NO	NO	NO
q6	Call 9-1-1	NO	NO	NO	NO	NO	NO	NO
q6a	Services received from 9-1-1	NO	NO	NO	NO	NO	NO	NO
q7a	Overall quality of police services	NO	NO	NO	NO	NO	YES	NO
q7b	Conduct of police officers	NO	NO	NO	NO	NO	YES	NO
q7c	Speed of response	NO	NO	NO	NO	NO	NO	NO
q8	Use fire or emergency medical services	NO	NO	NO	NO	NO	NO	NO
q8a	Overall quality of fire or ems	NO	NO	NO	NO	NO	NO	NO
q8b	Speed of fire or ems	NO	NO	NO	NO	NO	NO	NO
q9a	Garbage pick-up	NO	NO	YES	YES	NO	NO	NO
q9b	Yard waste pickup	NO	NO	NO	NO	NO	NO	NO
q9c	Curbside recycling	NO	NO	YES	YES	NO	YES	YES
q9d	Water quality	NO	NO	NO	NO	NO	YES	NO
q9e	Storm drainage	NO	NO	NO	NO	NO	YES	YES
q9f	Sewers	NO	NO	NO	NO	NO	YES	NO
q10a	Visit any City park	NO	NO	NO	NO	NO	NO	NO
q10b	Visit a city park near home	NO	NO	NO	NO	NO	NO	NO
q11a	parks well-maintained landscaping	NO	NO	NO	NO	NO	NO	NO
q11b	parks well-maintained facilities	NO	NO	NO	NO	NO	NO	NO
q11c	Playgrounds	NO	NO	NO	NO	NO	NO	NO
q12	Participate in recreation	NO	NO	NO	NO	NO	NO	NO
q13a	Affordability	NO	NO	NO	YES	NO	NO	NO
q13b	Variety	NO	NO	NO	YES	NO	NO	NO
q13c	Quality	NO	NO	NO	NO	NO	NO	NO
q14a	Traffic flow @ peak	NO	YES	YES	YES	NO	YES	YES
q14b	Traffic flow @ off-peak	NO	NO	NO	NO	NO	NO	NO
q15a	Smoothness	YES	YES	YES	YES	NO	YES	YES
q15b	Cleanliness	NO	YES	NO	YES	NO	NO	YES
q15c	Speeding vehicles	NO	NO	NO	YES	NO	NO	NO
q15d	Safety of pedestrians	NO	NO	NO	NO	NO	NO	NO
q15e	Safety of bicyclists	YES	NO	NO	NO	NO	YES	NO
q16	Commercial development w/in 12 mths	NO	YES	YES	YES	YES	YES	YES
q16a	Commercial develop - attractiveness	NO	NO	NO	NO	NO	NO	NO
q16b	Commercial develop - neighborhood	NO	NO	NO	NO	NO	NO	NO
q17	Residential development	YES	YES	YES	YES	NO	NO	YES
q17a	Residential develop - attractiveness	YES	NO	YES	NO	NO	NO	NO
q17b	Residential develop - neighborhood	YES	NO	YES	NO	NO	NO	NO
q18a	Housing affordability	NO	NO	NO	NO	NO	NO	NO
q18b	Physical condition	NO	NO	NO	NO	NO	NO	NO
q18c	Closeness to parks	NO	NO	NO	NO	NO	NO	NO
q18d	Public transit	NO	NO	NO	NO	NO	NO	NO
q18e	Access to shopping	NO	NO	NO	NO	NO	NO	NO
q18f	On-street parking	NO	NO	NO	NO	NO	NO	NO
q18g	Street lighting	NO	NO	NO	NO	NO	NO	NO
q18h	Availability of sidewalks	NO	NO	NO	NO	NO	NO	NO
q19	Chatt as place to do business	NO	NO	NO	NO	NO	NO	NO
q19a	Do you own a business	NO	NO	NO	NO	NO	NO	NO
q19b	How many employees	NO	NO	NO	NO	NO	NO	NO
q20a	Called 311	NO	NO	NO	NO	NO	NO	NO
q20b	Ride a bus	NO	NO	NO	NO	NO	NO	NO
q20c	Public Library	NO	NO	NO	NO	NO	NO	NO
q20d	Event a Memorial or Tivoli	NO	NO	NO	NO	NO	NO	NO
q20e	Used McKamey	NO	NO	NO	NO	NO	NO	NO
q20f	Visited website	YES	YES	YES	YES	NO	YES	NO
q20g	Been involved in community	NO	NO	NO	NO	NO	NO	NO
q21a	Quality of 311	NO	NO	NO	NO	NO	NO	NO
q21b	Bus service	NO	NO	NO	NO	NO	NO	NO
q21c	experience at Memorial	NO	NO	NO	NO	NO	NO	NO
q21d	McKamey	NO	NO	NO	NO	NO	NO	NO
q21e	Public Libraries	NO	NO	NO	NO	NO	NO	NO
q21f	Chattanooga.gov Website	NO	YES	YES	YES	NO	NO	NO
q22a	Value of services	NO	NO	NO	NO	NO	NO	NO
q22b	Overall direction	NO	NO	NO	NO	YES	NO	NO
q22c	Welcoming citizen involvement	NO	NO	NO	NO	NO	NO	NO
q23	Sex	NO	NO	NO	NO	NO	NO	NO
q24	Age	NO	NO	NO	NO	NO	NO	NO
q25	Years lived in Chattanooga	NO	NO	NO	NO	NO	NO	NO
q26	Own, rent or rent-free	NO	NO	NO	NO	NO	NO	NO
q27	Pre-tax income	NO	YES	YES	YES	NO	NO	NO
q28	Ethnic background	NO	NO	NO	NO	NO	NO	NO
q29	Education	NO	NO	YES	YES	NO	NO	NO



# **City of Chattanooga Tennessee**

## **Addendum to 2017 Community Survey: District Summaries**

### **District 1**

District 1 residents rate the quality of life in Chattanooga positively. Residents feel especially positive about Chattanooga as a place to live, with 95% of residents rating Chattanooga as very good or good. Residents continue to indicate they feel safe during the day. Satisfaction with quality of police services has improved by 7 percentage points since 2013. Sixty-three percent of residents rate the conduct of officers as very good or good, increasing by 5 percentage points since 2013. Overall, residents continue to be pleased with fire and emergency services. However, satisfaction with the speed of response has shown significant decrease, 10 percentage points since 2013. Districts 1 and 4 have the lowest satisfaction with traffic flow during peak hours. District 1 reported 47 percent feel very good or good about the value of services for taxes paid, which continues an upward trend. District 1 had a positive view of new commercial development attractiveness and improvement to the community.

### **District 2**

District 2 residents gave the highest satisfaction ratings to Chattanooga as a place to live, work and raise children. Safety ratings in their neighborhood are positive but safety at night decreased by 4 percentage points from 2013. While the rating is still low, perceptions of safety at night in the park closest to them and downtown are trending upward with a 7 and 6 percentage point increase from 2013, respectively. Overall, ratings for city services remain positive in 2017. Satisfaction with traffic flow during peak hours is 31% and smoothness of streets 24%. Satisfaction has decreased by 11 and 15 percentage points respectively since 2013. Although District 2 has the highest satisfaction ratings for traffic flow during off peak hours, the ratings have decreased in satisfaction by 4 percentage points from 2013. Positive perceptions of safety of bicyclists has improved 7 points since 2013 with 33% of residents rating safety of bicyclists as very good or good.

### **District 3**

District 3 residents are generally satisfied with the quality of life in Chattanooga. Satisfaction with city services is positive. Chattanooga as a place to raise children is at 78 percent, an increase of 5 percentage points over 2013. Residents feel safe in their neighborhood and parks. However, residents feel unsafe downtown and in parks at night. Along with District 5, residents have the highest satisfaction rating for police and emergency services. Satisfaction with smoothness of streets is low at 18%, decreasing 12 points from 2013. Satisfaction with traffic flow during peak hours has decreased 9 percentage points since 2013. Positive ratings of the overall direction the city is taking is 48 percent, a decrease of 4 percentage points from 2013. Feelings the City welcomes citizen involvement also decreased 4 points since 2013.

### **District 4**

District 4 residents give high marks for their neighborhood as a place to live, with 96% rating their neighborhood as very good or good. Resident ratings of safety during the day and night have increased positively since 2013. However, satisfaction with traffic flow during off-peak hours is trending downward, decreasing 5 percentage points from 2013. District 4, along with District 1, has the lowest satisfaction with traffic flow during peak hours, with only 23% rating traffic flow as very good or good. District 4 residents are the least likely to ride CARTA with 89% never riding a local bus. The highest amount of new commercial and residential development continues in District 4. Residents reported the highest satisfaction ratings in housing conditions, closeness of parks and open spaces, and access to shopping and other services. Positive feelings about the direction the city is taking has increased to 56 percent in 2017, up 6 points since 2013.

# **City of Chattanooga Tennessee**

## **Addendum to 2017 Community Survey: District Summaries**

### **District 5**

District 5 reported the lowest rating of safety in a park closest to them at night. Only 17% rated safety at night in the park closest to them as very safe or safe. Overall, residents give high ratings of satisfaction to citywide services. Satisfaction with curbside recycling has increased 16 percentage points since 2013. District 5 resident satisfaction ratings for smoothness of city streets was low, with 23% rating smoothness as very good or good. They were also dissatisfied with speeding vehicles, 53 percent rated this area very bad or bad. District 5 reported the least amount of new residential development. Residents of this district are the least satisfied with availability of sidewalks, only 15 percent rate availability as very good or good. Respondents reported an 11 percentage point increase over 2016 in the use of the chattanooga.gov website.

### **District 6**

District 6 residents positively rate Chattanooga as a place to live, work, retire and raise children. Satisfaction with smoothness of streets is 19%, a decrease of 21 percentage points since 2013. Residents rated the attractiveness of new residential developments as positive, increasing 10 percentage points since 2013, while perception of the attractiveness of new commercial development has decreased 10 points in that time. Along with those in District 9, residents of District 6 have the lowest positive ratings on the safety of bicyclists. Residents continue to be satisfied with their neighborhood's affordability and access to shopping. District 6 residents were dissatisfied with availability of on-street parking and sidewalks. Residents of District 6 are least likely to attend an event at Memorial Auditorium or the Tivoli.

### **District 7**

District 7 residents rate Chattanooga positively as a place to live, work, retire and raise children. Positive ratings on their neighborhood as a good place to live have increased 7 percentage points since 2013. Residents also report the highest rating of safety downtown during the day, 73% feeling very safe or safe. Residents are dissatisfied with safety at night, but their overall perception has improved since 2013. District 7 residents were least satisfied with the speed of emergency police response with 45% rating it as very good or good. District 7 gave the lowest satisfaction rating for the conduct of police officers, with only 53% rating conduct as very good or good, a decrease of 4 points from 2016. Residents reported the lowest satisfaction of any district for yard waste and curbside recycling. Residents show positive satisfaction with distance to public transit. Overall, residents are dissatisfied with the value of services received for taxes paid, as well as the direction the City is taking.

### **District 8**

District 8 residents continue to have the lowest satisfaction with their neighborhood as a good place to live, raise children, and retire. Also, they feel the most unsafe in their neighborhood at night, with 52% rating it very bad or bad. However, overall feelings of safety are slowly trending upward. Traffic flow during peak hours continued to show the best rating in the city. However, satisfaction decreased 5 percentage points since 2013. City streets continue to receive low ratings of satisfaction in District 8 for 2017, with decreased satisfaction in all related areas since 2013. Respondents rate the availability of sidewalks the highest of all districts at 66%. Perceptions of value for taxes paid, as well as the direction the city is taking, show a positive five-year trend.

### **District 9**

District 9 residents are the least satisfied with the value of services for taxes paid and rate the overall direction of the City second lowest of all districts. Generally, residents are dissatisfied with safety in their neighborhoods, parks and downtown. However, feelings of safety have shown an upward trend for the past five years. District 9 reported a higher percentage of home and vehicle break-ins than other districts. District 9 residents reported the lowest satisfaction ratings for smoothness of city streets in the city, with 15% rating smoothness as very good or good. Satisfaction with the affordability, variety and leadership of recreation programs has shown a downward trend over the past five years. Overall, residents are dissatisfied with the quality of their neighborhoods, including the physical condition of housing, on-street parking, availability of sidewalks and closeness of parks and open spaces. District 9 had the lowest percentage of new commercial development reported for 2017.