

City of Chattanooga

2019 Community Survey Results

October 2019



Stan Sewell, CPA, CGFM, CFE
City Auditor

Office of Internal Audit
Chattanooga, TN



OFFICE OF INTERNAL AUDIT

Stan Sewell, City Auditor

October 25, 2019

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

RE: City of Chattanooga 8th Annual Community Survey Results

This report presents the results of our 8th annual Community Survey. We asked Chattanooga residents about their views on a variety of city services, and over 2,000 residents responded from May to August. 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 on key quality of life indicators in 2019. Chattanooga residents believe the City is a good place to live, work, raise a family and retire. However, ratings for all of these key livability factors are down slightly for 2019. A review of the data we present reveals the most prominent issue as being perceptions about the condition of City streets. Those studying the data will also note concerns about traffic control (congestion). The 2019 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 mailed the survey to 10,000 randomly-selected households, and made a version of the survey available in Spanish. Twenty percent of households receiving the survey responded. New for 2019, we mailed an additional 2,500 postcards with a link allowing residents to complete the survey online. As a result, an additional 135 surveys were completed. These added responses had virtually no material impact on the overall ratings. We provide a detailed discussion of new processes and procedures used for data collection in the methodology section of our report. We calculated the citywide survey accuracy to be within ± 2.13 percent.

In comparing the demographic information provided by survey respondents to 2010 Census data (and 2018 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.

In our 2018 report, we noted response rates for Districts 7, 8 and 9 were lower than typical and that these three districts often report some of the more negative perceptions when compared to the City as a whole. For 2019, the response rates for these districts are up and appear to be more in line with prior years.

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 council districts.

We want to thank the 2,051 Chattanoogaans who took the time to complete the survey. In addition, we want to thank the Electric Power Board, the City's mailroom staff and the Mayor's Office of Performance Management for their assistance with this effort.

Respectfully,

Stan Sewell, CPA, CGFM, CFE
City Auditor

cc: Regional Planning Agency
Chattanooga Chamber of Commerce
River City Company
Chattanooga Neighborhood Enterprise

Table of Contents

Introduction.....	1
Survey Highlights	
Public Safety.....	4
Public Works and Transportation.....	6
Parks and Recreation.....	8
Economic and Community Development.....	10
Survey Methodology.....	13
Survey Data.....	17
City Council District Map.....	33
2019 Community Survey Form.....	34
Addendum – District Summaries.....	37

Raw Data (in Microsoft Excel):

www.chattanooga.gov/internal-audit/community-surveys

Detailed Results (in Microsoft Excel):

www.chattanooga.gov/internal-audit/community-surveys

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

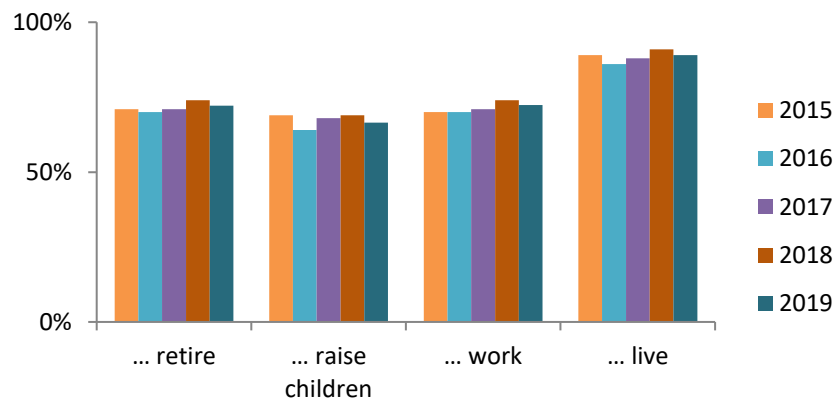
www.chattanooga.gov/internal-audit/community-surveys

Introduction

Chattanoogans have opinions about City of Chattanooga services from public safety to community development, parks, water, and streets. City managers and elected officials may 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 2,000 residents who responded to our survey, as well as detailed survey results. This report should interest the public, City Council, city managers and community leaders. We also expect residents to use it to track progress in many important areas.

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

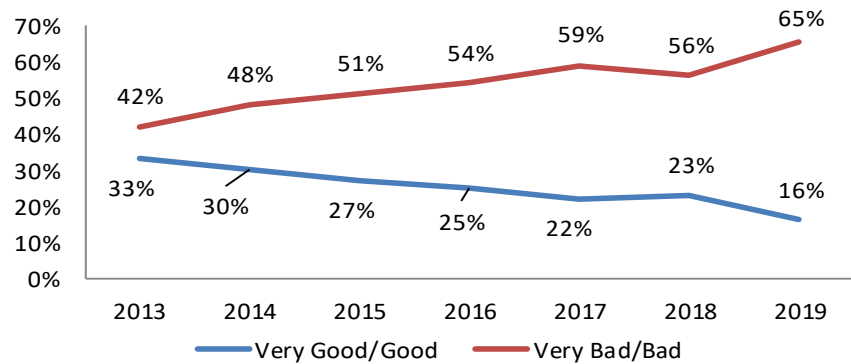


Chattanoogans continue to give high ratings to their city and neighborhoods overall and mixed reviews for the various city services. Although opinions in many areas remained consistent with prior years, we note many key points in the sections that follow. A few highlights for 2019 are mentioned below:

- Forty-one percent of residents rate the value received for city taxes paid as very good or good. This is a 4-percentage point decrease from 2018 and the lowest rating we have seen since 2012 (40%).
- Forty-eight percent of residents rated the overall direction the City is taking as good or very good, decreasing 4 percentage points from 2018 and matching the lowest rating we had previously recorded in 2012.
- Respondent's positive perception on the citywide key livability factors, as represented in the above graph, were down when compared to the prior year. However, the ratings compare favorably with years prior to 2018.
- Resident's opinions on traffic flow (congestion) continue to decrease steadily year over year. Twenty-five percent rated traffic flow during peak hours positively, a 12 percentage point decrease since 2013 (37%);

- The condition of streets has been one of the most negatively rated areas since our survey began in 2012. Smoothness of streets remains the most significant trend we have noted. 2019 saw the largest single year decrease in perceptions of street conditions with only 16% providing a positive rating as compared to 23% in 2018. This is a 17-percentage point drop since 2013 when positive ratings were 33%. Sixty-five percent rate smoothness of streets as bad or very bad. This is a 23-percentage point increase in negative perceptions since 2013 and a 9-percentage point increase from 2018.

Rating of smoothness of streets



We added a new question to our survey for 2019. Citizens were given the option of selecting which of five program areas was most important to them: Bike Paths, City Parks, Social Services, Street Paving or Traffic Flow. Just over 50% of respondents indicated street paving was the most important to them. Traffic flow was the second most selected priority with social services rated third.

This report contains highlights of survey results for these city service areas: public safety, public works, transportation, parks, recreation, and community development.¹ In addition, we include a section explaining how we conducted the community survey and prepared the report. Complete survey data (including areas not highlighted within the report) begin on page 17.

Our analysis, and this report, represent only a portion of the insights 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. We encourage City and community leaders to download the tables for analysis using various filters.

¹ It should be noted that emergency medical services and 9-1-1 are provided to City residents by Hamilton County. In addition, the following services are provided by third parties/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 2019. While most residents feel safe in their neighborhoods, parks, and downtown during the day, very few residents report feeling safe in parks or downtown at night. We noted higher feelings of safety downtown and lower feelings of safety in parks, when compared to 2018. Relative to prior years, there was a significant decrease in the number of residents reporting incidents to police after experiencing a burglary (home or auto).

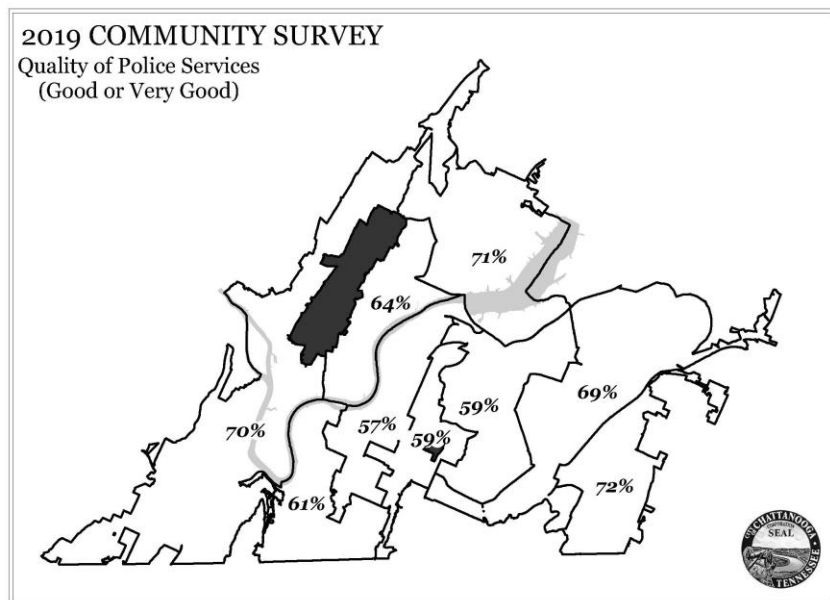
Overall resident ratings of Public Safety services

(percent very good or good)

	2019	2018	2017	2016	2015
Police	65%	66%	66%	67%	66%
Fire and EMS	85%	92%	85%	85%	92%
9-1-1	87%	89%	82%	83%	84%

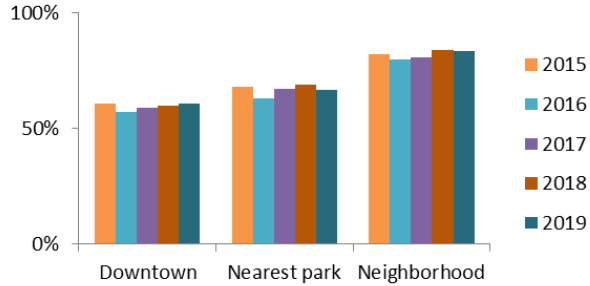
ANALYSIS

A substantial percentage of residents who used fire or emergency medical services feel the overall quality of service, as well as speed of response was very good or good. Ratings for these services has fluctuated throughout the years by larger margins than other areas we survey. We attribute this to the relatively low number of respondents who have actually utilized the services. Satisfaction remains high for the services received from the 911 call takers. Although not as highly rated as Fire and EMS, an overwhelming majority of residents continue to rate the quality of police services positively. However, we noted residents rating the conduct of police officers as very good or good (57%) was the lowest since 2014. Overall ratings of police services by city council district are presented below:

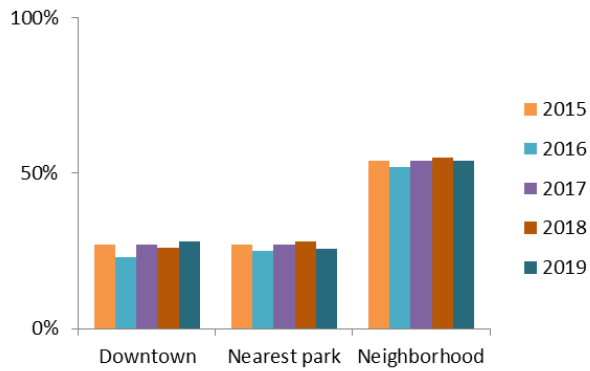


Citywide, residents feel most unsafe in their nearest park or downtown at night. In 2019, 41 percent of residents surveyed indicate they feel unsafe or very unsafe walking alone at night downtown, a decrease from previous years. Residents feel safest in their neighborhood during the day.

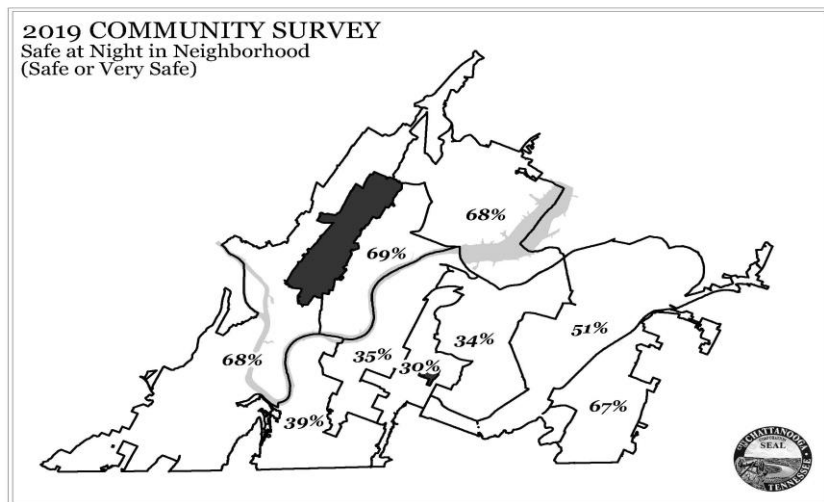
Rating of safety during the day as safe or very safe



Rating of safety at night as safe or very safe



Feelings of safety at night in neighborhoods vary substantially among council districts. The highest positive rating of perceived nighttime safety are in City Council District 2, at 69 percent. City Council District 9 reports the lowest positive rating, at 30 percent.



Public Works and Transportation

OVERVIEW

Resident satisfaction with Public Works services is positive overall in 2019. 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 perceptions continue to be very positive, although ratings are slightly below those in previous years.

Resident ratings stating an opinion of Public Works services

(percent with an opinion very satisfied or somewhat satisfied)

	2019	2018	2017	2016	2015
Garbage pick-up	91%	92%	92%	92%	90%
Yard waste pick-up	76%	79%	78%	77%	75%
Curbside recycling	79%	79%	81%	80%	77%
Water quality of lakes and streams	53%	60%	60%	61%	60%
Storm drainage	47%	52%	54%	57%	52%
Sewer	53%	57%	58%	59%	57%

Residents remain less enthusiastic about transportation related issues. Ratings on smoothness of streets have been poor from the time we conducted our first survey in 2012 and have been on a downward trend. Overall perceptions of traffic flow during peak and off-peak hours are comparable to 2018 but are trending down. Resident's perceptions about speeding vehicles, pedestrian safety and cyclist safety all declined by several percentage points when compared to 2018.

Resident ratings of traffic flow

(percent very good or good)

	2019	2018	2017	2016	2015
During peak hours	25%	26%	29%	28%	34%
During off-peak hours	64%	63%	66%	66%	69%

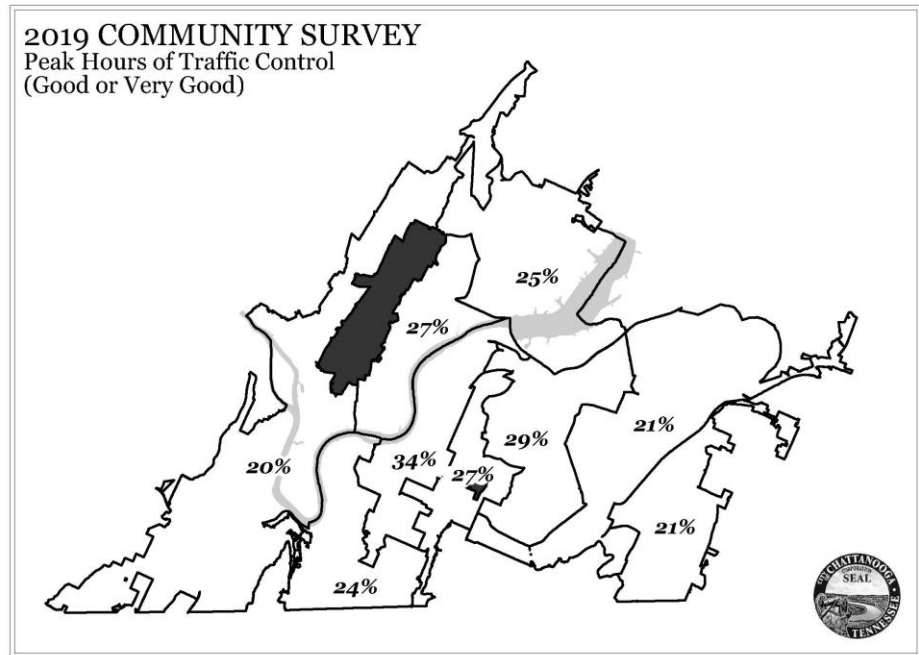
(percent very bad or bad)

	2019	2018	2017	2016	2015
During peak hours	52%	52%	46%	42%	39%
During off-peak hours	15%	15%	13%	11%	11%

ANALYSIS

Overall satisfaction with Public Works services is positive. However, satisfaction with water quality, storm drainage and sewer services does not rate as well as the traditional sanitation services. Ninety-one percent of residents who responded with an opinion are very satisfied or somewhat satisfied with garbage pick-up, Seventy-six percent are very satisfied or somewhat satisfied with yard waste pick-up, and 79 percent are very satisfied or somewhat satisfied with curbside recycling. Positive ratings on water quality, storm drainage and sewer were down several percentage points when compared to 2018. Ratings for water quality dropped 7 percentage points, to 53 percent indicating they were satisfied or very satisfied.

2019 saw the largest single year decrease in perceptions of street conditions with only 16% providing a positive rating as compared to 23% in 2018. This is a 17 percentage point drop since 2013 when positive ratings were 33%. Sixty-five percent rate smoothness of streets as bad or very bad. This is a 23 percentage point increase in negative perceptions since 2013 and a 9 percentage point increase from 2018. Positive ratings on peak hour traffic flow have decreased from 37% in 2013 to 25% in 2019. Fifty-two percent of residents report very bad or bad traffic flow during peak hours. Traffic flow during non-peak hours rates favorably, but has been on a slow downward trend.



Only 36 percent of residents rate cleanliness of city streets favorably. This is a 7 percentage point drop in positive ratings from 2018 and a 15 percentage point decrease since 2013. Street lighting opinions remain mostly positive with ratings slowly trending downward.

Resident ratings of street conditions

(percent very good or good)

	2019	2018	2017	2016	2015
Smoothness of City streets	16%	23%	22%	25%	27%
Cleanliness of City streets	36%	43%	45%	46%	51%
Street lighting	57%	58%	59%	60%	62%

Parks and Recreation

OVERVIEW

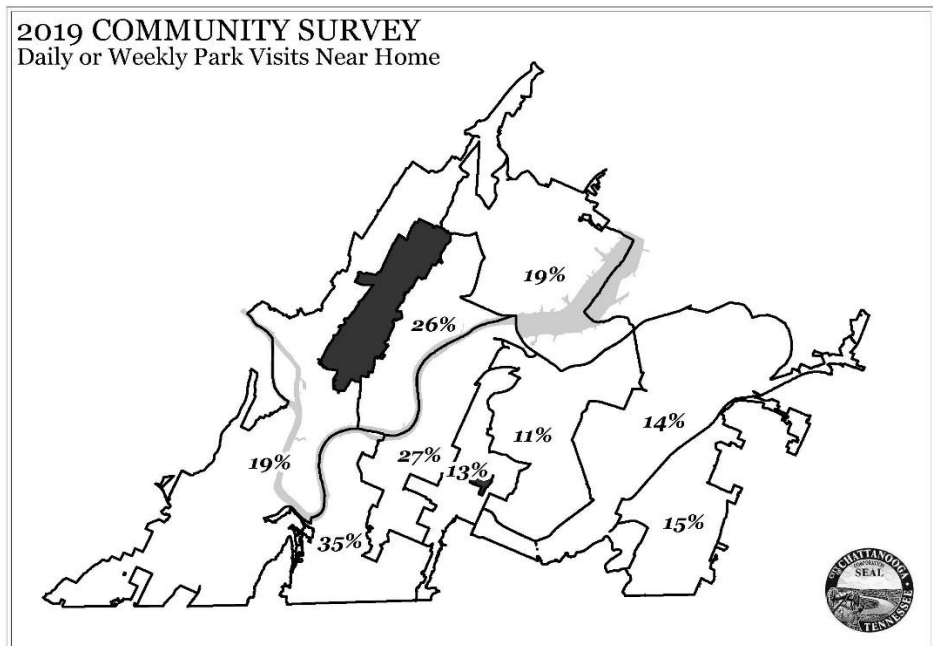
In 2019, residents continue to rate City parks and recreation programs positively. Seventy-seven percent of residents indicate they visited a city park at least a few times during the year. Thirty-three percent visited their neighborhood park at least monthly. The overwhelming majority of residents indicate they did not participate in city recreation programs within the past 12 months. However, those who did participate rate the programs highly.

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

	2019	2018	2017	2016	2015
Participated in Parks and Recreation activity	15%	20%	18%	15%	16%
Visited any City park	77%	76%	77%	77%	75%
Visited your neighborhood park	69%	69%	70%	68%	68%

ANALYSIS

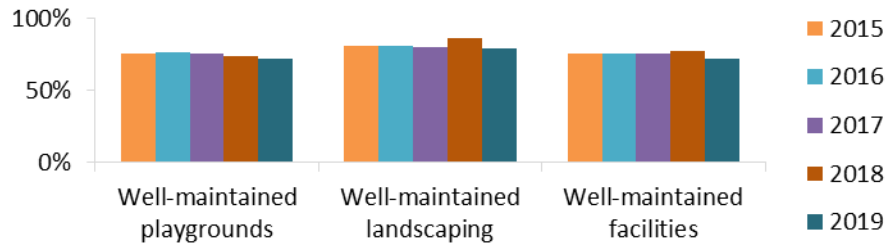
Nineteen percent of residents report visiting a City park on a daily or weekly basis, the same as 2018. Utilization of neighborhood parks varies significantly among the nine council districts. The highest rate of regular park visits is 35 percent by residents in District 7; the lowest is 11 percent by residents in District 5.



Residents who registered an opinion rate the quality of park landscaping, facilities and playgrounds near their homes favorably. However, positive perceptions of these key quality factors decreased slightly in comparison to prior years. The following chart provides a graphical representation of these perceptions:

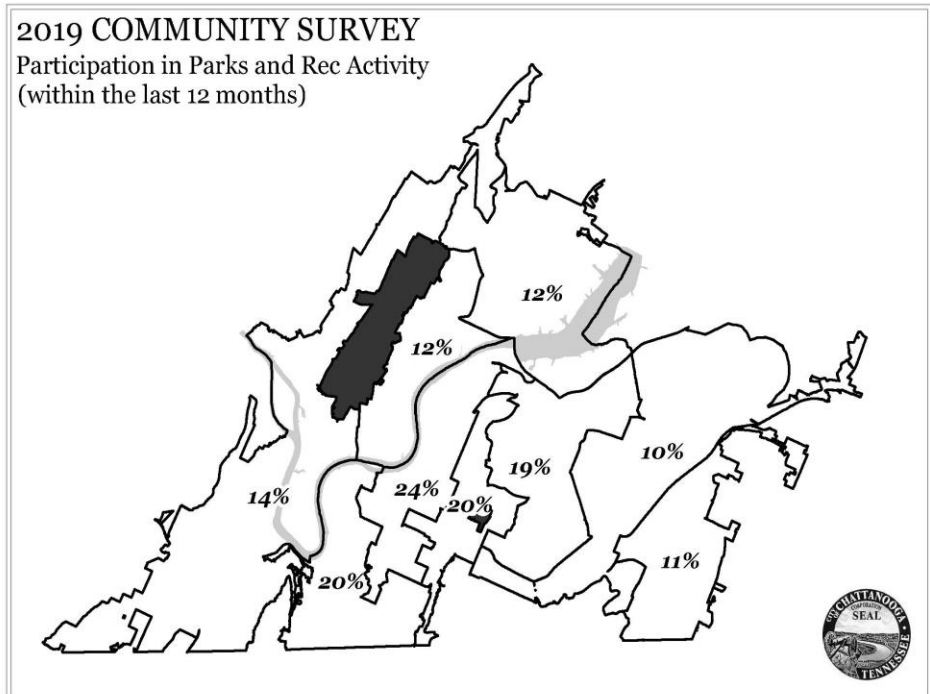
Resident ratings of neighborhood park qualities

(percent very good or good of those visiting)



Although rated lower than 2018, many of those participating in a recreation activity expressed positive opinions for 2019. Of those who participated and expressed an opinion, 54 percent are satisfied or very satisfied with affordability, 46 percent are satisfied or very satisfied with the quality of instruction and 49 percent are satisfied or very satisfied with program variety.

Fifteen percent of residents report that someone in their household participated in a recreation program within the past 12 months. This is a 5 percentage point decrease from 2018 and ties 2016 for the lowest rate of utilization since we began our survey. Because of the low utilization, many indicate they have no knowledge about the affordability, variety or quality of the City's recreation programs. The highest rate of participation is in District 8 at 24 percent. The lowest rate of participation is in District 6 at 10 percent.



Economic and Community Development

OVERVIEW

Overall satisfaction with community development remains positive in 2019. Residents rate their city and neighborhood positively on livability. However, we noted decreases in the respondents expressing positive opinions on our key citywide livability questions when comparing 2019 to 2018. Business owners continue to indicate Chattanooga is a good place to do business. The majority of respondents report favorably on new commercial and residential developments in their neighborhoods.

Resident ratings of livability

(percent very good or good)

	2019	2018	2017	2016	2015
City as a place to live	89%	91%	88%	85%	89%
Neighborhood as a place to live	83%	85%	82%	80%	82%
City as a place to work	72%	74%	71%	70%	70%
City as a place to raise Children	66%	69%	68%	64%	69%
City as a place to retire	72%	74%	71%	70%	71%

ANALYSIS

Citywide, 89 percent of residents feel positively about their city as a place to live. Compared to 2018 we saw decreases in all city-wide general livability ratings. However, the ratings for 2019 look comparable or favorable when compared to years prior to 2018.

With regard to ratings related to neighborhood livability, residents remain positive about housing affordability, physical condition of housing, the proximity of parks and access to shopping and services. Although 69% rated access to shopping and services positively, we noted this was the worst rating since we began our survey in 2012 and a 5 percentage point decrease from 2018. 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:

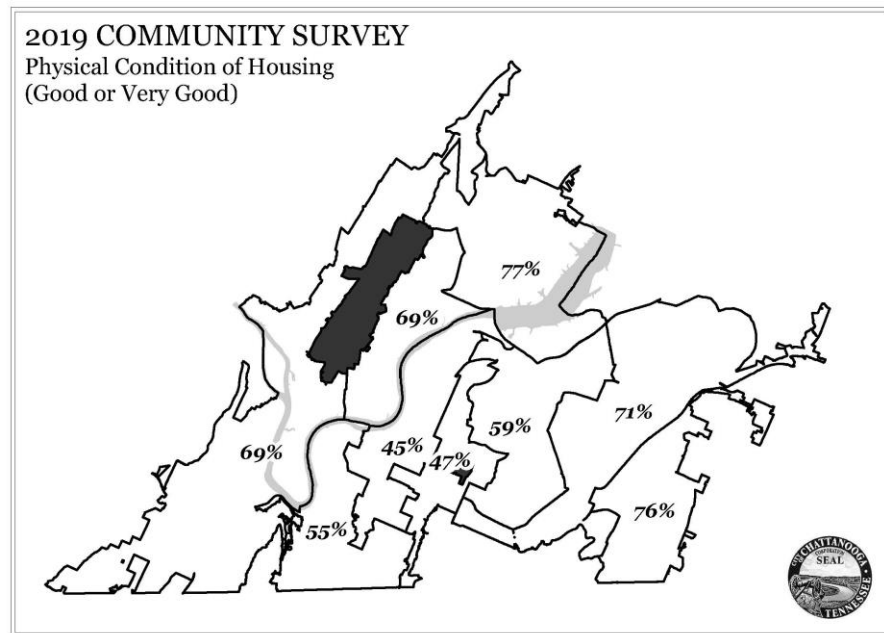
Neighborhood Livability Factors 2019

(percent very good or good)

Council District	Close to parks	Close to transit	Access to shopping	Sidewalk availability	On-street parking
1	59%	13%	66%	37%	26%
2	72%	46%	84%	30%	40%
3	73%	12%	85%	24%	35%
4	72%	20%	88%	38%	28%
5	53%	41%	60%	16%	26%
6	56%	41%	85%	27%	34%
7	75%	72%	61%	68%	46%
8	53%	69%	40%	67%	42%
9	38%	52%	35%	31%	28%

In 2019, 60 percent of residents rate housing affordability in their neighborhood positively. This is a 4 percentage point decrease from 2018 and the worst rating since we began our survey in 2012. The most positive rating on affordability is in District 6 with 76 percent indicating affordability is good or very good. The lowest rating on housing affordability is in District 8 with 38 percent reporting positively.

Sixty-five percent of residents feel positively about the physical condition of housing in their neighborhoods, consistent with prior years. Ratings of housing condition vary widely by council district, with the highest positive ratings in Districts 3 and the lowest positive ratings in District 8.



In 2019, 34 percent of residents reported new commercial developments in their neighborhoods. Seventy percent feel positively about the attractiveness of the development. Fifty-three percent of residents indicate the additions are an improvement to their neighborhood as a place to live. Thirty-nine percent of residents reported new residential developments in their neighborhood. Sixty-six percent rate the attractiveness of the development favorably and 50 percent feel the development is an improvement to their neighborhood.

Sixty-six percent of residents were not involved in a community project nor attended a public meeting in the last 12 months. This represents a 4 percentage point decrease in citizen involvement when compared to 2018 and is the lowest rating of participation since the inception of our survey in 2012. Forty-one percent rate the City's efforts at welcoming citizen involvement as positive, which is the lowest rating we have seen other than 2012 (39%).

Eighty-two percent of residents who reported owning a business consider Chattanooga a good or very good place to do business, an increase of 3 points from 2018.

2019 had the highest percentage of Chattanooga residents reporting individual incomes in excess of \$150,000 (9%) since we started conducting our surveys in 2012. At the same time, the number making less than \$35,000 has decreased from 49% in 2012 to 39% in 2019. There is a slow but consistent trend of growth in the number of residents reporting incomes in the middle range we measure (\$35,000 to \$150,000). The overall review of this data indicates a steady shift from lower to higher incomes for Chattanooga residents.

The number of respondents with a college degree in 2019 is the highest ever reported in our surveys at 55%. This is the result of a positive trend since 2013 when 47% reported having a college degree.

Use of the City's website is trending upward. Seventy percent of respondents visited the Chattanooga.gov website during 2019, increasing from 50 percent in 2012. Positive perceptions of the website's quality were expressed by 66 percent of respondents who have visited the site.

Consistent with prior years, 52 percent of residents visited a Public Library branch. Eighty-three percent of those who have visited rate the library positively.

Use of McKamey Animal Services is slowly trending up with 33 percent of residents having visited McKamey Animal Center in 2019 vs 25% in 2012. Of those residents who visited McKamey, 56 percent rate the quality of service as very good or good.

Utilization of CARTA bus services has historically been low relative to the population. Eighty-three percent of residents report they did not ride a CARTA bus during 2019. This is consistent with 2018 which represented a slightly lower utilization rate than prior years. Of those respondents that have ridden CARTA buses about half provided positive ratings.

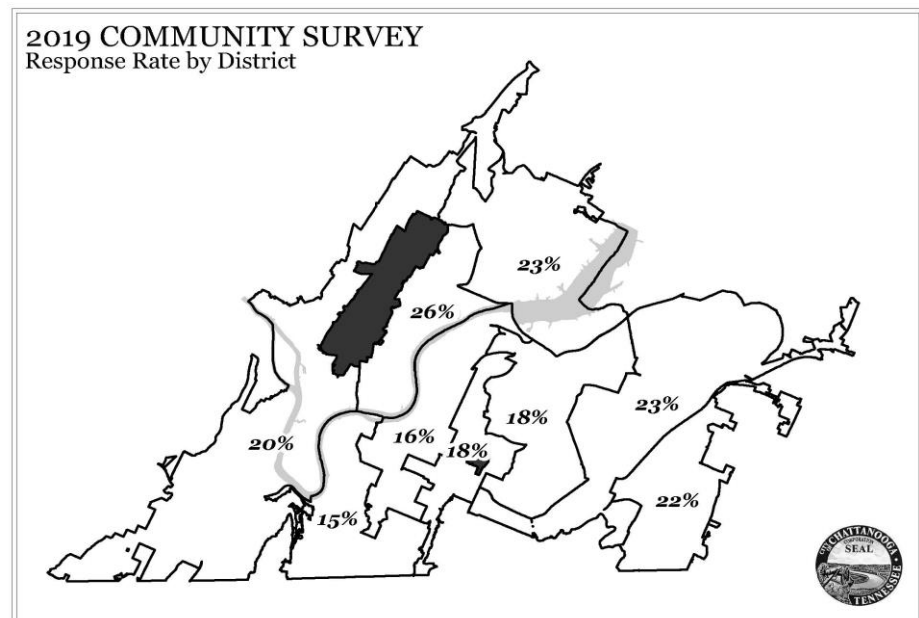
Survey Methodology

The Office of Internal Audit (OIA) conducted its Community Survey for the eighth year in 2019. 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 10,000 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. Again in 2019, our cover letter included a note in Spanish and we made a Spanish version of the survey available. However, there were no requests for the Spanish version. For 2019, we mailed an additional 2,500 postcards to randomly selected homes providing the opportunity to complete the survey online. Survey responses are anonymous.

Response Rate

In May 2019, we mailed 10,000 introductory postcards, an equal number 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 449 introductory postcards returned to us as undeliverable (due to vacant addresses, etc.), leaving a total of 9,551 useable addresses for our response rate calculation. Of the 9,551 viable surveys mailed, we received 1,916 completed surveys, resulting in a citywide response rate of 20 percent.



For 2019, we worked with the Mayor's Office of Performance Management to test revised language in the postcards and survey cover letter to see if an increased response rate could be obtained. We utilized four test groups of 2,500 each. All contained the same survey document and the substance of the cover letter remaining unchanged. Some key words were inserted or replaced to see if a greater move to action could be obtained. Two of the test groups were offered the option of completing the survey online.

The revised language did not result in an increased response rate. The test groups receiving the standard (historically utilized) language had a 4% higher response rate. Of those completing the survey and offered the option, 9% completed the survey online.

We supplemented our standard survey mailing with 2,500 post cards offering a random sample of residents the opportunity to complete the survey online. 135 of these selected residents completed the online survey, resulting in a 5.4% response rate. The results were added to those obtained via the standard survey mailer.

Supplemental Online Impact on Comparability

We received 1,916 responses to our mailed survey document and 135 responses to our online only postcard effort. Because we have not historically solicited these online only responses, we wanted to ensure their inclusion in the results did not skew comparisons to prior years. Therefore, we compared the results for each question with and without the additional 135 responses.

Our general approach was to flag any answer that changed by more than one half of a percent. For those flagged answers, we then conducted further analysis such as measuring the difference of the overall positive rating (Good + Very Good). Overall, we noted virtually no material change in the results when the additional responses were included. Following is a detail of the most significant changes when adding the supplemental responses:

- There was a 1.3 percentage point increase in feelings of safety downtown during the day (comparison of safe + very safe).
- There was a 4.4 percentage point decrease in the number of respondents indicating they notified the police after experiencing a home burglary.²
- There was a 2.6 percentage point decrease in respondents "Very Good" ratings of fire or emergency medical services (quality and speed). This decrease was offset by an increase in those responding "Don't Know."²
- Demographics: There was a one percentage point shift from female to male.
- Demographics: There was a one percentage point shift from those over 45 to those under 45 years of age.
- Demographics: There was a one-percentage point shift from those making under \$35,000 per year to those making over \$35,000 per year.
- Demographics: There was a one half percentage point shift from African American to Caucasian.
- Demographics: There was a one percentage point shift from those without a college degree to those with a college degree.

Because the results for almost all of the questions were impacted by less than one-half of one percentage point, we concluded there would be no material impact on comparisons to prior years.

² This question is only answered by those responding yes to the preceding question. Therefore, a few responses result in a significant change to the calculated percentage due to relatively low volume of answers.

Survey Reliability

The citywide survey margin of error, at the conventional 95 percent confidence level, is ± 2.13 percent based on the 2051 completed surveys. Within each of the nine City Council Districts, the margin of error ranges from ± 5.62 to ± 7.35 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 2018 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, in 2019 we noted an increase in responses from districts 2, 3, 7, 8 and 9, and a decrease in responses from districts 1 and 4.

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 focused on 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 2019, 2018, 2017, 2016 and 2015.

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 288 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. 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 2019 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 17 through 32), a City Council District map (page 33), a copy of the survey form (pages 34 through 36), and a brief summary of our analysis at the individual Council District level (pages 37 through 39).

2019 Community Survey Data

Number of total respondents by question are below percentages.

										Annual Totals				
										2019 City	2018 City	2017 City	2016 City	2015 City
										Total	Total	Total	Total	Total
	1	2	3	4	5	6	7	8	9					
1. Overall, how do you rate the quality of life in:														
a. Chattanooga as a place to live														
Very Good	45%	53%	44%	48%	30%	44%	47%	36%	36%	43%	46%	41%	39%	44%
Good	46%	40%	47%	45%	56%	45%	40%	44%	53%	46%	45%	47%	46%	45%
Neutral	8%	6%	6%	5%	12%	9%	10%	12%	9%	8%	8%	10%	10%	8%
Bad	1%	1%	2%	2%	2%	2%	2%	6%	3%	2%	1%	1%	3%	2%
Very Bad	0%	0%	0%	0%	0%	0%	2%	2%	1%	1%	0%	0%	1%	0%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	235	289	287	246	212	211	169	174	188	2,012	1,952	2,071	2,136	2,105
b. Your neighborhood as a place to live														
Very Good	46%	51%	50%	48%	21%	35%	36%	30%	23%	39%	41%	39%	38%	37%
Good	42%	42%	40%	45%	57%	48%	38%	37%	45%	44%	43%	43%	42%	45%
Neutral	9%	5%	8%	7%	15%	10%	13%	19%	24%	11%	12%	13%	13%	11%
Bad	2%	2%	1%	1%	6%	6%	10%	9%	6%	4%	2%	4%	6%	5%
Very Bad	0%	0%	1%	0%	0%	0%	3%	5%	1%	1%	0%	1%	1%	1%
Don't Know	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
	237	283	284	244	206	209	167	170	185	1,986	1,930	2,053	2,095	2,080
c. Chattanooga as a place to work														
Very Good	26%	28%	27%	30%	18%	28%	31%	21%	21%	26%	28%	24%	24%	25%
Good	45%	44%	48%	44%	51%	45%	43%	48%	52%	47%	46%	47%	46%	45%
Neutral	16%	19%	15%	15%	23%	17%	17%	19%	17%	17%	18%	19%	19%	19%
Bad	3%	2%	2%	1%	6%	3%	4%	6%	3%	3%	3%	4%	5%	5%
Very Bad	1%	1%	1%	0%	0%	0%	1%	4%	1%	1%	1%	1%	1%	1%
Don't Know	10%	6%	7%	10%	2%	6%	5%	2%	5%	6%	5%	6%	5%	5%
	237	281	280	242	205	208	169	170	184	1,977	1,912	2,037	2,074	2,052
d. Chattanooga as a place to raise children														
Very Good	27%	34%	29%	29%	18%	25%	25%	19%	18%	26%	28%	25%	24%	27%
Good	39%	39%	42%	41%	52%	36%	36%	42%	40%	41%	41%	43%	40%	42%
Neutral	18%	14%	15%	12%	19%	24%	22%	22%	27%	19%	18%	18%	21%	18%
Bad	2%	3%	4%	3%	6%	4%	7%	8%	5%	4%	3%	4%	6%	4%
Very Bad	0%	1%	0%	0%	0%	1%	2%	4%	1%	1%	1%	1%	2%	1%
Don't Know	14%	9%	10%	14%	5%	11%	9%	4%	9%	9%	8%	9%	7%	9%
	237	282	283	242	204	208	169	170	183	1,979	1,920	2,042	2,085	2,050

2019 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2019 City Total	2018 City Total	2017 City Total	2016 City Total	2015 City Total
e. Chattanooga as a place to retire														
Very Good	32%	34%	35%	39%	23%	31%	29%	26%	26%	31%	34%	30%	29%	31%
Good	41%	39%	41%	37%	46%	45%	34%	38%	45%	41%	40%	41%	41%	40%
Neutral	15%	14%	15%	14%	21%	12%	20%	13%	13%	15%	16%	17%	19%	17%
Bad	5%	2%	2%	1%	5%	5%	4%	8%	5%	4%	3%	3%	4%	4%
Very Bad	2%	0%	2%	3%	0%	1%	1%	4%	2%	2%	1%	1%	1%	2%
Don't Know	6%	10%	5%	5%	4%	5%	12%	11%	10%	7%	6%	8%	6%	7%
	236	282	284	239	206	209	170	168	183	1,978	1,917	2,043	2,097	2,070
2. How safe would you feel walking alone during the day:														
a. In your neighborhood?														
Very Safe	57%	57%	53%	57%	20%	42%	40%	33%	30%	45%	47%	42%	41%	44%
Safe	34%	32%	38%	33%	58%	42%	37%	36%	39%	39%	37%	39%	39%	38%
Neutral	5%	7%	5%	5%	13%	9%	10%	14%	19%	9%	9%	10%	10%	9%
Unsafe	3%	3%	3%	3%	6%	6%	8%	10%	9%	5%	5%	6%	7%	6%
Very Unsafe	0%	0%	0%	1%	1%	2%	3%	7%	2%	2%	1%	2%	2%	2%
Don't Know	0%	0%	0%	0%	1%	0%	2%	1%	1%	0%	0%	1%	1%	0%
	237	290	291	245	216	212	172	177	188	2,029	1,973	2,053	2,149	2,126
b. In the park closest to you?														
Very Safe	32%	39%	26%	35%	10%	21%	30%	25%	15%	27%	30%	26%	24%	27%
Safe	41%	40%	44%	44%	41%	42%	39%	32%	33%	40%	39%	41%	39%	41%
Neutral	15%	13%	16%	11%	31%	21%	13%	19%	26%	18%	15%	17%	18%	16%
Unsafe	5%	4%	7%	4%	13%	8%	9%	14%	11%	8%	8%	8%	10%	8%
Very Unsafe	0%	1%	1%	1%	2%	0%	5%	6%	4%	2%	1%	2%	3%	2%
Don't Know	6%	4%	6%	6%	3%	9%	4%	4%	11%	6%	6%	5%	6%	6%
	237	282	287	241	205	207	169	171	184	1,984	1,943	2,042	2,097	2,085
c. Downtown?														
Very Safe	16%	23%	14%	14%	19%	14%	30%	26%	18%	19%	19%	17%	16%	19%
Safe	45%	41%	40%	41%	46%	37%	40%	39%	48%	42%	41%	42%	42%	42%
Neutral	20%	19%	24%	23%	23%	32%	20%	21%	19%	22%	19%	21%	20%	20%
Unsafe	14%	10%	14%	14%	6%	8%	6%	7%	7%	10%	12%	12%	14%	12%
Very Unsafe	3%	3%	6%	5%	2%	5%	2%	4%	4%	4%	4%	4%	5%	5%
Don't Know	2%	3%	2%	3%	4%	4%	2%	3%	3%	3%	4%	4%	3%	3%
	234	281	287	242	207	207	166	170	187	1,982	1,941	2,033	2,102	2,087
3. How safe would you feel walking alone at night:														
a. In your neighborhood?														
Very Safe	28%	30%	31%	33%	7%	14%	14%	12%	8%	21%	22%	20%	20%	20%
Safe	40%	39%	37%	34%	27%	38%	25%	23%	22%	33%	34%	33%	32%	34%
Neutral	15%	12%	15%	13%	25%	19%	15%	19%	17%	16%	17%	16%	16%	15%
Unsafe	13%	15%	12%	14%	24%	19%	29%	25%	36%	20%	18%	19%	19%	19%
Very Unsafe	3%	3%	4%	2%	14%	8%	15%	19%	15%	8%	7%	9%	11%	9%
Don't Know	1%	0%	1%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%
	237	290	289	246	213	208	170	175	188	2,017	1,964	2,076	2,147	2,119

2019 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2019 City Total	2018 City Total	2017 City Total	2016 City Total	2015 City Total
b. In the park closest to you?														
Very Safe	6%	10%	6%	7%	1%	3%	9%	8%	3%	6%	7%	7%	5%	6%
Safe	27%	29%	20%	24%	14%	13%	16%	16%	10%	20%	22%	21%	20%	22%
Neutral	27%	29%	27%	27%	34%	32%	21%	23%	20%	27%	26%	25%	24%	24%
Unsafe	24%	21%	30%	25%	27%	29%	33%	29%	43%	28%	27%	29%	29%	29%
Very Unsafe	8%	8%	8%	6%	17%	8%	17%	19%	16%	11%	10%	11%	14%	12%
Don't Know	8%	4%	8%	11%	6%	14%	4%	5%	8%	8%	8%	8%	8%	8%
	234	284	286	244	203	208	169	172	184	1,985	1,942	2,041	2,100	2,079
c. Downtown?														
Very Safe	1%	6%	3%	3%	4%	3%	9%	10%	4%	5%	4%	4%	4%	5%
Safe	27%	25%	19%	17%	30%	16%	27%	29%	27%	24%	22%	23%	19%	22%
Neutral	22%	25%	24%	27%	27%	32%	25%	28%	25%	26%	25%	24%	25%	24%
Unsafe	30%	27%	30%	32%	22%	28%	24%	20%	29%	27%	26%	28%	28%	29%
Very Unsafe	16%	13%	20%	15%	10%	14%	12%	9%	10%	14%	16%	16%	19%	16%
Don't Know	4%	4%	5%	7%	6%	6%	2%	4%	5%	5%	5%	5%	5%	4%
	237	284	286	245	208	210	169	169	185	1,994	1,934	2,038	2,112	2,085
4a. Did anyone break into, or burglarize, your home during the last 12 months?														
Yes	4%	4%	5%	5%	3%	7%	8%	10%	9%	6%	7%	7%	7%	7%
No	96%	96%	95%	95%	97%	93%	92%	90%	91%	94%	93%	93%	93%	93%
	238	287	291	245	214	212	171	176	189	2,024	1,978	2,076	2,146	2,127
4b. If yes, was it reported to the police?														
Yes	40%	64%	86%	91%	33%	79%	75%	58%	71%	68%	76%	77%	73%	82%
No	60%	36%	14%	9%	67%	21%	25%	42%	29%	32%	24%	23%	27%	18%
	10	14	14	11	6	14	12	19	14	114	82	110	124	122
5. Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?														
Yes	11%	14%	14%	13%	15%	16%	19%	20%	17%	15%	15%	13%	12%	10%
No	89%	86%	86%	87%	85%	84%	81%	80%	83%	85%	85%	87%	88%	90%
	236	288	290	246	210	209	165	173	187	2,005	1,954	2,062	2,113	2,090
a. If yes, was it reported to the police?														
Yes	41%	28%	58%	42%	38%	32%	31%	45%	67%	42%	53%	52%	56%	57%
No	59%	73%	42%	58%	63%	68%	69%	55%	33%	58%	47%	48%	44%	43%
	27	40	38	31	32	31	29	33	30	291	251	242	214	189
6. Did you call 9-1-1 for an emergency during the last 12 months?														
Yes	19%	13%	16%	14%	16%	16%	23%	21%	24%	17%	18%	18%	17%	17%
No	81%	87%	84%	86%	84%	84%	77%	79%	76%	83%	82%	82%	83%	83%
	234	281	283	241	204	205	166	169	182	1,966	1,913	2,012	2,086	2,050

2019 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2019 City Total	2018 City Total	2017 City Total	2016 City Total	2015 City Total
If yes, how do you rate the services you received on the phone from the 9-1-1 calltaker?														
a. Very Good	69%	57%	59%	52%	45%	50%	41%	33%	49%	51%	51%	44%	45%	50%
Good	24%	27%	30%	35%	45%	33%	46%	55%	33%	36%	38%	38%	38%	34%
Neutral	5%	14%	9%	6%	6%	7%	8%	3%	12%	8%	10%	14%	13%	9%
Bad	0%	0%	0%	3%	3%	7%	5%	3%	2%	2%	1%	2%	2%	4%
Very Bad	2%	3%	2%	3%	0%	3%	0%	6%	5%	3%	0%	2%	2%	3%
	42	37	44	31	31	30	39	33	43	330	300	326	324	335
7. How do you rate police services on the following:														
a. Overall quality of services?														
Very Good	23%	19%	24%	23%	13%	22%	21%	16%	18%	20%	23%	20%	22%	20%
Good	47%	44%	48%	48%	46%	47%	40%	41%	41%	45%	43%	46%	45%	46%
Neutral	16%	14%	15%	10%	29%	17%	18%	22%	20%	17%	18%	17%	17%	17%
Bad	2%	2%	2%	1%	2%	4%	5%	5%	7%	3%	2%	3%	3%	3%
Very Bad	1%	1%	1%	1%	1%	0%	2%	6%	1%	1%	1%	1%	1%	1%
Don't Know	12%	19%	11%	16%	9%	11%	13%	9%	13%	13%	13%	14%	12%	13%
	229	283	284	243	209	209	168	174	182	1,982	1,934	2,056	2,116	2,082
b. Conduct of police officers?														
Very Good	22%	20%	25%	25%	13%	21%	22%	17%	18%	20%	25%	23%	23%	21%
Good	40%	36%	38%	35%	36%	40%	35%	33%	32%	36%	37%	38%	39%	39%
Neutral	23%	17%	18%	18%	29%	20%	22%	22%	26%	21%	19%	20%	19%	20%
Bad	2%	6%	3%	1%	11%	3%	5%	11%	5%	5%	3%	3%	4%	4%
Very Bad	2%	2%	0%	1%	1%	2%	2%	6%	7%	3%	1%	1%	2%	2%
Don't Know	11%	18%	15%	20%	10%	13%	15%	11%	13%	14%	14%	15%	13%	14%
	229	281	280	241	210	205	167	171	184	1,969	1,920	2,051	2,101	2,075
c. Speed of emergency police response?														
Very Good	15%	14%	19%	15%	13%	14%	19%	15%	15%	15%	18%	14%	15%	14%
Good	34%	30%	30%	34%	40%	33%	33%	37%	34%	34%	30%	31%	34%	31%
Neutral	20%	16%	17%	16%	26%	25%	18%	26%	27%	21%	21%	22%	20%	21%
Bad	4%	1%	4%	3%	3%	4%	4%	5%	5%	4%	3%	10%	4%	4%
Very Bad	1%	2%	1%	1%	1%	2%	2%	4%	2%	2%	1%	5%	2%	2%
Don't Know	26%	37%	29%	31%	17%	23%	25%	13%	16%	25%	26%	28%	26%	28%
	227	281	278	238	208	204	165	171	186	1,959	1,911	2,026	2,091	2,064
8. Did you use fire or emergency medical services during the last 12 months?														
Yes	12%	9%	13%	9%	8%	10%	13%	14%	14%	11%	12%	12%	11%	12%
No	88%	91%	87%	91%	92%	90%	87%	86%	86%	89%	88%	88%	89%	88%
	235	282	289	242	211	210	170	175	185	2,000	1,941	2,058	2,111	2,095
If yes, how do you rate the services you received on the following:														
a. Overall quality of services?														
Very Good	52%	77%	56%	45%	63%	50%	45%	54%	38%	54%	61%	57%	57%	63%
Good	30%	8%	32%	35%	25%	32%	50%	27%	48%	31%	31%	28%	27%	29%
Neutral	7%	0%	9%	5%	6%	14%	0%	8%	14%	7%	3%	7%	9%	5%
Bad	4%	4%	0%	5%	6%	5%	0%	8%	0%	3%	3%	4%	3%	2%
Very Bad	0%	0%	0%	5%	0%	0%	0%	4%	0%	1%	1%	1%	2%	1%
Don't Know	7%	12%	3%	5%	0%	0%	5%	0%	0%	4%	1%	2%	1%	1%

2019 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2019 City Total	2018 City Total	2017 City Total	2016 City Total	2015 City Total
b. Speed of emergency response?	27	26	34	20	16	22	22	26	21	214	176	214	202	213
Very Good	54%	79%	55%	47%	56%	45%	43%	62%	43%	54%	60%	59%	54%	60%
Good	27%	4%	33%	37%	31%	41%	48%	19%	38%	30%	28%	26%	29%	31%
Neutral	4%	0%	6%	11%	13%	9%	4%	12%	19%	8%	6%	8%	9%	5%
Bad	8%	0%	0%	0%	0%	0%	0%	0%	0%	1%	3%	4%	4%	3%
Very Bad	0%	4%	0%	0%	0%	0%	0%	8%	0%	1%	1%	1%	3%	0%
Don't Know	8%	13%	6%	5%	0%	5%	4%	0%	0%	5%	2%	3%	1%	1%
	26	24	33	19	16	22	23	26	21	210	176	211	198	209
9. How do you rate satisfaction with the following:														
a. Garbage Pick-up?														
Very Satisfied	62%	70%	72%	69%	68%	60%	56%	57%	59%	65%	67%	67%	64%	64%
Somewhat Satisfied	19%	22%	19%	21%	22%	26%	28%	27%	30%	23%	23%	22%	24%	23%
Neutral	6%	2%	5%	3%	6%	6%	5%	6%	5%	5%	4%	4%	4%	4%
Somewhat Dissatisfied	5%	4%	1%	4%	2%	2%	3%	4%	5%	3%	3%	3%	3%	4%
Very Dissatisfied	1%	1%	1%	0%	0%	1%	2%	4%	1%	1%	1%	1%	1%	1%
Don't Know	7%	1%	2%	4%	1%	5%	6%	2%	1%	3%	2%	3%	4%	3%
	237	290	289	246	215	212	170	176	191	2,027	1,963	2,076	2,144	2,119
b. Yard-waste Pick-up?														
Very Satisfied	44%	39%	44%	42%	41%	49%	26%	35%	40%	40%	45%	43%	42%	42%
Somewhat Satisfied	14%	30%	25%	30%	35%	21%	27%	31%	28%	27%	25%	25%	24%	24%
Neutral	13%	9%	12%	6%	8%	12%	12%	13%	14%	11%	10%	10%	10%	12%
Somewhat Dissatisfied	8%	10%	7%	6%	8%	4%	10%	8%	10%	8%	6%	6%	7%	7%
Very Dissatisfied	2%	1%	2%	2%	2%	4%	4%	3%	1%	2%	3%	3%	2%	3%
Don't Know	19%	11%	10%	14%	6%	10%	22%	11%	8%	12%	12%	13%	14%	12%
	234	288	286	245	213	210	166	168	187	1,998	1,946	2,043	2,099	2,096
c. Curbside Recycling?														
Very Satisfied	46%	49%	53%	54%	50%	49%	34%	35%	39%	47%	49%	51%	49%	47%
Somewhat Satisfied	16%	24%	20%	13%	22%	16%	21%	23%	30%	20%	18%	16%	16%	15%
Neutral	13%	8%	10%	13%	15%	10%	17%	16%	10%	12%	11%	11%	12%	13%
Somewhat Dissatisfied	3%	5%	2%	3%	2%	2%	4%	6%	7%	4%	4%	2%	3%	3%
Very Dissatisfied	2%	3%	2%	1%	0%	5%	3%	3%	2%	2%	3%	2%	2%	2%
Don't Know	19%	11%	13%	17%	11%	17%	21%	17%	13%	15%	15%	18%	19%	20%
	233	289	284	246	211	207	165	168	183	1,987	1,932	2,037	2,089	2,084

2019 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2019 City Total	2018 City Total	2017 City Total	2016 City Total	2015 City Total
d. Water Quality of Lakes and Streams?														
Very Satisfied	15%	16%	20%	19%	15%	20%	17%	19%	21%	18%	19%	19%	20%	20%
Somewhat Satisfied	31%	25%	29%	27%	33%	29%	22%	25%	26%	28%	31%	30%	31%	29%
Neutral	23%	26%	25%	23%	26%	22%	21%	22%	24%	24%	20%	21%	22%	21%
Somewhat Dissatisfied	14%	14%	10%	9%	8%	11%	14%	11%	8%	11%	9%	9%	8%	9%
Very Dissatisfied	4%	5%	3%	2%	5%	4%	11%	8%	6%	5%	4%	3%	3%	4%
Don't Know	13%	14%	13%	20%	14%	14%	14%	15%	15%	15%	17%	17%	16%	17%
	233	285	287	246	209	208	166	170	182	1,987	1,943	2,031	2,090	2,076
e. Storm Drainage?														
Very Satisfied	16%	16%	20%	15%	12%	17%	13%	19%	16%	16%	19%	19%	21%	18%
Somewhat Satisfied	28%	23%	27%	35%	32%	29%	20%	26%	21%	27%	28%	29%	29%	28%
Neutral	18%	21%	20%	18%	25%	23%	25%	21%	25%	22%	21%	20%	21%	20%
Somewhat Dissatisfied	21%	19%	16%	15%	16%	10%	20%	13%	19%	16%	14%	14%	12%	15%
Very Dissatisfied	8%	10%	9%	7%	9%	11%	14%	10%	11%	10%	8%	7%	6%	8%
Don't Know	9%	11%	9%	10%	7%	10%	8%	12%	8%	9%	11%	11%	11%	11%
	234	287	285	246	210	209	166	173	190	2,001	1,948	2,055	2,114	2,084
f. Sewers?														
Very Satisfied	19%	21%	25%	25%	20%	22%	16%	19%	20%	21%	25%	25%	25%	23%
Somewhat Satisfied	26%	22%	27%	30%	28%	31%	20%	26%	23%	26%	26%	26%	28%	27%
Neutral	19%	24%	19%	20%	28%	19%	34%	26%	26%	23%	21%	20%	21%	21%
Somewhat Dissatisfied	13%	11%	13%	8%	12%	9%	11%	13%	13%	11%	10%	11%	9%	9%
Very Dissatisfied	10%	8%	6%	5%	5%	6%	12%	7%	10%	8%	6%	6%	6%	7%
Don't Know	13%	12%	10%	12%	6%	12%	8%	10%	7%	10%	12%	12%	11%	13%
	234	287	284	245	212	211	167	172	189	2,002	1,949	2,058	2,122	2,090
10. In the last 12 months, how many times did you:														
a. Visit any city park?														
Daily	2%	3%	2%	2%	1%	0%	10%	3%	3%	3%	3%	2%	3%	3%
Weekly	17%	24%	16%	15%	8%	11%	22%	21%	12%	16%	16%	17%	16%	15%
Monthly	16%	19%	15%	15%	14%	14%	16%	13%	13%	15%	15%	15%	15%	15%
A Few Times	44%	36%	46%	45%	46%	50%	35%	42%	43%	43%	42%	43%	43%	42%
Never	18%	17%	20%	22%	29%	22%	14%	19%	29%	21%	22%	21%	22%	23%
Don't Know	2%	1%	1%	2%	2%	2%	2%	1%	1%	1%	2%	2%	2%	2%
	236	289	287	247	214	212	173	175	191	2,025	1,972	2,070	2,136	2,121
b. Visit a city park near your home?														
Daily	2%	3%	1%	2%	1%	1%	12%	6%	3%	3%	3%	2%	3%	3%
Weekly	17%	23%	17%	13%	9%	13%	23%	21%	10%	16%	15%	16%	15%	13%
Monthly	14%	17%	13%	15%	12%	9%	11%	9%	12%	13%	12%	12%	12%	13%
A Few Times	37%	34%	40%	42%	38%	40%	36%	35%	28%	37%	39%	40%	38%	39%
Never	26%	20%	27%	27%	38%	36%	17%	27%	45%	29%	28%	27%	30%	30%
Don't Know	4%	2%	1%	1%	2%	2%	1%	1%	1%	2%	2%	3%	2%	3%
	234	286	285	240	205	205	167	171	187	1,981	1,940	2,004	2,092	2,067

2019 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2019 City Total	2018 City Total	2017 City Total	2016 City Total	2015 City Total
11. How do you rate the quality of parks near your home in the following categories:														
a. Well-maintained landscaping?														
Very Good	25%	34%	31%	26%	16%	25%	26%	19%	17%	25%	26%	26%	27%	26%
Good	46%	43%	48%	49%	40%	41%	41%	42%	42%	44%	44%	43%	43%	43%
Neutral	14%	10%	8%	14%	23%	16%	14%	21%	22%	15%	13%	14%	13%	13%
Bad	2%	1%	1%	1%	3%	2%	8%	6%	2%	3%	2%	2%	2%	2%
Very Bad	1%	0%	0%	0%	0%	0%	4%	4%	0%	1%	1%	1%	1%	1%
Don't Know	11%	12%	12%	9%	18%	15%	8%	8%	16%	12%	14%	14%	14%	15%
	235	290	287	243	209	210	169	175	183	2,002	1,956	2,046	2,124	2,091
b. Well-maintained facilities?														
Very Good	18%	29%	26%	23%	11%	19%	26%	16%	14%	21%	22%	23%	22%	21%
Good	47%	40%	44%	44%	36%	36%	35%	39%	37%	40%	40%	40%	40%	40%
Neutral	17%	14%	12%	17%	28%	25%	17%	27%	24%	19%	18%	17%	17%	16%
Bad	3%	3%	1%	1%	4%	2%	8%	4%	4%	3%	2%	2%	3%	3%
Very Bad	0%	0%	0%	0%	0%	0%	2%	5%	1%	1%	1%	1%	1%	1%
Don't Know	14%	13%	17%	15%	22%	17%	11%	10%	20%	15%	17%	16%	17%	19%
	233	290	286	243	207	207	167	171	180	1,985	1,939	2,031	2,107	2,086
c. Well-maintained playgrounds?														
Very Good	20%	29%	25%	24%	10%	20%	20%	15%	10%	20%	22%	21%	22%	21%
Good	40%	35%	35%	38%	37%	35%	36%	36%	38%	37%	38%	38%	39%	38%
Neutral	15%	13%	16%	17%	24%	24%	18%	25%	23%	19%	16%	16%	15%	15%
Bad	2%	2%	0%	0%	2%	1%	8%	6%	4%	3%	2%	2%	2%	2%
Very Bad	0%	0%	0%	0%	0%	0%	1%	4%	1%	1%	1%	1%	1%	1%
Don't Know	23%	22%	23%	20%	26%	20%	18%	15%	25%	21%	21%	22%	21%	22%
	233	288	285	242	207	205	165	170	181	1,977	1,944	2,031	2,110	2,081
12. In the past 12 months, did anyone in your household participate in a Chattanooga Parks and Recreation activity?														
Yes	14%	12%	12%	11%	19%	10%	20%	24%	20%	15%	20%	18%	15%	16%
No	86%	88%	88%	89%	81%	90%	80%	76%	80%	85%	80%	82%	85%	84%
	226	284	280	237	203	205	166	167	184	1,953	1,897	1,980	2,041	2,030
13. How satisfied are you with the city's recreation programs, Affordability?														
a. Affordability?														
Very Satisfied	10%	8%	6%	7%	8%	3%	11%	12%	5%	8%	8%	8%	8%	8%
Satisfied	13%	10%	13%	10%	25%	18%	23%	22%	21%	16%	18%	16%	18%	17%
Neutral	15%	14%	17%	18%	22%	20%	13%	19%	17%	17%	17%	17%	18%	17%
Somewhat Dissatisfied	3%	3%	1%	2%	3%	0%	1%	5%	5%	3%	2%	2%	3%	2%
Very Dissatisfied	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%
Don't Know	59%	64%	62%	62%	41%	57%	51%	41%	49%	55%	55%	55%	52%	54%
	228	283	272	244	209	203	164	169	183	1,956	1,926	2,020	2,091	2,066

2019 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2019 City Total	2018 City Total	2017 City Total	2016 City Total	2015 City Total
b. Variety?														
Very Satisfied	6%	7%	5%	6%	6%	3%	9%	7%	4%	6%	6%	6%	6%	7%
Satisfied	15%	10%	12%	8%	26%	17%	21%	20%	20%	16%	17%	16%	17%	17%
Neutral	16%	13%	18%	18%	22%	21%	13%	22%	18%	18%	18%	19%	20%	19%
Somewhat Dissatisfied	4%	2%	3%	3%	4%	2%	2%	4%	6%	3%	2%	2%	3%	2%
Very Dissatisfied	1%	1%	0%	1%	3%	1%	2%	4%	4%	2%	1%	1%	1%	1%
Don't Know	59%	66%	62%	64%	41%	56%	54%	43%	48%	56%	56%	56%	53%	54%
	227	281	268	240	200	203	164	158	180	1,922	1,907	1,991	2,062	2,036
c. Quality of instruction, coaching, leadership, etc?														
Very Satisfied	5%	5%	6%	5%	5%	2%	9%	9%	3%	5%	6%	5%	6%	5%
Satisfied	11%	9%	9%	8%	24%	15%	17%	19%	18%	14%	15%	14%	15%	15%
Neutral	19%	14%	20%	21%	25%	20%	11%	20%	20%	19%	18%	18%	20%	19%
Somewhat Dissatisfied	2%	2%	1%	2%	3%	2%	2%	4%	4%	2%	2%	2%	2%	2%
Very Dissatisfied	0%	1%	0%	1%	1%	1%	1%	3%	2%	1%	1%	1%	1%	1%
Don't Know	62%	69%	64%	64%	42%	58%	60%	46%	52%	59%	59%	59%	56%	57%
	226	281	269	242	204	201	163	164	180	1,931	1,909	1,992	2,067	2,032
14. How do you rate traffic flow (congestions) on major streets and thoroughfares, excluding freeways:														
a. During peak hours, that is 7-9am and 3:30-6pm?														
Very Good	0%	4%	2%	3%	1%	0%	2%	4%	2%	2%	2%	3%	2%	3%
Good	20%	23%	24%	18%	28%	21%	22%	30%	24%	23%	24%	26%	26%	31%
Neutral	24%	26%	19%	14%	25%	17%	20%	29%	16%	21%	19%	23%	25%	21%
Bad	36%	34%	37%	38%	25%	37%	31%	23%	34%	33%	35%	32%	32%	31%
Very Bad	18%	11%	18%	26%	16%	25%	20%	13%	20%	18%	17%	14%	13%	11%
Don't Know	1%	2%	1%	1%	5%	0%	5%	2%	4%	2%	2%	2%	2%	3%
	238	291	288	247	214	212	173	176	192	2,032	1,973	2,064	2,139	2,117
b. During off-peak traffic hours?														
Very Good	19%	26%	21%	17%	18%	13%	18%	18%	17%	19%	18%	18%	17%	21%
Good	45%	44%	43%	44%	50%	46%	43%	45%	47%	45%	45%	48%	49%	48%
Neutral	18%	20%	18%	19%	19%	18%	22%	21%	21%	19%	20%	20%	20%	17%
Bad	10%	7%	13%	13%	8%	18%	8%	11%	9%	11%	12%	9%	8%	8%
Very Bad	6%	2%	4%	6%	2%	4%	4%	3%	4%	4%	3%	4%	3%	3%
Don't Know	1%	1%	1%	1%	3%	1%	5%	2%	3%	2%	1%	2%	2%	3%
	237	292	285	247	210	211	171	173	189	2,016	1,965	2,044	2,112	2,098
15. How do you rate City streets														
a. Smoothness?														
Very Good	1%	3%	0%	3%	2%	1%	3%	3%	1%	2%	3%	2%	2%	2%
Good	17%	18%	14%	12%	13%	17%	14%	11%	12%	14%	20%	20%	23%	25%
Neutral	21%	21%	13%	17%	22%	17%	17%	19%	14%	18%	20%	19%	21%	21%
Bad	33%	37%	46%	35%	43%	38%	39%	41%	33%	38%	35%	35%	35%	35%
Very Bad	27%	21%	27%	32%	19%	26%	27%	26%	41%	27%	21%	24%	19%	16%
Don't Know	0%	0%	0%	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%	1%
	224	273	278	236	207	208	161	165	177	1,929	1,968	2,071	2,142	2,107

2019 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2019 City Total	2018 City Total	2017 City Total	2016 City Total	2015 City Total
b. Cleanliness?														
Very Good	2%	6%	2%	6%	2%	5%	3%	3%	1%	3%	5%	5%	5%	5%
Good	39%	39%	33%	32%	35%	31%	34%	25%	25%	33%	38%	40%	41%	46%
Neutral	32%	30%	33%	37%	32%	32%	26%	30%	31%	32%	30%	30%	31%	27%
Bad	16%	18%	19%	19%	23%	19%	26%	32%	26%	21%	19%	18%	17%	16%
Very Bad	11%	7%	13%	5%	7%	14%	9%	10%	16%	10%	7%	7%	6%	5%
Don't Know	0%	0%	0%	1%	2%	0%	1%	1%	2%	1%	1%	0%	1%	1%
	218	259	269	225	200	200	148	157	173	1,849	1,959	2,056	2,128	2,102
c. Speeding vehicles?														
Very Good	2%	3%	2%	2%	1%	0%	3%	4%	1%	2%	3%	2%	2%	2%
Good	15%	18%	17%	19%	18%	13%	19%	16%	15%	17%	20%	19%	23%	23%
Neutral	34%	29%	26%	29%	29%	27%	21%	30%	26%	28%	28%	30%	29%	27%
Bad	31%	33%	31%	31%	32%	36%	35%	33%	29%	32%	30%	30%	29%	30%
Very Bad	16%	17%	22%	15%	17%	20%	19%	16%	27%	19%	18%	17%	16%	15%
Don't Know	2%	0%	1%	4%	2%	3%	3%	1%	2%	2%	2%	2%	1%	2%
	225	270	274	233	203	205	156	166	175	1,907	1,963	2,049	2,123	2,097
d. Safety of pedestrians?														
Very Good	1%	4%	4%	2%	1%	3%	6%	6%	2%	3%	4%	4%	3%	5%
Good	34%	28%	25%	28%	28%	24%	33%	32%	25%	28%	31%	31%	35%	34%
Neutral	32%	30%	31%	32%	35%	36%	22%	30%	30%	31%	30%	33%	30%	29%
Bad	19%	24%	22%	22%	20%	20%	19%	23%	28%	22%	20%	18%	20%	19%
Very Bad	12%	13%	13%	11%	12%	14%	15%	9%	11%	12%	10%	11%	9%	9%
Don't Know	2%	1%	6%	6%	4%	5%	4%	1%	3%	4%	4%	3%	3%	3%
	219	263	270	227	202	200	156	158	174	1,869	1,960	2,051	2,136	2,099
e. Safety of bicyclists?														
Very Good	3%	6%	4%	3%	2%	3%	4%	6%	2%	4%	4%	4%	4%	4%
Good	22%	18%	19%	19%	19%	17%	27%	27%	20%	20%	25%	24%	28%	25%
Neutral	37%	28%	30%	32%	36%	32%	23%	23%	27%	30%	29%	32%	29%	30%
Bad	16%	27%	22%	22%	24%	22%	22%	26%	26%	23%	21%	19%	20%	23%
Very Bad	12%	15%	13%	13%	9%	14%	17%	14%	15%	13%	11%	12%	10%	12%
Don't Know	10%	6%	12%	10%	10%	13%	7%	4%	11%	9%	9%	10%	8%	7%
	221	266	269	231	204	199	156	156	180	1,883	1,962	2,054	2,136	2,099
16. Has a new commercial development been completed in or near your neighborhood in the last 12 months?														
Yes	38%	35%	28%	49%	13%	35%	43%	45%	18%	34%	39%	37%	39%	32%
No	62%	65%	72%	51%	87%	65%	57%	55%	82%	66%	61%	63%	61%	68%
	236	281	278	243	206	205	169	173	187	1,979	1,921	2,036	2,092	2,088
If yes, how do you rate it on the following:														
a. Attractiveness?														
Very Good	19%	17%	32%	35%	7%	25%	29%	26%	19%	25%	27%	27%	27%	26%
Good	42%	40%	42%	46%	57%	51%	44%	41%	59%	45%	44%	48%	49%	49%
Neutral	23%	23%	19%	15%	25%	18%	12%	24%	13%	19%	21%	18%	17%	15%
Bad	9%	10%	4%	3%	4%	5%	7%	3%	6%	6%	5%	5%	4%	5%
Very Bad	6%	7%	1%	1%	4%	0%	8%	5%	0%	4%	2%	2%	2%	3%
Don't Know	1%	2%	3%	0%	4%	1%	0%	1%	3%	1%	1%	1%	1%	2%
	86	98	79	116	28	73	73	76	32	661	721	735	792	661

2019 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2019 City Total	2018 City Total	2017 City Total	2016 City Total	2015 City Total
b. Improvement to your neighborhood as a place to live?														
Very Good	14%	11%	22%	26%	4%	17%	28%	21%	19%	19%	19%	22%	22%	22%
Good	27%	35%	28%	33%	57%	37%	31%	39%	48%	34%	32%	40%	40%	35%
Neutral	37%	29%	35%	32%	32%	35%	22%	23%	16%	30%	31%	25%	24%	27%
Bad	13%	15%	8%	7%	4%	4%	7%	9%	13%	9%	8%	7%	8%	7%
Very Bad	7%	8%	5%	1%	4%	3%	10%	4%	0%	5%	5%	2%	3%	6%
Don't Know	2%	2%	3%	2%	0%	4%	3%	4%	3%	3%	4%	4%	3%	3%
	86	100	79	116	28	71	72	75	31	658	708	725	775	649
17. Has a new residential development been completed in or near your neighborhood in the last 12 months?														
Yes	54%	48%	37%	48%	18%	17%	51%	49%	24%	39%	38%	35%	28%	28%
No	46%	52%	63%	52%	82%	83%	49%	51%	76%	61%	62%	65%	72%	72%
	232	284	279	244	208	205	169	169	183	1,974	1,926	2,024	2,102	2,077
If yes, how would you rate it on:														
a. Attractiveness?														
Very Good	22%	18%	29%	27%	16%	25%	31%	23%	23%	24%	23%	25%	33%	32%
Good	38%	32%	39%	54%	59%	44%	38%	51%	42%	42%	46%	46%	45%	44%
Neutral	25%	31%	22%	15%	19%	22%	13%	15%	21%	21%	20%	18%	14%	14%
Bad	6%	9%	4%	3%	3%	0%	11%	9%	7%	6%	6%	8%	5%	6%
Very Bad	7%	9%	2%	1%	0%	3%	6%	0%	7%	4%	4%	2%	2%	2%
Don't Know	2%	2%	4%	0%	3%	6%	1%	2%	0%	2%	1%	1%	1%	2%
	126	136	102	111	37	36	87	81	43	760	704	681	578	562
b. Improvement to your neighborhood as a place to live?														
Very Good	10%	14%	19%	19%	17%	22%	33%	20%	22%	18%	19%	20%	28%	25%
Good	28%	20%	26%	35%	57%	46%	30%	41%	37%	32%	33%	34%	37%	32%
Neutral	28%	32%	29%	34%	23%	19%	24%	25%	17%	28%	29%	27%	22%	26%
Bad	21%	22%	16%	9%	3%	3%	6%	11%	10%	14%	11%	11%	8%	10%
Very Bad	10%	9%	6%	4%	0%	5%	6%	0%	15%	6%	6%	5%	3%	5%
Don't Know	3%	3%	3%	0%	0%	5%	1%	3%	0%	2%	2%	3%	3%	3%
	124	136	99	110	35	37	86	79	41	748	697	650	562	552
18. How would you rate your neighborhood on :														
a. Housing affordability?														
Very Good	13%	10%	16%	16%	11%	18%	8%	11%	7%	12%	14%	14%	14%	15%
Good	46%	41%	57%	54%	52%	58%	39%	27%	48%	48%	50%	51%	50%	53%
Neutral	24%	22%	16%	24%	25%	13%	23%	35%	25%	23%	18%	20%	21%	19%
Bad	10%	18%	4%	5%	5%	4%	15%	17%	12%	10%	9%	8%	7%	7%
Very Bad	2%	6%	1%	0%	1%	3%	11%	6%	3%	3%	3%	2%	3%	2%
Don't Know	5%	3%	4%	1%	6%	4%	5%	4%	5%	4%	5%	5%	4%	5%
	234	290	290	245	209	212	171	170	186	2,008	1,963	2,061	2,138	2,110

2019 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2019 City Total	2018 City Total	2017 City Total	2016 City Total	2015 City Total
b. Physical condition of housing?														
Very Good	19%	16%	21%	25%	8%	13%	11%	10%	10%	15%	15%	15%	16%	16%
Good	51%	53%	56%	51%	51%	57%	43%	35%	38%	49%	50%	50%	49%	51%
Neutral	20%	26%	15%	19%	27%	18%	24%	31%	30%	23%	22%	22%	23%	22%
Bad	8%	3%	7%	4%	12%	8%	14%	19%	18%	9%	9%	8%	8%	8%
Very Bad	0%	1%	1%	0%	1%	2%	7%	4%	4%	2%	2%	3%	3%	3%
Don't Know	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%
	237	289	287	244	211	209	168	172	186	2,004	1,962	2,062	2,144	2,110
c. Closeness of parks or open spaces?														
Very Good	20%	24%	24%	23%	9%	12%	29%	11%	7%	18%	19%	19%	19%	18%
Good	39%	47%	49%	49%	44%	44%	46%	43%	31%	44%	46%	43%	44%	45%
Neutral	28%	18%	19%	20%	29%	30%	17%	29%	32%	24%	21%	23%	21%	22%
Bad	5%	4%	4%	4%	12%	8%	4%	10%	18%	7%	8%	7%	8%	7%
Very Bad	3%	1%	1%	2%	1%	1%	3%	4%	5%	2%	2%	2%	2%	2%
Don't Know	6%	4%	2%	3%	5%	6%	2%	4%	7%	4%	5%	6%	5%	6%
	234	291	289	242	210	209	169	167	185	1,997	1,950	2,047	2,125	2,092
d. Walking distance to public transit?														
Very Good	6%	16%	2%	4%	9%	11%	32%	24%	15%	12%	13%	14%	13%	13%
Good	7%	29%	10%	15%	32%	29%	40%	45%	37%	25%	24%	28%	27%	28%
Neutral	19%	18%	22%	24%	25%	23%	12%	14%	22%	20%	19%	19%	20%	17%
Bad	22%	15%	23%	23%	15%	11%	7%	6%	17%	16%	16%	16%	16%	18%
Very Bad	29%	5%	27%	14%	8%	7%	3%	2%	4%	12%	12%	10%	12%	11%
Don't Know	17%	16%	16%	20%	11%	18%	7%	9%	6%	14%	16%	14%	13%	13%
	236	292	286	246	211	211	169	170	189	2,011	1,962	2,051	2,128	2,108
e. Access to shopping and other services?														
Very Good	22%	30%	38%	45%	13%	39%	19%	9%	7%	26%	31%	28%	29%	28%
Good	44%	54%	47%	42%	47%	46%	42%	31%	28%	43%	43%	46%	44%	45%
Neutral	20%	11%	12%	9%	22%	9%	18%	27%	30%	16%	13%	14%	14%	14%
Bad	8%	3%	1%	2%	13%	2%	14%	20%	24%	8%	7%	7%	7%	8%
Very Bad	6%	2%	2%	1%	3%	1%	5%	12%	9%	4%	3%	4%	4%	4%
Don't Know	1%	1%	1%	1%	2%	2%	2%	1%	3%	1%	1%	1%	1%	1%
	232	291	290	243	211	212	168	169	185	2,002	1,959	2,059	2,142	2,106
f. On-street parking?														
Very Good	6%	13%	9%	7%	3%	8%	10%	11%	5%	8%	8%	7%	9%	8%
Good	20%	27%	26%	20%	23%	26%	36%	32%	22%	25%	26%	27%	28%	25%
Neutral	36%	26%	31%	32%	40%	37%	22%	27%	24%	31%	31%	30%	28%	30%
Bad	20%	17%	16%	20%	21%	12%	19%	16%	31%	19%	19%	19%	19%	19%
Very Bad	9%	11%	11%	10%	9%	9%	11%	11%	12%	10%	10%	9%	9%	9%
Don't Know	9%	6%	7%	10%	5%	8%	3%	3%	4%	6%	7%	7%	7%	8%
	234	289	287	242	208	209	171	171	185	1,997	1,949	2,022	2,106	2,082
g. Street lighting?														
Very Good	11%	16%	14%	11%	6%	14%	15%	18%	11%	13%	13%	13%	14%	14%
Good	43%	45%	41%	39%	38%	47%	47%	53%	46%	44%	45%	46%	46%	48%
Neutral	24%	24%	18%	23%	27%	17%	22%	17%	23%	22%	21%	22%	21%	19%
Bad	15%	11%	19%	18%	21%	15%	13%	9%	15%	15%	14%	13%	14%	12%
Very Bad	7%	4%	7%	7%	6%	7%	3%	3%	5%	6%	5%	5%	5%	6%
Don't Know	1%	0%	0%	2%	1%	0%	1%	0%	0%	1%	1%	1%	1%	1%

2019 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2019 City Total	2018 City Total	2017 City Total	2016 City Total	2015 City Total
h. Availability of sidewalks?	238	291	287	245	211	211	172	173	186	2,015	1,967	2,067	2,145	2,108
Very Good	12%	11%	9%	14%	0%	8%	25%	20%	9%	11%	12%	13%	13%	12%
Good	26%	18%	16%	25%	16%	19%	43%	47%	23%	24%	21%	24%	25%	24%
Neutral	19%	20%	16%	19%	19%	21%	12%	16%	17%	18%	17%	17%	18%	17%
Bad	21%	24%	23%	18%	34%	27%	12%	10%	27%	22%	23%	21%	20%	23%
Very Bad	19%	24%	34%	21%	28%	21%	9%	7%	23%	22%	24%	22%	22%	21%
Don't Know	3%	2%	2%	4%	2%	5%	0%	0%	2%	2%	4%	3%	3%	3%
19. How do you rate Chattanooga as a place to do business?	238	290	287	243	210	212	171	172	182	2,006	1,963	2,047	2,128	2,104
Very Good	19%	17%	19%	18%	12%	22%	22%	18%	14%	18%	18%	17%	16%	17%
Good	45%	52%	47%	48%	46%	45%	44%	39%	45%	46%	47%	46%	48%	49%
Neutral	13%	14%	17%	14%	25%	16%	17%	20%	20%	17%	18%	19%	19%	18%
Bad	5%	1%	2%	2%	4%	2%	3%	7%	4%	3%	2%	2%	3%	2%
Very Bad	1%	1%	0%	0%	0%	0%	0%	2%	2%	1%	0%	1%	1%	1%
Don't Know	17%	15%	16%	17%	12%	14%	14%	14%	16%	15%	14%	15%	14%	14%
a. Do you own a business in Chattanooga?	234	292	283	246	210	211	172	173	187	2,009	1,970	2,073	2,152	2,117
Yes	13%	19%	10%	11%	8%	10%	20%	9%	13%	13%	13%	13%	11%	12%
No	87%	81%	90%	89%	92%	90%	80%	91%	87%	87%	87%	87%	89%	88%
b. If yes, how many employees does your business employ?	210	256	251	218	186	179	158	149	173	1,781	1,758	1,854	1,910	1,903
Self	38%	29%	25%	30%	73%	29%	45%	77%	47%	39%	47%	40%	36%	41%
1	4%	11%	25%	0%	9%	29%	3%	0%	5%	9%	8%	8%	9%	13%
2-10	38%	31%	42%	60%	18%	29%	14%	8%	32%	31%	30%	36%	36%	29%
11-50	12%	13%	4%	10%	0%	7%	28%	0%	16%	12%	12%	13%	16%	12%
51-150	4%	11%	4%	0%	0%	7%	0%	15%	0%	5%	2%	2%	2%	4%
151+	4%	4%	0%	0%	0%	0%	10%	0%	0%	3%	1%	2%	2%	2%
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:	26	45	24	20	11	14	29	13	19	201	178	189	188	197
a. Called 3-1-1 about public services														
Never	32%	21%	21%	29%	18%	28%	28%	23%	21%	25%	24%	27%	27%	25%
Once or Twice	38%	38%	42%	33%	40%	33%	42%	42%	32%	38%	36%	35%	37%	38%
3 to 5 Times	17%	27%	27%	27%	29%	25%	19%	21%	31%	25%	28%	26%	26%	26%
6 to 10 Times	9%	10%	7%	9%	10%	9%	6%	11%	8%	9%	9%	9%	7%	8%
More than 10 Times	4%	3%	3%	2%	4%	5%	5%	3%	8%	4%	3%	3%	3%	3%
	234	289	286	245	209	210	171	168	186	1,999	1,961	2,064	2,127	2,108

2019 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2019 City Total	2018 City Total	2017 City Total	2016 City Total	2015 City Total
b. Ridden a local bus (CARTA)														
Never	91%	82%	93%	91%	85%	91%	62%	62%	74%	83%	83%	80%	82%	81%
Once or Twice	7%	11%	4%	4%	7%	3%	16%	17%	14%	9%	10%	10%	10%	10%
3 to 5 Times	1%	2%	1%	1%	2%	4%	6%	7%	4%	3%	2%	3%	3%	3%
6 to 10 Times	0%	1%	1%	0%	2%	0%	6%	2%	1%	1%	1%	2%	1%	1%
More than 10 Times	1%	3%	2%	2%	4%	1%	9%	11%	7%	4%	3%	5%	4%	4%
	235	291	282	245	207	209	170	166	184	1,990	1,961	2,054	2,119	2,112
c. Visited a Chattanooga Public Library branch														
Never	48%	41%	49%	63%	53%	53%	40%	35%	48%	48%	50%	49%	49%	48%
Once or Twice	31%	27%	25%	22%	28%	27%	26%	35%	31%	28%	26%	27%	28%	27%
3 to 5 Times	10%	16%	11%	7%	12%	7%	16%	17%	10%	12%	10%	11%	11%	13%
6 to 10 Times	6%	7%	5%	2%	3%	5%	7%	7%	4%	5%	6%	6%	5%	5%
More than 10 Times	6%	9%	10%	5%	4%	8%	10%	7%	7%	7%	7%	8%	6%	7%
	236	290	285	244	208	208	167	166	187	1,992	1,959	2,039	2,117	2,108
d. Used/visited McKamey Animal Center														
Never	69%	61%	58%	71%	68%	73%	63%	73%	73%	67%	69%	70%	71%	71%
Once or Twice	25%	30%	31%	25%	23%	19%	28%	19%	19%	25%	25%	24%	23%	24%
3 to 5 Times	4%	6%	8%	3%	7%	7%	8%	7%	5%	6%	4%	4%	4%	4%
6 to 10 Times	1%	3%	1%	1%	1%	0%	1%	1%	2%	1%	1%	1%	1%	1%
More than 10 Times	1%	1%	2%	0%	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%
	235	290	283	245	209	209	170	166	187	1,995	1,962	2,057	2,118	2,097
e. Visited the Chattanooga.gov website														
Never	27%	28%	27%	30%	35%	26%	31%	34%	34%	30%	33%	35%	41%	44%
Once or Twice	32%	29%	38%	31%	32%	31%	29%	27%	27%	31%	32%	29%	28%	29%
3 to 5 Times	23%	26%	20%	25%	16%	26%	20%	22%	17%	22%	20%	20%	17%	16%
6 to 10 Times	12%	11%	11%	8%	7%	9%	8%	9%	10%	10%	8%	9%	7%	6%
More than 10 Times	6%	6%	4%	6%	9%	7%	12%	8%	11%	7%	7%	8%	6%	4%
	235	287	284	246	209	204	167	166	184	1,983	1,956	2,041	1,698	1,708
f. Been involved in a community project or attended a public meeting														
Never	70%	65%	71%	73%	67%	70%	55%	54%	61%	66%	62%	62%	58%	62%
Once or Twice	20%	28%	21%	23%	24%	24%	34%	26%	25%	25%	26%	25%	27%	26%
3 to 5 Times	6%	4%	4%	2%	4%	4%	6%	10%	7%	5%	8%	8%	10%	7%
6 to 10 Times	1%	1%	1%	1%	3%	2%	2%	2%	3%	2%	2%	2%	3%	3%
More than 10 Times	2%	2%	3%	0%	1%	1%	3%	8%	4%	3%	2%	2%	3%	3%
	233	290	286	244	209	208	172	168	186	1,997	1,958	2,050	2,037	2,025
21. Overall, how do you rate the quality of each of the following services:														
a. 3-1-1														
Very Good	27%	30%	30%	29%	33%	34%	26%	30%	35%	30%	29%	27%	27%	28%
Good	29%	38%	36%	33%	42%	31%	34%	37%	40%	36%	39%	40%	38%	38%
Neutral	11%	12%	14%	10%	12%	10%	10%	13%	12%	12%	12%	11%	13%	14%
Bad	5%	4%	2%	4%	3%	3%	3%	6%	2%	4%	3%	3%	4%	4%
Very Bad	1%	1%	1%	1%	1%	3%	4%	1%	1%	1%	1%	1%	2%	1%
Don't Know	26%	15%	17%	23%	9%	21%	23%	13%	10%	17%	17%	18%	17%	17%
	220	269	264	230	198	200	158	161	174	1,874	1,963	2,053	2,115	2,089

2019 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2019 City Total	2018 City Total	2017 City Total	2016 City Total	2015 City Total
b. Bus services (CARTA)														
Very Good	2%	6%	3%	3%	13%	5%	12%	19%	13%	8%	7%	8%	8%	10%
Good	7%	14%	11%	9%	21%	11%	26%	22%	23%	15%	17%	19%	18%	19%
Neutral	17%	18%	20%	22%	20%	21%	11%	18%	13%	18%	19%	20%	21%	19%
Bad	2%	4%	3%	0%	2%	1%	5%	5%	3%	3%	2%	2%	3%	3%
Very Bad	3%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't Know	69%	58%	61%	64%	44%	60%	45%	36%	47%	55%	55%	51%	50%	48%
	223	274	271	232	200	203	155	160	180	1,899	1,926	2,027	2,094	2,082
c. Animal control (McKamey)														
Very Good	9%	13%	14%	11%	15%	10%	9%	16%	10%	12%	11%	11%	10%	11%
Good	20%	25%	25%	18%	23%	22%	25%	19%	20%	22%	23%	21%	22%	22%
Neutral	19%	19%	22%	22%	25%	20%	21%	25%	20%	21%	19%	20%	21%	21%
Bad	2%	5%	4%	3%	4%	0%	4%	3%	6%	3%	2%	3%	2%	3%
Very Bad	4%	1%	1%	1%	3%	3%	1%	0%	2%	2%	2%	1%	1%	1%
Don't Know	45%	37%	34%	46%	31%	44%	40%	36%	42%	39%	43%	45%	44%	42%
	222	266	265	228	193	201	149	160	173	1,858	1,919	2,018	2,074	2,053
d. Public libraries														
Very Good	21%	24%	21%	17%	19%	20%	31%	28%	17%	22%	19%	19%	17%	18%
Good	29%	33%	35%	22%	36%	32%	32%	38%	37%	32%	33%	30%	33%	34%
Neutral	17%	14%	17%	19%	19%	15%	10%	13%	15%	16%	15%	18%	17%	16%
Bad	2%	2%	1%	0%	1%	2%	1%	1%	3%	2%	2%	2%	1%	2%
Very Bad	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%
Don't Know	30%	26%	25%	41%	25%	31%	25%	19%	27%	28%	31%	31%	30%	30%
	221	264	271	233	195	203	156	150	172	1,866	1,932	2,032	2,097	2,083
e. Chattanooga.gov Website														
Very Good	11%	9%	9%	9%	14%	14%	8%	15%	15%	11%	11%	12%	10%	10%
Good	39%	39%	45%	44%	42%	39%	38%	38%	36%	40%	38%	38%	36%	34%
Neutral	23%	24%	22%	21%	22%	25%	24%	22%	23%	23%	23%	23%	23%	22%
Bad	3%	4%	2%	3%	2%	3%	3%	3%	3%	3%	2%	3%	3%	2%
Very Bad	1%	1%	0%	0%	1%	0%	1%	3%	1%	1%	0%	1%	1%	0%
Don't Know	23%	24%	22%	22%	19%	18%	26%	20%	21%	22%	25%	24%	28%	31%
	213	255	264	224	194	197	143	150	171	1,811	1,946	2,022	2,094	2,083
22. Overall, how do you rate the following aspects of City														
a. Value of services for City taxes paid														
Very Good	4%	6%	6%	7%	5%	8%	9%	9%	6%	7%	8%	7%	7%	7%
Good	34%	43%	34%	32%	35%	32%	34%	38%	29%	35%	38%	39%	37%	37%
Neutral	28%	31%	32%	29%	37%	37%	28%	30%	27%	31%	29%	29%	30%	30%
Bad	15%	12%	17%	20%	12%	13%	12%	13%	17%	15%	13%	12%	12%	13%
Very Bad	9%	5%	8%	6%	5%	4%	5%	4%	8%	6%	5%	5%	5%	5%
Don't Know	10%	3%	3%	7%	7%	7%	12%	6%	12%	7%	7%	8%	8%	7%
	234	289	286	241	207	207	169	171	185	1,992	1,956	2,050	2,126	2,100

2019 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2019 City Total	2018 City Total	2017 City Total	2016 City Total	2015 City Total
b. Overall direction the City is taking														
Very Good	12%	10%	8%	11%	9%	8%	14%	14%	8%	10%	13%	10%	12%	13%
Good	34%	43%	38%	37%	37%	42%	39%	38%	38%	38%	40%	42%	38%	42%
Neutral	26%	30%	30%	31%	35%	33%	27%	31%	28%	30%	27%	29%	30%	27%
Bad	12%	10%	16%	7%	8%	8%	13%	8%	13%	11%	10%	8%	10%	7%
Very Bad	7%	3%	4%	3%	3%	2%	2%	5%	4%	4%	3%	3%	5%	3%
Don't Know	9%	5%	4%	10%	7%	8%	4%	5%	9%	7%	8%	8%	7%	7%
	234	288	285	243	209	208	168	170	186	1,994	1,954	2,047	2,118	2,098
c. Welcoming citizen involvement														
Very Good	9%	8%	6%	9%	6%	8%	11%	13%	10%	9%	9%	8%	10%	10%
Good	30%	36%	30%	26%	34%	35%	34%	39%	30%	32%	33%	35%	34%	32%
Neutral	31%	31%	37%	33%	38%	36%	31%	28%	32%	33%	31%	32%	31%	32%
Bad	11%	7%	7%	7%	7%	7%	7%	5%	10%	8%	6%	6%	7%	6%
Very Bad	3%	2%	3%	3%	2%	1%	3%	5%	3%	3%	2%	2%	3%	2%
Don't Know	17%	15%	17%	22%	13%	14%	14%	11%	15%	16%	18%	17%	15%	17%
	236	287	282	242	204	208	167	170	184	1,983	1,950	2,040	2,115	2,092
23. Which Program is most important to you?														
Bike Paths	5%	6%	2%	4%	3%	2%	6%	5%	1%	4%				
City Parks	5%	7%	4%	4%	4%	2%	9%	8%	2%	5%				
Social Services	11%	22%	13%	14%	25%	18%	27%	34%	25%	20%				
Street Paving	48%	44%	62%	50%	49%	56%	37%	40%	59%	50%				
Traffic Flow	31%	20%	19%	28%	19%	23%	21%	13%	13%	21%				
	216	271	263	229	186	197	159	151	174	1,849				
23. What is your sex?														
Male	46%	43%	47%	46%	34%	39%	33%	37%	43%	41%	37%	38%	38%	39%
Female	54%	57%	53%	54%	66%	61%	67%	63%	57%	59%	63%	62%	62%	61%
	236	289	288	240	215	207	172	170	188	2,008	1,964	2,069	2,143	2,120
24. What is your age?														
Under 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	7%	5%	3%	7%	5%	4%	10%	12%	6%	6%	6%	7%	7%	6%
30-44	15%	22%	8%	11%	16%	12%	21%	17%	21%	16%	16%	17%	14%	15%
45-59	24%	23%	22%	23%	23%	23%	30%	24%	16%	23%	22%	24%	25%	25%
60-74	37%	35%	43%	38%	35%	33%	25%	33%	39%	36%	38%	34%	35%	35%
Over 74	16%	16%	24%	21%	20%	28%	14%	13%	17%	19%	18%	18%	18%	18%
	237	288	285	243	215	208	173	172	188	2,012	1,966	2,063	2,140	2,127
25. How many years have you lived in Chattanooga?														
Less than 5	12%	12%	10%	18%	7%	15%	17%	14%	11%	13%	11%	12%	12%	12%
5-10 years	12%	12%	5%	11%	7%	9%	8%	6%	8%	9%	9%	10%	9%	10%
11-20 years	14%	11%	16%	12%	5%	13%	12%	7%	9%	11%	12%	12%	12%	10%
More than 20 years	62%	65%	69%	59%	80%	63%	63%	73%	72%	67%	67%	66%	67%	68%
	234	281	288	239	214	208	168	167	187	1,989	1,968	2,067	2,150	2,130
26. Do you own your home, rent your home, or live with														
Own	80%	85%	85%	84%	83%	75%	65%	60%	75%	78%	80%	77%	75%	76%
Rent	19%	14%	13%	15%	15%	25%	35%	38%	24%	21%	20%	22%	24%	24%
Live with Someone (rent-free)	1%	0%	1%	1%	2%	0%	1%	2%	2%	1%	1%	2%	1%	1%
	233	289	289	242	213	212	173	174	187	2,015	1,969	2,066	2,143	2,128

2019 Community Survey Data

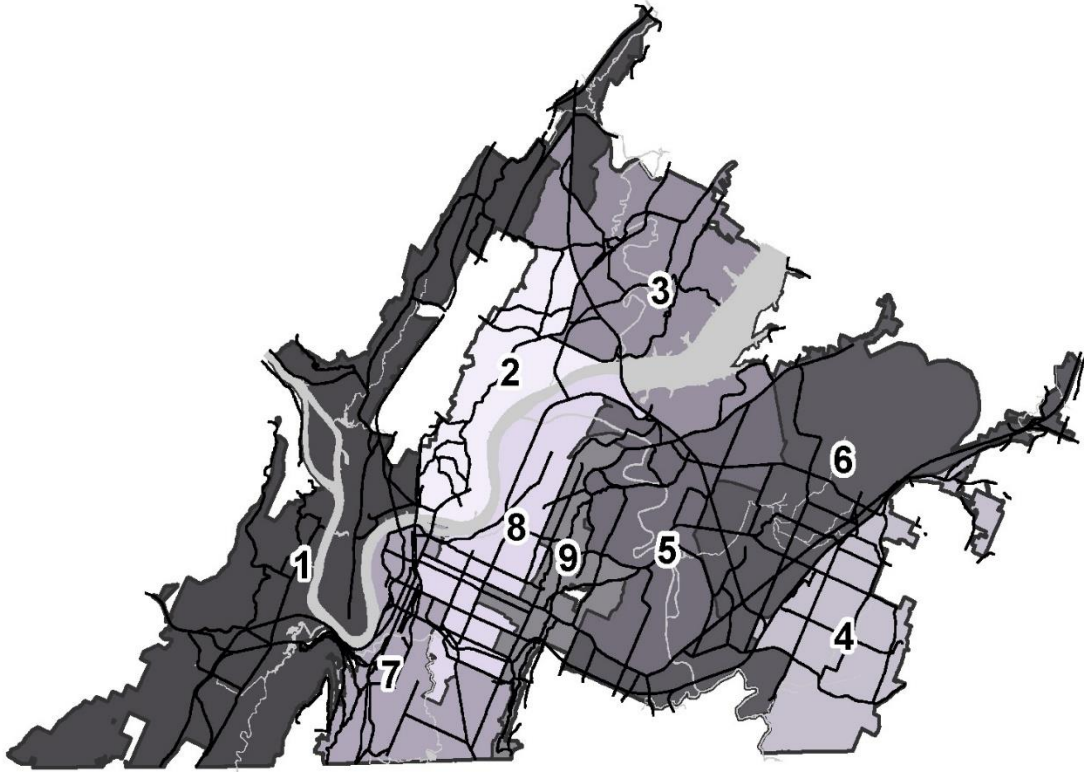
Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2019 City Total	2018 City Total	2017 City Total	2016 City Total	2015 City Total
27. In the past 12 months, what was your (individual) pre-tax income?														
No income	1%	3%	3%	3%	1%	3%	5%	6%	3%	3%	3%	3%	4%	4%
Less than \$20,000	12%	9%	8%	8%	20%	16%	22%	37%	22%	16%	15%	18%	18%	20%
\$20,000 - \$34,999	15%	17%	15%	18%	33%	18%	18%	21%	24%	20%	23%	22%	22%	22%
\$35,000 - \$74,999	32%	30%	37%	41%	32%	39%	25%	23%	29%	33%	32%	32%	33%	32%
\$75,000 - \$149,999	26%	23%	25%	23%	11%	21%	18%	8%	15%	20%	20%	19%	16%	16%
\$150,000 or more	13%	17%	13%	7%	3%	4%	12%	5%	6%	9%	7%	6%	7%	6%
	216	264	264	224	194	197	161	164	178	1,865	1,812	1,893	1,987	1,945
28. Which of these is closest to describing your ethnic background?														
Caucasian/White	93%	96%	92%	82%	37%	77%	68%	38%	53%	74%	73%	71%	70%	73%
African-American/ Black	3%	2%	4%	9%	60%	15%	26%	56%	42%	21%	21%	23%	25%	23%
Asian or Pacific Islander	2%	1%	1%	5%	1%	2%	1%	1%	1%	2%	2%	1%	1%	1%
Native American/Indian	0%	0%	0%	0%	0%	0%	1%	1%	1%	0%	1%	1%	0%	1%
Hispanic/Latino	0%	0%	2%	1%	0%	2%	1%	2%	1%	1%	2%	1%	2%	1%
Other	1%	1%	1%	3%	2%	3%	2%	2%	3%	2%	2%	2%	2%	1%
	233	286	281	237	208	205	170	170	186	1,979	1,943	2,039	2,124	2,106
29. How much education have you completed?														
Elementary	1%	1%	0%	0%	0%	0%	2%	0%	1%	1%	0%	0%	1%	1%
Some high school	1%	1%	1%	3%	6%	1%	6%	12%	4%	3%	3%	5%	4%	5%
High school grad or equivalent	15%	8%	12%	15%	19%	17%	20%	21%	18%	15%	16%	16%	19%	17%
Some college	29%	19%	25%	22%	32%	30%	19%	28%	28%	25%	27%	26%	26%	27%
College grad or more	54%	71%	62%	60%	43%	51%	53%	39%	51%	55%	53%	53%	50%	50%
	235	290	287	240	212	209	172	174	188	2,010	1,962	2,060	2,138	2,120
Response Rates	20%	26%	23%	22%	18%	23%	15%	16%	18%	20%	20%	22%	22%	22%
Margin of Error	±6.25	±5.62	±5.62	±6.11	±6.56	±6.61	±7.35	±7.20	±6.98	±2.13	±2.17	±2.11	±2.07	±2.08

NOTES:

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

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



Survey Form

2019 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 call-taker?

Very Good Good Neutral Bad Very Bad

Q7 How do you rate police services on the following:

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

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

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

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

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

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

Survey Form

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

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

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

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

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

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

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

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

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

Q15 How do you rate City streets on:

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

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

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

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

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

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

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

Q18 How do you rate your neighborhood on:

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

Survey Form

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

Do you own a business in Chattanooga?
 Yes No

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

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

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

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

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

Q22 Overall, how do you rate the quality of each of the following services:

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

Q23 Choose the program for which you feel funding is most important: (Select One)

Bike Paths <input type="checkbox"/>	City Parks <input type="checkbox"/>	Social Services..... <input type="checkbox"/>	Street Paving..... <input type="checkbox"/>	Traffic Flow <input type="checkbox"/>
---	---	---	---	---

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

What is your gender? Male Female.....

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

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

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

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

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

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

End of survey - THANK YOU VERY MUCH!

Zip Code District Survey Code

City of Chattanooga Tennessee Addendum to 2019 Community Survey: District Summaries

District 1

Respondents were asked which of the following programs were most important to them; bike lanes, city parks, social services, street paving or traffic flow. District 1 responded street paving was the highest priority, with 48% indicating it is most important. Although District 1 residents rate the quality of life in Chattanooga positively, positive opinions decreased notably compared to 2018 and prior years. Positive ratings of traffic during peak hours is at 20%, a 14-percentage point decrease in satisfaction since 2015. Likewise, positive ratings of traffic during off-peak hours is down from 76 percent in 2015 to 64 percent in 2019. District 1 resident's view of new commercial and residential developments improving their neighborhood has diminished substantially in the past few years. As in prior years, residents rate the distance to public transit, on-street parking and availability of sidewalks poorly in District 1. Residents continue to rate quality of roadways poorly, 18% have a positive view and 61% have a negative view of street smoothness. Respondents' positive ratings on the value of services for taxes paid dropped 11-percentage points in the last year. Positive perspectives on the overall direction the City is taking has decreased by 16-percentage points since 2015.

District 2

Respondents were asked which of the following programs were most important to them; bike lanes, city parks, social services, street paving or traffic flow. District 2 responded street paving was the highest priority, with 44% indicating it is most important. District 2 residents, along with District 4, gave the highest ratings on their neighborhood as a place to live. They also rank Chattanooga the highest as a place to live. They feel safer in their neighborhoods at night than those in other districts. Satisfaction with the smoothness of streets (21%) is down 3-percentage points from 2018. Positive feelings regarding the conduct of police officers also decreased 3-percentage points from 2018. Residents of District 2 are more likely to have a college degree than those in other districts, at 71%. District 2 positively rates the value of services for City taxes paid higher than any other district (49%). However, positive feelings about the direction the City is taking are down 7-percentage points from 2018 and 15-percentage points from 2015.

District 3

Respondents were asked which of the following programs were most important to them; bike lanes, city parks, social services, street paving or traffic flow. District 3 responded street paving was the highest priority, with 62% indicating it is most important. Resident feelings of safety downtown improved, while positive feelings of safety in parks decreased from 2018. Feelings of safety in their neighborhoods increased during the day and decreased at night from 2018 results. Positive feelings regarding physical condition of housing are higher than other districts. Positive feelings about the conduct of police officers are the highest in the City but decreased 4-percentage points from 2018. Residents reporting satisfaction with water quality of streams decreased 10-percentage points from 2018. Residents' negative perceptions of smoothness of streets is 73%, an increase of negative perceptions of 18-percentage points from 2015. Residents ride Carta buses less often than any other district.

City of Chattanooga Tennessee Addendum to 2019 Community Survey: District Summaries

District 4

Respondents were asked which of the following programs were most important to them; bike lanes, city parks, social services, street paving or traffic flow. District 4 responded street paving was the highest priority, with 50% indicating it is most important. District 4 residents, along with District 2, rate the quality of life in Chattanooga higher than any other district, with 93 percent rating Chattanooga as a good or very good place to live, and 92 percent indicating their neighborhood is a good or very good place to live. Neighborhood safety also continued to receive high satisfaction ratings with 91 percent reporting their neighborhood was a safe or very safe place to walk alone during the day. Residents were the least confident about downtown safety, with only 20 percent indicating they felt safe or very safe walking downtown alone at night. Residents are frustrated with traffic flow (congestion), 63% providing negative ratings during peak hours. Thirty-nine percent reported positively on the value of services for City taxes paid, a 3-percentage point drop from 2018. Positive feelings about the overall direction of the City also declined by 3-percentage points from last year. Negative feelings regarding smoothness of city streets are at 67 percent. Residents have the highest ratings on attractiveness of new commercial and residential development as compared to other districts.

District 5

Respondents were asked which of the following programs were most important to them; bike lanes, city parks, social services, street paving or traffic flow. District 5 responded street paving was the highest priority, with 49% indicating it is most important. Positive feelings regarding quality of city services for taxes paid remained at 40%, equal to 2018. Forty-six percent of residents rated the direction the City is taking as good or very good, an increase over 2018. The residents in District 5 are displeased with the smoothness of city streets and availability of sidewalks, with negative ratings of 62 percent for each category. District 5 residents are not as positive as in the past regarding the attractiveness of new commercial developments, but do feel they make their community a better place to live. Residents remain positive regarding the affordability and physical condition of housing in their district.

District 6

Respondents were asked which of the following programs were most important to them; bike lanes, city parks, social services, street paving or traffic flow. District 6 responded street paving was the highest priority, with 56% indicating it is most important. District 6 residents continue to positively rate Chattanooga as a place to live, work, retire and raise children. However, ratings for these key quality of life factors decreased from 2018 to 2019, with the exception of Chattanooga as a place to retire. Perceptions of safety at night decreased in parks and downtown. Positive ratings for smoothness of streets are down 6-percentage points from 2018, with unfavorable ratings at 64%. Feelings regarding cleanliness of streets decreased 9-percentage points compared to last year. Residents of District 6 have the lowest positive ratings on the safety of pedestrians and bicyclists at 27 and 20 percent, respectively. Positive feelings about value for taxes paid is 40%, a decrease of 7-percentage points from 2018. Residents' positive feelings related to the overall direction the City is taking decreased 4-percentage points compared to last year, dropping to 50%.

City of Chattanooga Tennessee Addendum to 2019 Community Survey: District Summaries

District 7

Respondents were asked which of the following programs were most important to them; bike lanes, city parks, social services, street paving or traffic flow. District 7 responded street paving was the highest priority, with 37% indicating it is most important. District 7 positive feelings about Chattanooga as a place to work have improved 10-percentage points since 2015. Residents report higher positive ratings on the direction of the City than any other district. However, the ratings decreased 4-percentage points from 2018 to 53%. Positive ratings on Chattanooga as a place to work increased 4-percentage points compared to 2018. However, positive ratings on the other key quality of life factors decreased. Residents report among the highest ratings of feeling safe downtown during the day or night. Residents show the highest positive ratings of any district for closeness to parks, distance to public transit and sidewalk availability, with ratings of good or very good at 75%, 72% and 68%, respectively.

District 8

Respondents were asked which of the following programs were most important to them; bike lanes, city parks, social services, street paving or traffic flow. District 8 responded street paving was the highest priority, with 40% indicating it is most important. Although they have one of the lowest positive ratings on Chattanooga as a place to work, perceptions increased by 8-percentage points compared to last year. Additionally, negative feelings about their neighborhood as a place to live, work, raise children, and retire have improved since 2015. Residents continue to feel less safe in their neighborhood and nearby parks than those in most districts. After trending upward for the past five years, positive perceptions on quality of police service and conduct of officers decreased. The ratings on quality of police services and officer conduct are among the lowest positive ratings by any district. Satisfaction with traffic flow during peak hours has increased 5-percentage points from 2018. Only 14 percent rate City streets positively, a 9-percentage point decrease from last year. Residents rate housing affordability worse than any other district. Satisfaction with CARTA bus service has been on a negative trend since 2013. District 8 has one of the lowest ratings on access to shopping and parks.

District 9

Respondents were asked which of the following programs were most important to them; bike lanes, city parks, social services, street paving or traffic flow. District 9 responded street paving was the highest priority, with 59% indicating it is most important. Positive responses about Chattanooga as a place to work increased 8-percentage points compared to last year and have increased every year since 2014. They have positive feelings about new commercial and residential developments. Residents have lower overall feelings of safety in their neighborhoods and nearby parks than any other district. They are the least satisfied with the value of services for taxes paid and they rate the overall direction of the City lower than other districts. Satisfaction with police services is down compared to last year. Residents have some of the lowest positive ratings in several areas: Peak traffic flow, smoothness and cleanliness of streets, speeding vehicles, safety of pedestrians and bicyclists, closeness of parks and access to shopping.