

City of Chattanooga

2020 Community Survey Results

October 2020



Stan Sewell, CPA, CGFM, CFE
City Auditor

Office of Internal Audit
Chattanooga, TN



OFFICE OF INTERNAL AUDIT

Stan Sewell, City Auditor

October 21, 2020

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

RE: City of Chattanooga 9th Annual Community Survey Results

This report presents the results of our 9th annual Community Survey. We asked Chattanooga residents about their views on a variety of city services, and almost 3,000 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.

When we mailed surveys in early May, the City had been under a month long shelter-in-place order due to the COVID-19 pandemic. Many businesses remained closed or were functioning under substantial restrictions. As remains the case today, mass gatherings were limited and individuals were spending more time at home or with a smaller social network than normal. Considering these conditions, we expected to see substantial deviations in responses when compared to prior years. Remarkably, we noted citizens' perceptions trended more positive in every area we measure with one exception: Feelings of safety while downtown at night. We also saw a noticeable increase in the response rate to our survey. We attribute this increase in participation to individuals spending more time at home with fewer demands on their time.

Chattanooga residents continue to give high ratings to their city and neighborhoods on key quality of life indicators in 2020. Chattanooga residents believe the City is a good place to live, work, raise a family and retire. A review of the data reveals the highest areas of concern relate to street conditions and traffic related issues. We noted 51% of respondents felt the homeless problem has gotten worse in the past five years. Only 18% felt the homeless problem has gotten better. The 2020 survey, like previous surveys, often showed significant differences in opinions based on the Council 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.

We mailed the survey to 10,000 randomly-selected households. Twenty-three percent of households receiving the survey responded. We mailed an additional 10,000 postcards with a link allowing residents to complete the survey online. As a result, an additional 720 surveys were completed. These additional online responses have a material impact on the overall ratings. To ensure an accurate comparison to prior years, our primary analysis is based upon the traditional paper surveys only. The online results are discussed in an addendum to this report. 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 ± 2.03 percent.



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In comparing the demographic information provided by survey respondents to 2010 Census data (and 2019 Census Bureau estimates), we found our survey respondents are older and more educated than the population as a whole. We also found females are over-represented and minorities are under-represented among those who returned our survey. These demographic differences have been relatively consistent over the years we have been conducting the community survey.

This report provides the public and policy makers 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. As mentioned in our report, it is important for readers to recognize many insights may be gained by analyzing the data independently.

We want to thank the 2,256 Chattanoogaans who took the time to complete the mailed survey, as well as the 720 who completed the survey online. In addition, we want to thank the Electric Power Board and the City's mailroom staff for their assistance with this effort.

Respectfully,

Stan Sewell, CPA, CGFM, CFE
City Auditor

Attachments

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

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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.

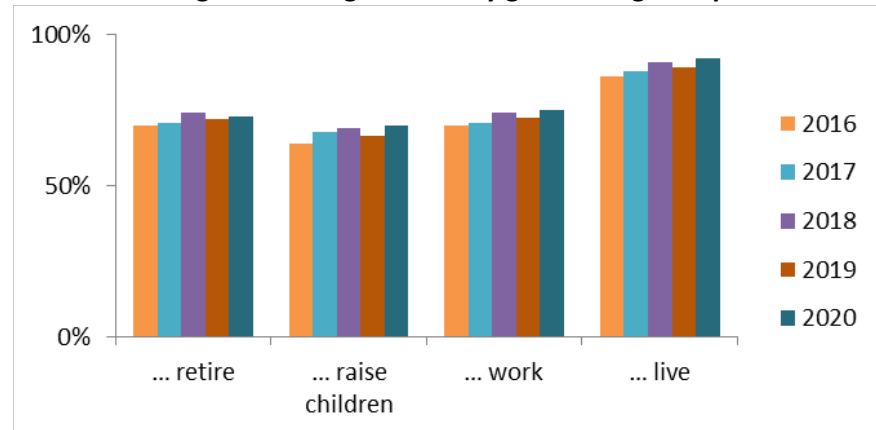
Results for the 2020 Chattanooga Community Survey were received from May to August. This survey was taken at a time in our history that was materially different from prior years due to the COVID-19 pandemic. Many citizens were working from home or laid-off/furloughed. Historic numbers were receiving unemployment benefits (supplemented by a \$600 per week federal benefit). Some businesses remained closed and others were functioning under substantial restrictions.

The social and physical constraints caused by the pandemic surely affected individual feelings and perceptions in a substantial way. We expected this impact would make our 2020 data stand out as an anomaly when compared to prior years. Remarkably, we noted citizen's perceptions trended more positive in every area we measure with one exception: Feelings of safety while downtown at night¹.

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 2,256 residents who responded by mail. An additional 720 citizens completed the survey online. The online survey respondent demographics differ substantially from our traditional paper survey respondents. To provide relevant trend analysis, we did not include the online responses in our primary analysis. We provide a separate analysis of the online responses as an addendum to this report. In future years, we plan to use the combined data as a base for reporting trends.

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:



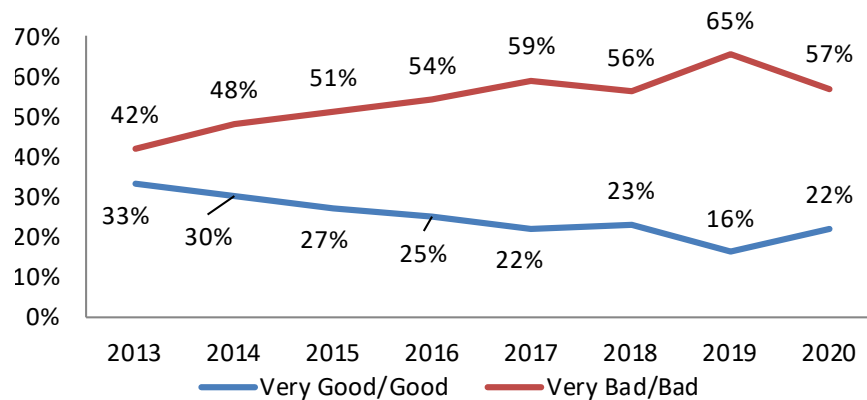
¹ A few areas remained stable when compared to the prior year. However, most had noticeable increases in positive ratings compared to 2019.

Introduction

Overall, Chattanooga's feelings are more positive than in years past. Chattanooga's continue to give high ratings to their city and neighborhoods overall and mixed reviews for the various city services. Although opinions in many areas score above prior year results, we note many key points in the sections that follow. A few highlights for 2020 are mentioned below:

- Respondent's positive perception on the citywide key livability factors, as represented in the preceding graph, were up when compared to the prior years;
- Forty-six percent of residents rate the value received for city taxes paid as very good or good. This is a 5 percentage point increase from 2019 and, along with 2017, the highest recorded since the survey began in 2012;
- Fifty-one percent of residents rated the overall direction the City is taking as good or very good, an increase of 2 percentage points from 2019;
- Resident's opinions on traffic flow (congestion) continue to be low. Thirty-one percent rated traffic flow during peak hours positively, an 8 percentage point decrease since 2012 (39%);
- Although only 22 percent provided a positive rating on smoothness of streets, it represents a 6-percentage point improvement when compared to 2019. The condition of streets has been one of the most negatively rated areas since our survey began in 2012. Positive ratings for 2020 remain 12-percentage points below ratings in 2012. Thus, the conditions of streets remains one of the most significant negative trends we have noted. Fifty-seven percent continue to rate smoothness of streets as bad or very bad.

Rating of smoothness of streets



We added a question regarding homelessness for 2020. Citizens were given the opportunity to provide an opinion on the homeless problem in Chattanooga. Forty-eight percent of respondents felt the problem has gotten worse in the past year and 51% feel the problem has gotten worse over the past five years. Forty percent of respondents indicated they saw no change in the homeless problem over the past year.

Introduction

This report contains highlights of survey results for the following city service areas: public safety, public works, transportation, parks, recreation, and community development.² In addition, we include a section explaining how we conducted the community survey and prepared the report. Survey data (including areas not highlighted within the report) is provided for paper survey responses, online survey responses and combined (mailed and online) survey responses beginning on page 16.

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.

² 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 2020. 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 decreased feelings of safety at night downtown and increased feelings of safety in neighborhoods and parks, when compared to 2019.

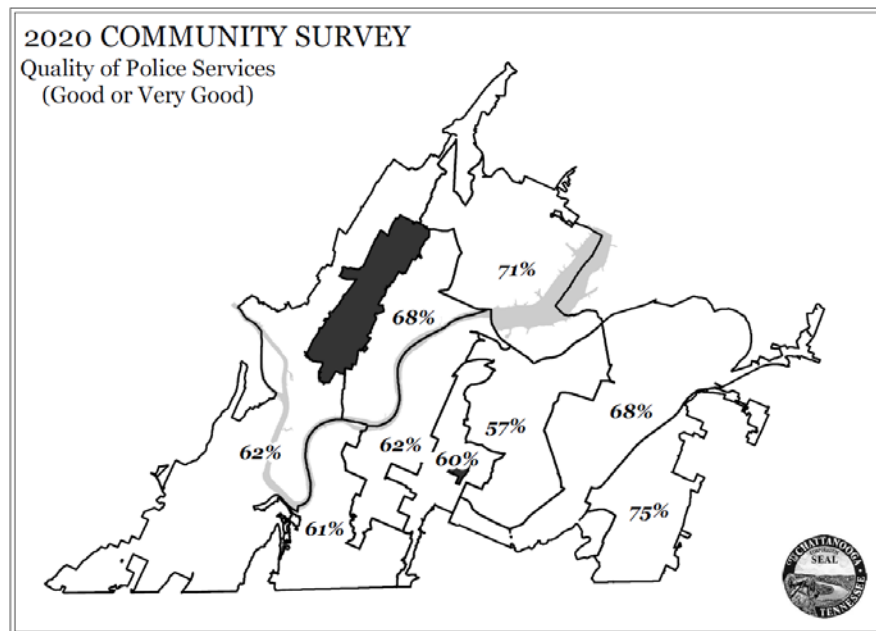
Overall resident ratings of Public Safety services

(percent very good or good)

	2020	2019	2018	2017	2016
Police	66%	65%	66%	66%	67%
Fire and EMS	93%	85%	92%	85%	85%
9-1-1	88%	87%	89%	82%	83%

ANALYSIS

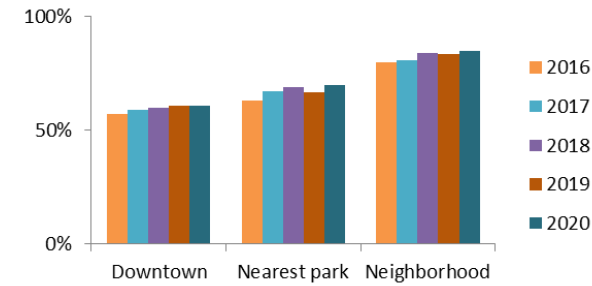
A substantial percentage of residents who used fire or emergency medical services feel the overall quality of service, as well as speed of response, was very good or good. Ratings for these services has varied throughout the years by larger margins than other areas we survey. We attribute this to the relatively low number of respondents who utilized the services. Satisfaction remains consistently high for services received from the 911 call takers. Although not as highly rated as Fire and EMS, a majority of residents continue to rate the quality of police services positively. For instance, we noted residents rating the conduct of police officers as very good or good (61%) was improved over 2019 and was comparable to prior years. Overall ratings of police services by City Council district are presented below:



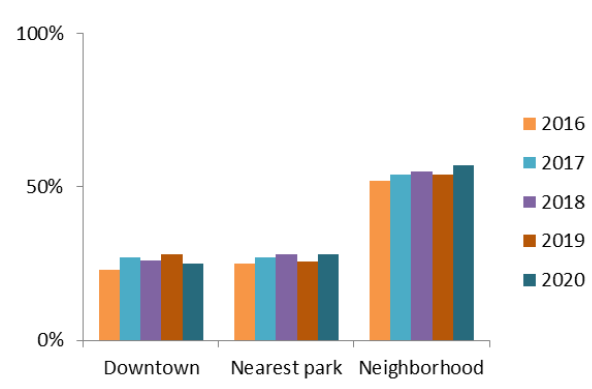
Public Safety

Citywide, residents feel most unsafe in their nearest park or downtown at night. In 2020, 43 percent of residents surveyed indicate they feel unsafe or very unsafe walking alone at night downtown. Residents feel safest in their neighborhood during the day.

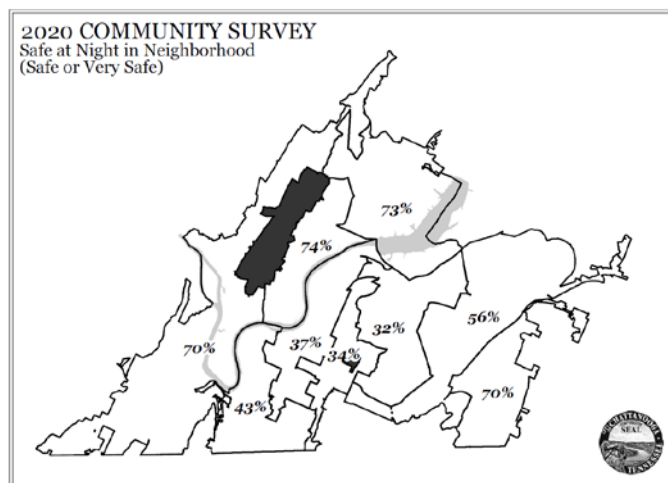
Rating of safety during the day as safe or very safe



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 ratings of perceived nighttime safety are in City Council District 2, at 74 percent. City Council District 5 reports the lowest positive rating, at 32 percent.



Public Works and Transportation

OVERVIEW

Resident satisfaction with Public Works services is positive overall in 2020. 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, with overall ratings more favorable than any past year.

Resident ratings stating an opinion of Public Works services

(percent with an opinion very satisfied or somewhat satisfied)

	2020	2019	2018	2017	2016
Garbage pick-up	92%	91%	92%	92%	92%
Yard waste pick-up	78%	76%	79%	78%	77%
Curbside recycling	81%	79%	79%	81%	80%
Water quality of lakes and streams	60%	53%	60%	60%	61%
Storm drainage	53%	47%	52%	54%	57%
Sewer	57%	53%	57%	58%	59%

Residents continue to be less enthusiastic about transportation related issues. Ratings on smoothness of streets have been poor from the time we began conducting the survey in 2012. Feelings were more positive in 2020 compared to the prior year. However, the long-term trend is downward. Overall perceptions of traffic flow during peak and off-peak hours are as good as or better than the prior four years, but below the ratings in 2012. Resident's positive perceptions about speeding vehicles, pedestrian safety and cyclist safety all increased by several percentage points when compared to 2019.

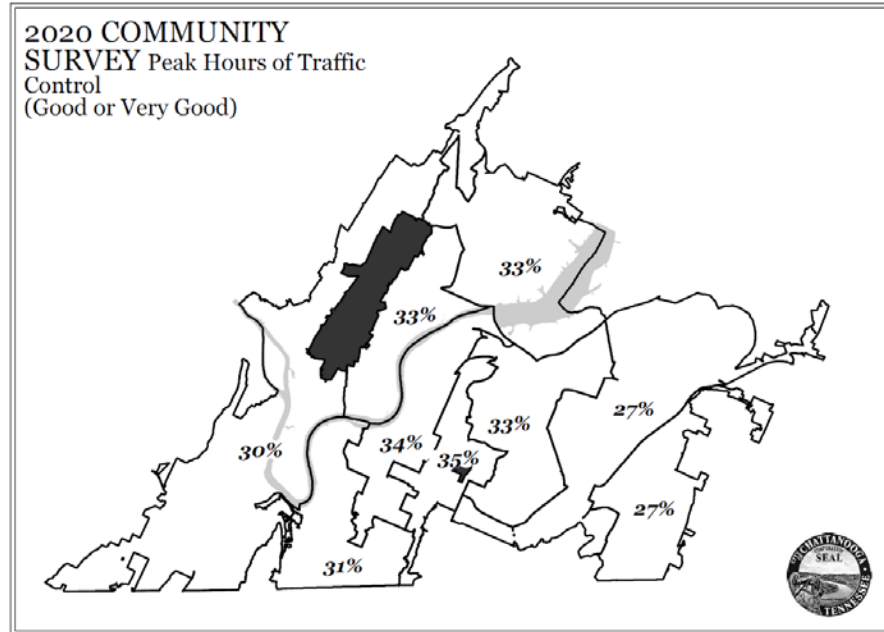
ANALYSIS

Overall satisfaction with Public Works services is positive. All categories were rated higher than in 2019. However, satisfaction with water quality, storm drainage and sewer services do not rate as well as the traditional sanitation services. Ninety-two percent of residents who responded with an opinion are very satisfied or somewhat satisfied with garbage pick-up. Seventy-eight percent are very satisfied or somewhat satisfied with yard waste pick-up, and 81 percent are very satisfied or somewhat satisfied with curbside recycling. Positive ratings for storm drainage increased 6 percentage points, with 53 percent indicating they were satisfied or very satisfied. Positive ratings for sewer services are 57 percent, which is lower than other Public Works functions, possibly due to displeasure with sewer fee rates.

In 2020, the perceptions of satisfaction with street conditions improved, with 22 percent rating them very good or good. This is a 6-percentage point increase from 2019, but a 12-percentage point decrease compared to 2012, when positive ratings were 34 percent. Fifty-seven percent rate smoothness of streets as bad or very bad. This is a 12 percentage point increase in negative perceptions since 2012, but 9 percentage point improvement from 2019.

Public Works and Transportation

Positive ratings on peak hour traffic flow are substantially better than recent years. However, positive ratings (31%) remain well below such ratings in 2012 (39%). Forty-two percent of residents report very bad or bad traffic flow during peak hours. Traffic flows during non-peak hours were rated 1 percentage point higher than 2019.



Forty-three percent of residents rate cleanliness of city streets favorably. This is a 6 percentage point increase in positive ratings from 2019, but an 8 percentage point decrease since 2012. Street lighting opinions remain mostly positive with ratings increasing in 2020 after slowly trending downward since 2012.

Resident ratings of traffic flow

(percent very good or good)

	2020	2019	2018	2017	2016
During peak hours	31%	25%	26%	29%	28%
During off-peak hours	65%	64%	63%	66%	66%

Parks and Recreation

OVERVIEW

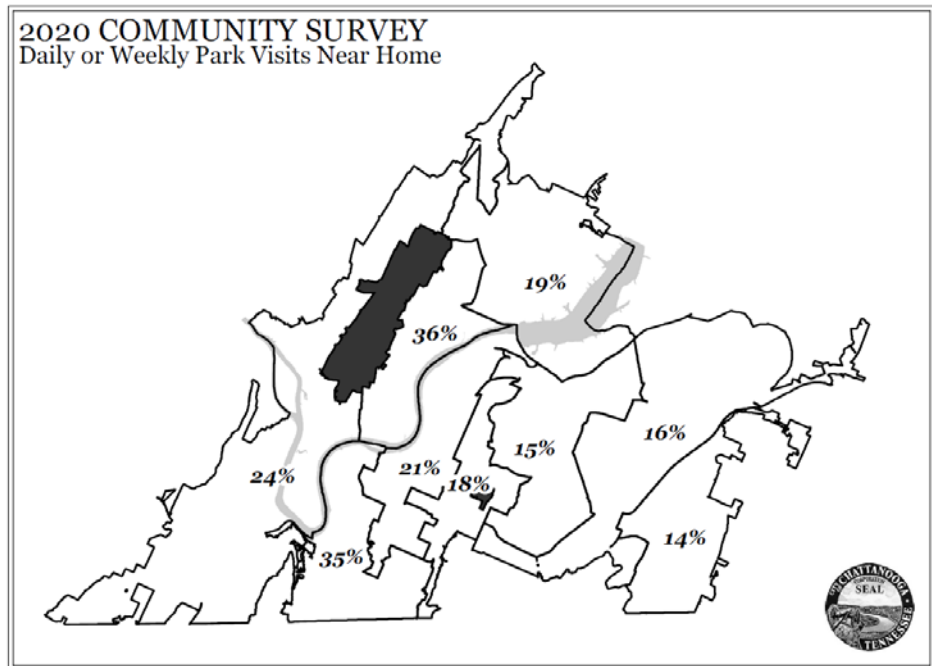
In 2020, residents continue to rate City parks and recreation programs positively. Seventy-five percent of residents indicated they visited a city park at least a few times during the year. Thirty-seven percent visited their neighborhood park at least monthly. The overwhelming majority of residents indicate 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)

	2020	2019	2018	2017	2016
Participated in Parks and Recreation activity	14%	15%	20%	18%	15%
Visited any City park	75%	77%	76%	77%	77%
Visited your neighborhood park	68%	69%	69%	70%	68%

ANALYSIS

Twenty-two percent of residents report visiting a City park on a daily or weekly basis, a 3 percentage point increase from 2019. Seventy-five percent visit a City park at least a few times per year. Utilization of neighborhood parks varies significantly among the nine council districts. The highest rate of regular park visits is 36 percent by residents in District 2; the lowest is 14 percent by residents in District 4.

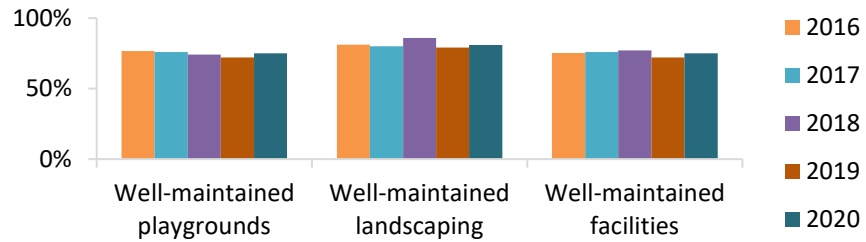


Residents who registered an opinion rate the quality of park landscaping, facilities and playgrounds near their homes favorably. Positive perceptions of these key quality factors increased slightly in comparison to 2019 and were comparable with years prior to 2019. The following chart provides a graphical representation of these perceptions:

Parks and Recreation

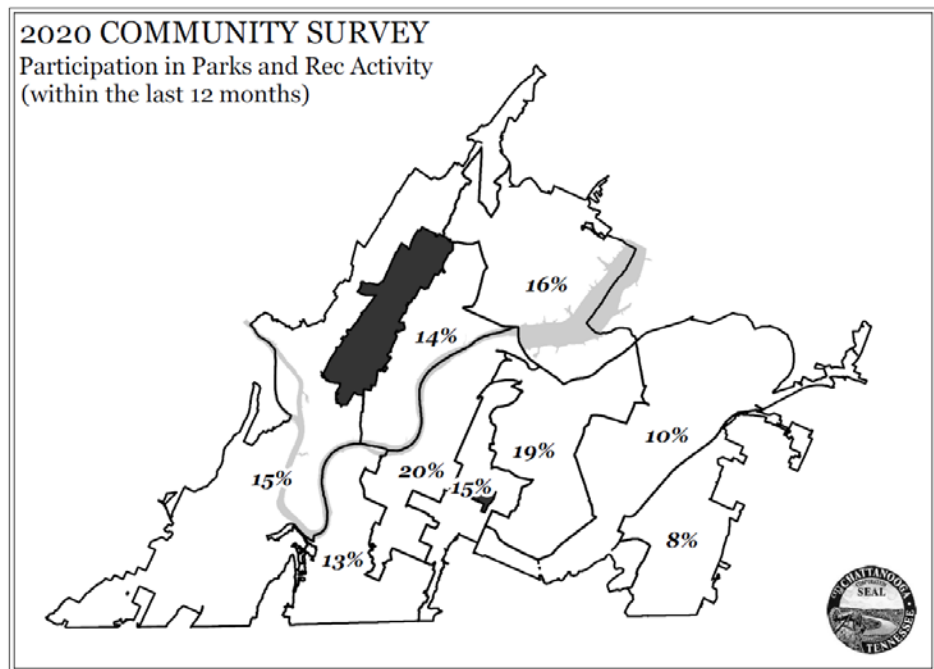
Resident ratings of neighborhood park qualities

(percent very good or good of those visiting)



Participants in recreation activities also expressed increased positive opinions for 2020. 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.

Fourteen percent of residents report that someone in their household participated in a recreation program within the past 12 months. This is a 1-percentage point decrease from 2019 and the lowest rate of utilization since we began our survey.³ Due to 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 20 percent. The lowest rate of participation is in District 4 at 8 percent.



³ Note: YFD Centers were closed in March 2020 due to the pandemic.

Economic and Community Development

OVERVIEW

Overall satisfaction with community development remains positive in 2020. Residents rate their city and neighborhood highly on livability. We noted increases in respondents expressing positive opinions on all key citywide livability questions when comparing 2020 to 2019. 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.

ANALYSIS

Citywide, 92 percent of residents feel positively about their city as a place to live. Ratings for 2020 are the highest in all city-wide general livability ratings since the survey was started in 2012.

With regard to ratings related to neighborhood livability, residents remain positive about the physical condition of housing, the proximity of parks and access to shopping and services. Seventy-two percent rated access to shopping and services positively, an increase of 2 percentage points from 2019. Residents are not as positive about their ability to walk to public transit (44%), availability of sidewalks (37%) and on-street parking (38%). Resident's feelings about aspects of neighborhood livability vary by council district:

Neighborhood Livability Factors 2020

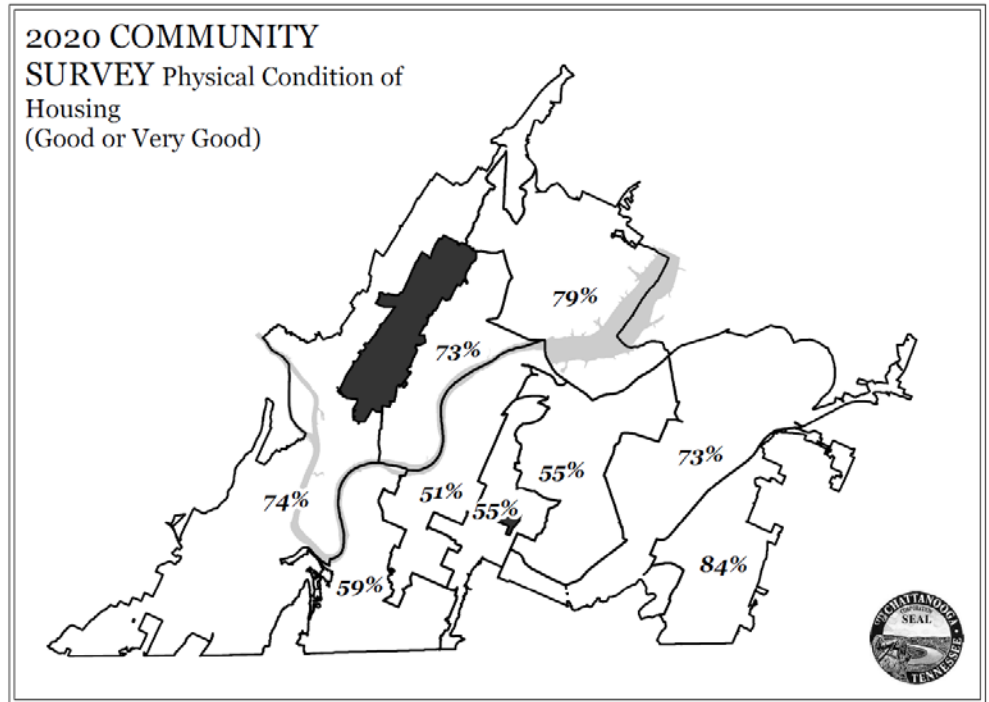
(percent very good or good)

Council District	Close to parks	Close to transit	Access to shopping	Sidewalk availability	On-street parking
1	69%	14%	72%	41%	28%
2	78%	51%	87%	36%	46%
3	72%	15%	88%	29%	29%
4	75%	17%	92%	43%	35%
5	54%	61%	71%	22%	37%
6	59%	66%	67%	18%	45%
7	72%	75%	64%	67%	40%
8	62%	66%	42%	68%	48%
9	50%	54%	44%	37%	34%

In 2020, 63 percent of resident's rate housing affordability in their neighborhood positively, a 3 percentage point increase from 2019. The most positive rating on affordability is in District 6 with 75 percent indicating affordability is good or very good. The lowest rating on housing affordability is in District 7 with 43 percent reporting positively.

Sixty-nine percent of residents feel positively about the physical condition of housing in their neighborhoods, the highest since the survey began. Ratings of housing condition vary widely by Council District, with the highest positive ratings in Districts 4 and the lowest positive ratings in District 8.

Economic and Community Development



In 2020, 31 percent of residents reported new commercial developments in their neighborhoods. Sixty-eight 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-eight percent of residents reported new residential developments in their neighborhood. Seventy percent rate the attractiveness of the development favorably and 51 percent feel the development is an improvement to their neighborhood.

Sixty-two percent of residents were neither involved in a community project nor attended a public meeting in the last 12 months. This represents a 3 percentage point decrease in citizen involvement when compared to 2019, but is consistent with prior years. Forty-two percent rate the City's efforts at welcoming citizen involvement as positive, which is consistent with prior years.

Seventy-eight percent of residents who reported owning a business consider Chattanooga a good or very good place to do business, a decrease of 8 percentage points from 2019.

In 2020, the highest percentage (23%) of Chattanooga residents reported they had lived in Chattanooga less than ten years than any time since the survey began in 2012. Sixty-one percent of residents reporting indicated individual income in excess of \$35,000. The overall review of this data indicates a slow trend toward higher incomes for Chattanooga residents is taking place.

Economic and Community Development

The number of respondents with a college degree in 2020 is the highest ever reported in our surveys at 56 percent. This category has shown an upward trend since 2012, when 49 percent reported having a college degree.

Consistent with prior years, 50 percent of residents visited a Public Library branch. Seventy-eight percent of those who have visited rate the library positively.

Use of McKamey Animal Services is consistent with 2019 with 32 percent of residents having visited McKamey Animal Center in 2020. Of those residents who visited McKamey, 77 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 2020, the same percentage as 2019 and 2018. Of those respondents that have ridden CARTA buses, 79 percent provided positive ratings.

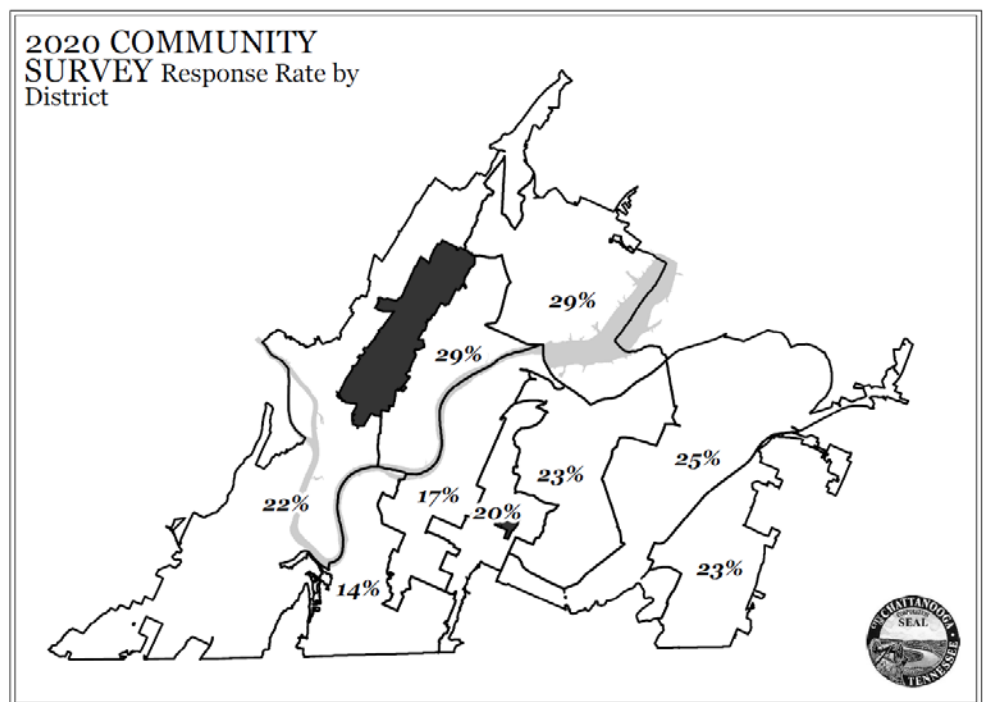
Survey Methodology

OIA conducted its Community Survey for the ninth year in 2020. 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. For 2020, we mailed an additional 10,000 postcards to randomly selected homes providing the opportunity to complete the survey online. Survey responses are anonymous.

Response Rate

In May 2020, 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. Of the 10,000 mailed surveys, we received 2,256 completed surveys, resulting in a citywide response rate of 23 percent.



We supplemented our standard survey mailing with 10,000 post cards, offering a random sample of residents the opportunity to complete the survey online. 720 of these selected residents completed the online survey, resulting in a 7% response rate. The results were analyzed separately from those obtained via the standard survey mailer.

Supplemental Online Impact on Comparability

We received 2,256 responses to our mailed survey document and 720 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 720 responses.

A comparison between the two sets of data showed the results for many of the questions were impacted by greater than one-half of one percentage point. Therefore, we concluded there could be a material impact on comparisons to prior years and analyzed the results of the two survey types separately.

Survey Reliability

The citywide survey margin of error, at the conventional 95 percent confidence level, is ± 2.03 percent based on the 2,256 completed surveys received by mail. Within each of the nine City Council Districts, the margin of error ranges from ± 5.36 to ± 7.74 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 2019 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 2020 we noted an increase in responses from all districts.

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 current opinions compared to those in prior years. 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 determined whether changes were statistically significant using an analysis of variance (ANOVA) spreadsheet. ANOVA compares differences of means among more than two 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 for the years between 2020 and 2016.

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 Methodology

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 241 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 2020 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 mailed, online and combined (mailed and online) responses by City Council District (pages 16 through 59), a City Council District map (page 60), a copy of the survey form (pages 61 through 63), a brief summary of our analysis at the individual Council District level (pages 64 through 66), along with a short comparison of the combined surveys (mailed and online) to the online surveys (pages 67 and 68).

2020 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	2020 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2020 City Total	2019 City Total	2018 City Total	2017 City Total	2016 City Total
1. Overall, how do you rate the quality of life in														
a. Chattanooga as a place to live														
Very Good	52%	56%	49%	57%	29%	49%	40%	40%	41%	47%	43%	46%	41%	39%
Good	42%	40%	45%	38%	58%	47%	48%	42%	46%	45%	46%	45%	47%	46%
Neutral	6%	3%	4%	4%	11%	3%	8%	14%	9%	6%	8%	8%	10%	10%
Bad	0%	0%	2%	0%	1%	1%	3%	3%	3%	1%	2%	1%	1%	3%
Very Bad	0%	1%	0%	0%	1%	0%	1%	1%	1%	0%	1%	0%	0%	1%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	246	319	315	251	252	279	156	184	222	2,224	2,012	1,952	2,071	2,136
b. Your neighborhood as a place to live														
Very Good	58%	58%	57%	55%	22%	45%	38%	29%	26%	45%	39%	41%	39%	38%
Good	36%	36%	34%	38%	55%	40%	42%	41%	51%	41%	44%	43%	43%	42%
Neutral	4%	6%	8%	6%	19%	12%	11%	16%	14%	10%	11%	12%	13%	13%
Bad	2%	0%	1%	0%	3%	2%	6%	8%	7%	3%	4%	2%	4%	6%
Very Bad	0%	0%	0%	0%	1%	0%	3%	5%	2%	1%	1%	0%	1%	1%
Don't Know	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
	238	317	312	247	252	273	152	177	213	2,181	1,986	1,930	2,053	2,095
c. Chattanooga as a place to work														
Very Good	30%	34%	32%	34%	17%	31%	24%	25%	26%	29%	26%	28%	24%	24%
Good	47%	46%	46%	46%	51%	46%	44%	46%	44%	46%	47%	46%	47%	46%
Neutral	11%	14%	13%	12%	21%	14%	24%	17%	17%	15%	17%	18%	19%	19%
Bad	3%	2%	2%	1%	5%	2%	3%	5%	8%	3%	3%	3%	4%	5%
Very Bad	0%	1%	1%	0%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%
Don't Know	8%	4%	6%	7%	4%	5%	3%	6%	4%	5%	6%	5%	6%	5%
	238	316	307	246	247	269	153	175	212	2,163	1,977	1,912	2,037	2,074
d. Chattanooga as a place to raise children														
Very Good	33%	37%	38%	36%	20%	29%	24%	21%	27%	30%	26%	28%	25%	24%
Good	42%	37%	38%	39%	42%	42%	44%	39%	39%	40%	41%	41%	43%	40%
Neutral	12%	12%	14%	11%	25%	16%	21%	22%	18%	16%	19%	18%	18%	21%
Bad	1%	1%	1%	2%	4%	2%	5%	4%	5%	3%	4%	3%	4%	6%
Very Bad	0%	1%	0%	0%	0%	1%	1%	3%	1%	1%	1%	1%	1%	2%
Don't Know	12%	12%	9%	11%	8%	10%	5%	10%	9%	10%	9%	8%	9%	7%
	237	316	311	244	248	270	153	176	211	2,166	1,979	1,920	2,042	2,085
e. Chattanooga as a place to retire														
Very Good	39%	39%	40%	42%	22%	33%	30%	26%	30%	34%	31%	34%	30%	29%
Good	35%	35%	39%	37%	47%	41%	38%	39%	41%	39%	41%	40%	41%	41%
Neutral	14%	15%	13%	13%	22%	14%	17%	18%	19%	16%	15%	16%	17%	19%
Bad	3%	2%	2%	1%	2%	1%	3%	5%	4%	2%	4%	3%	3%	4%
Very Bad	0%	0%	1%	0%	2%	1%	1%	2%	2%	1%	2%	1%	1%	1%
Don't Know	9%	9%	5%	6%	5%	9%	11%	10%	4%	7%	7%	6%	8%	6%
	236	313	310	246	250	270	152	174	214	2,165	1,978	1,917	2,043	2,097

2020 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	2020 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2020 City Total	2019 City Total	2018 City Total	2017 City Total	2016 City Total
2. How safe would you feel walking alone during the day:														
a. In your neighborhood?														
Very Safe	60%	66%	63%	64%	24%	49%	48%	29%	30%	50%	45%	47%	42%	41%
Safe	34%	26%	30%	30%	49%	40%	31%	37%	44%	35%	39%	37%	39%	39%
Neutral	4%	4%	6%	4%	15%	7%	8%	16%	16%	8%	9%	9%	10%	10%
Unsafe	2%	3%	1%	2%	8%	3%	11%	10%	6%	4%	5%	5%	6%	7%
Very Unsafe	0%	1%	0%	0%	2%	1%	2%	5%	3%	1%	2%	1%	2%	2%
Don't Know	0%	0%	0%	0%	2%	0%	0%	2%	0%	1%	0%	0%	1%	1%
	246	319	317	250	255	278	154	185	221	2,225	2,029	1,973	2,053	2,149
b. In the park closest to you?														
Very Safe	42%	43%	29%	40%	13%	28%	39%	20%	18%	31%	27%	30%	26%	24%
Safe	38%	40%	45%	39%	43%	36%	33%	37%	41%	40%	40%	39%	41%	39%
Neutral	11%	9%	18%	11%	23%	19%	14%	20%	22%	16%	18%	15%	17%	18%
Unsafe	5%	2%	4%	2%	10%	7%	7%	13%	10%	6%	8%	8%	8%	10%
Very Unsafe	1%	2%	1%	0%	3%	1%	3%	3%	2%	2%	2%	1%	2%	3%
Don't Know	3%	5%	3%	8%	8%	9%	4%	7%	7%	6%	6%	6%	5%	6%
	238	317	312	249	248	268	153	176	212	2,173	1,984	1,943	2,042	2,097
c. Downtown?														
Very Safe	20%	25%	15%	14%	19%	22%	31%	25%	23%	21%	19%	19%	17%	16%
Safe	41%	41%	35%	35%	42%	43%	38%	41%	45%	40%	42%	41%	42%	42%
Neutral	18%	18%	26%	26%	22%	23%	19%	21%	19%	22%	22%	19%	21%	20%
Unsafe	15%	10%	14%	13%	6%	8%	7%	8%	6%	10%	10%	12%	12%	14%
Very Unsafe	5%	3%	3%	6%	4%	1%	3%	1%	2%	3%	4%	4%	4%	5%
Don't Know	1%	3%	6%	6%	7%	4%	3%	5%	5%	4%	3%	4%	4%	3%
	236	312	310	247	249	272	152	175	210	2,163	1,982	1,941	2,033	2,102
3. How safe would you feel walking alone at night:														
a. In your neighborhood?														
Very Safe	30%	33%	35%	35%	8%	19%	16%	11%	10%	23%	21%	22%	20%	20%
Safe	40%	41%	38%	35%	24%	37%	27%	26%	24%	33%	33%	34%	33%	32%
Neutral	15%	12%	11%	17%	20%	17%	20%	19%	23%	16%	16%	17%	16%	16%
Unsafe	12%	8%	13%	9%	30%	21%	25%	31%	29%	19%	20%	18%	19%	19%
Very Unsafe	3%	5%	1%	3%	15%	5%	12%	11%	12%	7%	8%	7%	9%	11%
Don't Know	1%	1%	2%	2%	3%	1%	0%	2%	2%	2%	2%	2%	2%	2%
	243	320	316	252	258	278	155	186	221	2,229	2,017	1,964	2,076	2,147
b. In the park closest to you?														
Very Safe	9%	9%	8%	9%	3%	7%	11%	8%	3%	7%	6%	7%	7%	5%
Safe	24%	29%	17%	23%	15%	21%	24%	16%	17%	21%	20%	22%	21%	20%
Neutral	29%	27%	27%	28%	24%	21%	21%	23%	26%	25%	27%	26%	25%	24%
Unsafe	26%	22%	33%	22%	34%	32%	28%	34%	33%	29%	28%	27%	29%	29%
Very Unsafe	7%	6%	7%	6%	17%	9%	12%	10%	13%	9%	11%	10%	11%	14%
Don't Know	5%	7%	8%	11%	8%	10%	4%	7%	8%	8%	8%	8%	8%	8%
	238	310	314	246	248	268	155	177	210	2,166	1,985	1,942	2,041	2,100
c. Downtown?														
Very Safe	5%	5%	3%	2%	6%	6%	7%	11%	6%	5%	5%	4%	4%	4%
Safe	16%	20%	12%	15%	18%	21%	28%	23%	26%	19%	24%	22%	23%	19%
Neutral	25%	33%	27%	24%	26%	26%	26%	29%	26%	27%	26%	25%	24%	25%
Unsafe	29%	23%	31%	31%	29%	28%	26%	25%	29%	28%	27%	26%	28%	28%
Very Unsafe	22%	15%	18%	22%	12%	13%	9%	5%	9%	15%	14%	16%	16%	19%
Don't Know	4%	4%	8%	7%	9%	6%	5%	7%	4%	6%	5%	5%	5%	5%
	236	309	313	246	249	271	155	175	210	2,164	1,994	1,934	2,038	2,112

2020 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	2020 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2020 City Total	2019 City Total	2018 City Total	2017 City Total	2016 City Total
4a. Did anyone break into, or burglarize, your home during the last 12 months?														
Yes	1%	4%	5%	3%	5%	4%	7%	10%	7%	5%	6%	7%	7%	7%
No	99%	96%	95%	97%	95%	96%	93%	90%	93%	95%	94%	93%	93%	93%
	245	321	318	253	258	279	154	186	219	2,233	2,024	1,978	2,076	2,146
4b. If yes, was it reported to the police?														
Yes	100%	82%	82%	50%	67%	64%	70%	46%	85%	70%	68%	76%	77%	73%
No	0%	18%	18%	50%	33%	36%	30%	54%	15%	30%	32%	24%	23%	27%
	1	11	11	6	6	11	10	13	13	82	114	82	110	124
5. Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?														
Yes	9%	15%	11%	12%	17%	13%	22%	23%	18%	15%	15%	15%	13%	12%
No	91%	85%	89%	88%	83%	87%	78%	77%	82%	85%	85%	85%	87%	88%
	244	317	315	250	253	279	153	179	215	2,205	2,005	1,954	2,062	2,113
a. If yes, was it reported to the police?														
Yes	50%	53%	39%	40%	38%	25%	42%	43%	30%	40%	42%	53%	52%	56%
No	50%	47%	61%	60%	62%	75%	58%	57%	70%	60%	58%	47%	48%	44%
	22	43	33	30	39	36	31	35	33	302	291	251	242	214
6. Did you call 9-1-1 for an emergency during the last 12 months?														
Yes	12%	14%	14%	12%	19%	19%	25%	20%	24%	17%	17%	18%	18%	17%
No	88%	86%	86%	88%	81%	81%	75%	80%	76%	83%	83%	82%	82%	83%
	239	318	308	245	254	272	149	172	211	2,168	1,966	1,913	2,012	2,086
a. If yes, how do you rate the services you received on the the phone from the 9-1-1 calltaker?														
Very Good	46%	61%	64%	72%	56%	55%	47%	67%	48%	57%	51%	51%	44%	45%
Good	42%	27%	24%	21%	36%	36%	32%	21%	35%	31%	36%	38%	38%	38%
Neutral	4%	9%	7%	7%	7%	8%	18%	9%	9%	9%	8%	10%	14%	13%
Bad	0%	2%	5%	0%	2%	0%	3%	3%	7%	3%	2%	1%	2%	2%
Very Bad	8%	0%	0%	0%	0%	2%	0%	0%	2%	1%	3%	0%	2%	2%
	26	44	42	29	45	53	34	33	46	352	330	300	326	324
7. How do you rate police services on the following:														
a. Overall quality of services?														
Very Good	18%	25%	27%	27%	14%	31%	19%	23%	21%	23%	20%	23%	20%	22%
Good	44%	42%	44%	48%	43%	37%	42%	39%	39%	42%	45%	43%	46%	45%
Neutral	16%	12%	15%	10%	27%	16%	21%	23%	24%	18%	17%	18%	17%	17%
Bad	2%	2%	1%	1%	3%	1%	2%	5%	5%	2%	3%	2%	3%	3%
Very Bad	1%	1%	0%	0%	0%	1%	3%	2%	3%	1%	1%	1%	1%	1%
Don't Know	19%	18%	14%	14%	13%	13%	13%	8%	9%	14%	13%	13%	14%	12%
	243	311	312	250	249	276	151	181	218	2,191	1,982	1,934	2,056	2,116
b. Conduct of police officers?														
Very Good	20%	24%	26%	29%	14%	29%	17%	23%	21%	23%	20%	25%	23%	23%
Good	39%	38%	40%	36%	38%	38%	39%	33%	36%	38%	36%	37%	38%	39%
Neutral	17%	15%	19%	17%	27%	14%	21%	24%	22%	19%	21%	19%	20%	19%
Bad	3%	3%	1%	3%	5%	3%	6%	7%	7%	4%	5%	3%	3%	4%
Very Bad	2%	1%	1%	0%	1%	2%	5%	3%	4%	2%	3%	1%	1%	2%
Don't Know	20%	19%	13%	15%	14%	13%	13%	10%	10%	15%	14%	14%	15%	13%
	239	310	308	248	240	275	151	176	213	2,160	1,969	1,920	2,051	2,101

2020 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	2020 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2020 City Total	2019 City Total	2018 City Total	2017 City Total	2016 City Total
c. Speed of emergency police response?														
Very Good	14%	16%	19%	18%	14%	22%	15%	23%	17%	18%	15%	18%	14%	15%
Good	31%	30%	32%	34%	35%	35%	40%	35%	35%	34%	34%	30%	31%	34%
Neutral	18%	15%	16%	15%	26%	14%	20%	21%	24%	18%	21%	21%	22%	20%
Bad	2%	2%	3%	2%	3%	2%	3%	5%	5%	3%	4%	3%	10%	4%
Very Bad	1%	1%	1%	0%	0%	0%	1%	3%	2%	1%	2%	1%	5%	2%
Don't Know	34%	37%	29%	32%	21%	26%	21%	12%	16%	27%	25%	26%	28%	26%
	241	308	309	246	243	272	150	178	213	2,160	1,959	1,911	2,026	2,091
Did you use fire or emergency medical services during the last 12 months?														
8.														
Yes	7%	9%	13%	13%	14%	13%	14%	10%	14%	12%	11%	12%	12%	11%
No	93%	91%	87%	87%	86%	87%	86%	90%	86%	88%	89%	88%	88%	89%
	243	317	316	249	251	278	153	178	217	2,202	2,000	1,941	2,058	2,111
If yes, how do you rate the services you received on the following:														
a. Overall quality of services?														
Very Good	57%	77%	88%	79%	52%	70%	72%	33%	44%	66%	54%	61%	57%	57%
Good	36%	19%	12%	14%	42%	27%	17%	53%	32%	26%	31%	31%	28%	27%
Neutral	7%	4%	0%	0%	6%	0%	6%	13%	16%	5%	7%	3%	7%	9%
Bad	0%	0%	0%	3%	0%	0%	6%	0%	4%	1%	3%	3%	4%	3%
Very Bad	0%	0%	0%	0%	0%	3%	0%	0%	4%	1%	1%	1%	1%	2%
Don't Know	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	4%	1%	2%	1%
	14	26	34	29	33	33	18	15	25	227	214	176	214	202
b. Speed of emergency response?														
Very Good	50%	69%	76%	72%	53%	72%	72%	33%	42%	63%	54%	60%	59%	54%
Good	50%	19%	21%	21%	41%	25%	6%	60%	29%	28%	30%	28%	26%	29%
Neutral	0%	4%	3%	0%	3%	0%	17%	0%	21%	5%	8%	6%	8%	9%
Bad	0%	8%	0%	3%	3%	0%	6%	7%	4%	3%	1%	3%	4%	4%
Very Bad	0%	0%	0%	0%	0%	3%	0%	0%	4%	1%	1%	1%	1%	3%
Don't Know	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	5%	2%	3%	1%
	14	26	34	29	32	32	18	15	24	224	210	176	211	198
9. How do you rate satisfaction with the following:														
a. Garbage Pick-up?														
Very Satisfied	71%	72%	75%	73%	73%	78%	56%	64%	63%	71%	65%	67%	67%	64%
Somewhat Satisfied	18%	19%	18%	18%	17%	15%	28%	22%	24%	19%	23%	23%	22%	24%
Neutral	4%	4%	3%	1%	4%	3%	9%	6%	6%	4%	5%	4%	4%	4%
Somewhat Dissatisfied	2%	2%	1%	1%	2%	3%	3%	5%	4%	2%	3%	3%	3%	3%
Very Dissatisfied	0%	1%	1%	1%	1%	0%	1%	2%	2%	1%	1%	1%	1%	1%
Don't Know	4%	3%	2%	6%	3%	0%	3%	1%	0%	2%	3%	2%	3%	4%
	246	320	317	251	256	278	153	185	221	2,227	2,027	1,963	2,076	2,144
b. Yard-waste Pick-up?														
Very Satisfied	37%	42%	42%	49%	42%	47%	25%	36%	41%	41%	40%	45%	43%	42%
Somewhat Satisfied	23%	25%	29%	27%	31%	30%	27%	33%	29%	28%	27%	25%	25%	24%
Neutral	11%	8%	10%	6%	8%	8%	13%	12%	12%	9%	11%	10%	10%	10%
Somewhat Dissatisfied	6%	9%	5%	4%	9%	9%	10%	6%	8%	7%	8%	6%	6%	7%
Very Dissatisfied	2%	2%	2%	1%	2%	3%	3%	5%	3%	3%	2%	3%	3%	2%
Don't Know	21%	14%	11%	12%	7%	3%	21%	8%	8%	11%	12%	12%	13%	14%
	243	316	316	249	254	277	153	181	213	2,202	1,998	1,946	2,043	2,099

2020 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	2020 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2020 City Total	2019 City Total	2018 City Total	2017 City Total	2016 City Total
c. Curbside Recycling?														
Very Satisfied	51%	55%	54%	56%	51%	59%	36%	40%	41%	51%	47%	49%	51%	49%
Somewhat Satisfied	16%	21%	18%	15%	17%	16%	22%	18%	22%	18%	20%	18%	16%	16%
Neutral	9%	10%	11%	5%	13%	5%	14%	14%	15%	10%	12%	11%	11%	12%
Somewhat Dissatisfied	6%	3%	2%	3%	2%	4%	2%	5%	5%	3%	4%	4%	2%	3%
Very Dissatisfied	1%	2%	2%	2%	1%	3%	6%	3%	4%	2%	2%	3%	2%	2%
Don't Know	17%	10%	13%	20%	16%	14%	20%	20%	13%	15%	15%	15%	18%	19%
	237	311	312	248	250	275	151	178	217	2,179	1,987	1,932	2,037	2,089
d. Water Quality of Lakes and Streams?														
Very Satisfied	24%	17%	27%	23%	21%	21%	18%	22%	17%	21%	18%	19%	19%	20%
Somewhat Satisfied	27%	35%	30%	28%	27%	27%	23%	26%	32%	29%	28%	31%	30%	31%
Neutral	16%	20%	19%	21%	23%	20%	23%	20%	24%	20%	24%	20%	21%	22%
Somewhat Dissatisfied	14%	9%	9%	6%	5%	12%	14%	8%	8%	9%	11%	9%	9%	8%
Very Dissatisfied	3%	5%	3%	2%	3%	5%	9%	6%	7%	4%	5%	4%	3%	3%
Don't Know	17%	13%	13%	20%	21%	15%	14%	17%	12%	16%	15%	17%	17%	16%
	240	316	313	247	243	277	151	175	212	2,174	1,987	1,943	2,031	2,090
e. Storm Drainage?														
Very Satisfied	25%	16%	22%	27%	20%	20%	15%	21%	13%	20%	16%	19%	19%	21%
Somewhat Satisfied	22%	29%	31%	28%	27%	30%	28%	28%	32%	29%	27%	28%	29%	29%
Neutral	17%	19%	17%	17%	15%	19%	15%	18%	23%	18%	22%	21%	20%	21%
Somewhat Dissatisfied	18%	18%	15%	13%	18%	16%	18%	15%	13%	16%	16%	14%	14%	12%
Very Dissatisfied	5%	9%	7%	6%	9%	9%	13%	11%	11%	9%	10%	8%	7%	6%
Don't Know	12%	9%	9%	8%	10%	6%	11%	7%	9%	9%	9%	11%	11%	11%
	244	317	315	247	251	276	151	177	211	2,189	2,001	1,948	2,055	2,114
f. Sewers?														
Very Satisfied	29%	24%	30%	35%	22%	28%	24%	22%	19%	26%	21%	25%	25%	25%
Somewhat Satisfied	22%	25%	25%	23%	28%	28%	20%	27%	28%	25%	26%	26%	26%	28%
Neutral	21%	22%	19%	19%	22%	17%	21%	24%	26%	21%	23%	21%	20%	21%
Somewhat Dissatisfied	9%	11%	11%	8%	10%	13%	12%	11%	8%	10%	11%	10%	11%	9%
Very Dissatisfied	5%	9%	5%	4%	6%	5%	10%	9%	8%	7%	8%	6%	6%	6%
Don't Know	13%	10%	9%	11%	12%	9%	13%	6%	10%	10%	10%	12%	12%	11%
	243	312	315	248	252	279	154	179	214	2,196	2,002	1,949	2,058	2,122
10. In the last 12 months, how many times did you:														
a. Visit any city park?														
Daily	4%	8%	3%	1%	2%	1%	13%	7%	3%	4%	3%	3%	2%	3%
Weekly	20%	28%	17%	13%	13%	15%	22%	15%	15%	18%	16%	16%	17%	16%
Monthly	18%	17%	16%	17%	10%	14%	15%	16%	12%	15%	15%	15%	15%	15%
A Few Times	35%	31%	42%	45%	37%	42%	28%	34%	45%	38%	43%	42%	43%	43%
Never	20%	16%	21%	21%	36%	25%	22%	27%	23%	23%	21%	22%	21%	22%
Don't Know	2%	1%	2%	2%	3%	3%	1%	1%	2%	2%	1%	2%	2%	2%
	246	318	315	256	255	277	156	182	220	2,225	2,025	1,972	2,070	2,136
b. Visit a city park near your home?														
Daily	4%	9%	3%	2%	2%	3%	14%	7%	2%	5%	3%	3%	2%	3%
Weekly	23%	26%	14%	12%	12%	13%	24%	15%	16%	17%	16%	15%	16%	15%
Monthly	15%	15%	17%	16%	5%	12%	8%	11%	11%	13%	13%	12%	12%	12%
A Few Times	33%	29%	40%	42%	30%	32%	26%	28%	34%	33%	37%	39%	40%	38%
Never	23%	19%	24%	26%	48%	36%	26%	36%	31%	30%	29%	28%	27%	30%
Don't Know	2%	1%	2%	2%	2%	6%	1%	2%	6%	3%	2%	2%	3%	2%
	234	310	312	253	248	277	153	177	212	2,176	1,981	1,940	2,004	2,092

2020 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	2020 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2020 City Total	2019 City Total	2018 City Total	2017 City Total	2016 City Total
11. How do you rate the quality of parks near your home in the following categories:														
a. Well-maintained landscaping?														
Very Good	32%	35%	32%	34%	14%	21%	30%	27%	23%	28%	25%	26%	26%	27%
Good	43%	45%	46%	42%	43%	37%	44%	34%	44%	42%	44%	44%	43%	43%
Neutral	13%	9%	10%	9%	18%	17%	14%	16%	15%	13%	15%	13%	14%	13%
Bad	1%	2%	0%	1%	3%	3%	2%	6%	1%	2%	3%	2%	2%	2%
Very Bad	1%	1%	0%	0%	0%	1%	2%	2%	2%	1%	1%	1%	1%	1%
Don't Know	10%	9%	12%	14%	22%	21%	8%	15%	15%	14%	12%	14%	14%	14%
	240	313	314	256	253	276	156	181	220	2,209	2,002	1,956	2,046	2,124
b. Well-maintained facilities?														
Very Good	30%	31%	27%	28%	12%	15%	22%	20%	18%	23%	21%	22%	23%	22%
Good	39%	42%	43%	39%	35%	37%	41%	31%	38%	39%	40%	40%	40%	40%
Neutral	17%	12%	13%	12%	20%	21%	19%	18%	22%	17%	19%	18%	17%	17%
Bad	2%	3%	2%	1%	3%	3%	4%	7%	3%	3%	3%	2%	2%	3%
Very Bad	1%	1%	0%	0%	0%	1%	1%	2%	2%	1%	1%	1%	1%	1%
Don't Know	11%	12%	14%	20%	29%	23%	12%	21%	17%	18%	15%	17%	16%	17%
	237	313	313	255	248	277	156	176	215	2,190	1,985	1,939	2,031	2,107
c. Well-maintained playgrounds?														
Very Good	29%	29%	23%	28%	14%	16%	20%	17%	18%	22%	20%	22%	21%	22%
Good	36%	40%	37%	36%	35%	32%	34%	34%	37%	36%	37%	38%	38%	39%
Neutral	16%	10%	12%	11%	22%	21%	24%	16%	19%	16%	19%	16%	16%	15%
Bad	0%	2%	1%	0%	2%	2%	3%	5%	3%	2%	3%	2%	2%	2%
Very Bad	0%	1%	0%	0%	0%	1%	3%	2%	2%	1%	1%	1%	1%	1%
Don't Know	18%	18%	26%	25%	27%	29%	17%	25%	20%	23%	21%	21%	22%	21%
	237	312	307	255	249	273	156	178	216	2,183	1,977	1,944	2,031	2,110
12. In the past 12 months, did anyone in your household participate in a Chattanooga Parks and Recreation activity?														
Yes	15%	14%	16%	8%	19%	10%	13%	20%	15%	14%	15%	20%	18%	15%
No	85%	86%	84%	92%	81%	90%	87%	80%	85%	86%	85%	80%	82%	85%
	232	313	297	245	243	266	152	172	204	2,124	1,953	1,897	1,980	2,041
13. How satisfied are you with the city's recreation programs, classes and events held at community centers, pools. Or sports facilities:														
a. Affordability?														
Very Satisfied	8%	6%	6%	6%	10%	10%	10%	15%	9%	9%	8%	8%	8%	8%
Satisfied	19%	13%	14%	10%	24%	18%	18%	23%	26%	18%	16%	18%	16%	18%
Neutral	17%	17%	18%	16%	17%	16%	15%	14%	14%	16%	17%	17%	17%	18%
Somewhat Dissatisfied	2%	1%	1%	2%	2%	2%	5%	2%	1%	2%	3%	2%	2%	3%
Very Dissatisfied	0%	0%	0%	0%	0%	0%	2%	2%	3%	1%	1%	1%	1%	1%
Don't Know	53%	61%	61%	66%	47%	54%	51%	44%	46%	55%	55%	55%	55%	52%
	236	309	309	248	256	267	154	180	214	2,173	1,956	1,926	2,020	2,091
b. Variety?														
Very Satisfied	7%	6%	5%	6%	6%	5%	7%	13%	9%	7%	6%	6%	6%	6%
Satisfied	15%	13%	13%	13%	22%	17%	17%	20%	22%	16%	16%	17%	16%	17%
Neutral	21%	20%	18%	15%	21%	18%	17%	16%	16%	18%	18%	18%	19%	20%
Somewhat Dissatisfied	3%	2%	2%	1%	4%	5%	5%	4%	2%	3%	3%	2%	2%	3%
Very Dissatisfied	0%	1%	1%	0%	0%	0%	2%	2%	4%	1%	2%	1%	1%	1%
Don't Know	53%	59%	61%	66%	47%	55%	51%	45%	46%	55%	56%	56%	56%	53%
	234	309	309	247	251	263	152	174	207	2,146	1,922	1,907	1,991	2,062

2020 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	2020 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2020 City Total	2019 City Total	2018 City Total	2017 City Total	2016 City Total
c. Quality of instruction, coaching, leadership, etc?														
Very Satisfied	8%	5%	5%	5%	8%	4%	9%	15%	9%	7%	5%	6%	5%	6%
Satisfied	17%	12%	10%	9%	21%	14%	13%	16%	16%	14%	14%	15%	14%	15%
Neutral	18%	19%	19%	15%	20%	19%	19%	17%	19%	18%	19%	18%	18%	20%
Somewhat Dissatisfied	1%	1%	2%	2%	0%	3%	5%	2%	1%	2%	2%	2%	2%	2%
Very Dissatisfied	1%	0%	0%	0%	0%	0%	1%	2%	3%	1%	1%	1%	1%	1%
Don't Know	55%	63%	64%	70%	50%	59%	53%	47%	52%	58%	59%	59%	59%	56%
	234	307	309	244	251	268	153	178	209	2,153	1,931	1,909	1,992	2,067
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	2%	3%	3%	2%	2%	3%	3%	2%	4%	3%	2%	2%	3%	2%
Good	28%	29%	30%	25%	31%	24%	28%	32%	31%	29%	23%	24%	26%	26%
Neutral	27%	25%	27%	21%	24%	20%	21%	26%	22%	24%	21%	19%	23%	25%
Bad	25%	29%	28%	33%	29%	32%	31%	26%	28%	29%	33%	35%	32%	32%
Very Bad	16%	10%	11%	17%	10%	18%	11%	9%	11%	13%	18%	17%	14%	13%
Don't Know	2%	3%	1%	3%	4%	3%	6%	5%	4%	3%	2%	2%	2%	2%
	243	319	311	255	255	277	155	182	220	2,217	2,032	1,973	2,064	2,139
b. During off-peak traffic hours?														
Very Good	18%	20%	20%	19%	18%	17%	20%	19%	18%	19%	19%	18%	18%	17%
Good	49%	54%	49%	42%	47%	47%	39%	39%	42%	46%	45%	45%	48%	49%
Neutral	19%	17%	20%	25%	22%	18%	24%	27%	26%	22%	19%	20%	20%	20%
Bad	10%	5%	8%	8%	8%	12%	8%	7%	9%	8%	11%	12%	9%	8%
Very Bad	3%	2%	3%	4%	2%	3%	3%	3%	2%	3%	4%	3%	4%	3%
Don't Know	1%	1%	1%	2%	2%	2%	7%	6%	3%	2%	2%	1%	2%	2%
	243	316	314	254	252	276	152	178	215	2,200	2,016	1,965	2,044	2,112
15. How do you rate City streets on :														
a. Smoothness?														
Very Good	2%	3%	2%	5%	1%	2%	1%	4%	2%	3%	2%	3%	2%	2%
Good	30%	24%	19%	21%	17%	18%	16%	19%	12%	20%	14%	20%	20%	23%
Neutral	20%	22%	21%	16%	20%	21%	21%	17%	22%	20%	18%	20%	19%	21%
Bad	30%	32%	36%	34%	38%	35%	32%	35%	37%	34%	38%	35%	35%	35%
Very Bad	18%	18%	22%	22%	24%	24%	27%	24%	25%	22%	27%	21%	24%	19%
Don't Know	0%	0%	0%	2%	0%	0%	2%	1%	1%	1%	1%	1%	0%	1%
	244	316	316	256	251	278	155	182	219	2,217	1,929	1,968	2,071	2,142
b. Cleanliness?														
Very Good	3%	5%	6%	7%	4%	4%	1%	8%	3%	5%	3%	5%	5%	5%
Good	45%	44%	42%	42%	32%	36%	32%	28%	30%	38%	33%	38%	40%	41%
Neutral	30%	31%	29%	30%	38%	30%	32%	37%	33%	32%	32%	30%	30%	31%
Bad	15%	14%	15%	12%	20%	21%	22%	17%	23%	17%	21%	19%	18%	17%
Very Bad	7%	6%	8%	7%	7%	8%	10%	9%	11%	8%	10%	7%	7%	6%
Don't Know	0%	0%	0%	2%	0%	1%	2%	1%	0%	1%	1%	1%	0%	1%
	242	312	314	253	251	277	155	182	213	2,199	1,849	1,959	2,056	2,128
c. Speeding vehicles?														
Very Good	4%	3%	3%	4%	1%	3%	2%	3%	1%	3%	2%	3%	2%	2%
Good	24%	24%	21%	22%	15%	21%	22%	16%	14%	20%	17%	20%	19%	23%
Neutral	31%	32%	27%	32%	25%	23%	27%	34%	31%	29%	28%	28%	30%	29%
Bad	25%	21%	35%	26%	39%	32%	28%	31%	30%	30%	32%	30%	30%	29%
Very Bad	15%	18%	14%	14%	17%	19%	18%	15%	21%	17%	19%	18%	17%	16%
Don't Know	1%	2%	1%	3%	3%	3%	1%	2%	2%	2%	2%	2%	2%	1%
	240	313	313	255	248	279	151	181	210	2,190	1,907	1,963	2,049	2,123

2020 Mailed Community Survey Data

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	2020 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2020 City Total	2019 City Total	2018 City Total	2017 City Total	2016 City Total
d. Safety of pedestrians?														
Very Good	4%	4%	5%	4%	2%	4%	2%	8%	2%	4%	3%	4%	4%	3%
Good	40%	37%	27%	32%	26%	31%	40%	29%	27%	32%	28%	31%	31%	35%
Neutral	31%	27%	33%	31%	35%	28%	26%	34%	36%	31%	31%	30%	33%	30%
Bad	15%	22%	19%	19%	21%	22%	18%	18%	21%	20%	22%	20%	18%	20%
Very Bad	7%	9%	12%	10%	11%	12%	12%	8%	10%	10%	12%	10%	11%	9%
Don't Know	2%	2%	5%	5%	5%	3%	3%	4%	3%	3%	4%	4%	3%	3%
	240	317	316	257	255	278	156	181	215	2,215	1,869	1,960	2,051	2,136
e. Safety of bicyclists?														
Very Good	5%	5%	5%	3%	2%	3%	3%	4%	3%	4%	4%	4%	4%	4%
Good	31%	25%	22%	23%	20%	27%	31%	27%	21%	25%	20%	25%	24%	28%
Neutral	34%	27%	27%	31%	33%	27%	27%	31%	37%	30%	30%	29%	32%	29%
Bad	14%	24%	25%	22%	25%	23%	18%	16%	19%	21%	23%	21%	19%	20%
Very Bad	10%	12%	13%	9%	11%	13%	16%	11%	14%	12%	13%	11%	12%	10%
Don't Know	6%	8%	8%	14%	9%	8%	6%	10%	6%	8%	9%	9%	10%	8%
	242	314	315	255	257	278	154	179	214	2,208	1,883	1,962	2,054	2,136
16. Has a new commercial development been completed in or near your neighborhood in the last 12 months?														
Yes	33%	31%	42%	46%	10%	14%	48%	41%	20%	31%	34%	39%	37%	39%
No	67%	69%	58%	54%	90%	86%	52%	59%	80%	69%	66%	61%	63%	61%
	237	312	314	246	248	276	155	176	213	2,177	1,979	1,921	2,036	2,092
If yes, how do you rate it on the following:														
a. Attractiveness?														
Very Good	32%	23%	24%	32%	29%	15%	24%	38%	23%	27%	25%	27%	27%	27%
Good	53%	36%	46%	47%	38%	35%	37%	28%	38%	41%	45%	44%	48%	49%
Neutral	7%	20%	23%	18%	21%	28%	26%	22%	13%	20%	19%	21%	18%	17%
Bad	8%	17%	6%	2%	8%	13%	9%	9%	10%	8%	6%	5%	5%	4%
Very Bad	1%	1%	2%	0%	0%	8%	3%	3%	8%	2%	4%	2%	2%	2%
Don't Know	0%	3%	1%	1%	4%	3%	1%	1%	10%	2%	1%	1%	1%	1%
	76	96	127	109	24	40	70	69	40	651	661	721	735	792
b. Improvement to your neighborhood as a place to live?														
Very Good	25%	13%	16%	25%	29%	18%	17%	26%	15%	20%	19%	19%	22%	22%
Good	29%	35%	35%	36%	29%	30%	33%	32%	33%	33%	34%	32%	40%	40%
Neutral	27%	24%	31%	28%	25%	28%	36%	26%	21%	28%	30%	31%	25%	24%
Bad	13%	19%	10%	6%	4%	8%	6%	7%	8%	10%	9%	8%	7%	8%
Very Bad	4%	2%	4%	3%	4%	18%	6%	6%	8%	5%	5%	5%	2%	3%
Don't Know	1%	7%	4%	2%	8%	0%	1%	3%	15%	4%	3%	4%	4%	3%
	75	97	124	109	24	40	69	69	39	646	658	708	725	775
17. Has a new residential development been completed in or near your neighborhood in the last 12 months?														
Yes	60%	44%	48%	38%	20%	9%	57%	42%	28%	38%	39%	38%	35%	28%
No	40%	56%	52%	62%	80%	91%	43%	58%	72%	62%	61%	62%	65%	72%
	238	314	314	249	249	278	154	179	213	2,188	1,974	1,926	2,024	2,102
If yes, how would you rate it on:														
a. Attractiveness?														
Very Good	31%	18%	27%	30%	30%	12%	32%	33%	14%	26%	24%	23%	25%	33%
Good	43%	38%	48%	47%	52%	40%	38%	44%	48%	44%	42%	46%	46%	45%
Neutral	14%	20%	20%	20%	11%	16%	16%	11%	26%	18%	21%	20%	18%	14%
Bad	6%	18%	4%	2%	7%	24%	11%	7%	5%	8%	6%	6%	8%	5%
Very Bad	4%	6%	1%	0%	0%	0%	2%	5%	5%	3%	4%	4%	2%	2%
Don't Know	1%	1%	0%	0%	0%	8%	1%	0%	2%	1%	2%	1%	1%	1%
	141	137	148	93	46	25	85	75	58	808	760	704	681	578

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	2020 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2020 City Total	2019 City Total	2018 City Total	2017 City Total	2016 City Total
b. Improvement to your neighborhood as a place to live?														
Very Good	22%	13%	18%	22%	24%	12%	26%	26%	17%	20%	18%	19%	20%	28%
Good	28%	27%	29%	23%	50%	36%	32%	41%	40%	31%	32%	33%	34%	37%
Neutral	22%	23%	32%	42%	13%	20%	24%	22%	29%	26%	28%	29%	27%	22%
Bad	16%	24%	15%	11%	13%	12%	11%	3%	7%	14%	14%	11%	11%	8%
Very Bad	8%	10%	5%	2%	0%	12%	5%	8%	5%	6%	6%	6%	5%	3%
Don't Know	4%	3%	1%	0%	0%	8%	4%	1%	2%	2%	2%	2%	3%	3%
	141	136	148	92	46	25	85	74	58	805	748	697	650	562
18. How would you rate your neighborhood on :														
a. Housing affordability?														
Very Good	14%	13%	18%	22%	15%	17%	8%	13%	11%	15%	12%	14%	14%	14%
Good	52%	43%	56%	52%	49%	58%	34%	32%	49%	49%	48%	50%	51%	50%
Neutral	19%	18%	16%	15%	23%	15%	26%	29%	25%	20%	23%	18%	20%	21%
Bad	9%	17%	6%	5%	5%	4%	22%	15%	4%	9%	10%	9%	8%	7%
Very Bad	2%	6%	1%	1%	1%	1%	6%	7%	5%	3%	3%	3%	2%	3%
Don't Know	3%	3%	4%	5%	7%	4%	3%	4%	6%	5%	4%	5%	5%	4%
	243	320	313	255	254	273	157	182	218	2,215	2,008	1,963	2,061	2,138
b. Physical condition of housing?														
Very Good	25%	19%	26%	33%	7%	14%	15%	14%	7%	19%	15%	15%	15%	16%
Good	49%	54%	52%	50%	47%	59%	43%	38%	47%	50%	49%	50%	50%	49%
Neutral	18%	21%	14%	11%	33%	19%	19%	27%	27%	21%	23%	22%	22%	23%
Bad	5%	4%	5%	2%	9%	7%	17%	17%	12%	8%	9%	9%	8%	8%
Very Bad	1%	1%	1%	0%	1%	1%	3%	4%	4%	2%	2%	2%	3%	3%
Don't Know	2%	1%	1%	2%	2%	0%	1%	1%	2%	1%	1%	2%	1%	2%
	244	319	315	254	253	277	155	181	216	2,214	2,004	1,962	2,062	2,144
c. Closeness of parks or open spaces?														
Very Good	26%	35%	28%	29%	10%	16%	30%	18%	9%	23%	18%	19%	19%	19%
Good	43%	43%	44%	47%	44%	43%	41%	44%	41%	44%	44%	46%	43%	44%
Neutral	19%	13%	20%	16%	26%	23%	19%	21%	24%	20%	24%	21%	23%	21%
Bad	7%	6%	3%	4%	8%	9%	3%	10%	13%	7%	7%	8%	7%	8%
Very Bad	2%	1%	1%	1%	3%	1%	4%	5%	5%	2%	2%	2%	2%	2%
Don't Know	3%	2%	4%	4%	9%	7%	3%	3%	8%	5%	4%	5%	6%	5%
	245	315	313	255	254	277	155	177	213	2,204	1,997	1,950	2,047	2,125
d. Walking distance to public transit?														
Very Good	7%	19%	5%	5%	19%	24%	37%	25%	20%	16%	12%	13%	14%	13%
Good	8%	32%	10%	12%	42%	42%	38%	42%	34%	28%	25%	24%	28%	27%
Neutral	16%	21%	19%	22%	18%	12%	14%	18%	15%	17%	20%	19%	19%	20%
Bad	22%	12%	24%	22%	13%	9%	3%	8%	13%	15%	16%	16%	16%	16%
Very Bad	28%	6%	24%	13%	3%	4%	2%	2%	8%	11%	12%	12%	10%	12%
Don't Know	20%	10%	19%	26%	6%	9%	6%	6%	11%	13%	14%	16%	14%	13%
	240	316	314	252	251	275	154	178	213	2,193	2,011	1,962	2,051	2,128
e. Access to shopping and other services?														
Very Good	27%	40%	37%	58%	16%	19%	26%	15%	8%	29%	26%	31%	28%	29%
Good	46%	47%	51%	34%	55%	48%	39%	27%	36%	44%	43%	43%	46%	44%
Neutral	18%	9%	10%	7%	16%	17%	18%	26%	23%	15%	16%	13%	14%	14%
Bad	6%	2%	1%	0%	10%	12%	12%	21%	25%	9%	8%	7%	7%	7%
Very Bad	2%	1%	1%	0%	2%	4%	4%	11%	7%	3%	4%	3%	4%	4%
Don't Know	2%	1%	1%	0%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%
	241	316	313	252	252	275	152	177	215	2,193	2,002	1,959	2,059	2,142

2020 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	2020 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2020 City Total	2019 City Total	2018 City Total	2017 City Total	2016 City Total
f. On-street parking?														
Very Good	6%	15%	6%	13%	5%	11%	12%	12%	7%	10%	8%	8%	7%	9%
Good	22%	32%	23%	23%	31%	34%	28%	36%	27%	28%	25%	26%	27%	28%
Neutral	36%	27%	36%	33%	30%	28%	25%	22%	27%	30%	31%	31%	30%	28%
Bad	18%	15%	16%	14%	20%	14%	26%	17%	21%	17%	19%	19%	19%	19%
Very Bad	8%	9%	8%	9%	6%	6%	6%	9%	12%	8%	10%	10%	9%	9%
Don't Know	10%	3%	10%	8%	7%	7%	3%	4%	6%	7%	6%	7%	7%	7%
	238	320	310	248	251	272	155	176	216	2,186	1,997	1,949	2,022	2,106
g. Street lighting?														
Very Good	14%	19%	15%	15%	11%	17%	19%	20%	11%	16%	13%	13%	13%	14%
Good	46%	47%	42%	42%	54%	50%	48%	45%	52%	47%	44%	45%	46%	46%
Neutral	20%	17%	20%	24%	20%	19%	14%	19%	24%	20%	22%	21%	22%	21%
Bad	11%	11%	17%	14%	11%	9%	13%	12%	11%	12%	15%	14%	13%	14%
Very Bad	7%	5%	4%	4%	3%	3%	4%	4%	3%	4%	6%	5%	5%	5%
Don't Know	1%	2%	1%	1%	2%	1%	3%	0%	0%	1%	1%	1%	1%	1%
	244	316	316	253	255	276	155	178	217	2,210	2,015	1,967	2,067	2,145
h. Availability of sidewalks?														
Very Good	18%	17%	13%	21%	4%	3%	22%	23%	10%	14%	11%	12%	13%	13%
Good	23%	19%	16%	22%	18%	16%	44%	45%	27%	24%	24%	21%	24%	25%
Neutral	16%	17%	20%	16%	21%	21%	14%	13%	15%	18%	18%	17%	17%	18%
Bad	19%	20%	20%	18%	25%	28%	9%	12%	23%	20%	22%	23%	21%	20%
Very Bad	21%	26%	27%	22%	28%	29%	8%	6%	23%	22%	22%	24%	22%	22%
Don't Know	3%	2%	4%	2%	4%	4%	1%	2%	3%	3%	2%	4%	3%	3%
	243	315	314	254	253	276	153	181	217	2,206	2,006	1,963	2,047	2,128
19. How do you rate Chattanooga as a place to do business?														
Very Good	20%	20%	21%	24%	12%	17%	19%	18%	13%	18%	18%	18%	17%	16%
Good	44%	50%	50%	50%	45%	47%	48%	38%	43%	47%	46%	47%	46%	48%
Neutral	13%	14%	12%	13%	26%	15%	19%	29%	25%	18%	17%	18%	19%	19%
Bad	2%	2%	1%	1%	2%	2%	2%	3%	5%	2%	3%	2%	2%	3%
Very Bad	0%	1%	1%	0%	0%	0%	3%	0%	1%	1%	1%	0%	1%	1%
Don't Know	20%	13%	16%	13%	16%	20%	10%	13%	13%	15%	15%	14%	15%	14%
	246	320	314	256	257	277	156	182	221	2,229	2,009	1,970	2,073	2,152
a. Do you own a business in Chattanooga?														
Yes	12%	18%	12%	12%	6%	17%	14%	8%	15%	13%	13%	13%	13%	11%
No	88%	82%	88%	88%	94%	83%	86%	92%	85%	87%	87%	87%	87%	89%
	217	286	287	229	227	244	146	157	195	1,988	1,781	1,758	1,854	1,910
b. If yes, how many employees does your business employ?														
Self	30%	48%	58%	54%	70%	60%	53%	64%	48%	52%	39%	47%	40%	36%
1	9%	13%	9%	4%	10%	6%	0%	9%	12%	8%	9%	8%	8%	9%
2-10	22%	25%	24%	31%	10%	14%	37%	27%	32%	25%	31%	30%	36%	36%
11-50	26%	8%	3%	8%	10%	11%	5%	0%	0%	8%	12%	12%	13%	16%
51-150	4%	2%	6%	4%	0%	6%	0%	0%	0%	3%	5%	2%	2%	2%
151+	9%	4%	0%	0%	0%	3%	5%	0%	8%	3%	3%	1%	2%	2%
	23	48	33	26	10	35	19	11	25	230	201	178	189	188

2020 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	2020 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2020 City Total	2019 City Total	2018 City Total	2017 City Total	2016 City Total
	20. In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in City													
a. Called 3-1-1 about public services														
Never	37%	25%	21%	30%	19%	22%	35%	25%	22%	26%	25%	24%	27%	27%
Once or Twice	32%	34%	38%	36%	36%	27%	28%	43%	34%	34%	38%	36%	35%	37%
3 to 5 Times	23%	25%	27%	27%	35%	27%	28%	24%	28%	27%	25%	28%	26%	26%
6 to 10 Times	7%	11%	11%	7%	7%	18%	6%	6%	10%	10%	9%	9%	9%	7%
More than 10 Times	2%	5%	3%	1%	4%	6%	3%	2%	6%	4%	4%	3%	3%	3%
	246	320	318	256	254	279	156	181	217	2,227	1,999	1,961	2,064	2,127
b. Ridden a local bus (CARTA)														
Never	92%	85%	91%	96%	76%	85%	62%	68%	76%	83%	83%	83%	80%	82%
Once or Twice	5%	9%	6%	2%	11%	8%	14%	12%	12%	8%	9%	10%	10%	10%
3 to 5 Times	2%	3%	1%	0%	6%	3%	9%	9%	5%	4%	3%	2%	3%	3%
6 to 10 Times	0%	1%	0%	1%	1%	1%	3%	2%	1%	1%	1%	1%	2%	1%
More than 10 Times	1%	3%	2%	1%	6%	3%	12%	9%	6%	4%	4%	3%	5%	4%
	244	315	315	256	251	275	153	179	217	2,205	1,990	1,961	2,054	2,119
c. Visited a Chattanooga Public Library branch														
Never	54%	49%	51%	62%	53%	45%	41%	42%	50%	50%	48%	50%	49%	49%
Once or Twice	24%	25%	27%	25%	23%	25%	31%	30%	30%	26%	28%	26%	27%	28%
3 to 5 Times	10%	9%	9%	7%	12%	10%	10%	14%	9%	10%	12%	10%	11%	11%
6 to 10 Times	4%	7%	3%	4%	7%	8%	5%	8%	6%	6%	5%	6%	6%	5%
More than 10 Times	8%	9%	10%	2%	6%	11%	12%	6%	5%	8%	7%	7%	8%	6%
	244	317	315	256	252	275	153	178	216	2,206	1,992	1,959	2,039	2,117
d. Used/visited McKamey Animal Center														
Never	67%	63%	64%	75%	72%	67%	69%	74%	69%	68%	67%	69%	70%	71%
Once or Twice	28%	29%	28%	20%	20%	25%	26%	21%	24%	25%	25%	25%	24%	23%
3 to 5 Times	5%	5%	5%	4%	5%	7%	3%	4%	5%	5%	6%	4%	4%	4%
6 to 10 Times	0%	2%	2%	1%	2%	0%	1%	1%	1%	1%	1%	1%	1%	1%
More than 10 Times	0%	2%	1%	0%	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%
	232	304	297	250	237	263	147	164	202	2,096	1,995	1,962	2,057	2,118
f. Been involved in a community project or attended a public meeting														
Never	63%	64%	65%	69%	66%	60%	61%	51%	58%	62%	66%	62%	62%	58%
Once or Twice	25%	24%	29%	24%	24%	30%	25%	30%	33%	27%	25%	26%	25%	27%
3 to 5 Times	8%	7%	3%	6%	6%	7%	9%	14%	5%	7%	5%	8%	8%	10%
6 to 10 Times	2%	3%	2%	1%	2%	0%	2%	3%	2%	2%	2%	2%	2%	3%
More than 10 Times	3%	3%	1%	0%	3%	3%	3%	2%	1%	2%	3%	2%	2%	3%
	236	311	304	248	245	268	145	168	212	2,137	1,997	1,958	2,050	2,037
21. Overall, how do you rate the quality of each of the following services:														
a. 3-1-1														
Very Good	26%	26%	30%	32%	29%	32%	23%	27%	29%	29%	30%	29%	27%	27%
Good	29%	40%	38%	32%	46%	36%	32%	39%	42%	37%	36%	39%	40%	38%
Neutral	16%	14%	15%	12%	12%	14%	16%	15%	13%	14%	12%	12%	11%	13%
Bad	4%	3%	3%	2%	3%	5%	6%	5%	3%	4%	4%	3%	3%	4%
Very Bad	0%	0%	2%	0%	1%	1%	1%	0%	2%	1%	1%	1%	1%	2%
Don't Know	25%	17%	12%	22%	9%	12%	22%	13%	11%	16%	17%	17%	18%	17%
	244	315	316	251	251	274	154	178	217	2,200	1,874	1,963	2,053	2,115

2020 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	2020 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2020 City Total	2019 City Total	2018 City Total	2017 City Total	2016 City Total
b. Bus services (CARTA)														
Very Good	5%	4%	4%	3%	12%	10%	19%	17%	13%	9%	8%	7%	8%	8%
Good	11%	19%	11%	7%	26%	18%	25%	26%	25%	18%	15%	17%	19%	18%
Neutral	20%	19%	20%	20%	21%	18%	13%	15%	18%	19%	18%	19%	20%	21%
Bad	2%	1%	2%	2%	1%	1%	1%	3%	1%	2%	3%	2%	2%	3%
Very Bad	2%	1%	2%	0%	0%	0%	1%	1%	2%	1%	1%	1%	1%	1%
Don't Know	60%	56%	61%	68%	39%	52%	40%	39%	42%	52%	55%	55%	51%	50%
	243	313	313	254	250	271	154	178	216	2,192	1,899	1,926	2,027	2,094
c. Animal control (McKamey)														
Very Good	13%	13%	13%	7%	12%	13%	10%	10%	13%	12%	12%	11%	11%	10%
Good	23%	27%	23%	21%	23%	28%	29%	25%	28%	25%	22%	23%	21%	22%
Neutral	20%	18%	23%	16%	24%	16%	19%	25%	21%	20%	21%	19%	20%	21%
Bad	3%	3%	1%	0%	3%	4%	3%	4%	4%	3%	3%	2%	3%	2%
Very Bad	1%	1%	0%	1%	0%	1%	2%	1%	1%	1%	2%	2%	1%	1%
Don't Know	39%	37%	39%	54%	38%	39%	37%	36%	34%	39%	39%	43%	45%	44%
	241	315	312	252	247	271	155	170	214	2,177	1,858	1,919	2,018	2,074
d. Public libraries														
Very Good	21%	22%	17%	13%	18%	21%	26%	24%	21%	20%	22%	19%	19%	17%
Good	29%	34%	36%	27%	37%	38%	34%	37%	32%	34%	32%	33%	30%	33%
Neutral	16%	15%	16%	17%	16%	13%	14%	17%	15%	15%	16%	15%	18%	17%
Bad	0%	1%	0%	2%	1%	2%	3%	1%	0%	1%	2%	2%	2%	1%
Very Bad	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
Don't Know	34%	27%	30%	40%	28%	26%	23%	22%	31%	29%	28%	31%	31%	30%
	244	314	314	251	250	277	155	174	212	2,191	1,866	1,932	2,032	2,097
22. Overall, how do you rate the following aspects of City government performance:														
a. Value of services for City taxes paid														
Very Good	10%	10%	6%	6%	5%	8%	8%	16%	9%	8%	7%	8%	7%	7%
Good	35%	40%	36%	41%	36%	47%	35%	29%	37%	38%	35%	38%	39%	37%
Neutral	23%	28%	30%	27%	30%	24%	24%	32%	32%	28%	31%	29%	29%	30%
Bad	18%	12%	18%	11%	10%	7%	16%	9%	10%	12%	15%	13%	12%	12%
Very Bad	3%	3%	4%	7%	5%	4%	4%	2%	3%	4%	6%	5%	5%	5%
Don't Know	12%	7%	5%	8%	15%	10%	14%	12%	9%	10%	7%	7%	8%	8%
	243	318	315	255	250	275	154	181	215	2,206	1,992	1,956	2,050	2,126
b. Overall direction the City is taking														
Very Good	11%	12%	5%	8%	8%	9%	18%	17%	12%	10%	10%	13%	10%	12%
Good	44%	42%	41%	44%	35%	46%	31%	38%	37%	40%	38%	40%	42%	38%
Neutral	29%	26%	35%	28%	35%	24%	28%	28%	34%	30%	30%	27%	29%	30%
Bad	8%	9%	10%	7%	8%	8%	12%	8%	6%	8%	11%	10%	8%	10%
Very Bad	4%	3%	3%	4%	1%	4%	3%	2%	3%	3%	4%	3%	3%	5%
Don't Know	5%	9%	7%	9%	14%	10%	9%	8%	7%	9%	7%	8%	8%	7%
	245	317	315	254	249	275	155	177	214	2,201	1,994	1,954	2,047	2,118

2020 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	2020 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2020 City Total	2019 City Total	2018 City Total	2017 City Total	2016 City Total
c. Welcoming citizen involvement														
Very Good	13%	11%	7%	7%	7%	8%	15%	17%	11%	10%	9%	9%	8%	10%
Good	33%	33%	32%	30%	32%	37%	31%	26%	34%	32%	32%	33%	35%	34%
Neutral	30%	32%	37%	30%	31%	29%	31%	34%	30%	32%	33%	31%	32%	31%
Bad	8%	8%	7%	6%	7%	5%	10%	8%	8%	7%	8%	6%	6%	7%
Very Bad	2%	1%	3%	2%	1%	3%	1%	1%	3%	2%	3%	2%	2%	3%
Don't Know	14%	15%	15%	25%	22%	18%	13%	13%	14%	17%	16%	18%	17%	15%
	243	316	314	255	249	276	155	178	214	2,200	1,983	1,950	2,040	2,115
23. Has the homeless problem in the past year gotten:														
Better	16%	10%	10%	11%	14%	10%	14%	13%	16%	13%				
Worse	47%	46%	49%	46%	46%	51%	50%	52%	46%	48%				
No Change	37%	44%	41%	43%	39%	39%	36%	35%	39%	40%				
	234	306	301	233	244	266	149	178	215	2,126				
23(a) Has the homeless problem in the past five years gotten:														
Better	0	0	0	0	0	0	0	0	0	0				
Worse	53%	51%	48%	52%	48%	53%	53%	51%	48%	1				
No Change	31%	28%	33%	33%	34%	31%	30%	31%	33%	0				
	228	298	296	227	231	262	145	166	204	2,057				
23. What is your gender?														
Male	43%	38%	45%	37%	31%	35%	42%	41%	41%	39%	41%	37%	38%	38%
Female	57%	62%	55%	63%	69%	65%	58%	59%	59%	61%	59%	63%	62%	62%
	244	316	313	254	254	279	155	185	217	2,217	2,008	1,964	2,069	2,143
24. What is your age?														
Under 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	12%	6%	3%	8%	6%	4%	11%	8%	5%	7%	6%	6%	7%	7%
30-44	11%	23%	11%	11%	8%	20%	24%	19%	16%	16%	16%	16%	17%	14%
45-59	18%	21%	23%	26%	22%	22%	25%	22%	18%	22%	23%	22%	24%	25%
60-74	39%	32%	43%	33%	43%	36%	29%	35%	43%	37%	36%	38%	34%	35%
Over 74	20%	19%	21%	22%	21%	18%	10%	16%	17%	19%	19%	18%	18%	18%
	244	318	315	253	252	279	157	182	220	2,220	2,012	1,966	2,063	2,140
25. How many years have you lived in Chattanooga?														
Less than 5	18%	14%	10%	16%	7%	10%	20%	12%	11%	13%	13%	11%	12%	12%
5-10 years	13%	13%	10%	11%	8%	9%	11%	12%	9%	11%	9%	9%	10%	9%
11-20 years	10%	12%	12%	15%	10%	13%	13%	11%	6%	11%	11%	12%	12%	12%
More than 20 years	60%	61%	68%	59%	74%	68%	55%	64%	74%	65%	67%	67%	66%	67%
	244	320	317	256	256	278	157	186	219	2,233	1,989	1,968	2,067	2,150
26. Do you own your home, rent your home, or live with someone														
Own	74%	81%	87%	82%	72%	84%	60%	60%	72%	77%	78%	80%	77%	75%
Rent	26%	18%	12%	17%	27%	14%	39%	37%	27%	22%	21%	20%	22%	24%
Live with Someone (rent-free)	0%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%
	243	317	316	252	256	278	157	182	218	2,219	2,015	1,969	2,066	2,143

2020 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	2020 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2020 City Total	2019 City Total	2018 City Total	2017 City Total	2016 City Total
27. In the past 12 months, what was your (individual) pre-tax income?														
No income	2%	1%	1%	1%	3%	3%	7%	6%	3%	3%	3%	3%	3%	4%
Less than \$20,000	10%	10%	10%	10%	28%	15%	23%	35%	27%	17%	16%	15%	18%	18%
\$20,000 - \$34,999	16%	20%	19%	13%	23%	22%	23%	22%	20%	20%	20%	23%	22%	22%
\$35,000 - \$74,999	43%	34%	34%	38%	37%	36%	19%	21%	26%	33%	33%	32%	32%	33%
\$75,000 - \$149,999	20%	21%	27%	28%	8%	20%	17%	10%	15%	19%	20%	20%	19%	16%
\$150,000 or more	10%	14%	10%	11%	1%	4%	11%	6%	9%	9%	9%	7%	6%	7%
	227	292	290	231	239	267	150	175	211	2,082	1,865	1,812	1,893	1,987
28. Which of these is closest to describing your ethnic background?														
Caucasian/White	91%	96%	90%	87%	39%	83%	65%	38%	48%	74%	74%	73%	71%	70%
African-American/ Black	3%	1%	4%	8%	56%	11%	30%	58%	49%	21%	21%	21%	23%	25%
Asian or Pacific Islander	2%	2%	1%	2%	1%	1%	0%	1%	1%	1%	2%	2%	1%	1%
Native American/Indian	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	1%	0%
Hispanic/Latino	1%	1%	1%	2%	1%	3%	2%	1%	1%	1%	1%	2%	1%	2%
Other	2%	1%	3%	1%	2%	1%	3%	2%	1%	2%	2%	2%	2%	2%
	242	316	316	247	247	276	155	183	213	2,195	1,979	1,943	2,039	2,124
29. How much education have you completed?														
Elementary	0%	1%	0%	0%	1%	1%	0%	1%	0%	1%	1%	0%	0%	1%
Some high school	3%	1%	2%	1%	5%	1%	9%	12%	6%	4%	3%	3%	5%	4%
High school grad or equivalent	13%	10%	8%	13%	23%	12%	23%	26%	16%	15%	15%	16%	16%	19%
Some college	24%	21%	29%	23%	32%	24%	16%	22%	31%	25%	25%	27%	26%	26%
College grad or more	60%	66%	61%	62%	39%	61%	52%	39%	47%	56%	55%	53%	53%	50%
	243	319	315	252	250	275	155	180	221	2,210	2,010	1,962	2,060	2,138
Response Rates	22%	29%	29%	23%	23%	25%	14%	17%	20%	23%	20%	20%	22%	22%
Margin of Error	±6.14	±5.36	±5.38	±6.11	±5.96	±5.74	±7.74	±7.06	±6.43	±2.03	±2.13	±2.17	±2.11	±2.07

NOTES:

1. Percents may not add to 100 due to rounding.
2. Council district totals may not add to City total.
3. 2020 results represent mailed replies only.

2020 Online Community Survey Data

Number of total respondents by question are below percentages.

The following pages contain data for the 2020 Online
Community Survey Responses

2020 Online Community Survey Data

Number of total respondents by question are below percentages.

2020 Online District Totals										2020 City 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	55%	59%	52%	58%	48%	51%	44%	43%	45%	52%
Good	40%	36%	40%	39%	48%	43%	49%	43%	41%	41%
Neutral	4%	4%	7%	2%	3%	4%	2%	7%	14%	5%
Bad	0%	1%	1%	1%	2%	3%	3%	7%	0%	2%
Very Bad	1%	0%	0%	0%	0%	0%	2%	0%	0%	0%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	96	135	105	83	61	79	59	46	51	715
b. Your neighborhood as a place to live										
Very Good	51%	59%	58%	57%	23%	50%	49%	20%	25%	48%
Good	40%	33%	35%	38%	52%	42%	37%	49%	47%	40%
Neutral	4%	7%	6%	4%	15%	6%	5%	18%	20%	8%
Bad	1%	1%	1%	0%	10%	1%	2%	11%	4%	3%
Very Bad	3%	0%	0%	1%	0%	0%	7%	2%	4%	2%
Don't Know	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	96	135	103	81	60	78	57	45	51	706
c. Chattanooga as a place to work										
Very Good	38%	33%	32%	47%	30%	27%	33%	31%	31%	34%
Good	44%	45%	44%	31%	50%	46%	28%	38%	45%	42%
Neutral	9%	12%	16%	11%	15%	15%	28%	18%	8%	14%
Bad	1%	5%	1%	4%	3%	1%	5%	7%	8%	4%
Very Bad	2%	0%	0%	2%	0%	1%	2%	2%	2%	1%
Don't Know	6%	5%	7%	5%	2%	9%	4%	4%	6%	6%
	96	135	102	81	60	78	57	45	51	705
d. Chattanooga as a place to raise children										
Very Good	33%	42%	41%	36%	25%	36%	30%	18%	29%	34%
Good	31%	36%	33%	43%	50%	29%	30%	38%	24%	35%
Neutral	15%	10%	12%	9%	10%	19%	23%	18%	24%	14%
Bad	2%	1%	4%	2%	5%	1%	5%	7%	10%	3%
Very Bad	2%	1%	0%	1%	0%	1%	0%	0%	2%	1%
Don't Know	17%	10%	11%	9%	10%	13%	12%	20%	12%	12%
	96	134	103	81	60	78	57	45	51	705
e. Chattanooga as a place to retire										
Very Good	42%	42%	45%	44%	35%	38%	28%	27%	43%	40%
Good	31%	30%	28%	32%	40%	31%	33%	31%	18%	31%
Neutral	18%	13%	16%	16%	13%	19%	16%	18%	24%	16%
Bad	1%	1%	2%	1%	2%	3%	0%	7%	2%	2%
Very Bad	1%	1%	0%	0%	0%	1%	5%	2%	0%	1%
Don't Know	7%	13%	9%	6%	10%	8%	18%	16%	14%	11%
	96	134	102	81	60	78	57	45	51	704

2020 Online Community Survey Data

Number of total respondents by question are below percentages.

2020 Online District Totals										2020 City Total
1	2	3	4	5	6	7	8	9		
2. How safe would you feel walking alone during the day:										
a. In your neighborhood?										
Very Safe	64%	76%	75%	69%	33%	50%	54%	36%	55%	61%
Safe	31%	19%	22%	28%	46%	38%	31%	49%	22%	29%
Neutral	2%	4%	3%	4%	10%	9%	3%	6%	16%	5%
Unsafe	2%	1%	1%	0%	8%	4%	7%	4%	6%	3%
Very Unsafe	1%	0%	0%	0%	3%	0%	5%	4%	2%	1%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	96	136	106	83	61	80	59	47	51	719
b. In the park closest to you?										
Very Safe	53%	56%	35%	56%	22%	33%	46%	28%	35%	43%
Safe	36%	35%	45%	36%	43%	31%	37%	48%	33%	38%
Neutral	6%	7%	10%	7%	20%	21%	5%	11%	14%	11%
Unsafe	0%	1%	7%	0%	10%	4%	5%	9%	12%	4%
Very Unsafe	2%	0%	1%	0%	2%	1%	7%	2%	2%	2%
Don't Know	3%	1%	2%	1%	3%	10%	0%	2%	4%	3%
	95	136	105	81	60	78	57	46	51	709
c. Downtown?										
Very Safe	33%	32%	18%	14%	22%	31%	40%	35%	43%	29%
Safe	43%	43%	46%	49%	62%	32%	37%	48%	39%	44%
Neutral	15%	16%	25%	25%	13%	23%	14%	11%	14%	18%
Unsafe	5%	5%	6%	10%	3%	9%	4%	2%	4%	6%
Very Unsafe	2%	3%	3%	2%	0%	3%	5%	2%	0%	2%
Don't Know	2%	0%	3%	0%	0%	3%	0%	2%	0%	1%
	95	136	105	81	60	78	57	46	51	709
3. How safe would you feel walking alone at night:										
a. In your neighborhood?										
Very Safe	42%	38%	33%	46%	11%	23%	24%	15%	18%	31%
Safe	36%	43%	42%	34%	28%	39%	41%	35%	33%	38%
Neutral	5%	13%	13%	8%	23%	19%	15%	11%	16%	13%
Unsafe	11%	5%	8%	10%	23%	15%	10%	28%	22%	13%
Very Unsafe	4%	1%	1%	1%	13%	5%	10%	11%	12%	5%
Don't Know	1%	0%	2%	1%	2%	0%	0%	0%	0%	1%
	96	136	106	83	61	80	59	46	51	718
b. In the park closest to you?										
Very Safe	15%	10%	8%	16%	8%	11%	14%	7%	10%	11%
Safe	26%	32%	22%	24%	13%	20%	33%	24%	14%	24%
Neutral	24%	30%	31%	33%	28%	25%	25%	20%	12%	27%
Unsafe	21%	21%	26%	18%	35%	25%	18%	39%	35%	25%
Very Unsafe	6%	4%	9%	2%	13%	8%	11%	9%	25%	8%
Don't Know	7%	4%	5%	6%	2%	10%	0%	2%	4%	5%
	95	135	105	82	60	79	57	46	51	710
c. Downtown?										
Very Safe	7%	4%	2%	5%	12%	4%	12%	7%	12%	6%
Safe	29%	26%	17%	12%	30%	22%	39%	26%	25%	24%
Neutral	22%	26%	36%	30%	28%	31%	16%	39%	22%	28%
Unsafe	21%	32%	26%	38%	23%	26%	18%	20%	35%	27%
Very Unsafe	18%	10%	16%	11%	5%	14%	16%	7%	4%	12%
Don't Know	2%	2%	3%	4%	2%	4%	0%	2%	2%	2%
	94	136	105	82	60	78	57	46	51	709

2020 Online Community Survey Data

Number of total respondents by question are below percentages.

2020 Online District Totals										2020 City Total
1	2	3	4	5	6	7	8	9		
4a. Did anyone break into, or burglarize, your home during the last 12 months?										
Yes	3%	1%	2%	2%	3%	5%	10%	0%	4%	3%
No	97%	99%	98%	98%	97%	95%	90%	100%	96%	97%
	95	135	106	83	61	79	59	46	50	714
4b. If yes, was it reported to the police?										
Yes	100%	100%	100%	100%	50%	75%	100%	0%	100%	91%
No	0%	0%	0%	0%	50%	25%	0%	0%	0%	9%
	3	2	2	2	2	4	6	0	2	23
5. Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?										
Yes	17%	18%	14%	22%	23%	20%	34%	23%	35%	21%
No	83%	82%	86%	78%	77%	80%	66%	77%	65%	79%
	96	136	106	83	60	79	58	47	51	716
a. If yes, was it reported to the police?										
Yes	50%	25%	73%	44%	43%	44%	30%	27%	53%	42%
No	50%	75%	27%	56%	57%	56%	70%	73%	47%	58%
	16	24	15	18	14	16	20	11	17	151
6. Did you call 9-1-1 for an emergency during the last 12 months?										
Yes	7%	7%	11%	6%	20%	16%	15%	17%	20%	12%
No	93%	93%	89%	94%	80%	84%	85%	83%	80%	88%
	96	136	106	82	61	80	59	46	51	717
a. If yes, how do you rate the services you received on the the phone from the 9-1-1 calltaker?										
Very Good	43%	67%	83%	80%	33%	62%	44%	38%	40%	54%
Good	43%	33%	17%	20%	67%	31%	33%	63%	50%	40%
Neutral	0%	0%	0%	0%	0%	0%	11%	0%	10%	2%
Bad	0%	0%	0%	0%	0%	0%	11%	0%	0%	1%
Very Bad	14%	0%	0%	0%	0%	8%	0%	0%	0%	2%
	7	9	12	5	12	13	9	8	10	85
7. How do you rate police services on the following:										
a. Overall quality of services?										
Very Good	29%	28%	29%	31%	23%	20%	16%	15%	22%	25%
Good	35%	32%	39%	42%	49%	43%	33%	43%	41%	39%
Neutral	10%	15%	15%	10%	15%	19%	9%	23%	14%	14%
Bad	2%	2%	3%	1%	0%	4%	7%	4%	4%	3%
Very Bad	2%	1%	1%	2%	2%	1%	9%	0%	2%	2%
Don't Know	21%	23%	13%	13%	11%	14%	28%	15%	18%	18%
	96	133	105	83	61	80	58	47	51	714
b. Conduct of police officers?										
Very Good	31%	24%	29%	34%	32%	20%	19%	15%	26%	26%
Good	26%	28%	33%	33%	23%	34%	19%	39%	34%	30%
Neutral	18%	16%	19%	8%	25%	26%	21%	20%	12%	18%
Bad	0%	5%	1%	4%	3%	6%	5%	4%	6%	4%
Very Bad	2%	2%	3%	4%	3%	0%	9%	0%	4%	3%
Don't Know	23%	26%	15%	18%	13%	14%	28%	22%	18%	20%
	96	133	104	83	60	80	58	46	50	710

2020 Online Community Survey Data

Number of total respondents by question are below percentages.

2020 Online District Totals										2020 City
	1	2	3	4	5	6	7	8	9	Total
c. Speed of emergency police response?										
Very Good	21%	20%	24%	26%	20%	19%	14%	15%	20%	21%
Good	23%	23%	24%	28%	32%	30%	28%	37%	31%	27%
Neutral	23%	14%	17%	14%	32%	26%	10%	22%	10%	18%
Bad	0%	1%	5%	1%	0%	0%	3%	0%	8%	2%
Very Bad	2%	0%	1%	0%	2%	1%	7%	0%	2%	1%
Don't Know	31%	43%	29%	31%	15%	24%	38%	26%	29%	31%
	96	133	103	81	60	80	58	46	49	706
8. Did you use fire or emergency medical services during the last 12 months?										
Yes	6%	2%	8%	6%	12%	10%	5%	7%	8%	7%
No	94%	98%	92%	94%	88%	90%	95%	93%	92%	93%
	96	133	105	80	60	79	59	45	50	707
If yes, how do you rate the services you received on the following:										
a. Overall quality of services?										
Very Good	83%	100%	63%	60%	57%	63%	33%	33%	75%	64%
Good	17%	0%	38%	40%	29%	38%	67%	33%	0%	30%
Neutral	0%	0%	0%	0%	0%	0%	0%	33%	25%	4%
Bad	0%	0%	0%	0%	14%	0%	0%	0%	0%	2%
Very Bad	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	6	3	8	5	7	8	3	3	4	47
b. Speed of emergency response?										
Very Good	83%	100%	75%	50%	57%	71%	33%	33%	75%	67%
Good	0%	0%	25%	50%	14%	29%	67%	33%	25%	24%
Neutral	17%	0%	0%	0%	14%	0%	0%	33%	0%	7%
Bad	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Very Bad	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't Know	0%	0%	0%	0%	14%	0%	0%	0%	0%	2%
	6	3	8	4	7	7	3	3	4	45
9. How do you rate satisfaction with the following:										
a. Garbage Pick-up?										
Very Satisfied	57%	73%	75%	70%	61%	69%	47%	70%	59%	66%
Somewhat Satisfied	24%	17%	15%	18%	34%	15%	24%	21%	25%	21%
Neutral	7%	1%	6%	4%	2%	5%	5%	0%	0%	3%
Somewhat Dissatisfied	3%	4%	2%	4%	3%	4%	5%	2%	8%	4%
Very Dissatisfied	1%	1%	0%	0%	0%	0%	0%	2%	6%	1%
Don't Know	7%	4%	3%	5%	0%	8%	19%	4%	2%	5%
	96	135	106	83	61	80	58	47	51	717
b. Yard-waste Pick-up?										
Very Satisfied	34%	42%	35%	45%	54%	49%	29%	31%	35%	40%
Somewhat Satisfied	18%	19%	28%	26%	25%	16%	17%	20%	31%	22%
Neutral	10%	7%	10%	10%	7%	9%	10%	9%	6%	9%
Somewhat Dissatisfied	9%	10%	9%	5%	7%	9%	3%	13%	8%	8%
Very Dissatisfied	4%	6%	3%	0%	3%	1%	2%	2%	2%	3%
Don't Know	24%	16%	16%	15%	5%	16%	39%	24%	18%	19%
	96	134	105	82	61	80	59	45	51	713

2020 Online Community Survey Data

Number of total respondents by question are below percentages.

2020 Online District Totals										2020 City Total
1	2	3	4	5	6	7	8	9		
c. Curbside Recycling?										
Very Satisfied	45%	52%	50%	62%	54%	60%	33%	37%	33%	49%
Somewhat Satisfied	18%	26%	17%	13%	20%	13%	16%	22%	31%	19%
Neutral	15%	4%	15%	12%	11%	6%	7%	20%	10%	11%
Somewhat Dissatisfied	4%	7%	5%	0%	2%	4%	7%	2%	6%	4%
Very Dissatisfied	4%	3%	1%	1%	2%	1%	9%	0%	2%	3%
Don't Know	15%	8%	12%	11%	11%	16%	29%	20%	18%	14%
	96	133	106	82	61	80	58	46	51	713
d. Water Quality of Lakes and Streams?										
Very Satisfied	25%	20%	18%	28%	20%	15%	16%	24%	18%	20%
Somewhat Satisfied	28%	35%	38%	39%	28%	33%	34%	17%	26%	32%
Neutral	22%	17%	19%	14%	27%	21%	17%	20%	14%	19%
Somewhat Dissatisfied	11%	14%	11%	7%	8%	10%	10%	13%	10%	11%
Very Dissatisfied	6%	5%	2%	4%	3%	1%	12%	0%	14%	5%
Don't Know	7%	10%	12%	8%	13%	20%	10%	26%	18%	13%
	96	133	106	83	60	80	58	46	50	712
e. Storm Drainage?										
Very Satisfied	25%	16%	20%	28%	11%	18%	17%	20%	29%	20%
Somewhat Satisfied	28%	28%	25%	34%	38%	29%	21%	11%	22%	27%
Neutral	20%	19%	16%	12%	25%	15%	19%	22%	8%	17%
Somewhat Dissatisfied	10%	19%	26%	14%	15%	24%	24%	15%	22%	19%
Very Dissatisfied	6%	8%	8%	7%	7%	8%	10%	17%	12%	9%
Don't Know	10%	10%	5%	5%	5%	8%	9%	15%	8%	8%
	96	134	106	83	61	80	58	46	51	715
f. Sewers?										
Very Satisfied	26%	19%	26%	42%	17%	24%	24%	20%	31%	26%
Somewhat Satisfied	28%	22%	22%	31%	42%	27%	22%	22%	20%	26%
Neutral	17%	28%	19%	16%	23%	20%	14%	24%	16%	20%
Somewhat Dissatisfied	8%	13%	14%	4%	10%	15%	16%	13%	14%	12%
Very Dissatisfied	7%	7%	10%	2%	7%	5%	9%	7%	6%	7%
Don't Know	14%	10%	8%	5%	2%	9%	16%	15%	14%	10%
	96	134	106	83	60	79	58	46	51	713
10. In the last 12 months, how many times did you:										
a. Visit any city park?										
Daily	6%	6%	3%	0%	2%	1%	15%	6%	6%	5%
Weekly	26%	39%	21%	17%	18%	25%	47%	28%	31%	28%
Monthly	27%	22%	25%	25%	27%	23%	14%	26%	18%	23%
A Few Times	31%	27%	37%	53%	37%	28%	19%	32%	33%	33%
Never	8%	6%	13%	5%	17%	20%	3%	9%	12%	10%
Don't Know	1%	0%	1%	0%	0%	3%	2%	0%	0%	1%
	96	135	106	83	60	79	59	47	51	716
b. Visit a city park near your home?										
Daily	7%	7%	5%	0%	2%	1%	17%	9%	6%	6%
Weekly	22%	34%	24%	20%	8%	23%	45%	27%	25%	26%
Monthly	24%	24%	20%	20%	16%	14%	7%	23%	10%	19%
A Few Times	32%	25%	36%	51%	33%	28%	26%	23%	31%	32%
Never	13%	8%	15%	9%	39%	32%	3%	18%	24%	17%
Don't Know	3%	1%	1%	0%	2%	3%	2%	0%	4%	2%
	92	134	106	79	61	79	58	44	51	704

2020 Online Community Survey Data

Number of total respondents by question are below percentages.

2020 Online District Totals										2020 City Total
1	2	3	4	5	6	7	8	9		
11. How do you rate the quality of parks near your home in the following categories:										
a. Well-maintained landscaping?										
Very Good	39%	47%	40%	38%	20%	19%	46%	26%	25%	35%
Good	42%	39%	44%	45%	44%	49%	46%	51%	37%	43%
Neutral	13%	3%	9%	9%	20%	13%	7%	11%	22%	10%
Bad	2%	3%	0%	0%	5%	6%	0%	9%	6%	3%
Very Bad	1%	1%	1%	0%	0%	0%	2%	2%	0%	1%
Don't Know	4%	7%	7%	9%	11%	14%	0%	2%	10%	7%
	96	135	105	82	61	80	59	47	51	716
b. Well-maintained facilities?										
Very Good	26%	41%	33%	36%	18%	15%	41%	22%	20%	30%
Good	39%	33%	38%	42%	31%	38%	43%	41%	30%	37%
Neutral	21%	14%	14%	8%	25%	24%	10%	15%	24%	17%
Bad	1%	1%	2%	2%	3%	6%	0%	7%	6%	3%
Very Bad	1%	0%	1%	0%	0%	0%	3%	2%	2%	1%
Don't Know	13%	10%	13%	11%	23%	18%	2%	13%	18%	13%
	96	135	104	83	61	80	58	46	50	713
c. Well-maintained playgrounds?										
Very Good	27%	36%	28%	36%	21%	18%	33%	13%	14%	27%
Good	30%	30%	30%	34%	31%	41%	33%	33%	22%	32%
Neutral	16%	11%	15%	8%	21%	18%	9%	22%	27%	15%
Bad	2%	1%	0%	0%	3%	5%	0%	4%	4%	2%
Very Bad	1%	0%	1%	0%	2%	0%	4%	2%	0%	1%
Don't Know	24%	21%	26%	22%	21%	19%	21%	26%	33%	23%
	96	135	105	83	61	80	57	46	49	712
12. In the past 12 months, did anyone in your household participate in a Chattanooga Parks and Recreation activity?										
Yes	17%	22%	14%	13%	20%	15%	17%	17%	18%	17%
No	83%	78%	86%	87%	80%	85%	83%	83%	82%	83%
	96	135	104	83	61	80	58	47	51	715
13. How satisfied are you with the city's recreation programs, classes and events held at community centers, pools, Or sports										
a. Affordability?										
Very Satisfied	6%	11%	6%	6%	10%	13%	12%	13%	8%	9%
Satisfied	15%	13%	15%	21%	20%	12%	7%	15%	14%	14%
Neutral	17%	15%	10%	17%	25%	24%	17%	11%	16%	17%
Somewhat Dissatisfied	0%	0%	1%	1%	0%	3%	2%	2%	2%	1%
Very Dissatisfied	1%	1%	0%	0%	2%	0%	0%	2%	2%	1%
Don't Know	61%	60%	68%	55%	44%	49%	63%	57%	59%	58%
	95	134	105	82	61	78	59	47	51	712
b. Variety?										
Very Satisfied	8%	9%	5%	6%	7%	6%	12%	4%	4%	7%
Satisfied	8%	14%	11%	18%	21%	22%	3%	20%	14%	14%
Neutral	22%	15%	12%	18%	25%	22%	16%	11%	18%	17%
Somewhat Dissatisfied	0%	2%	3%	4%	2%	1%	3%	4%	4%	2%
Very Dissatisfied	1%	1%	0%	0%	2%	0%	0%	2%	2%	1%
Don't Know	60%	59%	69%	54%	44%	49%	66%	59%	59%	58%
	95	135	105	82	61	79	58	46	51	712

2020 Online Community Survey Data

Number of total respondents by question are below percentages.

2020 Online District Totals										2020 City Total
1	2	3	4	5	6	7	8	9		
c. Quality of instruction, coaching, leadership, etc?										
Very Satisfied	7%	8%	6%	5%	8%	9%	14%	4%	8%	8%
Satisfied	7%	10%	8%	15%	15%	15%	3%	20%	6%	11%
Neutral	19%	18%	13%	20%	25%	20%	14%	7%	22%	17%
Somewhat Dissatisfied	0%	1%	1%	2%	2%	3%	0%	4%	2%	1%
Very Dissatisfied	1%	1%	0%	0%	2%	0%	0%	4%	0%	1%
Don't Know	65%	62%	73%	59%	47%	53%	69%	61%	63%	62%
	95	135	104	82	59	79	58	46	51	709
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	2%	3%	5%	4%	3%	0%	2%	2%	2%	3%
Good	37%	30%	29%	16%	23%	30%	32%	38%	22%	29%
Neutral	23%	25%	24%	17%	20%	19%	20%	23%	22%	22%
Bad	24%	29%	29%	36%	41%	41%	36%	23%	39%	32%
Very Bad	12%	12%	14%	27%	11%	8%	10%	9%	14%	13%
Don't Know	1%	1%	0%	1%	2%	3%	0%	4%	2%	1%
	94	135	105	83	61	80	59	47	51	715
b. During off-peak traffic hours?										
Very Good	25%	32%	25%	23%	30%	21%	26%	33%	14%	26%
Good	47%	49%	51%	42%	42%	56%	54%	43%	57%	49%
Neutral	18%	13%	13%	22%	18%	14%	12%	17%	18%	16%
Bad	6%	5%	10%	12%	7%	6%	5%	2%	6%	7%
Very Bad	2%	1%	1%	1%	0%	0%	2%	0%	4%	1%
Don't Know	1%	0%	0%	0%	3%	3%	0%	4%	2%	1%
	95	135	105	83	60	80	57	46	51	712
15. How do you rate City streets on :										
a. Smoothness?										
Very Good	6%	3%	1%	2%	5%	0%	3%	2%	4%	3%
Good	26%	22%	12%	21%	15%	14%	17%	26%	12%	19%
Neutral	21%	24%	14%	15%	23%	28%	22%	13%	12%	20%
Bad	27%	31%	48%	35%	43%	36%	33%	38%	29%	36%
Very Bad	18%	20%	25%	27%	13%	22%	24%	21%	43%	23%
Don't Know	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	95	136	106	82	60	78	58	47	51	713
b. Cleanliness?										
Very Good	8%	6%	5%	10%	8%	4%	2%	2%	6%	6%
Good	44%	51%	40%	35%	48%	35%	44%	55%	24%	42%
Neutral	21%	24%	31%	35%	18%	24%	27%	19%	31%	26%
Bad	20%	13%	18%	15%	18%	24%	17%	13%	24%	18%
Very Bad	6%	6%	7%	5%	8%	13%	10%	11%	16%	8%
Don't Know	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	96	136	106	82	61	78	59	47	51	716
c. Speeding vehicles?										
Very Good	4%	4%	0%	5%	0%	0%	8%	0%	8%	3%
Good	23%	23%	16%	25%	20%	21%	27%	32%	14%	22%
Neutral	26%	34%	32%	25%	25%	29%	24%	21%	24%	28%
Bad	31%	26%	34%	23%	34%	33%	19%	26%	24%	28%
Very Bad	13%	13%	17%	22%	21%	15%	19%	21%	29%	18%
Don't Know	3%	1%	1%	0%	0%	1%	3%	0%	2%	1%
	96	136	106	83	61	78	59	47	51	717

2020 Online Community Survey Data

Number of total respondents by question are below percentages.

2020 Online District Totals										2020 City Total
1	2	3	4	5	6	7	8	9		
d. Safety of pedestrians?										
Very Good	9%	7%	3%	6%	3%	5%	10%	7%	14%	7%
Good	32%	38%	30%	35%	38%	27%	36%	30%	22%	33%
Neutral	31%	29%	29%	27%	25%	27%	25%	33%	22%	28%
Bad	17%	16%	25%	20%	15%	28%	17%	17%	29%	20%
Very Bad	5%	10%	11%	12%	16%	11%	12%	13%	14%	11%
Don't Know	5%	1%	1%	0%	3%	3%	0%	0%	0%	2%
	96	136	106	83	61	79	59	46	51	717
e. Safety of bicyclists?										
Very Good	10%	6%	4%	4%	3%	5%	5%	4%	12%	6%
Good	21%	25%	25%	27%	35%	18%	25%	28%	20%	25%
Neutral	35%	33%	27%	30%	23%	27%	20%	30%	16%	28%
Bad	17%	24%	25%	22%	17%	27%	31%	17%	25%	23%
Very Bad	7%	10%	12%	16%	17%	17%	15%	15%	24%	14%
Don't Know	9%	3%	6%	1%	5%	6%	3%	4%	4%	5%
	96	136	106	82	60	78	59	46	51	714
16. Has a new commercial development been completed in or near your neighborhood in the last 12 months?										
Yes	27%	30%	36%	45%	15%	17%	51%	38%	16%	31%
No	73%	70%	64%	55%	85%	83%	49%	62%	84%	69%
	94	135	105	82	61	78	59	47	50	711
If yes, how do you rate it on the following:										
a. Attractiveness?										
Very Good	24%	18%	21%	41%	22%	8%	43%	28%	25%	27%
Good	52%	37%	45%	43%	56%	46%	36%	61%	38%	44%
Neutral	8%	18%	26%	8%	11%	23%	11%	11%	38%	16%
Bad	4%	16%	8%	5%	11%	23%	11%	0%	0%	9%
Very Bad	4%	8%	0%	0%	0%	0%	0%	0%	0%	2%
Don't Know	8%	3%	0%	3%	0%	0%	0%	0%	0%	2%
	25	38	38	37	9	13	28	18	8	214
b. Improvement to your neighborhood as a place to live?										
Very Good	20%	21%	18%	27%	33%	0%	36%	11%	50%	23%
Good	48%	29%	32%	41%	33%	31%	43%	61%	38%	39%
Neutral	16%	34%	39%	19%	22%	38%	14%	22%	0%	25%
Bad	4%	5%	11%	5%	11%	15%	7%	0%	0%	7%
Very Bad	4%	11%	0%	3%	0%	8%	0%	0%	13%	4%
Don't Know	8%	0%	0%	5%	0%	8%	0%	6%	0%	3%
	25	38	38	37	9	13	28	18	8	214
17. Has a new residential development been completed in or near your neighborhood in the last 12 months?										
Yes	63%	48%	54%	37%	36%	10%	71%	45%	27%	45%
No	38%	52%	46%	63%	64%	90%	29%	55%	73%	55%
	96	136	106	83	61	80	59	47	51	719

2020 Online Community Survey Data

Number of total respondents by question are below percentages.

2020 Online District Totals										2020 City Total
1	2	3	4	5	6	7	8	9		
If yes, how would you rate it on:										
a. Attractiveness?										
Very Good	26%	22%	27%	39%	18%	57%	36%	19%	43%	28%
Good	45%	34%	55%	32%	50%	29%	38%	57%	14%	42%
Neutral	16%	25%	9%	19%	27%	0%	14%	10%	29%	17%
Bad	12%	13%	7%	10%	0%	0%	10%	14%	0%	9%
Very Bad	2%	6%	2%	0%	0%	14%	2%	0%	7%	3%
Don't Know	0%	0%	0%	0%	5%	0%	0%	0%	7%	1%
	58	64	55	31	22	7	42	21	14	314
b. Improvement to your neighborhood as a place to live?										
Very Good	16%	13%	20%	35%	14%	29%	37%	10%	43%	21%
Good	31%	23%	31%	26%	64%	43%	27%	48%	36%	32%
Neutral	26%	39%	31%	13%	14%	14%	24%	24%	7%	26%
Bad	16%	14%	13%	16%	5%	0%	12%	19%	0%	13%
Very Bad	9%	11%	5%	3%	0%	14%	0%	0%	7%	6%
Don't Know	3%	0%	0%	6%	5%	0%	0%	0%	7%	2%
	58	64	55	31	22	7	41	21	14	313
18. How would you rate your neighborhood on :										
a. Housing affordability?										
Very Good	16%	10%	20%	23%	21%	15%	8%	9%	18%	16%
Good	50%	45%	58%	55%	56%	56%	27%	40%	35%	48%
Neutral	21%	21%	16%	12%	10%	16%	32%	19%	27%	19%
Bad	10%	19%	1%	10%	8%	9%	22%	21%	14%	12%
Very Bad	1%	3%	3%	0%	2%	1%	10%	9%	2%	3%
Don't Know	2%	1%	3%	0%	3%	3%	0%	2%	4%	2%
	94	135	106	83	61	79	59	47	51	715
b. Physical condition of housing?										
Very Good	25%	22%	29%	36%	8%	19%	12%	16%	16%	22%
Good	49%	51%	53%	52%	48%	48%	59%	45%	46%	51%
Neutral	16%	18%	14%	8%	26%	27%	12%	18%	24%	18%
Bad	8%	8%	3%	4%	13%	6%	8%	11%	14%	8%
Very Bad	1%	0%	0%	0%	3%	0%	8%	9%	0%	2%
Don't Know	1%	1%	1%	0%	2%	0%	0%	0%	0%	1%
	96	134	105	83	61	79	59	44	50	711
c. Closeness of parks or open spaces?										
Very Good	24%	46%	29%	35%	13%	16%	46%	23%	20%	30%
Good	56%	30%	54%	47%	49%	30%	44%	48%	37%	43%
Neutral	10%	16%	13%	16%	26%	31%	7%	14%	16%	16%
Bad	5%	3%	2%	2%	7%	10%	0%	9%	22%	6%
Very Bad	1%	1%	1%	0%	3%	1%	3%	5%	2%	2%
Don't Know	3%	4%	1%	0%	2%	12%	0%	2%	4%	3%
	96	135	106	83	61	77	59	44	51	712
d. Walking distance to public transit?										
Very Good	7%	27%	2%	7%	28%	15%	41%	38%	20%	18%
Good	5%	24%	13%	10%	38%	32%	42%	44%	27%	23%
Neutral	18%	19%	13%	24%	8%	15%	5%	11%	18%	15%
Bad	24%	10%	26%	27%	11%	18%	2%	0%	18%	16%
Very Bad	24%	8%	27%	14%	0%	5%	3%	0%	6%	12%
Don't Know	22%	13%	19%	18%	15%	15%	7%	7%	12%	15%
	96	135	104	83	61	79	59	45	51	713

2020 Online Community Survey Data

Number of total respondents by question are below percentages.

2020 Online District Totals										2020 City Total
1	2	3	4	5	6	7	8	9		
e. Access to shopping and other services?										
Very Good	26%	48%	27%	59%	21%	28%	24%	13%	20%	32%
Good	44%	38%	55%	39%	44%	37%	46%	29%	24%	41%
Neutral	19%	11%	11%	1%	13%	18%	17%	24%	25%	14%
Bad	6%	1%	6%	1%	16%	15%	12%	22%	14%	9%
Very Bad	5%	1%	1%	0%	5%	3%	2%	11%	14%	4%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%
	96	134	106	83	61	79	59	45	51	714
f. On-street parking?										
Very Good	13%	22%	3%	11%	8%	11%	10%	13%	8%	12%
Good	26%	28%	29%	29%	31%	27%	42%	44%	30%	30%
Neutral	24%	22%	32%	29%	33%	29%	19%	13%	18%	25%
Bad	16%	16%	13%	14%	16%	18%	15%	18%	18%	16%
Very Bad	7%	7%	8%	10%	8%	11%	14%	9%	22%	10%
Don't Know	15%	4%	15%	7%	3%	4%	0%	2%	4%	7%
	96	134	105	83	61	79	59	45	50	712
g. Street lighting?										
Very Good	23%	20%	17%	13%	10%	15%	17%	16%	12%	17%
Good	42%	45%	42%	42%	53%	44%	42%	42%	45%	44%
Neutral	18%	20%	18%	24%	24%	18%	29%	22%	16%	20%
Bad	9%	11%	17%	14%	8%	17%	5%	13%	18%	13%
Very Bad	4%	5%	6%	6%	5%	4%	7%	4%	8%	5%
Don't Know	4%	0%	0%	0%	0%	3%	0%	2%	2%	1%
	96	133	106	83	59	78	59	45	51	710
h. Availability of sidewalks?										
Very Good	21%	14%	13%	24%	3%	6%	29%	33%	12%	17%
Good	24%	23%	15%	26%	20%	9%	46%	33%	27%	23%
Neutral	17%	12%	13%	10%	16%	12%	10%	11%	10%	13%
Bad	18%	21%	26%	15%	21%	33%	5%	7%	20%	20%
Very Bad	20%	28%	29%	24%	38%	38%	10%	16%	29%	26%
Don't Know	1%	2%	4%	1%	2%	1%	0%	0%	2%	2%
	96	132	105	82	61	78	59	45	51	709
19. How do you rate Chattanooga as a place to do business?										
Very Good	29%	27%	25%	39%	20%	23%	26%	17%	24%	26%
Good	43%	47%	51%	48%	56%	49%	43%	43%	41%	47%
Neutral	14%	12%	13%	5%	16%	15%	17%	23%	14%	14%
Bad	2%	2%	0%	2%	0%	1%	2%	4%	4%	2%
Very Bad	1%	1%	0%	1%	0%	1%	3%	0%	0%	1%
Don't Know	11%	11%	11%	5%	8%	10%	9%	13%	18%	10%
	96	135	106	83	61	78	58	47	51	715
a. Do you own a business in Chattanooga?										
Yes	10%	19%	6%	12%	8%	17%	17%	11%	22%	13%
No	90%	81%	94%	88%	92%	83%	83%	89%	78%	87%
	96	134	106	82	61	78	59	45	51	712

2020 Online Community Survey Data

Number of total respondents by question are below percentages.

2020 Online District Totals										
	1	2	3	4	5	6	7	8	9	2020 City Total
b. If yes, how many employees does your business employ?										
Self	50%	33%	40%	30%	100%	46%	40%	50%	36%	42%
1	20%	8%	0%	0%	0%	15%	0%	0%	18%	9%
2-10	10%	46%	40%	40%	0%	31%	30%	50%	27%	33%
11-50	20%	13%	20%	30%	0%	8%	20%	0%	18%	15%
51-150	0%	0%	0%	0%	0%	0%	10%	0%	0%	1%
151+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	10	24	5	10	5	13	10	4	11	92
20. In the past 12 months, about how many times, if ever, have you or other household members participated in the following:										
a. Called 3-1-1 about public services										
Never	45%	18%	21%	24%	18%	27%	32%	36%	22%	26%
Once or Twice	30%	37%	29%	36%	38%	19%	37%	40%	33%	33%
3 to 5 Times	18%	26%	32%	27%	26%	37%	20%	15%	33%	26%
6 to 10 Times	7%	15%	15%	11%	15%	13%	5%	6%	6%	11%
More than 10 Times	0%	4%	3%	2%	3%	4%	5%	2%	6%	3%
	96	136	106	83	61	78	59	47	51	717
b. Ridden a local bus (CARTA)										
Never	84%	86%	94%	96%	75%	95%	71%	72%	80%	86%
Once or Twice	11%	9%	4%	2%	11%	4%	12%	11%	10%	8%
3 to 5 Times	2%	2%	0%	0%	3%	1%	2%	6%	4%	2%
6 to 10 Times	0%	3%	1%	1%	2%	0%	2%	4%	0%	1%
More than 10 Times	2%	0%	1%	0%	8%	0%	14%	6%	6%	3%
	96	136	104	83	61	76	59	47	51	713
c. Visited a Chattanooga Public Library branch										
Never	60%	41%	46%	61%	34%	42%	36%	40%	41%	46%
Once or Twice	20%	27%	29%	27%	31%	32%	31%	27%	31%	28%
3 to 5 Times	11%	13%	15%	7%	16%	12%	8%	11%	14%	12%
6 to 10 Times	6%	7%	4%	2%	8%	6%	14%	9%	4%	6%
More than 10 Times	2%	10%	6%	2%	10%	8%	12%	13%	10%	8%
	96	135	106	83	61	78	59	45	51	714
d. Used/visited McKamey Animal Center										
Never	62%	60%	64%	73%	64%	58%	69%	74%	73%	65%
Once or Twice	29%	25%	29%	22%	25%	34%	20%	19%	25%	26%
3 to 5 Times	5%	10%	6%	2%	8%	4%	5%	4%	0%	5%
6 to 10 Times	2%	4%	0%	1%	3%	3%	2%	2%	0%	2%
More than 10 Times	1%	1%	1%	1%	0%	1%	3%	0%	2%	1%
	95	136	106	83	61	79	59	47	51	717
f. Been involved in a community project or attended a public meeting										
Never	68%	60%	63%	57%	67%	60%	41%	47%	47%	58%
Once or Twice	25%	27%	26%	31%	21%	33%	34%	38%	29%	29%
3 to 5 Times	2%	8%	5%	8%	7%	5%	17%	11%	18%	8%
6 to 10 Times	4%	1%	5%	1%	2%	1%	7%	2%	4%	3%
More than 10 Times	1%	3%	1%	2%	3%	0%	2%	2%	2%	2%
	96	135	106	83	61	78	59	47	51	716

2020 Online Community Survey Data

Number of total respondents by question are below percentages.

2020 Online District Totals										2020 City Total
1	2	3	4	5	6	7	8	9		
21. Overall, how do you rate the quality of each of the following services:										
a. 3-1-1										
Very Good	21%	28%	25%	31%	43%	32%	31%	17%	30%	28%
Good	29%	38%	45%	37%	33%	32%	29%	39%	38%	36%
Neutral	13%	11%	13%	12%	13%	12%	10%	15%	14%	12%
Bad	4%	4%	4%	1%	2%	6%	2%	4%	4%	4%
Very Bad	2%	3%	3%	1%	2%	1%	3%	0%	0%	2%
Don't Know	31%	15%	10%	17%	8%	17%	25%	24%	14%	18%
	95	136	105	83	61	78	59	46	50	713
b. Bus services (CARTA)										
Very Good	3%	4%	4%	2%	10%	5%	10%	7%	10%	5%
Good	12%	13%	6%	5%	16%	18%	22%	22%	8%	13%
Neutral	29%	20%	19%	23%	25%	18%	12%	11%	14%	20%
Bad	2%	1%	2%	2%	2%	5%	0%	9%	4%	3%
Very Bad	0%	0%	0%	0%	0%	1%	2%	0%	4%	1%
Don't Know	54%	61%	70%	67%	48%	54%	54%	52%	61%	59%
	93	134	105	82	61	80	59	46	51	711
c. Animal control (McKamey)										
Very Good	20%	16%	8%	9%	11%	15%	12%	17%	6%	13%
Good	19%	29%	30%	20%	34%	29%	15%	17%	22%	25%
Neutral	14%	12%	20%	23%	16%	21%	15%	13%	14%	17%
Bad	2%	2%	1%	0%	0%	3%	5%	0%	4%	2%
Very Bad	0%	1%	1%	0%	2%	0%	3%	2%	4%	1%
Don't Know	45%	39%	40%	48%	36%	33%	49%	50%	51%	43%
	95	135	104	81	61	80	59	46	51	712
d. Public libraries										
Very Good	13%	31%	17%	13%	29%	18%	38%	20%	28%	23%
Good	28%	34%	36%	27%	42%	37%	28%	40%	32%	33%
Neutral	18%	11%	13%	18%	14%	14%	9%	16%	10%	14%
Bad	3%	3%	1%	3%	0%	1%	0%	2%	4%	2%
Very Bad	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%
Don't Know	38%	22%	33%	41%	15%	29%	24%	22%	26%	29%
	94	134	104	79	59	78	58	45	50	709
22. Overall, how do you rate the following aspects of City government performance:										
a. Value of services for City taxes paid										
Very Good	9%	13%	6%	9%	11%	8%	14%	11%	12%	10%
Good	32%	41%	40%	45%	43%	35%	36%	37%	27%	38%
Neutral	31%	24%	32%	26%	31%	28%	32%	26%	22%	28%
Bad	8%	7%	16%	12%	8%	18%	7%	15%	14%	11%
Very Bad	12%	7%	7%	7%	2%	5%	5%	4%	14%	7%
Don't Know	8%	7%	0%	1%	5%	6%	7%	7%	12%	5%
	95	135	106	82	61	79	59	46	51	714

2020 Online Community Survey Data

Number of total respondents by question are below percentages.

	2020 Online District Totals									2020 City Total
	1	2	3	4	5	6	7	8	9	
b. Overall direction the City is taking										
Very Good	13%	16%	11%	9%	13%	14%	14%	22%	16%	14%
Good	39%	47%	35%	47%	57%	41%	49%	37%	31%	43%
Neutral	32%	27%	31%	26%	18%	29%	20%	17%	24%	26%
Bad	11%	4%	11%	14%	8%	6%	8%	13%	10%	9%
Very Bad	4%	3%	4%	2%	0%	1%	5%	7%	6%	3%
Don't Know	2%	4%	7%	2%	3%	9%	3%	4%	14%	5%
	95	135	105	81	61	79	59	46	51	712
c. Welcoming citizen involvement										
Very Good	9%	12%	11%	13%	8%	11%	14%	13%	12%	11%
Good	36%	40%	26%	35%	46%	25%	39%	41%	29%	35%
Neutral	33%	32%	37%	27%	26%	39%	25%	22%	20%	30%
Bad	5%	3%	9%	10%	10%	5%	5%	7%	12%	7%
Very Bad	5%	1%	2%	4%	0%	1%	10%	4%	8%	4%
Don't Know	12%	12%	14%	11%	10%	18%	7%	13%	20%	13%
	94	135	106	82	61	79	59	46	51	713
23. Has the homeless problem in the past year gotten:										
Better	19%	12%	9%	9%	10%	9%	10%	13%	5%	11%
Worse	42%	52%	51%	50%	44%	55%	57%	72%	57%	52%
No Change	39%	36%	40%	41%	46%	36%	33%	15%	38%	37%
	77	106	78	66	52	64	49	39	37	568
23(a) Has the homeless problem in the past five years gotten:										
Better	16%	15%	15%	15%	17%	10%	13%	24%	15%	15%
Worse	49%	55%	59%	49%	50%	54%	58%	62%	54%	54%
No Change	35%	30%	27%	37%	33%	36%	29%	15%	31%	31%
	74	104	75	68	48	61	45	34	39	548
23. What is your gender?										
Male	57%	44%	49%	54%	33%	49%	42%	40%	57%	48%
Female	43%	56%	51%	46%	67%	51%	58%	60%	43%	52%
	95	132	106	83	60	79	59	47	51	712
24. What is your age?										
Under 20	0%	0%	0%	0%	2%	0%	0%	2%	0%	0%
20-29	16%	10%	3%	11%	18%	15%	22%	17%	12%	13%
30-44	21%	32%	18%	19%	18%	19%	37%	36%	33%	25%
45-59	24%	22%	24%	24%	33%	22%	24%	30%	33%	25%
60-74	32%	27%	45%	42%	21%	34%	17%	15%	18%	30%
Over 74	0	0	0	0	0	0	0	0	0	0
	94	134	105	83	61	79	59	47	51	713
25. How many years have you lived in Chattanooga?										
Less than 5	24%	16%	12%	16%	11%	18%	29%	32%	18%	18%
5-10 years	14%	10%	14%	13%	20%	18%	19%	21%	14%	15%
11-20 years	22%	20%	9%	20%	13%	8%	14%	11%	6%	15%
More than 20 years	41%	54%	65%	51%	56%	57%	39%	36%	63%	52%
	96	136	104	83	61	79	59	47	51	716

2020 Online Community Survey Data

Number of total respondents by question are below percentages.

2020 Online District Totals										2020 City Total
1	2	3	4	5	6	7	8	9		
26. Do you own your home, rent your home, or live with someone										
Own	71%	81%	89%	80%	80%	72%	52%	47%	67%	74%
Rent	29%	18%	11%	20%	16%	28%	48%	53%	33%	26%
Live with Someone	0%	1%	0%	0%	3%	0%	0%	0%	0%	1%
	95	134	105	83	61	79	58	47	51	713
27. In the past 12 months, what was your (individual) pre-tax income?										
No income	2%	3%	1%	1%	3%	1%	2%	5%	2%	2%
Less than \$20,000	11%	5%	6%	3%	10%	6%	14%	16%	10%	8%
\$20,000 - \$34,999	11%	9%	12%	8%	17%	18%	10%	21%	10%	12%
\$35,000 - \$74,999	40%	38%	33%	34%	55%	47%	34%	30%	53%	40%
\$75,000 - \$149,999	25%	26%	38%	40%	15%	23%	36%	23%	16%	28%
\$150,000 or more	11%	20%	9%	14%	0%	4%	5%	5%	10%	10%
	91	128	99	77	60	77	59	43	51	685
28. Which of these is closest to describing your ethnic background?										
Caucasian/White	88%	96%	89%	85%	58%	82%	81%	67%	73%	83%
African-American/Black	6%	2%	4%	6%	41%	15%	14%	27%	12%	11%
Asian or Pacific Islander	1%	1%	0%	4%	0%	0%	0%	0%	2%	1%
Native American/Indigenous	2%	0%	1%	0%	0%	1%	2%	0%	2%	1%
Hispanic/Latino	1%	0%	1%	2%	2%	1%	3%	2%	6%	2%
Other	1%	0%	5%	2%	0%	0%	0%	4%	6%	2%
	94	134	104	81	59	78	59	45	51	705
29. How much education have you completed?										
Elementary	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Some high school	0%	0%	0%	0%	3%	0%	2%	2%	0%	1%
High school grad or more	3%	1%	13%	4%	8%	9%	5%	4%	8%	6%
Some college	24%	13%	17%	27%	34%	27%	19%	20%	25%	22%
College grad or more	73%	87%	70%	70%	54%	65%	75%	74%	67%	72%
	93	136	105	83	61	79	59	46	51	713
Response Rates										
Margin of Error										

NOTES:

1. Percents may not add to 100 due to rounding.
2. Council district totals may not add to City total.
3. 2020 results represent online replies only.

2020 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

The following pages contain data for the 2020 mailed and online
Community Survey Responses Combined

2020 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

		2020 District Totals									2020 Combined Mailed and Online
		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	53%	57%	50%	57%	33%	49%	41%	41%	41%	48%
	Good	41%	39%	44%	38%	56%	46%	48%	42%	45%	44%
	Neutral	5%	4%	5%	4%	10%	3%	6%	12%	10%	6%
	Bad	0%	0%	1%	1%	1%	2%	3%	4%	3%	1%
	Very Bad	0%	0%	0%	0%	1%	0%	1%	1%	1%	0%
	Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		342	454	420	334	313	358	215	230	273	2,939
b.	Your neighborhood as a place to live										
	Very Good	56%	58%	58%	55%	22%	46%	41%	27%	26%	46%
	Good	37%	35%	34%	38%	54%	41%	41%	43%	50%	41%
	Neutral	4%	6%	7%	5%	18%	11%	10%	16%	15%	10%
	Bad	2%	0%	1%	0%	4%	2%	5%	9%	6%	3%
	Very Bad	1%	0%	0%	0%	1%	0%	4%	4%	3%	1%
	Don't Know	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
		334	452	415	328	312	351	209	222	264	2,887
c.	Chattanooga as a place to work										
	Very Good	32%	34%	32%	37%	20%	30%	26%	26%	27%	30%
	Good	46%	45%	45%	42%	51%	46%	40%	44%	44%	45%
	Neutral	11%	13%	13%	12%	20%	14%	25%	17%	15%	15%
	Bad	3%	3%	2%	2%	5%	2%	4%	5%	8%	3%
	Very Bad	1%	0%	1%	1%	1%	1%	3%	1%	1%	1%
	Don't Know	8%	4%	6%	7%	4%	6%	3%	5%	4%	5%
		334	451	409	327	307	347	210	220	263	2,868
d.	Chattanooga as a place to raise children										
	Very Good	33%	38%	38%	36%	21%	30%	25%	20%	28%	31%
	Good	39%	37%	36%	40%	44%	39%	40%	39%	36%	39%
	Neutral	13%	12%	14%	11%	22%	17%	21%	21%	19%	16%
	Bad	2%	1%	2%	2%	4%	2%	5%	5%	6%	3%
	Very Bad	1%	1%	0%	1%	0%	1%	1%	3%	2%	1%
	Don't Know	13%	12%	9%	11%	8%	11%	7%	12%	9%	10%
		333	450	414	325	308	348	210	221	262	2,871
e.	Chattanooga as a place to retire										
	Very Good	40%	40%	41%	43%	25%	34%	29%	26%	33%	36%
	Good	34%	34%	37%	36%	46%	39%	36%	37%	36%	37%
	Neutral	15%	14%	13%	14%	20%	15%	17%	18%	20%	16%
	Bad	2%	2%	2%	1%	2%	2%	2%	5%	4%	2%
	Very Bad	1%	1%	1%	0%	1%	1%	2%	2%	2%	1%
	Don't Know	8%	10%	6%	6%	6%	9%	13%	11%	6%	8%
		332	447	412	327	310	348	209	219	265	2,869

2020 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

		2020 District Totals									2020 Combined Mailed and Online
		1	2	3	4	5	6	7	8	9	
2.	How safe would you feel walking alone during the day:										
a.	In your neighborhood?										
	Very Safe	61%	69%	66%	65%	25%	49%	50%	31%	35%	53%
	Safe	33%	24%	28%	30%	48%	39%	31%	40%	40%	34%
	Neutral	4%	4%	5%	4%	14%	7%	7%	14%	16%	8%
	Unsafe	2%	2%	1%	1%	8%	3%	10%	9%	6%	4%
	Very Unsafe	1%	1%	0%	0%	2%	1%	3%	5%	3%	1%
	Don't Know	0%	0%	0%	0%	2%	0%	0%	2%	0%	0%
		342	455	423	333	316	358	213	232	272	2,944
b.	In the park closest to you?										
	Very Safe	45%	47%	30%	44%	15%	29%	40%	22%	21%	34%
	Safe	37%	38%	45%	38%	43%	35%	34%	39%	39%	39%
	Neutral	10%	8%	16%	10%	22%	19%	12%	18%	20%	15%
	Unsafe	4%	2%	5%	2%	10%	7%	7%	12%	11%	6%
	Very Unsafe	2%	1%	1%	0%	3%	1%	4%	3%	2%	2%
	Don't Know	3%	4%	3%	6%	7%	9%	3%	6%	6%	5%
		333	453	417	330	308	346	210	222	263	2,882
c.	Downtown?										
	Very Safe	24%	27%	15%	14%	19%	24%	33%	27%	27%	23%
	Safe	42%	42%	38%	38%	46%	40%	37%	42%	44%	41%
	Neutral	17%	17%	26%	26%	20%	23%	18%	19%	18%	21%
	Unsafe	12%	8%	12%	12%	6%	8%	6%	7%	6%	9%
	Very Unsafe	4%	3%	3%	5%	3%	1%	3%	1%	2%	3%
	Don't Know	2%	2%	5%	5%	6%	4%	2%	4%	4%	4%
		331	448	415	328	309	350	209	221	261	2,872
3.	How safe would you feel walking alone at night:										
a.	In your neighborhood?										
	Very Safe	33%	35%	34%	37%	8%	20%	18%	12%	12%	25%
	Safe	39%	41%	39%	35%	25%	37%	31%	28%	26%	35%
	Neutral	12%	12%	11%	15%	21%	17%	19%	18%	21%	16%
	Unsafe	12%	7%	12%	9%	29%	20%	21%	31%	27%	17%
	Very Unsafe	3%	4%	1%	2%	15%	5%	11%	11%	12%	6%
	Don't Know	1%	1%	2%	2%	3%	1%	0%	1%	2%	1%
		339	456	422	335	319	358	214	232	272	2,947
b.	In the park closest to you?										
	Very Safe	11%	9%	8%	11%	4%	8%	12%	8%	5%	8%
	Safe	25%	30%	18%	23%	15%	21%	26%	18%	16%	22%
	Neutral	28%	28%	28%	30%	25%	22%	22%	22%	23%	26%
	Unsafe	25%	21%	31%	21%	34%	30%	25%	35%	33%	28%
	Very Unsafe	7%	6%	7%	5%	16%	9%	11%	10%	15%	9%
	Don't Know	6%	6%	7%	10%	6%	10%	3%	6%	7%	7%
		333	445	419	328	308	347	212	223	261	2,876
c.	Downtown?										
	Very Safe	6%	5%	3%	3%	7%	5%	8%	10%	7%	6%
	Safe	19%	22%	14%	14%	20%	21%	31%	24%	26%	20%
	Neutral	24%	31%	30%	25%	27%	27%	23%	31%	25%	27%
	Unsafe	27%	25%	29%	33%	28%	27%	24%	24%	30%	28%
	Very Unsafe	21%	14%	18%	19%	11%	13%	11%	5%	8%	14%
	Don't Know	3%	3%	7%	6%	7%	5%	3%	6%	4%	5%
		330	445	418	328	309	349	212	221	261	2,873

2020 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

		2020 District Totals									2020 Combined Mailed and Online
		1	2	3	4	5	6	7	8	9	
4a.	Did anyone break into, or burglarize, your home during the last 12 months?										
	Yes	1%	4%	4%	3%	4%	4%	8%	8%	7%	4%
	No	99%	96%	96%	97%	96%	96%	92%	92%	93%	96%
		340	456	424	336	319	358	213	232	269	2,947
4b.	If yes, was it reported to the police?										
	Yes	100%	85%	85%	63%	63%	67%	81%	46%	87%	74%
	No	0%	15%	15%	38%	38%	33%	19%	54%	13%	26%
		4	13	13	8	8	15	16	13	15	105
5.	Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?										
	Yes	11%	16%	12%	15%	18%	15%	26%	23%	21%	17%
	No	89%	84%	88%	85%	82%	85%	74%	77%	79%	83%
		340	453	421	333	313	358	211	226	266	2,921
a.	If yes, was it reported to the police?										
	Yes	50%	43%	50%	42%	40%	31%	37%	39%	38%	41%
	No	50%	57%	50%	58%	60%	69%	63%	61%	62%	59%
		38	67	48	48	53	52	51	46	50	453
6.	Did you call 9-1-1 for an emergency during the last 12 months?										
	Yes	10%	12%	14%	11%	19%	19%	22%	19%	23%	16%
	No	90%	88%	86%	89%	81%	81%	78%	81%	77%	84%
		335	454	414	327	315	352	208	218	262	2,885
a.	If yes, how do you rate the services you received on the the phone from the 9-1-1 calltaker?										
	Very Good	45%	62%	69%	74%	51%	56%	47%	61%	46%	57%
	Good	42%	28%	22%	21%	42%	35%	33%	29%	38%	32%
	Neutral	3%	8%	6%	6%	5%	6%	16%	7%	9%	7%
	Bad	0%	2%	4%	0%	2%	0%	5%	2%	5%	2%
	Very Bad	9%	0%	0%	0%	0%	3%	0%	0%	2%	1%
		33		54	34	57	66	43	41	56	437
7.	How do you rate police services on the following:										
a.	Overall quality of services?										
	Very Good	21%	26%	27%	28%	16%	29%	18%	21%	21%	24%
	Good	42%	39%	43%	47%	45%	38%	39%	40%	39%	41%
	Neutral	14%	13%	15%	10%	24%	17%	17%	23%	22%	17%
	Bad	2%	2%	1%	1%	2%	2%	3%	5%	4%	2%
	Very Bad	1%	1%	0%	1%	1%	1%	5%	2%	3%	1%
	Don't Know	20%	19%	14%	14%	13%	13%	17%	9%	10%	15%
		339	444	417	333	310	356	209	228	269	2,905
b.	Conduct of police officers?										
	Very Good	23%	24%	27%	30%	17%	27%	17%	22%	22%	24%
	Good	35%	35%	38%	35%	35%	37%	33%	34%	35%	36%
	Neutral	17%	15%	19%	15%	27%	17%	21%	23%	20%	19%
	Bad	2%	4%	1%	3%	5%	4%	6%	6%	6%	4%
	Very Bad	2%	1%	1%	1%	2%	1%	6%	2%	4%	2%
	Don't Know	21%	21%	14%	16%	14%	14%	17%	12%	12%	16%
		335	443	412	331	300	355	209	222	263	2,870

2020 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

		2020 District Totals									2020 Combined Mailed and Online
		1	2	3	4	5	6	7	8	9	
c.	Speed of emergency police response?										
	Very Good	16%	17%	20%	20%	15%	21%	14%	21%	18%	18%
	Good	28%	28%	30%	32%	35%	34%	37%	35%	34%	32%
	Neutral	20%	14%	16%	14%	27%	17%	17%	21%	22%	18%
	Bad	1%	2%	4%	2%	2%	2%	3%	4%	6%	3%
	Very Bad	1%	0%	1%	0%	1%	1%	3%	3%	2%	1%
	Don't Know	33%	39%	29%	32%	20%	26%	26%	15%	19%	28%
		337	441	412	327	303	352	208	224	262	2,866
g.	Did you use fire or emergency medical services during the last 12 months?										
	Yes	6%	7%	11%	11%	14%	13%	11%	9%	13%	11%
	No	94%	93%	89%	89%	86%	87%	89%	91%	87%	89%
		339	450	421	329	311	357	212	223	267	2,909
	If yes, how do you rate the services you received on the following:										
a.	Overall quality of services?										
	Very Good	65%	79%	83%	76%	53%	68%	67%	33%	48%	66%
	Good	30%	17%	17%	18%	40%	29%	24%	50%	28%	27%
	Neutral	5%	3%	0%	0%	5%	0%	5%	17%	17%	5%
	Bad	0%	0%	0%	3%	3%	0%	5%	0%	3%	1%
	Very Bad	0%	0%	0%	0%	0%	2%	0%	0%	3%	1%
	Don't Know	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%
		20	29	42	34	40	41	21	18	29	274
b.	Speed of emergency response?										
	Very Good	60%	72%	76%	70%	54%	72%	67%	33%	46%	63%
	Good	35%	17%	21%	24%	36%	26%	14%	56%	29%	28%
	Neutral	5%	3%	2%	0%	5%	0%	14%	6%	18%	5%
	Bad	0%	7%	0%	3%	3%	0%	5%	6%	4%	3%
	Very Bad	0%	0%	0%	0%	0%	3%	0%	0%	4%	1%
	Don't Know	0%	0%	0%	3%	3%	0%	0%	0%	0%	1%
		20	29	42	33	39	39	21	18	28	269
g.	How do you rate satisfaction with the following:										
a.	Garbage Pick-up?										
	Very Satisfied	67%	72%	75%	72%	71%	76%	54%	66%	63%	70%
	Somewhat Satisfied	20%	19%	17%	18%	20%	15%	27%	22%	24%	20%
	Neutral	5%	3%	4%	2%	4%	4%	8%	5%	5%	4%
	Somewhat Dissatisfied	3%	2%	1%	2%	2%	3%	3%	4%	5%	3%
	Very Dissatisfied	0%	1%	0%	1%	1%	0%	1%	2%	3%	1%
	Don't Know	5%	3%	2%	6%	2%	2%	7%	2%	1%	3%
		342	455	423	334	317	358	211	232	272	2,944
b.	Yard-waste Pick-up?										
	Very Satisfied	36%	42%	41%	48%	44%	48%	26%	35%	40%	41%
	Somewhat Satisfied	22%	23%	29%	27%	30%	27%	24%	31%	29%	27%
	Neutral	11%	8%	10%	7%	8%	8%	12%	12%	11%	9%
	Somewhat Dissatisfied	7%	10%	6%	4%	8%	9%	8%	7%	8%	8%
	Very Dissatisfied	3%	3%	2%	1%	3%	3%	3%	4%	3%	3%
	Don't Know	22%	14%	13%	13%	7%	6%	26%	12%	9%	13%
		339	450	421	331	315	357	212	226	264	2,915

2020 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

		2020 District Totals									2020 Combined Mailed and Online
		1	2	3	4	5	6	7	8	9	
c.	Curbside Recycling?										
	Very Satisfied	49%	54%	53%	57%	52%	59%	35%	40%	40%	50%
	Somewhat Satisfied	16%	22%	18%	15%	18%	15%	20%	19%	24%	18%
	Neutral	11%	8%	12%	7%	13%	5%	12%	15%	14%	10%
	Somewhat Dissatisfied	5%	4%	3%	2%	2%	4%	3%	4%	5%	4%
	Very Dissatisfied	2%	2%	2%	2%	1%	2%	7%	2%	4%	2%
	Don't Know	17%	9%	13%	18%	15%	14%	22%	20%	14%	15%
		333	444	418	330	311	355	209	224	268	2,892
d.	Water Quality of Lakes and Streams?										
	Very Satisfied	24%	18%	24%	25%	21%	20%	17%	23%	17%	21%
	Somewhat Satisfied	27%	35%	32%	30%	27%	28%	26%	24%	31%	30%
	Neutral	18%	19%	19%	20%	24%	20%	21%	20%	22%	20%
	Somewhat Dissatisfied	13%	11%	10%	6%	6%	12%	13%	9%	9%	10%
	Very Dissatisfied	4%	5%	3%	2%	3%	4%	10%	5%	8%	4%
	Don't Know	14%	12%	13%	17%	19%	16%	13%	19%	13%	15%
		336	449	419	330	303	357	209	221	262	2,886
e.	Storm Drainage?										
	Very Satisfied	25%	16%	21%	27%	18%	19%	15%	21%	16%	20%
	Somewhat Satisfied	24%	29%	30%	30%	29%	30%	26%	25%	30%	28%
	Neutral	18%	19%	17%	16%	17%	18%	16%	19%	20%	18%
	Somewhat Dissatisfied	16%	18%	18%	14%	18%	18%	20%	15%	15%	17%
	Very Dissatisfied	6%	9%	7%	6%	8%	8%	12%	13%	11%	9%
	Don't Know	12%	9%	8%	7%	9%	6%	11%	9%	9%	9%
		340	451	421	330	312	356	209	223	262	2,904
f.	Sewers?										
	Very Satisfied	28%	22%	29%	37%	21%	27%	24%	22%	22%	26%
	Somewhat Satisfied	24%	24%	24%	25%	30%	27%	21%	26%	26%	25%
	Neutral	20%	24%	19%	18%	22%	18%	19%	24%	24%	21%
	Somewhat Dissatisfied	9%	12%	12%	7%	10%	14%	13%	12%	9%	11%
	Very Dissatisfied	5%	8%	6%	4%	6%	5%	9%	9%	8%	7%
	Don't Know	13%	10%	9%	10%	10%	9%	14%	8%	11%	10%
		339	446	421	331	312	358	212	225	265	2,909
10.	In the last 12 months, how many times did you:										
a.	Visit any city park?										
	Daily	5%	7%	3%	1%	2%	1%	13%	7%	4%	4%
	Weekly	22%	31%	18%	14%	14%	17%	29%	17%	18%	20%
	Monthly	21%	18%	18%	19%	13%	16%	14%	18%	13%	17%
	A Few Times	34%	30%	41%	47%	37%	39%	25%	34%	43%	37%
	Never	17%	13%	19%	17%	32%	24%	17%	24%	21%	20%
	Don't Know	2%	0%	2%	2%	2%	3%	1%	1%	1%	2%
		342	453	421	339	315	356	215	229	271	2,941
b.	Visit a city park near your home?										
	Daily	5%	9%	4%	1%	2%	2%	15%	8%	3%	5%
	Weekly	22%	29%	16%	14%	11%	15%	30%	18%	18%	19%
	Monthly	18%	18%	18%	17%	7%	12%	8%	14%	11%	14%
	A Few Times	33%	28%	39%	44%	31%	31%	26%	27%	34%	33%
	Never	20%	16%	22%	22%	47%	35%	20%	33%	30%	26%
	Don't Know	2%	1%	2%	1%	2%	5%	1%	1%	5%	2%
		326	444	418	332	309	356	211	221	263	2,880

2020 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

		2020 District Totals									2020 Combined Mailed and Online
		1	2	3	4	5	6	7	8	9	
11.	How do you rate the quality of parks near your home in the following categories:										
a.	Well-maintained landscaping?										
	Very Good	34%	39%	34%	35%	15%	20%	34%	27%	24%	30%
	Good	43%	43%	45%	43%	43%	40%	44%	37%	42%	42%
	Neutral	13%	7%	10%	9%	18%	16%	12%	15%	16%	13%
	Bad	1%	2%	0%	1%	3%	3%	1%	6%	2%	2%
	Very Bad	1%	1%	0%	0%	0%	1%	2%	2%	2%	1%
	Don't Know	8%	8%	11%	13%	20%	20%	6%	13%	14%	12%
		336	448	419	338	314	356	215	228	271	2,925
b.	Well-maintained facilities?										
	Very Good	29%	34%	28%	30%	13%	15%	28%	21%	18%	25%
	Good	39%	39%	42%	40%	34%	37%	42%	33%	37%	38%
	Neutral	18%	13%	14%	11%	21%	21%	16%	18%	22%	17%
	Bad	2%	2%	2%	1%	3%	4%	3%	7%	3%	3%
	Very Bad	1%	0%	0%	0%	0%	1%	2%	2%	2%	1%
	Don't Know	12%	11%	14%	17%	28%	22%	9%	19%	17%	17%
		333	448	417	338	309	357	214	222	265	2,903
c.	Well-maintained playgrounds?										
	Very Good	29%	32%	25%	30%	16%	16%	23%	17%	17%	23%
	Good	34%	37%	35%	35%	34%	34%	34%	33%	34%	35%
	Neutral	16%	11%	13%	10%	22%	20%	20%	17%	21%	16%
	Bad	1%	2%	1%	0%	2%	3%	2%	5%	3%	2%
	Very Bad	0%	0%	0%	0%	0%	1%	3%	2%	2%	1%
	Don't Know	20%	19%	26%	24%	26%	26%	18%	25%	22%	23%
		333	447	412	338	310	353	213	224	265	2,895
12.	In the past 12 months, did anyone in your household participate in a Chattanooga Parks and Recreation activity?										
	Yes	16%	16%	16%	9%	19%	11%	14%	20%	16%	15%
	No	84%	84%	84%	91%	81%	89%	86%	80%	84%	85%
		328	448	401	328	304	346	210	219	255	2,839
13.	How satisfied are you with the city's recreation programs, classes and events held at community centers, pools, Or sports facilities:										
a.	Affordability?										
	Very Satisfied	8%	8%	6%	6%	10%	10%	10%	15%	9%	9%
	Satisfied	18%	13%	14%	13%	23%	16%	15%	21%	23%	17%
	Neutral	17%	17%	16%	16%	18%	18%	15%	13%	15%	16%
	Somewhat Dissatisfied	2%	1%	1%	2%	2%	2%	4%	2%	1%	2%
	Very Dissatisfied	1%	1%	0%	0%	0%	0%	1%	2%	3%	1%
	Don't Know	56%	61%	63%	63%	46%	53%	54%	47%	49%	56%
		331	443	414	330	317	345	213	227	265	2,885
b.	Variety?										
	Very Satisfied	8%	7%	5%	6%	6%	6%	9%	11%	8%	7%
	Satisfied	13%	13%	13%	14%	21%	18%	13%	20%	21%	16%
	Neutral	22%	18%	17%	16%	22%	19%	17%	15%	17%	18%
	Somewhat Dissatisfied	2%	2%	2%	2%	3%	4%	5%	4%	2%	3%
	Very Dissatisfied	1%	1%	0%	0%	1%	0%	1%	2%	3%	1%
	Don't Know	55%	59%	63%	63%	47%	54%	55%	48%	49%	56%
		329	444	414	329	312	342	210	220	258	2,858

2020 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

		2020 District Totals									2020 Combined Mailed and Online
		1	2	3	4	5	6	7	8	9	
c.	Quality of instruction, coaching, leadership, etc?										
	Very Satisfied	8%	6%	5%	5%	8%	5%	10%	13%	8%	7%
	Satisfied	14%	12%	9%	10%	20%	14%	10%	17%	14%	13%
	Neutral	18%	18%	18%	16%	21%	20%	18%	15%	20%	18%
	Somewhat Dissatisfied	1%	1%	1%	2%	1%	3%	3%	3%	1%	2%
	Very Dissatisfied	1%	0%	0%	0%	1%	0%	1%	3%	3%	1%
	Don't Know	58%	63%	66%	67%	49%	57%	57%	50%	54%	59%
		329	442	413	326	310	347	211	224	260	2,862
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	2%	3%	3%	2%	2%	3%	2%	2%	3%	3%
	Good	31%	30%	30%	22%	29%	25%	29%	33%	29%	29%
	Neutral	26%	25%	26%	20%	23%	20%	21%	25%	22%	23%
	Bad	25%	29%	28%	34%	31%	34%	32%	25%	30%	30%
	Very Bad	15%	10%	12%	19%	10%	16%	11%	9%	12%	13%
	Don't Know	1%	2%	1%	2%	3%	3%	5%	5%	4%	3%
		337	454	416	338	316	357	214	229	271	2,932
b.	During off-peak traffic hours?										
	Very Good	20%	24%	21%	20%	21%	18%	22%	21%	17%	20%
	Good	48%	53%	49%	42%	46%	49%	43%	40%	45%	47%
	Neutral	19%	16%	18%	24%	21%	17%	21%	25%	24%	20%
	Bad	9%	5%	8%	9%	8%	11%	7%	6%	9%	8%
	Very Bad	3%	2%	2%	3%	2%	3%	2%	2%	2%	2%
	Don't Know	1%	1%	1%	1%	3%	2%	5%	5%	3%	2%
		338	451	419	337	312	356	209	224	266	2,912
15.	How do you rate City streets on :										
a.	Smoothness?										
	Very Good	3%	3%	1%	4%	2%	2%	2%	4%	2%	3%
	Good	29%	24%	17%	21%	16%	17%	16%	20%	12%	20%
	Neutral	20%	22%	19%	16%	21%	22%	22%	16%	20%	20%
	Bad	29%	32%	39%	34%	39%	35%	32%	36%	36%	35%
	Very Bad	18%	19%	23%	23%	22%	24%	26%	23%	29%	23%
	Don't Know	1%	0%	0%	1%	0%	0%	1%	1%	1%	1%
		339	452	422	338	311	356	213	229	270	2,930
b.	Cleanliness?										
	Very Good	5%	6%	6%	8%	4%	4%	1%	7%	3%	5%
	Good	45%	46%	41%	41%	35%	36%	36%	34%	29%	39%
	Neutral	27%	29%	29%	31%	34%	28%	31%	33%	33%	30%
	Bad	16%	14%	16%	13%	19%	22%	21%	16%	23%	17%
	Very Bad	7%	6%	8%	7%	7%	9%	10%	9%	12%	8%
	Don't Know	1%	0%	0%	1%	0%	1%	1%	1%	0%	1%
		338	448	420	335	312	355	214	229	264	2,915
c.	Speeding vehicles?										
	Very Good	4%	3%	2%	4%	1%	2%	4%	3%	3%	3%
	Good	24%	24%	20%	22%	16%	21%	23%	19%	14%	21%
	Neutral	29%	33%	28%	30%	25%	24%	26%	31%	30%	29%
	Bad	27%	23%	35%	25%	38%	32%	26%	30%	29%	29%
	Very Bad	15%	16%	15%	16%	18%	18%	18%	16%	23%	17%
	Don't Know	2%	1%	1%	2%	3%	3%	3%	1%	2%	2%
		336	449	419	338	309	357	210	228	261	2,907

2020 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

		2020 District Totals									2020 Combined Mailed and Online
		1	2	3	4	5	6	7	8	9	
d.	Safety of pedestrians?										
	Very Good	6%	5%	5%	4%	2%	4%	4%	7%	4%	5%
	Good	38%	37%	27%	33%	28%	30%	39%	29%	26%	32%
	Neutral	31%	27%	32%	30%	33%	28%	26%	33%	33%	30%
	Bad	16%	20%	21%	19%	20%	24%	18%	18%	23%	20%
	Very Bad	7%	9%	12%	10%	12%	11%	12%	9%	11%	10%
	Don't Know	3%	2%	4%	4%	4%	3%	2%	3%	3%	3%
		336	453	422	340	316	357	215	227	266	2,932
e.	Safety of bicyclists?										
	Very Good	6%	5%	5%	3%	3%	4%	4%	4%	5%	4%
	Good	28%	25%	23%	24%	23%	25%	29%	28%	20%	25%
	Neutral	35%	29%	27%	31%	31%	27%	25%	31%	33%	30%
	Bad	14%	24%	25%	22%	23%	24%	22%	16%	20%	21%
	Very Bad	9%	11%	13%	10%	12%	13%	15%	12%	16%	12%
	Don't Know	7%	6%	7%	11%	8%	8%	5%	9%	6%	7%
		338	450	421	337	317	356	213	225	265	2,922
16.	Has a new commercial development been completed in or near your neighborhood in the last 12 months?										
	Yes	31%	31%	41%	46%	11%	15%	49%	40%	19%	31%
	No	69%	69%	59%	54%	89%	85%	51%	60%	81%	69%
		331	447	419	328	309	354	214	223	263	2,888
	If yes, how do you rate it on the following:										
a.	Attractiveness?										
	Very Good	30%	22%	23%	34%	27%	13%	30%	36%	23%	27%
	Good	52%	37%	45%	46%	42%	38%	37%	34%	38%	42%
	Neutral	7%	19%	24%	16%	18%	26%	21%	20%	17%	19%
	Bad	7%	16%	6%	3%	9%	15%	9%	7%	8%	8%
	Very Bad	2%	3%	1%	0%	0%	6%	2%	2%	6%	2%
	Don't Know	2%	3%	1%	1%	3%	2%	1%	1%	8%	2%
		101	134	165	146	33	53	98	87	48	865
b.	Improvement to your neighborhood as a place to live?										
	Very Good	24%	16%	17%	25%	30%	13%	23%	23%	21%	21%
	Good	34%	33%	34%	37%	30%	30%	36%	38%	34%	35%
	Neutral	24%	27%	33%	26%	24%	30%	30%	25%	17%	27%
	Bad	11%	15%	10%	6%	6%	9%	6%	6%	6%	9%
	Very Bad	4%	4%	3%	3%	3%	15%	4%	5%	9%	5%
	Don't Know	3%	5%	3%	3%	6%	2%	1%	3%	13%	4%
		100	135	162	146	33	53	97	87	47	860
17.	Has a new residential development been completed in or near your neighborhood in the last 12 months?										
	Yes	61%	45%	50%	38%	23%	9%	61%	43%	28%	39%
	No	39%	55%	50%	62%	77%	91%	39%	57%	72%	61%
		334	450	420	332	310	358	213	226	264	2,907
	If yes, how would you rate it on:										
a.	Attractiveness?										
	Very Good	30%	19%	27%	32%	26%	22%	33%	30%	19%	27%
	Good	43%	37%	50%	44%	51%	38%	38%	47%	42%	43%
	Neutral	15%	21%	17%	20%	16%	13%	16%	10%	26%	17%
	Bad	8%	16%	5%	4%	4%	19%	10%	8%	4%	9%
	Very Bad	4%	6%	1%	0%	0%	3%	2%	4%	6%	3%
	Don't Know	1%	0%	0%	0%	1%	6%	1%	0%	3%	1%
		199	201	203	124	68	32	127	96	72	1,122

2020 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

		2020 District Totals									2020 Combined Mailed and Online
		1	2	3	4	5	6	7	8	9	
b.	Improvement to your neighborhood as a place to live?										
	Very Good	20%	13%	18%	25%	21%	16%	29%	22%	22%	20%
	Good	29%	26%	30%	24%	54%	38%	30%	42%	39%	32%
	Neutral	23%	28%	32%	35%	13%	19%	24%	22%	25%	26%
	Bad	16%	21%	14%	12%	10%	9%	11%	6%	6%	13%
	Very Bad	8%	11%	5%	2%	0%	13%	3%	6%	6%	6%
	Don't Know	4%	2%	1%	2%	1%	6%	2%	1%	3%	2%
		199	200	203	123	68	32	126	95	72	1,118
18.	How would you rate your neighborhood on :										
a.	Housing affordability?										
	Very Good	14%	12%	18%	22%	16%	17%	8%	12%	12%	15%
	Good	52%	44%	57%	53%	50%	57%	32%	34%	46%	48%
	Neutral	20%	19%	16%	14%	20%	16%	28%	27%	25%	20%
	Bad	9%	17%	5%	6%	5%	5%	22%	17%	6%	10%
	Very Bad	2%	5%	1%	1%	1%	1%	7%	7%	4%	3%
	Don't Know	3%	3%	4%	4%	7%	4%	2%	3%	6%	4%
		337	455	419	338	315	352	216	229	269	2,930
b.	Physical condition of housing?										
	Very Good	25%	20%	27%	34%	7%	15%	14%	14%	9%	19%
	Good	49%	53%	53%	51%	47%	57%	48%	39%	47%	50%
	Neutral	18%	20%	14%	11%	32%	21%	17%	25%	27%	20%
	Bad	6%	5%	5%	3%	10%	7%	15%	16%	12%	8%
	Very Bad	1%	1%	1%	0%	1%	1%	5%	5%	3%	2%
	Don't Know	2%	1%	1%	2%	2%	0%	1%	0%	2%	1%
		340	453	420	337	314	356	214	225	266	2,925
c.	Closeness of parks or open spaces?										
	Very Good	25%	38%	28%	30%	10%	16%	35%	19%	11%	24%
	Good	47%	39%	47%	47%	45%	40%	42%	44%	41%	43%
	Neutral	17%	14%	18%	16%	26%	25%	15%	20%	23%	19%
	Bad	7%	5%	3%	4%	8%	10%	2%	10%	14%	7%
	Very Bad	1%	1%	1%	1%	3%	1%	4%	5%	4%	2%
	Don't Know	3%	3%	3%	3%	7%	8%	2%	3%	7%	4%
		341	450	419	338	315	354	214	221	264	2,916
d.	Walking distance to public transit?										
	Very Good	7%	21%	4%	6%	21%	22%	38%	27%	20%	17%
	Good	7%	29%	11%	11%	41%	40%	39%	42%	33%	27%
	Neutral	17%	20%	17%	22%	16%	13%	11%	17%	15%	17%
	Bad	23%	12%	24%	23%	13%	11%	3%	7%	14%	15%
	Very Bad	26%	7%	24%	13%	2%	4%	2%	1%	8%	11%
	Don't Know	21%	11%	19%	24%	7%	10%	6%	6%	11%	13%
		336	451	418	335	312	354	213	223	264	2,906
e.	Access to shopping and other services?										
	Very Good	26%	42%	34%	58%	17%	21%	25%	14%	10%	30%
	Good	45%	44%	52%	35%	53%	45%	41%	27%	33%	43%
	Neutral	18%	10%	11%	6%	15%	17%	18%	26%	23%	15%
	Bad	6%	2%	2%	1%	11%	12%	12%	22%	23%	9%
	Very Bad	3%	1%	1%	0%	3%	4%	3%	11%	9%	3%
	Don't Know	1%	0%	0%	0%	1%	1%	1%	0%	2%	1%
		337	450	419	335	313	354	211	222	266	2,907

2020 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

		2020 District Totals									2020 Combined Mailed and Online
		1	2	3	4	5	6	7	8	9	
f.	On-street parking?										
	Very Good	8%	17%	5%	12%	6%	11%	11%	12%	7%	10%
	Good	23%	31%	24%	24%	31%	32%	32%	38%	27%	29%
	Neutral	32%	25%	35%	32%	31%	28%	23%	20%	26%	29%
	Bad	18%	16%	16%	14%	19%	15%	23%	17%	20%	17%
	Very Bad	8%	8%	8%	9%	6%	7%	8%	9%	14%	9%
	Don't Know	11%	4%	11%	8%	6%	6%	2%	4%	6%	7%
		334	454	415	331	312	351	214	221	266	2,898
g.	Street lighting?										
	Very Good	17%	19%	16%	15%	11%	17%	18%	19%	11%	16%
	Good	45%	46%	42%	42%	54%	49%	46%	44%	50%	46%
	Neutral	19%	18%	20%	24%	20%	19%	18%	19%	22%	20%
	Bad	11%	11%	17%	14%	11%	11%	11%	13%	12%	12%
	Very Bad	6%	5%	5%	5%	4%	3%	5%	4%	4%	4%
	Don't Know	2%	1%	1%	1%	1%	1%	2%	0%	0%	1%
		340	449	422	336	314	354	214	223	268	2,920
h.	Availability of sidewalks?										
	Very Good	19%	16%	13%	22%	4%	4%	24%	25%	10%	14%
	Good	24%	20%	16%	23%	18%	14%	45%	43%	27%	23%
	Neutral	17%	16%	19%	14%	20%	19%	13%	12%	14%	16%
	Bad	18%	20%	21%	17%	24%	29%	8%	11%	22%	20%
	Very Bad	20%	26%	28%	22%	30%	31%	9%	8%	24%	23%
	Don't Know	3%	2%	4%	2%	3%	3%	1%	1%	3%	2%
		339	447	419	336	314	354	212	226	268	2,915
19.	How do you rate Chattanooga as a place to do business?										
	Very Good	23%	22%	22%	27%	13%	18%	21%	17%	15%	20%
	Good	44%	49%	50%	49%	47%	47%	47%	39%	43%	47%
	Neutral	13%	13%	12%	11%	24%	15%	19%	28%	23%	17%
	Bad	2%	2%	1%	1%	2%	2%	2%	3%	4%	2%
	Very Bad	0%	1%	1%	0%	0%	0%	3%	0%	1%	1%
	Don't Know	18%	12%	15%	11%	14%	18%	9%	13%	14%	14%
		342	455	420	339	318	355	214	229	272	2,944
a.	Do you own a business in Chattanooga?										
	Yes	12%	18%	10%	12%	7%	17%	15%	9%	16%	13%
	No	88%	82%	90%	88%	93%	83%	85%	91%	84%	87%
		313	420	393	311	288	322	205	202	246	2,700
b.	If yes, how many employees does your business employ?										
	Self	36%	43%	55%	47%	80%	56%	48%	60%	44%	49%
	1	12%	11%	8%	3%	7%	8%	0%	7%	14%	8%
	2-10	18%	32%	26%	33%	7%	19%	34%	33%	31%	27%
	11-50	24%	10%	5%	14%	7%	10%	10%	0%	6%	10%
	51-150	3%	1%	5%	3%	0%	4%	3%	0%	0%	2%
	151+	6%	3%	0%	0%	0%	2%	3%	0%	6%	2%
		33	72	38	36	15	48	29	15	36	322

2020 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

		2020 District Totals									2020 Combined Mailed and Online
		1	2	3	4	5	6	7	8	9	
20.	In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities										
a.	Called 3-1-1 about public services										
	Never	39%	23%	21%	28%	18%	23%	34%	28%	22%	26%
	Once or Twice	31%	35%	36%	36%	37%	25%	31%	42%	34%	34%
	3 to 5 Times	21%	26%	29%	27%	33%	29%	26%	22%	29%	27%
	6 to 10 Times	7%	12%	12%	8%	9%	17%	6%	6%	9%	10%
	More than 10 Times	1%	4%	3%	1%	3%	6%	4%	2%	6%	3%
		342	456	424	339	315	357	215	228	268	2,944
b.	Ridden a local bus (CARTA)										
	Never	90%	86%	92%	96%	76%	87%	65%	69%	77%	84%
	Once or Twice	7%	9%	5%	2%	11%	7%	13%	12%	11%	8%
	3 to 5 Times	2%	3%	1%	0%	5%	3%	7%	8%	5%	3%
	6 to 10 Times	0%	1%	0%	1%	1%	1%	2%	3%	1%	1%
	More than 10 Times	1%	2%	1%	1%	6%	2%	13%	8%	6%	4%
		340	451	419	339	312	351	212	226	268	2,918
c.	Visited a Chattanooga Public Library branch										
	Never	56%	47%	50%	62%	49%	45%	40%	41%	48%	49%
	Once or Twice	23%	26%	28%	25%	25%	27%	31%	30%	30%	27%
	3 to 5 Times	10%	10%	10%	7%	12%	10%	10%	13%	10%	10%
	6 to 10 Times	5%	7%	4%	4%	7%	8%	7%	9%	6%	6%
	More than 10 Times	6%	10%	9%	2%	6%	10%	12%	7%	6%	8%
		340	452	421	339	313	353	212	223	267	2,920
d.	Used/visited McKamey Animal Center										
	Never	65%	62%	64%	75%	70%	65%	69%	74%	70%	68%
	Once or Twice	28%	28%	28%	20%	21%	27%	24%	20%	25%	25%
	3 to 5 Times	5%	7%	5%	3%	6%	6%	3%	4%	4%	5%
	6 to 10 Times	1%	3%	1%	1%	2%	1%	1%	1%	1%	1%
	More than 10 Times	1%	2%	1%	1%	1%	1%	1%	0%	0%	1%
		327	440	403	333	298	342	206	211	253	2,813
f.	Been involved in a community project or attended a public meeting										
	Never	64%	63%	65%	66%	66%	60%	55%	50%	56%	61%
	Once or Twice	25%	25%	29%	26%	23%	31%	27%	32%	32%	28%
	3 to 5 Times	6%	7%	3%	6%	6%	6%	11%	13%	8%	7%
	6 to 10 Times	2%	2%	2%	1%	2%	0%	3%	3%	3%	2%
	More than 10 Times	2%	3%	1%	1%	3%	2%	3%	2%	2%	2%
		332	446	410	331	306	346	204	215	263	2,853
21.	Overall , how do you rate the quality of each of the following services:										
a.	3-1-1										
	Very Good	25%	26%	29%	32%	32%	32%	25%	25%	29%	29%
	Good	29%	39%	40%	33%	43%	36%	31%	39%	42%	37%
	Neutral	15%	13%	14%	12%	12%	13%	14%	15%	13%	13%
	Bad	4%	4%	3%	1%	3%	5%	5%	5%	3%	4%
	Very Bad	1%	1%	2%	1%	1%	1%	2%	0%	1%	1%
	Don't Know	26%	17%	12%	21%	9%	13%	23%	16%	11%	16%
		339	451	421	334	312	352	213	224	267	2,913

2020 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

		2020 District Totals									2020 Combined Mailed and Online
		1	2	3	4	5	6	7	8	9	
b.	Bus services (CARTA)										
	Very Good	5%	4%	4%	3%	12%	9%	17%	15%	12%	8%
	Good	11%	17%	10%	7%	24%	18%	24%	25%	22%	17%
	Neutral	22%	20%	20%	21%	22%	18%	13%	14%	17%	19%
	Bad	2%	1%	2%	2%	1%	2%	1%	4%	2%	2%
	Very Bad	2%	1%	1%	0%	0%	1%	1%	0%	2%	1%
	Don't Know	58%	57%	63%	68%	41%	53%	44%	42%	45%	54%
		336	447	418	336	311	351	213	224	267	2,903
c.	Animal control (McKamey)										
	Very Good	15%	14%	12%	8%	12%	13%	10%	12%	12%	12%
	Good	22%	28%	25%	21%	25%	28%	25%	23%	26%	25%
	Neutral	18%	16%	22%	18%	22%	17%	18%	22%	19%	19%
	Bad	3%	2%	1%	0%	3%	4%	4%	3%	4%	2%
	Very Bad	1%	1%	0%	1%	1%	1%	2%	1%	2%	1%
	Don't Know	41%	38%	39%	52%	37%	37%	40%	39%	37%	40%
		336	450	416	333	308	351	214	216	265	2,889
d.	Public libraries										
	Very Good	19%	24%	17%	13%	21%	20%	29%	23%	23%	21%
	Good	28%	34%	36%	27%	38%	37%	32%	37%	32%	34%
	Neutral	16%	14%	16%	17%	15%	13%	13%	16%	14%	15%
	Bad	1%	2%	0%	2%	1%	2%	2%	1%	1%	1%
	Very Bad	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	Don't Know	35%	26%	31%	40%	25%	27%	23%	22%	30%	29%
		338	449	419	332	310	356	214	220	263	2,901
22.	Overall, how do you rate the following aspects of City government performance:										
a.	Value of services for City taxes paid										
	Very Good	10%	11%	6%	7%	6%	8%	9%	15%	10%	9%
	Good	34%	40%	37%	42%	37%	45%	35%	30%	35%	38%
	Neutral	25%	27%	31%	27%	30%	25%	26%	31%	30%	28%
	Bad	15%	11%	18%	11%	10%	10%	13%	11%	11%	12%
	Very Bad	5%	4%	5%	7%	4%	5%	4%	3%	5%	5%
	Don't Know	11%	7%	4%	7%	13%	9%	12%	11%	9%	9%
		338	453	421	337	311	354	213	227	266	2,920
b.	Overall direction the City is taking										
	Very Good	11%	13%	7%	8%	9%	10%	17%	18%	13%	11%
	Good	42%	43%	39%	44%	40%	45%	36%	38%	36%	41%
	Neutral	29%	26%	34%	27%	31%	25%	26%	26%	32%	29%
	Bad	9%	7%	10%	9%	8%	8%	11%	9%	6%	8%
	Very Bad	4%	3%	3%	4%	1%	3%	3%	3%	4%	3%
	Don't Know	4%	7%	7%	7%	12%	10%	7%	7%	9%	8%
		340	452	420	335	310	354	214	223	265	2,913

2020 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

		2020 District Totals									2020 Combined Mailed and Online
		1	2	3	4	5	6	7	8	9	
c.	Welcoming citizen involvement										
	Very Good	12%	11%	8%	9%	7%	9%	14%	16%	11%	10%
	Good	34%	35%	31%	31%	35%	35%	33%	29%	33%	33%
	Neutral	31%	32%	37%	29%	30%	31%	29%	32%	28%	31%
	Bad	7%	7%	7%	7%	8%	5%	8%	8%	9%	7%
	Very Bad	3%	1%	2%	2%	1%	3%	3%	1%	4%	2%
	Don't Know	14%	14%	15%	22%	19%	18%	11%	13%	15%	16%
		337	451	420	337	310	355	214	224	265	2,913
23.	Has the homeless problem in the past year gotten:										
	Better	17%	11%	10%	10%	14%	10%	13%	13%	14%	12%
	Worse	45%	43%	47%	45%	46%	48%	45%	45%	44%	46%
	No Change	38%	46%	43%	44%	40%	42%	41%	41%	41%	42%
		311	412	379	299	296	330	198	217	252	2,694
23(a)	Has the homeless problem in the past five years gotten:										
	Better	17%	20%	18%	15%	18%	15%	16%	19%	19%	17%
	Worse	48%	45%	44%	48%	46%	50%	47%	45%	45%	47%
	No Change	35%	35%	38%	37%	37%	36%	37%	37%	37%	3600%
		302	402	371	295	279	323	190	200	243	2,605
23.	What is your gender?										
	Male	47%	40%	46%	41%	31%	39%	42%	41%	44%	41%
	Female	53%	60%	54%	59%	69%	61%	58%	59%	56%	59%
		339	448	419	337	314	358	214	232	268	2,929
24.	What is your age?										
	Under 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	20-29	13%	7%	3%	9%	8%	7%	14%	10%	7%	8%
	30-44	14%	26%	13%	13%	10%	20%	28%	23%	20%	18%
	45-59	20%	21%	23%	26%	24%	22%	25%	24%	21%	23%
	60-74	37%	30%	43%	35%	39%	35%	26%	31%	38%	35%
	Over 74	16%	16%	19%	17%	18%	16%	7%	13%	15%	16%
		338	452	420	336	313	358	216	229	271	2,933
25.	How many years have you lived in Chattanooga?										
	Less than 5	19%	15%	10%	16%	8%	12%	23%	16%	12%	14%
	5-10 years	13%	12%	11%	11%	10%	11%	13%	14%	10%	12%
	11-20 years	13%	14%	11%	16%	11%	12%	13%	11%	6%	12%
	More than 20 years	54%	59%	67%	57%	71%	66%	51%	58%	72%	62%
		340	456	421	339	317	357	216	233	270	2,949
26.	Do you own your home, rent your home, or live with someone										
	Own	73%	81%	88%	81%	74%	82%	58%	58%	71%	76%
	Rent	27%	18%	12%	18%	25%	17%	42%	41%	28%	23%
	Live with Someone (rent-free)	0%	1%	0%	1%	2%	1%	0%	2%	1%	1%
		338	451	421	335	317	357	215	229	269	2,932

2020 Combined (mailed and online) Community Survey Data

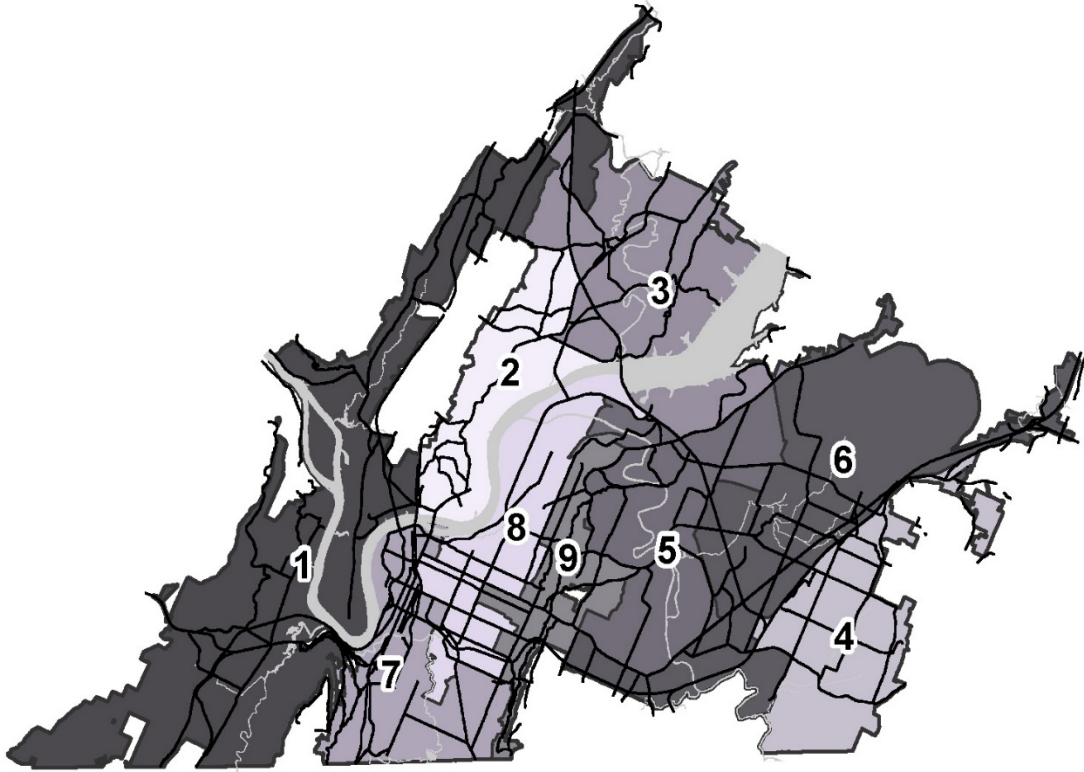
Number of total respondents by question are below percentages.

		2020 District Totals									2020 Combined Mailed and Online
		1	2	3	4	5	6	7	8	9	
27.	In the past 12 months, what was your (individual) pre-tax income?										
	No income	2%	2%	1%	1%	3%	2%	6%	6%	3%	2%
	Less than \$20,000	10%	8%	9%	8%	24%	13%	20%	32%	24%	15%
	\$20,000 - \$34,999	14%	17%	17%	12%	22%	22%	20%	22%	18%	18%
	\$35,000 - \$74,999	42%	35%	34%	37%	40%	39%	23%	23%	31%	35%
	\$75,000 - \$149,999	21%	22%	30%	31%	9%	21%	22%	13%	15%	21%
	\$150,000 or more	10%	16%	10%	12%	1%	4%	9%	6%	9%	9%
		318	420	389	308	299	344	209	218	262	2,767
28.	Which of these is closest to describing	90%	96%	90%	86%	42%	83%	70%	44%	53%	76%
	Caucasian/White	4%	1%	4%	8%	53%	12%	26%	52%	42%	19%
	African-American/ Black	2%	2%	1%	2%	1%	1%	0%	0%	1%	1%
	Asian or Pacific Islander	1%	0%	0%	0%	1%	1%	0%	0%	1%	1%
	Native American/Indian	1%	0%	1%	2%	1%	3%	2%	1%	2%	1%
	Hispanic/Latino	2%	0%	3%	2%	1%	1%	2%	3%	2%	2%
	Other	336	450	420	328	306	354	214	228	264	2,900
29.	How much education have you completed	0%	1%	0%	0%	1%	1%	0%	0%	0%	0%
	Elementary	2%	1%	1%	1%	5%	1%	7%	10%	5%	3%
	Some high school	10%	7%	10%	11%	20%	11%	18%	22%	14%	13%
	High school grad or equivalent	24%	18%	26%	24%	33%	25%	17%	22%	30%	24%
	Some college	64%	73%	63%	64%	42%	62%	58%	46%	51%	60%
	College grad or more	336	455	420	335	311	354	214	226	272	2,923

NOTES:

1. Percents may not add to 100 due to rounding.
2. Council district totals may not add to City total.
3. 2020 results represent mailed and online replies Combined.

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

2020 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"/>
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"/>
- 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** Do you feel the homeless problem in Chattanooga has gotten better or worse:

	Better	Worse	No Change
In the past year?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the past five years?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

- What is your 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

City of Chattanooga
Addendum I to 2020 Community Survey: District Summaries
(Analysis Based on Mailed Survey Responses)

District 1

Respondents were asked if homelessness had gotten better, worse or had not changed in the past year and past five years. Forty-seven percent of District 1 respondents indicated that homelessness had gotten worse in the past year and 53% responded it had gotten worse in the past five years. District 1 residents rate the quality of life in Chattanooga positively, favorable opinions increased notably compared to 2019 and prior years. Feelings of safety in District 1 during the daytime are improved over 2019 in all areas, but at night are below those of 2019 downtown and in parks. Satisfaction with police services (62%) is down, the lowest since 2014. Positive ratings of traffic during peak and non-peak hours increased 10 percentage points from 2019, to 30% and 66 % respectively. Resident's view of new commercial and residential developments as improving their neighborhood increased substantially from past years. Residents have the highest ratings on attractiveness of new commercial and residential development as compared to other districts. 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 streets poorly, 32% have a positive view and 48% have a negative view of street smoothness. Respondents' positive ratings on the value of services for taxes paid (45%) increased 7 percentage points from 2019. Positive perspectives on the overall direction the City is taking (54%) increased 9 percentage points from 2019. A higher percentage of respondents were college educated than in the past.

District 2

Respondents were asked if homelessness had gotten better, worse or had not changed in the past year and past five years. Forty-six percent of District 2 respondents indicated that homelessness had gotten worse in the past year and 51% responded it had gotten worse in the past five years. District 2 residents ranked their neighborhoods highly in all livability scores, and along with District 1, gave the highest ratings on their neighborhood as a place to live. District 2 residents feel safer in their parks and neighborhoods at night than those in other districts. Satisfaction with the smoothness of streets (28%) increased from 2019. Positive feelings regarding police services and conduct of police officers improved from 2019. District 2 respondents who had visited a library (51%) decreased 9 percentage points from 2019. District 2 rates the value of services for City taxes paid higher than any other district (50%). Respondents in District 2 are among those more likely to visit neighborhood parks regularly. District 2 respondents were younger and had lived in Chattanooga a shorter time than past years.

District 3

Respondents were asked if homelessness had gotten better, worse or had not changed in the past year and past five years. Forty-nine percent of District 3 respondents indicated that homelessness had gotten worse in the past year and 48% responded it had gotten worse in the past five years. Resident feelings regarding all livability issues improved over 2019. Feelings of safety downtown during the day (50%) decreased by 4 percentage points and feelings at night (16%) were lower than any district. Conduct of police officers, at 66% very good or good, increased 3 percentage points over 2019 results, while overall satisfaction with police services decreased 1% point from 2019. Positive feelings regarding physical condition of housing remain highly rated. Residents in District 3 who used fire services reported satisfaction of 100% in 2020. Residents' negative perceptions of smoothness of streets is 59%, a 14-percentage point improvement from 2019. Residents ride Carta buses less often than any district (9%), a decrease of 4 percentage points from 2019. District 3 has the lowest very good or good ratings (42%) on value received for taxes paid.

City of Chattanooga
Addendum I to 2020 Community Survey: District Summaries
(Analysis Based on Mailed Survey Responses)

District 4

Respondents were asked if homelessness had gotten better, worse or had not changed in the past year and past five years. Forty-six percent of District 4 respondents indicated that homelessness had gotten worse in the past year and 52% responded it had gotten worse in the past five years. District 4 residents rate the quality of life in Chattanooga highly, with 95 percent rating Chattanooga as a good or very good place to live, and 93 percent indicating their neighborhood is a good or very good place to live. Neighborhood safety also continued to receive high satisfaction ratings with 95 percent reporting their neighborhood was a safe or very safe place to walk alone during the day. District 4 residents were not as confident walking downtown alone both at day and at night, with 49% feeling safe during the day and only 17% indicating they felt safe at night. Residents are frustrated with traffic flow (congestion), 50% providing negative ratings during peak hours. Forty-seven percent reported positively on the value of services for City taxes paid, an 8-percentage point increase from 2019. Positive feelings about the overall direction of the City also increased by 3 percentage points from last year. Negative feelings regarding smoothness of city streets are at 56 percent, a decrease in negative ratings of 11 percentage points from 2019. Resident feelings regarding new residential developments decreased from ratings of past years. District 4 respondents were less likely to visit a city park than other districts.

District 5

Respondents were asked if homelessness had gotten better, worse or had not changed in the past year and past five years. Forty-six percent of respondents in District 5 reported homelessness had gotten worse in the past year, with 48% indicating it has worsened in the past five years. Positive feelings regarding quality of city services for taxes increased by 1 percentage point, to 41%. Forty-three percent of residents rated the direction the City is taking as good or very good, decreasing 3 percentage points from 2019. The residents in District 5 show very bad or bad ratings of smoothness of city streets (62%), speeding vehicles (56%) and availability of sidewalks (53%). District 5 resident approval ratings decreased in 2020 for new commercial or residential developments as an improvement to the area. However, they rated attractiveness of the developments well. Residents remain positive regarding the affordability of housing. However, approval of physical condition of housing in their district (55%) decreased 4 percentage points. Positive feelings regarding on-street parking and street lighting improved markedly over 2019. Those using bus services increased 9 percentage points, to 24% in 2020. District 5 has the lowest positive ratings on the overall direction of the City compared to other districts.

District 6

Respondents were asked if homelessness had gotten better, worse or had not changed in the past year and past five years. Fifty-one percent of respondents in District 6 reported homelessness had gotten worse in the past year, with 53% indicating it has worsened in the past five years. District 6 residents continue to positively rate Chattanooga as a place to live, work, retire and raise children. Ratings for these key quality of life factors increased from 2019, with the exception of Chattanooga as a place to retire, which decreased 2 percentage points. Perceptions of safety while walking alone improved, both day and night, over 2019 ratings. Positive ratings for smoothness of streets are up 2 percentage points from 2019, with unfavorable ratings decreasing 5 percentage points to 59%. Feelings regarding cleanliness of streets, speeding vehicles and safety of both pedestrians and bicyclists improved compared to last year. Positive feelings about value for taxes paid is 55%, the highest of our five-year lookback. Residents' positive feelings related to the overall direction the City is taking increased 5 percentage points compared to last year, at 55%. The average age of respondents in District 6 decreased in 2020 and the number of college-educated respondents increased.

City of Chattanooga
Addendum I to 2020 Community Survey: District Summaries
(Analysis Based on Mailed Survey Responses)

District 7

Respondents were asked if homelessness had gotten better, worse or had not changed in the past year and past five years. Fifty percent of respondents in District 7 reported homelessness had gotten worse in the past year, with 53% indicating it has worsened in the past five years. District 7 livability responses all increased with the exception of attitudes about Chattanooga as a place to work, when compared to 2019. District 7 responses indicate the lowest ratings in the City as a place to work, but positive ratings (67%) increased 7 percentage points compared to 2019. Residents reporting positive ratings on the direction the City is taking decreased to 49%, a decrease of 4 percentage points from 2019 and 7 percentage points from 2016. Residents report among the highest ratings of feeling safe downtown during day or night, although down from 2019. Residents show the highest positive ratings of any district for distance to public transit with ratings of good or very good at 75%. District 7 respondents report the best affordability of housing in the City. District 7 residents also report using bus service at the highest rate in the City. Positive feelings related to fire service was at 89%, a 7-percentage point decrease from 2019. Residents of District 7 rated new commercial and residential developments lower than 2019 for attractiveness and as an improvement to their neighborhood. Compared to 2019, respondents were younger, had less income and less education.

District 8

Respondents were asked if homelessness had gotten better, worse or had not changed in the past year and past five years. Fifty-two percent of respondents in District 8 reported homelessness had gotten worse in the past year, with 51% indicating it has worsened in the past five years. They have among the lowest positive ratings on Chattanooga as a place to work (71%), but ratings improved 2 percentage points compared to last year. Additionally, negative feelings about their neighborhood as a place to live, work, raise children, and retire have decreased since 2016. Residents feel less safe in their neighborhood than any other district. They also continue to not feel safe in nearby parks. Home break-ins are less likely to be reported to police than in other districts. After trending upward for the past five years, positive perceptions on quality of police service and conduct of officers decreased. Positive ratings on quality of police services (62%) and officer conduct (56%) are among the lowest of any district. Residents rate housing affordability among the worst of other districts. District 8 has the lowest positive ratings on access to shopping and parks, yet the highest ratings for access to sidewalks. District 8 has one of the highest usages of City YFD programs. The percentage of District 8 respondents with a college degree is 39%, an increase of 6 percentage points since 2016.

District 9

Respondents were asked if homelessness had gotten better, worse or had not changed in the past year and past five years. Forty-six percent of respondents in District 9 reported homelessness had gotten worse in the past year, with 48% indicating it has worsened in the past five years. Positive responses about Chattanooga as a place to live (86%) decreased 2 percentage points from 2019. Positive ratings on Chattanooga as a place to work (71%) decreased 3 percentage points from 2019. Residents have lower overall feelings of safety in their neighborhoods and nearby parks than any other district, but ratings are improved over 2019. They have positive feelings about new commercial and residential developments, but positive responses are lower than 2019. District 9 reports significantly lower positive responses than other districts on the overall quality of fire response (76%) and the speed of response (71%). District 9 is among the least satisfied with the value of services for taxes paid (46%). Satisfaction with police officer conduct (57%) increased 7 percentage points compared to 2019. Residents have among the lowest positive ratings in several areas: smoothness of streets, cleanliness of streets, speeding vehicles, on-street parking, safety of pedestrians and bicyclists, closeness of parks, and access to shopping. District 9 resident visits to City parks were 4 percentage points higher than in 2019. The percentage of District 9 respondents with a college degree is 47%, an increase of 6 percentage points since 2016.

City of Chattanooga
Addendum II to 2020 Community Survey
Comparison of online surveys to combined surveys

Ten thousand postcards were mailed to randomly chosen citizens inviting them to complete the Chattanooga Community Survey online. Seven-hundred-twenty citizens completed the online survey. The results from these surveys were often materially different from those received in the traditional mailed surveys. We have compiled totals of all surveys (mailed and online) and compared those results to the online responses. Below is a discussion of variances in the results of the combined vs. online surveys.

Those responding to the survey online, when compared to those in the entire survey population were, on average, younger, more affluent, more educated and lived in Chattanooga a shorter time. Forty-eight percent of responses to the online surveys were male compared to only 39 percent of the mailed survey responses. Sixty-three percent of online survey respondents were under 60 years of age compared to only 45 percent of mailed survey respondents. Seventy-two percent of online survey respondents had college degrees vs. 56 percent of mailed survey respondents. Generally, the online respondents had a more positive view of Chattanooga, although we did note some exceptions.

The responses to overall quality of life questions by online respondents were similar to combined responses. Online respondent's positive ratings of Chattanooga as a place to raise children and as a place to retire were 2 percentage points less than overall responses (at 69% and 70%, respectively).

Respondents to the online survey reported feeling safer in all categories surveyed. Below is a comparison of the percentage feeling very safe or safe for the combined and online surveys:

Comparison of Combined Surveys and Online Surveys
Feelings of Safety

	During the Day			At Night		
	Online Surveys	Combined Surveys	Variance	Online Surveys	Combined Surveys	Variance
In their Neighborhood	90%	86%	4%	68%	60%	8%
In the Park Closest to Home	81%	73%	8%	35%	30%	5%
Downtown	68%	64%	4%	31%	26%	5%

Online respondents were slightly less likely to have homes burglarized, but much more likely to have their vehicle burglarized (6%). They were 17 percentage points more likely to report home break-ins to police than the entire population of respondents.

Online respondents had a lower positive rating (56%) for conduct of police officers, 4 percentage points below the combined surveys. Speed of police response (48%) was 3 percentage points lower than combined survey response.

Online respondent's positive ratings for public works services were similar to slightly lower overall than the combined surveys. See chart below:

City of Chattanooga Addendum II to 2020 Community Survey Comparison of online surveys to combined surveys

Comparison of Combined Surveys and Online Surveys
Resident ratings stating an opinion of Public Works services
(percent with an opinion very satisfied or somewhat satisfied)

	Combined Surveys	Online Surveys	Variance
Garbage pick-up	91%	91%	0%
Yard waste pick-up	78%	76%	(2%)
Curbside recycling	81%	80%	(1%)
Water quality of lakes and streams	60%	60%	0%
Storm drainage	53%	51%	(2%)
Sewer	57%	57%	0%

Online respondents visited City parks on a daily or weekly basis more regularly (33%) than those in the combined surveys, and also had a higher opinion of them. A larger percentage participated in formal recreation activities than the combined surveys. They visited parks more frequently when compared to combined surveys.

City recreation program participants reporting online had positive ratings 2 percentage points greater than the combined surveys. Combined survey responses by citizens who had participated in City recreation programs were more favorable on affordability, variety of programming and quality of instruction when compared to online only responses.

Online survey results for smoothness of streets rated 58% very bad or bad, 1 percentage point lower than the combined surveys. Traffic during off-peak hours was rated very good or good (75%), or 7 percentage points higher than the surveys combined. Cleanliness of streets rated very good or good was 48%, 4 percentage points higher than combined responses. Speeding vehicles, pedestrian safety and safety of bicyclists all had slightly better positive ratings by online responders.

Online respondents were more pleased with new commercial developments near their neighborhood when compared to the combined surveys. They were more positive about a new developments' attractiveness and improvement to their neighborhood. Forty-five percent of online respondents reported a new residential development near their neighborhood, 5 percentage points higher than overall responses. Perceptions of the developments were similar to combined survey responses.

Online survey participants were more pleased with local government overall when compared to combined responses. Positive ratings on the value for taxes paid (48%) were 1 percentage point greater, while overall direction the City is taking (56%) was 4 percentage points higher and welcoming citizen involvement (46%) was 3 percentage points better than in the combined surveys.

The online survey respondents expressed more concern about homelessness when compared to those in the combined surveys. Fifty-four percent felt the issue has gotten worse in the past year and the last five years. Those concerns are seven and eight percentage points higher, respectively, than those expressed in the combined surveys.