

City of Chattanooga

# 2022 Community Survey Results

October 2022



Stan Sewell, CPA, CGFM, CFE  
City Auditor

Office of Internal Audit  
Chattanooga, TN



# OFFICE OF INTERNAL AUDIT

## Stan Sewell, City Auditor

October 21, 2022

To: Mayor Tim Kelly  
City Council  
City Department Heads  
Audit Committee Members

RE: City of Chattanooga 11th Annual Community Survey Results

This report presents the results of our 11th annual Community Survey. We asked Chattanooga residents about their views on a variety of city services, and over 5,000 residents responded from May to September. In addition to reporting on citywide data, we report survey data specific to each of Chattanooga's nine City Council districts.

Chattanooga residents continue to give high ratings to their city and neighborhoods on key quality of life indicators in 2022. 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, housing affordability, public safety and traffic related issues. The 2022 survey, like previous surveys, often showed significant differences in opinions based on the Council district surveyed. We have included summaries of a general analysis by Council district which contains brief comments that may be of interest at a district level.

We mailed the survey to 10,000 randomly-selected households. Seventeen percent of households receiving the survey responded. We mailed an additional 60,770 postcards with a link allowing residents to complete the survey online. As a result, an additional 3,376 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 provided in this report starting on page 32. We provide a detailed discussion of processes and procedures used for data collection in the methodology section of our report. We calculated the citywide survey accuracy to be within  $\pm 2.34$  percent.

In comparing the demographic information provided by survey respondents to 2020 Census data, 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. Raw results and summarized tables are provided in excel format on the City's website at [chattanooga.gov/internal-audit/community-surveys](http://chattanooga.gov/internal-audit/community-surveys).

We want to thank the 1,721 Chattanoogaans who took the time to complete the mailed survey, as well as the 3,376 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

# Table of Contents

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Introduction .....	1
<b>Survey Highlights</b>	
Public Safety.....	3
Public Works and Transportation.....	6
Parks and Recreation.....	8
Economic and Community Development.....	10
 Survey Methodology.....	 12
 City Council District Map.....	 15
 2022 Community Survey Form.....	 16
 District Summaries.....	 19
 Mailed Survey Data.....	 22
 Online Survey Data.....	 32
 Combined (online and mailed) Survey Data.....	 41

**Raw Data (in Microsoft Excel):**

[www.chattanooga.gov/internal-audit/community-surveys](http://www.chattanooga.gov/internal-audit/community-surveys)

**Detailed Results (in Microsoft Excel):**

[www.chattanooga.gov/internal-audit/community-surveys](http://www.chattanooga.gov/internal-audit/community-surveys)

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

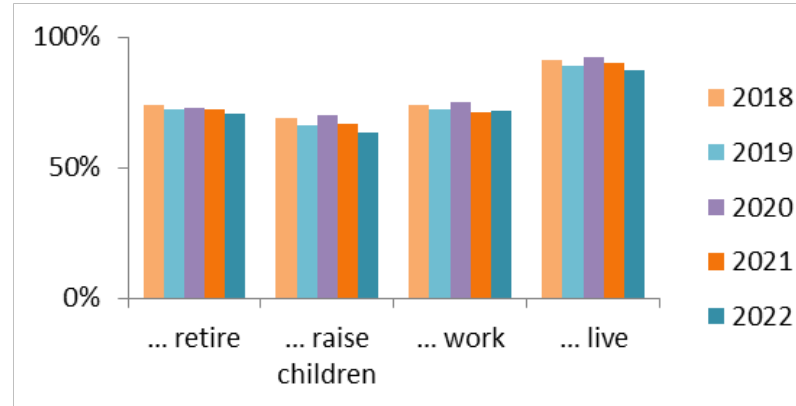
[www.chattanooga.gov/internal-audit/community-surveys](http://www.chattanooga.gov/internal-audit/community-surveys)

# Introduction

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

The Office of Internal Audit (OIA) conducted a survey of Chattanooga residents to gather their views of city services. This report provides an overview of perspectives expressed by over 1,721 residents who responded by mail. An additional 3,376 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 compilation of the online responses following this report. In future years, we plan to use the combined data or online only as a base for reporting trends.

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



Chattanoogans continue to give high ratings to their city and neighborhoods overall; lower ratings of value received from city government for taxes paid; and mixed reviews for the various city services. Although opinions in many areas remained consistent with prior years, we noted the following key areas for 2022.

- Although negative ratings on the smoothness of streets remain high at 59 percent, this represents a substantial decrease of 5 percentage points in negative perceptions when compared to prior year.
- Resident's opinions on housing affordability continues to be low. Forty percent rated housing affordability as very good or good, a 12 percentage point decrease from 2021 and a 27 percentage point decrease from 2012.
- Sixty-two percent of residents were positive about the physical condition of housing, a 4 percentage point decrease from 2021 and the lowest rating since 2012.
- Sixty-three percent of residents opined Chattanooga is a very good or good place to raise children, a decrease of 3 percentage points from 2021 and 7 percentage points from 2020.

# Introduction

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- Resident's opinions of the public library have improved with 50 percent rating the libraries as very good or good, a 5 percentage point increase over 2021 (46%).

We included a question regarding homelessness for 2022 and 2021. Citizens were given the opportunity to provide an opinion on the city's handling of the homeless problem in Chattanooga. Fifty-four percent of respondents rated the City's handling of homelessness as bad or very bad, a 6% percentage point increase of negative perceptions from 2021 (48%). Only 8 percent rated the City's handling of homelessness as good or very good.

This report contains highlights of survey results for the following city service areas: public safety, public works, transportation, parks, recreation, and community development.<sup>1</sup> In addition, we include a section explaining how we conducted the community survey and prepared the report. Survey data (including areas not highlighted within the report) is provided beginning on page 22.

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](http://www.chattanooga.gov/internal-audit)). We encourage City and community leaders to download the tables for analysis using various filters.

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<sup>1</sup> It should be noted 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 and fire remain positive in 2022.<sup>2</sup> While most residents feel safe in their neighborhoods and parks during the day, residents report feeling less safe downtown, particularly at night.

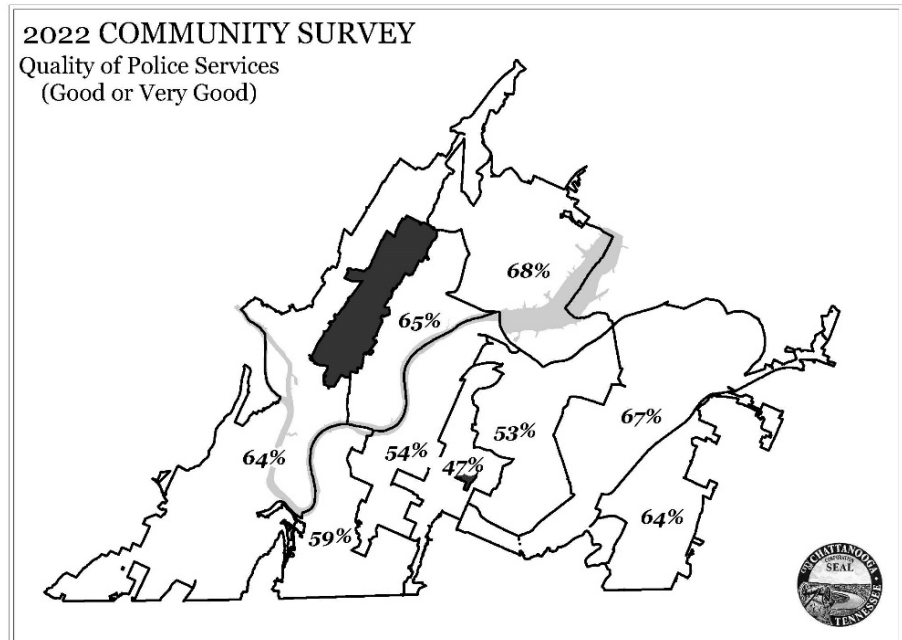
### Overall resident ratings of Police

(percent very good or good)

	2022	2021	2020	2019	2018
Police Services	61%	61%	66%	65%	66%
Police Conduct	56%	57%	61%	56%	62%
Speed of Response	47%	46%	52%	49%	48%

## ANALYSIS

A majority of residents rate the quality of police and fire services positively. Residents indicating an emergency interaction with police gave more positive ratings than others. Sixty-seven percent of residents with an emergency interaction rated police services and conduct as good or very good. Sixty-six percent of residents with emergency interaction rated speed of police response as good or very good. Overall ratings of police services by City Council district are presented below:



Quality of police services vary by district. Positive ratings for quality of services have decreased 8 percentage points in District 4; 6 percentage points in District 9; and 3 percentage points in Districts 1 and 5. Residents rating police services as good or very good improved by 8 percentage points in District 8 and 4 percentage points in Districts 3 and 7.

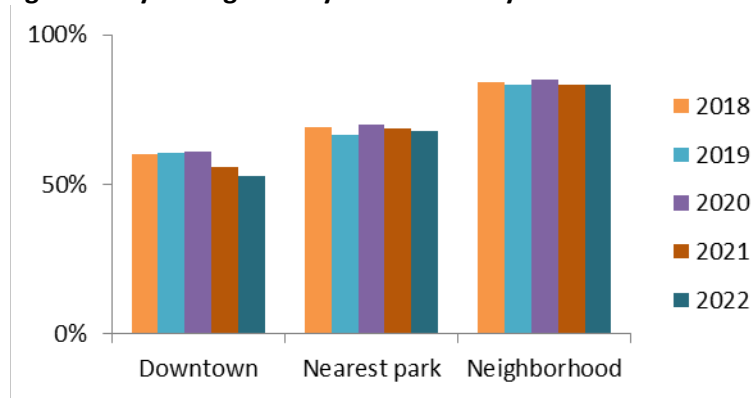
<sup>2</sup> The questions regarding 911 and Emergency Medical Services were removed from the 2022 Community Survey.

# Public Safety

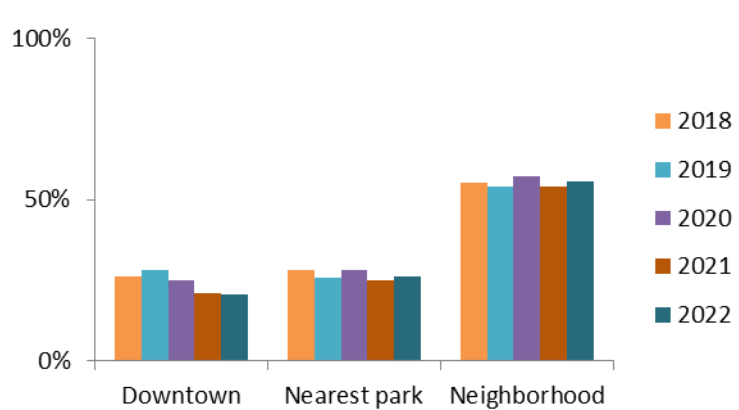
We asked citizens to specifically rate Fire department services this year. Overall, 65 percent of respondents' perceived the quality of fire services as good or very good. Sixty percent rated the conduct of personnel as good or very good and 59 percent rated the speed of response as good or very good.

Citywide, residents do not feel safe in their nearest park or downtown at night. In 2022, 51 percent of residents surveyed indicate they feel unsafe or very unsafe walking alone at night downtown. Residents feel safest in their neighborhood during the day. Feelings of safety during the day in the downtown area decreased 3 percentage points from 2021 with 53 percent of respondents rating safety as good or very good.

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



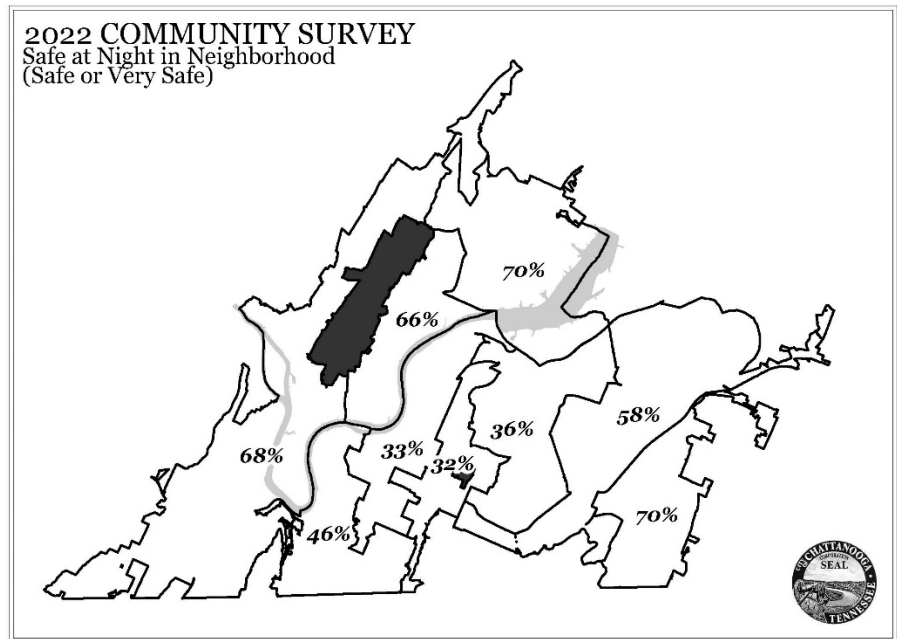
## Rating of safety at night as safe or very safe





# Public Safety

Feelings of safety at night in neighborhoods vary substantially among council districts. The highest positive ratings of perceived night safety are in City Council Districts 3 and 4, at 70 percent. City Council District 9 reports the lowest positive rating at 32 percent.



# Public Works and Transportation

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## OVERVIEW

Resident satisfaction with Public Works services is positive overall in 2022. 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.

Residents continue to be less enthusiastic about transportation related issues. Ratings on smoothness of streets have been poor since we began conducting the survey in 2012. Overall perceptions of traffic flow during off-peak hours remain positive while residents are less positive about traffic flow during peak hours. We noted perceptions of safety for pedestrians and bicyclists continue to trend downward with only 29 percent and 23 percent of respondents giving positive ratings, respectively.

## ANALYSIS

Overall satisfaction with Public Works services is positive. However, satisfaction with water quality, storm drainage and sewer<sup>3</sup> services do not rate as well as the traditional sanitation services. Eighty-nine percent of residents who responded with an opinion are very satisfied or somewhat satisfied with garbage pick-up. Seventy-four percent are very satisfied or somewhat satisfied with yard waste pick-up. Curbside recycling continues to show a decrease in satisfaction. Seventy-four percent are very satisfied or somewhat satisfied, a 4 percentage point decrease from 2021.

### Resident ratings stating an opinion of Public Works services

(percent with an opinion very satisfied or somewhat satisfied)

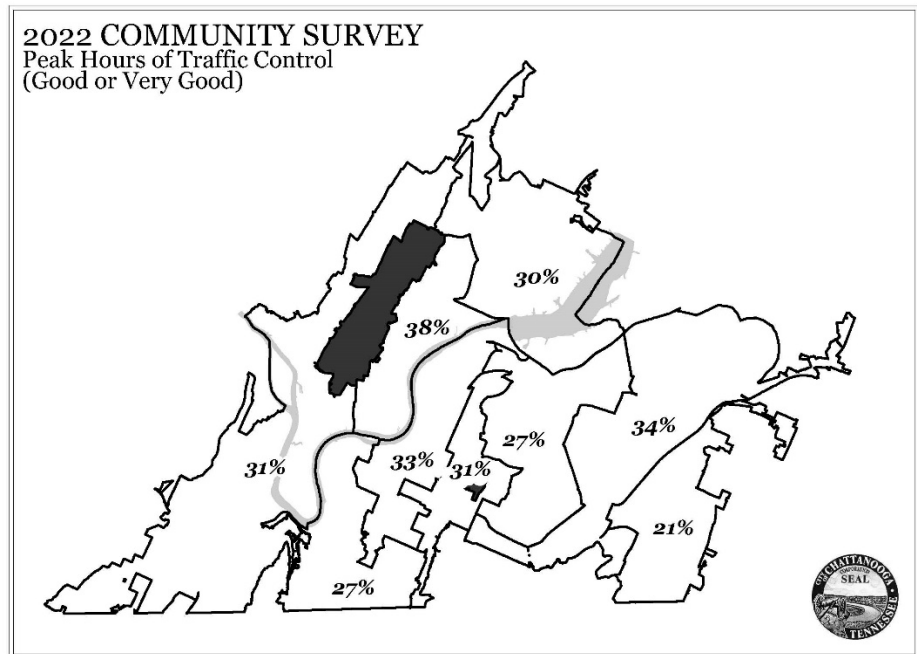
	2022	2021	2020	2019	2018
Garbage pick-up	89%	89%	92%	91%	92%
Yard waste pick-up	74%	73%	78%	76%	79%
Curbside recycling	74%	78%	81%	79%	79%
Water quality of lakes and streams	58%	56%	60%	53%	60%
Storm drainage		53%	53%	47%	52%
Sewer		54%	57%	53%	57%
Storm drainage & sewers (2022)	54%				

Overall positive ratings on peak hour traffic flow have trended downward since the inception of the community survey in 2012. In 2022, only 30 percent of residents rated traffic flow during peak hours as very good or good. As illustrated in the following exhibit, District 4 has the lowest (21%) positive perception of peak hour traffic flow while District 2 indicates the highest positive perception at 38 percent. In 2022, the majority of respondents (63%) continue to rate traffic flows during non-peak hours as very good or good.

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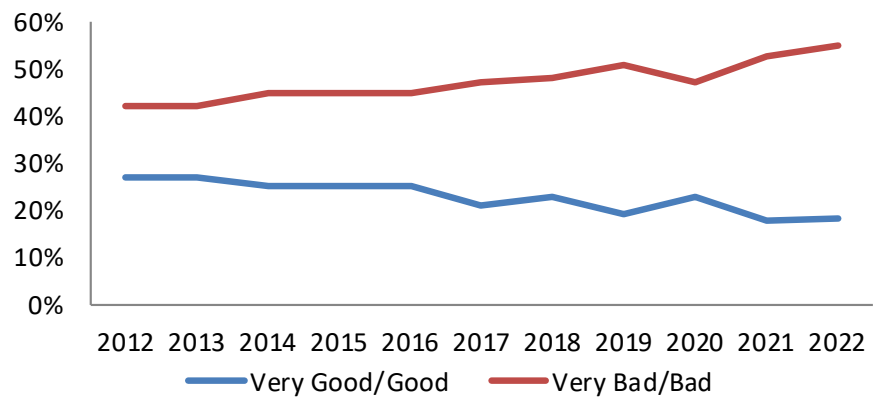
<sup>3</sup> The question was changed in 2022 and combines storm drainage & sewer. The combined rating of good and very good is 54% which is consistent when compared to the 2021 separated results.

# Public Works and Transportation



In 2022, street conditions showed a slight improvement with 21 percent rating smoothness of streets very good or good. This is a 2 percentage point increase from 2021. Perceptions of speeding vehicles were at the lowest positive rating since the inception of the survey in 2012 (27%), with only 18 percent of residents providing a good or very good rating.

**Residents rating of speeding vehicles**



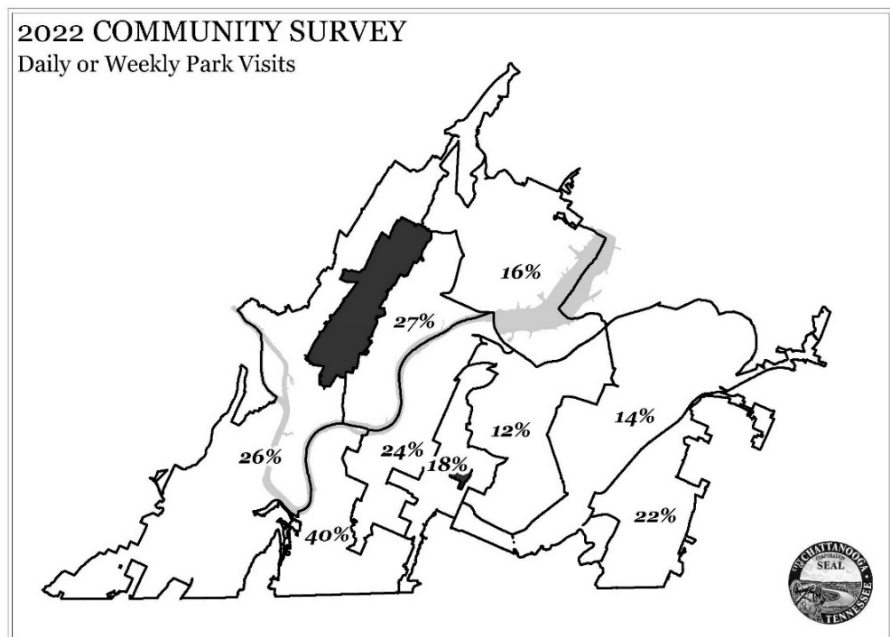
# Parks and Recreation

## OVERVIEW

In 2022, residents rate City parks and recreation programs positively. Thirty-nine percent visited a city park at least monthly. For those visiting, the majority rated the cleanliness (72%) and beauty (73%) of city parks as good or very good.<sup>4</sup> The majority of residents also rated city parks easy to find (85%).

## ANALYSIS

Sixty-three percent of residents report visiting a City greenway or trail in the past 12 months. Seventy-seven percent visit a City park at least a few times per year, a 4 percentage point increase from 2021. Twenty-one percent of residents report visiting a City park on a daily or weekly basis. Utilization of parks varies significantly among the nine council districts. The highest rate of regular park visits is 40 percent by residents in District 7; the lowest is 12 percent by residents in District 5.



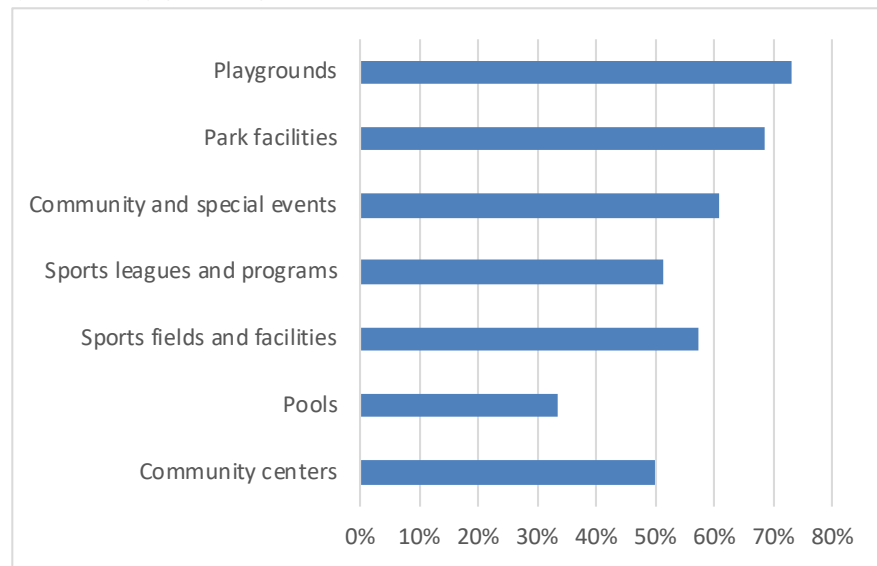
<sup>4</sup> Due to major changes to community survey questions related to parks and recreation, our analysis has limited historical data to use for comparison purposes.

# Parks and Recreation

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Residents who registered an opinion rate the quality of playgrounds, park facilities, community special events, and sports fields and facilities favorably. Residents had less favorable opinions of sports leagues and programs, pools and community centers. The following chart provides a graphical representation of these perceptions.

**Resident ratings of City parks and outdoor amenities**  
(percent very good or good of those that have visited)

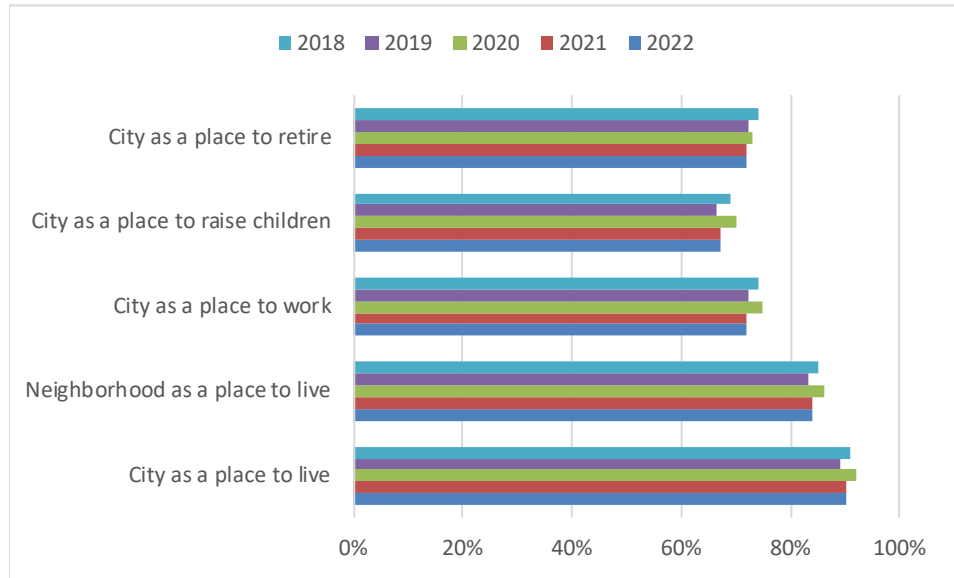


# Economic and Community Development

## OVERVIEW

Overall satisfaction with economic and community development remained positive in 2022. Residents rate their city and neighborhood highly on livability. Business owners continue to indicate Chattanooga is a good place to do business. Housing affordability, on-street parking, sidewalk availability and closeness to public transit continues to concern residents.

### Resident ratings of livability (percent very good or good)



## ANALYSIS

Citywide, 90 percent of residents feel positively about their city as a place to live. 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. Residents are not as positive about their ability to walk to public transit (36%), availability of sidewalks (35%) and on-street parking (32%). Resident's feelings about aspects of neighborhood livability vary by council district as represented below:

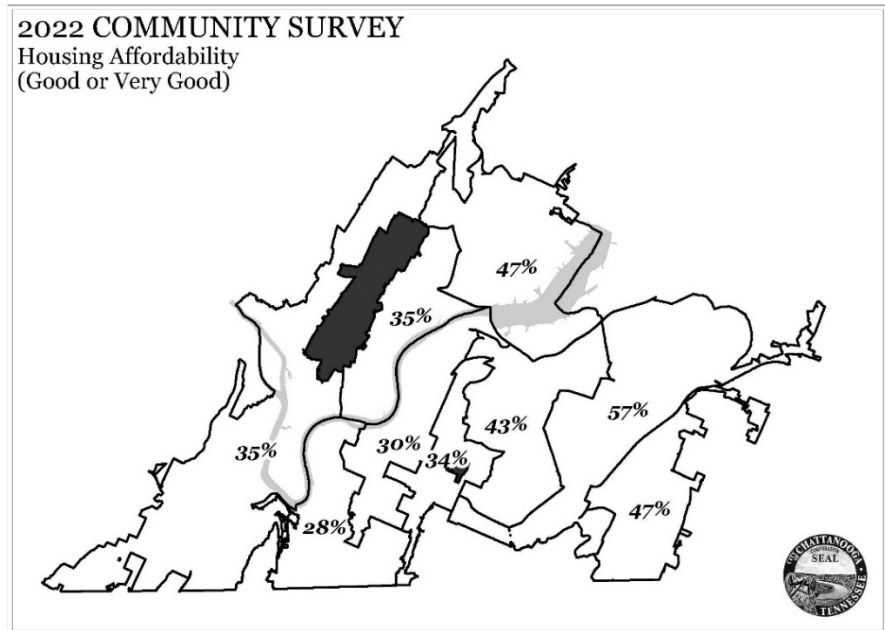
### Neighborhood Livability Factors 2022 (percent very good or good)

Council District	Close to parks	Close to transit	Access to shopping	Sidewalk availability	On-street parking	Housing Conditions	Housing Affordability
1	66%	11%	68%	41%	26%	69%	35%
2	74%	44%	90%	34%	46%	72%	35%
3	73%	12%	86%	24%	26%	73%	47%
4	70%	25%	95%	39%	31%	83%	47%
5	50%	31%	46%	12%	28%	50%	43%
6	49%	44%	80%	23%	38%	70%	57%
7	74%	71%	63%	65%	40%	46%	28%
8	59%	69%	36%	61%	45%	38%	30%
9	42%	47%	33%	31%	30%	39%	34%

# Economic and Community Development

Sixty-two percent of residents feel positively about the physical condition of housing in their neighborhoods, a 4 percentage point decrease from 2021. Ratings of housing condition vary widely by council district, with the highest positive ratings in District 4 (83%) and the lowest positive ratings in District 8 (38%).

In 2022, 40 percent of resident's rate housing affordability in their neighborhood positively, a 12 percentage point decrease from 2021 (52%) as well as 2020 (64%) and the lowest rating since we started conducting these surveys. The most positive rating on affordability is in District 6 with 57 percent. The lowest rating on housing affordability is in District 7 with 28 percent reporting positively.



In 2022, 35 percent of residents reported new commercial developments in their neighborhoods. Sixty-one percent feel positively about the attractiveness of the development. Forty-eight percent of residents indicate the additions are an improvement to their neighborhood as a place to live. Forty-seven percent of residents reported new residential developments in their neighborhood. Sixty-three percent rate the attractiveness of the development favorably and 44 percent feel the development is an improvement to their neighborhood.

Seventy-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 2021. Thirty-nine percent rate the City's efforts at welcoming citizen involvement as positive.

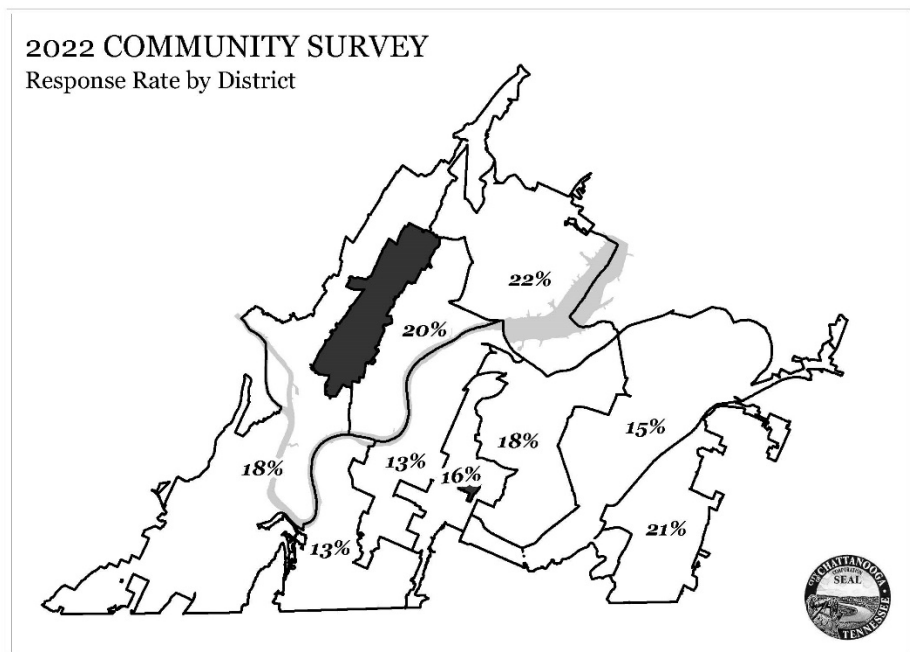
# Survey Methodology

OIA conducted its Community Survey for the eleventh year in 2022. The Office received responses May through September. 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 2022, we mailed an additional 60,770 postcards to remaining Chattanooga households providing the opportunity to complete the survey online. Survey responses are anonymous.

### Response Rate

In May 2022, 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 1,721 completed surveys, resulting in a citywide response rate of 17 percent. Response rates by city council district are represented below.



For 2022, we supplemented our standard survey mailing with 60,770 post cards, offering 100% of city households the opportunity to complete the survey. 3,376 of these residents completed the online survey, resulting in a 6% response rate. The results were analyzed separately from those obtained via the standard survey mailer.



## **Supplemental Online Impact on Comparability**

We received 1,721 responses to our mailed survey document and 3,376 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 3,376 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 did not include the results in our primary analysis for this annual report.

## **Survey Reliability**

The citywide survey margin of error, at the conventional 95 percent confidence level, is  $\pm 2.34$  percent based on the 1,721 completed surveys received by mail. Within each of the nine City Council Districts, the margin of error ranges from  $\pm 6.18$  to  $\pm 8.22$  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 2020 Census data in order to assess how closely our sample matched official census demographics. On a citywide level, our survey respondents are older and more educated than the population as a whole. We found that females are over-represented and minorities are under-represented among our respondents. These differences are very similar to previous years.

## **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.

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

## **Survey Comments**

To help keep respondent identities anonymous and maintain long-term consistency, OIA designed the survey without a specific section for written comments. Regardless, respondents wrote 244 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.

# Survey Methodology

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

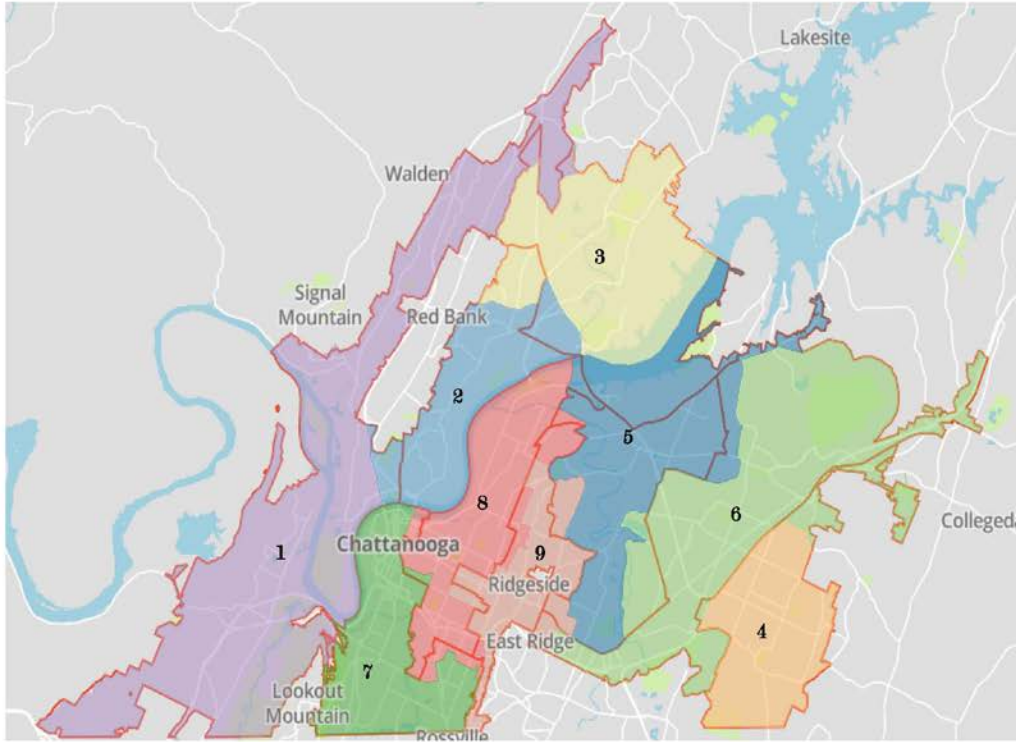
## **Audit Standards**

The Office of Internal Audit conducted the 2022 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 a City Council District map (page 15), a copy of the survey form (pages 16 through 18), a brief summary of our analysis at the individual Council District level (pages 19 through 21), and percentages for all mailed, online and combined (mailed and online) responses by City Council District (pages 22 through 50).

# City of Chattanooga Council Districts



The current Council District boundaries were effective as of May 2022.

- Chip Henderson, District 1
- Jenny Hill, District 2
- Ken Smith, District 3
- Darrin Ledford, District 4
- Isiah Hester, District 5
- Carol Berz, District 6
- Raquetta Dotley, District 7
- Marvene Noel, District 8
- Demetrus Coonrod, District 9



# Survey Form

## 2022 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 have an emergency interaction with the Chattanooga Police Department in the past 12 months?** Yes .....  No .....

**Q7 How do you rate Chattanooga Police Department 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 How do you rate Chattanooga Fire Department 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"/>
Speed of emergency response?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conduct of personnel?	<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 & Sewers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to city parks and greenways?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	Daily	Weekly	Monthly	A Few Times	Never	Don't Know
A City Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A City Greenway or Trail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Survey Form

Q11 How do you rate the following attributes of City parks and outdoor amenities near your home?

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beauty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fun	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy to Find	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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 & Outdoors activity or event? Yes .....  No .....

Q13 How satisfied are you with the following City facilities and services:

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Community Centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports Fields and Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports Leagues and Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community and Special Events	<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"/>
Community project or 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 How do you rate the City's handling of homelessness?  
 Very Good...  Good .....  Neutral .....  Bad.....  Very Bad.....  Don't Know..

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

# District Summaries

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## District 1

- In comparison to all city districts, respondents in District 1 had the highest ratings of satisfaction when asked about Chattanooga as a place to retire (78%), cleanliness of city streets (42%) and value of services for City taxes paid (45%).
- Respondents in District 1 indicate overall quality of bus services (CARTA) improved 6 percentage points since 2021 and 3 percentage points since 2018.
- Affordability of housing has decreased in positive ratings 18 percentage points since 2021 and 35 percentage points since 2018.
- Respondents' positive ratings on their satisfaction with yard-waste pick up and curbside recycling has trended down 5 and 11 percentage points since 2021, respectively.

## District 2

- In comparison to all city districts, respondents in District 2 had the highest ratings of satisfaction when asked about Chattanooga as a place to work (77%), safety during the day in the neighborhood (92%), closeness of parks (75%), and traffic during off-peak (72%) hours.
- Residents' positive ratings of street lighting improved 7 percentage points over 2021 with 66 percent rating street lighting as good or very good. However, positive ratings for on-street parking declined 6 percentage points since 2021.
- Twenty-one percent of residents feel walking alone downtown at night is safe or very safe, a 7 and 10 percentage point decline from 2021 and 2018, respectively.
- Affordability of housing has decreased in positive ratings 11 percentage points since 2021 and 24 percentage points since 2018.

## District 3

- In comparison to all city districts, respondents in District 3 had the highest ratings of satisfaction when asked about Chattanooga as a place to raise children (71%), satisfaction with garbage pickup (93%), yard waste pickup (73%), curbside recycling (73%), and water quality of lakes and streams (60%).
- Respondents' positive ratings on the value of services for taxes paid and the overall direction the City is taking has trended down 5 and 6 percentage points since 2021, respectively.
- The majority (68%) expressed positive feelings regarding the overall quality of police services, an increase of 4 percentage points from 2021.
- Affordability of housing has decreased in positive ratings 28 percentage points since 2018.

## District 4

- In comparison to all city districts, respondents in District 4 had the highest ratings of satisfaction when asked about Chattanooga as a place to live (94%), their neighborhood as a place to live (93%), feelings of safety in parks closest to them during the day (82%), access to City parks and greenways (82%), access to shopping and other services (95%), and physical condition of housing (83%).
- Respondents' positive ratings on the smoothness of city streets has improved 6 percentage points from 2021.
- Residents' positive rating of Chattanooga as a place to raise children is trended down 4 percentage points from 2021 (69%) and 11 percentage points from 2018 (75%).
- Affordability of housing has decreased in positive ratings 17 percentage points since 2021.

# District Summaries

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## District 5

- In comparison to all city districts, respondents in District 5 had the lowest ratings of perceived safety walking during the day in neighborhood parks (53%). Fifty-six percent of residents rated traffic flow during off-peak traffic hours as very good or good, the least favorable of all districts.
- Fifty-six percent of residents rated Chattanooga as a very good or good place to raise children, representing an 11 percentage point decline in positive ratings since 2021.
- Respondents' positive ratings on access to shopping and other services has trended down 18 percentage points since 2018.
- Affordability of housing has decreased in positive ratings 13 percentage points since 2021 and 20 percentage points since 2018.

## District 6

- In comparison to all city districts, respondents in District 6 had the highest ratings of satisfaction when asked about housing affordability (57%), overall quality of fire services (68%), and conduct of fire personnel (63%).
- Thirty-four percent of residents rated traffic flow during peak hours as good or very good, a 10 percentage point increase from 2021.
- Sixty-nine percent of respondents rated Chattanooga as a very good or good place to do business, a 5 percentage point improvement over 2021 and the highest rating among all districts.
- Respondents' positive ratings of the value of services for city taxes paid has decreased 9 percentage points since 2021.

## District 7

- In comparison to all city districts, respondents in District 7 had the highest ratings of satisfaction when asked about the overall direction the city is taking (51%), welcoming citizen involvement (46%), street lighting (68%), and availability of sidewalks (65%).
- Residents' positive perception of feeling safe walking downtown during the day was the highest of all districts (63%); however, it should be noted the 2022 rating is a decrease in positive ratings by 14 percentage points since 2021.
- Residents' satisfaction with garbage pickup and yard waste pickup improved 4 percentage points from 2021.
- Feelings of safety for pedestrians and bicyclists has continued to decline. Positive ratings for safety of pedestrians decreased 11 percentage points from 2021. Positive ratings for safety of bicyclists decreased 7 percentage points since 2021.



## District 8

- In comparison to all city districts, respondents in District 8 have among the lowest positive ratings on their neighborhood as a place to live (67%) and raise children (50%). Residents' positive perceptions on physical condition of housing (38%) represents the lowest amongst all districts. District 8's positive perceptions of safety walking during the day in their neighborhood (66%) was also the least positive district.
- Positive perceptions on Chattanooga as a good or very good place to work has notably improved 10 percentage points since 2021.
- Residents have the lowest positive ratings on curbside recycle (50%), representing a 4 and 7 percentage point decline in ratings since 2021 and 2018, respectively.
- Twenty-two percent of respondents rated city street smoothness as good or very good, an 11 percentage point improvement from 2021.

## District 9

- Residents' positive perception of feeling safe walking downtown during the night increased 8 percentage points from 2021. Perceived safety in neighborhoods during the day improved 5 percentage points in 2021.
- District 9 is among the least satisfied with the smoothness of city streets (13%) and cleanliness of streets (24%).
- Perceptions of District 9 residents on Chattanooga as a place to live, work and retire are the least positive among the nine districts.
- In comparison to all city districts, respondents in District 9 are the least satisfied with access to City parks and greenways.
- Residents reported the most emergency interaction with police (21%). Positive perceptions on quality of police services (47%) has declined 6 percentage points since 2021 and 19 percentage points over the past five years.

# 2022 Mailed Community Survey Data

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Number of total respondents by question are below percentages.

The following pages contain data for the 2022 Mailed  
Community Survey Responses

# 2022 Mailed Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total	2019 City Total	2018 City Total
1. Overall, how do you rate the quality of life in:														
a. Chattanooga as a place to live														
Very Good	44%	48%	45%	41%	26%	42%	33%	33%	30%	39%	44%	47%	43%	46%
Good	48%	45%	44%	53%	55%	50%	55%	43%	44%	49%	46%	45%	46%	45%
Neutral	3%	5%	10%	5%	15%	6%	7%	15%	20%	9%	9%	6%	8%	8%
Bad	4%	1%	1%	1%	2%	2%	3%	6%	7%	3%	1%	1%	2%	1%
Very Bad	0%	0%	1%	1%	1%	0%	1%	1%	0%	1%	0%	0%	1%	0%
Don't Know	1%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%
	187	221	242	236	193	163	139	136	168	1,685	1,766	2,224	2,012	1,952
b. Your neighborhood as a place to live														
Very Good	51%	59%	48%	44%	26%	40%	37%	25%	21%	41%	41%	45%	39%	41%
Good	39%	33%	39%	49%	48%	43%	42%	42%	47%	42%	43%	41%	44%	43%
Neutral	7%	7%	10%	5%	17%	14%	11%	16%	23%	12%	11%	10%	11%	12%
Bad	3%	0%	3%	2%	6%	2%	7%	11%	8%	4%	4%	3%	4%	2%
Very Bad	0%	0%	0%	0%	2%	0%	2%	5%	1%	1%	1%	1%	1%	0%
Don't Know	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%	0%	0%	0%
	189	219	239	229	190	161	135	131	163	1,656	1,749	2,181	1,986	1,930
c. Chattanooga as a place to work														
Very Good	30%	31%	28%	28%	21%	24%	26%	17%	18%	25%	28%	29%	26%	28%
Good	43%	46%	48%	47%	45%	46%	44%	50%	47%	46%	44%	46%	47%	46%
Neutral	14%	16%	15%	16%	23%	18%	16%	23%	22%	18%	17%	15%	17%	18%
Bad	2%	3%	2%	3%	4%	1%	6%	4%	6%	3%	3%	3%	3%	3%
Very Bad	2%	1%	0%	1%	3%	0%	0%	2%	4%	1%	0%	1%	1%	1%
Don't Know	10%	3%	7%	6%	3%	11%	7%	5%	3%	6%	8%	5%	6%	5%
	189	218	237	230	183	162	134	132	158	1,643	1,737	2,163	1,977	1,912
d. Chattanooga as a place to raise children														
Very Good	27%	31%	29%	27%	16%	24%	21%	18%	16%	24%	28%	30%	26%	28%
Good	43%	38%	41%	38%	41%	39%	38%	32%	41%	39%	39%	40%	41%	41%
Neutral	14%	18%	17%	18%	23%	17%	17%	31%	20%	19%	17%	16%	19%	18%
Bad	4%	2%	2%	3%	7%	4%	10%	7%	9%	5%	3%	3%	4%	3%
Very Bad	1%	0%	0%	1%	3%	0%	2%	3%	4%	1%	1%	1%	1%	1%
Don't Know	11%	10%	10%	13%	11%	17%	13%	9%	10%	12%	12%	10%	9%	8%
	189	217	238	230	189	160	133	131	159	1,646	1,736	2,166	1,979	1,920
e. Chattanooga as a place to retire														
Very Good	38%	37%	33%	36%	22%	34%	29%	22%	18%	31%	34%	34%	31%	34%
Good	40%	35%	40%	40%	45%	42%	43%	41%	37%	40%	38%	39%	41%	40%
Neutral	12%	13%	15%	16%	20%	13%	11%	22%	29%	17%	16%	16%	15%	16%
Bad	5%	2%	4%	2%	5%	3%	3%	5%	6%	4%	3%	2%	4%	3%
Very Bad	1%	1%	0%	1%	1%	0%	2%	3%	1%	1%	1%	1%	2%	1%
Don't Know	4%	11%	7%	6%	7%	8%	12%	8%	9%	8%	8%	7%	7%	6%
	188	217	240	231	193	159	134	133	163	1,658	1,743	2,165	1,978	1,917
2. How safe would you feel walking alone during the day:														
a. In your neighborhood?														
Very Safe	59%	61%	52%	59%	27%	46%	41%	29%	27%	46%	47%	50%	45%	47%
Safe	31%	31%	38%	32%	42%	40%	37%	37%	46%	37%	36%	35%	39%	37%
Neutral	6%	4%	7%	6%	17%	7%	10%	16%	11%	9%	9%	8%	9%	9%
Unsafe	2%	3%	2%	3%	10%	5%	6%	10%	9%	5%	6%	4%	5%	5%
Very Unsafe	1%	1%	1%	0%	3%	1%	4%	7%	4%	2%	1%	1%	2%	1%
Don't Know	1%	0%	0%	0%	2%	0%	1%	1%	3%	1%	0%	1%	0%	0%
	191	222	240	237	192	164	139	135	170	1,690	1,782	2,225	2,029	1,973
b. In the park closest to you?														
Very Safe	32%	39%	25%	38%	12%	23%	34%	23%	17%	28%	29%	31%	27%	30%
Safe	42%	39%	41%	44%	41%	41%	36%	36%	38%	40%	40%	40%	40%	39%
Neutral	13%	11%	19%	10%	24%	15%	11%	20%	23%	16%	16%	16%	18%	15%
Unsafe	4%	6%	8%	3%	12%	9%	13%	12%	12%	8%	7%	6%	8%	8%
Very Unsafe	1%	1%	1%	0%	4%	1%	3%	5%	5%	2%	2%	2%	2%	1%
Don't Know	8%	3%	6%	5%	6%	11%	3%	5%	6%	6%	6%	6%	6%	6%
	190	218	238	230	185	162	135	130	163	1,651	1,747	2,173	1,984	1,943
c. Downtown?														
Very Safe	14%	18%	12%	14%	9%	14%	30%	20%	22%	16%	17%	21%	19%	19%
Safe	41%	40%	30%	32%	39%	40%	33%	39%	40%	37%	38%	40%	42%	41%
Neutral	22%	22%	31%	30%	25%	22%	20%	20%	19%	24%	24%	22%	22%	19%
Unsafe	15%	12%	18%	17%	15%	14%	12%	13%	12%	14%	12%	10%	10%	12%
Very Unsafe	5%	6%	4%	5%	6%	4%	2%	2%	4%	4%	4%	3%	4%	4%
Don't Know	3%	2%	5%	3%	6%	6%	3%	6%	4%	4%	5%	4%	3%	4%
	184	217	236	229	186	162	135	132	162	1,643	1,746	2,163	1,982	1,941
3. How safe would you feel walking alone at night:														
a. In your neighborhood?														
Very Safe	26%	31%	32%	32%	9%	17%	11%	10%	11%	21%	22%	23%	21%	22%
Safe	42%	35%	38%	38%	27%	41%	35%	23%	21%	34%	32%	33%	33%	34%
Neutral	15%	15%	15%	16%	24%	17%	17%	17%	22%	17%	16%	16%	16%	17%
Unsafe	14%	12%	10%	12%	26%	20%	21%	25%	26%	18%	20%	19%	20%	18%
Very Unsafe	2%	4%	4%	1%	13%	5%	14%	21%	17%	8%	9%	7%	8%	7%
Don't Know	1%	2%	2%	1%	1%	0%	2%	3%	3%	2%	2%	2%	2%	2%
	187	221	240	234	191	163	139	132	172	1,679	1,777	2,229	2,017	1,964

# 2022 Mailed Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total	2019 City Total	2018 City Total
<b>b. In the park closest to you?</b>														
Very Safe	6%	7%	6%	7%	2%	6%	5%	5%	5%	6%	6%	7%	6%	7%
Safe	27%	28%	16%	22%	15%	21%	24%	17%	12%	21%	19%	21%	20%	22%
Neutral	29%	28%	29%	32%	26%	25%	24%	25%	22%	27%	26%	25%	27%	26%
Unsafe	25%	24%	33%	25%	33%	26%	28%	26%	31%	28%	30%	29%	28%	27%
Very Unsafe	6%	7%	8%	4%	16%	9%	14%	22%	21%	11%	11%	9%	11%	10%
Don't Know	8%	6%	7%	9%	9%	13%	4%	5%	9%	8%	8%	8%	8%	8%
	190	217	237	232	186	159	135	130	162	1,648	1,755	2,166	1,985	1,942
<b>c. Downtown?</b>														
Very Safe	3%	2%	0%	2%	4%	4%	8%	6%	9%	4%	3%	5%	5%	4%
Safe	13%	19%	13%	14%	13%	16%	27%	24%	22%	17%	18%	19%	24%	22%
Neutral	23%	26%	24%	21%	28%	29%	20%	21%	20%	24%	26%	27%	26%	25%
Unsafe	37%	32%	35%	35%	36%	29%	30%	27%	31%	33%	30%	28%	27%	26%
Very Unsafe	20%	18%	21%	24%	14%	17%	12%	17%	14%	18%	17%	15%	14%	16%
Don't Know	4%	2%	6%	4%	6%	6%	4%	5%	6%	5%	6%	6%	5%	5%
	189	219	238	235	192	161	133	131	162	1,660	1,753	2,164	1,994	1,934
<b>4a. Did anyone break into, or burglarize, your home during the last 12 months?</b>														
Yes	4%	4%	1%	3%	8%	3%	8%	7%	7%	5%	5%	5%	6%	7%
No	96%	96%	99%	97%	92%	97%	92%	93%	93%	95%	95%	95%	94%	93%
	187	221	238	236	196	161	138	135	172	1,684	1,788	2,233	2,024	1,978
<b>4b. If yes, was it reported to the police?</b>														
Yes	67%	80%	100%	75%	71%	100%	67%	56%	80%	73%	69%	70%	68%	76%
No	33%	20%	0%	25%	29%	0%	33%	44%	20%	27%	31%	30%	32%	24%
	3	5	3	4	7	1	9	9	10	51	59	82	114	82
<b>5. Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?</b>														
Yes	19%	16%	9%	12%	25%	20%	28%	28%	20%	19%	18%	15%	15%	15%
No	81%	84%	91%	88%	75%	80%	72%	72%	80%	81%	82%	85%	85%	85%
	189	220	242	234	194	161	138	134	168	1,680	1,772	2,205	2,005	1,954
<b>a. If yes, was it reported to the police?</b>														
Yes	34%	44%	50%	40%	39%	37%	32%	39%	43%	39%	42%	40%	42%	53%
No	66%	56%	50%	60%	61%	63%	68%	61%	57%	61%	58%	60%	58%	47%
	32	32	18	25	38	30	37	36	30	278	298	302	291	251
<b>6. Did you have an emergency interaction with the Chattanooga Police Department in the past 12 months?</b>														
Yes	10%	12%	10%	9%	18%	13%	20%	14%	21%	13%				
No	90%	88%	90%	91%	82%	87%	80%	86%	79%	87%				
	188	222	240	234	190	162	138	135	166	1,675				
<b>7. How do you rate police services on the following:</b>														
<b>a. Overall quality of services?</b>														
Very Good	24%	22%	27%	24%	17%	30%	20%	15%	9%	21%	22%	23%	20%	23%
Good	40%	43%	41%	40%	36%	37%	39%	39%	38%	39%	39%	42%	45%	43%
Neutral	13%	16%	15%	16%	30%	14%	20%	25%	28%	19%	20%	18%	17%	18%
Bad	3%	2%	2%	2%	3%	3%	4%	6%	8%	3%	3%	2%	3%	2%
Very Bad	1%	1%	1%	0%	0%	2%	2%	3%	3%	1%	2%	1%	1%	1%
Don't Know	20%	17%	13%	18%	14%	14%	15%	12%	14%	15%	14%	14%	13%	13%
	189	217	241	235	195	159	138	137	171	1,682	1,766	2,191	1,982	1,934
<b>b. Conduct of police officers?</b>														
Very Good	24%	24%	28%	26%	15%	31%	22%	12%	11%	22%	22%	23%	20%	25%
Good	34%	32%	37%	35%	35%	31%	29%	36%	33%	34%	35%	38%	36%	37%
Neutral	15%	19%	16%	15%	29%	16%	24%	25%	33%	21%	21%	19%	21%	19%
Bad	2%	2%	3%	4%	3%	4%	6%	8%	7%	4%	5%	4%	5%	3%
Very Bad	2%	1%	2%	0%	1%	2%	3%	3%	3%	2%	2%	2%	3%	1%
Don't Know	23%	21%	15%	20%	18%	17%	16%	16%	14%	18%	17%	15%	14%	14%
	189	214	240	235	194	159	136	136	167	1,670	1,755	2,160	1,969	1,920
<b>c. Speed of emergency police response?</b>														
Very Good	15%	16%	18%	18%	15%	25%	15%	13%	11%	16%	17%	18%	15%	18%
Good	32%	28%	33%	29%	32%	29%	30%	31%	33%	31%	29%	34%	34%	30%
Neutral	13%	21%	18%	20%	23%	18%	20%	28%	23%	20%	21%	18%	21%	21%
Bad	4%	2%	2%	3%	5%	4%	6%	6%	5%	4%	4%	3%	4%	3%
Very Bad	0%	1%	1%	0%	2%	1%	1%	4%	5%	1%	2%	1%	2%	1%
Don't Know	37%	32%	28%	29%	23%	24%	29%	19%	23%	28%	27%	27%	25%	26%
	189	217	237	234	192	157	136	135	167	1,664	1,752	2,160	1,959	1,911
<b>8. How do you rate Chattanooga Fire Department services on the following:</b>														
<b>a. Overall quality of services?</b>														
Very Good	37%	35%	36%	32%	31%	41%	32%	26%	26%	33%				
Good	28%	29%	31%	29%	35%	27%	27%	39%	42%	31%				
Neutral	5%	10%	11%	10%	12%	5%	10%	10%	11%	9%				
Bad	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%				
Very Bad	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%				
Don't Know	29%	27%	31%	29%	35%	27%	27%	39%	42%	26%				
	187	220	242	235	194	160	137	136	171	1,682				

# 2022 Mailed Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals					
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total	2019 City Total	2018 City Total	
<b>b. Speed of emergency response?</b>															
Very Good	34%	32%	29%	31%	29%	38%	29%	26%	26%	30%	29%	38%	29%	38%	29%
Good	25%	26%	31%	26%	34%	25%	38%	38%	38%	29%	38%	29%	38%	29%	38%
Neutral	6%	10%	10%	8%	12%	6%	9%	10%	10%	9%	10%	9%	10%	10%	9%
Bad	1%	0%	0%	0%	1%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%
Very Bad	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%
Don't Know	35%	33%	29%	35%	26%	31%	35%	24%	25%	31%	31%	24%	25%	31%	31%
	187	219	239	236	191	161	137	134	167	1,671					
<b>c. Conduct of personnel?</b>															
Very Good	36%	31%	34%	31%	27%	38%	29%	27%	31%	32%	31%	34%	31%	31%	32%
Good	24%	26%	27%	25%	31%	26%	26%	33%	31%	27%	27%	26%	26%	27%	27%
Neutral	6%	10%	11%	9%	13%	7%	9%	16%	11%	10%	10%	11%	10%	10%	10%
Bad	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Very Bad	0%	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%
Don't Know	33%	33%	28%	35%	28%	30%	34%	23%	26%	30%	30%	23%	26%	30%	30%
	187	220	239	236	193	160	137	133	167	1,672					
<b>9. How do you rate satisfaction with the following:</b>															
<b>a. Garbage Pick-up?</b>															
Very Satisfied	61%	61%	68%	65%	59%	66%	44%	48%	59%	60%	63%	71%	65%	67%	67%
Somewhat Satisfied	23%	24%	24%	22%	28%	21%	41%	33%	26%	26%	24%	19%	23%	23%	
Neutral	5%	7%	4%	3%	7%	6%	7%	10%	6%	6%	5%	4%	5%	4%	
Somewhat Dissatisfied	5%	4%	3%	4%	5%	2%	3%	5%	6%	4%	4%	2%	3%	3%	
Very Dissatisfied	0%	1%	0%	1%	1%	1%	3%	1%	2%	1%	1%	1%	1%	1%	
Don't Know	6%	2%	1%	5%	1%	4%	1%	3%	1%	3%	3%	2%	3%	2%	
	192	223	240	237	196	163	136	135	172	1,694	1,786	2,227	2,027	1,963	
<b>b. Yard-waste Pick-up?</b>															
Very Satisfied	36%	37%	41%	39%	38%	43%	19%	24%	33%	35%	37%	41%	40%	45%	
Somewhat Satisfied	23%	29%	32%	28%	30%	23%	33%	33%	32%	29%	26%	28%	27%	25%	
Neutral	10%	12%	9%	8%	14%	14%	15%	14%	11%	11%	11%	9%	11%	10%	
Somewhat Dissatisfied	10%	10%	8%	9%	12%	5%	7%	8%	10%	9%	8%	7%	8%	6%	
Very Dissatisfied	3%	2%	1%	2%	3%	4%	4%	5%	6%	3%	4%	3%	2%	3%	
Don't Know	19%	10%	9%	15%	4%	12%	23%	17%	7%	12%	13%	11%	12%	12%	
	191	220	239	234	192	162	137	133	167	1,675	1,755	2,202	1,998	1,946	
<b>c. Curbside Recycling?</b>															
Very Satisfied	39%	39%	49%	51%	39%	46%	25%	24%	40%	41%	46%	51%	47%	49%	
Somewhat Satisfied	18%	29%	25%	22%	23%	20%	31%	26%	20%	24%	20%	18%	20%	18%	
Neutral	15%	12%	9%	9%	17%	14%	15%	22%	14%	13%	12%	10%	12%	11%	
Somewhat Dissatisfied	6%	9%	5%	3%	6%	3%	8%	9%	5%	6%	5%	3%	4%	4%	
Very Dissatisfied	4%	4%	3%	2%	2%	1%	5%	4%	8%	4%	3%	2%	2%	3%	
Don't Know	18%	7%	10%	12%	14%	16%	16%	15%	14%	13%	15%	15%	15%	15%	
	192	219	241	235	191	160	137	132	168	1,675	1,739	2,179	1,987	1,932	
<b>d. Water Quality of Lakes and Streams?</b>															
Very Satisfied	19%	14%	28%	24%	17%	22%	15%	16%	15%	19%	18%	21%	18%	19%	
Somewhat Satisfied	32%	34%	32%	31%	25%	31%	29%	30%	22%	30%	29%	29%	28%	31%	
Neutral	21%	26%	17%	25%	24%	16%	19%	20%	26%	22%	21%	20%	24%	20%	
Somewhat Dissatisfied	11%	10%	7%	6%	12%	9%	13%	9%	7%	9%	10%	9%	11%	9%	
Very Dissatisfied	4%	6%	3%	3%	5%	4%	7%	4%	9%	5%	5%	4%	5%	4%	
Don't Know	14%	10%	12%	12%	18%	18%	16%	21%	22%	15%	17%	16%	15%	17%	
	189	217	241	232	191	162	136	128	167	1,663	1,758	2,174	1,987	1,943	
<b>e. Storm Drainage &amp; Sewer?</b>															
Very Satisfied	18%	19%	24%	22%	15%	22%	15%	13%	16%	19%	18%	21%	18%	19%	
Somewhat Satisfied	34%	32%	29%	35%	29%	29%	26%	31%	19%	30%	29%	29%	28%	31%	
Neutral	17%	15%	23%	19%	20%	11%	25%	22%	21%	19%	19%	19%	19%	19%	
Somewhat Dissatisfied	13%	14%	9%	12%	17%	19%	16%	11%	19%	14%	14%	14%	14%	14%	
Very Dissatisfied	10%	11%	8%	4%	9%	6%	6%	8%	13%	8%	8%	8%	8%	8%	
Don't Know	8%	10%	7%	8%	9%	13%	12%	15%	12%	10%	10%	10%	10%	10%	
	191	221	239	237	191	160	137	131	165	1,672					
<b>f. Access to city parks and greenways?</b>															
Very Satisfied	46%	51%	55%	49%	38%	44%	49%	40%	32%	46%	46%	46%	43%	42%	
Somewhat Satisfied	25%	28%	26%	32%	32%	30%	31%	28%	27%	29%	29%	29%	28%	31%	
Neutral	17%	13%	13%	11%	17%	16%	10%	12%	20%	14%	14%	14%	14%	14%	
Somewhat Dissatisfied	4%	4%	1%	3%	2%	2%	4%	6%	8%	3%	3%	3%	3%	3%	
Very Dissatisfied	2%	1%	0%	1%	1%	1%	1%	3%	3%	1%	1%	1%	1%	1%	
Don't Know	7%	3%	5%	3%	11%	7%	5%	11%	10%	6%	6%	6%	6%	6%	
	191	220	240	235	189	160	137	130	165	1,667					
<b>10. In the past 12 months, how many times did you visit:</b>															
<b>a. A City Park</b>															
Daily	5%	3%	2%	0%	1%	1%	10%	5%	4%	3%	4%	4%	3%	3%	
Weekly	21%	24%	13%	21%	11%	13%	30%	19%	14%	18%	18%	18%	16%	16%	
Monthly	16%	21%	17%	20%	18%	17%	15%	15%	12%	17%	12%	15%	15%	15%	
A Few Times	40%	36%	45%	40%	38%	36%	28%	33%	39%	38%	38%	38%	43%	42%	
Never	17%	14%	22%	16%	29%	32%	14%	24%	31%	22%	26%	23%	21%	22%	
Don't Know	1%	2%	1%	2%	2%	1%	2%	4%	0%	2%	2%	2%	1%	2%	
	191	221	242	237	195	163	138	131	168	1,686	1,781	2,225	2,025	1,972	

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Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total	2019 City Total	2018 City Total
<b>b. A City Greenway or Trail</b>														
Daily	4%	4%	3%	0%	3%	2%	16%	2%	2%	4%				
Weekly	17%	20%	15%	10%	11%	10%	24%	14%	10%	14%				
Monthly	16%	18%	18%	15%	8%	15%	12%	18%	14%	15%				
A Few Times	38%	27%	34%	35%	29%	30%	21%	23%	29%	30%				
Never	21%	29%	30%	36%	45%	41%	24%	37%	45%	34%				
Don't Know	4%	3%	1%	3%	4%	2%	4%	8%	1%	3%				
	189	221	240	235	192	162	135	133	168	1,675				
<b>11. How do you rate the following attributes of City parks and outdoor amenities near you home?</b>														
<b>a. Cleanliness</b>														
Very Good	27%	26%	32%	31%	18%	25%	29%	21%	14%	25%				
Good	50%	50%	44%	48%	43%	45%	51%	43%	47%	47%				
Neutral	11%	12%	12%	12%	19%	17%	10%	20%	20%	14%				
Bad	4%	2%	2%	2%	6%	2%	1%	4%	7%	3%				
Very Bad	1%	0%	1%	0%	1%	0%	0%	4%	2%	1%				
Don't Know	7%	10%	9%	6%	14%	12%	8%	10%	10%	9%				
	192	223	239	232	191	163	139	136	166	1,681				
<b>b. Beauty</b>														
Very Good	34%	31%	37%	31%	23%	27%	35%	22%	11%	28%				
Good	46%	44%	45%	48%	38%	44%	47%	43%	49%	45%				
Neutral	11%	14%	10%	14%	23%	17%	11%	18%	24%	15%				
Bad	3%	1%	0%	2%	3%	1%	0%	6%	5%	2%				
Very Bad	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%				
Don't Know	7%	10%	8%	6%	14%	12%	7%	10%	10%	9%				
	190	220	240	233	184	163	137	134	166	1,667				
<b>c. Fun</b>														
Very Good	23%	26%	27%	22%	14%	18%	29%	18%	12%	21%				
Good	42%	42%	41%	42%	38%	41%	42%	44%	37%	41%				
Neutral	23%	21%	22%	27%	28%	28%	19%	18%	32%	24%				
Bad	1%	0%	0%	2%	5%	1%	1%	5%	7%	2%				
Very Bad	1%	0%	0%	0%	1%	0%	0%	1%	1%	0%				
Don't Know	10%	11%	10%	7%	15%	13%	9%	13%	11%	11%				
	189	219	240	233	184	160	137	136	165	1,661				
<b>d. Easy to Find</b>														
Very Good	30%	34%	36%	36%	24%	28%	38%	25%	15%	30%				
Good	48%	44%	43%	47%	42%	40%	46%	49%	43%	45%				
Neutral	13%	12%	13%	9%	18%	18%	9%	16%	26%	14%				
Bad	1%	0%	0%	2%	3%	1%	1%	1%	6%	2%				
Very Bad	2%	0%	0%	0%	1%	0%	0%	1%	1%	1%				
Don't Know	6%	9%	8%	6%	12%	13%	6%	7%	9%	8%				
	190	218	240	233	185	160	137	136	164	1,661				
<b>e. Facilities</b>														
Very Good	19%	22%	19%	20%	13%	15%	25%	14%	10%	18%				
Good	42%	40%	46%	42%	31%	39%	40%	41%	34%	40%				
Neutral	22%	22%	18%	25%	33%	29%	19%	26%	36%	25%				
Bad	4%	2%	3%	2%	5%	1%	4%	5%	7%	4%				
Very Bad	2%	0%	0%	0%	1%	0%	0%	3%	2%	1%				
Don't Know	12%	14%	14%	9%	17%	16%	12%	12%	12%	13%				
	189	218	240	233	183	161	134	133	163	1,649				
<b>f. Playgrounds</b>														
Very Good	21%	17%	19%	21%	13%	16%	27%	13%	12%	18%				
Good	35%	40%	37%	38%	32%	34%	33%	43%	33%	36%				
Neutral	17%	19%	19%	19%	25%	21%	19%	20%	30%	20%				
Bad	3%	2%	1%	2%	3%	2%	2%	4%	4%	2%				
Very Bad	1%	0%	0%	1%	1%	1%	0%	3%	3%	1%				
Don't Know	24%	23%	24%	19%	25%	27%	19%	17%	19%	22%				
	191	217	239	234	186	161	135	135	166	1,659				
<b>12. In the past 12 months, did anyone in your household participate in a Chattanooga Parks &amp; Outdoors activity or event?</b>														
Yes	32%	25%	17%	22%	26%	17%	33%	30%	25%	25%				
No	68%	75%	83%	78%	74%	83%	67%	70%	75%	75%				
	180	209	223	222	179	151	132	126	161	1,583				
<b>13. How satisfied are you with the following City facilities and services:</b>														
<b>a. Community Centers</b>														
Very Satisfied	14%	10%	9%	8%	10%	8%	12%	14%	13%	11%				
Satisfied	11%	12%	15%	11%	24%	15%	19%	22%	23%	16%				
Neutral	18%	20%	23%	23%	25%	22%	20%	24%	21%	22%				
Somewhat Dissatisfied	5%	3%	1%	3%	5%	2%	9%	5%	2%	4%				
Very Dissatisfied	2%	1%	1%	1%	1%	1%	1%	4%	6%	2%				
Don't Know	51%	54%	51%	54%	36%	53%	39%	32%	34%	46%				
	192	220	237	233	194	164	138	136	169	1,683				

# 2022 Mailed Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals					
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total	2019 City Total	2018 City Total	
<b>b. Pools</b>															
Very Satisfied	6%	5%	6%	6%	7%	8%	7%	8%	7%	7%	8%	7%	8%	8%	
Satisfied	4%	5%	8%	5%	15%	6%	9%	9%	12%	8%	12%	9%	12%	8%	
Neutral	20%	23%	22%	23%	25%	23%	18%	27%	25%	23%	23%	23%	23%	23%	
Somewhat Dissatisfied	3%	2%	0%	3%	4%	4%	7%	6%	4%	3%	4%	3%	3%	3%	
Very Dissatisfied	4%	3%	2%	3%	1%	0%	2%	3%	5%	2%	3%	2%	2%	2%	
Don't Know	63%	63%	62%	61%	48%	59%	57%	46%	46%	57%	57%	57%	57%	57%	
	191	217	239	233	190	165	136	132	163	1,666					
<b>c. Sports Fields and Facilities</b>															
Very Satisfied	15%	12%	18%	14%	9%	13%	13%	14%	14%	14%	14%	14%	14%	14%	
Satisfied	18%	20%	18%	16%	23%	9%	16%	20%	21%	18%	18%	18%	18%	18%	
Neutral	17%	17%	16%	24%	27%	23%	17%	23%	24%	21%	21%	21%	21%	21%	
Somewhat Dissatisfied	1%	3%	1%	2%	2%	2%	4%	5%	2%	2%	2%	2%	2%	2%	
Very Dissatisfied	2%	0%	1%	0%	1%	0%	1%	3%	2%	1%	1%	1%	1%	1%	
Don't Know	47%	47%	46%	44%	38%	53%	50%	35%	37%	44%	44%	44%	44%	44%	
	192	219	237	235	190	165	136	132	164	1,670					
<b>d. Sports Leagues and Programs</b>															
Very Satisfied	13%	9%	15%	12%	9%	12%	9%	14%	10%	11%	11%	11%	11%	11%	
Satisfied	13%	13%	18%	12%	21%	9%	12%	12%	18%	14%	14%	14%	14%	14%	
Neutral	17%	22%	19%	22%	24%	19%	17%	24%	24%	21%	21%	21%	21%	21%	
Somewhat Dissatisfied	3%	2%	0%	2%	2%	2%	4%	5%	4%	2%	2%	2%	2%	2%	
Very Dissatisfied	2%	0%	1%	1%	1%	0%	1%	3%	2%	1%	1%	1%	1%	1%	
Don't Know	53%	54%	48%	52%	43%	58%	57%	42%	42%	50%	50%	50%	50%	50%	
	192	218	240	236	190	165	138	135	165	1,679					
<b>e. Community and Special Events</b>															
Very Satisfied	16%	16%	14%	15%	9%	20%	24%	16%	16%	16%	16%	16%	16%	16%	
Satisfied	26%	25%	20%	22%	24%	20%	25%	23%	25%	23%	23%	23%	23%	23%	
Neutral	20%	20%	22%	21%	25%	22%	16%	22%	22%	21%	21%	21%	21%	21%	
Somewhat Dissatisfied	3%	3%	1%	2%	3%	1%	7%	6%	4%	3%	3%	3%	3%	3%	
Very Dissatisfied	2%	0%	0%	0%	1%	2%	1%	4%	4%	1%	1%	1%	1%	1%	
Don't Know	34%	37%	43%	41%	37%	34%	28%	28%	31%	36%	36%	36%	36%	36%	
	192	218	239	234	191	163	137	135	167	1,676					
<b>14. How do you rate traffic flow (congestions) on major streets and thoroughfares, excluding freeways:</b>															
<b>a. During peak hours, that is 7-9am and 3:30-6pm?</b>															
Very Good	4%	4%	2%	2%	0%	4%	3%	4%	2%	3%	3%	3%	2%	2%	
Good	27%	33%	28%	20%	27%	30%	24%	28%	29%	27%	26%	29%	23%	24%	
Neutral	18%	18%	22%	18%	19%	18%	22%	30%	19%	20%	25%	24%	21%	19%	
Bad	29%	29%	30%	34%	36%	28%	35%	24%	30%	31%	31%	29%	33%	35%	
Very Bad	21%	13%	16%	24%	16%	18%	13%	9%	19%	17%	13%	13%	18%	17%	
Don't Know	2%	2%	2%	2%	2%	2%	3%	4%	2%	2%	2%	3%	2%	2%	
	192	221	242	235	191	164	136	135	167	1,683	1,780	2,217	2,032	1,973	
<b>b. During off-peak traffic hours?</b>															
Very Good	21%	29%	21%	17%	13%	22%	16%	20%	19%	20%	18%	19%	19%	18%	
Good	41%	44%	46%	45%	43%	42%	41%	41%	42%	43%	47%	46%	45%	45%	
Neutral	18%	15%	20%	22%	27%	18%	23%	27%	23%	21%	20%	22%	19%	20%	
Bad	15%	7%	9%	13%	11%	13%	12%	3%	11%	11%	10%	8%	11%	12%	
Very Bad	5%	5%	3%	3%	4%	4%	4%	5%	5%	4%	4%	3%	4%	3%	
Don't Know	1%	1%	1%	0%	1%	1%	4%	5%	1%	1%	2%	2%	2%	1%	
	192	220	241	236	192	166	135	133	166	1,681	1,767	2,200	2,016	1,965	
<b>15. How do you rate City streets on :</b>															
<b>a. Smoothness?</b>															
Very Good	5%	3%	1%	3%	1%	3%	4%	4%	0%	2%	2%	3%	2%	3%	
Good	21%	21%	21%	20%	13%	19%	14%	18%	13%	18%	17%	20%	14%	20%	
Neutral	19%	19%	21%	24%	16%	18%	25%	17%	18%	20%	17%	20%	18%	20%	
Bad	38%	35%	35%	29%	42%	40%	34%	32%	36%	36%	39%	34%	38%	35%	
Very Bad	17%	22%	22%	24%	27%	20%	22%	29%	32%	24%	26%	22%	27%	21%	
Don't Know	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	
	194	220	240	236	188	165	139	133	171	1,686	1,779	2,217	1,929	1,968	
<b>b. Cleanliness?</b>															
Very Good	7%	6%	5%	5%	3%	6%	4%	5%	2%	5%	4%	5%	3%	5%	
Good	35%	33%	35%	34%	24%	29%	26%	27%	22%	30%	32%	38%	33%	38%	
Neutral	31%	33%	32%	33%	33%	37%	32%	34%	35%	33%	31%	32%	32%	30%	
Bad	21%	19%	20%	20%	25%	21%	29%	19%	23%	22%	24%	17%	21%	19%	
Very Bad	6%	7%	8%	8%	14%	7%	7%	13%	17%	10%	10%	8%	10%	7%	
Don't Know	1%	0%	0%	0%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	
	194	218	239	236	190	163	136	135	166	1,677	1,768	2,199	1,849	1,959	
<b>c. Speeding vehicles?</b>															
Very Good	3%	3%	3%	4%	1%	4%	1%	2%	1%	2%	2%	3%	2%	3%	
Good	22%	18%	19%	21%	8%	14%	15%	14%	10%	16%	16%	20%	17%	20%	
Neutral	27%	26%	21%	27%	25%	25%	22%	23%	23%	25%	28%	29%	28%	28%	
Bad	29%	29%	37%	33%	35%	30%	34%	35%	35%	33%	31%	30%	32%	30%	
Very Bad	18%	23%	18%	14%	27%	24%	25%	25%	31%	22%	22%	17%	19%	18%	
Don't Know	2%	1%	2%	1%	4%	2%	3%	2%	1%	2%	2%	2%	2%	2%	
	195	219	236	233	194	164	137	133	167	1,678	1,769	2,190	1,907	1,963	

# 2022 Mailed Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals					
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total	2019 City Total	2018 City Total	
<b>d. Safety of pedestrians?</b>															
Very Good	7%	5%	3%	4%	2%	5%	4%	4%	2%	4%	3%	4%	3%	4%	
Good	30%	23%	24%	30%	21%	25%	24%	27%	17%	25%	27%	32%	28%	31%	
Neutral	31%	33%	33%	30%	33%	29%	24%	30%	30%	31%	31%	31%	31%	30%	
Bad	21%	20%	23%	23%	22%	22%	26%	19%	21%	22%	22%	20%	22%	20%	
Very Bad	8%	15%	11%	7%	16%	13%	18%	17%	22%	14%	12%	10%	12%	10%	
Don't Know	3%	3%	5%	6%	5%	6%	4%	4%	7%	5%	4%	3%	4%	4%	
	194	219	239	235	192	165	134	135	168	1,681	1,776	2,215	1,869	1,960	
<b>e. Safety of bicyclists?</b>															
Very Good	9%	4%	3%	3%	3%	4%	4%	5%	2%	4%	3%	4%	4%	4%	
Good	17%	19%	21%	21%	20%	16%	21%	23%	17%	19%	21%	25%	20%	25%	
Neutral	33%	36%	35%	27%	36%	37%	24%	30%	27%	32%	31%	30%	30%	29%	
Bad	21%	19%	17%	25%	20%	17%	24%	18%	21%	20%	21%	21%	23%	21%	
Very Bad	11%	16%	14%	11%	14%	13%	20%	16%	21%	15%	14%	12%	13%	11%	
Don't Know	9%	6%	10%	13%	7%	14%	6%	7%	12%	9%	9%	8%	9%	9%	
	193	216	238	235	192	162	139	134	168	1,677	1,775	2,208	1,883	1,962	
<b>16. Has a new commercial development been completed in or near your neighborhood in the last 12 months?</b>															
Yes	39%	25%	39%	46%	22%	27%	53%	43%	24%	35%	36%	31%	34%	39%	
No	61%	75%	61%	54%	78%	73%	47%	57%	76%	65%	64%	69%	66%	61%	
	188	220	230	233	188	165	133	132	169	1,658	1,751	2,177	1,979	1,921	
If yes, how do you rate it on the following:															
<b>a. Attractiveness?</b>															
Very Good	18%	15%	18%	23%	21%	12%	25%	21%	11%	19%	23%	27%	25%	27%	
Good	44%	47%	47%	42%	26%	55%	39%	45%	32%	43%	47%	41%	45%	44%	
Neutral	25%	30%	26%	30%	46%	24%	30%	21%	29%	29%	21%	20%	19%	21%	
Bad	4%	4%	6%	4%	5%	7%	4%	4%	13%	5%	5%	8%	6%	5%	
Very Bad	7%	2%	3%	0%	0%	0%	1%	2%	13%	3%	2%	2%	4%	2%	
Don't Know	1%	2%	0%	2%	3%	2%	0%	8%	3%	2%	2%	2%	1%	1%	
	72	53	89	106	39	42	69	53	38	561	603	651	661	721	
<b>b. Improvement to your neighborhood as a place to live?</b>															
Very Good	14%	15%	10%	16%	11%	7%	24%	22%	11%	15%	16%	20%	19%	19%	
Good	38%	37%	35%	23%	27%	40%	36%	33%	29%	33%	37%	33%	34%	32%	
Neutral	23%	33%	31%	45%	41%	38%	29%	31%	21%	33%	31%	28%	30%	31%	
Bad	12%	9%	11%	12%	11%	12%	6%	6%	16%	11%	8%	10%	9%	8%	
Very Bad	5%	4%	9%	1%	5%	2%	5%	0%	16%	5%	5%	5%	5%	5%	
Don't Know	7%	2%	3%	3%	5%	0%	0%	8%	3%	4%	3%	4%	3%	4%	
	73	54	88	105	37	42	66	49	38	552	600	646	658	708	
<b>17. Has a new residential development been completed in or near your neighborhood in the last 12 months?</b>															
Yes	64%	40%	52%	60%	28%	36%	54%	46%	36%	47%	43%	38%	39%	38%	
No	36%	60%	48%	40%	72%	64%	46%	54%	64%	53%	57%	62%	61%	62%	
	187	223	237	232	187	165	138	135	167	1,671	1,756	2,188	1,974	1,926	
If yes, how would you rate it on:															
<b>a. Attractiveness?</b>															
Very Good	26%	13%	18%	15%	28%	14%	19%	25%	17%	19%	25%	26%	24%	23%	
Good	40%	38%	49%	44%	45%	43%	40%	47%	46%	43%	44%	44%	42%	46%	
Neutral	27%	20%	25%	34%	26%	27%	30%	20%	19%	26%	22%	18%	21%	20%	
Bad	3%	21%	5%	4%	2%	13%	5%	5%	14%	8%	6%	8%	6%	6%	
Very Bad	2%	4%	3%	1%	0%	2%	4%	2%	3%	2%	2%	3%	4%	4%	
Don't Know	2%	2%	1%	2%	0%	2%	1%	2%	2%	2%	1%	1%	2%	1%	
	119	89	120	137	47	56	73	60	59	760	739	808	760	704	
<b>b. Improvement to your neighborhood as a place to live?</b>															
Very Good	25%	15%	12%	11%	15%	18%	17%	25%	16%	17%	19%	20%	18%	19%	
Good	24%	23%	28%	24%	39%	20%	34%	36%	34%	28%	32%	31%	32%	33%	
Neutral	26%	31%	37%	33%	33%	36%	26%	27%	29%	31%	32%	26%	28%	29%	
Bad	14%	21%	15%	23%	11%	23%	13%	7%	7%	16%	10%	14%	14%	11%	
Very Bad	7%	9%	6%	5%	0%	2%	4%	2%	9%	5%	5%	6%	6%	6%	
Don't Know	3%	1%	2%	4%	2%	2%	6%	3%	5%	3%	2%	2%	2%	2%	
	115	87	118	135	46	56	70	59	56	742	729	805	748	697	
<b>18. How would you rate your neighborhood on:</b>															
<b>a. Housing affordability?</b>															
Very Good	7%	6%	9%	8%	6%	12%	6%	8%	8%	7%	11%	15%	12%	14%	
Good	28%	29%	38%	40%	37%	45%	22%	24%	26%	33%	41%	49%	48%	50%	
Neutral	31%	27%	29%	29%	26%	22%	25%	26%	24%	27%	25%	20%	23%	18%	
Bad	21%	20%	15%	13%	19%	13%	24%	20%	25%	18%	13%	9%	10%	9%	
Very Bad	9%	14%	5%	7%	5%	5%	20%	14%	13%	10%	6%	3%	3%	3%	
Don't Know	5%	4%	4%	3%	7%	2%	3%	9%	4%	5%	4%	5%	4%	5%	
	192	218	235	234	189	164	138	138	166	1,674	1,767	2,215	2,008	1,963	
<b>b. Physical condition of housing?</b>															
Very Good	24%	18%	20%	23%	8%	17%	12%	11%	6%	16%	17%	19%	15%	15%	
Good	45%	54%	52%	60%	42%	53%	35%	27%	33%	46%	49%	50%	49%	50%	
Neutral	19%	23%	19%	13%	33%	20%	35%	34%	33%	24%	22%	21%	23%	22%	
Bad	9%	3%	7%	2%	12%	7%	11%	12%	18%	8%	8%	8%	9%	9%	
Very Bad	1%	0%	1%	1%	3%	3%	7%	10%	8%	3%	3%	2%	2%	2%	
Don't Know	3%	2%	1%	1%	3%	0%	1%	6%	2%	2%	2%	1%	1%	2%	
	193	222	235	234	190	163	138	137	165	1,677	1,759	2,214	2,004	1,962	



# 2022 Mailed Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total	2019 City Total	2018 City Total
<b>c. Closeness of parks or open spaces?</b>														
Very Good	20%	23%	21%	18%	14%	11%	36%	20%	9%	19%	21%	23%	18%	19%
Good	46%	51%	52%	52%	36%	38%	38%	39%	33%	44%	42%	44%	44%	46%
Neutral	18%	16%	21%	20%	34%	32%	18%	21%	31%	23%	20%	20%	24%	21%
Bad	6%	5%	3%	5%	8%	8%	4%	9%	12%	6%	8%	7%	7%	8%
Very Bad	3%	0%	1%	2%	2%	4%	1%	4%	9%	3%	3%	2%	2%	2%
Don't Know	6%	5%	3%	3%	6%	6%	3%	7%	6%	5%	6%	5%	4%	5%
	191	222	238	231	185	164	137	133	163	1,664	1,761	2,204	1,997	1,950
<b>d. Walking distance to public transit?</b>														
Very Good	6%	12%	3%	5%	6%	13%	34%	29%	13%	12%	13%	16%	12%	13%
Good	5%	32%	9%	20%	25%	31%	37%	40%	34%	24%	25%	28%	25%	24%
Neutral	15%	16%	18%	16%	21%	15%	18%	15%	20%	17%	17%	17%	20%	19%
Bad	24%	17%	25%	22%	23%	18%	6%	5%	18%	19%	17%	15%	16%	16%
Very Bad	32%	6%	23%	17%	9%	6%	2%	5%	9%	13%	13%	11%	12%	12%
Don't Know	17%	17%	21%	20%	16%	18%	3%	6%	6%	15%	16%	13%	14%	16%
	188	219	234	230	188	163	135	132	163	1,652	1,766	2,193	2,011	1,962
<b>e. Access to shopping and other services?</b>														
Very Good	23%	34%	33%	54%	11%	34%	19%	12%	4%	27%	27%	29%	26%	31%
Good	46%	56%	53%	41%	35%	46%	45%	24%	29%	43%	42%	44%	43%	43%
Neutral	19%	9%	11%	3%	22%	10%	20%	35%	20%	15%	14%	15%	16%	13%
Bad	8%	0%	2%	0%	18%	9%	9%	16%	28%	9%	10%	9%	8%	7%
Very Bad	3%	0%	1%	1%	11%	1%	6%	10%	18%	5%	6%	3%	4%	3%
Don't Know	2%	0%	0%	0%	3%	0%	1%	3%	1%	1%	1%	1%	1%	1%
	189	218	233	229	187	164	139	131	163	1,653	1,747	2,193	2,002	1,959
<b>f. On-street parking?</b>														
Very Good	7%	11%	9%	6%	2%	8%	9%	13%	3%	8%	8%	10%	8%	8%
Good	17%	29%	18%	19%	19%	30%	33%	33%	29%	24%	25%	28%	25%	26%
Neutral	35%	30%	37%	36%	38%	28%	24%	29%	20%	31%	29%	30%	31%	31%
Bad	20%	15%	14%	17%	18%	14%	25%	12%	28%	18%	18%	17%	19%	19%
Very Bad	13%	10%	12%	10%	14%	9%	7%	9%	17%	11%	11%	8%	10%	10%
Don't Know	8%	5%	10%	11%	9%	11%	1%	2%	4%	7%	8%	7%	6%	7%
	191	217	234	222	188	162	138	129	164	1,645	1,732	2,186	1,997	1,949
<b>g. Street lighting?</b>														
Very Good	15%	18%	13%	11%	10%	13%	19%	16%	9%	13%	12%	16%	13%	13%
Good	39%	49%	45%	39%	37%	46%	49%	45%	46%	43%	46%	47%	44%	45%
Neutral	20%	17%	22%	25%	26%	22%	20%	24%	23%	22%	23%	20%	22%	21%
Bad	16%	13%	13%	17%	17%	13%	9%	9%	15%	14%	13%	12%	15%	14%
Very Bad	8%	4%	5%	8%	8%	5%	4%	5%	8%	6%	5%	4%	6%	5%
Don't Know	3%	0%	1%	1%	2%	1%	0%	1%	0%	1%	1%	1%	1%	1%
	190	222	241	235	193	165	139	132	169	1,686	1,765	2,210	2,015	1,967
<b>h. Availability of sidewalks?</b>														
Very Good	17%	13%	9%	15%	2%	7%	29%	21%	4%	12%	11%	14%	11%	12%
Good	24%	21%	15%	24%	10%	16%	36%	40%	27%	23%	25%	24%	24%	21%
Neutral	17%	18%	21%	16%	17%	19%	16%	21%	15%	19%	17%	18%	18%	17%
Bad	15%	18%	22%	19%	24%	27%	11%	10%	22%	19%	21%	20%	22%	23%
Very Bad	24%	28%	29%	22%	33%	28%	7%	8%	30%	24%	23%	22%	22%	24%
Don't Know	3%	2%	4%	3%	4%	3%	0%	1%	2%	3%	3%	3%	2%	4%
	192	217	240	233	194	163	140	135	171	1,685	1,763	2,206	2,006	1,963
<b>19. How do you rate Chattanooga as a place to do business?</b>														
Very Good	18%	18%	21%	19%	14%	25%	22%	15%	9%	18%	18%	18%	18%	18%
Good	51%	50%	48%	47%	41%	45%	40%	41%	45%	46%	43%	47%	46%	47%
Neutral	13%	14%	14%	13%	24%	15%	18%	20%	24%	17%	18%	18%	17%	18%
Bad	4%	2%	1%	2%	4%	1%	1%	1%	4%	2%	2%	2%	3%	2%
Very Bad	0%	0%	0%	1%	1%	0%	1%	3%	2%	1%	1%	1%	1%	0%
Don't Know	14%	17%	16%	17%	16%	14%	17%	20%	17%	17%	18%	15%	15%	14%
	194	222	240	236	195	166	138	134	170	1,695	1,772	2,229	2,009	1,970
<b>a. Do you own a business in Chattanooga?</b>														
Yes	15%	20%	13%	12%	10%	10%	19%	15%	18%	15%	15%	13%	13%	13%
No	85%	80%	87%	88%	90%	90%	81%	85%	82%	85%	85%	87%	87%	87%
	171	201	221	222	174	144	135	125	154	1,547	1,605	1,988	1,781	1,758
<b>b. If yes, how many employees does your business employ?</b>														
Self	42%	54%	29%	48%	50%	40%	65%	42%	35%	46%	39%	52%	39%	47%
1	5%	6%	4%	9%	17%	20%	10%	0%	30%	11%	12%	8%	9%	8%
2-10	37%	20%	54%	30%	25%	40%	10%	50%	30%	31%	37%	25%	31%	30%
11-50	5%	14%	8%	9%	8%	0%	0%	0%	4%	7%	10%	8%	12%	12%
51-150	5%	3%	0%	4%	0%	0%	10%	8%	0%	3%	2%	3%	5%	2%
151+	5%	3%	4%	0%	0%	0%	5%	0%	0%	2%	2%	3%	3%	1%
	19	35	24	23	12	10	20	12	23	178	189	230	201	178
<b>20. In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chattanooga:</b>														
<b>a. Called 3-1-1 about public services</b>														
Never	31%	24%	21%	29%	14%	32%	30%	30%	22%	26%	25%	26%	25%	24%
Once or Twice	38%	35%	40%	36%	44%	32%	34%	34%	38%	37%	37%	34%	38%	36%
3 to 5 Times	25%	26%	26%	27%	34%	22%	22%	21%	23%	26%	27%	27%	25%	28%
6 to 10 Times	3%	12%	11%	6%	5%	12%	10%	9%	10%	9%	9%	10%	9%	9%
More than 10 Times	4%	3%	2%	3%	3%	2%	3%	5%	7%	3%	2%	4%	4%	3%
	195	223	242	233	191	164	138	135	169	1,690	1,770	2,227	1,999	1,961

# 2022 Mailed Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals					
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total	2019 City Total	2018 City Total	
<b>b. Ridden a local bus (CARTA)</b>															
Never	90%	88%	92%	94%	87%	87%	62%	66%	82%	85%	88%	83%	83%	83%	
Once or Twice	7%	9%	6%	3%	6%	9%	20%	16%	9%	9%	7%	8%	9%	10%	
3 to 5 Times	2%	2%	0%	1%	3%	4%	5%	8%	2%	3%	2%	4%	3%	2%	
6 to 10 Times	1%	0%	0%	0%	1%	1%	4%	7%	2%	1%	1%	1%	1%	1%	
More than 10 Times	1%	2%	1%	1%	4%	0%	8%	4%	5%	3%	2%	4%	4%	3%	
	192	222	241	236	188	165	138	133	169	1,684	1,761	2,205	1,990	1,961	
<b>c. Visited a Chattanooga Public Library branch</b>															
Never	57%	57%	59%	60%	58%	61%	41%	37%	57%	55%	64%	50%	48%	50%	
Once or Twice	26%	23%	21%	26%	27%	23%	25%	38%	25%	26%	23%	26%	28%	26%	
3 to 5 Times	6%	8%	8%	7%	8%	8%	14%	13%	10%	9%	6%	10%	12%	10%	
6 to 10 Times	4%	5%	6%	3%	3%	2%	10%	6%	2%	4%	3%	6%	5%	6%	
More than 10 Times	7%	6%	6%	5%	5%	5%	9%	6%	7%	6%	3%	8%	7%	7%	
	194	222	241	235	185	166	135	133	168	1,679	1,749	2,206	1,992	1,959	
<b>d. Used/visited McKamey Animal Center</b>															
Never	73%	67%	64%	78%	73%	79%	72%	67%	74%	72%	76%	68%	67%	69%	
Once or Twice	23%	28%	29%	18%	21%	18%	25%	27%	20%	23%	20%	25%	25%	25%	
3 to 5 Times	2%	5%	5%	3%	6%	1%	4%	4%	3%	4%	3%	5%	6%	4%	
6 to 10 Times	0%	0%	0%	1%	1%	0%	0%	1%	1%	0%	1%	1%	1%	1%	
More than 10 Times	2%	1%	2%	0%	0%	2%	0%	1%	1%	1%	0%	1%	1%	1%	
	193	221	241	236	190	167	137	134	168	1,687	1,691	2,096	1,995	1,962	
<b>e. Been involved in a community project or attended a public meeting</b>															
Never	68%	74%	79%	77%	74%	77%	60%	65%	63%	72%	69%	62%	66%	62%	
Once or Twice	25%	20%	18%	19%	21%	18%	25%	25%	27%	21%	23%	27%	25%	26%	
3 to 5 Times	4%	2%	1%	4%	4%	2%	9%	8%	8%	4%	5%	7%	5%	8%	
6 to 10 Times	1%	2%	0%	0%	1%	0%	2%	2%	1%	1%	1%	2%	2%	2%	
More than 10 Times	2%	2%	1%	0%	1%	2%	3%	2%	1%	1%	2%	2%	3%	2%	
	193	220	240	234	189	164	139	133	168	1,680	1,697	2,137	1,997	1,958	
<b>21. Overall, how do you rate the quality of each of the following services:</b>															
<b>a. 3-1-1</b>															
Very Good	21%	28%	29%	28%	29%	30%	19%	23%	23%	26%	25%	29%	30%	29%	
Good	39%	38%	42%	35%	50%	38%	39%	41%	45%	41%	42%	37%	36%	39%	
Neutral	11%	12%	12%	17%	11%	12%	19%	14%	15%	14%	13%	14%	12%	12%	
Bad	5%	6%	3%	3%	2%	2%	5%	2%	6%	4%	4%	4%	4%	3%	
Very Bad	2%	1%	1%	0%	1%	0%	2%	3%	1%	1%	2%	1%	1%	1%	
Don't Know	22%	14%	12%	17%	8%	18%	16%	17%	10%	15%	15%	16%	17%	17%	
	193	221	241	234	193	164	135	138	172	1,691	1,760	2,200	1,874	1,963	
<b>b. Bus services (CARTA)</b>															
Very Good	4%	6%	4%	4%	8%	8%	14%	13%	11%	7%	7%	9%	8%	7%	
Good	15%	13%	7%	8%	19%	17%	24%	30%	19%	16%	16%	18%	15%	17%	
Neutral	17%	22%	22%	21%	21%	16%	12%	19%	18%	19%	18%	19%	18%	19%	
Bad	4%	3%	1%	3%	2%	1%	4%	1%	4%	3%	2%	2%	3%	2%	
Very Bad	2%	0%	1%	1%	1%	2%	0%	2%	1%	1%	1%	1%	1%	1%	
Don't Know	59%	56%	65%	63%	49%	56%	46%	36%	47%	54%	56%	52%	55%	55%	
	193	216	239	228	191	162	135	135	171	1,670	1,744	2,192	1,899	1,926	
<b>c. Animal control (McKamey)</b>															
Very Good	7%	11%	8%	8%	7%	9%	7%	10%	6%	8%	8%	12%	12%	11%	
Good	25%	21%	24%	19%	24%	20%	15%	20%	24%	21%	20%	25%	22%	23%	
Neutral	23%	17%	20%	22%	28%	22%	21%	24%	18%	22%	22%	20%	21%	19%	
Bad	2%	3%	3%	3%	2%	2%	6%	8%	6%	3%	4%	3%	3%	2%	
Very Bad	6%	2%	2%	1%	1%	1%	2%	5%	4%	3%	2%	1%	2%	2%	
Don't Know	38%	46%	43%	48%	38%	47%	49%	34%	41%	43%	44%	39%	39%	43%	
	193	218	240	232	186	163	135	131	170	1,668	1,746	2,177	1,858	1,919	
<b>d. Public libraries</b>															
Very Good	15%	23%	18%	14%	16%	20%	27%	29%	16%	19%	16%	20%	22%	19%	
Good	35%	28%	33%	28%	30%	30%	33%	32%	32%	31%	29%	34%	32%	33%	
Neutral	16%	18%	14%	21%	20%	14%	17%	20%	20%	18%	17%	15%	16%	15%	
Bad	3%	1%	1%	1%	1%	2%	2%	1%	2%	2%	1%	1%	2%	2%	
Very Bad	1%	0%	0%	1%	0%	0%	2%	2%	0%	0%	0%	0%	0%	0%	
Don't Know	31%	31%	34%	35%	33%	34%	17%	19%	31%	30%	36%	29%	28%	31%	
	193	217	238	232	193	161	132	132	167	1,665	1,747	2,191	1,866	1,932	
<b>22. Overall, how do you rate the following aspects of City government performance:</b>															
<b>a. Value of services for City taxes paid</b>															
Very Good	5%	5%	8%	9%	5%	10%	6%	6%	5%	7%	7%	8%	7%	8%	
Good	39%	37%	30%	33%	34%	27%	34%	27%	29%	33%	33%	38%	35%	38%	
Neutral	29%	32%	33%	32%	35%	32%	34%	34%	26%	32%	32%	28%	31%	29%	
Bad	12%	15%	18%	14%	13%	16%	13%	13%	19%	15%	14%	12%	15%	13%	
Very Bad	7%	4%	6%	7%	3%	5%	4%	7%	6%	5%	5%	4%	6%	5%	
Don't Know	7%	7%	5%	6%	10%	10%	9%	13%	15%	9%	9%	10%	7%	7%	
	193	222	239	233	188	164	139	137	167	1,682	1,763	2,206	1,992	1,956	
<b>b. Overall direction the City is taking</b>															
Very Good	6%	11%	8%	7%	8%	11%	9%	10%	5%	8%	9%	10%	10%	13%	
Good	43%	34%	31%	38%	32%	37%	42%	35%	35%	36%	35%	40%	38%	40%	
Neutral	27%	35%	41%	30%	36%	33%	25%	29%	32%	33%	31%	30%	30%	27%	
Bad	10%	8%	11%	15%	13%	5%	12%	13%	11%	11%	11%	8%	11%	10%	
Very Bad	7%	4%	4%	3%	2%	4%	4%	6%	7%	4%	3%	3%	4%	3%	
Don't Know	8%	8%	5%	6%	9%	10%	8%	8%	11%	8%	11%	9%	7%	8%	
	192	218	239	233	191	165	139	136	167	1,680	1,752	2,201	1,994	1,954	

# 2022 Mailed Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals					
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total	2019 City Total	2018 City Total	
<b>c. Welcoming citizen involvement</b>															
Very Good	8%	10%	7%	9%	6%	10%	10%	12%	8%	9%	8%	10%	9%	9%	
Good	31%	33%	30%	32%	31%	27%	36%	26%	25%	30%	29%	32%	32%	33%	
Neutral	34%	31%	40%	33%	36%	37%	31%	32%	34%	34%	32%	32%	33%	31%	
Bad	8%	6%	5%	10%	10%	3%	9%	8%	8%	7%	8%	7%	8%	6%	
Very Bad	5%	2%	1%	1%	1%	4%	1%	4%	4%	2%	3%	2%	3%	2%	
Don't Know	14%	17%	17%	15%	16%	19%	14%	18%	20%	17%	20%	17%	16%	18%	
	191	220	233	233	187	161	140	133	167	1,665	1,749	2,200	1,983	1,950	
<b>23. How would you rate the City's handling of homelessness?</b>															
Very Good	1%	0%	2%	1%	0%	1%	2%	1%	1%	1%	1%				
Good	8%	10%	9%	6%	7%	9%	3%	5%	6%	7%	9%				
Neutral	27%	24%	29%	25%	25%	17%	24%	20%	24%	24%	25%				
Bad	24%	33%	28%	33%	36%	35%	32%	38%	26%	31%	28%				
Very Bad	27%	19%	17%	17%	21%	20%	28%	30%	31%	22%	20%				
Don't Know	13%	14%	15%	18%	12%	18%	10%	8%	12%	14%	17%				
	182	215	230	221	190	160	135	133	170	1,636	1,762				
<b>24. What is your sex?</b>															
Male	46%	38%	46%	48%	31%	39%	42%	35%	34%	40%	40%	39%	41%	37%	
Female	54%	62%	54%	52%	69%	61%	58%	65%	66%	60%	60%	61%	59%	63%	
	184	220	238	232	194	163	135	139	169	1,674	1,756	2,217	2,008	1,964	
<b>25. What is your age?</b>															
Under 20	0%	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%	0%	
20-29	7%	5%	3%	4%	7%	4%	6%	12%	6%	5%	5%	7%	6%	6%	
30-44	15%	20%	12%	14%	10%	7%	23%	15%	13%	14%	16%	16%	16%	16%	
45-59	26%	24%	19%	24%	20%	23%	23%	22%	20%	22%	20%	22%	23%	22%	
60-74	32%	30%	40%	38%	42%	45%	36%	32%	45%	38%	36%	37%	36%	38%	
Over 74	20%	21%	26%	20%	21%	21%	12%	18%	16%	20%	23%	19%	19%	18%	
	186	220	240	235	194	167	137	137	172	1,688	1,771	2,220	2,012	1,966	
<b>26. How many years have you lived in Chattanooga?</b>															
Less than 5	18%	12%	5%	14%	9%	10%	18%	16%	11%	12%	13%	13%	13%	11%	
5-10 years	13%	13%	10%	14%	7%	11%	17%	9%	8%	11%	10%	11%	9%	9%	
11-20 years	12%	12%	14%	18%	8%	11%	11%	9%	11%	12%	11%	11%	11%	12%	
More than 20 years	57%	64%	71%	54%	76%	69%	54%	66%	70%	65%	66%	65%	67%	67%	
	192	224	241	235	194	166	139	138	170	1,699	1,784	2,233	1,989	1,968	
<b>27. Do you own your home, rent your home, or live with someone</b>															
Own	84%	86%	88%	84%	84%	74%	60%	66%	74%	79%	80%	77%	78%	80%	
Rent	16%	13%	12%	16%	13%	24%	37%	33%	25%	19%	19%	22%	21%	20%	
Live with Someone (rent-free)	0%	1%	1%	0%	3%	2%	2%	1%	2%	1%	1%	1%	1%	1%	
	192	224	242	233	194	167	139	134	167	1,692	1,772	2,219	2,015	1,969	
<b>28. In the past 12 months, what was your (individual) pre-tax income?</b>															
No income	2%	4%	0%	4%	4%	3%	3%	9%	2%	3%	3%	3%	3%	3%	
Less than \$20,000	9%	5%	9%	7%	19%	18%	25%	27%	22%	14%	13%	17%	16%	15%	
\$20,000 - \$34,999	16%	16%	14%	12%	23%	20%	15%	23%	25%	18%	20%	20%	20%	23%	
\$35,000 - \$74,999	31%	34%	30%	34%	37%	37%	27%	23%	32%	32%	35%	33%	33%	32%	
\$75,000 - \$149,999	28%	25%	31%	34%	15%	20%	16%	11%	11%	23%	18%	19%	20%	20%	
\$150,000 or more	15%	16%	15%	11%	1%	1%	14%	7%	8%	10%	11%	9%	9%	7%	
	179	212	228	214	178	158	125	124	158	1,576	1,657	2,082	1,865	1,812	
<b>29. Which of these is closest to describing your ethnic background?</b>															
Caucasian/White	93%	91%	88%	79%	43%	78%	69%	42%	42%	72%	72%	74%	74%	73%	
African-American/ Black	5%	4%	6%	8%	51%	16%	26%	52%	52%	22%	23%	21%	21%	21%	
Asian or Pacific Islander	0%	1%	2%	6%	1%	2%	2%	2%	2%	2%	2%	1%	2%	2%	
Native American/Indian	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%	0%	0%	0%	1%	
Hispanic/Latino	2%	2%	3%	3%	1%	3%	1%	2%	0%	2%	2%	1%	1%	2%	
Other	1%	2%	1%	3%	4%	0%	2%	3%	2%	2%	2%	2%	2%	2%	
	186	219	234	229	188	163	135	132	171	1,657	1,737	2,195	1,979	1,943	
<b>30. How much education have you completed?</b>															
Elementary	1%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	1%	1%	0%	
Some high school	2%	2%	2%	1%	7%	2%	7%	4%	5%	3%	4%	4%	3%	3%	
High school grad or equivalent	10%	8%	14%	8%	19%	15%	11%	21%	25%	14%	15%	15%	15%	16%	
Some college	28%	22%	25%	27%	30%	27%	25%	30%	27%	27%	25%	25%	25%	27%	
College grad or more	60%	68%	60%	64%	44%	55%	56%	44%	43%	56%	55%	56%	55%	53%	
	187	219	239	231	189	163	135	132	169	1,664	1,763	2,210	2,010	1,962	
Response Rates	18%	20%	22%	21%	18%	15%	13%	13%	16%	17%	18%	23%	20%	20%	
Margin of Error	±6.94	±6.46	±6.18	±6.25	±6.87	±7.49	±8.21	±8.22	±7.32	±2.34	±2.28	±2.03	±2.13	±2.17	

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

# 2022 Online Community Survey Data

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Number of total respondents by question are below percentages.

The following pages contain data for the 2022 Online  
Community Survey Responses

# 2022 Online Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>1. Overall, how do you rate the quality of life in:</b>												
<b>a. Chattanooga as a place to live</b>												
Very Good	47%	53%	46%	40%	28%	33%	48%	33%	40%	44%	46%	52%
Good	43%	41%	45%	49%	54%	50%	45%	53%	45%	46%	44%	41%
Neutral	7%	4%	6%	8%	12%	13%	4%	12%	11%	8%	8%	5%
Bad	3%	2%	2%	1%	5%	4%	2%	1%	4%	2%	2%	2%
Very Bad	0%	1%	0%	1%	1%	1%	1%	1%	0%	1%	0%	0%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	571	600	541	453	213	340	296	111	235	3,360	625	715
<b>b. Your neighborhood as a place to live</b>												
Very Good	50%	58%	55%	54%	23%	35%	43%	27%	31%	47%	45%	48%
Good	40%	34%	36%	38%	54%	47%	42%	43%	43%	40%	39%	40%
Neutral	8%	6%	7%	7%	16%	13%	8%	22%	16%	9%	10%	8%
Bad	1%	2%	2%	1%	5%	4%	6%	6%	7%	3%	5%	3%
Very Bad	1%	0%	1%	0%	2%	1%	1%	2%	2%	1%	0%	2%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	569	595	537	450	211	336	295	110	232	3,335	623	706
<b>c. Chattanooga as a place to work</b>												
Very Good	29%	31%	29%	31%	18%	21%	29%	16%	24%	27%	31%	34%
Good	40%	42%	46%	42%	49%	47%	38%	42%	46%	43%	42%	42%
Neutral	18%	15%	15%	15%	23%	24%	17%	26%	16%	18%	15%	14%
Bad	3%	3%	3%	4%	7%	4%	4%	6%	8%	4%	5%	4%
Very Bad	1%	1%	0%	1%	1%	0%	2%	4%	2%	1%	1%	1%
Don't Know	9%	9%	7%	7%	1%	4%	9%	7%	5%	7%	6%	6%
	569	586	533	448	209	335	295	108	232	3,315	620	705
<b>d. Chattanooga as a place to raise children</b>												
Very Good	25%	31%	28%	25%	16%	18%	19%	17%	18%	24%	30%	34%
Good	35%	37%	39%	41%	47%	37%	34%	26%	32%	37%	35%	35%
Neutral	17%	14%	17%	17%	19%	21%	19%	31%	29%	19%	17%	14%
Bad	5%	3%	5%	5%	8%	10%	5%	6%	6%	6%	6%	3%
Very Bad	1%	1%	1%	1%	3%	2%	3%	5%	2%	2%	1%	1%
Don't Know	17%	14%	10%	11%	8%	13%	20%	15%	13%	13%	13%	12%
	566	592	535	447	210	336	295	109	231	3,321	624	705
<b>e. Chattanooga as a place to retire</b>												
Very Good	33%	38%	38%	29%	21%	24%	31%	20%	31%	32%	36%	40%
Good	34%	34%	39%	43%	42%	38%	33%	38%	34%	37%	35%	31%
Neutral	17%	15%	12%	16%	20%	23%	16%	25%	19%	17%	16%	16%
Bad	3%	3%	3%	4%	5%	5%	2%	4%	4%	4%	4%	2%
Very Bad	2%	1%	2%	2%	2%	2%	2%	1%	1%	2%	1%	1%
Don't Know	10%	9%	6%	6%	9%	7%	16%	13%	10%	9%	9%	11%
	566	591	535	448	210	338	294	109	231	3,322	617	704
<b>2. How safe would you feel walking alone during the day:</b>												
<b>a. In your neighborhood?</b>												
Very Safe	65%	66%	67%	64%	34%	46%	52%	30%	41%	57%	55%	61%
Safe	29%	28%	26%	28%	42%	38%	35%	40%	37%	31%	30%	29%
Neutral	4%	3%	4%	5%	15%	9%	7%	13%	9%	6%	6%	5%
Unsafe	2%	2%	3%	2%	7%	6%	3%	13%	10%	4%	7%	3%
Very Unsafe	0%	1%	0%	1%	2%	2%	2%	4%	3%	1%	2%	1%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	573	601	541	455	214	342	295	112	237	3,370	628	719
<b>b. In the park closest to you?</b>												
Very Safe	43%	48%	37%	40%	18%	27%	45%	29%	30%	38%	37%	43%
Safe	42%	38%	42%	42%	43%	37%	35%	39%	35%	39%	39%	38%
Neutral	9%	8%	12%	10%	19%	18%	12%	13%	14%	12%	13%	11%
Unsafe	3%	4%	6%	3%	15%	9%	5%	13%	11%	6%	6%	4%
Very Unsafe	1%	1%	1%	1%	3%	2%	2%	3%	4%	1%	2%	2%
Don't Know	3%	1%	2%	3%	2%	6%	1%	4%	5%	3%	3%	3%
	568	599	539	450	213	337	293	112	237	3,348	627	709
<b>c. Downtown?</b>												
Very Safe	19%	23%	13%	13%	14%	11%	29%	19%	30%	18%	22%	29%
Safe	39%	40%	39%	35%	40%	38%	48%	47%	43%	40%	40%	44%
Neutral	23%	21%	23%	27%	23%	23%	11%	21%	18%	22%	22%	18%
Unsafe	12%	10%	15%	14%	13%	17%	9%	8%	6%	12%	12%	6%
Very Unsafe	5%	4%	8%	9%	8%	8%	3%	4%	3%	6%	4%	2%
Don't Know	2%	1%	2%	3%	2%	3%	0%	2%	1%	2%	1%	1%
	565	598	539	450	213	336	292	112	237	3,342	623	709
<b>3. How safe would you feel walking alone at night:</b>												
<b>a. In your neighborhood?</b>												
Very Safe	35%	39%	42%	38%	14%	20%	19%	12%	12%	31%	28%	31%
Safe	40%	38%	34%	37%	30%	35%	34%	29%	28%	35%	34%	38%
Neutral	14%	11%	11%	12%	14%	19%	20%	16%	18%	14%	15%	13%
Unsafe	7%	8%	8%	8%	26%	16%	20%	26%	27%	13%	13%	13%
Very Unsafe	3%	3%	3%	4%	15%	10%	7%	17%	14%	6%	9%	5%
Don't Know	1%	1%	1%	1%	0%	0%	0%	0%	1%	1%	1%	1%
	573	601	539	453	215	342	295	112	237	3,367	628	718
<b>b. In the park closest to you?</b>												
Very Safe	12%	14%	10%	8%	3%	4%	10%	3%	5%	9%	6%	11%
Safe	31%	30%	24%	22%	15%	17%	26%	22%	13%	24%	22%	24%
Neutral	27%	25%	25%	31%	21%	25%	24%	23%	29%	26%	29%	27%
Unsafe	19%	20%	27%	25%	36%	31%	29%	34%	32%	26%	24%	25%
Very Unsafe	8%	7%	10%	8%	21%	16%	10%	15%	17%	11%	12%	8%
Don't Know	4%	3%	5%	6%	3%	7%	2%	4%	5%	4%	6%	5%
	568	599	535	447	215	338	294	111	237	3,344	623	710

# 2022 Online Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>c. Downtown?</b>												
Very Safe	3%	4%	3%	3%	4%	1%	4%	5%	6%	3%	4%	6%
Safe	16%	21%	15%	10%	16%	8%	27%	19%	25%	17%	18%	24%
Neutral	25%	27%	23%	25%	21%	25%	29%	31%	32%	26%	29%	28%
Unsafe	31%	28%	29%	31%	33%	37%	27%	31%	25%	30%	28%	27%
Very Unsafe	23%	17%	28%	29%	23%	27%	12%	14%	12%	22%	17%	12%
Don't Know	3%	2%	3%	3%	2%	2%	1%	1%	0%	2%	3%	2%
	569	600	536	448	214	339	293	110	235	3,344	623	709
<b>4a. Did anyone break into, or burglarize, your home during the last 12 months?</b>												
Yes	3%	3%	2%	2%	1%	3%	2%	9%	6%	3%	3%	3%
No	97%	97%	98%	98%	99%	97%	98%	91%	94%	97%	97%	97%
	573	600	536	450	213	339	295	110	236	3,352	622	714
<b>4b. If yes, was it reported to the police?</b>												
Yes	94%	74%	64%	100%	67%	80%	57%	80%	79%	78%	76%	91%
No	6%	26%	36%	0%	33%	20%	43%	20%	21%	22%	24%	9%
	16	19	11	7	3	10	7	10	14	97	21	23
<b>5. Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?</b>												
Yes	16%	21%	15%	14%	17%	17%	30%	36%	30%	19%	21%	21%
No	84%	79%	85%	86%	83%	83%	70%	64%	70%	81%	79%	79%
	574	599	538	453	215	341	295	111	237	3,363	627	716
<b>a. If yes, was it reported to the police?</b>												
Yes	47%	35%	46%	32%	25%	36%	41%	33%	44%	39%	34%	42%
No	53%	65%	54%	68%	75%	64%	59%	67%	56%	61%	66%	58%
	92	124	79	60	36	59	87	39	71	647	134	151
<b>6. Did you have an emergency interaction with the Chattanooga Police Department in the past 12 months?</b>												
Yes	10%	11%	10%	7%	13%	13%	14%	25%	18%	12%		
No	90%	89%	90%	93%	87%	87%	86%	75%	82%	88%		
	573	601	540	450	214	338	295	111	237	3,359		
<b>7. How do you rate police services on the following:</b>												
<b>a. Overall quality of services?</b>												
Very Good	24%	24%	25%	22%	16%	20%	14%	14%	16%	21%	29%	25%
Good	33%	35%	37%	37%	39%	38%	33%	37%	35%	36%	33%	39%
Neutral	17%	14%	17%	14%	21%	20%	18%	21%	20%	17%	15%	14%
Bad	4%	3%	1%	2%	7%	3%	4%	8%	7%	4%	4%	3%
Very Bad	2%	2%	1%	2%	2%	3%	3%	4%	3%	2%	2%	2%
Don't Know	20%	21%	19%	22%	15%	16%	28%	16%	18%	20%	17%	18%
	573	598	538	450	215	340	294	112	235	3,355	627	714
<b>b. Conduct of police officers?</b>												
Very Good	25%	26%	28%	22%	19%	25%	18%	16%	20%	24%	30%	26%
Good	29%	31%	30%	34%	28%	33%	29%	32%	25%	31%	29%	30%
Neutral	15%	16%	17%	16%	26%	20%	18%	22%	20%	18%	17%	18%
Bad	5%	3%	2%	4%	7%	3%	3%	6%	11%	4%	4%	4%
Very Bad	2%	2%	2%	3%	4%	3%	4%	8%	3%	3%	3%	3%
Don't Know	23%	22%	20%	20%	16%	16%	27%	15%	20%	21%	16%	20%
	574	598	538	449	215	339	293	112	235	3,353	627	710
<b>c. Speed of emergency police response?</b>												
Very Good	18%	17%	17%	16%	17%	14%	13%	17%	16%	16%	20%	21%
Good	21%	25%	24%	25%	27%	29%	23%	25%	26%	25%	24%	27%
Neutral	18%	17%	20%	19%	26%	19%	20%	22%	22%	19%	21%	18%
Bad	4%	2%	2%	3%	7%	5%	2%	4%	6%	4%	3%	2%
Very Bad	2%	1%	2%	2%	3%	3%	3%	5%	3%	2%	2%	1%
Don't Know	37%	37%	35%	35%	21%	30%	39%	27%	27%	34%	29%	31%
	571	595	537	444	215	338	292	111	234	3,337	626	706
<b>8. How do you rate Chattanooga Fire Department services on the following:</b>												
<b>a. Overall quality of services?</b>												
Very Good	37%	36%	33%	32%	31%	33%	23%	28%	30%	33%		
Good	24%	21%	27%	25%	30%	28%	25%	30%	23%	25%		
Neutral	10%	8%	10%	7%	12%	11%	10%	12%	11%	10%		
Bad	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%		
Very Bad	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%		
Don't Know	30%	34%	27%	25%	30%	28%	25%	30%	23%	32%		
	574	601	535	451	214	341	296	112	234	3,358		
<b>b. Speed of emergency response?</b>												
Very Good	34%	34%	31%	30%	30%	32%	24%	30%	29%	31%		
Good	22%	18%	23%	21%	27%	23%	20%	26%	20%	21%		
Neutral	9%	8%	10%	9%	14%	11%	11%	13%	13%	10%		
Bad	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%		
Very Bad	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%		
Don't Know	34%	40%	36%	40%	29%	34%	44%	30%	38%	37%		
	572	601	534	447	214	340	296	112	235	3,351		
<b>c. Conduct of personnel?</b>												
Very Good	37%	37%	31%	32%	30%	30%	22%	29%	26%	32%		
Good	20%	17%	23%	20%	24%	25%	21%	25%	22%	21%		
Neutral	9%	9%	10%	8%	17%	11%	12%	16%	14%	11%		
Bad	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%		
Very Bad	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%		
Don't Know	33%	36%	35%	38%	29%	33%	44%	29%	38%	36%		
	570	601	534	449	214	341	295	112	235	3,351		

# 2022 Online Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>9. How do you rate satisfaction with the following:</b>												
<b>a. Garbage Pick-up?</b>												
Very Satisfied	55%	63%	65%	60%	58%	56%	40%	50%	51%	57%	62%	66%
Somewhat Satisfied	24%	25%	24%	23%	28%	29%	33%	21%	29%	26%	23%	21%
Neutral	5%	4%	4%	5%	3%	4%	6%	9%	5%	5%	4%	3%
Somewhat Dissatisfied	5%	4%	2%	5%	6%	5%	6%	9%	11%	5%	4%	4%
Very Dissatisfied	2%	1%	1%	2%	2%	2%	3%	5%	3%	2%	2%	1%
Don't Know	10%	2%	3%	6%	2%	4%	12%	6%	1%	5%	4%	5%
	573	601	540	451	215	342	294	112	236	3,364	626	717
<b>b. Yard-waste Pick-up?</b>												
Very Satisfied	31%	34%	39%	33%	34%	32%	25%	30%	30%	33%	36%	40%
Somewhat Satisfied	24%	31%	25%	27%	26%	25%	20%	22%	25%	26%	24%	22%
Neutral	13%	10%	10%	11%	14%	15%	16%	13%	15%	12%	12%	9%
Somewhat Dissatisfied	5%	11%	11%	8%	14%	14%	8%	10%	11%	10%	8%	8%
Very Dissatisfied	4%	5%	4%	4%	4%	2%	4%	5%	7%	4%	5%	3%
Don't Know	24%	10%	11%	18%	7%	12%	28%	21%	12%	16%	15%	19%
	573	599	536	452	213	339	293	111	236	3,352	625	713
<b>c. Curbside Recycling?</b>												
Very Satisfied	40%	44%	47%	43%	43%	41%	26%	26%	36%	40%	47%	49%
Somewhat Satisfied	19%	29%	24%	22%	22%	23%	23%	18%	20%	23%	20%	19%
Neutral	10%	9%	9%	10%	12%	10%	12%	17%	13%	10%	12%	11%
Somewhat Dissatisfied	8%	10%	6%	5%	6%	7%	12%	13%	14%	8%	6%	4%
Very Dissatisfied	4%	4%	4%	3%	5%	5%	6%	8%	7%	5%	3%	3%
Don't Know	20%	5%	10%	17%	12%	14%	21%	18%	11%	13%	12%	14%
	570	600	538	452	215	340	291	111	236	3,353	622	713
<b>d. Water Quality of Lakes and Streams?</b>												
Very Satisfied	17%	20%	25%	19%	16%	19%	13%	11%	13%	18%	20%	20%
Somewhat Satisfied	32%	31%	35%	30%	28%	29%	22%	34%	25%	30%	31%	32%
Neutral	19%	19%	16%	22%	23%	20%	19%	21%	23%	19%	19%	19%
Somewhat Dissatisfied	15%	13%	12%	10%	14%	15%	18%	9%	13%	13%	13%	11%
Very Dissatisfied	6%	6%	4%	4%	8%	4%	12%	9%	11%	6%	6%	5%
Don't Know	11%	11%	9%	15%	12%	14%	16%	16%	14%	12%	11%	13%
	572	594	539	448	213	342	289	112	235	3,344	624	712
<b>e. Storm Drainage &amp; Sewer?</b>												
Very Satisfied	17%	0%	0%	0%	0%	0%	0%	0%	0%	17%		
Somewhat Satisfied	30%	15%	21%	18%	13%	19%	14%	10%	14%	28%		
Neutral	19%	30%	30%	30%	26%	27%	22%	26%	25%	21%		
Somewhat Dissatisfied	17%	19%	18%	23%	24%	23%	21%	24%	24%	17%		
Very Dissatisfied	9%	20%	17%	13%	16%	17%	20%	14%	15%	9%		
Don't Know	9%	10%	8%	7%	13%	6%	10%	16%	12%	8%		
	568	0	0	0	0	0	0	0	0	3,345		
<b>f. Access to city parks and greenways?</b>												
Very Satisfied	49%	0%	0%	0%	0%	0%	0%	0%	0%	47%		
Somewhat Satisfied	35%	53%	54%	41%	41%	40%	49%	46%	36%	33%		
Neutral	8%	31%	31%	34%	31%	32%	35%	27%	38%	11%		
Somewhat Dissatisfied	5%	9%	10%	14%	15%	15%	10%	19%	11%	4%		
Very Dissatisfied	1%	3%	2%	4%	5%	6%	2%	4%	8%	2%		
Don't Know	2%	1%	1%	2%	2%	1%	1%	3%	3%	3%		
	570	0	0	0	0	0	0	0	0	3,349		
<b>10. In the past 12 months, how many times did you visit:</b>												
<b>a. A City Park</b>												
Daily	6%	6%	5%	2%	4%	1%	11%	10%	6%	5%		
Weekly	23%	31%	14%	16%	20%	18%	37%	36%	22%	23%		
Monthly	23%	21%	21%	22%	16%	21%	21%	20%	23%	21%		
A Few Times	37%	33%	38%	43%	39%	39%	25%	25%	36%	36%		
Never	10%	7%	20%	16%	21%	18%	6%	7%	13%	13%		
Don't Know	1%	0%	1%	1%	0%	2%	0%	2%	0%	1%		
	571	601	532	453	214	340	294	111	236	3,352		
<b>b. A City Greenway or Trail</b>												
Daily	3%	4%	6%	0%	3%	2%	17%	10%	2%	5%		
Weekly	20%	26%	15%	13%	20%	14%	35%	23%	21%	20%		
Monthly	18%	22%	21%	15%	13%	14%	18%	20%	20%	18%		
A Few Times	37%	31%	34%	38%	28%	38%	18%	28%	32%	33%		
Never	21%	17%	23%	31%	33%	29%	12%	14%	23%	22%		
Don't Know	1%	1%	1%	3%	1%	3%	1%	5%	2%	2%		
	569	597	535	454	215	340	294	110	235	3,349		
<b>11. How do you rate the following attributes of City parks and outdoor amenities near you home?</b>												
<b>a. Cleanliness</b>												
Very Good	31%	34%	31%	25%	19%	23%	31%	24%	21%	28%		
Good	49%	50%	49%	52%	48%	39%	53%	48%	45%	48%		
Neutral	9%	8%	9%	9%	18%	20%	9%	18%	18%	11%		
Bad	3%	4%	2%	2%	5%	5%	5%	5%	8%	4%		
Very Bad	1%	0%	0%	0%	1%	3%	2%	3%	4%	1%		
Don't Know	7%	4%	8%	11%	9%	11%	1%	2%	4%	7%		
	570	600	538	445	212	337	293	112	233	3,340		
<b>b. Beauty</b>												
Very Good	40%	42%	41%	25%	26%	28%	40%	29%	28%	35%		
Good	42%	43%	41%	52%	43%	40%	45%	46%	42%	44%		
Neutral	10%	10%	9%	11%	17%	16%	10%	15%	19%	12%		
Bad	2%	2%	0%	2%	5%	4%	3%	6%	5%	3%		
Very Bad	0%	0%	1%	0%	2%	1%	2%	2%	3%	1%		
Don't Know	7%	3%	7%	10%	7%	10%	1%	2%	3%	6%		
	573	599	540	450	214	341	293	112	235	3,357		

# 2022 Online Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>c. Fun</b>												
Very Good	28%	31%	24%	15%	14%	21%	27%	22%	19%	23%		
Good	42%	45%	43%	48%	40%	40%	37%	43%	39%	43%		
Neutral	19%	19%	21%	21%	31%	27%	15%	26%	29%	22%		
Bad	2%	2%	1%	2%	5%	4%	3%	2%	5%	2%		
Very Bad	0%	0%	0%	1%	2%	0%	1%	2%	3%	1%		
Don't Know	8%	5%	11%	13%	8%	11%	3%	6%	4%	8%		
	570	600	540	448	213	341	293	109	233	3,345		
<b>d. Easy to Find</b>												
Very Good	36%	41%	36%	28%	25%	25%	42%	30%	25%	34%		
Good	46%	45%	43%	48%	42%	41%	45%	46%	42%	44%		
Neutral	10%	10%	13%	13%	19%	18%	9%	18%	21%	13%		
Bad	2%	1%	1%	2%	3%	4%	1%	2%	6%	2%		
Very Bad	0%	0%	0%	1%	2%	1%	2%	2%	3%	1%		
Don't Know	6%	3%	6%	9%	8%	10%	1%	2%	3%	6%		
	571	599	540	450	212	340	292	112	233	3,347		
<b>e. Facilities</b>												
Very Good	20%	25%	21%	16%	14%	17%	20%	15%	13%	19%		
Good	42%	42%	44%	44%	36%	34%	44%	40%	37%	41%		
Neutral	21%	21%	20%	23%	24%	28%	21%	29%	25%	22%		
Bad	5%	4%	2%	3%	11%	6%	6%	6%	11%	5%		
Very Bad	1%	0%	1%	1%	4%	1%	2%	3%	6%	2%		
Don't Know	11%	7%	12%	13%	11%	14%	8%	7%	9%	10%		
	571	600	538	447	213	339	293	112	235	3,345		
<b>f. Playgrounds</b>												
Very Good	18%	21%	17%	14%	14%	17%	23%	13%	14%	17%		
Good	32%	36%	36%	38%	36%	27%	39%	32%	28%	34%		
Neutral	20%	17%	19%	19%	22%	24%	13%	29%	26%	20%		
Bad	2%	3%	1%	3%	4%	3%	4%	4%	6%	3%		
Very Bad	1%	1%	1%	1%	4%	1%	2%	3%	2%	1%		
Don't Know	27%	22%	26%	25%	20%	27%	19%	21%	25%	24%		
	570	595	538	448	212	339	293	112	235	3,336		
<b>12. In the past 12 months, did anyone in your household participate in a Chattanooga Parks &amp; Outdoors activity or event?</b>												
Yes	22%	26%	17%	19%	20%	16%	28%	36%	26%	22%		
No	78%	74%	83%	81%	80%	84%	72%	64%	74%	78%		
	569	595	534	447	214	338	295	108	232	3,332		
<b>13. How satisfied are you with the following City facilities and services:</b>												
<b>a. Community Centers</b>												
Very Satisfied	4%	3%	5%	2%	8%	3%	4%	8%	4%	4%		
Satisfied	17%	12%	14%	15%	22%	14%	17%	19%	20%	16%		
Neutral	23%	21%	22%	22%	26%	23%	19%	20%	22%	22%		
Somewhat Dissatisfied	3%	3%	3%	3%	4%	6%	4%	9%	8%	4%		
Very Dissatisfied	2%	2%	1%	2%	3%	1%	2%	1%	2%	2%		
Don't Know	52%	59%	55%	56%	38%	52%	53%	44%	43%	52%		
	570	599	539	446	212	341	295	112	233	3,347		
<b>b. Pools</b>												
Very Satisfied	2%	1%	2%	1%	4%	4%	4%	4%	3%	3%		
Satisfied	9%	6%	6%	9%	13%	8%	8%	11%	12%	8%		
Neutral	21%	22%	24%	22%	29%	21%	21%	22%	21%	22%		
Somewhat Dissatisfied	4%	4%	3%	3%	4%	6%	7%	9%	7%	5%		
Very Dissatisfied	3%	2%	1%	2%	4%	2%	2%	3%	5%	2%		
Don't Know	61%	65%	63%	62%	46%	58%	58%	51%	52%	60%		
	571	598	532	444	213	340	296	112	233	3,339		
<b>c. Sports Fields and Facilities</b>												
Very Satisfied	6%	5%	6%	4%	9%	6%	6%	5%	7%	6%		
Satisfied	20%	23%	21%	24%	21%	21%	18%	23%	22%	21%		
Neutral	21%	18%	21%	19%	23%	20%	19%	17%	19%	20%		
Somewhat Dissatisfied	3%	3%	3%	3%	4%	4%	3%	5%	8%	4%		
Very Dissatisfied	2%	1%	1%	1%	2%	1%	1%	2%	1%	1%		
Don't Know	48%	51%	48%	49%	41%	48%	52%	48%	44%	48%		
	570	599	535	449	212	340	296	111	232	3,344		
<b>d. Sports Leagues and Programs</b>												
Very Satisfied	6%	5%	5%	3%	8%	4%	7%	6%	4%	5%		
Satisfied	15%	18%	17%	19%	16%	15%	14%	20%	17%	16%		
Neutral	21%	20%	22%	19%	27%	19%	19%	16%	22%	20%		
Somewhat Dissatisfied	2%	2%	2%	3%	4%	4%	2%	6%	5%	3%		
Very Dissatisfied	1%	1%	1%	2%	3%	2%	1%	4%	2%	1%		
Don't Know	55%	55%	54%	55%	43%	56%	57%	48%	51%	54%		
	570	593	537	446	214	337	295	112	232	3,336		
<b>e. Community and Special Events</b>												
Very Satisfied	12%	11%	9%	5%	9%	8%	15%	16%	8%	10%		
Satisfied	30%	34%	26%	26%	28%	26%	28%	36%	27%	29%		
Neutral	21%	20%	24%	22%	23%	22%	16%	17%	22%	21%		
Somewhat Dissatisfied	3%	2%	2%	2%	4%	5%	3%	5%	6%	3%		
Very Dissatisfied	1%	1%	1%	2%	5%	2%	3%	2%	2%	2%		
Don't Know	33%	32%	38%	43%	31%	37%	35%	24%	35%	35%		
	571	592	536	444	212	339	294	112	233	3,333		
<b>14. How do you rate traffic flow (congestions) on major streets and thoroughfares, excluding freeways:</b>												
<b>a. During peak hours, that is 7-9am and 3:30-6pm?</b>												
Very Good	3%	6%	2%	1%	0%	1%	4%	5%	2%	3%	3%	3%
Good	23%	33%	26%	20%	24%	18%	23%	18%	31%	25%	25%	29%
Neutral	21%	24%	19%	18%	20%	22%	16%	32%	21%	21%	24%	22%
Bad	31%	27%	34%	35%	34%	36%	35%	32%	26%	32%	30%	32%
Very Bad	20%	9%	17%	25%	20%	22%	18%	12%	18%	18%	16%	13%
Don't Know	2%	1%	2%	1%	2%	1%	3%	3%	3%	2%	2%	1%
	569	596	534	450	214	338	294	111	236	3,342	624	715



# 2022 Online Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>b. During off-peak traffic hours?</b>												
Very Good	23%	33%	22%	21%	21%	16%	26%	22%	26%	24%	24%	26%
Good	47%	46%	49%	44%	46%	47%	42%	50%	45%	46%	45%	49%
Neutral	14%	13%	17%	19%	17%	21%	18%	15%	17%	17%	19%	16%
Bad	11%	5%	9%	11%	11%	13%	12%	7%	7%	10%	8%	7%
Very Bad	4%	2%	2%	4%	4%	3%	1%	5%	5%	3%	4%	1%
Don't Know	2%	0%	1%	0%	0%	0%	0%	1%	1%	1%	1%	1%
	568	594	532	448	211	336	294	111	235	3,329	624	712
<b>15. How do you rate City streets on :</b>												
<b>a. Smoothness?</b>												
Very Good	2%	2%	3%	1%	1%	2%	3%	0%	2%	2%	2%	3%
Good	23%	23%	21%	18%	13%	22%	23%	15%	19%	21%	16%	19%
Neutral	17%	17%	20%	19%	17%	19%	19%	17%	13%	18%	18%	20%
Bad	36%	36%	33%	30%	35%	33%	32%	40%	36%	34%	35%	36%
Very Bad	22%	21%	23%	31%	33%	25%	24%	27%	31%	25%	30%	23%
Don't Know	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
	573	599	538	450	211	338	295	112	236	3,352	627	713
<b>b. Cleanliness?</b>												
Very Good	5%	5%	4%	4%	2%	5%	5%	3%	2%	4%	4%	6%
Good	35%	39%	37%	38%	29%	30%	37%	27%	24%	35%	31%	42%
Neutral	30%	30%	31%	30%	31%	27%	27%	38%	25%	29%	26%	26%
Bad	21%	17%	21%	17%	25%	26%	18%	21%	32%	21%	23%	18%
Very Bad	9%	8%	8%	11%	13%	12%	11%	12%	17%	10%	15%	8%
Don't Know	1%	1%	0%	1%	0%	0%	1%	0%	0%	0%	1%	0%
	572	602	536	452	212	338	295	112	235	3,354	625	716
<b>c. Speeding vehicles?</b>												
Very Good	3%	3%	2%	2%	1%	2%	3%	4%	0%	2%	2%	3%
Good	19%	19%	21%	18%	11%	14%	19%	11%	15%	18%	19%	22%
Neutral	24%	25%	24%	30%	19%	22%	23%	32%	23%	24%	27%	28%
Bad	31%	31%	31%	28%	34%	35%	31%	25%	31%	31%	27%	28%
Very Bad	21%	22%	22%	20%	34%	27%	22%	28%	31%	24%	24%	18%
Don't Know	1%	1%	0%	2%	0%	0%	2%	1%	0%	1%	0%	1%
	570	600	536	451	212	338	295	112	236	3,350	626	717
<b>d. Safety of pedestrians?</b>												
Very Good	3%	4%	4%	2%	2%	3%	5%	2%	3%	3%	4%	7%
Good	32%	27%	26%	26%	20%	21%	28%	25%	24%	26%	29%	33%
Neutral	28%	27%	30%	31%	29%	28%	26%	29%	26%	28%	28%	28%
Bad	23%	25%	25%	21%	27%	28%	22%	21%	25%	24%	22%	20%
Very Bad	11%	13%	12%	16%	21%	19%	18%	22%	21%	15%	15%	11%
Don't Know	3%	3%	3%	3%	2%	2%	2%	0%	1%	2%	2%	2%
	572	601	538	450	213	338	295	112	236	3,355	627	717
<b>e. Safety of bicyclists?</b>												
Very Good	4%	5%	4%	1%	2%	3%	4%	4%	4%	3%	3%	6%
Good	24%	20%	17%	17%	15%	15%	22%	15%	19%	19%	20%	25%
Neutral	30%	28%	29%	34%	30%	26%	22%	28%	22%	28%	30%	28%
Bad	22%	24%	23%	21%	25%	29%	27%	29%	23%	24%	22%	23%
Very Bad	13%	15%	16%	17%	22%	19%	17%	21%	23%	17%	17%	14%
Don't Know	7%	8%	12%	9%	7%	8%	7%	4%	8%	8%	7%	5%
	572	599	538	449	214	339	294	112	236	3,353	624	714
<b>16. Has a new commercial development been completed in or near your neighborhood in the last 12 months?</b>												
Yes	38%	19%	39%	44%	21%	31%	54%	42%	19%	34%	35%	31%
No	62%	81%	61%	56%	79%	69%	46%	58%	81%	66%	65%	69%
	565	592	530	448	211	335	295	110	234	3,320	624	711
If yes, how do you rate it on the following:												
<b>a. Attractiveness?</b>												
Very Good	21%	14%	14%	20%	19%	21%	32%	22%	14%	20%	27%	27%
Good	32%	50%	48%	46%	33%	44%	41%	40%	45%	42%	44%	44%
Neutral	27%	27%	27%	28%	38%	18%	19%	22%	18%	25%	21%	16%
Bad	10%	8%	6%	3%	0%	11%	4%	11%	16%	7%	5%	9%
Very Bad	7%	1%	4%	2%	7%	5%	3%	4%	7%	4%	2%	2%
Don't Know	3%	0%	2%	2%	2%	1%	1%	0%	0%	2%	1%	2%
	210	112	199	195	42	100	157	45	44	1,104	218	214
<b>b. Improvement to your neighborhood as a place to live?</b>												
Very Good	20%	15%	11%	14%	20%	16%	28%	22%	18%	17%	21%	23%
Good	25%	38%	29%	31%	20%	22%	36%	36%	30%	30%	29%	39%
Neutral	29%	30%	39%	36%	38%	35%	26%	29%	25%	32%	35%	25%
Bad	13%	10%	14%	9%	8%	15%	5%	9%	11%	11%	8%	7%
Very Bad	12%	6%	6%	6%	13%	8%	3%	2%	9%	7%	5%	4%
Don't Know	2%	1%	2%	4%	3%	3%	2%	2%	7%	3%	3%	3%
	207	111	198	195	40	99	156	45	44	1,095	214	214
<b>17. Has a new residential development been completed in or near your neighborhood in the last 12 months?</b>												
Yes	57%	44%	49%	62%	27%	31%	61%	54%	37%	48%	47%	45%
No	43%	56%	51%	38%	73%	69%	39%	46%	63%	52%	53%	55%
	569	599	534	450	213	339	296	109	235	3,344	621	719
If yes, how would you rate it on:												
<b>a. Attractiveness?</b>												
Very Good	26%	24%	18%	14%	29%	27%	25%	14%	20%	22%	27%	28%
Good	35%	34%	46%	41%	57%	41%	32%	38%	35%	39%	40%	42%
Neutral	20%	24%	24%	30%	7%	26%	23%	24%	19%	23%	21%	17%
Bad	13%	13%	7%	10%	0%	4%	16%	12%	15%	11%	7%	9%
Very Bad	5%	3%	3%	5%	5%	1%	3%	12%	9%	5%	4%	3%
Don't Know	1%	1%	2%	0%	2%	0%	0%	0%	1%	1%	1%	1%
	322	262	260	273	56	102	177	58	85	1,595	286	314

# 2022 Online Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>b. Improvement to your neighborhood as a place to live?</b>												
Very Good	21%	17%	10%	11%	26%	19%	23%	14%	18%	17%	17%	21%
Good	21%	28%	21%	22%	39%	25%	25%	31%	29%	24%	26%	32%
Neutral	28%	34%	38%	32%	19%	42%	27%	29%	27%	32%	33%	26%
Bad	17%	15%	22%	24%	5%	8%	17%	14%	13%	17%	14%	13%
Very Bad	10%	7%	7%	11%	9%	3%	5%	12%	9%	8%	8%	6%
Don't Know	2%	0%	2%	1%	2%	4%	2%	0%	4%	2%	3%	2%
	321	262	259	274	57	102	175	58	85	1,593	284	313
<b>18. How would you rate your neighborhood on :</b>												
<b>a. Housing affordability?</b>												
Very Good	6%	4%	11%	7%	7%	7%	2%	6%	5%	6%	9%	16%
Good	32%	28%	37%	38%	45%	34%	23%	19%	32%	33%	44%	48%
Neutral	22%	24%	25%	26%	22%	24%	24%	25%	27%	24%	24%	19%
Bad	24%	26%	18%	17%	13%	21%	32%	31%	16%	22%	13%	12%
Very Bad	13%	15%	6%	9%	9%	11%	17%	19%	16%	12%	9%	3%
Don't Know	2%	3%	2%	2%	4%	3%	2%	0%	4%	2%	2%	2%
	571	600	536	453	215	341	295	111	235	3,357	623	715
<b>b. Physical condition of housing?</b>												
Very Good	21%	21%	24%	24%	8%	14%	17%	12%	13%	19%	23%	22%
Good	47%	51%	50%	55%	46%	53%	44%	29%	37%	48%	50%	51%
Neutral	22%	19%	19%	16%	29%	20%	23%	33%	26%	21%	19%	18%
Bad	6%	7%	4%	3%	10%	8%	11%	17%	14%	7%	5%	8%
Very Bad	3%	1%	1%	2%	5%	4%	5%	9%	10%	3%	2%	2%
Don't Know	1%	1%	1%	0%	1%	1%	1%	0%	0%	1%	1%	1%
	572	600	539	453	214	341	296	112	236	3,363	621	711
<b>c. Closeness of parks or open spaces?</b>												
Very Good	24%	32%	23%	19%	16%	15%	42%	24%	16%	24%	26%	30%
Good	44%	45%	52%	49%	35%	37%	43%	39%	29%	44%	42%	43%
Neutral	20%	15%	17%	18%	23%	24%	9%	19%	23%	18%	20%	16%
Bad	7%	6%	5%	7%	13%	15%	4%	13%	17%	8%	6%	6%
Very Bad	2%	1%	1%	3%	7%	4%	0%	4%	12%	3%	4%	2%
Don't Know	2%	2%	2%	4%	5%	5%	1%	1%	3%	3%	1%	3%
	574	602	538	454	215	341	294	112	235	3,365	623	712
<b>d. Walking distance to public transit?</b>												
Very Good	8%	18%	3%	4%	8%	12%	36%	29%	19%	13%	14%	18%
Good	8%	27%	8%	10%	26%	23%	29%	38%	25%	19%	22%	23%
Neutral	13%	18%	15%	18%	17%	19%	13%	17%	16%	16%	19%	15%
Bad	22%	14%	25%	21%	19%	18%	6%	8%	18%	18%	17%	16%
Very Bad	29%	8%	31%	24%	14%	11%	3%	4%	12%	18%	12%	12%
Don't Know	20%	16%	18%	23%	15%	16%	13%	4%	9%	17%	16%	15%
	571	600	536	452	213	341	294	112	236	3,355	626	713
<b>e. Access to shopping and other services?</b>												
Very Good	24%	36%	31%	51%	13%	26%	25%	11%	11%	29%	28%	32%
Good	47%	51%	51%	40%	42%	47%	49%	27%	25%	45%	43%	41%
Neutral	17%	9%	13%	6%	18%	14%	16%	26%	17%	14%	15%	14%
Bad	7%	2%	3%	2%	14%	8%	7%	19%	26%	7%	10%	9%
Very Bad	4%	1%	2%	1%	11%	4%	2%	18%	19%	5%	4%	4%
Don't Know	1%	0%	1%	1%	2%	1%	1%	0%	1%	1%	0%	0%
	573	602	540	455	214	341	296	112	236	3,369	624	714
<b>f. On-street parking?</b>												
Very Good	7%	14%	7%	7%	8%	9%	17%	12%	9%	10%	9%	12%
Good	23%	34%	26%	27%	19%	25%	35%	34%	28%	28%	26%	30%
Neutral	33%	24%	35%	28%	33%	27%	20%	22%	24%	28%	32%	25%
Bad	15%	17%	14%	17%	19%	18%	17%	20%	18%	17%	17%	16%
Very Bad	11%	8%	9%	11%	15%	14%	10%	13%	18%	11%	11%	10%
Don't Know	11%	4%	9%	10%	7%	7%	2%	0%	3%	7%	5%	7%
	572	600	536	451	211	341	294	112	235	3,352	623	712
<b>g. Street lighting?</b>												
Very Good	15%	18%	16%	15%	12%	14%	19%	10%	16%	16%	17%	17%
Good	42%	48%	44%	38%	39%	38%	48%	52%	43%	43%	43%	44%
Neutral	22%	19%	20%	25%	23%	21%	18%	17%	20%	21%	21%	20%
Bad	13%	11%	12%	15%	15%	18%	13%	14%	13%	13%	12%	13%
Very Bad	7%	4%	7%	6%	9%	7%	3%	7%	9%	6%	6%	5%
Don't Know	1%	0%	1%	1%	1%	2%	0%	0%	0%	1%	1%	1%
	572	599	537	452	213	342	296	112	235	3,358	623	710
<b>h. Availability of sidewalks?</b>												
Very Good	19%	12%	15%	14%	1%	6%	31%	21%	12%	15%	17%	17%
Good	23%	22%	14%	21%	12%	14%	42%	44%	19%	22%	23%	23%
Neutral	17%	14%	18%	17%	15%	19%	12%	14%	18%	16%	14%	13%
Bad	19%	21%	19%	19%	26%	20%	10%	9%	23%	19%	18%	20%
Very Bad	20%	28%	32%	27%	41%	37%	5%	12%	26%	26%	25%	26%
Don't Know	2%	2%	2%	2%	4%	3%	0%	0%	1%	2%	1%	2%
	572	598	537	451	215	340	294	112	236	3,355	621	709
<b>19. How do you rate Chattanooga as a place to do business?</b>												
Very Good	21%	23%	22%	21%	14%	18%	17%	16%	22%	20%	23%	26%
Good	44%	45%	47%	45%	41%	44%	41%	43%	42%	44%	44%	47%
Neutral	15%	13%	14%	17%	23%	18%	15%	20%	13%	16%	16%	14%
Bad	2%	2%	2%	2%	4%	3%	2%	2%	5%	2%	3%	2%
Very Bad	0%	0%	1%	2%	1%	0%	1%	2%	0%	1%	1%	1%
Don't Know	17%	16%	15%	13%	17%	18%	23%	17%	18%	17%	14%	10%
	573	602	539	453	214	342	294	111	236	3,364	623	715
<b>a. Do you own a business in Chattanooga?</b>												
Yes	12%	15%	9%	12%	10%	13%	17%	16%	15%	13%	13%	13%
No	88%	85%	91%	88%	90%	87%	83%	84%	85%	87%	87%	87%
	572	597	541	452	214	342	295	111	234	3,358	623	712

# 2022 Online Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>b. If yes, how many employees does your business employ?</b>												
Self	44%	41%	45%	47%	55%	50%	45%	61%	44%	46%	45%	42%
1	7%	4%	12%	9%	18%	9%	4%	6%	3%	7%	6%	9%
2-10	33%	33%	31%	30%	18%	30%	35%	33%	44%	32%	40%	33%
11-50	9%	13%	12%	11%	9%	9%	6%	0%	6%	10%	6%	15%
51-150	4%	4%	0%	0%	0%	2%	2%	0%	0%	2%	3%	1%
151+	3%	4%	0%	2%	0%	0%	8%	0%	3%	3%	0%	0%
	70	91	49	53	22	44	49	18	34	430	80	92
<b>20. In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chattanooga:</b>												
<b>a. Called 3-1-1 about public services</b>												
Never	36%	20%	26%	29%	19%	22%	39%	26%	21%	27%	26%	26%
Once or Twice	34%	36%	37%	38%	39%	37%	33%	34%	35%	36%	33%	33%
3 to 5 Times	20%	27%	26%	21%	29%	27%	17%	29%	28%	24%	26%	26%
6 to 10 Times	7%	13%	8%	8%	10%	10%	7%	6%	9%	9%	11%	11%
More than 10 Times	4%	5%	4%	3%	2%	4%	4%	5%	8%	4%	4%	3%
	573	601	539	454	214	338	296	112	233	3,360	623	717
<b>b. Ridden a local bus (CARTA)</b>												
Never	89%	89%	94%	96%	89%	93%	73%	81%	89%	89%	90%	86%
Once or Twice	7%	9%	4%	3%	7%	4%	14%	10%	6%	7%	5%	8%
3 to 5 Times	2%	1%	1%	1%	1%	1%	5%	4%	3%	2%	3%	2%
6 to 10 Times	1%	0%	0%	0%	0%	1%	3%	4%	0%	1%	0%	1%
More than 10 Times	1%	1%	1%	0%	2%	1%	6%	0%	1%	1%	2%	3%
	574	597	539	451	213	339	295	112	234	3,354	623	713
<b>c. Visited a Chattanooga Public Library branch</b>												
Never	54%	52%	54%	66%	60%	56%	44%	34%	43%	54%	62%	46%
Once or Twice	23%	25%	26%	18%	24%	29%	32%	34%	33%	26%	23%	28%
3 to 5 Times	12%	10%	8%	8%	8%	6%	8%	20%	9%	9%	7%	12%
6 to 10 Times	5%	5%	5%	3%	3%	4%	8%	4%	6%	5%	3%	6%
More than 10 Times	5%	8%	7%	5%	5%	5%	8%	8%	8%	6%	5%	8%
	572	599	540	454	213	340	295	112	234	3,359	623	714
<b>d. Used/visited McKamey Animal Center</b>												
Never	68%	68%	67%	76%	71%	74%	73%	69%	73%	71%	71%	65%
Once or Twice	26%	27%	27%	21%	26%	22%	22%	25%	24%	25%	23%	26%
3 to 5 Times	4%	4%	4%	2%	1%	3%	4%	6%	2%	3%	4%	5%
6 to 10 Times	1%	0%	1%	0%	2%	0%	0%	0%	1%	1%	1%	2%
More than 10 Times	1%	1%	0%	0%	0%	0%	1%	0%	0%	1%	1%	1%
	572	599	538	449	214	340	296	112	235	3,355	624	717
<b>e. Been involved in a community project or attended a public meeting</b>												
Never	62%	62%	68%	67%	64%	72%	54%	46%	54%	63%	70%	58%
Once or Twice	27%	27%	24%	26%	26%	21%	30%	30%	28%	26%	22%	29%
3 to 5 Times	7%	7%	7%	5%	7%	4%	10%	16%	11%	7%	5%	8%
6 to 10 Times	2%	1%	1%	1%	1%	0%	4%	2%	3%	2%	1%	3%
More than 10 Times	2%	3%	1%	1%	1%	2%	2%	5%	5%	2%	2%	2%
	575	600	538	449	214	339	292	112	235	3,354	623	716
<b>21. Overall, how do you rate the quality of each of the following services:</b>												
<b>a. 3-1-1</b>												
Very Good	22%	25%	29%	24%	26%	25%	17%	22%	24%	24%	24%	28%
Good	33%	40%	33%	39%	42%	39%	32%	34%	37%	36%	39%	36%
Neutral	15%	14%	15%	14%	17%	14%	14%	18%	16%	15%	14%	12%
Bad	4%	4%	4%	3%	4%	5%	3%	5%	7%	4%	4%	4%
Very Bad	1%	2%	2%	2%	1%	1%	1%	2%	3%	2%	1%	2%
Don't Know	25%	15%	17%	18%	9%	16%	32%	19%	13%	18%	18%	18%
	568	595	536	448	213	340	294	112	237	3,343	621	713
<b>b. Bus services (CARTA)</b>												
Very Good	3%	4%	1%	2%	8%	5%	6%	6%	7%	4%	5%	5%
Good	11%	11%	9%	8%	16%	9%	19%	19%	10%	11%	12%	13%
Neutral	24%	19%	21%	19%	23%	19%	16%	25%	18%	20%	21%	20%
Bad	3%	3%	3%	1%	2%	2%	3%	3%	5%	3%	4%	3%
Very Bad	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
Don't Know	58%	62%	64%	68%	49%	64%	55%	46%	58%	60%	57%	59%
	569	594	534	447	214	341	295	111	234	3,339	625	711
<b>c. Animal control (McKamey)</b>												
Very Good	7%	7%	8%	8%	10%	11%	8%	7%	6%	8%	8%	13%
Good	21%	23%	24%	15%	21%	20%	17%	17%	19%	20%	19%	25%
Neutral	21%	18%	22%	23%	26%	19%	17%	21%	21%	21%	21%	17%
Bad	5%	5%	4%	1%	2%	4%	2%	8%	6%	4%	5%	2%
Very Bad	2%	2%	2%	1%	3%	1%	3%	4%	4%	2%	3%	1%
Don't Know	44%	45%	39%	53%	38%	45%	53%	43%	45%	45%	43%	43%
	569	598	538	449	213	341	295	112	236	3,351	624	712
<b>d. Public libraries</b>												
Very Good	20%	22%	19%	13%	22%	16%	24%	28%	25%	20%	18%	23%
Good	29%	33%	31%	23%	27%	31%	33%	33%	31%	30%	28%	33%
Neutral	16%	15%	16%	19%	19%	20%	9%	14%	17%	16%	15%	14%
Bad	2%	1%	1%	2%	1%	2%	2%	2%	1%	2%	2%	2%
Very Bad	0%	1%	1%	1%	0%	1%	1%	0%	0%	1%	1%	0%
Don't Know	33%	27%	32%	42%	31%	30%	30%	23%	25%	32%	36%	29%
	570	598	536	446	212	342	292	111	235	3,342	624	709

# 2022 Online Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>22. Overall, how do you rate the following aspects of City government performance:</b>												
a. Value of services for City taxes paid												
Very Good	8%	10%	7%	5%	6%	7%	6%	4%	8%	7%	6%	10%
Good	37%	36%	31%	33%	29%	30%	39%	33%	28%	34%	34%	38%
Neutral	28%	29%	33%	29%	31%	30%	29%	34%	33%	30%	30%	28%
Bad	13%	16%	17%	18%	16%	19%	12%	14%	16%	16%	17%	11%
Very Bad	9%	6%	9%	10%	13%	8%	2%	12%	9%	8%	8%	7%
Don't Know	5%	3%	3%	5%	5%	6%	12%	3%	6%	5%	6%	5%
	571	599	539	452	212	339	292	112	235	3,351	623	714
b. Overall direction the City is taking												
Very Good	9%	11%	7%	7%	8%	10%	14%	8%	12%	9%	9%	14%
Good	38%	37%	34%	37%	34%	29%	43%	46%	33%	36%	37%	43%
Neutral	28%	29%	35%	29%	28%	31%	25%	24%	29%	30%	33%	26%
Bad	13%	13%	13%	13%	12%	15%	10%	13%	14%	13%	11%	9%
Very Bad	7%	5%	6%	8%	9%	8%	3%	7%	7%	6%	5%	3%
Don't Know	4%	5%	4%	7%	8%	6%	2%	5%	5%	5%	6%	5%
	572	599	537	452	212	339	293	112	236	3,352	624	712
c. Welcoming citizen involvement												
Very Good	9%	12%	8%	7%	7%	10%	13%	12%	15%	10%	7%	11%
Good	34%	36%	31%	30%	30%	29%	36%	37%	29%	33%	32%	35%
Neutral	30%	29%	36%	38%	35%	36%	26%	32%	29%	33%	33%	30%
Bad	8%	8%	9%	7%	7%	9%	5%	6%	10%	8%	9%	7%
Very Bad	4%	2%	3%	5%	6%	3%	1%	5%	5%	4%	4%	4%
Don't Know	14%	12%	13%	13%	16%	14%	17%	8%	12%	13%	15%	13%
	571	596	535	451	211	338	289	111	234	3,336	623	713
<b>23. How would you rate the City's handling of homelessness?</b>												
a. Very Good												
Very Good	1%	1%	0%	1%	0%	2%	1%	0%	1%	1%	1%	0%
Good	9%	8%	9%	9%	9%	8%	11%	9%	6%	9%	8%	0%
Neutral	27%	27%	35%	26%	19%	22%	24%	21%	26%	27%	26%	0%
Bad	28%	31%	25%	27%	31%	28%	25%	35%	33%	28%	24%	0%
Very Bad	23%	21%	19%	22%	30%	30%	30%	30%	27%	24%	24%	0%
Don't Know	11%	11%	12%	15%	11%	11%	10%	5%	8%	11%	17%	0%
	573	598	541	454	214	340	294	112	235	3,361	627	0
<b>24. What is your sex?</b>												
Male	54%	51%	55%	55%	38%	42%	47%	50%	48%	50%	49%	48%
Female	46%	49%	45%	45%	62%	58%	53%	50%	52%	50%	51%	52%
	562	593	536	447	211	333	288	109	233	3,312	622	712
<b>25. What is your age?</b>												
Under 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	10%	4%	4%	6%	7%	10%	13%	15%	10%	8%	7%	13%
30-44	23%	23%	17%	16%	25%	20%	30%	29%	32%	23%	23%	25%
45-59	22%	25%	20%	24%	22%	24%	29%	27%	22%	24%	25%	25%
60-74	33%	35%	40%	38%	36%	34%	21%	24%	25%	34%	35%	30%
Over 74	11%	12%	19%	15%	10%	11%	5%	10%	12%	12%	10%	7%
	570	596	539	447	212	332	293	110	232	3,331	623	713
<b>26. How many years have you lived in Chattanooga?</b>												
Less than 5	22%	15%	14%	17%	10%	17%	30%	20%	19%	18%	17%	18%
5-10 years	14%	14%	13%	13%	12%	14%	20%	21%	20%	15%	14%	15%
11-20 years	13%	12%	10%	16%	11%	13%	16%	12%	12%	13%	11%	15%
More than 20 years	50%	60%	63%	55%	68%	56%	34%	48%	50%	55%	57%	52%
	571	599	539	455	214	338	295	112	234	3,357	624	716
<b>27. Do you own your home, rent your home, or live with someone</b>												
Own	74%	87%	88%	83%	83%	74%	59%	67%	77%	79%	80%	74%
Rent	24%	12%	12%	16%	16%	24%	39%	33%	22%	20%	18%	26%
Live with Someone (rent-free)	1%	1%	0%	2%	1%	1%	2%	0%	1%	1%	2%	1%
	570	598	539	452	213	337	295	110	235	3,349	625	713
<b>28. In the past 12 months, what was your (individual) pre-tax income?</b>												
No income	3%	1%	1%	2%	2%	2%	2%	4%	1%	2%	2%	2%
Less than \$20,000	5%	4%	4%	5%	12%	7%	8%	7%	6%	6%	9%	8%
\$20,000 - \$34,999	10%	10%	9%	9%	19%	15%	15%	13%	20%	12%	14%	12%
\$35,000 - \$74,999	36%	32%	31%	32%	44%	42%	30%	42%	35%	35%	34%	40%
\$75,000 - \$149,999	32%	28%	38%	38%	21%	26%	26%	23%	23%	30%	27%	28%
\$150,000 or more	13%	25%	16%	15%	3%	8%	19%	10%	14%	15%	15%	10%
	551	571	520	424	199	318	287	107	223	3,200	597	685
<b>29. Which of these is closest to describing your ethnic background?</b>												
Caucasian/White	94%	93%	90%	84%	55%	80%	80%	60%	71%	84%	83%	83%
African-American/ Black	2%	2%	4%	6%	37%	12%	11%	27%	19%	9%	11%	11%
Asian or Pacific Islander	1%	1%	2%	5%	1%	2%	2%	1%	2%	2%	1%	1%
Native American/Indian	1%	0%	0%	0%	0%	0%	1%	1%	1%	0%	1%	1%
Hispanic/Latino	1%	2%	1%	2%	2%	3%	3%	4%	2%	2%	1%	2%
Other	1%	2%	3%	2%	4%	3%	3%	7%	5%	3%	2%	2%
	564	591	533	446	208	326	291	110	229	3,298	616	705
<b>30. How much education have you completed?</b>												
Elementary	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
Some high school	0%	0%	0%	1%	2%	1%	0%	2%	1%	1%	1%	1%
High school grad or equivalent	6%	5%	6%	10%	10%	6%	6%	4%	6%	6%	8%	6%
Some college	19%	17%	20%	21%	31%	29%	20%	18%	20%	21%	19%	22%
College grad or more	74%	78%	74%	69%	57%	64%	74%	75%	73%	72%	72%	72%
	572	595	537	447	210	334	292	110	234	3,331	621	713
Response Rates	7%	8%	7%	6%	4%	5%	4%	2%	4%	6%	6%	7%
Margin of Error	3.95	3.82	4.06	4.45	6.56	5.17	5.57	9.15	6.23	1.64	0%	0%

**NOTES:**

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

# 2022 Combined (mailed and online) Community Survey Data

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Number of total respondents by question are below percentages.

The following pages contain data for the 2022 mailed and online  
Community Survey Responses Combined

# 2022 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>1. Overall, how do you rate the quality of life in:</b>												
<b>a. Chattanooga as a place to live</b>												
Very Good	46%	51%	46%	40%	27%	36%	43%	33%	36%	42%	45%	48%
Good	44%	42%	45%	51%	54%	50%	48%	48%	45%	47%	45%	44%
Neutral	6%	5%	7%	7%	14%	11%	5%	14%	14%	8%	8%	6%
Bad	3%	1%	2%	1%	4%	3%	2%	4%	5%	2%	1%	1%
Very Bad	0%	0%	1%	1%	1%	0%	1%	1%	0%	1%	0%	0%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	758	821	783	689	406	503	435	247	403	5,045	2,391	2,939
<b>b. Your neighborhood as a place to live</b>												
Very Good	51%	58%	53%	50%	24%	37%	41%	26%	27%	45%	42%	46%
Good	40%	34%	37%	42%	51%	46%	42%	42%	45%	41%	42%	41%
Neutral	8%	6%	8%	6%	16%	13%	9%	19%	19%	10%	11%	10%
Bad	1%	1%	2%	1%	5%	3%	7%	9%	8%	3%	5%	3%
Very Bad	0%	0%	0%	0%	2%	1%	2%	4%	2%	1%	1%	1%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	758	814	776	679	401	497	430	241	395	4,991	2,372	2,887
<b>c. Chattanooga as a place to work</b>												
Very Good	29%	31%	29%	30%	19%	22%	28%	16%	22%	27%	28%	30%
Good	41%	43%	47%	43%	47%	46%	40%	46%	46%	44%	44%	45%
Neutral	17%	15%	15%	15%	23%	22%	17%	24%	18%	18%	17%	15%
Bad	3%	3%	2%	3%	6%	3%	5%	5%	7%	4%	3%	3%
Very Bad	1%	1%	0%	1%	2%	0%	2%	3%	3%	1%	1%	1%
Don't Know	10%	7%	7%	7%	2%	6%	8%	6%	4%	7%	7%	5%
	758	804	770	678	392	497	429	240	390	4,958	2,357	2,868
<b>d. Chattanooga as a place to raise children</b>												
Very Good	25%	31%	28%	26%	16%	20%	19%	18%	17%	24%	28%	31%
Good	37%	37%	40%	40%	44%	38%	35%	29%	35%	38%	38%	39%
Neutral	16%	15%	17%	17%	21%	20%	19%	31%	25%	19%	17%	16%
Bad	5%	3%	4%	4%	7%	8%	7%	7%	7%	5%	4%	3%
Very Bad	1%	1%	1%	1%	3%	1%	3%	4%	3%	2%	1%	1%
Don't Know	15%	13%	10%	12%	9%	14%	18%	12%	12%	13%	12%	10%
	755	809	773	677	399	496	428	240	390	4,967	2,360	2,871
<b>e. Chattanooga as a place to retire</b>												
Very Good	34%	38%	36%	31%	22%	27%	30%	21%	25%	31%	34%	36%
Good	35%	35%	40%	42%	44%	39%	36%	40%	36%	38%	37%	37%
Neutral	16%	15%	13%	16%	20%	20%	14%	23%	23%	17%	16%	16%
Bad	4%	3%	3%	3%	5%	5%	3%	4%	5%	4%	3%	2%
Very Bad	2%	1%	1%	2%	1%	2%	2%	2%	1%	2%	1%	1%
Don't Know	9%	9%	6%	6%	8%	8%	14%	10%	10%	9%	8%	8%
	754	808	775	679	403	497	428	242	394	4,980	2,360	2,869
<b>2. How safe would you feel walking alone during the day:</b>												
<b>a. In your neighborhood?</b>												
Very Safe	63%	65%	62%	62%	31%	46%	48%	30%	35%	54%	49%	53%
Safe	30%	29%	30%	29%	42%	39%	36%	38%	41%	33%	35%	34%
Neutral	4%	3%	5%	5%	16%	8%	8%	14%	10%	7%	8%	8%
Unsafe	2%	2%	3%	2%	8%	6%	4%	12%	10%	4%	6%	4%
Very Unsafe	0%	1%	1%	1%	2%	1%	3%	5%	3%	2%	1%	1%
Don't Know	1%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%	0%
	764	823	781	692	406	506	434	247	407	5,060	2,410	2,944
<b>b. In the park closest to you?</b>												
Very Safe	40%	46%	34%	40%	15%	26%	42%	26%	25%	35%	31%	34%
Safe	42%	38%	42%	42%	42%	38%	35%	38%	37%	40%	39%	39%
Neutral	10%	9%	14%	10%	22%	17%	11%	17%	18%	13%	15%	15%
Unsafe	3%	5%	6%	3%	13%	9%	8%	12%	12%	7%	7%	6%
Very Unsafe	1%	1%	1%	1%	4%	2%	3%	4%	4%	2%	2%	2%
Don't Know	4%	2%	4%	4%	4%	8%	1%	4%	6%	4%	6%	5%
	758	817	777	680	398	499	428	242	400	4,999	2,374	2,882
<b>c. Downtown?</b>												
Very Safe	18%	22%	13%	13%	12%	12%	29%	19%	27%	18%	18%	23%
Safe	40%	40%	36%	34%	40%	39%	44%	43%	41%	39%	39%	41%
Neutral	23%	22%	25%	28%	24%	23%	14%	20%	18%	22%	23%	21%
Unsafe	13%	11%	16%	15%	14%	16%	10%	11%	8%	13%	12%	9%
Very Unsafe	5%	5%	7%	7%	7%	7%	3%	3%	3%	5%	4%	3%
Don't Know	3%	1%	3%	3%	4%	4%	1%	4%	2%	3%	4%	4%
	749	815	775	679	399	498	427	244	399	4,985	2,369	2,872
<b>3. How safe would you feel walking alone at night:</b>												
<b>a. In your neighborhood?</b>												
Very Safe	33%	37%	39%	36%	12%	19%	17%	11%	12%	28%	23%	25%
Safe	40%	37%	35%	37%	29%	37%	34%	26%	25%	35%	33%	35%
Neutral	14%	12%	12%	14%	19%	18%	19%	17%	20%	15%	16%	16%
Unsafe	9%	9%	9%	9%	26%	17%	20%	25%	26%	14%	18%	17%
Very Unsafe	3%	3%	3%	3%	14%	8%	9%	19%	15%	7%	9%	6%
Don't Know	1%	1%	1%	1%	1%	0%	1%	2%	2%	1%	1%	1%
	760	822	779	687	406	505	434	244	409	5,046	2,405	2,947
<b>b. In the park closest to you?</b>												
Very Safe	10%	13%	9%	8%	2%	4%	8%	4%	5%	8%	6%	8%
Safe	30%	30%	21%	22%	15%	18%	25%	19%	13%	23%	20%	22%
Neutral	27%	26%	26%	31%	24%	25%	24%	24%	26%	26%	27%	26%
Unsafe	20%	21%	29%	25%	35%	30%	29%	30%	32%	27%	28%	28%
Very Unsafe	7%	7%	9%	7%	18%	14%	11%	19%	19%	11%	12%	9%
Don't Know	5%	4%	6%	7%	6%	9%	2%	5%	6%	6%	7%	7%
	758	816	772	679	401	497	429	241	399	4,992	2,378	2,876

# 2022 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>c. Downtown?</b>												
Very Safe	3%	4%	2%	2%	4%	2%	5%	5%	7%	3%	4%	6%
Safe	15%	21%	14%	11%	15%	11%	27%	22%	23%	17%	18%	20%
Neutral	24%	27%	23%	23%	24%	26%	26%	25%	27%	25%	27%	27%
Unsafe	32%	29%	31%	32%	34%	34%	28%	29%	27%	31%	30%	28%
Very Unsafe	22%	17%	26%	27%	18%	24%	12%	15%	13%	21%	17%	14%
Don't Know	3%	2%	4%	4%	4%	3%	2%	3%	3%	3%	5%	5%
	758	819	774	683	406	500	426	241	397	5,004	2,376	2,873
<b>4a. Did anyone break into, or burglarize, your home during the last 12 months?</b>												
Yes	3%	3%	2%	2%	4%	3%	4%	8%	6%	3%	4%	4%
No	97%	97%	98%	98%	96%	97%	96%	92%	94%	97%	96%	96%
	760	821	774	686	409	500	433	245	408	5,036	2,410	2,947
<b>4b. If yes, was it reported to the police?</b>												
Yes	89%	75%	71%	91%	70%	82%	63%	68%	79%	76%	71%	74%
No	11%	25%	29%	9%	30%	18%	38%	32%	21%	24%	29%	26%
	19	24	14	11	10	11	16	19	24	148	80	105
<b>5. Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?</b>												
Yes	17%	20%	13%	13%	21%	18%	29%	32%	26%	19%	19%	17%
No	83%	80%	87%	87%	79%	82%	71%	68%	74%	81%	81%	83%
	763	819	780	687	409	502	433	245	405	5,043	2,399	2,921
<b>a. If yes, was it reported to the police?</b>												
Yes	44%	37%	46%	34%	32%	36%	39%	36%	44%	39%	40%	41%
No	56%	63%	54%	66%	68%	64%	61%	64%	56%	61%	60%	59%
	124	156	97	85	74	89	124	75	101	925	432	453
<b>6. Did you have an emergency interaction with the Chattanooga Police Department in the past 12 months?</b>												
Yes	10%	11%	10%	8%	15%	13%	16%	19%	19%	12%		
No	90%	89%	90%	92%	85%	87%	84%	81%	81%	88%		
	761	823	780	684	404	500	433	246	403	5,034		
<b>7. How do you rate police services on the following:</b>												
<b>a. Overall quality of services?</b>												
Very Good	24%	24%	26%	23%	16%	23%	16%	15%	13%	21%	24%	24%
Good	35%	37%	38%	38%	37%	37%	35%	38%	36%	37%	38%	41%
Neutral	16%	14%	16%	15%	25%	18%	19%	23%	24%	18%	19%	17%
Bad	3%	3%	1%	2%	5%	3%	4%	7%	7%	4%	3%	2%
Very Bad	2%	2%	1%	1%	1%	3%	3%	4%	3%	2%	2%	1%
Don't Know	20%	20%	17%	20%	15%	16%	24%	14%	17%	19%	15%	15%
	762	815	779	685	410	499	432	249	406	5,037	2,393	2,905
<b>b. Conduct of police officers?</b>												
Very Good	25%	26%	28%	24%	17%	27%	20%	14%	16%	23%	24%	24%
Good	30%	32%	33%	35%	31%	32%	29%	34%	28%	32%	33%	36%
Neutral	15%	17%	17%	16%	27%	19%	20%	24%	25%	19%	20%	19%
Bad	4%	3%	2%	4%	5%	3%	4%	7%	9%	4%	5%	4%
Very Bad	2%	2%	2%	2%	2%	2%	3%	5%	3%	2%	2%	2%
Don't Know	23%	22%	19%	20%	17%	16%	24%	16%	18%	20%	16%	16%
	763	812	778	684	409	498	429	248	402	5,023	2,382	2,870
<b>c. Speed of emergency police response?</b>												
Very Good	17%	17%	17%	17%	16%	18%	14%	15%	14%	16%	18%	18%
Good	24%	26%	27%	27%	29%	29%	25%	28%	29%	27%	28%	32%
Neutral	16%	18%	19%	19%	25%	18%	20%	25%	22%	20%	21%	18%
Bad	4%	2%	2%	3%	6%	5%	4%	5%	6%	4%	4%	3%
Very Bad	1%	1%	2%	1%	2%	2%	2%	4%	3%	2%	2%	1%
Don't Know	37%	35%	33%	33%	22%	28%	36%	22%	25%	32%	28%	28%
	760	812	774	678	407	495	428	246	401	5,001	2,378	2,866
<b>8. How do you rate Chattanooga Fire Department services on the following:</b>												
<b>a. Overall quality of services?</b>												
Very Good	37%	36%	34%	32%	31%	36%	26%	27%	28%	33%		
Good	25%	23%	28%	26%	32%	28%	26%	35%	31%	27%		
Neutral	8%	9%	10%	8%	12%	9%	10%	11%	11%	10%		
Bad	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%		
Very Bad	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
Don't Know	30%	32%	28%	26%	32%	28%	26%	35%	31%	30%		
	761	821	777	686	408	501	433	248	405	5,040		
<b>b. Speed of emergency response?</b>												
Very Good	34%	33%	31%	30%	30%	34%	25%	28%	28%	31%		
Good	23%	20%	25%	23%	30%	24%	22%	33%	27%	24%		
Neutral	8%	9%	10%	9%	13%	10%	11%	11%	12%	10%		
Bad	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%		
Very Bad	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%		
Don't Know	35%	38%	34%	38%	27%	33%	41%	27%	33%	35%		
	759	820	773	683	405	501	433	246	402	5,022		
<b>c. Conduct of personnel?</b>												
Very Good	37%	36%	32%	32%	29%	33%	25%	28%	28%	32%		
Good	21%	19%	24%	22%	27%	25%	22%	29%	25%	23%		
Neutral	8%	9%	11%	8%	15%	10%	11%	16%	13%	11%		
Bad	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
Very Bad	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%		
Don't Know	33%	35%	33%	37%	29%	32%	41%	26%	33%	34%		
	757	821	773	685	407	501	432	245	402	5,023		

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Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>9. How do you rate satisfaction with the following:</b>												
<b>a. Garbage Pick-up?</b>												
Very Satisfied	57%	63%	66%	62%	58%	59%	41%	49%	54%	58%	63%	70%
Somewhat Satisfied	24%	25%	24%	22%	28%	26%	35%	28%	28%	26%	23%	20%
Neutral	5%	5%	4%	4%	5%	5%	6%	9%	5%	5%	5%	4%
Somewhat Dissatisfied	5%	4%	2%	5%	6%	4%	5%	7%	9%	5%	4%	3%
Very Dissatisfied	1%	1%	1%	1%	1%	2%	3%	3%	3%	2%	1%	1%
Don't Know	9%	2%	3%	6%	1%	4%	9%	4%	1%	4%	3%	3%
	765	824	780	688	411	505	430	247	408	5,058	2,412	2,944
<b>b. Yard-waste Pick-up?</b>												
Very Satisfied	32%	35%	39%	35%	36%	36%	23%	27%	31%	34%	37%	41%
Somewhat Satisfied	23%	31%	27%	27%	28%	24%	24%	28%	28%	27%	26%	27%
Neutral	12%	10%	10%	10%	14%	15%	15%	13%	14%	12%	12%	9%
Somewhat Dissatisfied	7%	10%	10%	8%	13%	11%	7%	9%	11%	9%	8%	8%
Very Dissatisfied	4%	4%	3%	3%	3%	3%	4%	5%	7%	4%	4%	3%
Don't Know	23%	10%	11%	17%	5%	12%	26%	19%	10%	15%	14%	13%
	764	819	775	686	405	501	430	244	403	5,027	2,380	2,915
<b>c. Curbside Recycling?</b>												
Very Satisfied	40%	42%	48%	46%	41%	43%	25%	25%	37%	40%	46%	50%
Somewhat Satisfied	19%	29%	25%	22%	22%	22%	26%	22%	20%	23%	20%	18%
Neutral	11%	10%	9%	10%	14%	11%	13%	20%	13%	11%	12%	10%
Somewhat Dissatisfied	7%	9%	6%	4%	6%	6%	11%	11%	10%	7%	5%	4%
Very Dissatisfied	4%	4%	3%	3%	3%	4%	6%	6%	7%	4%	3%	2%
Don't Know	19%	6%	10%	15%	13%	14%	19%	16%	12%	13%	14%	15%
	762	819	779	687	406	500	428	243	404	5,028	2,361	2,892
<b>d. Water Quality of Lakes and Streams?</b>												
Very Satisfied	17%	19%	26%	21%	16%	20%	13%	13%	14%	19%	18%	21%
Somewhat Satisfied	32%	32%	34%	30%	26%	30%	25%	32%	24%	30%	29%	30%
Neutral	19%	21%	17%	23%	23%	18%	19%	20%	24%	20%	20%	20%
Somewhat Dissatisfied	14%	12%	10%	9%	13%	13%	16%	9%	10%	12%	11%	10%
Very Dissatisfied	6%	6%	4%	4%	6%	4%	10%	6%	10%	6%	5%	4%
Don't Know	12%	11%	10%	14%	15%	15%	16%	19%	17%	13%	16%	15%
	761	811	780	680	404	504	425	240	402	5,007	2,382	2,886
<b>e. Storm Drainage &amp; Sewer?</b>												
Very Satisfied	17%	16%	22%	19%	14%	20%	14%	12%	15%	17%		
Somewhat Satisfied	31%	31%	30%	32%	27%	28%	23%	28%	23%	29%		
Neutral	19%	18%	20%	22%	22%	19%	23%	23%	23%	20%		
Somewhat Dissatisfied	16%	18%	14%	13%	16%	18%	19%	13%	16%	16%		
Very Dissatisfied	9%	10%	8%	6%	11%	6%	9%	12%	12%	9%		
Don't Know	9%	8%	6%	9%	9%	9%	13%	13%	11%	9%		
	759	819	776	686	402	500	431	243	401	5,017		
<b>f. Access to city parks and greenways?</b>												
Very Satisfied	48%	53%	55%	44%	39%	42%	49%	43%	34%	47%		
Somewhat Satisfied	32%	30%	29%	34%	31%	31%	34%	27%	34%	31%		
Neutral	10%	10%	11%	13%	16%	15%	10%	15%	15%	12%		
Somewhat Dissatisfied	5%	3%	1%	3%	3%	5%	3%	5%	8%	4%		
Very Dissatisfied	1%	1%	1%	2%	1%	1%	1%	3%	3%	1%		
Don't Know	3%	3%	3%	4%	8%	6%	3%	7%	6%	4%		
	761	816	776	684	404	501	430	242	402	5,016		
<b>10. In the past 12 months, how many times did you visit:</b>												
<b>a. A City Park</b>												
Daily	6%	5%	4%	1%	2%	1%	11%	7%	5%	5%	4%	4%
Weekly	22%	29%	14%	18%	16%	17%	34%	27%	19%	21%	19%	20%
Monthly	21%	21%	20%	21%	17%	20%	19%	17%	19%	20%	14%	17%
A Few Times	38%	34%	40%	42%	39%	38%	26%	29%	37%	37%	38%	37%
Never	12%	9%	21%	16%	25%	23%	9%	16%	20%	16%	24%	20%
Don't Know	1%	1%	1%	2%	1%	2%	1%	3%	0%	1%	1%	2%
	762	822	774	690	409	503	432	242	404	5,038	2,405	2,941
<b>b. A City Greenway or Trail</b>												
Daily	3%	4%	5%	0%	3%	2%	17%	5%	2%	4%		
Weekly	19%	24%	15%	12%	16%	12%	31%	18%	16%	18%		
Monthly	17%	21%	20%	15%	11%	15%	16%	19%	18%	17%		
A Few Times	37%	30%	34%	37%	29%	35%	19%	25%	31%	32%		
Never	21%	20%	25%	33%	39%	33%	15%	26%	32%	26%		
Don't Know	2%	2%	1%	3%	3%	3%	2%	7%	1%	2%		
	758	818	775	689	407	502	429	243	403	5,024		
<b>11. How do you rate the following attributes of City parks and outdoor amenities near you home?</b>												
<b>a. Cleanliness</b>												
Very Good	30%	32%	32%	27%	18%	23%	31%	22%	18%	27%		
Good	49%	50%	47%	51%	45%	41%	52%	45%	46%	48%		
Neutral	9%	9%	10%	10%	18%	19%	9%	19%	19%	12%		
Bad	3%	3%	2%	2%	5%	4%	4%	4%	8%	4%		
Very Bad	1%	0%	1%	0%	1%	2%	1%	3%	3%	1%		
Don't Know	7%	5%	8%	9%	11%	11%	3%	6%	6%	8%		
	762	823	777	677	403	500	432	248	399	5,021		
<b>b. Beauty</b>												
Very Good	38%	39%	40%	27%	24%	28%	38%	25%	21%	33%		
Good	43%	43%	43%	50%	40%	41%	45%	44%	45%	44%		
Neutral	10%	11%	9%	12%	20%	16%	10%	17%	21%	13%		
Bad	2%	2%	0%	2%	4%	3%	2%	6%	5%	2%		
Very Bad	0%	0%	1%	0%	1%	0%	1%	2%	2%	1%		
Don't Know	7%	5%	7%	8%	10%	11%	3%	6%	6%	7%		
	763	819	780	683	398	504	430	246	401	5,024		



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Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>c. Fun</b>												
Very Good	27%	29%	25%	17%	14%	20%	27%	20%	16%	23%		
Good	42%	44%	42%	46%	39%	38%	48%	44%	38%	43%		
Neutral	20%	19%	21%	23%	29%	27%	16%	21%	30%	23%		
Bad	2%	1%	0%	2%	5%	3%	2%	4%	6%	2%		
Very Bad	0%	0%	0%	1%	1%	0%	1%	2%	2%	1%		
Don't Know	9%	6%	11%	11%	12%	12%	5%	10%	7%	9%		
	759	819	780	681	397	501	430	245	398	5,008		
<b>d. Easy to Find</b>												
Very Good	34%	39%	36%	31%	24%	26%	41%	27%	21%	33%		
Good	47%	45%	43%	48%	42%	41%	45%	48%	43%	45%		
Neutral	11%	10%	13%	11%	18%	18%	9%	17%	23%	13%		
Bad	2%	1%	1%	2%	3%	3%	1%	2%	6%	2%		
Very Bad	1%	0%	0%	1%	2%	1%	1%	2%	2%	1%		
Don't Know	6%	5%	7%	8%	10%	11%	3%	5%	5%	7%		
	761	817	780	683	397	500	429	248	397	5,010		
<b>e. Facilities</b>												
Very Good	20%	24%	20%	17%	13%	16%	22%	14%	12%	19%		
Good	42%	42%	45%	43%	34%	35%	43%	40%	35%	41%		
Neutral	21%	21%	19%	24%	28%	28%	20%	27%	29%	23%		
Bad	5%	4%	3%	3%	8%	5%	6%	5%	10%	5%		
Very Bad	1%	0%	1%	1%	3%	1%	1%	3%	4%	1%		
Don't Know	11%	9%	12%	12%	14%	15%	9%	10%	10%	11%		
	760	818	778	680	396	500	427	245	398	4,997		
<b>f. Playgrounds</b>												
Very Good	19%	20%	18%	16%	14%	16%	24%	13%	13%	18%		
Good	32%	37%	36%	38%	34%	29%	37%	38%	30%	35%		
Neutral	19%	18%	19%	19%	24%	23%	14%	24%	27%	20%		
Bad	2%	2%	1%	3%	4%	3%	4%	4%	5%	3%		
Very Bad	1%	0%	1%	1%	2%	1%	1%	3%	2%	1%		
Don't Know	26%	22%	26%	23%	22%	27%	19%	19%	22%	24%		
	761	812	777	682	398	500	428	247	401	5,001		
<b>12. In the past 12 months, did anyone in your household participate in a Chattanooga Parks &amp; Outdoors activity or event?</b>												
Yes	24%	26%	17%	20%	23%	16%	30%	33%	26%	23%		
No	76%	74%	83%	80%	77%	84%	70%	67%	74%	77%		
	749	804	757	669	393	489	427	234	393	4,915		
<b>13 How satisfied are you with the following City facilities and services:</b>												
<b>a. Community Centers</b>												
Very Satisfied	6%	5%	6%	4%	9%	5%	7%	11%	8%	6%		
Satisfied	16%	12%	15%	14%	23%	14%	18%	21%	21%	16%		
Neutral	22%	21%	22%	23%	25%	23%	19%	22%	22%	22%		
Somewhat Dissatisfied	3%	3%	2%	3%	4%	4%	6%	7%	6%	4%		
Very Dissatisfied	2%	1%	1%	2%	2%	1%	2%	2%	3%	2%		
Don't Know	51%	57%	54%	55%	37%	52%	49%	37%	40%	50%		
	762	819	776	679	406	505	433	248	402	5,030		
<b>b. Pools</b>												
Very Satisfied	3%	2%	4%	3%	6%	5%	5%	7%	5%	4%		
Satisfied	8%	6%	7%	8%	14%	7%	8%	10%	12%	8%		
Neutral	21%	22%	23%	22%	27%	22%	20%	25%	22%	22%		
Somewhat Dissatisfied	3%	4%	2%	3%	4%	6%	7%	7%	6%	4%		
Very Dissatisfied	3%	2%	1%	3%	2%	2%	2%	3%	5%	2%		
Don't Know	62%	64%	62%	62%	47%	58%	58%	48%	49%	59%		
	762	815	771	677	403	505	432	244	396	5,005		
<b>c. Sports Fields and Facilities</b>												
Very Satisfied	8%	7%	10%	7%	9%	8%	8%	10%	10%	8%		
Satisfied	20%	22%	20%	22%	22%	17%	17%	21%	21%	20%		
Neutral	20%	18%	20%	21%	25%	21%	19%	20%	21%	20%		
Somewhat Dissatisfied	2%	3%	2%	3%	3%	4%	3%	5%	5%	3%		
Very Dissatisfied	2%	1%	1%	1%	1%	1%	1%	2%	2%	1%		
Don't Know	48%	50%	48%	47%	40%	50%	51%	41%	41%	47%		
	762	818	772	684	402	505	432	243	396	5,014		
<b>d. Sports Leagues and Programs</b>												
Very Satisfied	8%	6%	8%	6%	8%	7%	7%	11%	7%	7%		
Satisfied	14%	16%	17%	16%	18%	13%	14%	15%	17%	16%		
Neutral	20%	20%	21%	20%	26%	19%	18%	20%	22%	20%		
Somewhat Dissatisfied	2%	2%	1%	2%	3%	3%	3%	6%	5%	3%		
Very Dissatisfied	1%	1%	1%	1%	2%	1%	1%	3%	2%	1%		
Don't Know	54%	55%	52%	54%	43%	57%	57%	45%	47%	53%		
	762	811	777	682	404	502	433	247	397	5,015		
<b>e. Community and Special Events</b>												
Very Satisfied	13%	12%	10%	8%	9%	12%	18%	16%	11%	12%		
Satisfied	29%	32%	24%	25%	26%	24%	27%	29%	26%	27%		
Neutral	21%	20%	23%	21%	24%	22%	16%	20%	22%	21%		
Somewhat Dissatisfied	3%	2%	2%	2%	3%	4%	4%	6%	5%	3%		
Very Dissatisfied	1%	1%	1%	1%	3%	2%	2%	3%	3%	2%		
Don't Know	33%	33%	39%	42%	34%	36%	32%	26%	33%	35%		
	763	810	775	678	403	502	431	247	400	5,009		

# 2022 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>14. How do you rate traffic flow (congestions) on major streets and thoroughfares, excluding freeways:</b>												
<b>a. During peak hours, that is 7-9am and 3:30-6pm?</b>												
Very Good	3%	5%	2%	1%	0%	2%	4%	4%	2%	3%	3%	3%
Good	24%	33%	27%	20%	25%	22%	24%	24%	30%	26%	25%	29%
Neutral	20%	22%	20%	18%	19%	21%	18%	30%	20%	21%	25%	23%
Bad	30%	28%	33%	34%	35%	34%	35%	28%	28%	32%	31%	30%
Very Bad	20%	10%	17%	25%	18%	21%	16%	10%	18%	18%	14%	13%
Don't Know	2%	1%	2%	1%	2%	1%	3%	4%	2%	2%	2%	3%
	761	817	776	685	405	502	430	246	403	5,025	2,404	2,932
<b>b. During off-peak traffic hours?</b>												
Very Good	23%	32%	22%	19%	17%	18%	23%	20%	23%	23%	19%	20%
Good	45%	46%	48%	44%	45%	45%	42%	45%	43%	45%	46%	47%
Neutral	15%	14%	18%	20%	22%	20%	20%	22%	19%	18%	20%	20%
Bad	12%	6%	9%	12%	11%	13%	12%	5%	8%	10%	10%	8%
Very Bad	4%	2%	3%	4%	4%	3%	2%	5%	5%	3%	4%	2%
Don't Know	2%	0%	1%	0%	1%	1%	1%	3%	1%	1%	2%	2%
	760	814	773	684	403	502	429	244	401	5,010	2,391	2,912
<b>15. How do you rate City streets on :</b>												
<b>a. Smoothness?</b>												
Very Good	3%	2%	2%	2%	1%	2%	3%	2%	1%	2%	2%	3%
Good	22%	23%	21%	19%	13%	21%	20%	17%	16%	20%	17%	20%
Neutral	17%	18%	20%	20%	17%	19%	21%	17%	15%	18%	17%	20%
Bad	37%	36%	33%	30%	38%	35%	32%	36%	36%	35%	38%	35%
Very Bad	20%	21%	23%	29%	30%	23%	23%	28%	31%	25%	27%	23%
Don't Know	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%
	767	819	778	686	399	503	434	245	407	5,038	2,406	2,930
<b>b. Cleanliness?</b>												
Very Good	5%	5%	4%	4%	3%	5%	5%	4%	2%	4%	4%	5%
Good	35%	38%	36%	36%	27%	30%	34%	27%	23%	33%	31%	39%
Neutral	30%	31%	31%	31%	32%	30%	29%	36%	29%	31%	29%	30%
Bad	21%	18%	20%	18%	25%	25%	22%	20%	29%	21%	24%	17%
Very Bad	8%	8%	8%	10%	14%	10%	10%	13%	17%	10%	11%	8%
Don't Know	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%	1%
	766	820	775	688	402	501	431	247	401	5,031	2,393	2,915
<b>c. Speeding vehicles?</b>												
Very Good	3%	3%	2%	3%	1%	2%	2%	3%	0%	2%	2%	3%
Good	20%	18%	20%	19%	9%	14%	18%	12%	13%	17%	17%	21%
Neutral	25%	25%	23%	29%	22%	23%	22%	27%	23%	24%	27%	29%
Bad	31%	31%	33%	30%	34%	33%	32%	30%	33%	32%	30%	29%
Very Bad	20%	22%	21%	18%	31%	26%	23%	26%	31%	23%	22%	17%
Don't Know	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	2%
	765	819	772	684	406	502	432	245	403	5,028	2,395	2,907
<b>d. Safety of pedestrians?</b>												
Very Good	4%	5%	3%	3%	2%	4%	5%	3%	2%	4%	4%	5%
Good	32%	26%	25%	27%	20%	22%	27%	26%	21%	26%	28%	32%
Neutral	29%	29%	31%	31%	31%	28%	25%	30%	28%	29%	31%	30%
Bad	22%	24%	25%	22%	25%	26%	23%	20%	24%	23%	22%	20%
Very Bad	10%	14%	12%	13%	19%	17%	18%	19%	22%	15%	12%	10%
Don't Know	3%	3%	4%	4%	3%	3%	3%	2%	3%	3%	4%	3%
	766	820	777	685	405	503	429	247	404	5,036	2,403	2,932
<b>e. Safety of bicyclists?</b>												
Very Good	5%	5%	3%	2%	2%	3%	4%	4%	3%	4%	3%	4%
Good	22%	20%	18%	18%	17%	15%	22%	20%	19%	19%	21%	25%
Neutral	31%	30%	31%	31%	33%	30%	23%	29%	24%	29%	31%	30%
Bad	22%	23%	21%	23%	22%	25%	26%	23%	22%	23%	22%	21%
Very Bad	13%	15%	15%	15%	18%	17%	18%	18%	22%	16%	14%	12%
Don't Know	7%	8%	11%	11%	7%	10%	7%	6%	10%	9%	9%	7%
	765	815	776	684	406	501	433	246	404	5,030	2,399	2,922
<b>16. Has a new commercial development been completed in or near your neighborhood in the last 12 months?</b>												
Yes	38%	21%	39%	45%	22%	30%	54%	43%	21%	34%	36%	31%
No	62%	79%	61%	55%	78%	70%	46%	57%	79%	66%	64%	69%
	753	812	760	681	399	500	428	242	403	4,978	2,375	2,888
<b>If yes, how do you rate it on the following:</b>												
<b>a. Attractiveness?</b>												
Very Good	20%	15%	15%	21%	20%	18%	30%	21%	12%	20%	24%	27%
Good	35%	49%	48%	44%	30%	47%	40%	43%	39%	43%	46%	42%
Neutral	27%	28%	26%	29%	42%	20%	23%	21%	23%	26%	21%	19%
Bad	8%	7%	6%	3%	2%	10%	4%	7%	15%	6%	5%	8%
Very Bad	7%	1%	3%	1%	4%	4%	3%	3%	10%	4%	2%	2%
Don't Know	2%	1%	1%	2%	2%	1%	0%	4%	1%	2%	2%	2%
	282	165	288	301	81	142	226	98	82	1,665	821	865
<b>b. Improvement to your neighborhood as a place to live?</b>												
Very Good	18%	15%	10%	15%	16%	13%	27%	22%	15%	17%	17%	21%
Good	28%	38%	31%	28%	23%	28%	36%	34%	29%	31%	35%	35%
Neutral	27%	31%	36%	39%	39%	36%	27%	30%	23%	33%	32%	27%
Bad	13%	10%	13%	10%	9%	14%	5%	7%	13%	11%	8%	9%
Very Bad	10%	5%	7%	4%	9%	6%	4%	1%	12%	6%	5%	5%
Don't Know	4%	1%	2%	4%	4%	2%	1%	5%	7%	3%	3%	4%
	280	165	286	300	77	141	222	94	82	1,647	814	860

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	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>17. Has a new residential development been completed in or near your neighborhood in the last 12 months?</b>												
Yes	59%	43%	50%	61%	27%	33%	59%	50%	37%	48%	44%	39%
No	41%	57%	50%	39%	73%	67%	41%	50%	63%	52%	56%	61%
	<b>756</b>	<b>822</b>	<b>771</b>	<b>682</b>	<b>400</b>	<b>504</b>	<b>434</b>	<b>244</b>	<b>402</b>	<b>5,015</b>	<b>2,377</b>	<b>2,907</b>
If yes, how would you rate it on:												
<b>a. Attractiveness?</b>												
Very Good	26%	21%	18%	15%	28%	23%	24%	19%	19%	21%	26%	27%
Good	36%	35%	47%	42%	51%	42%	34%	42%	40%	40%	43%	43%
Neutral	22%	23%	24%	31%	16%	27%	25%	22%	19%	24%	22%	17%
Bad	10%	15%	7%	8%	1%	7%	13%	8%	15%	10%	6%	9%
Very Bad	4%	4%	3%	4%	3%	1%	4%	7%	7%	4%	3%	3%
Don't Know	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%
	<b>441</b>	<b>351</b>	<b>380</b>	<b>410</b>	<b>103</b>	<b>158</b>	<b>250</b>	<b>118</b>	<b>144</b>	<b>2,355</b>	<b>1,025</b>	<b>1,122</b>
<b>b. Improvement to your neighborhood as a place to live?</b>												
Very Good	22%	17%	11%	11%	21%	18%	22%	20%	17%	17%	19%	20%
Good	22%	27%	23%	22%	39%	23%	28%	33%	31%	26%	30%	32%
Neutral	28%	33%	38%	32%	25%	40%	27%	28%	28%	31%	32%	26%
Bad	17%	16%	20%	23%	8%	13%	16%	10%	11%	17%	11%	13%
Very Bad	9%	7%	7%	9%	5%	3%	5%	7%	9%	7%	6%	6%
Don't Know	3%	0%	2%	2%	2%	3%	3%	2%	4%	2%	2%	2%
	<b>436</b>	<b>349</b>	<b>377</b>	<b>409</b>	<b>103</b>	<b>158</b>	<b>245</b>	<b>117</b>	<b>141</b>	<b>2,335</b>	<b>1,013</b>	<b>1,118</b>
<b>18. How would you rate your neighborhood on</b>												
<b>a. Housing affordability?</b>												
Very Good	6%	4%	10%	7%	6%	8%	3%	6%	6%	7%	10%	15%
Good	31%	28%	37%	39%	41%	38%	23%	22%	29%	33%	42%	48%
Neutral	25%	25%	26%	27%	24%	24%	24%	26%	26%	25%	25%	20%
Bad	23%	24%	17%	15%	16%	18%	29%	24%	20%	21%	13%	10%
Very Bad	12%	15%	6%	9%	7%	10%	18%	16%	15%	11%	6%	3%
Don't Know	3%	3%	3%	2%	5%	3%	2%	5%	4%	3%	4%	4%
	<b>763</b>	<b>818</b>	<b>771</b>	<b>687</b>	<b>404</b>	<b>505</b>	<b>433</b>	<b>249</b>	<b>401</b>	<b>5,031</b>	<b>2,390</b>	<b>2,930</b>
<b>b. Physical condition of housing?</b>												
Very Good	22%	21%	23%	23%	8%	15%	15%	11%	10%	18%	19%	19%
Good	47%	51%	51%	57%	44%	53%	41%	28%	35%	48%	49%	50%
Neutral	21%	20%	19%	15%	31%	20%	26%	34%	29%	22%	21%	20%
Bad	7%	6%	5%	2%	11%	8%	11%	14%	16%	8%	7%	8%
Very Bad	2%	1%	1%	1%	4%	4%	5%	10%	9%	3%	3%	2%
Don't Know	1%	1%	1%	1%	2%	1%	1%	3%	1%	1%	1%	1%
	<b>765</b>	<b>822</b>	<b>774</b>	<b>687</b>	<b>404</b>	<b>504</b>	<b>434</b>	<b>249</b>	<b>401</b>	<b>5,040</b>	<b>2,380</b>	<b>2,925</b>
<b>c. Closeness of parks or open spaces?</b>												
Very Good	23%	29%	23%	19%	15%	14%	40%	22%	13%	23%	22%	24%
Good	44%	47%	52%	50%	36%	37%	42%	39%	31%	44%	42%	43%
Neutral	20%	15%	18%	19%	28%	27%	12%	20%	26%	20%	20%	19%
Bad	7%	6%	4%	6%	11%	12%	4%	11%	15%	8%	8%	7%
Very Bad	3%	1%	1%	3%	5%	4%	1%	4%	11%	3%	3%	2%
Don't Know	3%	3%	2%	3%	6%	5%	2%	4%	4%	3%	5%	4%
	<b>765</b>	<b>824</b>	<b>776</b>	<b>685</b>	<b>400</b>	<b>505</b>	<b>431</b>	<b>245</b>	<b>398</b>	<b>5,029</b>	<b>2,384</b>	<b>2,916</b>
<b>d. Walking distance to public transit?</b>												
Very Good	8%	17%	3%	4%	7%	12%	35%	29%	17%	13%	13%	17%
Good	7%	28%	8%	13%	26%	26%	32%	39%	29%	20%	24%	27%
Neutral	14%	17%	16%	17%	19%	17%	14%	16%	18%	16%	17%	17%
Bad	22%	15%	25%	21%	21%	18%	6%	7%	18%	18%	17%	15%
Very Bad	30%	7%	29%	21%	11%	10%	3%	4%	11%	16%	13%	11%
Don't Know	19%	16%	19%	22%	15%	17%	10%	5%	8%	16%	16%	13%
	<b>759</b>	<b>819</b>	<b>770</b>	<b>682</b>	<b>401</b>	<b>504</b>	<b>429</b>	<b>244</b>	<b>399</b>	<b>5,007</b>	<b>2,392</b>	<b>2,906</b>
<b>e. Access to shopping and other services?</b>												
Very Good	24%	35%	31%	52%	12%	29%	23%	12%	8%	28%	27%	30%
Good	47%	53%	51%	40%	38%	47%	47%	25%	27%	44%	43%	43%
Neutral	18%	9%	13%	5%	20%	13%	17%	31%	18%	14%	14%	15%
Bad	8%	2%	2%	1%	16%	8%	8%	17%	27%	8%	10%	9%
Very Bad	4%	1%	2%	1%	11%	3%	4%	14%	19%	5%	5%	3%
Don't Know	1%	0%	1%	1%	2%	0%	1%	2%	1%	1%	1%	1%
	<b>762</b>	<b>820</b>	<b>773</b>	<b>684</b>	<b>401</b>	<b>505</b>	<b>435</b>	<b>243</b>	<b>399</b>	<b>5,022</b>	<b>2,371</b>	<b>2,907</b>
<b>f. On-street parking?</b>												
Very Good	7%	13%	8%	7%	5%	8%	14%	12%	6%	9%	9%	10%
Good	21%	33%	24%	25%	19%	27%	34%	34%	28%	27%	26%	29%
Neutral	33%	26%	35%	31%	35%	27%	21%	26%	22%	29%	29%	29%
Bad	17%	16%	14%	17%	19%	17%	20%	16%	22%	17%	18%	17%
Very Bad	12%	8%	10%	10%	15%	12%	9%	11%	18%	11%	11%	9%
Don't Know	10%	4%	9%	10%	8%	8%	2%	1%	3%	7%	7%	7%
	<b>763</b>	<b>817</b>	<b>770</b>	<b>673</b>	<b>399</b>	<b>503</b>	<b>432</b>	<b>241</b>	<b>399</b>	<b>4,997</b>	<b>2,355</b>	<b>2,898</b>
<b>g. Street lighting?</b>												
Very Good	15%	18%	15%	14%	11%	13%	19%	13%	13%	15%	14%	16%
Good	42%	48%	44%	38%	38%	41%	48%	48%	44%	43%	45%	46%
Neutral	21%	19%	20%	25%	25%	21%	18%	21%	21%	21%	22%	20%
Bad	14%	11%	12%	16%	16%	17%	11%	11%	14%	14%	13%	12%
Very Bad	7%	4%	7%	7%	9%	6%	3%	6%	8%	6%	5%	4%
Don't Know	1%	0%	1%	1%	1%	1%	0%	0%	0%	1%	1%	1%
	<b>762</b>	<b>821</b>	<b>778</b>	<b>687</b>	<b>406</b>	<b>507</b>	<b>435</b>	<b>244</b>	<b>404</b>	<b>5,044</b>	<b>2,388</b>	<b>2,920</b>
<b>h. Availability of sidewalks?</b>												
Very Good	18%	13%	13%	15%	2%	7%	30%	21%	9%	14%	13%	14%
Good	24%	22%	14%	22%	11%	15%	40%	42%	22%	22%	24%	23%
Neutral	17%	15%	19%	17%	21%	19%	13%	18%	17%	17%	16%	16%
Bad	18%	20%	20%	19%	25%	22%	11%	9%	23%	19%	20%	20%
Very Bad	21%	28%	31%	26%	37%	34%	6%	10%	28%	26%	24%	23%
Don't Know	2%	2%	3%	2%	4%	3%	0%	0%	1%	2%	2%	2%
	<b>764</b>	<b>815</b>	<b>777</b>	<b>684</b>	<b>409</b>	<b>503</b>	<b>434</b>	<b>247</b>	<b>407</b>	<b>5,040</b>	<b>2,384</b>	<b>2,915</b>

# 2022 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>19. How do you rate Chattanooga as a place to do business?</b>												
Very Good	20%	22%	22%	20%	14%	20%	19%	16%	16%	20%	20%	20%
Good	46%	46%	47%	46%	41%	44%	41%	42%	43%	45%	43%	47%
Neutral	15%	14%	14%	15%	23%	17%	16%	20%	18%	16%	17%	17%
Bad	2%	2%	2%	2%	4%	2%	2%	1%	4%	2%	3%	2%
Very Bad	0%	0%	0%	1%	1%	0%	1%	2%	1%	1%	1%	1%
Don't Know	17%	16%	15%	15%	17%	17%	21%	19%	17%	17%	17%	14%
	767	824	779	689	409	508	432	245	406	5,059	2,395	2,944
<b>a. Do you own a business in Chattanooga?</b>												
Yes	13%	17%	10%	12%	10%	12%	17%	16%	16%	13%	14%	13%
No	87%	83%	90%	88%	90%	88%	83%	84%	87%	87%	86%	87%
	743	798	762	674	388	486	430	236	388	4,905	2,228	2,700
<b>b. If yes, how many employees does your business employ?</b>												
Self	44%	44%	40%	47%	53%	48%	51%	53%	40%	46%	41%	49%
1	7%	5%	10%	9%	18%	11%	6%	3%	14%	8%	10%	8%
2-10	34%	29%	38%	30%	21%	31%	28%	40%	39%	32%	38%	27%
11-50	8%	13%	11%	11%	9%	7%	4%	0%	5%	9%	9%	10%
51-150	4%	4%	0%	1%	0%	2%	4%	3%	0%	2%	2%	2%
151+	3%	4%	1%	1%	0%	0%	7%	0%	2%	3%	1%	2%
	89	126	73	76	34	54	69	30	57	608	269	322
<b>20. In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chattanooga:</b>												
<b>a. Called 3-1-1 about public services</b>												
Never	35%	21%	24%	29%	17%	25%	36%	28%	21%	26%	25%	26%
Once or Twice	35%	36%	38%	37%	41%	35%	34%	34%	36%	36%	36%	34%
3 to 5 Times	21%	26%	26%	23%	32%	25%	18%	25%	26%	25%	27%	27%
6 to 10 Times	6%	13%	9%	7%	8%	11%	8%	8%	9%	9%	9%	10%
More than 10 Times	4%	4%	3%	3%	3%	4%	4%	5%	7%	4%	3%	3%
	768	824	781	687	405	502	434	247	402	5,050	2,393	2,944
<b>b. Ridden a local bus (CARTA)</b>												
Never	89%	89%	93%	95%	88%	91%	70%	73%	86%	88%	88%	84%
Once or Twice	7%	9%	5%	3%	6%	6%	16%	13%	7%	7%	7%	8%
3 to 5 Times	2%	1%	1%	1%	2%	2%	5%	6%	3%	2%	2%	3%
6 to 10 Times	1%	0%	0%	0%	0%	1%	3%	6%	1%	1%	1%	1%
More than 10 Times	1%	1%	1%	1%	3%	1%	6%	2%	3%	2%	2%	4%
	766	819	780	687	401	504	433	245	403	5,038	2,384	2,918
<b>c. Visited a Chattanooga Public Library</b>												
Never	55%	54%	55%	64%	59%	58%	43%	36%	49%	54%	63%	49%
Once or Twice	24%	24%	25%	21%	25%	27%	30%	36%	30%	26%	23%	27%
3 to 5 Times	10%	10%	8%	8%	8%	7%	10%	16%	9%	9%	7%	10%
6 to 10 Times	5%	5%	5%	3%	3%	3%	9%	5%	5%	5%	3%	6%
More than 10 Times	6%	8%	7%	5%	5%	5%	8%	7%	7%	6%	4%	8%
	766	821	781	689	398	506	430	245	402	5,038	2,372	2,920
<b>d. Used/visited McKamey Animal Center</b>												
Never	69%	67%	66%	77%	72%	76%	73%	68%	73%	71%	75%	68%
Once or Twice	25%	27%	27%	20%	23%	21%	23%	26%	23%	24%	21%	25%
3 to 5 Times	3%	4%	5%	2%	3%	2%	4%	5%	2%	3%	3%	5%
6 to 10 Times	1%	0%	1%	1%	2%	0%	0%	0%	1%	1%	1%	1%
More than 10 Times	1%	1%	1%	0%	0%	1%	0%	1%	1%	1%	0%	1%
	765	820	779	685	404	507	433	246	403	5,042	2,315	2,813
<b>f. Been involved in a community project or attended a public meeting</b>												
Never	64%	65%	71%	71%	69%	74%	56%	56%	58%	66%	69%	61%
Once or Twice	27%	25%	22%	24%	23%	20%	29%	27%	27%	25%	23%	28%
3 to 5 Times	6%	6%	5%	5%	6%	4%	10%	11%	10%	6%	5%	7%
6 to 10 Times	2%	1%	1%	1%	1%	0%	3%	2%	2%	1%	1%	2%
More than 10 Times	2%	2%	1%	0%	1%	2%	2%	3%	3%	2%	2%	2%
	768	820	778	683	403	503	431	245	403	5,034	2,320	2,853
<b>21. Overall, how do you rate the quality of each of the following services:</b>												
<b>a. 3-1-1</b>												
Very Good	22%	26%	29%	25%	27%	27%	18%	23%	24%	25%	25%	29%
Good	34%	40%	36%	38%	46%	39%	34%	38%	40%	38%	41%	37%
Neutral	14%	13%	14%	15%	14%	14%	15%	16%	16%	14%	13%	13%
Bad	4%	5%	4%	3%	3%	4%	4%	4%	7%	4%	4%	4%
Very Bad	1%	2%	2%	1%	1%	0%	2%	2%	2%	2%	2%	1%
Don't Know	24%	14%	15%	18%	9%	16%	27%	18%	11%	17%	16%	16%
	761	816	777	682	406	504	429	250	409	5,034	2,381	2,913
<b>b. Bus services (CARTA)</b>												
Very Good	3%	4%	2%	3%	8%	6%	9%	10%	9%	5%	7%	8%
Good	12%	11%	9%	8%	18%	11%	21%	25%	14%	13%	15%	17%
Neutral	22%	20%	21%	20%	22%	18%	15%	22%	18%	20%	19%	19%
Bad	3%	3%	2%	2%	2%	2%	3%	2%	4%	3%	3%	2%
Very Bad	2%	1%	1%	1%	1%	1%	0%	2%	1%	1%	1%	1%
Don't Know	58%	60%	64%	66%	49%	61%	52%	41%	54%	58%	56%	54%
	762	810	773	675	405	503	430	246	405	5,009	2,369	2,903
<b>c. Animal control (McKamey)</b>												
Very Good	7%	8%	8%	8%	9%	10%	7%	9%	6%	8%	8%	12%
Good	22%	22%	24%	16%	22%	20%	17%	19%	21%	21%	20%	25%
Neutral	22%	18%	22%	22%	27%	20%	19%	22%	20%	21%	22%	19%
Bad	4%	5%	4%	1%	2%	3%	3%	8%	6%	4%	5%	2%
Very Bad	3%	2%	2%	1%	2%	1%	3%	5%	4%	2%	2%	1%
Don't Know	43%	45%	40%	51%	38%	45%	51%	38%	43%	44%	44%	40%
	762	816	778	681	399	504	430	243	406	5,019	2,370	2,889

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	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
<b>d. Public libraries</b>												
Very Good	19%	22%	19%	13%	19%	17%	25%	28%	21%	20%	17%	21%
Good	31%	32%	31%	25%	28%	31%	34%	32%	32%	30%	29%	34%
Neutral	16%	15%	16%	20%	20%	18%	12%	17%	18%	17%	16%	15%
Bad	2%	1%	1%	2%	1%	2%	2%	1%	2%	2%	1%	1%
Very Bad	0%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	0%
Don't Know	32%	28%	33%	40%	32%	31%	26%	21%	27%	31%	36%	29%
	763	815	774	678	405	503	424	243	402	5,007	2,371	2,901
<b>22. Overall, how do you rate the following aspects of City government performance:</b>												
<b>a. Value of services for City taxes paid</b>												
Very Good	7%	9%	8%	6%	6%	8%	6%	5%	7%	7%	7%	9%
Good	38%	36%	31%	33%	31%	29%	37%	30%	28%	33%	33%	38%
Neutral	28%	30%	33%	30%	33%	31%	31%	34%	30%	31%	32%	28%
Bad	13%	16%	17%	16%	15%	18%	13%	14%	17%	15%	15%	12%
Very Bad	8%	5%	8%	9%	9%	7%	2%	9%	8%	7%	5%	5%
Don't Know	6%	4%	4%	5%	8%	7%	11%	8%	10%	6%	8%	9%
	764	821	778	685	400	503	431	249	402	5,033	2,386	2,920
<b>b. Overall direction the City is taking</b>												
Very Good	9%	11%	7%	7%	8%	10%	12%	9%	9%	9%	9%	11%
Good	39%	36%	33%	37%	33%	32%	42%	40%	34%	36%	35%	41%
Neutral	28%	31%	37%	30%	32%	32%	25%	27%	30%	31%	32%	29%
Bad	12%	12%	13%	13%	13%	12%	10%	13%	12%	12%	11%	8%
Very Bad	7%	5%	6%	6%	6%	7%	3%	6%	7%	6%	4%	3%
Don't Know	5%	6%	4%	7%	8%	8%	7%	5%	7%	6%	9%	8%
	764	817	776	685	403	504	432	248	403	5,032	2,376	2,913
<b>c. Welcoming citizen involvement</b>												
Very Good	9%	12%	7%	7%	7%	10%	12%	12%	12%	9%	8%	10%
Good	34%	35%	31%	31%	31%	28%	36%	31%	27%	32%	30%	33%
Neutral	31%	30%	38%	36%	36%	36%	28%	32%	31%	33%	33%	31%
Bad	8%	8%	7%	8%	8%	7%	6%	7%	9%	8%	8%	7%
Very Bad	4%	2%	2%	4%	4%	3%	1%	5%	5%	3%	3%	2%
Don't Know	14%	13%	14%	14%	16%	16%	16%	14%	15%	15%	19%	16%
	762	816	768	684	398	499	429	244	401	5,001	2,372	2,913
<b>23. How would you rate the City's handling of homelessness?</b>												
Very Good	1%	1%	1%	1%	0%	2%	1%	0%	1%	1%	1%	
Good	8%	9%	9%	8%	8%	8%	8%	7%	6%	8%	9%	
Neutral	27%	26%	33%	26%	22%	20%	24%	20%	25%	26%	25%	
Bad	27%	32%	26%	29%	33%	30%	27%	36%	30%	29%	27%	
Very Bad	24%	21%	18%	20%	26%	27%	29%	30%	29%	24%	21%	
Don't Know	12%	12%	13%	16%	11%	13%	10%	7%	10%	12%	17%	
	755	813	771	675	404	500	429	245	405	4,997	2,389	
<b>24. What is your sex?</b>												
Male	52%	48%	52%	53%	35%	41%	45%	42%	42%	47%	42%	41%
Female	48%	52%	48%	47%	65%	59%	55%	58%	58%	53%	58%	59%
	746	813	774	679	405	496	423	248	402	4,986	2,378	2,929
<b>25. What is your age?</b>												
Under 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	9%	4%	4%	5%	7%	8%	11%	13%	8%	7%	6%	8%
30-44	21%	23%	16%	15%	18%	16%	28%	21%	24%	20%	18%	18%
45-59	23%	25%	20%	24%	21%	24%	27%	24%	21%	23%	21%	23%
60-74	33%	34%	40%	38%	39%	38%	26%	28%	33%	35%	35%	35%
Over 74	13%	13%	21%	17%	15%	14%	8%	13%	13%	15%	19%	16%
	756	816	779	682	406	499	430	247	404	5,019	2,394	2,933
<b>26. How many years have you lived in Chattanooga?</b>												
Less than 5	21%	14%	11%	16%	10%	14%	26%	18%	16%	16%	14%	14%
5-10 years	13%	14%	12%	13%	9%	13%	19%	14%	15%	14%	11%	12%
11-20 years	13%	12%	12%	16%	10%	12%	14%	10%	11%	13%	11%	12%
More than 20 years	52%	61%	66%	54%	72%	60%	40%	58%	58%	58%	64%	62%
	763	823	780	690	408	504	434	250	404	5,056	2,408	2,949
<b>27. Do you own your home, rent your home, or live with someone</b>												
Own	77%	87%	88%	83%	83%	74%	60%	67%	76%	79%	80%	76%
Rent	22%	12%	12%	16%	15%	24%	38%	33%	23%	20%	19%	23%
Live with Someone (rent-free)	1%	1%	1%	1%	2%	1%	2%	0%	1%	1%	1%	1%
	762	822	781	685	407	504	434	244	402	5,041	2,397	2,932
<b>28. In the past 12 months, what was your (individual) pre-tax income?</b>												
No income	2%	2%	1%	3%	3%	2%	2%	6%	2%	2%	3%	2%
Less than \$20,000	6%	4%	5%	5%	15%	11%	13%	18%	13%	8%	12%	15%
\$20,000 - \$34,999	12%	12%	11%	10%	21%	17%	15%	18%	22%	14%	18%	18%
\$35,000 - \$74,999	35%	32%	31%	32%	41%	40%	29%	32%	34%	34%	35%	35%
\$75,000 - \$149,999	31%	27%	36%	36%	18%	24%	23%	17%	18%	28%	21%	21%
\$150,000 or more	14%	22%	16%	13%	2%	6%	17%	9%	12%	14%	12%	9%
	730	783	748	638	377	476	412	231	381	4,776	2,254	2,767
<b>29. Which of these is closest to describing your ethnic background?</b>												
Caucasian/White	93%	92%	90%	83%	49%	79%	77%	50%	59%	80%	75%	76%
African-American/ Black	3%	3%	4%	7%	43%	13%	15%	40%	33%	13%	20%	19%
Asian or Pacific Islander	1%	1%	2%	5%	1%	2%	2%	1%	2%	2%	2%	1%
Native American/Indian	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%	0%	1%
Hispanic/Latino	1%	2%	1%	3%	2%	3%	3%	3%	1%	2%	1%	1%
Other	1%	2%	2%	3%	4%	2%	3%	5%	4%	3%	2%	2%
	750	810	767	675	396	489	426	242	400	4,955	2,353	2,900

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Number of total respondents by question are below percentages

	2022 District Totals									Annual Totals		
	1	2	3	4	5	6	7	8	9	2022 City Total	2021 City Total	2020 City Total
30. How much education have you completed?												
Elementary	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
Some high school	1%	1%	1%	1%	4%	1%	3%	3%	3%	1%	3%	3%
High school grad or equivalent	7%	5%	8%	9%	14%	9%	7%	13%	14%	9%	13%	13%
Some college	21%	18%	22%	23%	31%	28%	21%	25%	23%	23%	24%	24%
College grad or more	71%	76%	69%	67%	51%	61%	68%	58%	61%	67%	59%	60%
	759	814	776	678	399	497	427	242	403	4,995	2,384	2,923
Response Rates	8%	10%	9%	8%	6%	6%	5%	4%	6%	7%	18%	23%
Margin of Error	±3.39	±3.23	±3.34	±3.56	±4.68	±4.20	±4.57	±6.05	±4.68	±1.32	±2.28	±2.03

**NOTES:**

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