

City of Chattanooga

2024 Community Survey Results

September 2024



Stan Sewell, CPA, CGFM, CFE
City Auditor

Office of Internal Audit
Chattanooga, TN



OFFICE OF INTERNAL AUDIT

Stan Sewell, City Auditor

September 13, 2024

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

RE: City of Chattanooga 13th Annual Community Survey Results

This report presents the results of our 13th annual Community Survey. We asked Chattanooga residents about their views on a variety of city services, and over 4,000 residents responded from May through July.

Chattanooga residents continue to give high ratings to their city and neighborhoods on key quality of life indicators in 2024. 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 2024 survey, like previous surveys, often showed significant differences in opinions based on the council district surveyed.

We mailed postcards to each household in the City with a link allowing residents to complete the survey online. Five percent of households receiving the postcards responded. We provide a detailed discussion of the processes and procedures used for data collection in the methodology section of our report. We calculated the citywide survey accuracy to be within ± 1.44 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 minorities are under-represented among those who responded to our survey. These demographic differences are relatively consistent with that of respondents in the comparison years presented in this report.

This report provides the public and policymakers 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.

We want to thank the 4,418 Chattanoogaans who took the time to complete the survey online. In addition, we want to thank the Electric Power Board and the City's mailroom staff for their assistance with this effort.

Respectfully,

Stan Sewell, CPA, CGFM, CFE
City Auditor

Attachments

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

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Raw Data (in Microsoft Excel):

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

Detailed Results (in Microsoft Excel):

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

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

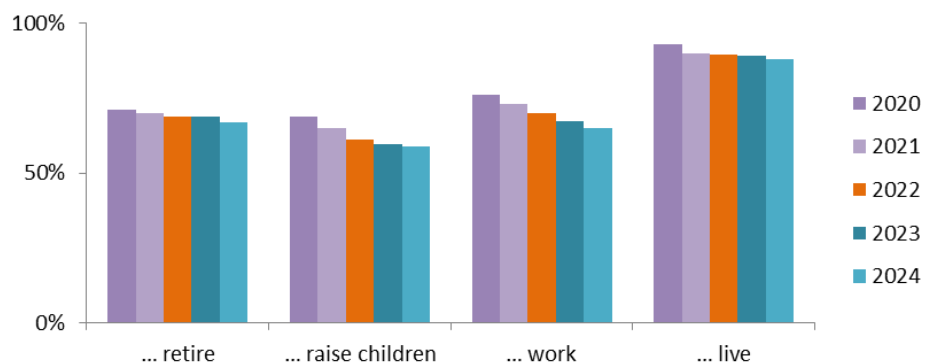
www.chattanooga.gov/internal-audit/community-surveys

Introduction

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

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 4,418 residents who responded to the online survey.

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



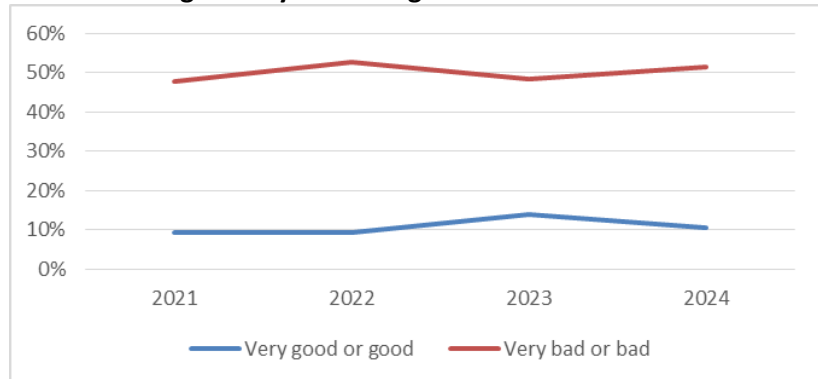
Chattanoogans continue to give high ratings to their city and neighborhoods overall; lower ratings of value received from city government for taxes paid; and mixed reviews for the various city services. Although opinions in many areas remained consistent with prior years, we noted the following key areas for 2024.

- Housing affordability continues to concern residents. Thirty-two percent rated housing affordability as very good or good, a 6 percentage point decrease from 2023 and a 7 percentage point decrease from 2022.
- Resident's satisfaction with yard-waste pick-up declined 5 and 7 percentage points from 2023 and 2022, respectively.
- Participation in a Chattanooga Parks & Outdoors activity has increased 4 and 8 percentage points from 2023 and 2022, respectively.
- Positive perception of traffic flow during peak and off-peak hours continues to decline. Twenty percent of residents ranked traffic flow during peak hours as very good or good, a 6 percentage point decrease from 2023. Sixty percent of residents rated traffic flow during off-peak hours as very good or good, a 5 percentage point decrease from 2023.
- Resident's opinions of the quality of 3-1-1 services continued to decline with 70 percent rating 3-1-1 services as very good or good, a decrease of 3 percentage points from 2023 and 6 percentage points from 2022.
- Eleven percent rated the City's handling of homelessness as good or very good, a 3 percentage point decrease of positive perceptions from 2023. Fifty-one percent of respondents rated the City's handling of

Introduction

homelessness as bad or very bad, a 3 percentage point increase of negative perceptions from 2023.

Resident ratings of City's handling of homelessness



We included a question regarding Residential Water Service for 2024. Citizens were given the opportunity to provide an opinion on the quality of residential water services. Fifty-seven percent of respondents rated residential water services as very good or good.

This report contains highlights of survey results for the following city service areas: public safety, public works, transportation, parks, recreation, and community development.¹ In addition, we include a section explaining how we conducted the community survey and prepared the report. Survey data (including areas not highlighted within the report) is provided beginning on page 20.

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

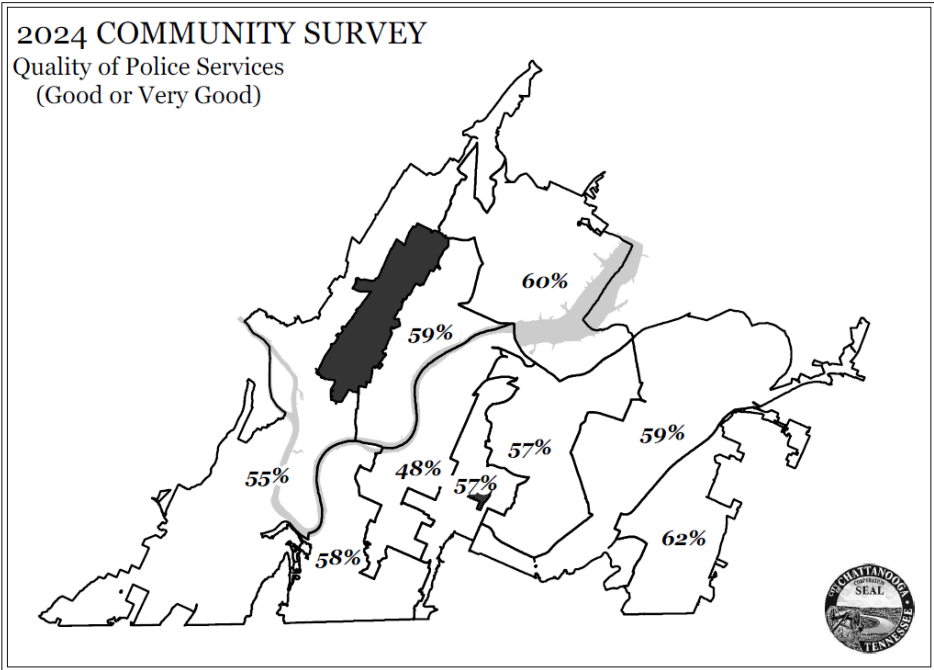
¹ It should be noted the following services are provided by third parties/agencies on behalf of the City of Chattanooga: bus services (CARTA), Chattanooga Public Library and animal control (McKamey Animal Care and Adoption Center).

OVERVIEW Overall satisfaction with police and fire remain positive in 2024. 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)

	2024	2023	2022	2021	2020
Police Services	58%	57%	57%	63%	63%
Police Conduct	56%	55%	54%	60%	55%
Speed of Response	43%	42%	41%	45%	47%

ANALYSIS A majority of residents rate the quality of police and fire services positively. The 13 percent of residents indicating they had an emergency interaction with police gave more positive ratings than others. Seventy-six percent of residents with an emergency interaction rated police conduct as good or very good. Seventy-three percent rated police services as good or very good, a 4 percentage point improvement over 2023. Seventy-one percent of residents with an emergency interaction rated speed of police response as good or very good, a 5 percentage point improvement over 2023. Overall ratings of police services by city council district are presented below²:



Quality of police services vary by district. When compared to prior years, positive ratings for quality of services have improved four percentage points in District 4 and five percentage points in District 7. Residents rating police conduct as good or very good increased three percentage points in Districts

² “Overall” includes all resident opinions regardless of an emergency interaction during the survey period.

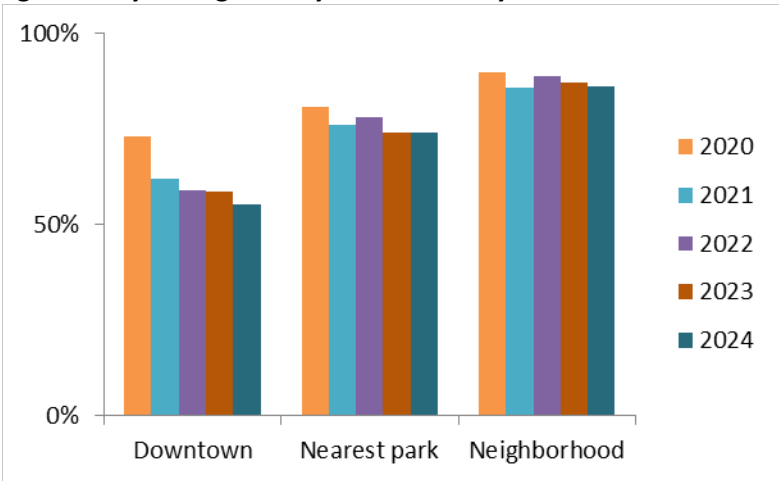
Public Safety

3 and 4 and six percentage points in District 7. However, positive ratings of police conduct declined by three percentage points in District 8 and five percentage points in District 9, when compared to the prior year.

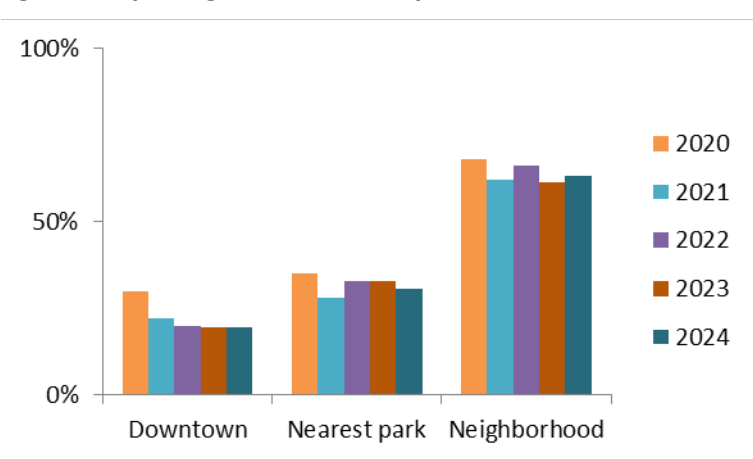
Positive ratings of Fire department services slightly improved from 2023. Overall, sixty percent of respondents' perceived the quality of fire services as good or very good. Fifty-five percent rated the conduct of personnel as good or very good and 54 percent rated the speed of response as good or very good.

Citywide, residents' perception of feeling safe downtown during the day has continued to trend downward since 2020. In 2024, fifty-five percent of residents surveyed indicate they feel safe or very safe downtown during the day, a 4 percentage point decrease from 2023 and a 18 percentage point decrease from 2020. Residents feel safest in their neighborhood during the day.

Rating of safety during the day as safe or very safe

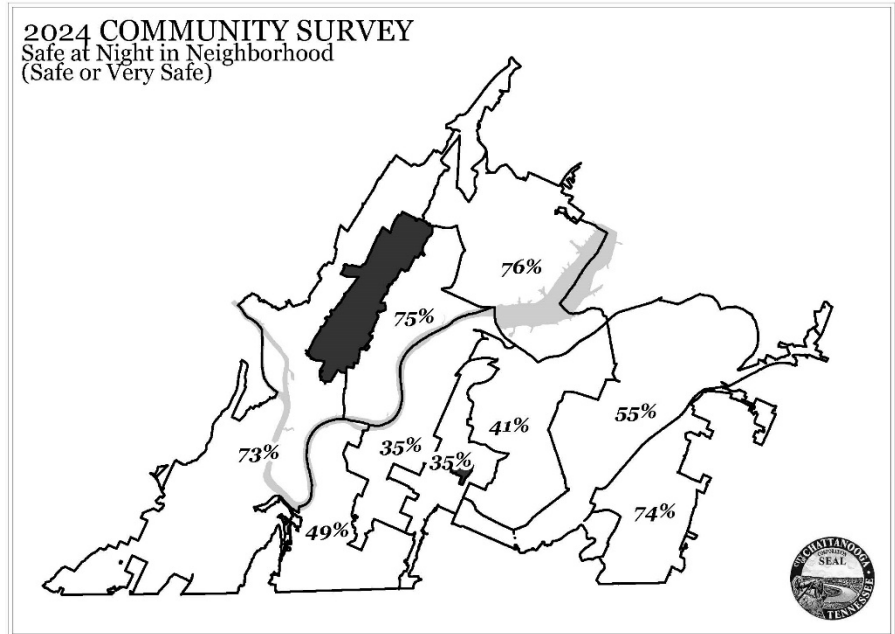


Rating of safety at night as safe or very safe



Public Safety

Feelings of safety at night in neighborhoods vary substantially among council districts. The highest positive ratings of perceived night safety are in Districts 2 and 3, at 76 and 75 percent, respectively. City Council Districts 8 and 9 report the lowest positive rating at 35 percent.



Public Works and Transportation

OVERVIEW Resident satisfaction with Public Works services is positive overall in 2024. 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 24 percent and 18 percent of respondents giving positive ratings, respectively.

ANALYSIS Overall satisfaction with Public Works services is positive. However, satisfaction with water quality, storm drainage and sewer³ services do not rate as well as the traditional sanitation services. Eighty-eight percent of residents who responded with an opinion are very satisfied or somewhat satisfied with garbage pick-up. Seventy-five percent are very satisfied or somewhat satisfied with curbside recycling. However, satisfaction with yard waste pick-up declined 6 percentage points from 2023 (68%).

Resident ratings stating an opinion of Public Works services

(percent with an opinion very satisfied or somewhat satisfied)

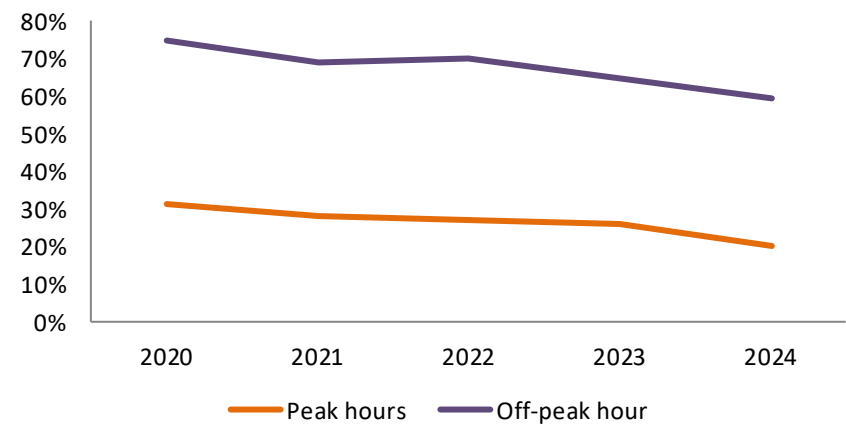
	2024	2023	2022	2021	2020
Garbage pick-up	88%	88%	88%	89%	91%
Yard waste pick-up	62%	68%	69%	70%	76%
Curbside recycling	75%	77%	73%	76%	80%
Water quality of lakes and streams	54%	53%	55%	58%	60%
Storm drainage & sewers	48%	50%	49%		

³ The question was changed in 2022 and combines storm drainage & sewer. The combined rating of good and very good is 50% in 2023 which is consistent when compared to the 2021 separated results.

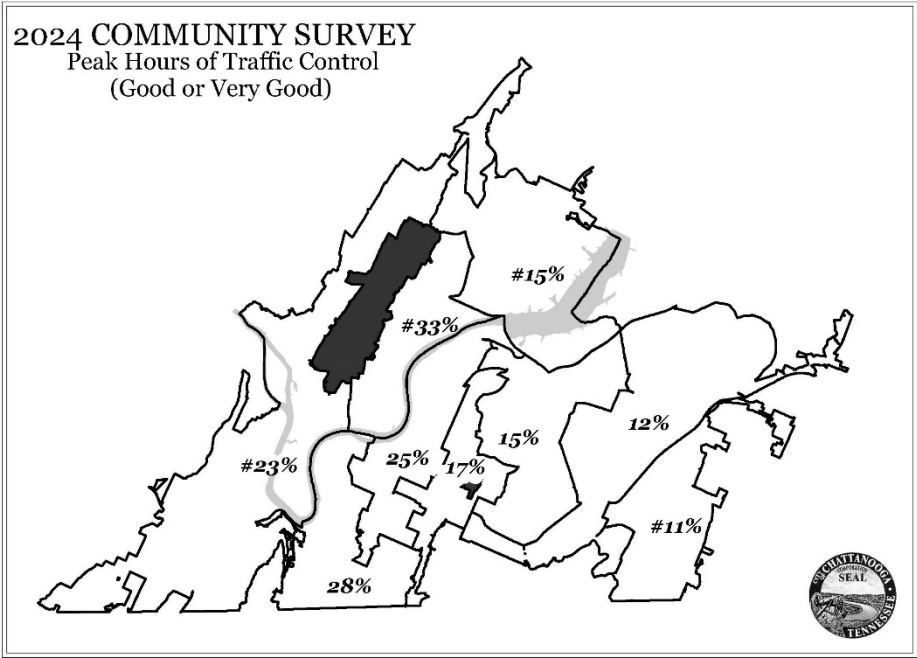
Public Works and Transportation

Overall positive ratings on traffic flow have trended negative. Residents rating traffic flow during peak hours as very good or good declined from 31 percent in 2020 to 20 percent in 2024. Ratings of very good or good during off-peak hours also trended down from 75 percent in 2020 to 60 percent in 2024, as depicted in the following exhibit.

Resident ratings of traffic flow
(percent very good or good)



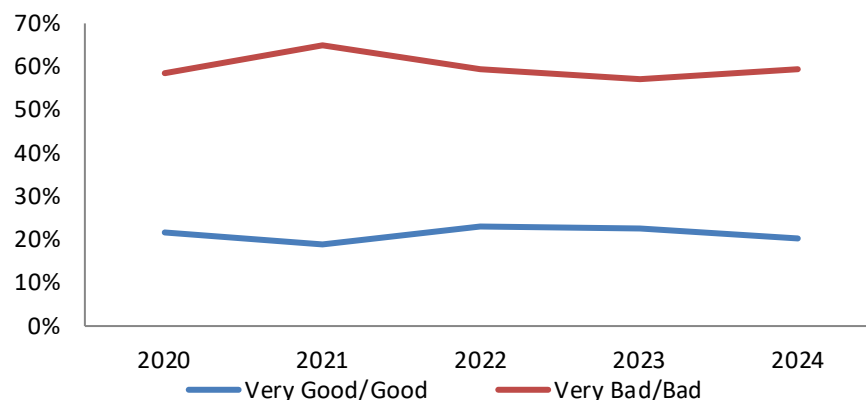
As illustrated in the following exhibit, District 4 has the lowest (11%) positive perception of peak hour traffic flow while District 2 indicates the highest positive perception at 33 percent.



Public Works and Transportation

Positive perception of street smoothness and cleanliness of city streets remains low. Only 20 percent of residents rated the smoothness of city streets as very good or good.

Residents rating of smoothness of streets



Speeding vehicles, pedestrian safety and bicyclist safety continues to concern residents. Sixteen percent of residents rated speeding vehicles on city streets as very good or good, a 3 percentage point decrease from 2023. Residents' perception of pedestrian and bicyclist safety continues to decline. Twenty-four percent of residents rated pedestrian safety as very good or good, a 3 and 6 percentage point decrease from 2023 and 2022, respectively.

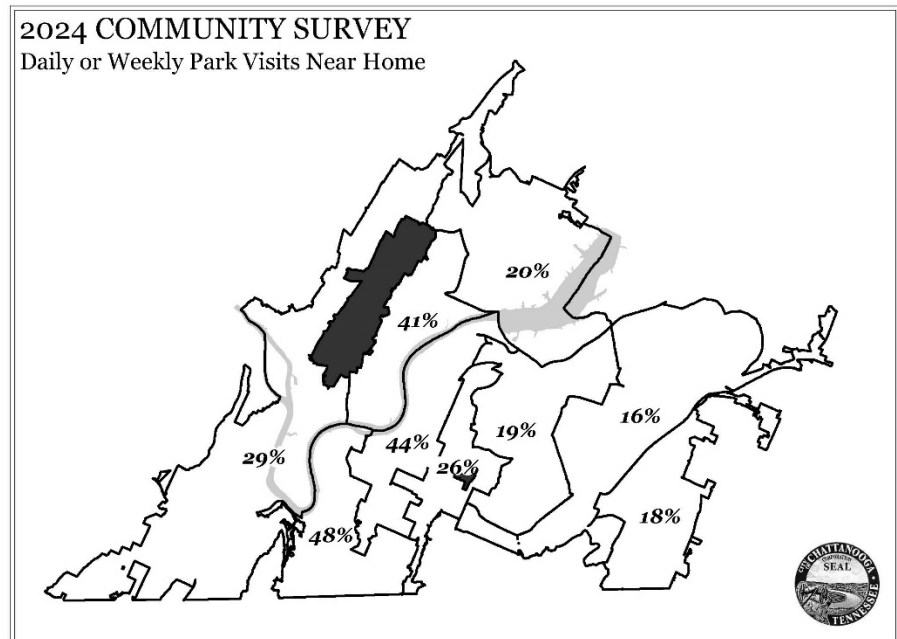
Parks and Recreation

OVERVIEW

In 2024, residents rate city parks and recreation programs positively. Fifty-one percent visited a city park at least monthly. For those visiting, the majority rated the cleanliness (82%) and beauty (83%) of city parks as good or very good.⁴ The majority of residents also rated city parks easy to find (84%).

ANALYSIS

Seventy-four percent of residents report visiting a city greenway or trail in the past 12 months. Eighty-six percent visit a city park at least a few times per year. Twenty-eight 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 48 percent by residents in District 7; the lowest is 16 percent by residents in District 6.



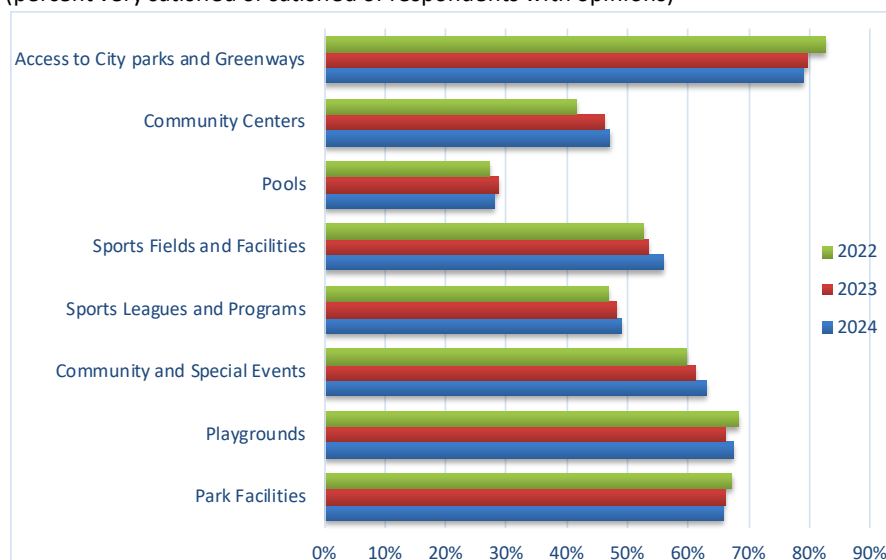
Residents, who registered an opinion, rate the quality of playgrounds, park facilities, community special events, and sports fields and facilities favorably. Residents had less favorable opinions of sports leagues and programs, pools and community centers.

⁴ 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

Positive perception of sports fields and facilities improved 3 percentage points from 2023 (53%). The majority of residents were very satisfied or satisfied with the accessibility to City parks and greenways (76%). The following chart provides a graphical representation of these perceptions.

Resident ratings of City parks and outdoor amenities
(percent very satisfied or satisfied of respondents with opinions)



Economic and Community Development

OVERVIEW

Overall satisfaction with economic and community development remained positive in 2024. 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, 88 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 (31%), availability of sidewalks (34%) and on-street parking (33%). Resident's feelings about aspects of neighborhood livability vary by council district as represented below:

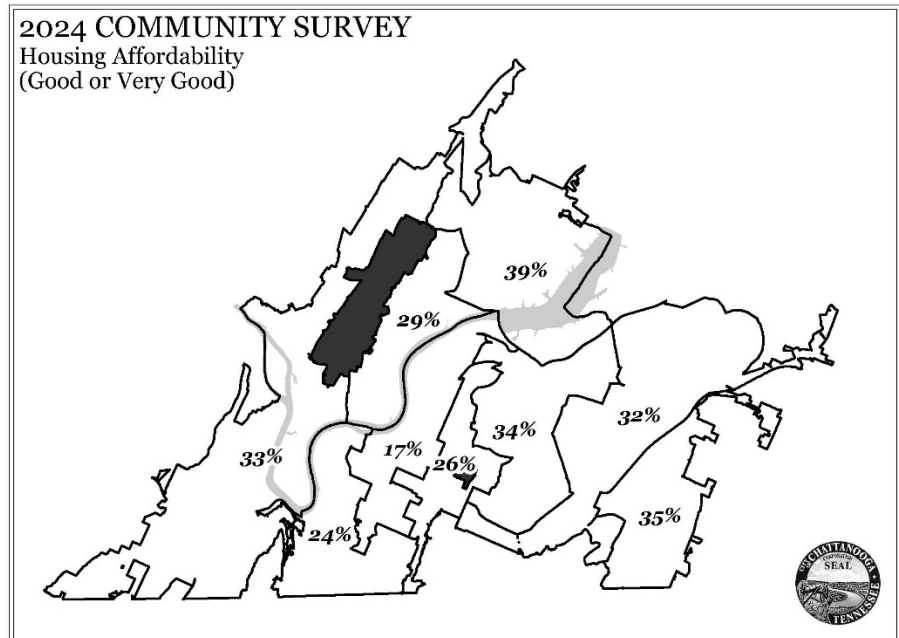
Neighborhood Livability Factors 2024 (percent very good or good)

Council District	Close to parks	Close to transit	Access to shopping	Sidewalk availability	On-street parking	Housing Conditions	Housing Affordability
1	69%	14%	64%	38%	27%	66%	33%
2	77%	44%	84%	34%	45%	72%	29%
3	74%	8%	78%	27%	27%	76%	39%
4	69%	12%	90%	34%	28%	73%	35%
5	52%	33%	51%	14%	26%	46%	34%
6	51%	36%	77%	21%	29%	62%	32%
7	81%	67%	61%	66%	44%	58%	24%
8	72%	66%	33%	54%	45%	44%	17%
9	42%	45%	29%	35%	31%	45%	26%

Economic and Community Development

Sixty-four percent of residents feel positively about the physical condition of housing in their neighborhoods. Ratings of housing condition vary widely by council district, with the highest positive ratings in District 3 (76%) and the lowest positive ratings in District 8 (44%).

In 2024, 32 percent of residents rate housing affordability in their neighborhood positively, a 6 percentage point decrease from 2023. The most positive rating on affordability is in District 3 with 39 percent. The lowest rating on housing affordability is in District 8 with 17 percent reporting positively.



In 2024, 39 percent of residents reported new commercial developments in their neighborhoods. Fifty-four percent feel positively about the attractiveness of the development. Only 35 percent of residents indicate the additions are an improvement to their neighborhood as a place to live. Fifty-three percent of residents reported new residential developments in their neighborhood. Fifty-seven percent rate the attractiveness of the development favorably and 34 percent feel the development is an improvement to their neighborhood.

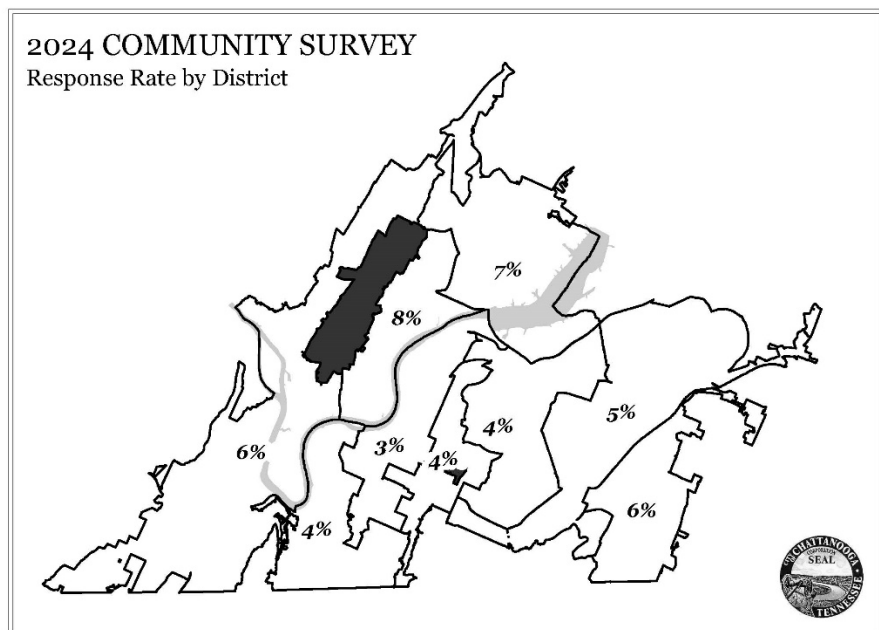
Survey Methodology

OIA conducted its Community Survey for the thirteenth year in 2024. Responses were received from May through July. 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 collected using an online survey only. Paper surveys were not mailed unless requested. For 2024, we mailed 84,226 postcards to 100 percent of Chattanooga households providing the opportunity to complete the survey online. Survey responses are anonymous.

Response Rate

In May 2024, we mailed the postcards to all residents in Chattanooga. Online surveys were collected through July 31, 2024. Of the 84,226 postcards mailed, we received 4,417 completed surveys, resulting in a citywide response rate of 5 percent. Response rates by city council district are represented below.



Mailed Survey Impact on Comparability

In the years prior to 2023 we received responses from our mailed survey document and our online survey effort. Because we did not solicit mailed survey responses the past two years, we wanted to ensure their inclusion in previous results did not skew comparisons. Therefore, we did not include the mailed survey results from prior years in our analysis for this annual report.

Survey Reliability

The citywide survey margin of error, at the conventional 95 percent confidence level, is ± 1.44 percent based on the 4,417 completed surveys received online. Within each of the nine city council districts, the margin of error ranges from ± 3.53 to ± 7.01 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 minorities are under-represented among our respondents. These demographic differences are relatively consistent with that of respondents in the comparison years presented in this report.

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.

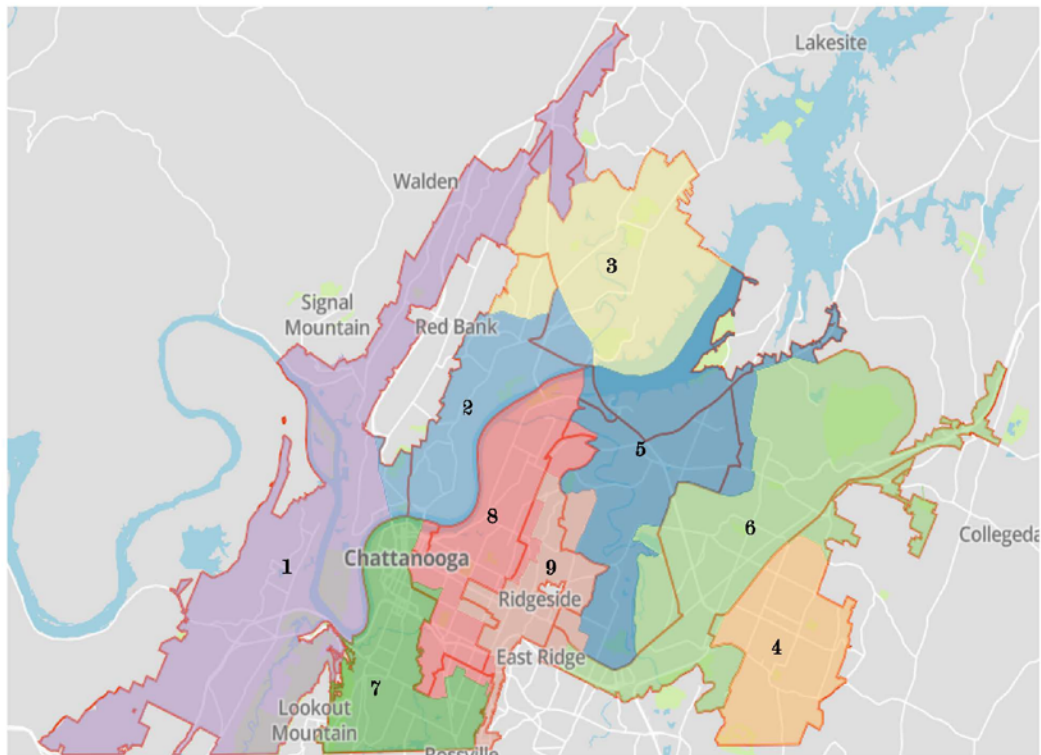
Audit Standards

The Office of Internal Audit conducted the 2024 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 19), and percentages for responses by City Council District (pages 21 through 32).

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



2024 Community Survey

For each question, click on the one box best matching your opinion.

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		<input type="checkbox"/>	No		<input type="checkbox"/>
Was it reported to the police?		Yes		<input type="checkbox"/>	No		<input type="checkbox"/>
Q5 Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?		Yes		<input type="checkbox"/>	No		<input type="checkbox"/>
Was it reported to the police?		Yes		<input type="checkbox"/>	No		<input type="checkbox"/>
Q6 Did you have an emergency interaction with the Chattanooga Police Department in the past 12 months?		Yes		<input type="checkbox"/>	No		<input type="checkbox"/>
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"/>

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	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 ☐

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 ☐

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"/>

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 ☐

How many employees does your business employ?

Self 1 2-10 11-50 51-150 151+

☐ ☐ ☐ ☐ ☐ ☐

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

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

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

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

Your Zip
Code

District

End of survey - THANK YOU VERY MUCH!

The following pages contain data for the 2024
Community Survey Responses

2024 Community Survey Data

Number of total respondents by question are below percentages

	2024 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2024 City Totals	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
1. Overall, how do you rate the quality of life in:														
a. Chattanooga as a place to live														
Very Good	43%	49%	46%	41%	30%	36%	42%	34%	37%	41%	43%	44%	46%	52%
Good	48%	44%	43%	48%	50%	48%	45%	48%	50%	46%	47%	46%	44%	41%
Neutral	7%	6%	9%	9%	14%	11%	10%	15%	11%	9%	8%	8%	8%	5%
Bad	2%	1%	2%	2%	3%	4%	2%	2%	2%	2%	2%	2%	2%	2%
Very Bad	0%	0%	0%	1%	2%	1%	0%	1%	0%	1%	1%	1%	0%	0%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	675	705	717	574	361	462	401	189	295	4,379	4,108	3,360	625	715
b. Your neighborhood as a place to live														
Very Good	53%	60%	57%	49%	23%	36%	37%	22%	26%	45%	46%	47%	45%	48%
Good	35%	32%	33%	40%	51%	44%	39%	44%	45%	39%	39%	40%	39%	40%
Neutral	9%	7%	6%	8%	21%	14%	14%	22%	19%	11%	11%	9%	10%	8%
Bad	2%	2%	2%	2%	4%	4%	8%	8%	8%	4%	3%	3%	5%	3%
Very Bad	0%	0%	0%	1%	1%	1%	1%	4%	2%	1%	1%	1%	0%	2%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	671	696	715	577	353	462	404	188	289	4,355	4,077	3,335	623	706
c. Chattanooga as a place to work														
Very Good	27%	27%	27%	25%	17%	22%	22%	19%	24%	24%	27%	27%	31%	34%
Good	36%	40%	40%	43%	46%	44%	42%	41%	37%	41%	40%	43%	42%	42%
Neutral	19%	18%	19%	20%	23%	17%	19%	24%	23%	20%	18%	18%	15%	14%
Bad	4%	3%	3%	3%	6%	7%	3%	6%	8%	4%	4%	4%	5%	4%
Very Bad	1%	1%	2%	1%	3%	1%	1%	2%	2%	1%	1%	1%	1%	1%
Don't Know	13%	10%	10%	8%	5%	8%	12%	8%	6%	9%	10%	7%	6%	6%
	669	695	711	572	351	461	401	188	293	4,341	4,062	3,315	620	705
d. Chattanooga as a place to raise children														
Very Good	26%	27%	28%	24%	16%	19%	18%	9%	17%	23%	23%	24%	30%	34%
Good	34%	38%	37%	39%	37%	37%	30%	35%	38%	36%	36%	37%	35%	35%
Neutral	18%	16%	16%	20%	27%	19%	24%	27%	19%	19%	19%	19%	17%	14%
Bad	4%	4%	5%	3%	7%	7%	6%	11%	8%	5%	6%	6%	6%	3%
Very Bad	1%	1%	1%	1%	2%	3%	2%	2%	3%	2%	1%	2%	1%	1%
Don't Know	17%	14%	13%	12%	11%	16%	19%	17%	15%	15%	14%	13%	13%	12%
	670	696	710	574	351	459	401	188	290	4,339	4,072	3,321	624	705
e. Chattanooga as a place to retire														
Very Good	34%	36%	38%	33%	24%	26%	28%	19%	27%	31%	31%	32%	36%	40%
Good	36%	34%	32%	38%	37%	39%	32%	35%	36%	35%	38%	37%	35%	31%
Neutral	13%	12%	13%	16%	23%	16%	16%	22%	16%	15%	17%	17%	16%	16%
Bad	5%	4%	4%	4%	5%	5%	4%	6%	4%	5%	4%	4%	4%	2%
Very Bad	1%	2%	2%	3%	4%	3%	2%	3%	3%	2%	2%	2%	1%	1%
Don't Know	10%	12%	11%	7%	7%	10%	17%	16%	14%	11%	9%	9%	9%	11%
	669	697	715	576	352	459	402	188	289	4,347	4,069	3,322	617	704
2. How safe would you feel walking alone during the day:														
a. In your neighborhood?														
Very Safe	62%	68%	66%	63%	35%	46%	47%	29%	33%	55%	55%	57%	55%	61%
Safe	30%	23%	25%	28%	40%	37%	37%	42%	38%	31%	32%	31%	30%	29%
Neutral	5%	5%	4%	6%	14%	10%	8%	15%	14%	8%	7%	6%	6%	5%
Unsafe	2%	2%	4%	2%	9%	5%	6%	11%	12%	5%	4%	4%	7%	3%
Very Unsafe	0%	1%	1%	1%	1%	2%	1%	3%	2%	1%	2%	1%	2%	1%
Don't Know	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	677	706	717	578	356	463	404	190	297	4,388	4,117	3,370	628	719
b. In the park closest to you?														
Very Safe	41%	44%	35%	37%	20%	26%	39%	24%	22%	34%	36%	38%	37%	43%
Safe	40%	37%	42%	45%	39%	38%	37%	37%	38%	40%	38%	39%	39%	38%
Neutral	12%	12%	13%	11%	22%	18%	11%	21%	18%	14%	14%	12%	13%	11%
Unsafe	4%	4%	7%	3%	11%	10%	8%	12%	13%	7%	6%	6%	6%	4%
Very Unsafe	1%	1%	1%	1%	3%	2%	4%	4%	2%	2%	2%	1%	2%	2%
Don't Know	2%	2%	2%	3%	4%	8%	1%	7%	7%	3%	4%	3%	3%	3%
	670	704	713	572	355	460	402	189	289	4,354	4,090	3,348	627	709

2024 Community Survey Data

Number of total respondents by question are below percentages

2024 District Totals										Annual Totals				
	1	2	3	4	5	6	7	8	9	2024 City Totals	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
c. Downtown?														
Very Safe	15%	19%	12%	9%	14%	13%	27%	21%	22%	16%	18%	18%	22%	29%
Safe	39%	42%	37%	35%	43%	36%	45%	44%	43%	39%	41%	40%	40%	44%
Neutral	25%	22%	26%	27%	26%	26%	18%	25%	20%	24%	22%	22%	22%	18%
Unsafe	14%	11%	15%	20%	9%	15%	7%	9%	9%	13%	13%	12%	12%	6%
Very Unsafe	5%	5%	9%	5%	6%	7%	2%	2%	4%	5%	5%	6%	4%	2%
Don't Know	2%	1%	2%	3%	2%	3%	0%	0%	2%	2%	1%	2%	1%	1%
	669	700	714	573	356	459	401	187	286	4,345	4,084	3,342	623	709
3. How safe would you feel walking alone at night:														
a. In your neighborhood?														
Very Safe	36%	36%	40%	36%	11%	21%	18%	8%	13%	29%	28%	31%	28%	31%
Safe	37%	39%	35%	38%	30%	34%	31%	27%	22%	34%	34%	35%	34%	38%
Neutral	15%	12%	12%	14%	21%	17%	19%	24%	20%	16%	16%	14%	15%	13%
Unsafe	9%	7%	8%	9%	27%	18%	21%	23%	29%	14%	15%	13%	13%	13%
Very Unsafe	3%	5%	4%	3%	10%	8%	12%	17%	16%	7%	7%	6%	9%	5%
Don't Know	0%	0%	0%	1%	1%	1%	0%	1%	0%	0%	1%	1%	1%	1%
	676	706	717	580	357	465	404	189	294	4,388	4,101	3,367	628	718
b. In the park closest to you?														
Very Safe	9%	11%	8%	7%	3%	5%	11%	5%	7%	8%	9%	9%	6%	11%
Safe	25%	28%	22%	28%	14%	20%	23%	15%	13%	23%	24%	24%	22%	24%
Neutral	32%	28%	27%	28%	26%	23%	25%	27%	23%	27%	26%	26%	29%	27%
Unsafe	22%	21%	29%	23%	34%	29%	25%	30%	29%	26%	25%	26%	24%	25%
Very Unsafe	8%	8%	9%	7%	18%	12%	15%	20%	21%	11%	11%	11%	12%	8%
Don't Know	4%	4%	5%	7%	5%	11%	1%	4%	7%	5%	5%	4%	6%	5%
	672	705	715	576	356	461	403	188	291	4,367	4,087	3,344	623	710
c. Downtown?														
Very Safe	3%	3%	2%	2%	2%	3%	6%	4%	8%	3%	3%	3%	4%	6%
Safe	15%	17%	12%	12%	21%	13%	25%	25%	21%	16%	17%	17%	18%	24%
Neutral	25%	25%	22%	23%	26%	25%	27%	29%	27%	25%	26%	26%	29%	28%
Unsafe	31%	32%	32%	31%	28%	28%	28%	30%	26%	30%	29%	30%	28%	27%
Very Unsafe	24%	21%	29%	29%	18%	26%	14%	11%	17%	23%	23%	22%	17%	12%
Don't Know	3%	2%	3%	5%	5%	4%	1%	1%	2%	3%	3%	2%	3%	2%
	671	705	718	575	356	461	403	190	292	4,371	4,086	3,344	623	709
4a. Did anyone break into, or burglarize, your home during the last 12 months?														
Yes	3%	2%	1%	2%	3%	2%	9%	6%	4%	3%	3%	3%	3%	3%
No	97%	98%	99%	98%	97%	98%	91%	94%	96%	97%	97%	97%	97%	97%
	678	708	717	581	363	467	404	190	297	4,405	4,106	3,352	622	714
4b. If yes, was it reported to the police?														
Yes	78%	65%	43%	73%	82%	64%	57%	58%	73%	65%	66%	78%	76%	91%
No	22%	35%	57%	27%	18%	36%	43%	42%	27%	35%	34%	22%	24%	9%
	18	17	7	11	11	11	37	12	11	135	116	97	21	23
5. Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?														
Yes	14%	15%	10%	12%	18%	19%	28%	29%	24%	17%	17%	19%	21%	21%
No	86%	85%	90%	88%	82%	81%	72%	71%	76%	83%	83%	81%	79%	79%
	676	709	718	582	363	467	404	190	297	4,406	4,104	3,363	627	716
a. If yes, was it reported to the police?														
Yes	45%	39%	40%	43%	40%	41%	46%	53%	34%	42%	37%	39%	34%	42%
No	55%	61%	60%	57%	60%	59%	54%	47%	66%	58%	63%	61%	66%	58%
	93	105	70	69	65	90	113	55	70	730	699	647	134	151
6. Did you have an emergency interaction with the Chattanooga Police Department in the past 12 months?														
Yes	13%	11%	9%	11%	15%	16%	18%	23%	18%	13%	12%	12%		
No	87%	89%	91%	89%	85%	84%	82%	77%	82%	87%	88%	88%		
	677	708	716	581	361	467	404	190	297	4,401	4,111	3,359		

2024 Community Survey Data

Number of total respondents by question are below percentages

	2024 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2024 City Totals	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
7. How do you rate police services on the following:														
a. Overall quality of services?														
Very Good	19%	21%	22%	23%	16%	23%	19%	13%	20%	20%	21%	21%	29%	25%
Good	36%	39%	38%	39%	41%	36%	39%	35%	37%	38%	37%	36%	33%	39%
Neutral	18%	18%	18%	18%	23%	18%	20%	26%	20%	19%	18%	17%	15%	14%
Bad	3%	4%	3%	2%	4%	6%	4%	7%	6%	4%	3%	4%	4%	3%
Very Bad	2%	2%	1%	2%	3%	2%	1%	3%	4%	2%	2%	2%	2%	2%
Don't Know	23%	17%	19%	16%	13%	15%	17%	16%	12%	17%	19%	20%	17%	18%
	672	705	713	577	358	465	402	188	296	4,376	4,104	3,355	627	714
b. Conduct of police officers?														
Very Good	23%	24%	24%	26%	16%	25%	23%	12%	23%	23%	24%	24%	30%	26%
Good	32%	33%	35%	34%	37%	33%	33%	34%	28%	33%	32%	31%	29%	30%
Neutral	17%	20%	16%	18%	25%	20%	18%	24%	23%	19%	18%	18%	17%	18%
Bad	3%	2%	2%	2%	6%	4%	4%	8%	6%	3%	4%	4%	4%	4%
Very Bad	1%	2%	1%	2%	3%	3%	2%	6%	4%	2%	2%	3%	3%	3%
Don't Know	24%	19%	21%	19%	14%	16%	19%	16%	16%	19%	21%	21%	16%	20%
	669	705	711	575	357	465	399	186	289	4,356	4,095	3,353	627	710
c. Speed of emergency police response?														
Very Good	14%	17%	16%	18%	14%	18%	15%	11%	17%	16%	17%	16%	20%	21%
Good	24%	25%	24%	28%	32%	29%	26%	30%	31%	27%	25%	25%	24%	27%
Neutral	18%	18%	20%	19%	24%	19%	21%	20%	20%	20%	18%	19%	21%	18%
Bad	3%	3%	2%	4%	5%	4%	4%	2%	4%	3%	3%	4%	3%	2%
Very Bad	2%	1%	1%	1%	2%	3%	3%	4%	5%	2%	2%	2%	2%	1%
Don't Know	39%	37%	36%	30%	23%	26%	32%	28%	24%	32%	34%	34%	29%	31%
	669	704	710	576	356	465	399	186	288	4,353	4,094	3,337	626	706
8. How do you rate Chattanooga Fire Department services on the following:														
a. Overall quality of services?														
Very Good	34%	36%	35%	37%	32%	35%	31%	26%	31%	34%	32%	33%		
Good	25%	22%	28%	27%	30%	26%	26%	27%	28%	26%	26%	25%		
Neutral	8%	8%	7%	7%	10%	8%	7%	9%	8%	8%	9%	10%		
Bad	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%		
Very Bad	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%		
Don't Know	32%	34%	28%	27%	30%	26%	26%	27%	28%	32%	33%	32%		
	674	707	714	578	355	464	402	188	294	4,376	4,104	3,358		
b. Speed of emergency response?														
Very Good	30%	32%	32%	36%	30%	35%	30%	26%	32%	32%	31%	31%		
Good	21%	19%	23%	23%	28%	23%	24%	22%	23%	23%	22%	21%		
Neutral	8%	8%	8%	8%	12%	8%	9%	13%	9%	9%	9%	10%		
Bad	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%		
Very Bad	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%		
Don't Know	39%	41%	37%	33%	29%	34%	38%	38%	36%	37%	38%	37%		
	672	706	713	575	356	463	400	186	290	4,361	4,100	3,351		
c. Conduct of personnel?														
Very Good	33%	34%	36%	36%	29%	33%	32%	27%	35%	33%	32%	32%		
Good	22%	21%	21%	23%	26%	24%	21%	22%	20%	22%	22%	21%		
Neutral	8%	8%	8%	8%	12%	7%	10%	12%	8%	9%	9%	11%		
Bad	1%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%		
Very Bad	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
Don't Know	37%	37%	35%	33%	33%	36%	38%	38%	37%	36%	37%	36%		
	667	705	712	574	353	463	400	187	289	4,350	4,090	3,351		
9. How do you rate satisfaction with the following:														
a. Garbage Pick-up?														
Very Satisfied	55%	63%	65%	58%	60%	56%	44%	55%	53%	58%	58%	57%	62%	66%
Somewhat Satisfied	25%	26%	22%	28%	29%	27%	27%	26%	29%	26%	26%	26%	23%	21%
Neutral	5%	3%	3%	5%	6%	6%	8%	7%	6%	5%	5%	5%	4%	3%
Somewhat Dissatisfied	9%	5%	4%	5%	4%	5%	7%	7%	7%	5%	5%	5%	4%	4%
Very Dissatisfied	2%	1%	2%	1%	1%	1%	3%	1%	3%	2%	2%	2%	2%	1%
Don't Know	8%	2%	4%	3%	1%	5%	10%	5%	2%	5%	5%	5%	4%	5%
	675	702	717	578	359	465	403	188	297	4,384	4,114	3,364	626	717

2024 Community Survey Data

Number of total respondents by question are below percentages

	2024 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2024 City Totals	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
b. Yard-waste Pick-up?														
Very Satisfied	24%	28%	25%	26%	29%	28%	19%	19%	25%	25%	30%	33%	36%	40%
Somewhat Satisfied	24%	27%	26%	27%	32%	26%	22%	22%	26%	26%	27%	26%	24%	22%
Neutral	14%	11%	13%	13%	16%	12%	16%	13%	15%	14%	12%	12%	12%	9%
Somewhat Dissatisfied	9%	14%	12%	11%	13%	14%	9%	16%	13%	12%	10%	10%	8%	8%
Very Dissatisfied	4%	8%	8%	6%	5%	5%	5%	8%	11%	6%	5%	4%	5%	3%
Don't Know	25%	12%	15%	16%	5%	15%	29%	23%	11%	17%	17%	16%	15%	19%
	667	699	707	575	352	457	398	186	285	4,326	4,069	3,352	625	713
c. Curbside Recycling?														
Very Satisfied	42%	50%	48%	42%	44%	43%	26%	35%	35%	42%	44%	40%	47%	49%
Somewhat Satisfied	19%	24%	20%	22%	20%	23%	21%	23%	23%	21%	22%	23%	20%	19%
Neutral	11%	9%	10%	12%	17%	12%	15%	10%	16%	12%	10%	10%	12%	11%
Somewhat Dissatisfied	6%	8%	6%	4%	5%	5%	9%	11%	10%	7%	6%	8%	6%	4%
Very Dissatisfied	3%	2%	1%	4%	3%	2%	5%	5%	4%	3%	4%	5%	3%	3%
Don't Know	19%	7%	14%	16%	12%	15%	23%	15%	12%	15%	15%	13%	12%	14%
	666	708	708	570	356	462	401	183	289	4,338	4,066	3,353	622	713
d. Water Quality of Lakes and Streams?														
Very Satisfied	20%	16%	20%	20%	14%	18%	16%	11%	12%	17%	17%	18%	20%	20%
Somewhat Satisfied	27%	31%	32%	31%	31%	28%	26%	25%	30%	30%	30%	30%	31%	32%
Neutral	20%	20%	20%	21%	25%	21%	19%	20%	19%	20%	19%	19%	19%	19%
Somewhat Dissatisfied	14%	15%	11%	10%	12%	11%	16%	19%	15%	13%	15%	13%	13%	11%
Very Dissatisfied	7%	7%	5%	4%	5%	5%	10%	10%	10%	6%	7%	6%	6%	5%
Don't Know	12%	12%	12%	14%	13%	17%	12%	16%	14%	13%	12%	12%	11%	13%
	675	706	716	578	356	462	403	187	292	4,375	4,091	3,344	624	712
e. Storm Drainage & Sewer?														
Very Satisfied	17%	15%	18%	19%	12%	17%	14%	12%	13%	16%	18%	17%		
Somewhat Satisfied	27%	30%	29%	30%	33%	28%	23%	24%	26%	28%	28%	28%		
Neutral	23%	22%	21%	21%	21%	25%	19%	22%	23%	22%	22%	21%		
Somewhat Dissatisfied	15%	17%	15%	14%	20%	14%	22%	22%	16%	16%	16%	17%		
Very Dissatisfied	8%	9%	10%	9%	7%	8%	13%	14%	13%	10%	9%	9%		
Don't Know	10%	7%	7%	6%	7%	8%	10%	6%	8%	8%	8%	8%		
	676	708	716	577	357	466	403	189	294	4,386	4,094	3,345		
f. Access to city parks and greenways?														
Very Satisfied	49%	53%	52%	42%	38%	39%	50%	38%	36%	46%	46%	47%		
Somewhat Satisfied	31%	30%	28%	33%	32%	29%	31%	29%	30%	30%	31%	33%		
Neutral	12%	10%	11%	13%	18%	17%	9%	17%	14%	13%	13%	11%		
Somewhat Dissatisfied	4%	3%	3%	4%	5%	6%	7%	11%	10%	5%	5%	4%		
Very Dissatisfied	2%	2%	2%	3%	3%	2%	1%	4%	5%	2%	2%	2%		
Don't Know	2%	2%	4%	5%	4%	7%	2%	1%	5%	4%	3%	3%		
	673	708	716	577	360	464	404	190	291	4,383	4,085	3,349		
10. In the past 12 months, how many times did you visit:														
a. A City Park														
Daily	7%	8%	3%	2%	3%	2%	13%	7%	3%	5%	4%	4%	4%	4%
Weekly	22%	33%	16%	17%	16%	14%	35%	37%	23%	23%	19%	19%	19%	19%
Monthly	26%	23%	21%	22%	22%	18%	23%	21%	27%	23%	14%	14%	14%	14%
A Few Times	33%	27%	40%	45%	41%	44%	25%	29%	29%	35%	38%	38%	38%	38%
Never	12%	8%	18%	13%	17%	20%	4%	5%	17%	13%	24%	24%	24%	24%
Don't Know	1%	1%	2%	2%	1%	2%	0%	1%	1%	1%	1%	1%	1%	1%
	676	707	713	578	357	462	404	190	293	4,380	2,404	2,405	2,405	2,406
b. A City Greenway or Trail														
Daily	4%	5%	4%	1%	3%	1%	18%	6%	4%	5%	5%	5%		
Weekly	18%	23%	20%	12%	15%	10%	30%	25%	19%	19%	20%	20%		
Monthly	22%	24%	18%	15%	14%	15%	19%	18%	18%	19%	18%	18%		
A Few Times	34%	27%	32%	41%	30%	37%	19%	35%	33%	32%	33%	33%		
Never	21%	18%	23%	27%	34%	33%	11%	14%	25%	23%	22%	22%		
Don't Know	1%	3%	3%	3%	3%	4%	3%	2%	2%	3%	2%	2%		
	668	700	705	575	348	460	395	187	288	4,326	4,085	3,349		

2024 Community Survey Data

Number of total respondents by question are below percentages

2024 District Totals										Annual Totals				
	1	2	3	4	5	6	7	8	9	2024 City Totals	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
11. How do you rate the following attributes of City parks and outdoor amenities near you home?														
a. Cleanliness														
Very Good	29%	33%	34%	29%	22%	24%	29%	22%	18%	28%	27%	28%		
Good	49%	49%	44%	52%	48%	44%	49%	53%	43%	48%	48%	48%		
Neutral	11%	10%	10%	11%	17%	14%	12%	14%	18%	12%	12%	11%		
Bad	3%	4%	3%	3%	4%	3%	7%	8%	8%	4%	3%	4%		
Very Bad	1%	0%	1%	0%	1%	1%	1%	1%	2%	1%	1%	1%		
Don't Know	7%	4%	8%	5%	8%	14%	2%	2%	10%	7%	8%	7%		
	672	706	715	575	357	461	402	190	292	4,370	4,091	3,340		
b. Beauty														
Very Good	40%	41%	46%	33%	27%	32%	38%	28%	29%	37%	34%	35%		
Good	40%	44%	37%	48%	45%	41%	43%	45%	37%	42%	44%	44%		
Neutral	12%	10%	9%	13%	18%	13%	14%	19%	18%	13%	12%	12%		
Bad	2%	2%	2%	2%	3%	2%	3%	6%	7%	3%	2%	3%		
Very Bad	1%	0%	0%	0%	1%	0%	1%	1%	1%	0%	1%	1%		
Don't Know	6%	3%	6%	4%	6%	11%	1%	1%	8%	5%	7%	6%		
	669	705	712	573	354	460	399	188	290	4,350	4,086	3,357		
c. Fun														
Very Good	23%	25%	25%	19%	13%	17%	21%	15%	18%	21%	21%	23%		
Good	44%	48%	42%	47%	43%	37%	45%	49%	36%	44%	43%	43%		
Neutral	22%	18%	20%	25%	29%	29%	28%	29%	25%	24%	23%	22%		
Bad	2%	2%	2%	2%	4%	1%	2%	3%	7%	2%	2%	2%		
Very Bad	1%	0%	0%	0%	1%	0%	2%	2%	2%	1%	1%	1%		
Don't Know	8%	7%	10%	7%	10%	15%	3%	2%	12%	8%	10%	8%		
	670	699	713	572	355	458	397	189	289	4,341	4,069	3,345		
d. Easy to Find														
Very Good	36%	41%	37%	31%	25%	25%	39%	24%	28%	33%	32%	34%		
Good	43%	45%	46%	50%	50%	46%	49%	56%	40%	47%	45%	44%		
Neutral	12%	9%	10%	13%	15%	14%	10%	16%	14%	12%	13%	13%		
Bad	3%	2%	1%	2%	5%	3%	1%	2%	7%	3%	2%	2%		
Very Bad	0%	0%	0%	0%	1%	1%	1%	0%	2%	0%	1%	1%		
Don't Know	6%	3%	5%	4%	5%	12%	1%	1%	9%	5%	7%	6%		
	670	704	715	573	357	460	400	190	290	4,359	4,083	3,347		
e. Facilities														
Very Good	16%	20%	22%	16%	12%	14%	15%	13%	14%	17%	17%	19%		
Good	42%	45%	43%	43%	41%	39%	43%	41%	31%	42%	42%	41%		
Neutral	22%	22%	19%	25%	25%	25%	24%	30%	29%	24%	23%	22%		
Bad	5%	4%	4%	5%	8%	3%	6%	7%	10%	5%	5%	5%		
Very Bad	2%	1%	0%	1%	2%	1%	3%	3%	2%	1%	1%	2%		
Don't Know	13%	7%	12%	10%	13%	18%	9%	6%	15%	11%	12%	10%		
	672	705	714	573	357	460	400	190	291	4,356	4,083	3,345		
f. Playgrounds														
Very Good	15%	16%	17%	14%	10%	13%	19%	13%	12%	15%	15%	17%		
Good	33%	38%	32%	37%	41%	32%	33%	35%	26%	34%	33%	34%		
Neutral	17%	18%	19%	22%	20%	21%	18%	23%	20%	19%	20%	20%		
Bad	3%	3%	1%	4%	5%	2%	3%	5%	8%	3%	3%	3%		
Very Bad	1%	0%	0%	1%	2%	1%	1%	3%	3%	1%	1%	1%		
Don't Know	32%	25%	31%	23%	23%	32%	25%	22%	30%	27%	28%	24%		
	668	700	712	573	358	458	401	190	291	4,346	4,077	3,336		
12. In the past 12 months, did anyone in your household participate in a Chattanooga Parks & Outdoors activity or event?														
Yes	31%	35%	25%	24%	32%	25%	40%	43%	31%	30%	27%	22%		
No	69%	65%	75%	76%	68%	75%	60%	57%	69%	70%	73%	78%		
	674	706	714	576	357	463	402	189	295	4,376	4,084	3,332		

2024 Community Survey Data

Number of total respondents by question are below percentages

2024 District Totals										Annual Totals				
	1	2	3	4	5	6	7	8	9	2024 City Totals	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
13 How satisfied are you with the following City facilities and services:														
a. Community Centers														
Very Satisfied	7%	7%	6%	5%	8%	6%	8%	9%	9%	7%	5%	4%		
Satisfied	20%	15%	15%	15%	21%	19%	20%	22%	19%	18%	17%	16%		
Neutral	18%	24%	24%	24%	24%	23%	17%	23%	24%	22%	22%	22%		
Somewhat Dissatisfied	4%	4%	2%	4%	7%	5%	4%	5%	6%	4%	3%	4%		
Very Dissatisfied	1%	1%	1%	2%	3%	1%	2%	3%	2%	2%	1%	2%		
Don't Know	50%	48%	52%	51%	38%	47%	49%	39%	39%	48%	51%	52%		
	660	699	710	567	353	455	398	188	294	4,324	4,083	3,347		
b. Pools														
Very Satisfied	4%	3%	2%	3%	4%	2%	2%	2%	4%	3%	3%	3%		
Satisfied	5%	9%	5%	7%	14%	8%	9%	16%	13%	8%	8%	8%		
Neutral	20%	22%	24%	23%	23%	26%	16%	21%	24%	22%	21%	22%		
Somewhat Dissatisfied	4%	3%	3%	3%	6%	4%	6%	4%	6%	4%	4%	5%		
Very Dissatisfied	2%	2%	3%	2%	3%	2%	4%	4%	4%	3%	2%	2%		
Don't Know	65%	60%	63%	61%	50%	59%	63%	54%	49%	60%	62%	60%		
	657	688	707	563	351	452	392	187	285	4,282	4,039	3,339		
c. Sports Fields and Facilities														
Very Satisfied	8%	8%	8%	9%	9%	6%	6%	7%	10%	8%	6%	6%		
Satisfied	20%	22%	22%	24%	28%	26%	23%	26%	23%	23%	22%	21%		
Neutral	19%	21%	21%	21%	24%	20%	17%	24%	19%	20%	20%	20%		
Somewhat Dissatisfied	2%	2%	3%	4%	4%	2%	3%	4%	4%	3%	3%	4%		
Very Dissatisfied	2%	1%	1%	1%	1%	0%	2%	2%	2%	1%	1%	1%		
Don't Know	49%	46%	46%	41%	35%	46%	50%	37%	42%	45%	48%	48%		
	658	694	710	568	351	454	395	187	291	4,308	4,068	3,344		
d. Sports Leagues and Programs														
Very Satisfied	6%	7%	7%	7%	6%	6%	6%	7%	7%	7%	5%	5%		
Satisfied	12%	18%	15%	18%	18%	19%	17%	24%	17%	17%	17%	16%		
Neutral	18%	19%	23%	22%	23%	22%	16%	17%	21%	20%	20%	20%		
Somewhat Dissatisfied	3%	2%	2%	3%	3%	2%	3%	3%	3%	3%	3%	3%		
Very Dissatisfied	1%	1%	1%	1%	3%	1%	2%	2%	2%	1%	1%	1%		
Don't Know	59%	53%	52%	50%	46%	51%	57%	48%	49%	52%	55%	54%		
	656	695	708	565	351	454	397	187	293	4,306	4,069	3,336		
e. Community and Special Events														
Very Satisfied	14%	16%	12%	11%	13%	10%	17%	12%	11%	13%	11%	10%		
Satisfied	30%	33%	29%	27%	26%	31%	32%	39%	27%	30%	29%	29%		
Neutral	20%	20%	20%	21%	25%	20%	18%	19%	19%	20%	21%	21%		
Somewhat Dissatisfied	3%	3%	3%	4%	6%	3%	5%	4%	7%	4%	3%	3%		
Very Dissatisfied	1%	1%	1%	1%	2%	1%	2%	2%	3%	1%	1%	2%		
Don't Know	31%	27%	34%	36%	27%	35%	27%	23%	34%	31%	34%	35%		
	658	697	710	566	354	455	397	188	291	4,316	4,074	3,333		
14. How do you rate traffic flow (congestions) on major streets and thoroughfares, excluding freeways:														
a. During peak hours, that is 7-9am and 3:30-6pm?														
Very Good	3%	4%	1%	1%	1%	2%	3%	4%	3%	2%	4%	3%	3%	3%
Good	20%	29%	14%	11%	14%	10%	25%	21%	14%	18%	23%	25%	25%	29%
Neutral	19%	23%	19%	14%	16%	18%	19%	17%	19%	19%	21%	21%	24%	22%
Bad	31%	24%	38%	34%	35%	32%	28%	24%	32%	32%	33%	32%	30%	32%
Very Bad	26%	18%	26%	40%	33%	37%	23%	33%	31%	29%	19%	18%	16%	13%
Don't Know	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	1%
	675	705	715	576	361	460	401	189	296	4,378	4,088	3,342	624	715
b. During off-peak traffic hours?														
Very Good	19%	28%	17%	15%	13%	12%	22%	19%	19%	19%	21%	24%	24%	26%
Good	43%	45%	43%	35%	39%	40%	41%	36%	42%	41%	44%	46%	45%	49%
Neutral	21%	15%	21%	24%	22%	25%	20%	27%	15%	21%	20%	17%	19%	16%
Bad	12%	8%	15%	17%	17%	16%	11%	12%	15%	14%	11%	10%	8%	7%
Very Bad	5%	3%	3%	9%	8%	7%	5%	5%	9%	6%	4%	3%	4%	1%
Don't Know	0%	1%	1%	0%	0%	0%	1%	1%	1%	0%	1%	1%	1%	1%
	660	700	706	570	351	457	393	188	291	4,316	4,065	3,329	624	712

2024 Community Survey Data

Number of total respondents by question are below percentages

2024 District Totals										Annual Totals				
	1	2	3	4	5	6	7	8	9	2024 City Totals	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
15. How do you rate City streets on :														
a. Smoothness?														
Very Good	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	2%	3%
Good	23%	20%	18%	16%	15%	19%	20%	12%	16%	18%	20%	21%	16%	19%
Neutral	22%	19%	21%	19%	18%	19%	20%	27%	19%	20%	21%	18%	16%	20%
Bad	31%	34%	34%	34%	36%	34%	36%	27%	28%	33%	32%	34%	35%	36%
Very Bad	22%	25%	25%	29%	29%	26%	22%	33%	37%	26%	25%	25%	30%	23%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	674	706	715	576	359	463	398	190	294	4,375	4,095	3,352	627	713
b. Cleanliness?														
Very Good	5%	7%	4%	5%	4%	4%	4%	4%	2%	5%	4%	4%	4%	6%
Good	36%	38%	37%	31%	29%	34%	36%	28%	27%	34%	33%	35%	31%	42%
Neutral	30%	31%	31%	32%	31%	29%	27%	30%	30%	30%	30%	29%	26%	26%
Bad	21%	17%	19%	23%	24%	23%	25%	26%	25%	22%	23%	21%	23%	18%
Very Bad	8%	7%	9%	9%	13%	9%	9%	11%	16%	9%	10%	10%	15%	8%
Don't Know	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%
	670	702	712	573	356	461	397	189	292	4,352	4,074	3,354	625	716
c. Speeding vehicles?														
Very Good	3%	2%	2%	2%	1%	1%	3%	2%	2%	2%	3%	2%	2%	3%
Good	15%	15%	15%	13%	13%	13%	13%	10%	13%	14%	17%	18%	19%	22%
Neutral	28%	24%	25%	27%	25%	25%	20%	25%	23%	25%	25%	24%	27%	28%
Bad	30%	31%	33%	32%	28%	29%	31%	26%	26%	30%	29%	31%	27%	28%
Very Bad	24%	27%	25%	24%	31%	30%	33%	37%	36%	28%	26%	24%	24%	18%
Don't Know	1%	0%	1%	1%	2%	1%	1%	1%	0%	1%	1%	1%	0%	1%
	675	705	710	574	359	464	399	189	293	4,368	4,086	3,350	626	717
d. Safety of pedestrians?														
Very Good	5%	3%	3%	3%	3%	2%	4%	2%	3%	3%	3%	3%	4%	7%
Good	23%	21%	22%	20%	21%	20%	16%	16%	20%	20%	24%	26%	29%	33%
Neutral	29%	27%	30%	28%	30%	27%	23%	27%	20%	27%	29%	28%	28%	28%
Bad	23%	30%	25%	27%	23%	27%	30%	25%	27%	26%	24%	24%	22%	20%
Very Bad	19%	18%	17%	18%	21%	21%	26%	28%	28%	20%	17%	15%	15%	11%
Don't Know	1%	1%	4%	3%	3%	3%	1%	2%	2%	2%	3%	2%	2%	2%
	675	708	714	574	359	465	398	189	294	4,376	4,094	3,355	627	717
e. Safety of bicyclists?														
Very Good	4%	4%	2%	3%	2%	3%	5%	4%	2%	3%	3%	3%	3%	6%
Good	16%	15%	14%	14%	17%	14%	14%	14%	15%	15%	17%	19%	20%	25%
Neutral	28%	28%	29%	26%	33%	26%	26%	25%	23%	27%	28%	28%	30%	28%
Bad	23%	25%	24%	25%	22%	26%	25%	24%	21%	24%	24%	24%	22%	23%
Very Bad	19%	20%	19%	20%	19%	22%	25%	28%	32%	21%	19%	17%	17%	14%
Don't Know	10%	8%	12%	12%	7%	9%	7%	5%	7%	9%	9%	8%	7%	5%
	674	709	712	570	358	464	398	190	291	4,366	4,084	3,353	624	714
16. Has a new commercial development been completed in or near your neighborhood in the last 12 months?														
Yes	36%	32%	48%	52%	19%	35%	50%	46%	23%	39%	35%	34%	35%	31%
No	64%	68%	52%	48%	81%	65%	50%	54%	77%	61%	65%	66%	65%	69%
	668	708	709	576	361	463	400	190	294	4,369	4,042	3,320	624	711
If yes, how do you rate it on the following:														
a. Attractiveness?														
Very Good	10%	11%	15%	12%	10%	17%	23%	13%	15%	14%	16%	20%	27%	27%
Good	41%	35%	43%	40%	46%	35%	38%	35%	36%	39%	38%	42%	44%	44%
Neutral	27%	28%	29%	29%	26%	29%	22%	32%	30%	28%	30%	25%	21%	16%
Bad	14%	16%	8%	10%	9%	11%	10%	11%	11%	11%	10%	7%	5%	9%
Very Bad	8%	10%	4%	8%	9%	7%	5%	8%	8%	7%	5%	4%	2%	2%
Don't Know	0%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	2%	1%	2%
	237	225	342	298	68	162	201	88	66	1,687	1,395	1,104	218	214
b. Improvement to your neighborhood as a place to live?														
Very Good	8%	7%	8%	10%	10%	10%	20%	8%	15%	10%	11%	17%	21%	23%
Good	25%	24%	22%	22%	22%	22%	33%	35%	24%	25%	28%	30%	29%	39%
Neutral	31%	32%	38%	36%	37%	33%	25%	28%	38%	33%	36%	32%	35%	25%
Bad	19%	18%	16%	13%	10%	17%	12%	17%	12%	16%	13%	11%	8%	7%
Very Bad	15%	18%	13%	16%	19%	15%	6%	7%	11%	14%	9%	7%	5%	4%
Don't Know	2%	2%	3%	2%	0%	3%	2%	5%	0%	2%	2%	3%	3%	3%
	237	227	339	299	67	162	201	88	66	1,686	1,385	1,095	214	214

2024 Community Survey Data

Number of total respondents by question are below percentages

	2024 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2024 City Totals	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
17. Has a new residential development been completed in or near your neighborhood in the last 12 months?														
Yes	64%	41%	60%	71%	31%	40%	60%	62%	40%	53%	50%	48%	47%	45%
No	36%	59%	40%	29%	69%	60%	40%	38%	60%	47%	50%	52%	53%	55%
	669	701	711	573	358	461	398	190	292	4,353	4,084	3,344	621	719
If yes, how would you rate it on:														
a. Attractiveness?														
Very Good	18%	11%	20%	16%	21%	18%	21%	11%	14%	17%	20%	22%	27%	28%
Good	37%	37%	47%	38%	42%	39%	38%	50%	39%	40%	40%	39%	40%	42%
Neutral	29%	24%	21%	30%	24%	27%	26%	24%	28%	26%	24%	23%	21%	17%
Bad	9%	17%	7%	11%	10%	10%	10%	12%	11%	10%	10%	11%	7%	9%
Very Bad	6%	9%	3%	5%	3%	5%	4%	3%	7%	5%	5%	5%	4%	3%
Don't Know	1%	1%	1%	0%	0%	1%	1%	0%	1%	1%	1%	1%	1%	1%
	422	286	420	403	111	184	236	117	117	2,296	2,009	1,595	286	314
b. Improvement to your neighborhood as a place to live?														
Very Good	10%	10%	9%	8%	18%	8%	18%	9%	12%	11%	14%	17%	17%	21%
Good	22%	21%	17%	20%	23%	22%	30%	40%	33%	23%	27%	24%	26%	32%
Neutral	33%	28%	37%	36%	32%	28%	29%	33%	29%	32%	29%	32%	33%	26%
Bad	18%	22%	22%	20%	17%	22%	11%	9%	15%	19%	18%	17%	14%	13%
Very Bad	13%	16%	12%	15%	6%	16%	11%	8%	9%	13%	10%	8%	8%	6%
Don't Know	4%	2%	3%	1%	4%	5%	2%	2%	2%	3%	2%	2%	3%	2%
	423	286	419	402	111	185	237	117	117	2,297	1,996	1,593	284	313
18. How would you rate your neighborhood on:														
a. Housing affordability?														
Very Good	4%	4%	6%	5%	5%	5%	2%	2%	6%	4%	6%	6%	9%	16%
Good	29%	25%	34%	30%	29%	27%	22%	15%	20%	27%	32%	33%	44%	48%
Neutral	29%	26%	27%	24%	22%	28%	28%	25%	36%	27%	25%	24%	24%	19%
Bad	25%	28%	21%	26%	27%	24%	30%	34%	19%	25%	23%	22%	13%	12%
Very Bad	12%	16%	9%	13%	12%	12%	17%	21%	17%	13%	10%	12%	9%	3%
Don't Know	2%	2%	3%	3%	5%	4%	1%	3%	2%	3%	3%	2%	2%	2%
	675	707	714	575	358	465	403	188	293	4,378	4,087	3,357	623	715
b. Physical condition of housing?														
Very Good	21%	23%	26%	21%	6%	14%	17%	9%	11%	19%	18%	19%	23%	22%
Good	45%	48%	50%	52%	40%	48%	41%	35%	34%	46%	48%	48%	50%	51%
Neutral	24%	20%	16%	19%	34%	24%	23%	29%	31%	23%	23%	21%	19%	18%
Bad	7%	6%	5%	5%	13%	10%	15%	16%	17%	9%	8%	7%	5%	8%
Very Bad	2%	2%	2%	2%	5%	3%	4%	10%	7%	3%	3%	3%	2%	2%
Don't Know	1%	1%	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%
	672	702	711	571	356	463	403	189	294	4,361	4,076	3,363	621	711
c. Closeness of parks or open spaces?														
Very Good	24%	34%	27%	19%	13%	13%	40%	22%	13%	24%	23%	24%	26%	30%
Good	45%	43%	47%	50%	38%	38%	41%	50%	29%	43%	44%	44%	42%	43%
Neutral	19%	15%	17%	18%	28%	28%	13%	19%	23%	19%	19%	18%	20%	16%
Bad	7%	4%	6%	8%	14%	11%	4%	7%	23%	8%	9%	8%	6%	6%
Very Bad	3%	2%	1%	3%	3%	4%	1%	2%	9%	3%	3%	3%	4%	2%
Don't Know	2%	2%	2%	3%	3%	6%	0%	1%	4%	3%	3%	3%	1%	3%
	674	708	712	571	357	464	401	189	293	4,369	4,082	3,365	623	712
d. Walking distance to public transit?														
Very Good	5%	18%	2%	4%	11%	11%	34%	26%	15%	12%	11%	13%	14%	18%
Good	8%	26%	6%	8%	22%	26%	33%	40%	30%	19%	21%	19%	22%	23%
Neutral	12%	18%	17%	19%	22%	20%	11%	12%	14%	16%	15%	16%	19%	15%
Bad	20%	14%	23%	24%	20%	14%	8%	7%	16%	18%	18%	18%	17%	16%
Very Bad	35%	9%	32%	25%	11%	10%	2%	4%	13%	19%	18%	18%	12%	12%
Don't Know	20%	15%	20%	20%	13%	19%	12%	10%	12%	17%	17%	17%	16%	15%
	675	708	715	572	357	464	403	189	295	4,378	4,089	3,355	626	713
e. Access to shopping and other services?														
Very Good	20%	35%	30%	46%	14%	33%	21%	5%	6%	27%	27%	29%	28%	32%
Good	44%	50%	49%	44%	37%	44%	41%	28%	22%	43%	45%	45%	43%	41%
Neutral	20%	11%	15%	7%	22%	14%	23%	28%	25%	16%	14%	14%	15%	14%
Bad	10%	3%	5%	2%	17%	6%	9%	23%	27%	9%	8%	7%	10%	9%
Very Bad	6%	1%	2%	1%	10%	2%	6%	15%	20%	5%	5%	5%	4%	4%
Don't Know	0%	1%	0%	0%	1%	1%	1%	0%	0%	0%	1%	1%	0%	0%
	676	707	715	574	358	463	402	189	294	4,378	4,095	3,369	624	714

2024 Community Survey Data

Number of total respondents by question are below percentages

	2024 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2024 City Totals	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
f. On-street parking?														
Very Good	6%	13%	6%	8%	4%	7%	11%	9%	7%	8%	9%	10%	9%	12%
Good	21%	31%	21%	20%	22%	23%	33%	36%	24%	25%	27%	28%	26%	30%
Neutral	34%	25%	34%	32%	28%	34%	23%	22%	24%	30%	27%	28%	32%	25%
Bad	17%	17%	17%	18%	23%	17%	21%	18%	24%	18%	19%	17%	17%	16%
Very Bad	13%	9%	12%	13%	15%	11%	9%	15%	18%	12%	11%	11%	11%	10%
Don't Know	10%	4%	10%	9%	8%	9%	2%	1%	3%	7%	8%	7%	5%	7%
	671	706	713	572	355	461	403	188	292	4,361	4,087	3,352	623	712
g. Street lighting?														
Very Good	12%	19%	13%	11%	8%	12%	14%	11%	13%	13%	14%	16%	17%	17%
Good	47%	47%	40%	36%	43%	44%	44%	46%	43%	43%	44%	43%	43%	44%
Neutral	22%	18%	25%	24%	23%	20%	25%	19%	20%	22%	22%	21%	21%	20%
Bad	13%	11%	16%	17%	16%	14%	11%	16%	16%	14%	13%	13%	12%	13%
Very Bad	6%	4%	6%	10%	9%	8%	5%	8%	8%	7%	6%	6%	6%	5%
Don't Know	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%
	675	708	713	574	358	463	403	190	292	4,376	4,088	3,358	623	710
h. Availability of sidewalks?														
Very Good	14%	14%	11%	15%	2%	5%	23%	18%	11%	13%	14%	15%	17%	17%
Good	24%	20%	15%	19%	13%	16%	43%	36%	24%	22%	22%	22%	23%	23%
Neutral	19%	16%	18%	13%	20%	21%	16%	18%	16%	17%	16%	16%	14%	13%
Bad	17%	17%	21%	17%	26%	26%	9%	10%	20%	18%	19%	19%	18%	20%
Very Bad	24%	30%	32%	35%	38%	28%	8%	17%	29%	28%	27%	26%	25%	26%
Don't Know	3%	2%	2%	2%	2%	4%	0%	1%	0%	2%	2%	2%	1%	2%
	674	706	713	572	357	463	402	190	291	4,368	4,083	3,355	621	709
19. How do you rate Chattanooga as a place to do business?														
Very Good	20%	21%	21%	22%	13%	19%	14%	11%	19%	19%	20%	20%	23%	26%
Good	41%	44%	42%	44%	44%	45%	41%	39%	38%	42%	45%	44%	44%	47%
Neutral	16%	15%	16%	16%	26%	15%	20%	25%	19%	17%	16%	16%	16%	14%
Bad	3%	3%	3%	2%	4%	3%	2%	5%	5%	3%	3%	2%	3%	2%
Very Bad	1%	1%	1%	1%	2%	1%	1%	3%	2%	1%	1%	1%	1%	1%
Don't Know	20%	17%	18%	15%	11%	16%	22%	18%	17%	17%	16%	17%	14%	10%
	677	708	714	580	360	467	403	190	296	4,395	4,105	3,364	623	715
a. Do you own a business in Chattanooga?														
Yes	13%	15%	10%	13%	12%	12%	14%	20%	13%	13%	14%	13%	13%	13%
No	87%	85%	90%	87%	88%	88%	86%	80%	87%	87%	86%	87%	87%	87%
	669	706	716	574	360	462	401	189	295	4,372	4,105	3,358	623	712
b. If yes, how many employees does your business employ?														
Self	38%	47%	57%	54%	64%	60%	41%	54%	37%	50%	46%	46%	45%	42%
1	5%	8%	4%	6%	2%	5%	10%	3%	3%	6%	9%	7%	6%	9%
2-10	33%	26%	29%	29%	26%	23%	40%	32%	39%	30%	30%	32%	40%	33%
11-50	15%	14%	8%	10%	5%	9%	5%	8%	13%	10%	10%	10%	6%	15%
51-150	6%	1%	0%	1%	0%	2%	3%	3%	3%	2%	3%	2%	3%	1%
151+	3%	3%	1%	0%	2%	2%	0%	0%	5%	2%	2%	3%	0%	0%
	87	106	75	72	42	57	58	37	38	572	557	430	80	92
20. In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chattanooga:														
a. Called 3-1-1 about public services														
Never	38%	26%	29%	33%	24%	32%	40%	34%	23%	31%	28%	27%	26%	26%
Once or Twice	39%	41%	44%	44%	42%	46%	36%	43%	36%	41%	40%	36%	33%	33%
3 to 5 Times	17%	23%	21%	20%	24%	17%	18%	19%	24%	20%	22%	24%	26%	26%
6 to 10 Times	4%	8%	5%	2%	7%	3%	4%	3%	9%	5%	7%	9%	11%	11%
More than 10 Times	1%	2%	1%	2%	2%	2%	2%	3%	7%	2%	2%	4%	4%	3%
	676	707	715	576	358	464	401	188	292	4,377	4,102	3,360	623	717
b. Ridden a local bus (CARTA)														
Never	90%	85%	94%	94%	89%	91%	73%	75%	83%	88%	89%	89%	90%	86%
Once or Twice	8%	11%	4%	5%	7%	6%	15%	16%	10%	8%	6%	7%	5%	8%
3 to 5 Times	1%	2%	1%	1%	1%	1%	4%	3%	2%	2%	2%	2%	3%	2%
6 to 10 Times	0%	1%	0%	0%	1%	0%	4%	2%	1%	1%	1%	1%	0%	1%
More than 10 Times	1%	2%	1%	0%	2%	2%	5%	5%	4%	2%	2%	1%	2%	3%
	674	701	707	572	357	461	398	187	289	4,346	4,087	3,354	623	713

2024 Community Survey Data

Number of total respondents by question are below percentages

	2024 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2024 City Totals	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
c. Visited a Chattanooga Public Library branch														
Never	49%	42%	48%	61%	51%	53%	41%	35%	41%	48%	49%	54%	62%	46%
Once or Twice	24%	27%	26%	22%	27%	28%	30%	30%	28%	26%	27%	26%	23%	28%
3 to 5 Times	14%	14%	12%	9%	12%	9%	12%	14%	14%	12%	11%	9%	7%	12%
6 to 10 Times	5%	6%	6%	4%	4%	5%	7%	9%	7%	6%	5%	5%	3%	6%
More than 10 Times	8%	10%	7%	4%	6%	5%	11%	11%	10%	8%	8%	6%	5%	8%
	676	706	714	575	358	464	401	188	292	4,374	4,094	3,359	623	714
d. Used/visited McCarney Animal Center														
Never	71%	64%	66%	77%	72%	71%	72%	69%	66%	70%	69%	71%	71%	65%
Once or Twice	25%	27%	26%	20%	22%	24%	23%	22%	25%	24%	26%	25%	23%	26%
3 to 5 Times	3%	7%	6%	2%	5%	4%	3%	6%	7%	5%	4%	3%	4%	5%
6 to 10 Times	1%	2%	1%	0%	1%	0%	0%	2%	1%	1%	1%	1%	1%	2%
More than 10 Times	0%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	676	706	714	577	358	462	401	189	292	4,375	4,095	3,355	624	717
f. Been involved in a community project or attended a public meeting														
Never	63%	57%	68%	70%	65%	70%	51%	51%	51%	62%	63%	63%	70%	58%
Once or Twice	25%	30%	25%	22%	22%	24%	33%	33%	33%	27%	27%	26%	22%	29%
3 to 5 Times	7%	10%	4%	4%	7%	3%	9%	8%	10%	7%	7%	7%	5%	8%
6 to 10 Times	4%	2%	1%	2%	4%	1%	3%	1%	1%	2%	2%	2%	1%	3%
More than 10 Times	1%	1%	2%	2%	3%	1%	4%	7%	4%	2%	2%	2%	2%	2%
	674	706	712	574	357	464	401	189	292	4,369	4,091	3,354	623	716
21. Overall, how do you rate the quality of each of the following services:														
a. 3-1-1														
Very Good	15%	17%	18%	17%	19%	19%	13%	10%	23%	17%	20%	24%	24%	28%
Good	33%	41%	39%	38%	41%	37%	31%	40%	36%	37%	38%	36%	39%	36%
Neutral	18%	16%	17%	19%	23%	22%	20%	17%	15%	18%	16%	15%	14%	12%
Bad	4%	7%	7%	5%	5%	5%	5%	7%	8%	6%	6%	4%	4%	4%
Very Bad	3%	2%	2%	1%	2%	2%	2%	2%	4%	2%	2%	2%	1%	2%
Don't Know	27%	17%	18%	19%	11%	16%	28%	24%	14%	19%	19%	18%	18%	18%
	669	705	708	576	359	459	395	189	291	4,351	4,083	3,343	621	713
b. Bus services (CARTA)														
Very Good	3%	3%	1%	1%	5%	5%	8%	8%	6%	4%	3%	4%	5%	5%
Good	8%	14%	9%	9%	17%	12%	21%	21%	19%	13%	12%	11%	12%	13%
Neutral	18%	19%	20%	21%	25%	24%	18%	18%	20%	20%	18%	20%	21%	20%
Bad	4%	4%	3%	2%	2%	3%	4%	5%	3%	3%	3%	3%	4%	3%
Very Bad	3%	2%	2%	1%	2%	1%	2%	1%	2%	2%	2%	1%	2%	1%
Don't Know	64%	58%	64%	66%	49%	55%	47%	48%	50%	58%	61%	60%	57%	59%
	665	693	698	566	355	458	396	185	289	4,305	4,058	3,339	625	711
c. Animal control (McCarney)														
Very Good	9%	9%	8%	7%	10%	10%	8%	10%	11%	9%	9%	8%	8%	13%
Good	19%	25%	27%	16%	21%	22%	21%	22%	21%	22%	21%	20%	19%	25%
Neutral	17%	21%	19%	20%	23%	22%	17%	22%	21%	20%	20%	21%	21%	17%
Bad	4%	4%	3%	3%	8%	5%	5%	5%	10%	5%	4%	4%	5%	2%
Very Bad	3%	2%	2%	2%	3%	1%	4%	2%	4%	2%	2%	2%	3%	1%
Don't Know	48%	39%	41%	51%	35%	40%	46%	39%	33%	42%	44%	45%	43%	43%
	666	700	707	575	356	460	397	189	291	4,341	4,084	3,351	624	712
d. Public libraries														
Very Good	24%	27%	23%	14%	21%	21%	29%	33%	31%	24%	21%	20%	18%	23%
Good	31%	35%	31%	29%	38%	31%	33%	30%	34%	32%	31%	30%	28%	33%
Neutral	13%	13%	17%	17%	14%	15%	11%	16%	13%	14%	15%	16%	15%	14%
Bad	1%	1%	2%	2%	1%	2%	2%	1%	2%	2%	2%	2%	2%	2%
Very Bad	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%
Don't Know	31%	22%	26%	37%	25%	31%	25%	20%	20%	27%	31%	32%	36%	29%
	670	707	709	572	357	462	396	189	290	4,352	4,087	3,342	624	709
e. Residential Water Services														
Very Good	16%	21%	21%	14%	14%	17%	15%	11%	18%	17%				
Good	38%	41%	40%	43%	40%	41%	39%	33%	41%	40%				
Neutral	25%	20%	23%	24%	27%	25%	22%	30%	20%	24%				
Bad	7%	6%	5%	6%	8%	5%	8%	8%	7%	6%				
Very Bad	4%	4%	4%	2%	3%	3%	4%	5%	5%	4%				
Don't Know	11%	7%	8%	10%	9%	9%	12%	13%	10%	10%				
	669	705	711	573	359	460	397	188	293	4,355				

2024 Community Survey Data

Number of total respondents by question are below percentages

	2024 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2024 City Totals	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
22. Overall, how do you rate the following aspects of City government performance:														
a. Value of services for City taxes paid														
Very Good	5%	10%	7%	6%	7%	9%	9%	5%	8%	7%	8%	7%	6%	10%
Good	31%	36%	32%	28%	22%	32%	34%	34%	26%	31%	32%	34%	34%	38%
Neutral	35%	28%	27%	34%	34%	31%	30%	28%	31%	31%	31%	30%	30%	28%
Bad	16%	16%	17%	19%	21%	16%	15%	19%	20%	17%	16%	16%	17%	11%
Very Bad	8%	7%	13%	10%	11%	7%	7%	9%	10%	9%	8%	8%	8%	7%
Don't Know	4%	3%	3%	3%	5%	5%	5%	6%	5%	4%	5%	5%	6%	5%
	676	704	712	572	357	459	402	188	293	4,363	4,082	3,351	623	714
b. Overall direction the City is taking														
Very Good	8%	13%	7%	8%	9%	8%	12%	10%	10%	9%	10%	9%	9%	14%
Good	37%	39%	32%	31%	25%	33%	41%	40%	38%	35%	38%	36%	37%	43%
Neutral	28%	23%	31%	31%	33%	31%	28%	24%	26%	29%	28%	30%	33%	26%
Bad	15%	15%	17%	17%	16%	16%	12%	14%	14%	15%	14%	13%	11%	9%
Very Bad	8%	7%	9%	8%	9%	8%	4%	5%	9%	8%	6%	6%	5%	3%
Don't Know	4%	4%	4%	4%	7%	4%	3%	6%	3%	4%	4%	5%	6%	5%
	676	700	710	569	359	456	402	185	293	4,350	4,082	3,352	624	712
c. Welcoming citizen involvement														
Very Good	9%	14%	9%	9%	9%	9%	11%	10%	12%	10%	10%	10%	7%	11%
Good	32%	34%	32%	26%	24%	28%	37%	27%	36%	31%	33%	33%	32%	35%
Neutral	33%	29%	31%	37%	35%	35%	29%	33%	26%	32%	32%	33%	33%	30%
Bad	8%	8%	10%	10%	12%	9%	8%	12%	10%	9%	8%	8%	9%	7%
Very Bad	4%	4%	3%	4%	5%	5%	3%	3%	5%	4%	4%	4%	4%	4%
Don't Know	14%	12%	14%	14%	15%	14%	12%	14%	12%	13%	14%	13%	15%	13%
	674	698	706	565	357	457	399	187	288	4,331	4,070	3,336	623	713
23. How would you rate the City's handling of homelessness?														
Very Good	1%	1%	1%	1%	1%	2%	2%	1%	2%	1%	1%	1%	1%	0%
Good	10%	9%	9%	9%	6%	7%	12%	10%	9%	9%	13%	9%	8%	0%
Neutral	29%	29%	30%	24%	24%	27%	25%	30%	28%	28%	27%	27%	26%	0%
Bad	27%	31%	27%	27%	29%	27%	30%	26%	27%	28%	26%	28%	24%	0%
Very Bad	24%	19%	20%	22%	28%	28%	25%	31%	24%	23%	22%	24%	24%	0%
Don't Know	10%	10%	13%	16%	12%	9%	7%	7%	7%	11%	10%	11%	17%	0%
	679	707	716	577	361	464	404	189	296	4,393	4,115	3,361	627	0
24. What is your sex?														
Male	53%	49%	54%	56%	46%	48%	51%	46%	46%	51%	50%	50%	49%	48%
Female	47%	51%	46%	44%	54%	52%	49%	54%	54%	49%	50%	50%	51%	52%
	671	700	706	577	354	457	403	189	293	4,350	4,061	3,312	622	712
25. What is your age?														
Under 20	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	7%	4%	4%	5%	5%	5%	11%	15%	8%	6%	7%	8%	7%	13%
30-44	19%	24%	14%	17%	23%	20%	28%	31%	24%	21%	21%	23%	23%	25%
45-59	24%	24%	22%	24%	24%	25%	29%	23%	25%	24%	25%	24%	25%	25%
60-74	39%	35%	42%	38%	35%	35%	26%	25%	31%	35%	35%	34%	35%	30%
Over 74	12%	13%	19%	16%	13%	14%	5%	5%	11%	13%	12%	12%	10%	7%
	673	702	711	577	357	461	405	189	295	4,370	4,082	3,331	623	713
26. How many years have you lived in Chattanooga?														
Less than 5	20%	15%	12%	17%	12%	15%	28%	22%	17%	17%	17%	18%	17%	18%
5-10 years	14%	14%	11%	16%	13%	13%	19%	17%	15%	14%	13%	15%	14%	15%
11-20 years	13%	14%	15%	14%	13%	14%	17%	16%	16%	14%	15%	13%	11%	15%
More than 20 years	52%	57%	63%	52%	63%	58%	36%	45%	52%	54%	55%	55%	57%	52%
	676	707	714	578	360	465	406	190	296	4,392	4,093	3,357	624	716
27. Do you own your home, rent your home, or live with someone?														
Own	79%	89%	88%	83%	81%	74%	64%	67%	77%	80%	81%	79%	80%	74%
Rent	20%	10%	12%	16%	17%	25%	35%	32%	21%	19%	18%	20%	18%	26%
Live with Someone (rent-free)	1%	1%	1%	0%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%
	676	703	716	576	360	462	405	189	295	4,382	4,079	3,349	625	713

2024 Community Survey Data

Number of total respondents by question are below percentages

	2024 District Totals									Annual Totals				
	1	2	3	4	5	6	7	8	9	2024 City Totals	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
28. In the past 12 months, what was your (individual) pre-tax income?														
No Income	2%	2%	3%	2%	2%	3%	2%	4%	3%	2%	2%	2%	2%	2%
Less than \$20,000	4%	4%	3%	2%	10%	6%	7%	12%	8%	5%	6%	6%	9%	8%
\$20,000 - \$34,999	8%	8%	9%	7%	22%	15%	8%	11%	16%	11%	10%	12%	14%	12%
\$35,000 - \$74,999	31%	29%	30%	34%	40%	38%	30%	34%	36%	33%	34%	35%	34%	40%
\$75,000 - \$149,999	35%	33%	37%	39%	22%	26%	30%	25%	25%	32%	31%	30%	27%	28%
\$150,000 or more	20%	23%	18%	16%	5%	11%	23%	13%	12%	17%	17%	15%	15%	10%
	648	675	673	555	343	441	390	185	288	4,198	3,885	3,200	597	685
29. Which of these is closest to describing your ethnic background?														
Caucasian/White	92%	92%	90%	84%	51%	77%	80%	62%	67%	82%	84%	84%	83%	83%
African-American/ Black	3%	1%	3%	8%	39%	13%	9%	24%	25%	10%	9%	9%	11%	11%
Asian or Pacific Islander	1%	1%	1%	4%	1%	2%	1%	3%	1%	2%	2%	2%	1%	1%
Native American/Indian	1%	0%	1%	0%	1%	0%	0%	2%	0%	0%	0%	0%	1%	1%
Hispanic/Latino	2%	2%	2%	2%	2%	4%	5%	6%	3%	3%	2%	2%	1%	2%
Other	2%	3%	2%	3%	6%	4%	4%	4%	3%	3%	2%	3%	2%	2%
	668	693	704	567	353	458	397	187	288	4,315	4,028	3,298	616	705
30. How much education have you completed?														
Elementary	0%	0%	0%	0%	0%	0%	1%	2%	0%	0%	0%	0%	0%	0%
Some high school	1%	0%	1%	0%	1%	1%	2%	3%	3%	1%	1%	1%	1%	1%
High school grad or equivalent	8%	4%	7%	9%	12%	11%	8%	12%	8%	8%	7%	6%	8%	6%
Some college	19%	18%	21%	24%	34%	25%	17%	18%	22%	22%	21%	21%	19%	22%
College grad or more	72%	77%	71%	67%	53%	62%	72%	66%	67%	69%	71%	72%	72%	72%
	674	700	709	574	359	461	405	189	296	4,367	4,064	3,331	621	713
Response Rates	6%	8%	7%	6%	4%	5%	4%	3%	4%	5%	5%	6%	6%	7%
Margin of Error	±3.65	±3.54	±3.53	±3.94	±5.02	±4.41	±4.76	±7.01	±5.58	±1.44	±1.49	±1.64	±3.78	±3.52

NOTES:

1. Percents may not add to 100 due to rounding.

2. Council district totals may not add to City total.