

City of Chattanooga

2016 Community Survey Results

October 2016



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City Auditor

Office of Internal Audit
Chattanooga, TN



OFFICE OF INTERNAL AUDIT

Stan Sewell, City Auditor

October 28, 2016

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

RE: City of Chattanooga 5th Annual Community Survey Results

This report presents the results of our 5th annual Community Survey. We asked Chattanooga residents about their views on a variety of city services, and almost 2,200 residents responded from May to July. In addition to reporting on citywide data, we report survey data specific to each of Chattanooga's nine city council districts.

Chattanooga residents continue to give high ratings to their city and neighborhoods in 2016, while giving lower marks for the value of services provided by city government relative to taxes paid. Chattanooga residents believe the City is a good place to live, work, raise a family and retire. Although ratings remain low, perceptions of safety for bicyclists are the highest since we started conducting the survey (2012). Positive ratings for the quality of police services and police officer conduct were also the highest of all years surveyed. However, as in prior years, residents do not feel safe in parks or downtown at night.

Residents' ratings of public works/sanitation services are the highest we have seen. Also, we noted a positive upward trend for all public works services during the five-year period. Parks and recreation services remain positive. Business owners have historically rated Chattanooga as a good or very good place to do business and their positive perceptions increased 6 percentage points this year. The 2016 survey, like previous surveys, often showed significant differences in opinions based on the district surveyed.

Although city-wide opinions in many areas remained consistent with prior years, we noted a decrease in positive perceptions for some key areas. Satisfaction with Chattanooga as a good or very good place to live or raise children was the lowest of any year surveyed. Fifty percent of residents rate the overall direction the City is taking as good or very good. This is a five percentage point decrease from 2015 and the lowest rating since we have been conducting this survey. We noted decreases in feelings of safety in all areas surveyed (parks, neighborhoods and downtown) compared to 2015. These are the lowest ratings of safety since 2013.

Satisfaction with traffic flow during peak hours were the lowest of any year surveyed. Also, ratings of housing affordability are the lowest since we started conducting the survey. The decline in satisfaction with the quality of city streets continued for 2016. As we noted last year, the condition of city streets has been one of the lowest rated areas by citizens since we conducted our first survey in 2012.



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

We sent the survey to 10,000 randomly-selected households. After we account for the undeliverable surveys, 22 percent of households responded. We calculated the citywide survey accuracy to be within ± 2.07 percent, while accuracy by city council district ranged from ± 5.59 to ± 7.22 percent.

In comparing the demographic information provided by survey respondents to 2010 Census data, we found that our survey respondents are older and more educated than the population as a whole, as was noted in previous years. We also found that females are over-represented and minorities are under-represented among those who returned our survey. These demographic differences are similar to previous years.

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

We want to thank the almost 2,200 Chattanoogaans who took the time to complete and return the survey. In addition, we want to thank the Electric Power Board, the City's mail room staff and the City's Geographic Information Systems unit for their assistance with this effort.

Respectfully,

Stan Sewell, CPA, CGFM, CFE
City Auditor

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Raw Data (in Microsoft Excel):

<http://www.chattanooga.gov/internal-audit-files/2016RawResults.xls>

Detailed Results (in Microsoft Excel):

<http://www.chattanooga.gov/internal-audit-files/2016resultsbydistrict.xls>

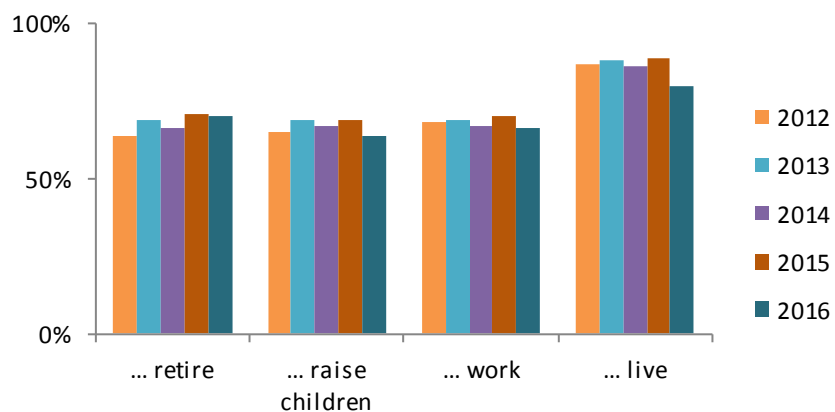
Year over Year Comparisons at District Level (in Microsoft Excel):

<http://www.chattanooga.gov/internal-audit-files/District2012to2016.xls>

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

The Office of Internal Audit (OIA) conducted a survey of Chattanooga residents to gather their views of city services. This report provides an overview of perspectives expressed by almost 2,200 residents who responded to our survey, as well as detail survey results. This report should interest the public, City Council, City managers, community leaders, and the Regional Planning Agency. We also expect residents to use it to track progress in many important areas.

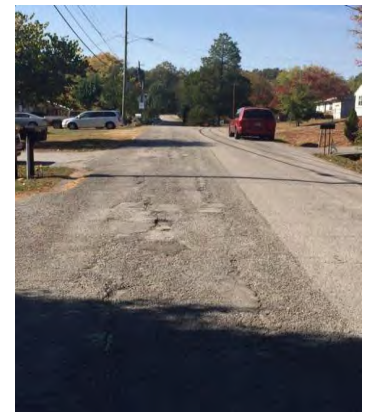
Residents rating Chattanooga as a "very good" or "good" place to...



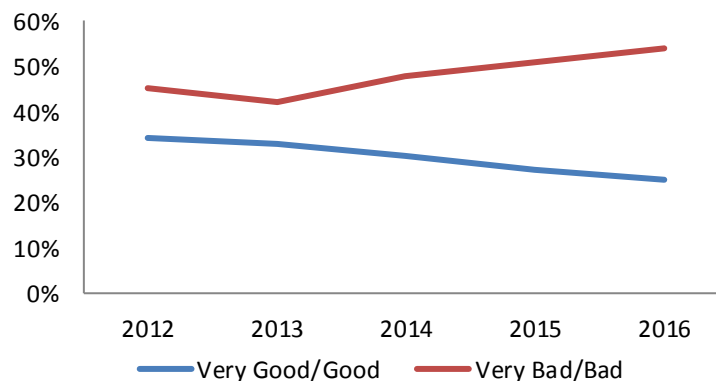
Chattanoogans continue to give high ratings to their city and neighborhoods overall; lower ratings of value received from city government for taxes paid; and mixed reviews of certain city services. Although opinions in many areas remained consistent with prior years, we noted large opinion decreases in some key areas for 2016.

- Citywide, 85 percent of residents rate Chattanooga as a good or very good place to live. Satisfaction with Chattanooga as a place to work, raise children and retire remains positive. However, ratings of Chattanooga as a place to live and raise children were the lowest since we started conducting surveys with a 4 and 5 percentage point decrease in positive opinions, respectively.
- Unchanged from 2015, 44 percent of residents rate the value of services for amount of taxes paid as good or very good.
- 50 percent of respondents rate the overall direction the City is taking as very good or good. This represents a 5 percentage point decrease from 2015 and is the lowest rating since 2012.

- Overall satisfaction with public safety services is mostly positive in 2016. While residents felt safe in their neighborhoods, parks, and downtown during the day, most residents report feeling unsafe in parks and downtown at night. We noted significant decreases in feelings of safety in all of these areas when compared to 2015. Decreases ranged from 2 to 5 points. With the possible exception of 2013, feelings of safety appear to be the lowest since we began conducting this survey.
- Although we are unable to identify a correlating factor, we noted a significant decrease in the percentage of residents reporting home break-ins to police.
- 77 percent of residents indicate they had visited a city park, and 68 percent had visited their neighborhood park within the past 12 months. Neighborhood parks are generally rated positively.
- The overwhelming majority of residents (85 percent) indicate they did not participate in a recreation program within the past 12 months. Consistent with prior years, of those who did participate, programs were rated highly. We noted a significant increase in the perception of affordability and quality of instruction compared to 2015.
- Overall, residents rate street lighting positively and cleanliness of city streets as fair or mediocre.
- Residents were less positive and more negative about the smoothness of streets: only 25 percent indicate smoothness was good or very good, a two percentage point decrease from 2015 and nine percentage point decrease from 2012. The condition of streets has been one of the most negatively rated areas since our survey was first conducted in 2012. We noted in our report last year the trend appears to indicate worsening conditions. This trend appears to be continuing for 2016. See the graph below related to smoothness of streets:



Rating of smoothness of streets



-
- Less than half of residents rate pedestrian and cyclist safety positively. Residents are more concerned for cyclists. However, we noted a 3 percentage point increase in those rating bicyclist safety good or very good. Although the overall ratings remain low, they are the highest since we have been conducting this survey.
 - Residents continue to rate their neighborhoods positively on livability. Although a slight decrease (2 points) from 2015, 80 percent of residents rate their neighborhood as a good or very good place to live. 78 percent of residents rate favorably on the attractiveness of new residential developments in their neighborhoods.
 - 81 percent of residents who are business owners indicate Chattanooga is a very good or good place to do business.
 - While 58 percent of residents were not involved in a community project or did not attend a public meeting in the last 12 months, most residents rated the City's efforts at welcoming citizen involvement as positive (44 percent) or neutral (31 percent).

This report contains highlights of survey results for these city service areas: public safety, public works, transportation, parks, recreation, and community development.¹ In addition, we include a section explaining how we conducted the community survey and prepared the report. Complete survey data (including areas not highlighted within the report) begin on page 16.

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

¹ It should be noted that emergency medical services and 9-1-1 are provided to City residents by Hamilton County. In addition, the following services are provided by third parties/agencies on behalf of the City of Chattanooga: bus services (CARTA) and animal control (McKamey Animal Care and Adoption Center).

OVERVIEW

Overall satisfaction with police, fire, emergency medical services, and 9-1-1 remain positive in 2016. While residents felt safe in their neighborhoods, parks, and downtown during the day, very few residents report feeling safe in parks and downtown at night. We noted significant decreases in feelings of safety in all of these areas when compared to 2015. Decreases ranged from 2 to 5 points. With the possible exception of 2013, feelings of safety appear to be the lowest since we began conducting this survey.

Overall resident ratings of Public Safety services

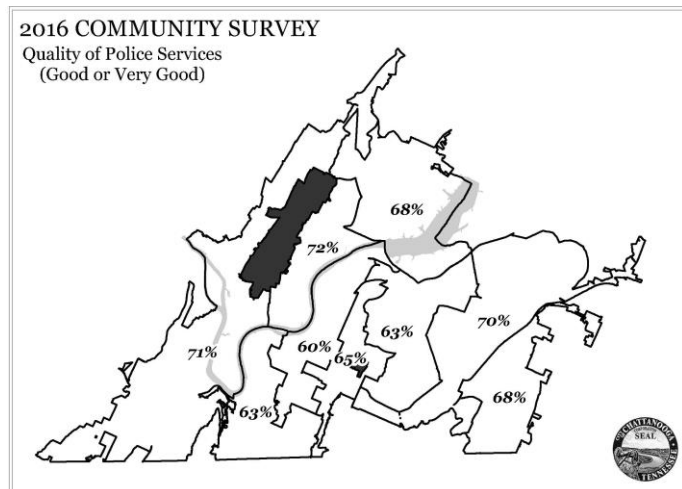
(percent very good or good)

	2016	2015	2014	2013	2012
Police	67%	66%	60%	63%	64%
Fire and EMS	84%	92%	91%	90%	87%
9-1-1	83%	84%	86%	87%	81%

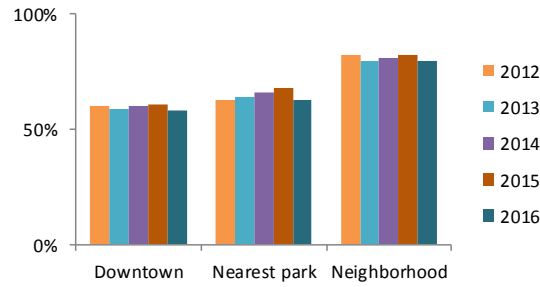
ANALYSIS

Although 84 percent of those residents who used fire or emergency medical services feel the overall quality of service was very good or good, this represents an 8 point reduction when compared to 2015. This correlates with an 8 point reduction in residents' satisfaction with the speed of response for fire or EMS services. Among residents using 9-1-1 services within the past 12 months, satisfaction is high for the services received from the call-taker.

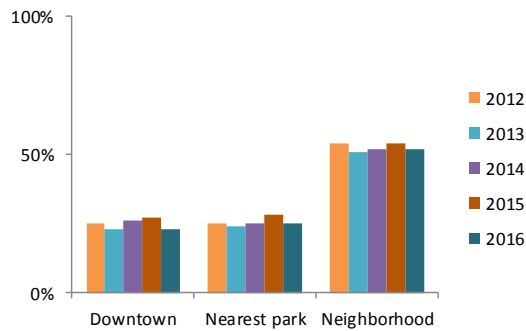
Ratings of police services remain lower than that for Fire, EMS, and 9-1-1 services. Citywide, 67 percent of residents feel that the quality of police services is very good or good, and 62 percent of residents rate the conduct of police officers as very good or good. This is a slight increase from residents' rating in 2015 and the highest ratings since we have been conducting this survey. Police response times are rated lowest, with 49 percent of residents rating response times as very good or good. However, this represents a 4 point increase in ratings when compared to 2015.



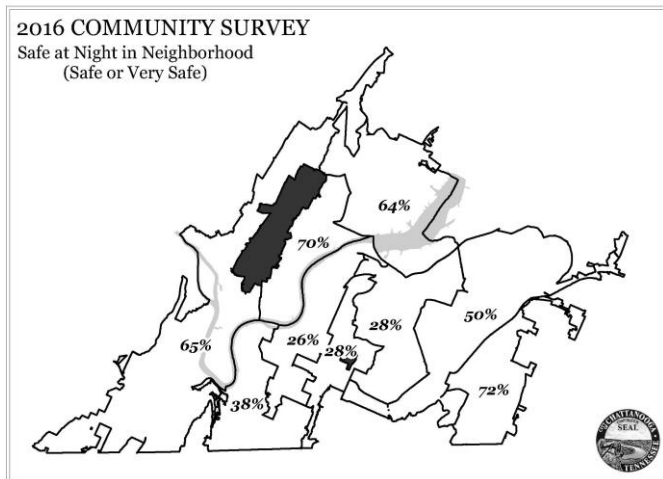
Rating of safety during the day as safe or very safe



Rating of safety at night as safe or very safe



Whether day or night, residents' positive ratings of safety are down in all areas and their negative ratings are up in all areas. Feelings of safety are comparable to 2013 (the worst year since we began conducting this survey). As in the past, nighttime safety ratings are lower than day ratings overall. Citywide, residents feel most unsafe downtown at night. In 2016, 47 percent of residents surveyed indicate they feel unsafe or very unsafe walking alone at night downtown. Residents feel safest in their neighborhood.



Feelings of safety at night in neighborhoods vary substantially among council districts. The highest positive rates of perceived nighttime safety are in City Council Districts 2 and 4, at 70 percent and 72 percent, respectively; City Council District 8 reports the lowest positive rate at 26 percent.

Public Works and Transportation

OVERVIEW

Resident satisfaction with Public Works services is positive overall in 2016. The vast majority of residents rate satisfaction with Public Works/sanitation services as very satisfied or somewhat satisfied. Ratings of satisfaction have increased positively in all areas compared to 2015.

Resident ratings of Public Works services

(percent very satisfied or somewhat satisfied)

	2016	2015	2014	2013	2012
Garbage pick-up	92%	90%	89%	89%	89%
Yard waste pick-up	77%	75%	72%	73%	68%
Curbside recycling	80%	77%	69%	69%	65%
Water quality of lakes and streams	61%	60%	54%	55%	52%
Storm drainage	57%	52%	50%	50%	49%
Sewer	59%	57%	54%	56%	53%

Residents remain less enthusiastic about transportation related issues. Ratings on smoothness of streets continues to decline, receiving the lowest percentage of satisfaction since we began conducting this survey. Traffic flow during non-peak hours rates favorably (although positive ratings were the lowest since we began conducting this survey). Satisfaction with traffic flow during peak hours is also the lowest since we began conducting this survey (a 6 point drop from 2015). In 2016, forty-five percent of residents rated traffic flow at peak hours as very bad or bad. This represents a 3 point increase in negative perceptions. Residents continue to rate pedestrian and cyclist safety poorly. However, we noted an increase in perceptions of safety for bicyclists (the best ratings since we began conducting this survey).

Resident ratings of traffic flow

(percent very good or good)

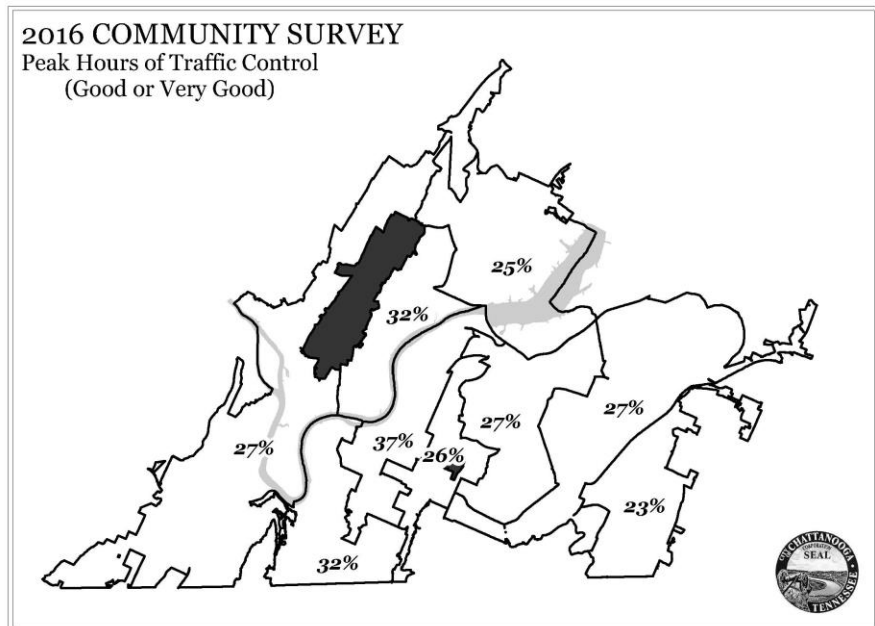
	2016	2015	2014	2013	2012
During peak hours	28%	34%	35%	37%	39%
During off-peak hours	66%	69%	69%	70%	70%

ANALYSIS

Overall satisfaction with Public Works services is positive. Satisfaction with sanitation services is higher than for water quality and sewer services. Ninety-two percent of residents who responded and had an opinion are very satisfied or somewhat satisfied with garbage pick-up. Seventy-seven percent are very satisfied or somewhat satisfied with yard waste pick-up, and eighty percent are very satisfied or somewhat satisfied with curbside recycling. All of these traditional public works related services, including water quality and sewer, demonstrate a positive five year trend.

Seventy-three percent of residents report calling 3-1-1 within the past 12 months. Of those residents who report calling 3-1-1 and expressing an opinion, 82 percent rate the quality as good or very good.

Residents' ratings of traffic flow on major streets and thoroughfares are steadily decreasing in satisfaction from year to year. Forty-five percent of residents report very bad or bad traffic flow during peak hours. This is a 3 percentage point increase from 2015 and an increase of 11 percentage points from 2012. Satisfaction with traffic flow during off-peak hours has decreased by three points compared to 2015 with 66 percent of the residents rating off-peak traffic flow as very good or good. Variation exists between council districts, with District 8 being most satisfied with traffic flow during peak hours—37 percent—and District 4 being least satisfied with only 23 percent reporting very good or good traffic flow.



While only 46 percent of residents rate the cleanliness of city streets favorably, residents rate the smoothness of city streets less favorably. Residents' ratings of city street conditions are steadily decreasing in satisfaction from year to year. Twenty-five percent of residents indicate the smoothness as very good or good, compared to 27 percent in 2015 and 34 percent in 2012.

Street lighting opinions have been very consistent from year to year. However, positive ratings have decreased by two points for 2016. This seems to correlate with recent reports of increased street light issues. Residents' low opinion of speeding vehicles remains relatively consistent with prior years; only 25 percent rating this area as good or very good.

Resident ratings of street conditions

(percent very good or good)

	2016	2015	2014	2013	2012
Smoothness of City streets	25%	27%	30%	33%	34%
Cleanliness of City streets	46%	51%	49%	51%	51%
Street lighting	60%	62%	62%	62%	62%

Parks and Recreation

OVERVIEW

In 2016, residents continue to rate City parks and recreation programs positively. Seventy-seven percent of residents indicate they visited a city park, and 68 percent visited their neighborhood park at least once within the past 12 months. The overwhelming majority of residents indicate they did not participate in city recreation programs within the past 12 months. Those who did participate rate the programs highly.

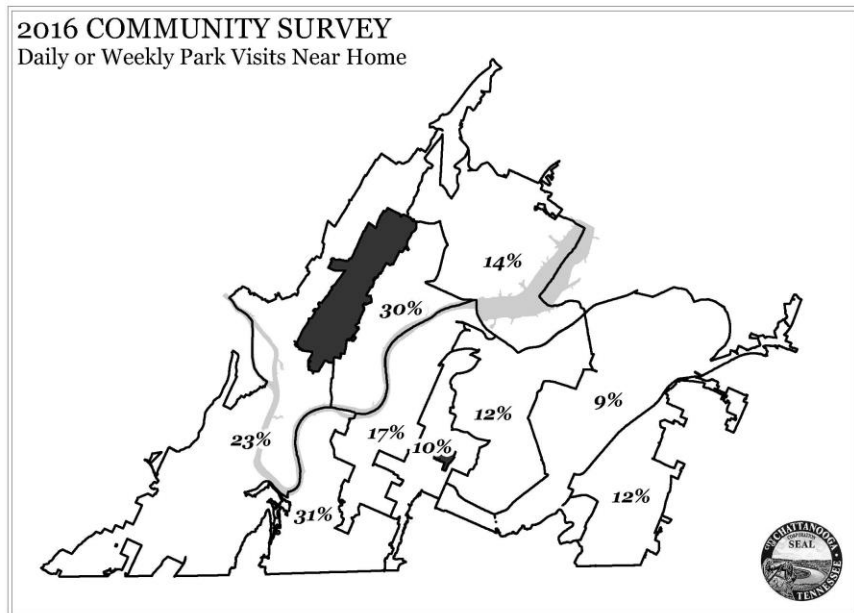
Use of Parks and Recreation services/facilities

(within past 12 months)

	2016	2015	2014	2013	2012
Participated in Parks and Recreation activity	15%	16%	18%	18%	15%
Visited any City park	77%	75%	74%	76%	77%
Visited your neighborhood park	68%	68%	67%	69%	67%

ANALYSIS

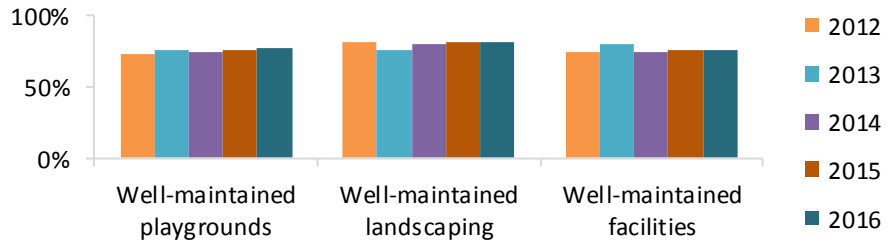
Citywide, in 2016, 18 percent of residents report visiting their neighborhood park on a daily or weekly basis. Utilization of neighborhood parks varies significantly among the nine council districts. The highest rate of regular park visits, at 30 percent, is by residents in District 2; the lowest, at 9 percent, is by residents in District 6.



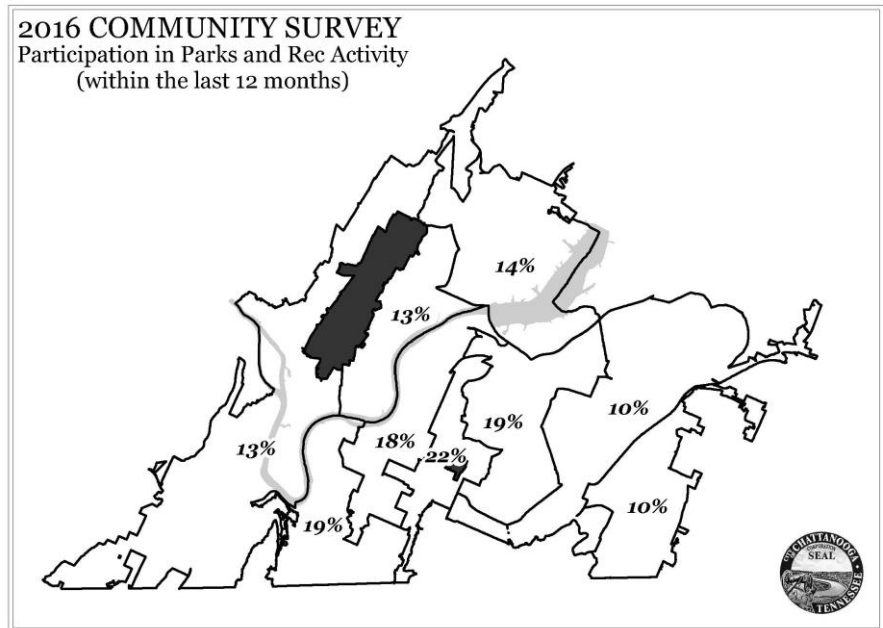
Of residents who registered an opinion, Chattanoogaans rate the quality of park landscaping, facilities, and playgrounds near their homes favorably. Eighty-one percent report well-maintained landscaping, 75 percent report well-maintained facilities, and 77 percent report well-maintained playgrounds. These ratings are consistent with prior years.

Resident ratings of neighborhood park qualities

(percent very good or good of those participating)



Fifteen percent of residents report that someone in their household participated in a recreation program within the past 12 months. The highest rate of participation is in District 9 at 22 percent. The lowest rate of participation is in Districts 4 and 6 at 10 percent. As a result of the low utilization, many indicate they have no knowledge about the affordability, variety, or quality of instruction of the city’s recreation programs, classes, and events held at community centers, pools, or sports facilities. However, residents whose household participated in a city recreation activity have a positive feeling about the affordability, variety, and quality of instruction. Of those who participated and expressed an opinion, 77 percent are satisfied or very satisfied with affordability of programs, 70 percent are satisfied or very satisfied with variety, and 70 percent are satisfied or very satisfied with the quality of instruction.



Economic and Community Development

OVERVIEW

Overall satisfaction with community development remains positive in 2016. Although not as enthusiastic as in prior years, residents rate their city and neighborhood positively on livability. They also report favorably on new commercial and residential developments in their neighborhoods. Business owners continue to indicate Chattanooga is a good place to do business.

Resident ratings of livability

(percent very good or good)

	2016	2015	2014	2013	2012
City livability	85%	89%	86%	88%	87%
Neighborhood livability	80%	82%	80%	80%	80%

ANALYSIS

Citywide, 85 percent of residents feel positively about their city's livability. This represents a four point drop compared to 2015 and is the lowest rating since we began conducting this survey. Consistent with prior years (but down 2 points from 2015), 80 percent report feeling positively about their neighborhood's livability. Seventy percent of residents rate Chattanooga as a good or very good place to retire, down one point from 2015 but higher than other years. Citywide, residents remain positive about access to shopping and services (73 percent) and closeness of parks (63 percent) with indications of a slight upward trend.

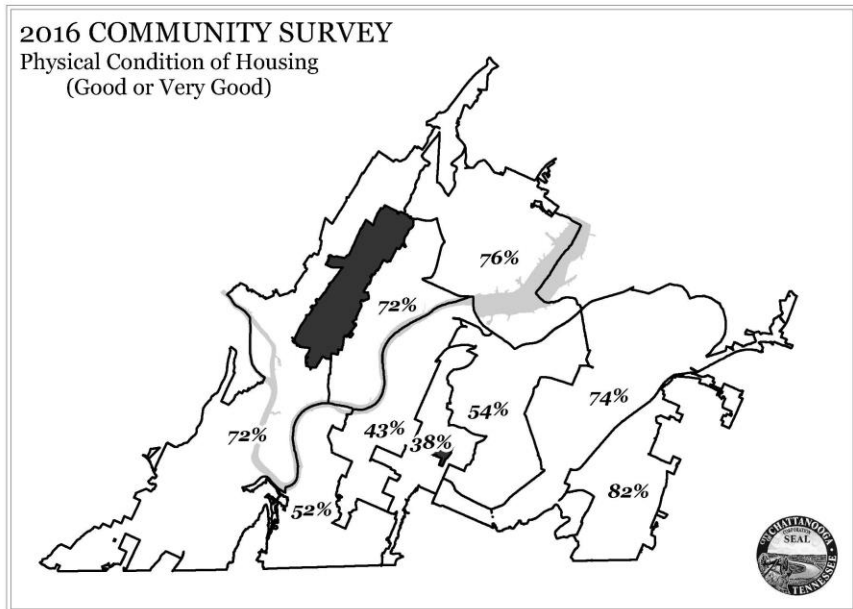
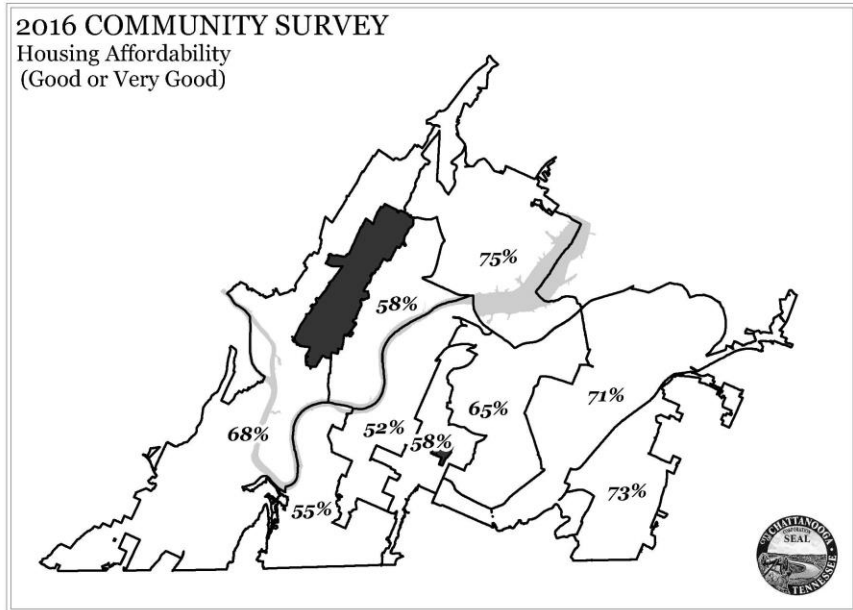
Residents are not as positive about their ability to walk to public transit (40 percent) with indications of a slight downward trend. Availability of sidewalks continues to receive low positive ratings (38 percent) but opinions are the best they have been since we began conducting this survey. Resident feelings about aspects of neighborhood livability vary by council district:

Neighborhood livability factors 2016

(percent very good or good)

Council District	Close to parks	Close to transit	Access to shopping	Sidewalk availability	On-street parking
1	66%	15%	71%	41%	33%
2	76%	52%	87%	34%	45%
3	75%	17%	86%	32%	34%
4	75%	25%	93%	41%	34%
5	50%	41%	67%	16%	34%
6	55%	41%	86%	25%	34%
7	73%	70%	57%	63%	43%
8	54%	64%	46%	59%	47%
9	29%	55%	48%	30%	26%

In 2016, 64 percent of residents rate housing affordability in their neighborhood positively. This represents a four point decrease from 2015 and is the lowest rating since we have been conducting this survey. The highest rating on affordability remains in District 3 (75 percent) and the lowest positive rating is in District 8 (52 percent). Sixty-five percent of residents feel positively about the physical condition of housing in their neighborhoods. This represents a two point decrease from 2015 but is consistent with prior years. Ratings of housing condition vary widely by council district, with the highest rating in Districts 4 (82 percent) and the lowest positive rating in District 9 (38 percent).



In 2016, 39 percent of residents report new commercial developments in their neighborhoods (the highest since we have been conducting this survey). Of those, 76 percent feel positively about the attractiveness of the development (relatively consistent with prior years). 62 percent of residents indicate the additions are an improvement to their neighborhood as a place to live (the highest since we have been conducting this survey).

Similar to 2015, 28 percent of residents report new residential developments in their neighborhood within the past 12 months. Of those, 78 percent rate favorably the attractiveness of the development and 65 percent feel the development is an improvement to their neighborhood.

While 58 percent of residents were not involved in a community project or did not attend a public meeting in the last 12 months, the vast majority of residents, 75 percent, rate the City's efforts at welcoming citizen involvement as positive or neutral.

Utilization of McKamey Animal Services remains similar to 2015 with 29 percent of residents having visited McKamey Animal Center in 2016. Of those residents that visited McKamey at least once and had an opinion, 76 percent rate the quality as very good or good.

Consistent with prior years, 51 percent of residents visited a Public Library branch. 84 percent of those that have visited rate the library positively.

Unchanged from 2015, forty-four percent of residents rate the value received for city taxes paid as very good or good. There is a slight indication of a positive trend in this perception of value.

Fifty percent of residents rated the overall direction the City is taking as good or very good. This is a five point decrease from 2015 and the lowest positive rating since 2012. Fifteen percent rate the overall direction of the City as bad or very bad. This is a five point increase from 2015.

Eighty-one percent of residents who reported owning a business rate Chattanooga as a good or very good place to do business. This represents a six point increase compared to 2015.

Utilization of CARTA bus services has been relatively consistent over the past five years with fluctuations from 79 to 82 percent of residents reporting they have never ridden a CARTA bus.

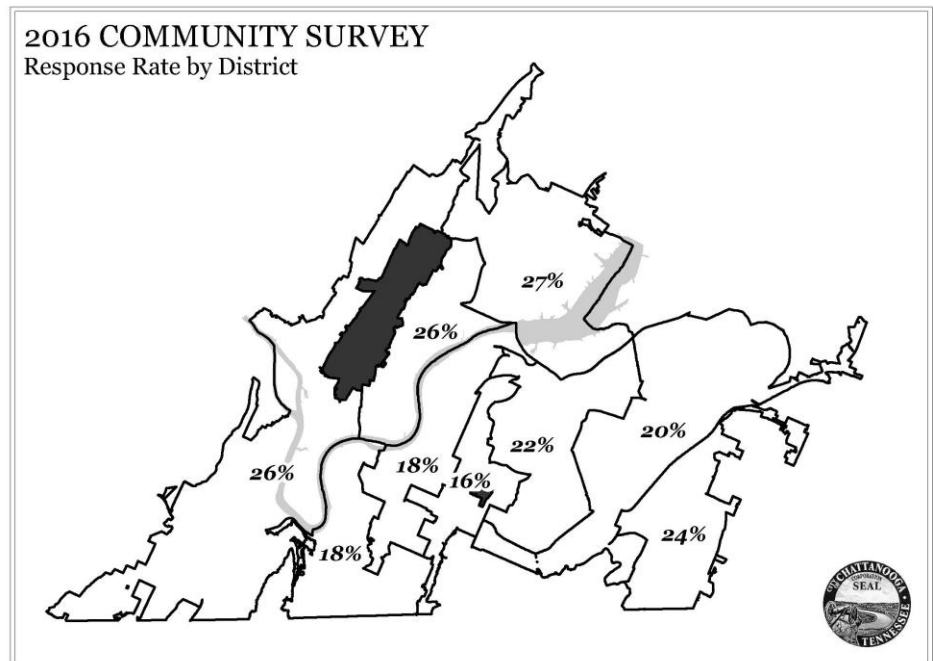
The number of residents attending an event at Memorial Auditorium or the Tivoli has remained consistent over the past five years with only one point deviations from year to year (58 to 59 percent reporting they have attended an event). The number of residents reporting their experience at the Memorial or Tivoli as good or very good was 56 percent for 2016 (57 percent for 2015). The City contracted management out to a private not-for-profit organization effective July 1, 2015. There does not appear to be any material change in perspectives by citizens with regard to usage or experience since this transfer.

The Office of Internal Audit (OIA) conducted its Community Survey for the fifth year in 2016. The Office received responses 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 mailed to randomly-selected addresses in the city limits. It included a letter from the City Auditor explaining the purpose of the survey and how to complete it. Survey responses are anonymous.

Response Rate

In the middle of May 2016, we mailed 10,000 introductory postcards and surveys to households representing each of the City's nine council districts. One week later, we mailed the surveys. A week after the survey was sent, we mailed a reminder postcard. There were 53 introductory postcards returned to us as undeliverable (due to vacant addresses, etc.), leaving a total of 9,947 useable addresses for our response rate calculation. We received 2,172 completed surveys, resulting in a citywide response rate of 22 percent.



Survey Reliability

The citywide survey margin of error, at the conventional 95 percent confidence level, is ± 2.07 percent based on the 2,172 completed surveys. Within each of the nine City Council Districts, the margin of error ranges from ± 5.59 to ± 7.22 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 2010 Census data in order to assess how closely our sample matched official census demographics. On a citywide level (as noted in prior years), 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, similar to previous years as well.

Survey Analysis

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

We tested whether changes were statistically significant using an analysis of variance (ANOVA) spreadsheet. ANOVA compares differences of means among more than two groups. Specifically, ANOVA compares the amount of variation between the groups and determines whether the difference is more than expected by pure chance. We found some citywide results were meaningfully different over the five year period, as well as specific results for year to year comparison from 2016, 2015, 2014, 2013 and 2012.

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 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 243 comments on the survey form. The majority of these comments addressed perspectives on Traffic (bicyclists), Street Conditions, Police/Safety and Public Works (city services). However, there are several comments in all areas covered by the survey. These detailed comments have been provided to City Administration for review.

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

Audit Standards

The Office of Internal Audit conducted the 2016 Community Survey as a special project. It was not a performance audit conducted in accordance with generally accepted government auditing standards.

Supplemental Information

Detailed information follows, including percentages for all responses by City Council District (pages 16 through 25), a City Council District map (page 26), a copy of the survey form (page 27 through page 30), summary results from our analysis of statistical significance of changes from year to year (page 31) and a brief summary of our analysis at the individual Council District level (page 32).

2016 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2016 City Total	2015 City Total	2014 City Total	2013 City Total	2012 City Total
1. Overall, how do you rate the quality of life in:														
a. Chattanooga as a place to live														
Very Good	48%	55%	42%	44%	21%	42%	37%	28%	27%	39%	44%	40%	42%	43%
Good	44%	38%	48%	47%	54%	44%	47%	45%	49%	46%	45%	46%	46%	44%
Neutral	6%	5%	7%	6%	19%	11%	10%	19%	18%	10%	8%	10%	9%	10%
Bad	1%	2%	2%	3%	5%	1%	5%	6%	4%	3%	2%	2%	2%	2%
Very Bad	1%	0%	0%	0%	0%	1%	2%	3%	1%	1%	0%	1%	1%	1%
Don't Know	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%
	282	284	294	262	235	213	197	194	175	2,136	2,105	2,297	2,421	1,237
b. Your neighborhood as a place to live														
Very Good	49%	57%	47%	49%	17%	34%	31%	19%	15%	38%	37%	36%	35%	37%
Good	39%	33%	43%	42%	53%	45%	41%	38%	46%	42%	45%	44%	44%	43%
Neutral	8%	7%	8%	8%	23%	14%	13%	24%	22%	13%	11%	13%	13%	13%
Bad	4%	2%	2%	1%	6%	6%	10%	14%	14%	6%	5%	6%	6%	5%
Very Bad	1%	0%	0%	0%	1%	0%	5%	5%	2%	1%	1%	2%	2%	1%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%
	281	281	287	259	233	208	191	186	169	2,095	2,080	2,280	2,396	1,222
c. Chattanooga as a place to work														
Very Good	26%	31%	29%	28%	11%	26%	26%	18%	11%	24%	25%	22%	22%	22%
Good	47%	44%	44%	42%	55%	46%	43%	43%	49%	46%	45%	45%	47%	46%
Neutral	16%	13%	17%	18%	25%	15%	21%	28%	25%	19%	19%	22%	21%	21%
Bad	5%	4%	3%	5%	5%	6%	4%	6%	7%	5%	5%	6%	5%	6%
Very Bad	0%	1%	1%	0%	3%	0%	2%	4%	4%	1%	1%	2%	2%	2%
Don't Know	6%	7%	6%	7%	2%	5%	4%	2%	5%	5%	5%	4%	4%	3%
	276	278	282	256	229	208	192	187	166	2,074	2,052	2,254	2,364	1,207
d. Chattanooga as a place to raise children														
Very Good	31%	35%	28%	29%	12%	22%	22%	13%	13%	24%	27%	25%	25%	27%
Good	40%	37%	42%	41%	47%	37%	37%	39%	43%	40%	42%	42%	44%	38%
Neutral	18%	13%	19%	15%	26%	28%	23%	26%	25%	21%	18%	20%	19%	19%
Bad	4%	2%	6%	6%	10%	4%	5%	9%	6%	6%	4%	5%	5%	6%
Very Bad	0%	1%	0%	2%	2%	2%	4%	6%	5%	2%	1%	2%	1%	2%
Don't Know	7%	12%	6%	7%	4%	6%	10%	7%	8%	7%	9%	6%	7%	8%
	281	278	286	258	228	209	194	184	167	2,085	2,050	2,256	2,374	1,213
e. Chattanooga as a place to retire														
Very Good	33%	36%	37%	31%	17%	31%	25%	22%	18%	29%	31%	27%	29%	28%
Good	44%	37%	38%	43%	47%	43%	36%	33%	43%	41%	40%	39%	40%	36%
Neutral	12%	12%	17%	18%	26%	16%	25%	30%	22%	19%	17%	19%	19%	22%
Bad	4%	4%	4%	3%	6%	4%	4%	5%	6%	4%	4%	4%	4%	4%
Very Bad	1%	1%	0%	1%	1%	2%	2%	3%	2%	1%	2%	2%	2%	2%
Don't Know	7%	9%	4%	5%	3%	4%	9%	7%	9%	6%	7%	8%	7%	9%
	278	281	288	258	232	210	193	188	169	2,097	2,070	2,268	2,393	1,215
2. How safe would you feel walking alone during the day:														
a. In your neighborhood?														
Very Safe	54%	57%	54%	56%	20%	39%	31%	21%	18%	41%	44%	41%	40%	42%
Safe	38%	34%	36%	37%	45%	42%	41%	38%	41%	39%	38%	40%	40%	40%
Neutral	5%	6%	6%	4%	19%	8%	10%	18%	21%	10%	9%	9%	11%	9%
Unsafe	2%	2%	4%	3%	12%	8%	11%	14%	15%	7%	6%	6%	7%	7%
Very Unsafe	1%	1%	0%	0%	2%	2%	6%	7%	6%	2%	2%	3%	2%	2%
Don't Know	0%	0%	0%	0%	2%	0%	1%	2%	0%	1%	0%	1%	1%	1%
	285	286	295	263	238	213	197	195	177	2,149	2,126	2,313	2,445	1,246
b. In the park closest to you?														
Very Safe	29%	30%	24%	38%	10%	20%	26%	15%	10%	24%	27%	24%	23%	23%
Safe	44%	47%	45%	38%	33%	38%	37%	31%	35%	39%	41%	42%	41%	40%
Neutral	15%	12%	16%	11%	29%	18%	16%	24%	26%	18%	16%	16%	17%	18%
Unsafe	4%	6%	10%	5%	16%	14%	12%	14%	17%	10%	8%	9%	10%	11%
Very Unsafe	2%	1%	1%	1%	4%	2%	7%	8%	5%	3%	2%	3%	3%	2%
Don't Know	5%	4%	5%	7%	7%	8%	2%	7%	8%	6%	6%	5%	7%	6%
	278	285	287	261	230	208	193	188	167	2,097	2,085	2,279	2,406	1,216
c. Downtown?														
Very Safe	18%	19%	8%	12%	11%	11%	27%	22%	17%	16%	19%	18%	16%	18%
Safe	41%	46%	38%	35%	41%	42%	47%	44%	46%	42%	42%	42%	41%	42%
Neutral	20%	16%	25%	23%	28%	15%	15%	16%	24%	20%	20%	21%	21%	18%
Unsafe	15%	12%	19%	20%	10%	23%	8%	11%	8%	14%	12%	11%	14%	12%
Very Unsafe	4%	6%	8%	5%	3%	6%	3%	4%	2%	5%	5%	5%	4%	5%
Don't Know	3%	1%	3%	5%	5%	3%	1%	3%	3%	3%	3%	4%	4%	5%
	279	283	290	260	229	212	194	188	167	2,102	2,087	2,269	2,402	1,219

	1	2	3	4	5	6	7	8	9	2016 City Total	2015 City Total	2014 City Total	2013 City Total	2012 City Total
3. How safe would you feel walking alone at night:														
a. In your neighborhood?														
Very Safe	31%	27%	27%	28%	6%	16%	13%	9%	4%	20%	20%	20%	18%	20%
Safe	34%	43%	37%	44%	22%	34%	25%	17%	24%	32%	34%	32%	33%	34%
Neutral	16%	15%	14%	13%	21%	17%	16%	22%	14%	16%	15%	16%	15%	16%
Unsafe	13%	11%	14%	10%	34%	20%	27%	25%	33%	19%	19%	20%	22%	18%
Very Unsafe	4%	3%	6%	3%	17%	11%	17%	25%	21%	11%	9%	9%	10%	10%
Don't Know	2%	1%	2%	3%	0%	1%	3%	2%	4%	2%	2%	2%	2%	2%
	285	286	294	262	237	212	198	195	178	2,147	2,119	2,316	2,440	1,247
b. In the park closest to you?														
Very Safe	5%	8%	6%	5%	3%	4%	7%	5%	3%	5%	6%	6%	5%	5%
Safe	25%	26%	21%	25%	10%	18%	20%	14%	13%	20%	22%	19%	18%	20%
Neutral	27%	25%	26%	29%	20%	20%	22%	22%	23%	24%	24%	26%	25%	24%
Unsafe	28%	26%	26%	23%	40%	32%	29%	28%	32%	29%	29%	30%	31%	29%
Very Unsafe	5%	10%	15%	7%	21%	15%	18%	24%	19%	14%	12%	12%	12%	14%
Don't Know	9%	5%	7%	11%	7%	10%	4%	7%	10%	8%	8%	7%	8%	7%
	281	284	287	260	230	208	194	188	168	2,100	2,079	2,277	2,402	1,219
c. Downtown?														
Very Safe	1%	3%	0%	1%	3%	3%	8%	10%	8%	4%	5%	5%	4%	4%
Safe	19%	21%	14%	11%	17%	15%	31%	26%	25%	19%	22%	21%	19%	21%
Neutral	27%	28%	17%	24%	28%	21%	26%	30%	28%	25%	24%	25%	22%	25%
Unsafe	31%	29%	34%	32%	27%	31%	22%	16%	22%	28%	29%	29%	30%	27%
Very Unsafe	16%	17%	30%	27%	17%	25%	11%	13%	12%	19%	16%	15%	19%	18%
Don't Know	6%	3%	4%	6%	9%	5%	2%	5%	4%	5%	4%	4%	5%	5%
	282	284	287	262	230	212	194	191	170	2,112	2,085	2,271	2,410	1,225
4a. Did anyone break into, or burglarize, your home during the last 12 months?														
Yes	5%	6%	5%	6%	5%	9%	10%	9%	9%	7%	7%	7%	9%	8%
No	95%	94%	95%	94%	95%	91%	90%	91%	91%	93%	93%	93%	91%	92%
	285	285	294	260	237	213	197	195	180	2,146	2,127	2,322	2,450	1,250
4b. If yes, was it reported to the police?														
Yes	80%	88%	67%	64%	73%	83%	67%	60%	69%	73%	82%	79%	81%	86%
No	20%	13%	33%	36%	27%	17%	33%	40%	31%	27%	18%	21%	19%	14%
	10	16	9	14	11	18	18	15	13	124	122	160	183	94
5. Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?														
Yes	8%	12%	9%	10%	6%	11%	16%	17%	19%	12%	10%	11%	12%	13%
No	92%	88%	91%	90%	94%	89%	84%	83%	81%	88%	90%	89%	88%	87%
	282	283	289	261	232	212	196	188	170	2,113	2,090	2,284	2,418	1,227
a. If yes, was it reported to the police?														
Yes	65%	53%	58%	65%	64%	63%	48%	45%	54%	56%	57%	62%	52%	57%
No	35%	47%	42%	35%	36%	38%	52%	55%	46%	44%	43%	38%	48%	43%
	17	34	19	23	11	24	29	29	28	214	189	227	258	141
6. Did you call 9-1-1 for an emergency during the last 12 months?														
Yes	15%	15%	14%	16%	16%	14%	21%	27%	18%	17%	17%	18%	20%	20%
No	85%	85%	86%	84%	84%	86%	79%	73%	82%	83%	83%	82%	80%	80%
	281	281	284	255	226	207	196	185	171	2,086	2,050	2,252	2,375	1,213
a. If yes, how do you rate the services you received on the the phone from the 9-1-1 calltaker?														
Very Good	49%	53%	52%	53%	37%	55%	40%	41%	23%	45%	50%	47%	44%	43%
Good	38%	35%	39%	34%	46%	31%	35%	34%	50%	38%	34%	39%	43%	38%
Neutral	8%	13%	6%	5%	9%	14%	18%	23%	19%	13%	9%	9%	9%	13%
Bad	3%	0%	3%	3%	3%	0%	5%	2%	4%	2%	4%	3%	4%	3%
Very Bad	3%	0%	0%	5%	6%	0%	3%	0%	4%	2%	3%	3%	1%	2%
	39	40	33	38	35	29	40	44	26	324	335	393	454	226
7. How do you rate police services on the following:														
a. Overall quality of services?														
Very Good	23%	28%	24%	23%	14%	26%	15%	22%	17%	22%	20%	16%	16%	17%
Good	48%	44%	42%	45%	49%	44%	48%	38%	48%	45%	46%	44%	47%	47%
Neutral	14%	11%	16%	12%	27%	12%	21%	25%	25%	17%	17%	21%	20%	20%
Bad	2%	2%	3%	3%	4%	4%	2%	4%	2%	3%	3%	4%	4%	4%
Very Bad	1%	1%	0%	2%	1%	1%	2%	3%	2%	1%	1%	2%	2%	1%
Don't Know	12%	14%	14%	15%	5%	13%	12%	8%	6%	12%	13%	12%	10%	11%
	282	280	290	260	233	207	196	192	176	2,116	2,082	2,270	2,388	1,220

	1	2	3	4	5	6	7	8	9	2016 City Total	2015 City Total	2014 City Total	2013 City Total	2012 City Total
b. Conduct of police officers?														
Very Good	25%	29%	28%	27%	13%	24%	18%	22%	16%	23%	21%	17%	17%	18%
Good	39%	37%	38%	37%	41%	42%	39%	34%	43%	39%	39%	39%	41%	40%
Neutral	18%	10%	16%	15%	28%	16%	22%	27%	30%	19%	20%	23%	22%	22%
Bad	1%	4%	2%	3%	7%	2%	5%	7%	3%	4%	4%	5%	6%	5%
Very Bad	1%	2%	1%	1%	3%	1%	2%	4%	2%	2%	2%	3%	2%	2%
Don't Know	16%	18%	15%	17%	8%	14%	14%	6%	6%	13%	14%	13%	12%	12%
	282	280	286	260	233	205	190	190	175	2,101	2,075	2,252	2,361	1,217
c. Speed of emergency police response?														
Very Good	16%	17%	20%	14%	9%	16%	14%	15%	16%	15%	14%	13%	13%	14%
Good	31%	32%	30%	32%	39%	35%	37%	34%	40%	34%	31%	31%	34%	31%
Neutral	18%	12%	20%	16%	27%	23%	16%	26%	23%	20%	21%	24%	22%	24%
Bad	2%	1%	2%	4%	6%	1%	5%	6%	5%	4%	4%	6%	5%	4%
Very Bad	1%	2%	0%	3%	1%	2%	3%	3%	3%	2%	2%	3%	2%	3%
Don't Know	32%	35%	27%	32%	16%	23%	25%	15%	14%	26%	28%	23%	23%	25%
	282	277	284	257	233	207	188	189	174	2,091	2,064	2,240	2,346	1,211
8. Did you use fire or emergency medical services during the last 12 months?														
Yes	12%	10%	10%	9%	14%	10%	10%	14%	13%	11%	12%	12%	12%	13%
No	88%	90%	90%	91%	86%	90%	90%	86%	88%	89%	88%	88%	88%	87%
	279	283	291	254	234	211	196	187	176	2,111	2,095	2,284	2,408	1,234
a. Overall quality of services?														
Very Good	41%	77%	80%	71%	43%	57%	44%	50%	59%	57%	63%	61%	62%	55%
Good	48%	19%	5%	24%	43%	24%	19%	23%	24%	27%	29%	30%	28%	32%
Neutral	10%	0%	10%	0%	3%	14%	19%	23%	12%	9%	5%	5%	6%	7%
Bad	0%	0%	5%	5%	7%	5%	6%	0%	0%	3%	2%	1%	2%	3%
Very Bad	0%	4%	0%	0%	3%	0%	6%	5%	0%	2%	1%	2%	1%	2%
Don't Know	0%	0%	0%	0%	0%	0%	6%	0%	6%	1%	1%	1%	1%	0%
	29	26	20	21	30	21	16	22	17	202	213	243	253	139
b. Speed of emergency response?														
Very Good	45%	77%	79%	52%	41%	43%	53%	48%	53%	54%	60%	59%	59%	56%
Good	34%	12%	16%	43%	34%	38%	13%	33%	35%	29%	31%	29%	33%	31%
Neutral	14%	4%	5%	0%	7%	10%	20%	14%	6%	9%	5%	7%	4%	6%
Bad	3%	4%	0%	0%	14%	10%	0%	0%	0%	4%	3%	3%	3%	5%
Very Bad	0%	4%	0%	5%	3%	0%	13%	5%	0%	3%	0%	1%	2%	1%
Don't Know	3%	0%	0%	0%	0%	0%	0%	0%	6%	1%	1%	1%	1%	1%
	29	26	19	21	29	21	15	21	17	198	209	240	246	137
9. How do you rate satisfaction with the following:														
a. Garbage Pick-up?														
Very Satisfied	61%	68%	67%	65%	65%	65%	60%	66%	61%	64%	64%	61%	59%	59%
Somewhat Satisfied	26%	26%	22%	21%	27%	22%	23%	23%	27%	24%	23%	24%	26%	26%
Neutral	3%	1%	2%	5%	5%	6%	6%	4%	4%	4%	4%	5%	5%	5%
Somewhat Dissatisfied	3%	3%	3%	2%	2%	1%	4%	4%	3%	3%	4%	5%	4%	4%
Very Dissatisfied	2%	0%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Don't Know	5%	2%	4%	5%	0%	5%	8%	3%	4%	4%	3%	3%	4%	4%
	284	285	293	261	237	213	199	193	179	2,144	2,119	2,318	2,440	1,246
b. Yard-waste Pick-up?														
Very Satisfied	40%	41%	46%	42%	45%	48%	41%	39%	38%	42%	42%	39%	37%	33%
Somewhat Satisfied	20%	28%	20%	25%	26%	24%	19%	28%	31%	24%	24%	25%	28%	25%
Neutral	12%	9%	11%	11%	9%	11%	11%	10%	10%	10%	12%	12%	12%	14%
Somewhat Dissatisfied	6%	8%	6%	6%	9%	3%	5%	6%	9%	7%	7%	9%	8%	9%
Very Dissatisfied	3%	1%	2%	1%	3%	2%	3%	4%	3%	2%	3%	4%	4%	5%
Don't Know	19%	12%	15%	15%	8%	11%	21%	13%	9%	14%	12%	11%	11%	14%
	283	281	285	255	232	211	188	188	176	2,099	2,096	2,280	2,403	1,227
c. Curbside Recycling?														
Very Satisfied	48%	57%	54%	49%	46%	54%	39%	43%	42%	49%	47%	37%	37%	36%
Somewhat Satisfied	15%	18%	11%	15%	19%	18%	16%	13%	23%	16%	15%	17%	16%	15%
Neutral	11%	7%	11%	10%	14%	12%	12%	18%	13%	12%	13%	15%	17%	17%
Somewhat Dissatisfied	4%	3%	2%	2%	3%	1%	5%	2%	5%	3%	3%	4%	4%	6%
Very Dissatisfied	2%	0%	2%	2%	1%	2%	5%	4%	1%	2%	2%	4%	3%	5%
Don't Know	20%	15%	20%	22%	18%	13%	23%	20%	17%	19%	20%	23%	22%	22%
	284	280	286	258	228	208	189	188	168	2,089	2,084	2,262	2,366	1,217
d. Water Quality of Lakes and Streams?														
Very Satisfied	19%	22%	25%	20%	15%	23%	18%	21%	17%	20%	20%	16%	17%	15%
Somewhat Satisfied	33%	34%	32%	32%	28%	35%	28%	26%	29%	31%	29%	29%	29%	28%
Neutral	15%	21%	22%	22%	28%	20%	22%	24%	23%	22%	21%	23%	23%	21%
Somewhat Dissatisfied	13%	6%	7%	6%	9%	6%	12%	6%	9%	8%	9%	10%	11%	11%
Very Dissatisfied	3%	2%	4%	1%	3%	1%	4%	3%	2%	3%	4%	5%	3%	6%
Don't Know	17%	14%	11%	19%	18%	15%	17%	20%	20%	16%	17%	17%	16%	19%
	281	282	288	259	231	211	186	184	168	2,090	2,076	2,265	2,376	1,218

	1	2	3	4	5	6	7	8	9	2016 City Total	2015 City Total	2014 City Total	2013 City Total	2012 City Total
e. Storm Drainage?														
Very Satisfied	20%	25%	26%	23%	12%	25%	19%	20%	18%	21%	18%	17%	17%	17%
Somewhat Satisfied	30%	31%	26%	31%	29%	35%	27%	24%	27%	29%	28%	28%	28%	26%
Neutral	19%	19%	21%	19%	28%	18%	21%	24%	18%	21%	20%	22%	21%	22%
Somewhat Dissatisfied	14%	9%	12%	9%	15%	10%	12%	11%	17%	12%	15%	13%	14%	13%
Very Dissatisfied	4%	7%	5%	6%	7%	2%	8%	8%	6%	6%	8%	9%	9%	10%
Don't Know	13%	9%	11%	12%	8%	10%	14%	13%	14%	11%	11%	11%	11%	12%
	283	283	291	261	234	212	191	184	175	2,114	2,084	2,280	2,395	1,227
f. Sewers?														
Very Satisfied	26%	29%	31%	25%	15%	30%	21%	21%	22%	25%	23%	20%	21%	21%
Somewhat Satisfied	27%	27%	27%	29%	29%	32%	26%	23%	30%	28%	27%	27%	27%	25%
Neutral	19%	21%	19%	22%	29%	18%	22%	21%	14%	21%	21%	22%	23%	24%
Somewhat Dissatisfied	8%	9%	8%	7%	11%	8%	11%	12%	9%	9%	9%	11%	10%	9%
Very Dissatisfied	6%	6%	5%	5%	6%	3%	7%	11%	10%	6%	7%	7%	7%	8%
Don't Know	13%	8%	10%	13%	10%	10%	13%	12%	15%	11%	13%	12%	12%	13%
	284	284	291	261	234	213	192	187	176	2,122	2,090	2,289	2,396	1,225
10. In the last 12 months, how many times did you:														
a. Visit any city park?														
Daily	4%	4%	3%	1%	2%	1%	5%	4%	1%	3%	3%	2%	3%	2%
Weekly	20%	24%	14%	10%	10%	10%	26%	19%	12%	16%	15%	15%	14%	16%
Monthly	14%	14%	18%	19%	8%	15%	18%	12%	14%	15%	15%	14%	15%	16%
A Few Times	41%	40%	44%	46%	49%	43%	34%	36%	50%	43%	42%	43%	44%	44%
Never	21%	16%	19%	22%	28%	29%	16%	28%	19%	22%	23%	23%	22%	22%
Don't Know	1%	1%	2%	2%	3%	1%	1%	3%	3%	2%	2%	2%	2%	1%
	285	287	291	263	234	216	197	192	171	2,136	2,121	2,312	2,443	1,245
b. Visit a city park near your home?														
Daily	4%	4%	3%	1%	3%	2%	6%	4%	1%	3%	3%	3%	3%	3%
Weekly	19%	26%	11%	11%	9%	7%	25%	13%	9%	15%	13%	14%	12%	15%
Monthly	11%	15%	16%	13%	7%	12%	19%	7%	9%	12%	13%	11%	12%	12%
A Few Times	37%	30%	46%	46%	42%	37%	23%	37%	41%	38%	39%	39%	41%	38%
Never	28%	24%	22%	27%	37%	38%	26%	36%	35%	30%	30%	31%	30%	31%
Don't Know	2%	2%	2%	2%	3%	4%	0%	3%	4%	2%	3%	2%	2%	2%
	280	284	289	258	230	212	187	182	170	2,092	2,067	2,246	2,382	1,218
11. How do you rate the quality of parks near your home in the following categories:														
a. Well-maintained landscaping?														
Very Good	27%	36%	33%	34%	14%	25%	25%	25%	14%	27%	26%	26%	27%	27%
Good	45%	45%	44%	45%	45%	37%	47%	36%	38%	43%	43%	42%	42%	42%
Neutral	11%	8%	10%	8%	16%	14%	15%	19%	20%	13%	13%	14%	15%	14%
Bad	2%	1%	0%	1%	3%	4%	4%	3%	7%	2%	2%	2%	2%	2%
Very Bad	0%	0%	0%	1%	2%	0%	2%	3%	1%	1%	1%	1%	1%	1%
Don't Know	14%	9%	13%	11%	19%	20%	8%	15%	20%	14%	15%	15%	14%	13%
	282	286	294	262	233	212	197	191	167	2,124	2,091	2,274	2,420	1,217
b. Well-maintained facilities?														
Very Good	22%	29%	28%	28%	12%	23%	19%	19%	13%	22%	21%	22%	22%	23%
Good	43%	41%	43%	46%	42%	36%	39%	32%	33%	40%	40%	40%	42%	40%
Neutral	15%	13%	12%	12%	21%	16%	22%	24%	26%	17%	16%	18%	17%	17%
Bad	2%	1%	1%	1%	3%	3%	6%	4%	7%	3%	3%	3%	2%	3%
Very Bad	0%	0%	0%	1%	1%	0%	2%	2%	2%	1%	1%	1%	1%	1%
Don't Know	18%	16%	15%	13%	22%	21%	12%	19%	20%	17%	19%	17%	17%	17%
	282	285	292	262	229	213	189	187	168	2,107	2,086	2,259	2,387	1,205
c. Well-maintained playgrounds?														
Very Good	22%	31%	26%	28%	12%	21%	20%	19%	11%	22%	21%	21%	23%	22%
Good	41%	37%	38%	44%	39%	36%	42%	34%	34%	39%	38%	37%	38%	36%
Neutral	14%	12%	13%	10%	19%	16%	17%	22%	22%	15%	15%	17%	16%	18%
Bad	0%	0%	0%	0%	6%	3%	4%	2%	5%	2%	2%	3%	1%	2%
Very Bad	0%	0%	0%	1%	1%	0%	2%	2%	2%	1%	1%	1%	1%	1%
Don't Know	22%	21%	22%	16%	23%	23%	15%	21%	25%	21%	22%	21%	21%	22%
	282	285	292	262	231	213	191	185	169	2,110	2,081	2,257	2,381	1,212
12. In the past 12 months, did anyone in your household participate in a Chattanooga Parks and Recreation activity?														
Yes	13%	13%	14%	10%	19%	10%	19%	18%	22%	15%	16%	18%	18%	15%
No	87%	87%	86%	90%	81%	90%	81%	82%	78%	85%	84%	82%	82%	85%
	275	277	280	252	220	204	193	176	164	2,041	2,030	2,216	2,339	1,194

	1	2	3	4	5	6	7	8	9	2016 City Total	2015 City Total	2014 City Total	2013 City Total	2012 City Total
13. How satisfied are you with the city's recreation programs, classes and events held at community centers, pools, or sports facilities:														
a. Affordability?														
Very Satisfied	7%	7%	6%	5%	10%	5%	13%	10%	10%	8%	8%	8%	9%	7%
Satisfied	19%	16%	17%	14%	23%	16%	15%	26%	22%	18%	17%	17%	19%	17%
Neutral	19%	14%	16%	15%	21%	16%	21%	22%	22%	18%	17%	18%	18%	19%
Somewhat Dissatisfied	1%	1%	3%	1%	5%	3%	3%	3%	5%	3%	2%	3%	2%	2%
Very Dissatisfied	1%	1%	1%	0%	0%	1%	2%	1%	3%	1%	1%	1%	1%	2%
Don't Know	53%	61%	57%	65%	41%	59%	47%	38%	38%	52%	54%	52%	51%	53%
	279	274	289	256	229	209	190	193	172	2,091	2,066	2,254	2,369	1,200
b. Variety?														
Very Satisfied	5%	6%	5%	3%	6%	5%	7%	9%	9%	6%	7%	7%	7%	5%
Satisfied	17%	14%	16%	13%	24%	16%	16%	22%	20%	17%	17%	16%	17%	17%
Neutral	20%	15%	18%	17%	25%	18%	22%	26%	22%	20%	19%	20%	20%	21%
Somewhat Dissatisfied	4%	3%	2%	2%	5%	2%	5%	3%	7%	3%	2%	3%	3%	3%
Very Dissatisfied	1%	1%	1%	1%	1%	0%	2%	1%	4%	1%	1%	2%	1%	1%
Don't Know	54%	61%	58%	64%	39%	59%	48%	39%	39%	53%	54%	52%	51%	53%
	278	271	284	256	226	209	184	185	169	2,062	2,036	2,217	2,331	1,181
c. Quality of instruction, coaching, leadership, etc?														
Very Satisfied	4%	6%	6%	2%	5%	3%	9%	9%	10%	6%	5%	6%	7%	5%
Satisfied	13%	13%	13%	14%	21%	14%	13%	22%	18%	15%	15%	14%	15%	14%
Neutral	22%	14%	19%	16%	25%	20%	21%	24%	22%	20%	19%	20%	20%	22%
Somewhat Dissatisfied	1%	2%	2%	1%	6%	0%	3%	2%	4%	2%	2%	2%	3%	2%
Very Dissatisfied	1%	0%	0%	1%	0%	0%	2%	1%	3%	1%	1%	1%	1%	1%
Don't Know	59%	65%	60%	67%	43%	62%	52%	42%	43%	56%	57%	56%	55%	56%
	277	271	285	257	226	209	185	187	170	2,067	2,032	2,216	2,333	1,184
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	1%	2%	2%	2%	1%	1%	3%	5%	1%	2%	3%	4%	3%	4%
Good	26%	30%	23%	21%	26%	26%	29%	32%	25%	26%	31%	31%	33%	35%
Neutral	20%	22%	27%	21%	28%	25%	26%	27%	27%	25%	21%	23%	25%	24%
Bad	36%	31%	31%	38%	32%	31%	25%	26%	31%	32%	31%	29%	27%	24%
Very Bad	16%	11%	13%	18%	11%	16%	14%	8%	11%	13%	11%	10%	9%	10%
Don't Know	1%	3%	2%	1%	2%	0%	4%	2%	6%	2%	3%	2%	3%	3%
	285	284	290	262	234	216	197	196	175	2,139	2,117	2,305	2,436	1,233
b. During off-peak traffic hours?														
Very Good	16%	25%	16%	13%	11%	11%	13%	10%	9%	17%	21%	20%	21%	22%
Good	48%	45%	53%	40%	39%	36%	33%	29%	27%	49%	48%	49%	49%	48%
Neutral	18%	16%	16%	21%	18%	15%	10%	16%	12%	20%	17%	17%	18%	18%
Bad	8%	4%	7%	9%	6%	7%	4%	3%	6%	8%	8%	8%	8%	7%
Very Bad	4%	2%	3%	4%	2%	2%	2%	2%	2%	3%	3%	3%	2%	2%
Don't Know	1%	2%	2%	1%	2%	0%	2%	2%	2%	2%	3%	2%	2%	3%
	284	282	291	261	233	214	189	187	171	2,112	2,098	2,284	2,415	1,221
15. How do you rate City streets on :														
a. Smoothness?														
Very Good	2%	2%	2%	2%	0%	1%	4%	5%	3%	2%	2%	3%	3%	3%
Good	24%	31%	21%	23%	16%	23%	23%	24%	17%	23%	25%	27%	30%	31%
Neutral	21%	18%	15%	21%	22%	21%	29%	23%	23%	21%	21%	22%	24%	21%
Bad	38%	34%	40%	35%	37%	36%	28%	30%	30%	35%	35%	33%	30%	32%
Very Bad	15%	15%	21%	18%	24%	18%	16%	19%	26%	19%	16%	15%	12%	13%
Don't Know	0%	0%	1%	1%	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%
	285	284	294	263	238	215	192	195	176	2,142	2,107	2,303	2,437	1,233
b. Cleanliness?														
Very Good	5%	7%	4%	4%	5%	5%	6%	6%	3%	5%	5%	6%	6%	5%
Good	43%	47%	43%	50%	34%	37%	35%	34%	36%	41%	46%	43%	45%	46%
Neutral	31%	29%	31%	27%	32%	32%	37%	34%	26%	31%	27%	28%	30%	28%
Bad	18%	12%	17%	14%	20%	18%	14%	19%	23%	17%	16%	17%	14%	15%
Very Bad	3%	5%	4%	4%	9%	7%	7%	6%	11%	6%	5%	6%	4%	5%
Don't Know	1%	0%	1%	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%
	284	283	290	263	237	213	193	192	173	2,128	2,102	2,292	2,435	1,229
c. Speeding vehicles?														
Very Good	3%	1%	2%	1%	1%	0%	2%	4%	2%	2%	2%	3%	3%	2%
Good	22%	29%	22%	25%	19%	23%	22%	22%	21%	23%	23%	22%	24%	25%
Neutral	29%	27%	30%	27%	30%	30%	31%	31%	26%	29%	27%	29%	29%	28%
Bad	31%	26%	29%	28%	31%	28%	33%	26%	30%	29%	30%	30%	29%	30%
Very Bad	14%	15%	17%	16%	19%	16%	11%	17%	20%	16%	15%	15%	13%	12%
Don't Know	0%	1%	1%	2%	1%	1%	2%	1%	1%	1%	2%	2%	2%	2%
	286	280	293	260	235	213	193	192	171	2,123	2,097	2,307	2,428	1,229

	1	2	3	4	5	6	7	8	9	2016 City Total	2015 City Total	2014 City Total	2013 City Total	2012 City Total
d. Safety of pedestrians?														
Very Good	2%	4%	4%	2%	1%	2%	6%	5%	4%	3%	5%	4%	4%	4%
Good	37%	35%	32%	37%	35%	35%	39%	33%	30%	35%	34%	33%	35%	36%
Neutral	29%	30%	32%	31%	28%	32%	28%	30%	24%	30%	29%	30%	31%	31%
Bad	20%	18%	18%	19%	27%	18%	16%	24%	26%	20%	19%	20%	19%	18%
Very Bad	9%	9%	9%	8%	7%	9%	8%	8%	12%	9%	9%	9%	7%	8%
Don't Know	2%	4%	5%	4%	3%	4%	2%	1%	4%	3%	3%	4%	3%	3%
	285	284	294	262	234	215	193	194	175	2,136	2,099	2,294	2,429	1,230
e. Safety of bicyclists?														
Very Good	5%	6%	5%	2%	2%	4%	6%	6%	3%	4%	4%	3%	4%	3%
Good	31%	28%	27%	25%	29%	23%	34%	27%	26%	28%	25%	24%	25%	25%
Neutral	29%	33%	26%	30%	29%	29%	25%	33%	32%	29%	30%	29%	31%	30%
Bad	18%	18%	20%	25%	24%	21%	19%	18%	22%	20%	23%	25%	23%	23%
Very Bad	10%	8%	9%	11%	9%	13%	8%	11%	11%	10%	12%	12%	11%	12%
Don't Know	7%	8%	13%	8%	6%	9%	8%	4%	6%	8%	7%	8%	8%	8%
	286	283	294	261	236	214	193	193	176	2,136	2,099	2,302	2,431	1,229
16. Has a new commercial development been completed in or near your neighborhood in the last 12 months?														
Yes	28%	41%	33%	54%	39%	44%	39%	37%	29%	39%	32%	30%	30%	29%
No	72%	59%	67%	46%	61%	56%	61%	63%	71%	61%	68%	70%	70%	71%
	281	285	287	259	228	214	188	180	170	2,092	2,088	2,270	2,400	1,217
a. Attractiveness?														
Very Good	27%	29%	25%	29%	32%	25%	28%	19%	18%	27%	26%	27%	32%	27%
Good	45%	49%	49%	48%	48%	52%	46%	56%	53%	49%	49%	49%	50%	50%
Neutral	19%	17%	25%	16%	15%	16%	15%	8%	20%	17%	15%	16%	12%	15%
Bad	5%	3%	1%	4%	5%	4%	7%	6%	8%	4%	5%	4%	3%	4%
Very Bad	3%	3%	0%	0%	0%	1%	3%	8%	0%	2%	3%	3%	2%	2%
Don't Know	0%	0%	0%	2%	1%	1%	1%	3%	0%	1%	2%	1%	1%	1%
	77	115	96	140	88	92	72	63	49	792	661	678	708	342
b. Improvement to your neighborhood as a place to live?														
Very Good	19%	30%	18%	22%	28%	15%	33%	16%	13%	22%	22%	21%	23%	21%
Good	49%	40%	39%	34%	39%	29%	43%	51%	48%	40%	35%	35%	37%	36%
Neutral	23%	22%	32%	28%	19%	33%	10%	15%	22%	24%	27%	27%	26%	27%
Bad	6%	6%	9%	7%	12%	9%	9%	2%	13%	8%	7%	8%	7%	8%
Very Bad	1%	1%	2%	4%	0%	9%	1%	11%	2%	3%	6%	6%	4%	6%
Don't Know	1%	2%	0%	4%	2%	5%	4%	5%	2%	3%	3%	2%	3%	3%
	78	115	94	137	83	91	70	61	46	775	649	666	692	332
17. Has a new residential development been completed in or near your neighborhood in the last 12 months?														
Yes	28%	31%	18%	47%	12%	29%	44%	27%	16%	28%	28%	25%	24%	27%
No	72%	69%	82%	53%	88%	71%	56%	73%	84%	72%	72%	75%	76%	73%
	282	284	287	255	234	214	189	186	171	2,102	2,077	2,272	2,388	1,211
If yes, how would you rate it on:														
a. Attractiveness?														
Very Good	42%	25%	35%	31%	25%	44%	39%	21%	23%	33%	32%	35%	34%	36%
Good	47%	48%	49%	41%	50%	40%	40%	54%	35%	45%	44%	43%	44%	40%
Neutral	6%	15%	12%	18%	14%	13%	12%	10%	31%	14%	14%	14%	13%	15%
Bad	4%	9%	2%	5%	11%	2%	4%	8%	8%	5%	6%	5%	5%	4%
Very Bad	1%	2%	0%	2%	0%	0%	1%	6%	4%	2%	2%	3%	3%	3%
Don't Know	0%	0%	2%	3%	0%	2%	4%	0%	0%	1%	2%	1%	2%	2%
	77	87	49	119	28	62	82	48	26	578	562	559	548	326
b. Improvement to your neighborhood as a place to live?														
Very Good	40%	25%	24%	21%	19%	25%	44%	21%	17%	28%	25%	29%	29%	31%
Good	39%	39%	44%	28%	46%	31%	34%	47%	50%	37%	32%	36%	34%	28%
Neutral	15%	20%	22%	30%	23%	29%	15%	19%	25%	22%	26%	21%	23%	23%
Bad	3%	14%	6%	13%	8%	8%	1%	2%	8%	8%	10%	7%	7%	9%
Very Bad	3%	2%	0%	6%	0%	2%	1%	9%	0%	3%	5%	4%	6%	6%
Don't Know	1%	0%	4%	3%	4%	5%	5%	2%	0%	3%	3%	2%	2%	4%
	75	85	50	116	26	59	80	47	24	562	552	555	534	321
18. How would you rate your neighborhood on:														
a. Housing affordability?														
Very Good	15%	12%	19%	18%	13%	15%	9%	11%	14%	14%	15%	15%	14%	17%
Good	53%	46%	56%	55%	52%	56%	46%	41%	44%	50%	53%	53%	53%	50%
Neutral	19%	23%	16%	19%	24%	18%	23%	29%	23%	21%	19%	19%	20%	19%
Bad	8%	10%	5%	3%	5%	6%	8%	11%	11%	7%	7%	7%	6%	7%
Very Bad	1%	6%	1%	1%	1%	3%	7%	3%	2%	3%	2%	2%	2%	2%
Don't Know	4%	4%	3%	4%	5%	4%	6%	5%	6%	4%	5%	4%	4%	5%
	285	284	293	261	235	216	196	194	174	2,138	2,110	2,298	2,418	1,221

	1	2	3	4	5	6	7	8	9	2016 City Total	2015 City Total	2014 City Total	2013 City Total	2012 City Total
b. Physical condition of housing?														
Very Good	23%	20%	21%	22%	8%	12%	10%	7%	7%	16%	16%	15%	16%	17%
Good	49%	52%	55%	60%	46%	62%	42%	36%	31%	49%	51%	50%	49%	49%
Neutral	19%	22%	18%	13%	30%	20%	27%	33%	33%	23%	22%	22%	23%	21%
Bad	6%	3%	4%	3%	11%	4%	12%	16%	20%	8%	8%	9%	9%	9%
Very Bad	2%	1%	0%	1%	3%	2%	7%	6%	6%	3%	3%	3%	2%	3%
Don't Know	1%	1%	2%	1%	2%	1%	2%	3%	3%	2%	1%	1%	2%	1%
	284	288	295	264	236	215	193	193	176	2,144	2,110	2,298	2,424	1,223
c. Closeness of parks or open spaces?														
Very Good	20%	30%	26%	23%	9%	15%	23%	13%	4%	19%	18%	18%	17%	19%
Good	46%	46%	49%	55%	41%	40%	50%	41%	25%	44%	45%	43%	45%	42%
Neutral	19%	15%	17%	13%	29%	25%	18%	29%	32%	21%	22%	23%	23%	22%
Bad	7%	6%	3%	5%	14%	10%	6%	8%	20%	8%	7%	8%	8%	10%
Very Bad	3%	0%	0%	1%	1%	3%	2%	3%	11%	2%	2%	2%	2%	2%
Don't Know	5%	2%	5%	4%	5%	7%	1%	6%	9%	5%	6%	5%	5%	5%
	283	285	294	261	235	214	193	191	169	2,125	2,092	2,265	2,409	1,223
d. Walking distance to public transit?														
Very Good	7%	17%	3%	6%	10%	13%	31%	28%	11%	13%	13%	16%	14%	15%
Good	8%	35%	14%	19%	31%	28%	39%	36%	44%	27%	28%	27%	29%	30%
Neutral	17%	18%	19%	24%	21%	21%	14%	21%	24%	20%	17%	17%	19%	16%
Bad	25%	13%	22%	18%	21%	15%	9%	5%	11%	16%	18%	16%	16%	16%
Very Bad	28%	6%	23%	12%	8%	5%	3%	6%	4%	12%	11%	12%	10%	11%
Don't Know	16%	10%	20%	21%	9%	19%	4%	5%	6%	13%	13%	12%	12%	12%
	283	287	288	259	235	213	194	191	178	2,128	2,108	2,288	2,419	1,223
e. Access to shopping and other services?														
Very Good	24%	38%	35%	52%	17%	42%	16%	16%	10%	29%	28%	28%	28%	28%
Good	47%	49%	51%	41%	50%	44%	41%	30%	38%	44%	45%	43%	44%	42%
Neutral	15%	10%	9%	4%	23%	9%	25%	20%	24%	14%	14%	14%	15%	15%
Bad	9%	1%	2%	0%	6%	3%	14%	21%	14%	7%	8%	9%	9%	9%
Very Bad	5%	0%	2%	1%	3%	2%	4%	11%	11%	4%	4%	5%	3%	4%
Don't Know	1%	1%	0%	1%	1%	1%	0%	2%	3%	1%	1%	1%	1%	2%
	286	287	294	264	236	217	191	193	174	2,142	2,106	2,298	2,424	1,226
f. On-street parking?														
Very Good	8%	12%	8%	11%	7%	10%	8%	13%	4%	9%	8%	9%	8%	10%
Good	25%	33%	26%	23%	27%	24%	35%	34%	22%	28%	25%	25%	27%	26%
Neutral	31%	23%	32%	31%	29%	27%	28%	26%	25%	28%	30%	30%	29%	29%
Bad	17%	20%	13%	16%	21%	21%	17%	19%	33%	19%	19%	19%	19%	19%
Very Bad	11%	7%	7%	8%	9%	9%	10%	5%	12%	9%	9%	10%	9%	8%
Don't Know	8%	4%	13%	12%	7%	10%	2%	2%	4%	7%	8%	7%	8%	8%
	279	286	284	257	234	209	192	190	175	2,106	2,082	2,258	2,399	1,212
g. Street lighting?														
Very Good	15%	17%	14%	13%	9%	15%	16%	16%	7%	14%	14%	15%	13%	14%
Good	44%	47%	47%	40%	48%	48%	50%	42%	46%	46%	48%	47%	49%	48%
Neutral	18%	20%	24%	22%	20%	18%	21%	24%	22%	21%	19%	19%	19%	19%
Bad	18%	12%	9%	14%	17%	13%	8%	12%	19%	14%	12%	13%	12%	12%
Very Bad	5%	2%	5%	10%	7%	5%	5%	6%	5%	5%	6%	6%	6%	4%
Don't Know	1%	1%	2%	2%	0%	2%	0%	0%	2%	1%	1%	1%	1%	2%
	285	288	293	263	235	216	194	194	177	2,145	2,108	2,312	2,427	1,231
h. Availability of sidewalks?														
Very Good	17%	11%	12%	15%	3%	5%	23%	21%	6%	13%	12%	12%	12%	13%
Good	24%	23%	20%	26%	13%	20%	40%	38%	24%	25%	24%	23%	23%	24%
Neutral	17%	16%	18%	15%	23%	19%	18%	20%	15%	18%	17%	17%	18%	16%
Bad	19%	22%	20%	18%	29%	26%	11%	12%	23%	20%	23%	20%	21%	21%
Very Bad	21%	26%	24%	21%	29%	28%	8%	7%	30%	22%	21%	26%	23%	23%
Don't Know	2%	2%	5%	4%	3%	2%	1%	2%	3%	3%	3%	2%	3%	3%
	283	283	291	261	234	213	194	191	178	2,128	2,104	2,295	2,431	1,224
19. How do you rate Chattanooga as a place to do business?														
Very Good	16%	16%	20%	18%	8%	23%	20%	11%	10%	16%	17%	15%	16%	15%
Good	53%	51%	48%	48%	49%	44%	48%	44%	40%	48%	49%	47%	48%	46%
Neutral	13%	14%	17%	14%	26%	21%	15%	28%	28%	19%	18%	22%	20%	21%
Bad	3%	0%	1%	3%	4%	2%	3%	3%	8%	3%	2%	3%	3%	4%
Very Bad	0%	1%	0%	1%	1%	0%	1%	2%	0%	1%	1%	1%	1%	1%
Don't Know	15%	18%	14%	17%	11%	10%	15%	12%	13%	14%	14%	12%	12%	12%
	284	286	292	264	237	216	199	196	178	2,152	2,117	2,308	2,447	1,240
a. Do you own a business in Chattanooga?														
Yes	10%	14%	10%	14%	6%	10%	13%	15%	11%	11%	12%	11%	12%	12%
No	90%	86%	90%	86%	94%	90%	87%	85%	89%	89%	88%	89%	88%	88%
	248	257	259	230	207	198	174	177	160	1,910	1,903	2,077	2,227	1,215

	1	2	3	4	5	6	7	8	9	2016 City Total	2015 City Total	2014 City Total	2013 City Total	2012 City Total
b. If yes, how many employees does your business employ?														
Self	39%	27%	29%	46%	50%	18%	33%	55%	27%	36%	41%	47%	43%	51%
1	4%	12%	14%	7%	20%	6%	0%	5%	20%	9%	13%	10%	9%	7%
2-10	39%	36%	33%	32%	10%	76%	29%	25%	33%	36%	29%	27%	34%	29%
11-50	17%	24%	19%	11%	20%	0%	24%	10%	13%	16%	12%	10%	10%	8%
51-150	0%	0%	0%	0%	0%	0%	10%	0%	7%	2%	4%	3%	2%	3%
151+	0%	0%	5%	4%	0%	0%	5%	5%	0%	2%	2%	3%	2%	3%
	23	33	21	28	10	17	21	20	15	188	197	202	223	118
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	28%	25%	29%	29%	16%	32%	32%	26%	23%	27%	25%	24%	27%	29%
Once or Twice	36%	36%	41%	36%	44%	26%	38%	35%	40%	37%	38%	37%	37%	36%
3 to 5 Times	26%	27%	22%	25%	32%	27%	22%	28%	23%	26%	26%	26%	26%	25%
6 to 10 Times	8%	9%	6%	7%	6%	9%	6%	6%	10%	7%	8%	9%	7%	9%
More than 10 Times	2%	3%	2%	3%	1%	5%	2%	5%	4%	3%	3%	4%	3%	2%
	286	287	286	262	234	211	193	192	176	2,127	2,108	2,292	2,434	1,225
b. Ridden a local bus (CARTA)														
Never	89%	85%	92%	92%	86%	88%	55%	63%	71%	82%	81%	79%	79%	81%
Once or Twice	8%	10%	5%	5%	8%	6%	19%	19%	15%	10%	10%	11%	11%	9%
3 to 5 Times	1%	1%	2%	2%	2%	3%	8%	6%	5%	3%	3%	4%	3%	3%
6 to 10 Times	1%	2%	0%	0%	0%	1%	6%	1%	2%	1%	1%	2%	2%	2%
More than 10 Times	1%	2%	2%	2%	3%	2%	12%	12%	7%	4%	4%	5%	5%	5%
	283	286	287	262	231	213	192	190	175	2,119	2,112	2,276	2,424	1,223
c. Visited a Chattanooga Public Library branch														
Never	55%	46%	46%	62%	46%	55%	39%	44%	40%	49%	48%	48%	49%	48%
Once or Twice	26%	34%	28%	27%	30%	24%	26%	27%	33%	28%	27%	28%	27%	27%
3 to 5 Times	8%	10%	13%	5%	10%	11%	15%	16%	15%	11%	13%	11%	11%	12%
6 to 10 Times	5%	4%	4%	4%	8%	4%	9%	6%	5%	5%	5%	5%	6%	6%
More than 10 Times	6%	6%	9%	2%	6%	6%	10%	6%	7%	6%	7%	8%	8%	8%
	285	285	289	262	233	213	191	185	174	2,117	2,108	2,296	2,425	1,230
d. Attended an event at Memorial Auditorium or Tivoli														
Never	41%	39%	44%	49%	42%	44%	41%	41%	39%	42%	41%	42%	41%	N/A
Once or Twice	41%	43%	44%	36%	45%	41%	38%	37%	41%	41%	43%	43%	42%	N/A
3 to 5 Times	14%	12%	9%	12%	8%	11%	15%	18%	15%	12%	13%	12%	13%	N/A
6 to 10 Times	2%	4%	3%	3%	2%	2%	4%	4%	4%	3%	2%	2%	2%	N/A
More than 10 Times	2%	2%	0%	0%	3%	1%	2%	0%	1%	1%	1%	1%	1%	N/A
	284	285	290	262	233	214	189	190	174	2,121	2,113	2,299	2,422	N/A
e. Used/visited McKamey Animal Center														
Never	71%	70%	65%	77%	77%	70%	68%	72%	73%	71%	71%	74%	72%	75%
Once or Twice	23%	23%	29%	19%	20%	23%	25%	22%	23%	23%	24%	22%	23%	20%
3 to 5 Times	3%	6%	5%	3%	1%	4%	5%	6%	2%	4%	4%	3%	4%	4%
6 to 10 Times	1%	1%	1%	0%	0%	1%	1%	1%	0%	1%	1%	1%	1%	0%
More than 10 Times	1%	0%	0%	0%	1%	2%	2%	1%	2%	1%	1%	1%	1%	1%
	286	285	288	261	231	213	192	190	172	2,118	2,097	2,290	2,417	1,227
f. Visited the Chattanooga.gov website														
Never	40%	34%	36%	41%	44%	43%	40%	54%	46%	41%	44%	47%	47%	50%
Once or Twice	31%	33%	33%	24%	30%	24%	30%	22%	23%	28%	29%	28%	26%	25%
3 to 5 Times	18%	22%	21%	20%	13%	16%	13%	11%	16%	17%	16%	14%	16%	15%
6 to 10 Times	6%	7%	6%	9%	5%	9%	11%	6%	8%	7%	6%	7%	7%	6%
More than 10 Times	5%	3%	4%	5%	7%	9%	6%	7%	6%	6%	4%	4%	5%	4%
	222	219	232	218	194	173	151	157	132	1,698	1,708	1,843	1,967	1,010
g. Been involved in a community project or attended a public meeting														
Never	60%	60%	61%	65%	57%	64%	49%	54%	47%	58%	62%	64%	61%	63%
Once or Twice	26%	26%	29%	22%	28%	20%	30%	28%	30%	27%	26%	23%	26%	24%
3 to 5 Times	8%	9%	7%	9%	11%	10%	13%	8%	13%	10%	7%	8%	7%	8%
6 to 10 Times	3%	2%	2%	2%	3%	2%	4%	4%	6%	3%	3%	3%	3%	3%
More than 10 Times	3%	2%	1%	2%	1%	3%	3%	6%	4%	3%	3%	2%	3%	2%
	275	274	280	251	220	210	181	181	165	2,037	2,025	2,205	2,347	1,162
21. Overall, how do you rate the quality of each of the following services:														
a. 3-1-1														
Very Good	26%	29%	31%	26%	24%	28%	21%	30%	26%	27%	28%	29%	28%	26%
Good	37%	37%	37%	33%	47%	36%	40%	36%	44%	38%	38%	38%	38%	35%
Neutral	14%	12%	10%	13%	14%	12%	14%	15%	13%	13%	14%	13%	14%	14%
Bad	5%	2%	2%	3%	3%	5%	5%	6%	4%	4%	4%	3%	3%	5%
Very Bad	1%	2%	1%	2%	1%	1%	1%	3%	2%	2%	1%	1%	1%	1%
Don't Know	17%	19%	19%	23%	10%	17%	19%	11%	11%	17%	17%	16%	17%	18%
	277	287	289	258	231	215	194	193	171	2,115	2,089	2,258	2,407	1,212

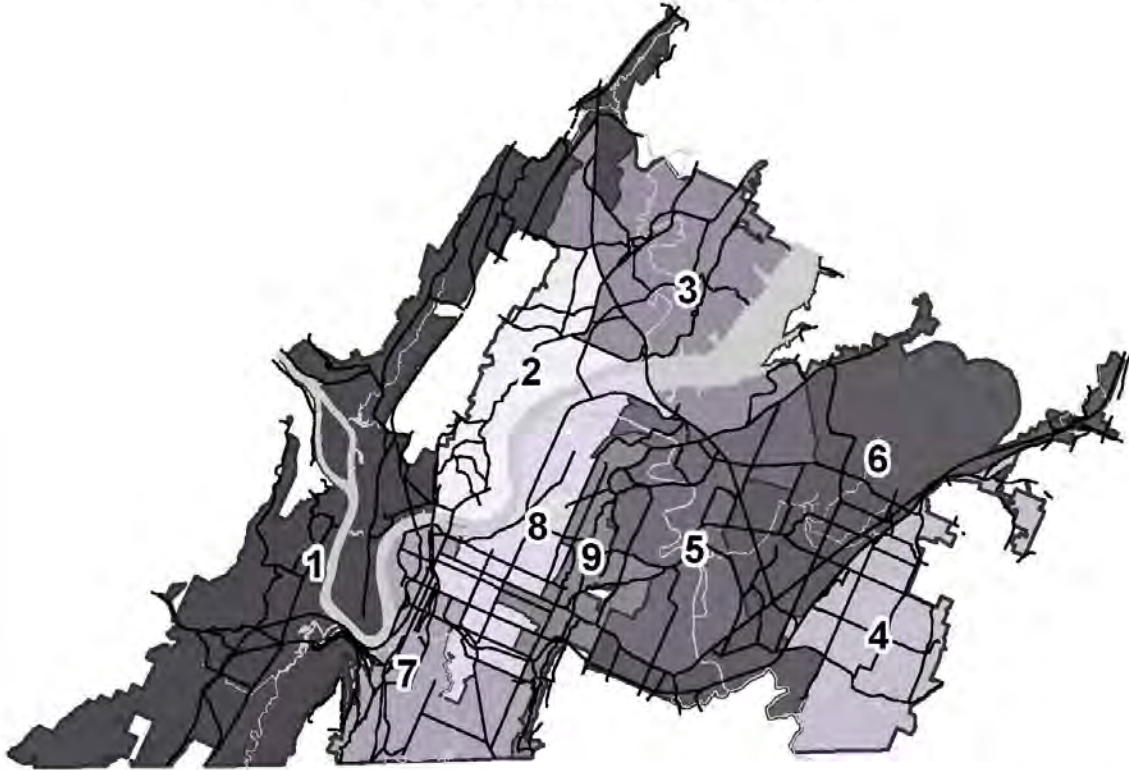
	1	2	3	4	5	6	7	8	9	2016 City Total	2015 City Total	2014 City Total	2013 City Total	2012 City Total
b. Bus services (CARTA)														
Very Good	3%	2%	5%	1%	9%	7%	17%	22%	14%	8%	10%	9%	10%	8%
Good	15%	17%	11%	12%	23%	15%	27%	26%	23%	18%	19%	19%	20%	20%
Neutral	21%	17%	22%	19%	22%	20%	23%	20%	23%	21%	19%	20%	21%	18%
Bad	5%	2%	3%	1%	3%	1%	4%	2%	2%	3%	3%	2%	2%	2%
Very Bad	2%	0%	1%	1%	0%	1%	1%	2%	0%	1%	1%	1%	1%	1%
Don't Know	53%	62%	58%	65%	43%	56%	29%	28%	38%	50%	48%	48%	47%	49%
	277	276	287	257	230	212	191	193	171	2,094	2,082	2,250	2,386	1,222
c. Experience at Memorial Auditorium and/or Tivoli														
Very Good	21%	25%	22%	13%	14%	19%	21%	14%	19%	19%	18%	18%	19%	N/A
Good	39%	33%	33%	34%	40%	38%	39%	39%	38%	37%	39%	36%	37%	N/A
Neutral	14%	15%	18%	15%	21%	15%	14%	22%	17%	17%	15%	17%	15%	N/A
Bad	0%	1%	1%	0%	0%	0%	0%	2%	1%	1%	1%	1%	1%	N/A
Very Bad	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	N/A
Don't Know	25%	26%	26%	37%	23%	27%	26%	23%	25%	27%	27%	27%	27%	N/A
	277	284	282	258	230	211	187	189	170	2,088	2,079	2,256	2,377	N/A
d. Animal control (McKamey)														
Very Good	9%	11%	13%	6%	7%	10%	11%	13%	10%	10%	11%	9%	10%	7%
Good	23%	21%	21%	21%	22%	22%	23%	24%	23%	22%	22%	18%	20%	20%
Neutral	19%	19%	24%	16%	23%	21%	19%	19%	26%	21%	21%	22%	21%	24%
Bad	3%	2%	0%	2%	3%	4%	2%	1%	4%	2%	3%	4%	4%	4%
Very Bad	1%	0%	0%	3%	3%	0%	0%	1%	2%	1%	1%	2%	1%	2%
Don't Know	45%	46%	42%	52%	42%	42%	45%	42%	35%	44%	42%	45%	44%	43%
	274	282	283	256	227	210	184	187	171	2,074	2,053	2,241	2,370	1,208
e. Public libraries														
Very Good	16%	17%	17%	11%	16%	12%	22%	25%	22%	17%	18%	18%	17%	15%
Good	31%	32%	37%	26%	38%	33%	41%	31%	33%	33%	34%	34%	34%	35%
Neutral	20%	18%	16%	19%	17%	16%	15%	15%	18%	17%	16%	17%	17%	19%
Bad	2%	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	2%
Very Bad	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	1%	1%	0%	1%
Don't Know	31%	31%	29%	42%	27%	37%	21%	28%	26%	30%	30%	29%	29%	28%
	275	284	287	259	228	215	189	189	171	2,097	2,083	2,268	2,402	1,218
f. Chattanooga.gov Website														
Very Good	11%	9%	11%	10%	10%	14%	9%	10%	10%	10%	10%	9%	11%	10%
Good	37%	41%	38%	32%	32%	38%	37%	32%	34%	36%	34%	34%	33%	31%
Neutral	19%	20%	21%	20%	30%	18%	26%	26%	26%	23%	22%	24%	23%	26%
Bad	3%	4%	2%	3%	2%	0%	2%	2%	4%	3%	2%	2%	2%	2%
Very Bad	1%	1%	0%	1%	0%	0%	0%	1%	1%	1%	0%	1%	0%	0%
Don't Know	28%	25%	27%	33%	25%	29%	26%	29%	25%	28%	31%	31%	31%	31%
	279	283	285	260	230	215	185	189	168	2,094	2,083	2,246	2,362	1,215
22. Overall, how do you rate the following aspects of City government performance:														
a. Value of services for City taxes paid														
Very Good	10%	9%	4%	9%	8%	7%	4%	9%	4%	7%	7%	7%	7%	5%
Good	38%	45%	38%	36%	32%	41%	37%	35%	32%	37%	37%	35%	35%	35%
Neutral	26%	27%	34%	28%	35%	29%	33%	33%	32%	30%	31%	31%	32%	30%
Bad	13%	9%	12%	14%	13%	14%	9%	7%	18%	12%	13%	14%	14%	16%
Very Bad	6%	2%	7%	5%	4%	3%	4%	5%	4%	5%	5%	6%	5%	6%
Don't Know	7%	7%	5%	7%	8%	6%	14%	11%	9%	8%	7%	7%	8%	8%
	284	285	293	258	233	212	193	195	173	2,126	2,100	2,290	2,429	1,230
b. Overall direction the City is taking														
Very Good	16%	13%	7%	12%	9%	13%	16%	14%	6%	12%	13%	11%	11%	10%
Good	37%	44%	38%	37%	34%	40%	40%	34%	30%	38%	42%	41%	42%	38%
Neutral	24%	28%	34%	29%	30%	26%	27%	31%	41%	30%	27%	30%	30%	29%
Bad	9%	8%	10%	10%	13%	12%	6%	9%	10%	10%	7%	9%	7%	11%
Very Bad	6%	3%	6%	4%	5%	2%	5%	5%	5%	5%	3%	3%	2%	5%
Don't Know	7%	5%	5%	8%	9%	7%	6%	6%	7%	7%	7%	7%	8%	7%
	284	283	291	258	233	212	189	194	174	2,118	2,098	2,291	2,425	1,227
c. Welcoming citizen involvement														
Very Good	12%	10%	6%	12%	9%	9%	8%	15%	8%	10%	10%	10%	9%	8%
Good	30%	43%	34%	32%	29%	39%	39%	29%	30%	34%	32%	33%	34%	31%
Neutral	28%	23%	36%	31%	37%	26%	35%	35%	31%	31%	32%	33%	32%	34%
Bad	7%	5%	6%	7%	9%	8%	4%	6%	10%	7%	6%	6%	6%	8%
Very Bad	5%	2%	4%	3%	1%	2%	3%	4%	5%	3%	2%	3%	2%	4%
Don't Know	18%	18%	13%	16%	16%	16%	11%	12%	17%	15%	17%	16%	16%	16%
	284	280	291	259	232	211	191	195	172	2,115	2,092	2,290	2,414	1,221
23. What is your sex?														
Male	40%	40%	42%	48%	29%	34%	40%	32%	36%	38%	39%	38%	38%	40%
Female	60%	60%	58%	52%	71%	66%	60%	68%	64%	62%	61%	62%	62%	60%
	283	286	291	264	235	214	198	195	177	2,143	2,120	2,309	2,433	1,222

	1	2	3	4	5	6	7	8	9	2016 City Total	2015 City Total	2014 City Total	2013 City Total	2012 City Total
24. What is your age?														
Under 20	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
20-29	9%	8%	7%	8%	3%	4%	13%	5%	6%	7%	6%	6%	7%	8%
30-44	8%	21%	12%	15%	11%	14%	21%	15%	11%	14%	15%	15%	15%	18%
45-59	28%	22%	24%	24%	27%	21%	26%	28%	28%	25%	25%	27%	28%	27%
60-74	37%	30%	38%	33%	42%	37%	28%	34%	38%	35%	35%	33%	33%	30%
Over 74	18%	19%	19%	19%	17%	24%	13%	17%	18%	18%	18%	18%	17%	17%
	280	286	291	261	236	216	198	195	177	2,140	2,127	2,315	2,452	1,240
25. How many years have you lived in Chattanooga?														
Less than 5	13%	13%	10%	18%	6%	10%	17%	10%	8%	12%	12%	10%	10%	12%
5-10 years	11%	9%	11%	9%	5%	7%	15%	7%	5%	9%	10%	9%	10%	10%
11-20 years	13%	17%	11%	13%	6%	10%	11%	11%	11%	12%	10%	10%	11%	10%
More than 20 years	63%	61%	67%	60%	83%	72%	57%	72%	76%	67%	68%	70%	69%	68%
	286	286	292	263	238	216	198	193	178	2,150	2,130	2,311	2,459	1,242
26. Do you own your home, rent your home, or live with someone (rent-free)?														
Own	81%	83%	78%	79%	84%	68%	61%	66%	67%	75%	76%	76%	75%	76%
Rent	19%	16%	21%	19%	15%	32%	38%	33%	32%	24%	24%	23%	24%	23%
Live with Someone (rent-free)	0%	1%	1%	2%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	285	287	293	263	235	216	198	190	176	2,143	2,128	2,309	2,441	1,243
27. In the past 12 months, what was your (individual) pre-tax income?														
No income	2%	3%	2%	3%	4%	3%	5%	10%	7%	4%	4%	4%	4%	4%
Less than \$20,000	16%	8%	13%	11%	20%	17%	28%	36%	25%	18%	20%	20%	20%	20%
\$20,000 - \$34,999	21%	19%	20%	20%	31%	23%	20%	20%	27%	22%	22%	23%	24%	25%
\$35,000 - \$74,999	33%	33%	39%	34%	35%	40%	30%	21%	25%	33%	32%	32%	33%	32%
\$75,000 - \$149,999	20%	21%	20%	24%	9%	15%	11%	9%	13%	16%	16%	15%	14%	14%
\$150,000 or more	9%	15%	7%	8%	1%	3%	6%	4%	2%	7%	6%	5%	5%	5%
	269	263	256	244	211	211	186	184	163	1,987	1,945	2,127	2,225	1,135
28. Which of these is closest to describing your ethnic background?														
Caucasian/White	91%	95%	85%	83%	37%	77%	63%	31%	38%	70%	73%	72%	72%	72%
African-American/ Black	4%	2%	9%	9%	59%	18%	31%	65%	60%	25%	23%	24%	24%	23%
Asian or Pacific Islander	1%	2%	1%	3%	0%	0%	1%	1%	0%	1%	1%	1%	2%	2%
Native American/Indian	0%	0%	0%	1%	0%	0%	1%	1%	1%	0%	1%	1%	1%	0%
Hispanic/Latino	1%	0%	2%	2%	0%	2%	5%	2%	0%	2%	1%	1%	1%	1%
Other	2%	0%	2%	2%	3%	2%	0%	1%	2%	2%	1%	1%	1%	2%
	282	285	288	260	232	214	198	192	173	2,124	2,106	2,278	2,427	1,218
29. How much education have you completed?														
Elementary	0%	0%	0%	0%	1%	2%	1%	1%	1%	1%	1%	1%	1%	0%
Some high school	3%	2%	1%	3%	4%	3%	12%	8%	8%	4%	5%	6%	6%	5%
High school grad or equivalent	17%	13%	16%	16%	25%	18%	25%	29%	20%	19%	17%	19%	18%	18%
Some college	26%	20%	28%	24%	34%	29%	17%	29%	29%	26%	27%	27%	29%	27%
College grad or more	53%	66%	55%	57%	36%	48%	45%	33%	41%	50%	50%	47%	47%	49%
	283	286	289	262	236	217	196	192	177	2,138	2,120	2,299	2,452	1,237
Response Rates	26%	26%	27%	24%	22%	20%	18%	18%	16%	22%	22%	25%	26%	24%
Margin of Error	±5.68	±5.68	±5.59	±5.93	±6.24	±6.57	±6.82	±6.84	±7.22	±2.07	±2.08	±1.99	±1.93	±2.74

NOTES:

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

City of Chattanooga Council Districts



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

Chip Henderson, District 1
Jerry Mitchell, District 2*
Ken Smith, District 3
Larry Grohn, District 4
Russell Gilbert, District 5
Carol Berz, District 6
Chris Anderson, District 7
Moses Freeman, District 8**
Yusuf Hakeem, District 9

**Chairman
*Vice-Chairman



Survey Form

2015 Chattanooga Community Survey

For each question, mark with an X the one box that best fits your opinion. Use a black or blue pen, if possible.

Q1 Overall, how do you rate the quality of life in Chattanooga:

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
Chattanooga as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your neighborhood as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chattanooga as a place to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chattanooga as a place to raise children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chattanooga as a place to retire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 How safe would you feel walking alone during the day:

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
In your neighborhood?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the park closest to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downtown?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 How safe would you feel walking alone at night:

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
In your neighborhood?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the park closest to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downtown?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Did anyone break into, or burglarize, your home during the last 12 months? Yes..... No.....

If yes, was it reported to the police? Yes..... No.....

Q5 Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months? Yes..... No.....

If yes, was it reported to the police? Yes..... No.....

Q6 Did you call 9-1-1 for an emergency during the last 12 months? Yes..... No.....

If yes, how do you rate the services you received on the phone from the 9-1-1 calltaker?
 Very Good..... Good..... Neutral..... Bad..... Very Bad.....

Q7 How do you rate police services on the following:

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

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

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

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

Survey Form

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

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

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

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

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

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

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

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

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

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

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

Q15 How do you rate City streets on:

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

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

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

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

Survey Form

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"/>

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+
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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"/>
Attended an event at Memorial Auditorium or Tivoli	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Used/visited McKamey Animal Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visited the Chattanooga.gov website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Been involved in a community project or attended a public meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 Overall, how do you rate the quality of each of the following services:
Very Good Good Neutral Bad Very Bad Don't Know

3-1-1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus services (CARTA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Experience at Memorial Auditorium and/or Tivoli	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Animal control (McKamey)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chattanooga.gov Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22 Overall, how do you rate the following aspects of City government performance:
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"/>

Survey Form

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

What is your sex? 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 _____

Council District _____

ANOVA Significance Testing Results

Question	Description	2016 to 2015 Result of Significance Testing	2016 to 2014 Result of Significance Testing	2016 to 2013 Result of Significance Testing	2016 to 2012 Result of Significance Testing	2015 to 2014 Result of Significance Testing	2015 to 2013 Result of Significance Testing	2015 to 2012 Result of Significance Testing
q1a	Chatt as a place to live	YES	NO	NO	NO	NO	NO	NO
q1b	Your neighborhood as a place to live	YES	YES	YES	YES	NO	NO	NO
q1c	Chatt as a place to work	NO	NO	NO	NO	NO	NO	NO
q1d	Chatt as a place to raise children	YES	YES	YES	YES	NO	NO	NO
q1e	Chatt as a place to retire	NO	NO	NO	NO	YES	NO	YES
q2a	Safe during day - neighborhood	NO	NO	NO	NO	NO	NO	NO
q2b	Safe during day-park closest to you	NO	NO	NO	NO	NO	NO	NO
q2c	Safe during day - downtown	NO	NO	NO	NO	NO	YES	NO
q3a	Safe at night - neighborhood	NO	NO	NO	NO	NO	NO	NO
q3b	Safe at night-park closest to you	NO	NO	NO	NO	NO	NO	NO
q3c	Safe at night - downtown	YES	YES	NO	NO	NO	YES	NO
q4a	Break in home	NO	NO	NO	NO	NO	NO	NO
q4b	Reported to police	NO	NO	NO	NO	NO	NO	NO
q5	Break in vehicle	NO	NO	NO	NO	NO	NO	NO
q5a	Reported to police	NO	NO	NO	NO	NO	NO	NO
q6	Call 9-1-1	NO	NO	NO	NO	NO	NO	NO
q6a	Services received from 9-1-1	NO	NO	NO	NO	NO	NO	NO
q7a	Overall quality of police services	NO	YES	NO	NO	NO	NO	NO
q7b	Conduct of police officers	NO	NO	NO	NO	NO	NO	NO
q7c	Speed of response	NO	NO	NO	NO	NO	NO	NO
q8	Use fire or emergency medical services	NO	NO	NO	NO	NO	NO	NO
q8a	Overall quality of fire or ems	NO	NO	NO	NO	NO	NO	NO
q8b	Speed of fire or ems	NO	NO	NO	NO	NO	NO	NO
q9a	Garbage pick-up	NO	NO	NO	NO	NO	NO	NO
q9b	Yard waste pickup	NO	NO	NO	YES	NO	NO	YES
q9c	Curbside recycling	NO	YES	YES	YES	YES	YES	YES
q9d	Water quality	NO	YES	NO	YES	NO	NO	YES
q9e	Storm drainage	NO	YES	YES	YES	NO	NO	NO
q9f	Sewers	NO	YES	NO	NO	NO	NO	NO
q10a	Visit any City park	NO	NO	NO	NO	NO	NO	NO
q10b	Visit a city park near home	NO	NO	NO	NO	NO	NO	NO
q11a	parks well-maintained landscaping	NO	NO	NO	NO	NO	NO	NO
q11b	parks well-maintained facilities	NO	NO	NO	NO	NO	NO	NO
q11c	Playgrounds	NO	NO	NO	NO	NO	NO	NO
q12a	Participate in recreation	NO	NO	NO	NO	NO	NO	NO
q13a	Affordability	NO	NO	NO	NO	NO	NO	NO
q13b	Variety	NO	NO	NO	NO	NO	NO	NO
q13c	Quality	NO	NO	NO	NO	NO	NO	NO
q14a	Traffic flow @ peak	NO	YES	YES	YES	NO	YES	NO
q14b	Traffic flow @ off-peak	NO	NO	NO	NO	NO	NO	NO
q15a	Smoothness	NO	YES	YES	YES	NO	YES	YES
q15b	Cleanliness	NO	NO	YES	NO	NO	NO	NO
q15c	Speeding vehicles	NO	NO	NO	NO	NO	NO	NO
q15d	Safety of pedestrians	NO	NO	NO	NO	NO	NO	NO
q15e	Safety of bicyclists	NO	YES	NO	NO	NO	NO	NO
q16	Commercial development w/in 12 mths	YES	YES	YES	YES	NO	NO	NO
q16a	Commercial develop - attractiveness	NO	NO	NO	NO	NO	YES	NO
q16b	Commercial develop - neighborhood	NO	NO	NO	NO	NO	NO	NO
q17	Residential development	NO	NO	NO	NO	NO	NO	NO
q17a	Residential develop - attractiveness	NO	NO	NO	NO	NO	NO	NO
q17b	Residential develop - neighborhood	NO	NO	NO	NO	YES	NO	NO
q18a	Housing affordability	NO	NO	NO	NO	NO	NO	NO
q18b	Physical condition	NO	NO	NO	NO	NO	NO	NO
q18c	Closeness to parks	NO	NO	NO	NO	NO	NO	NO
q18d	Public transit	NO	NO	NO	NO	NO	NO	NO
q18e	Access to shopping	NO	NO	NO	NO	NO	NO	NO
q18f	On-street parking	NO	NO	NO	NO	NO	NO	NO
q18g	Street lighting	NO	NO	NO	NO	NO	NO	NO
q18h	Availability of sidewalks	NO	NO	NO	NO	NO	NO	NO
q19	Chatt as place to do business	NO	NO	NO	NO	NO	NO	NO
q19a	Do you own a business	NO	NO	NO	NO	NO	NO	NO
q19b	How many employees	NO	NO	NO	NO	NO	NO	NO
q20a	Called 311	NO	NO	NO	NO	NO	NO	NO
q20b	Ride a bus	NO	NO	NO	NO	NO	NO	NO
q20c	Public Library	NO	NO	NO	NO	NO	NO	NO
q20d	Event a Memorial or Tivoli	NO	NO	NO	NO	NO	NO	NO
q20e	Used McKamey	NO	NO	NO	NO	NO	NO	NO
q20f	Visited website	NO	YES	NO	YES	NO	NO	NO
q20g	Been involved in community	NO	NO	NO	NO	NO	NO	NO
q21a	Quality of 311	NO	NO	NO	NO	NO	NO	NO
q21b	Bus service	NO	NO	NO	NO	NO	NO	NO
q21c	experience at Memorial	NO	NO	NO	NO	NO	NO	NO
q21d	McKamey	NO	NO	NO	YES	YES	NO	YES
q21e	Public Libraries	NO	NO	NO	NO	NO	NO	NO
q21f	Chattanooga.gov Website	NO	NO	NO	NO	NO	NO	NO
q22a	Value of services	NO	NO	NO	NO	NO	NO	NO
q22b	Overall direction	YES	NO	NO	NO	NO	NO	YES
q22c	Welcoming citizen involvement	NO	NO	NO	NO	NO	NO	NO
q23	Sex	NO	NO	NO	NO	NO	NO	NO
q24	Age	NO	NO	NO	NO	NO	NO	YES
q25	Years lived in Chattanooga	NO	NO	NO	NO	NO	NO	NO
q26	Own, rent or rent-free	NO	NO	NO	NO	NO	NO	NO
q27	Pre-tax Income	NO	NO	NO	NO	NO	NO	NO
q28	Ethnic background	NO	NO	NO	NO	NO	NO	NO
q29	Education	NO	NO	NO	NO	NO	NO	NO
Green Shading Indicates Significant Change Identified								

City of Chattanooga Tennessee

Addendum to 2016 Community Survey: District Summaries

District 1

Overall, District 1 residents rate the quality of life in Chattanooga positively. Residents feel especially positive about Chattanooga as a place to live, with 92% of residents rating Chattanooga as very good or good. This is a 5 percentage point increase from 2012. Residents continue to indicate they feel safe during the day in their neighborhoods, parks and downtown. However, residents felt less safe in their neighborhoods at night, reporting a 9 percentage point decrease in satisfaction from 2012. Satisfaction with quality of police services has improved by 14 percentage points since 2012. 64% of residents rate the conduct of officers as very good or good, increasing by 10 percentage points since 2012. Overall, residents continue to be pleased with fire and emergency services. However, satisfaction with the speed of response has shown significant decrease, 16 percentage points since 2015. District 1 residents continue to indicate dissatisfaction with quality of streets and traffic flow during peak hours (only 27% rate traffic flow as very good or good.) District 1 reported the lowest amount of new commercial development and availability of public transit.

District 2

District 2 residents gave the highest satisfaction ratings to Chattanooga as a place to live, place to work and raise children. Safety ratings in residents' neighborhood during the day and at night are positive but they feel more unsafe at night in parks and downtown. Residents have the highest satisfaction rating for police and emergency services. Overall, ratings for city services remain positive in 2016. Residents rated garbage pick-up and curbside recycling higher than residents in the other 8 districts. Satisfaction with traffic flow during peak hours and smoothness of streets is low at 33%. Satisfaction has decreased by 14 and 10 percentage points since 2012, respectively. Although, District 2 has the highest satisfaction ratings for traffic flow during off peak hours, the ratings have decreased in satisfaction by 8 percentage points. Satisfaction with street lighting shows a steady decline of 75% to 64% rating very good or good since 2012.

District 3

District 3 residents are generally satisfied with the quality of life in Chattanooga. Satisfaction with city services is positive. Residents feel safe in their neighborhood and parks. However, residents feel unsafe downtown at the night. The (negative) rating of unsafe or very unsafe increased by 25 percentage points since 2012. Satisfaction with smoothness of streets is low. Since 2012, the rating of city streets' smoothness as very good or good has dropped 16 percentage points. Satisfaction with traffic flow during peak hours has decreased by 19 percentage points since 2012. On street parking satisfaction has increased by 16 percentage points since 2012.

City of Chattanooga Tennessee

Addendum to 2016 Community Survey: District Summaries

District 4

District 4 residents give high marks for their neighborhood as a place to live, with 91% rating their neighborhood as very good or good. This is the highest rating among the districts. Resident ratings of safety during the day have increased positively since 2012. However, resident's satisfaction with traffic flow during off-peak hours has continued to decrease (by 15 percentage points since 2012). District 4 also has the lowest satisfaction with traffic flow during peak hours, with only 23% rating traffic flow as very good or good. District 4 residents are the least likely to ride CARTA with 92% never riding a local bus. The highest amount of new commercial and residential development continues in District 4. Residents reported the highest satisfaction ratings in housing conditions, closeness of parks and open spaces, and access to shopping and other services.

District 5

District 5 reported the lowest rating of safety in a park closest to them day or night. Only 13% rated safety at night in the park closest to them as very safe or safe. District 5 gave the lowest satisfaction rating for the conduct of police officers, with only 54% rating conduct as very good or good. Overall, residents give high ratings of satisfaction with citywide services. Satisfaction with curbside recycling increased 21 percentage points since 2012. District 5 residents gave the lowest satisfaction ratings for smoothness and cleanliness of city streets with only 16% rating smoothness as very good or good. They also had the highest dissatisfaction with speeding vehicles. District 5 reported the least amount of new residential development. Residents are the least satisfied with availability of sidewalks, with only 15% rating availability as very good or good. Residents in District 5 were least likely to own a business.

District 6

While District 6 residents positively rate Chattanooga as a place to live, their satisfaction with Chattanooga as a place to raise children dropped 11 percentage points since 2012. District 6 residents rated downtown safety the lowest of all Districts. Their overall perception of safety in their neighborhood and downtown has declined since 2012. Residents have high ratings of satisfaction with citywide services. Residents are the least likely to visit a park near their home. Resident's satisfaction ratings are declining for traffic flow, smoothness and cleanliness of streets. Satisfaction with traffic flow during off-peak hours has decreased by 27 percentage points since 2012. Residents rated the attractiveness of new residential development as positive. Residents continue to be satisfied with their neighborhood affordability and access to shopping. District 6 residents were dissatisfied with availability of on-street parking and sidewalks.

City of Chattanooga Tennessee

Addendum to 2016 Community Survey: District Summaries

District 7

District 7 residents overall rate the quality of life in Chattanooga positively. Residents also report the highest rating of safety downtown during the day, with 74% feeling very safe or safe. While residents are dissatisfied with safety at night, overall perception has improved since 2012. District 7 residents were least satisfied with emergency services and speed of response. Residents reported the lowest satisfaction with garbage pick-up, yard waste and curbside recycling (their satisfaction level has remained constant since 2012). They have the highest rating of walking distance to public transit and availability to sidewalks. They also report an increase in satisfaction with open parks and spaces. Overall, residents are dissatisfied with the value of services received and the direction the City is taking.

District 8

District 8 residents continue to have the lowest satisfaction with their neighborhoods as a good place to live, raise children, and retire. Also, they feel the most unsafe in their neighborhood at night. Residents report being generally satisfied with city services. However, quality of police services received the lowest rating from residents in District 8. While traffic flow during peak hours received the best rating from residents in this district, satisfaction has decreased 15 percentage points since 2012. City streets continue to receive low rating of satisfaction in 2016.

District 9

District 9 residents are the least satisfied with the overall direction of the City and value of services for taxes paid. While residents were more likely to attend public meetings and be involved in community projects, they had the highest rating of dissatisfaction with City government welcoming their involvement. Generally, residents are dissatisfied with safety (during the day and night) in their neighborhoods, parks and downtown. Traffic flow during off-peak hours received the lowest rating from District 9 residents. Only 36% rated traffic flow as very good or good, a decrease of 24 percentage points from 2012. Overall, residents are dissatisfied with the quality of their neighborhoods including physical condition of housing, on-street parking, and availability of sidewalks.