

City of Chattanooga

2023 Community Survey Results

September 2023



Stan Sewell, CPA, CGFM, CFE
City Auditor

Office of Internal Audit
Chattanooga, TN



OFFICE OF INTERNAL AUDIT

Stan Sewell, City Auditor

September 5, 2023

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

RE: City of Chattanooga 12th Annual Community Survey Results

This report presents the results of our 12th annual Community Survey. We asked Chattanooga residents about their views on a variety of city services, and over 4,000 residents responded from May to July.

Chattanooga residents continue to give high ratings to their city and neighborhoods on key quality of life indicators in 2023. Chattanooga residents believe the City is a good place to live, work, raise a family and retire. A review of the data reveals the highest areas of concern relate to street conditions, housing affordability, public safety and traffic related issues. The 2023 survey, like previous surveys, often showed significant differences in opinions based on the council district surveyed.

We mailed, to each household in the City, postcards with a link allowing residents to complete the survey online. Five percent of households receiving the postcards responded. We provide a detailed discussion of processes and procedures used for data collection in the methodology section of our report. We calculated the citywide survey accuracy to be within ± 1.49 percent.

In comparing the demographic information provided by survey respondents to 2020 Census data, we found our survey respondents are older and more educated than the population as a whole. We also found minorities are under-represented among those who responded to our survey. These demographic differences are relatively consistent with that of respondents in the comparison years presented in this report.

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

important for readers to recognize many insights may be gained by analyzing the data independently. Raw results and summarized tables are provided in excel format on the City's website at chattanooga.gov/internal-audit/community-surveys.

We want to thank the 4,124 Chattanoogaans who took the time to complete the survey online. In addition, we want to thank the Electric Power Board and the City's mailroom staff for their assistance with this effort.

Respectfully,

Stan Sewell, CPA, CGFM, CFE
City Auditor

Attachments

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

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Raw Data (in Microsoft Excel):

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

Detailed Results (in Microsoft Excel):

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

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

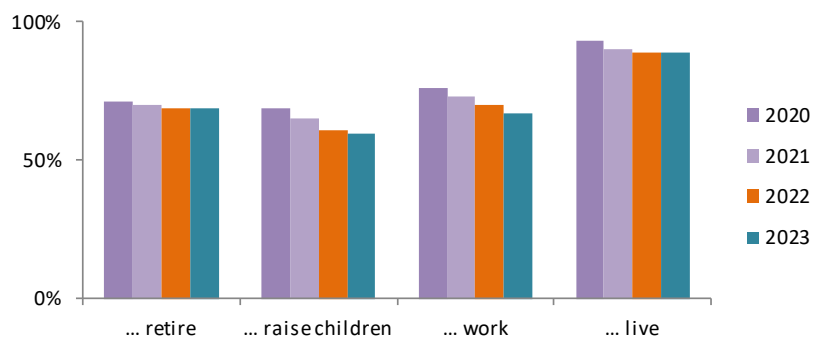
www.chattanooga.gov/internal-audit/community-surveys

Introduction

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

The Office of Internal Audit (OIA) conducted a survey of Chattanooga residents to gather their views of city services. This report provides an overview of perspectives expressed by 4,124 residents who responded to the online survey.

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



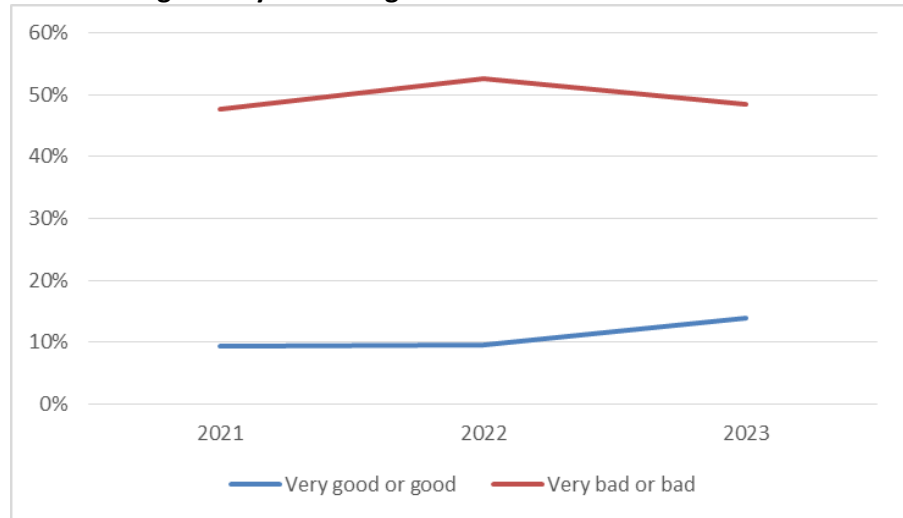
Chattanoogans continue to give high ratings to their city and neighborhoods overall; lower ratings of value received from city government for taxes paid; and mixed reviews for the various city services. Although opinions in many areas remained consistent with prior years, we noted the following key areas for 2023.

- Although 65 percent of residents were positive about traffic flow during off-peak hours, the positive rating decreased 5 percentage points from 2022.
- Resident's opinions on pedestrian safety continues to be low. Twenty-seven percent rated the safety of pedestrians as very good or good, a 3 percentage point decrease from 2022 and a 6 percentage point decrease from 2021.
- Resident's ratings of curbside recycling has improved. Seventy-seven percent of residents rated curbside recycling as very good or good, a 4 percentage point increase from 2022.
- Public library usage has increased with 51 percent of residents visiting the library at least once in the previous 12 months, an increase of 5 and 13 percentage points from 2022 and 2021, respectively. Eighty-three percent of residents using the libraries opined the quality of services are very good or good.
- Resident's opinions of the quality of 3-1-1 services have declined with 73 percent rating 3-1-1 services as very good or good, a decrease of 3 percentage points from 2022 and 4 percentage points from 2021.

Introduction

In 2023, fourteen percent rated the City's handling of homelessness as good or very good, a 4 percentage point increase of positive perceptions from 2022 (10%). Forty-eight percent of respondents rated the City's handling of homelessness as bad or very bad, a 5 percentage point decrease of negative perceptions from 2022 (53%).

Resident ratings of City's handling of homelessness



This report contains highlights of survey results for the following city service areas: public safety, public works, transportation, parks, recreation, and community development.¹ In addition, we include a section explaining how we conducted the community survey and prepared the report. Survey data (including areas not highlighted within the report) is provided beginning on page 19.

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

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

Public Safety

OVERVIEW

Overall satisfaction with police and fire remain positive in 2023. While most residents feel safe in their neighborhoods and parks during the day, residents report feeling less safe downtown, particularly at night.

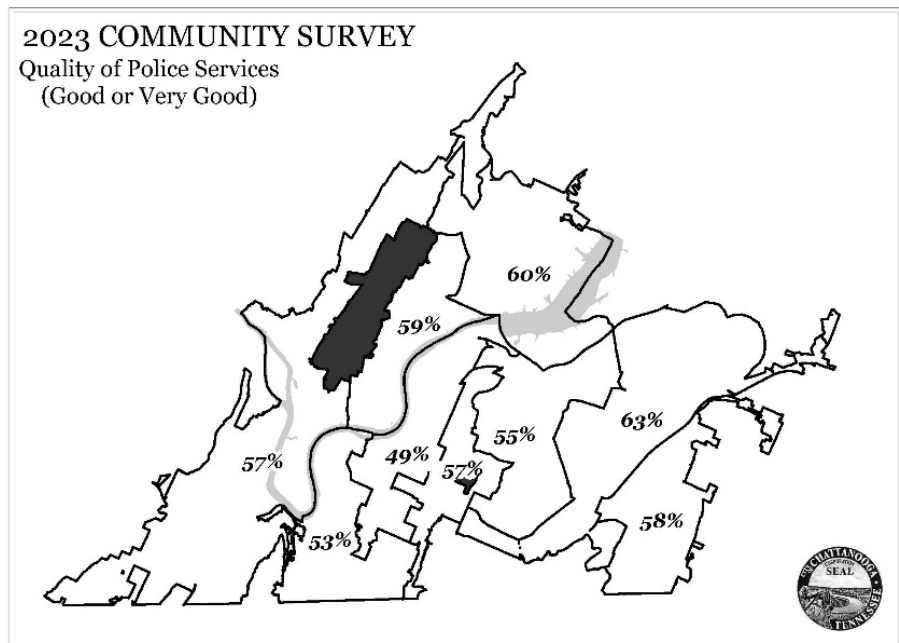
Overall resident ratings of Police

(percent very good or good)

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

ANALYSIS

A majority of residents rate the quality of police and fire services positively. The 12% of residents indicating they had an emergency interaction with police gave more positive ratings than others. Sixty-nine percent of residents with an emergency interaction rated police services as good or very good. Seventy-five percent rated police conduct as good or very good, a 7 percentage point improvement over 2022. Sixty-six percent of residents with an emergency interaction rated speed of police response as good or very good. Overall² ratings of police services by city council district are presented below:



Quality of police services vary by district. Positive ratings for quality of services have improved 6 percentage points in Districts 6, 7 and 9, when compared to the prior year. Residents rating police conduct as good or very

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

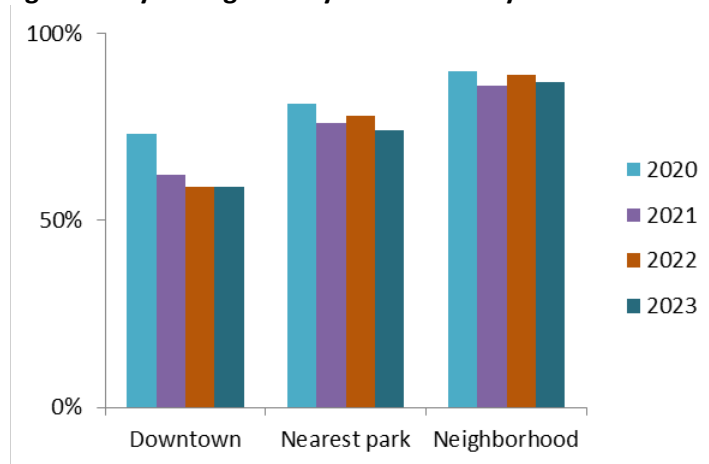
Public Safety

good decreased by 3 percentage points in District 3 but improved by 6 percentage points in District 5; 4 percentage points in District 7; and 11 percentage points in District 9.

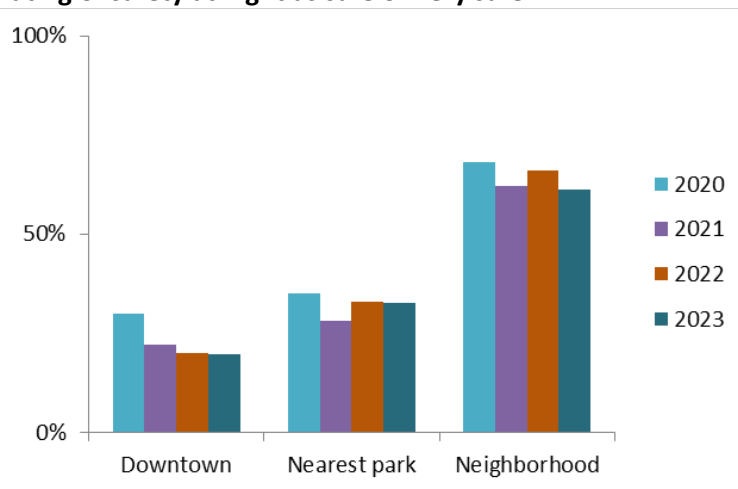
Positive ratings of Fire department services remained unchanged from 2022. Overall, 58 percent of respondents perceived the quality of fire services as good or very good. Fifty-three percent rated the conduct of personnel as good or very good and 54 percent rated the speed of response as good or very good.

Citywide, residents do not feel safe in their nearest park or downtown at night. In 2023, 52 percent of residents surveyed indicate they feel unsafe or very unsafe walking alone at night downtown. Residents feel safest in their neighborhood during the day. Feelings of safety during the night in their neighborhoods decreased 5 percentage points from 2022 with 61 percent of respondents rating safety as good or very good.

Rating of safety during the day as safe or very safe

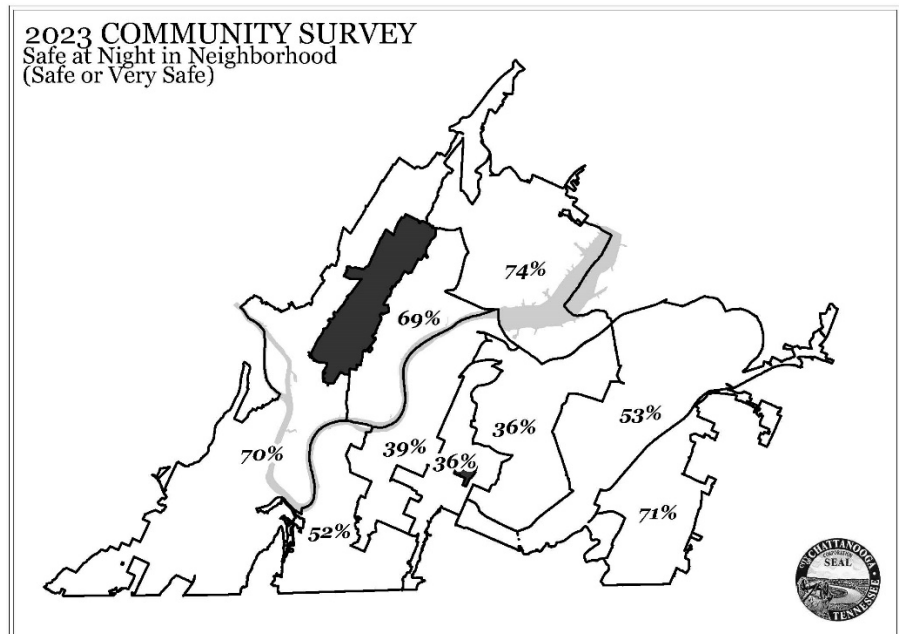


Rating of safety at night as safe or very safe



Public Safety

Feelings of safety at night in neighborhoods vary substantially among council districts. The highest positive ratings of perceived night safety are in Districts 3 and 4, at 74 and 71 percent, respectively. City Council Districts 5 and 9 report the lowest positive rating at 36 percent.



Public Works and Transportation

OVERVIEW

Resident satisfaction with Public Works services is positive overall in 2023. The vast majority of residents rate satisfaction with Public Works/Sanitation Services as very satisfied or somewhat satisfied. Ratings in the basic Public Works service areas of garbage, yard waste and curbside recycling have been highly rated in the past.

Residents continue to be less enthusiastic about transportation related issues. Ratings on smoothness of streets have been poor since we began conducting the survey in 2012. Overall perceptions of traffic flow during off-peak hours remain positive while residents are less positive about traffic flow during peak hours. We noted perceptions of safety for pedestrians and bicyclists continue to trend downward with only 27 percent and 20 percent of respondents giving positive ratings, respectively.

ANALYSIS

Overall satisfaction with Public Works services is positive. However, satisfaction with water quality, storm drainage and sewer³ services do not rate as well as the traditional sanitation services. Eighty-eight percent of residents who responded with an opinion are very satisfied or somewhat satisfied with garbage pick-up. Sixty-eight percent are very satisfied or somewhat satisfied with yard waste pick-up. Satisfaction with curbside recycling improved 4 percentage points from 2022.

Resident ratings stating an opinion of Public Works services

(percent with an opinion very satisfied or somewhat satisfied)

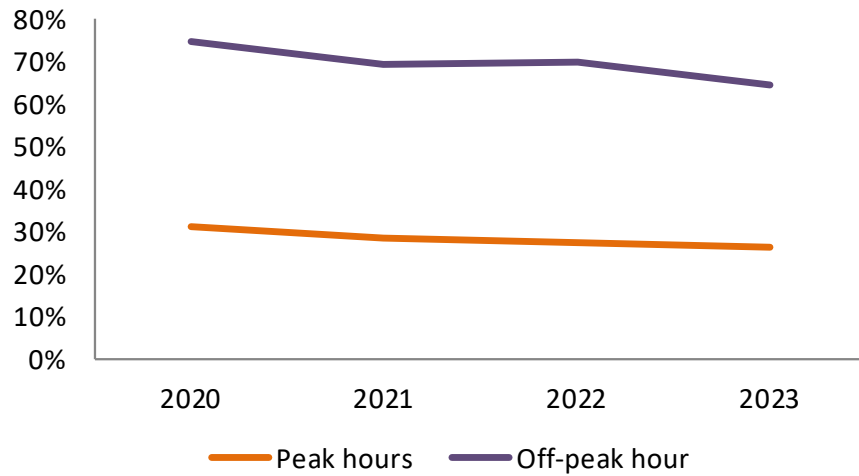
	2023	2022	2021	2020
Garbage pick-up	88%	88%	89%	91%
Yard waste pick-up	68%	69%	70%	76%
Curbside recycling	77%	73%	76%	80%
Water quality of lakes and streams	53%	55%	58%	60%
Storm drainage			49%	51%
Sewer			52%	57%
Storm drainage & sewers	50%	49%		
Access to City parks and Greenways	80%	83%		

Overall positive ratings on traffic flow have trended negative. Residents rating traffic flow during peak hours as very good or good declined from 31% in 2020 to 26% in 2023. Ratings of very good or good during off-peak hours also trended down from 75% in 2020 to 65% in 2023, as depicted in the following exhibit.

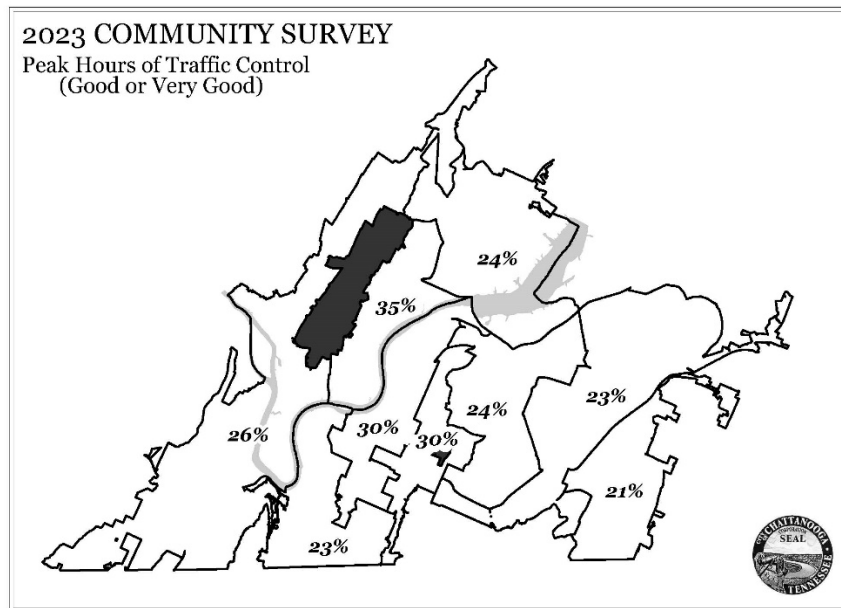
³ The question was changed in 2022 and combines storm drainage & sewer. The combined rating of good and very good is 50% in 2023 which is consistent when compared to the 2021 separated results.

Public Works and Transportation

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



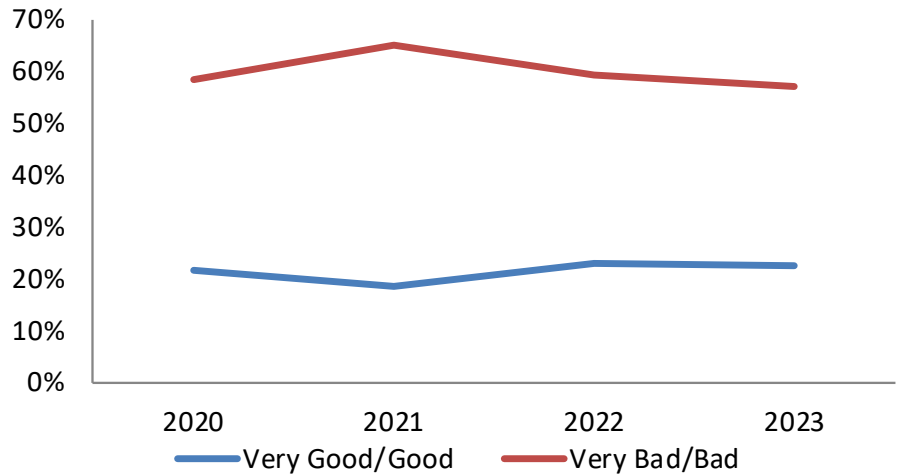
As illustrated in the following exhibit, District 4 has the lowest (21%) positive perception of peak hour traffic flow while District 2 indicates the highest positive perception at 35 percent.



Public Works and Transportation

Positive perception of street smoothness and cleanliness of city streets remains low. Only 22% of residents rated the smoothness of city streets as very good or good. However, negative perceptions about smoothness decreased 2 percentage points compared to the prior year and 8 percentage points compared to 2021. This indicates a positive trend.

Residents rating of smoothness of streets



In 2023, thirty-eight percent of residents rated the cleanliness of city streets as very good or good, a 3 percentage point decrease in positive ratings since 2021. Speeding vehicles continue to concern residents with only 19 percent of residents providing a good or very good rating.

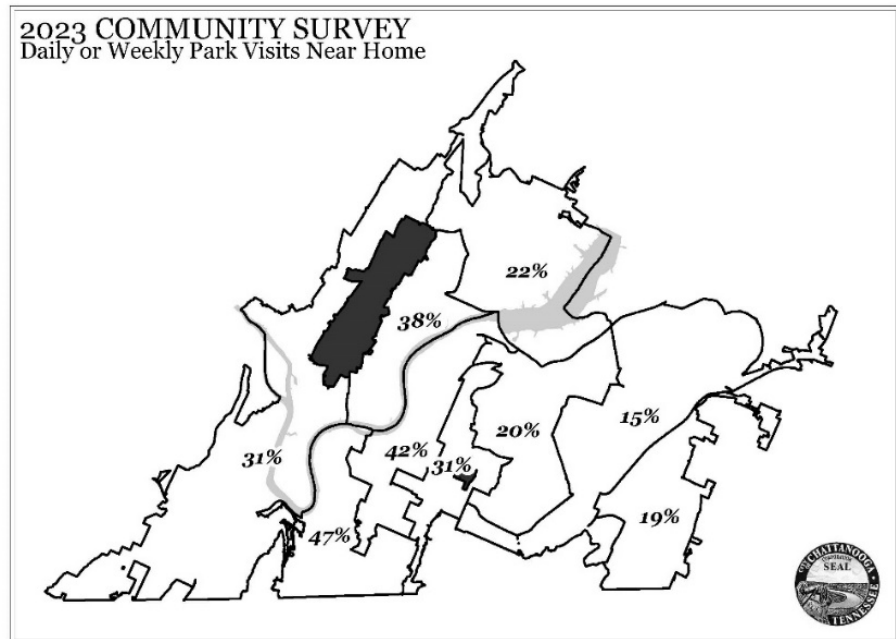
Parks and Recreation

OVERVIEW

In 2023, residents rate city parks and recreation programs positively. Forty-nine percent visited a city park at least monthly. For those visiting, the majority rated the cleanliness (84%) and beauty (85%) of city parks as good or very good.⁴ The majority of residents also rated city parks easy to find (83%).

ANALYSIS

Seventy-six percent of residents report visiting a city greenway or trail in the past 12 months. Eighty-five percent visit a city park at least a few times per year. Twenty-nine percent of residents report visiting a city park on a daily or weekly basis. Utilization of parks varies significantly among the nine council districts. The highest rate of regular park visits is 47 percent by residents in District 7; the lowest is 15 percent by residents in District 6.

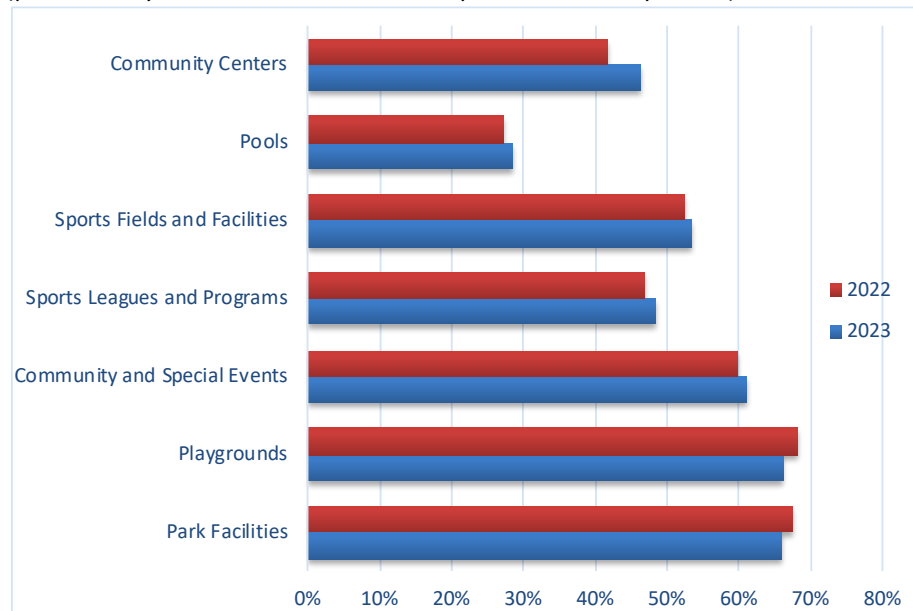


Residents who registered an opinion rate the quality of playgrounds, park facilities, community special events, and sports fields and facilities favorably. Residents had less favorable opinions of sports leagues and programs, pools and community centers. However, positive perception of community centers improved 4 percentage points from 2022 (42%). The following chart provides a graphical representation of these perceptions.

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

Parks and Recreation

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

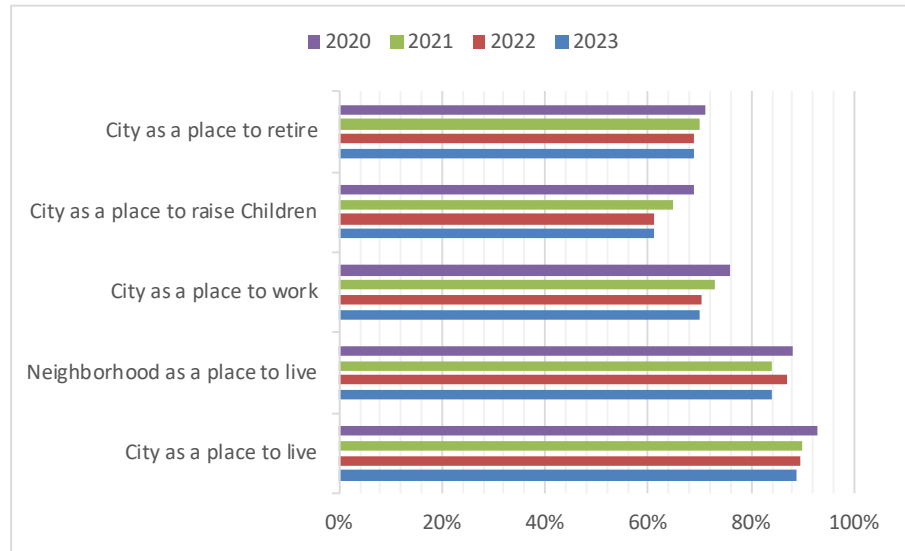


Economic and Community Development

OVERVIEW

Overall satisfaction with economic and community development remained positive in 2023. Residents rate their city and neighborhood highly on livability. Business owners continue to indicate Chattanooga is a good place to do business. Housing affordability, on-street parking, sidewalk availability and closeness to public transit continues to concern residents.

Resident ratings of livability
(percent very good or good)



ANALYSIS

Citywide, 89 percent of residents feel positively about their city as a place to live. With regard to ratings related to neighborhood livability, residents remain positive about the physical condition of housing, the proximity of parks and access to shopping and services. Residents are not as positive about their ability to walk to public transit (32%), availability of sidewalks (37%) and on-street parking (36%). Resident’s feelings about aspects of neighborhood livability vary by council district as represented below:

Neighborhood Livability Factors 2023
(percent very good or good)

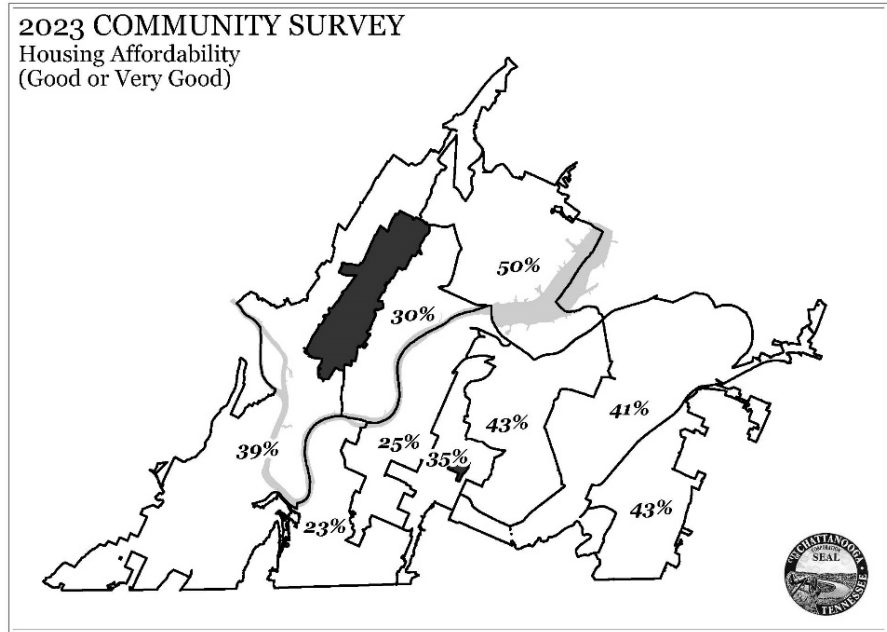
Council District	Close to parks	Close to transit	Access to shopping	Sidewalk availability	On-street parking	Housing Conditions	Housing Affordability
1	65%	16%	67%	41%	29%	65%	39%
2	76%	46%	85%	36%	49%	70%	30%
3	73%	8%	82%	24%	32%	76%	50%
4	69%	14%	91%	37%	30%	75%	43%
5	55%	34%	52%	15%	24%	53%	43%
6	53%	35%	77%	23%	31%	67%	41%
7	80%	74%	68%	72%	49%	57%	23%
8	68%	68%	38%	65%	50%	48%	25%
9	46%	43%	31%	37%	34%	46%	35%

Sixty-six percent of residents feel positively about the physical condition of housing in their neighborhoods. Ratings of housing condition vary widely by

Economic and Community Development

council district, with the highest positive ratings in District 3 (76%) and the lowest positive ratings in District 9 (46%).

In 2023, 38 percent of resident's rate housing affordability in their neighborhood positively. The most positive rating on affordability is in District 3 with 50 percent. The lowest rating on housing affordability is in District 7 with 23 percent reporting positively.



In 2023, 35 percent of residents reported new commercial developments in their neighborhoods. Fifty-four percent feel positively about the attractiveness of the development. Only 39% percent of residents indicate the additions are an improvement to their neighborhood as a place to live. Fifty percent of residents reported new residential developments in their neighborhood. Sixty percent rate the attractiveness of the development favorably and 41 percent feel the development is an improvement to their neighborhood.

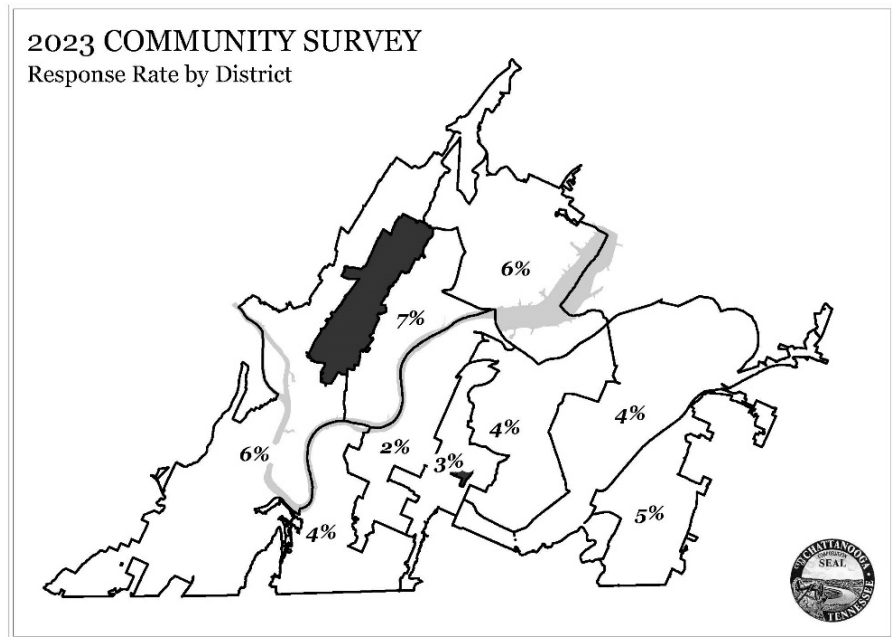
Survey Methodology

OIA conducted its Community Survey for the twelfth year in 2023. Responses were received from May through July. Questions on the survey request residents' views of satisfaction with services the City of Chattanooga provides. These results inform the public and help city leaders to better manage city services and resources.

For the first time, the survey was collected using an online survey only. Paper surveys were not mailed unless requested. For 2023, we mailed 82,832 postcards to 100% of Chattanooga households providing the opportunity to complete the survey online. Survey responses are anonymous.

Response Rate

In May 2023, we mailed the postcards to all residents in Chattanooga. Online surveys were collected through July 31, 2023. Of the 82,832 postcards mailed, we received 4,124 completed surveys, resulting in a citywide response rate of 5 percent. Response rates by city council district are represented below.



Mailed Survey Impact on Comparability

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

Survey Reliability

The citywide survey margin of error, at the conventional 95 percent confidence level, is ± 1.49 percent based on the 4,124 completed surveys received online. Within each of the nine city council districts, the margin of error ranges from ± 3.58 to ± 7.58 percent. The confidence level is a measure

of the certainty that the responses would be the same (within the margin of error) if another random sample was taken.

Representativeness of Respondents

We compared demographic information supplied by respondents to 2020 Census data in order to assess how closely our sample matched official census demographics. On a citywide level, our survey respondents are older and more educated than the population as a whole. We found that minorities are under-represented among our respondents. These demographic differences are relatively consistent with that of respondents in the comparison years presented in this report.

Survey Analysis

In conducting this survey, we reviewed data by the city service areas of public safety, public works, parks, recreation, and community development. Trend analysis is focused on the current opinions compared to those in prior years. We reviewed positive (very good and good responses combined), neutral, and negative (bad and very bad responses combined), but largely focused our analysis on positive ratings, except where analysis of negative ratings was clearly warranted.

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

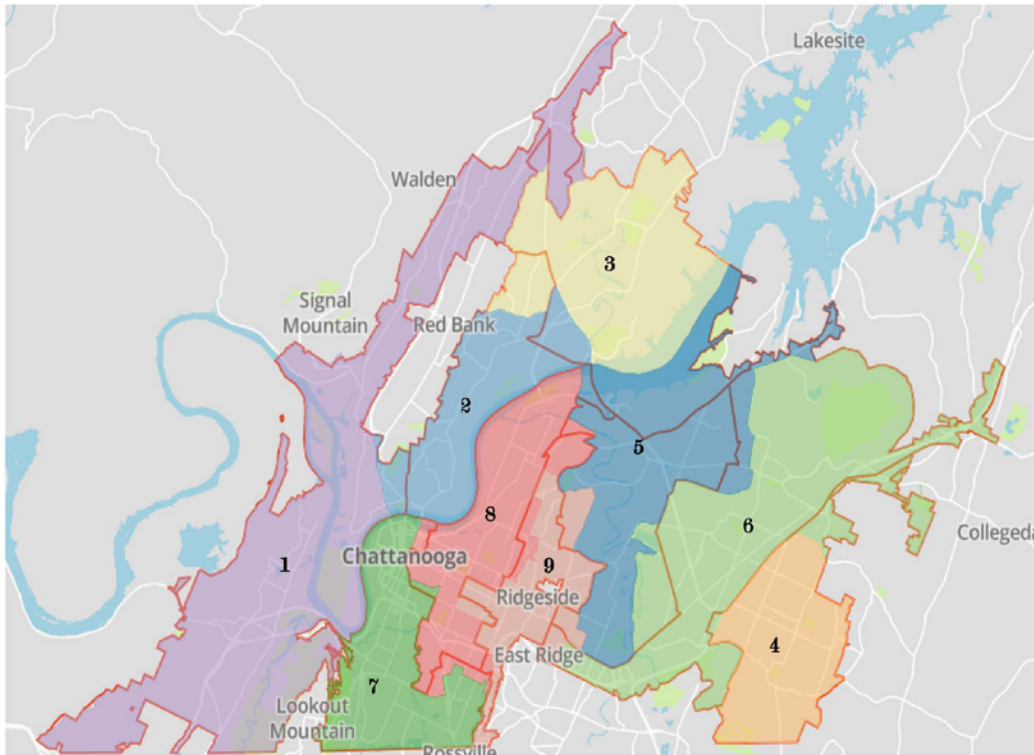
Audit Standards

The Office of Internal Audit conducted the 2023 Community Survey as a special project. It was not a performance audit conducted in accordance with generally accepted government auditing standards.

Supplemental Information

Detailed information follows, including a City Council District map (page 15), a copy of the survey form (pages 16 through 18), and percentages for responses by City Council District (pages 19 through 31).

City of Chattanooga Council Districts



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

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



2023 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		<input type="checkbox"/>	No		<input type="checkbox"/>
	If yes, was it reported to the police?	Yes		<input type="checkbox"/>	No		<input type="checkbox"/>
Q5	Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?	Yes		<input type="checkbox"/>	No		<input type="checkbox"/>
	If yes, was it reported to the police?	Yes		<input type="checkbox"/>	No		<input type="checkbox"/>
Q6	Did you have an emergency interaction with the Chattanooga Police Department in the past 12 months?	Yes		<input type="checkbox"/>	No		<input type="checkbox"/>
Q7	How do you rate Chattanooga Police Department services on the following:	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
	Overall quality of services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Conduct of police officers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Speed of emergency police response?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q8	How do you rate Chattanooga Fire Department services on the following:	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
	Overall quality of services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Speed of emergency response?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Conduct of personnel?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q9	How do you rate your satisfaction with the following City services:	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
	Garbage Pick-up?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Yard-waste Pick-up?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Curbside Recycling?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Water Quality of Lakes and Streams?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Storm Drainage & Sewers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Access to city parks and greenways?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q10	In the past 12 months, how many times did you visit:	Daily	Weekly	Monthly	A Few Times	Never	Don't Know
	A City Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	A City Greenway or Trail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beauty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fun	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy to Find	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 In the past 12 months, did anyone in your household participate in a Chattanooga Parks & Outdoors activity or event? Yes No

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

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Community Centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports Fields and Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports Leagues and Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community and Special Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

Q15 How do you rate City streets on:

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

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

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

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

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

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

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

Q18 How do you rate your neighborhood on:

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

Q19 How do you rate Chattanooga as a place to do business?
 Very Good ... Good..... Neutral..... Bad..... Very Bad..... Don't Know ..
 Do you own a business in Chattanooga? Yes No
 If yes, how many employees does your business employ?
 Self 1 2-10 11-50 51-150 151+

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

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

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

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

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

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

Q23 How do you rate the City's handling of homelessness?
 Very Good ... Good..... Neutral..... Bad..... Very Bad..... Don't Know ..

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

What is your gender? Male Female.....
 What is your age? Under 20..... 20-29 30-44 45-59 60-74 Over 74.....
 How many years have you lived in Chattanooga? Less than 5..... 5-10 years 11-20 years More than 20 years
 Do you own your home, rent your home, or live with someone (rent-free)? Own Rent Live with Someone (rent-free)
 In the past 12 months, what was your (individual) pre-tax income. No income ... Less than \$20,000 \$20,000 - \$34,999 \$35,000 - \$74,999 \$75,000 - \$149,999 \$150,000 or more
 Which of these is closest to describing your ethnic background? Caucasian/ White African-American/ Black..... Asian or Pacific Islander..... Native American/ Indian..... Hispanic/ Latino..... Other
 How much education have you completed? Elementary..... Some high school High school grad or equivalent..... Some college College grad or more

End of survey - THANK YOU VERY MUCH!

Zip Code District

The following pages contain data for the 2023
Community Survey Responses

2023 Community Survey Data

Number of total respondents by question are below percentages

	2023 District Totals									Annual Totals			
	1	2	3	4	5	6	7	8	9	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
1. Overall, how do you rate the quality of life in:													
a. Chattanooga as a place to live													
Very Good	46%	52%	45%	38%	35%	36%	40%	38%	35%	43%	44%	46%	52%
Good	45%	40%	46%	52%	44%	50%	50%	49%	51%	47%	46%	44%	41%
Neutral	6%	6%	6%	9%	16%	11%	9%	8%	11%	8%	8%	8%	5%
Bad	2%	1%	2%	1%	3%	2%	1%	4%	2%	2%	2%	2%	2%
Very Bad	0%	0%	1%	1%	1%	0%	0%	1%	1%	1%	1%	0%	0%
Don't Know	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
	668	694	662	523	311	421	399	162	268	4,108	3,360	625	715
b. Your neighborhood as a place to live													
Very Good	50%	57%	54%	50%	27%	35%	41%	34%	32%	46%	47%	45%	48%
Good	39%	34%	36%	41%	46%	47%	40%	34%	39%	39%	40%	39%	40%
Neutral	9%	8%	8%	7%	16%	15%	11%	20%	18%	11%	9%	10%	8%
Bad	2%	1%	2%	1%	8%	3%	7%	11%	9%	3%	3%	5%	3%
Very Bad	1%	0%	1%	0%	3%	0%	2%	1%	2%	1%	1%	0%	2%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	664	686	661	521	309	415	396	161	264	4,077	3,335	623	706
c. Chattanooga as a place to work													
Very Good	28%	32%	29%	26%	25%	22%	22%	24%	23%	27%	27%	31%	34%
Good	42%	37%	39%	44%	41%	44%	37%	36%	43%	40%	43%	42%	42%
Neutral	14%	18%	17%	16%	21%	19%	22%	26%	17%	18%	18%	15%	14%
Bad	3%	3%	4%	2%	6%	3%	7%	6%	6%	4%	4%	5%	4%
Very Bad	1%	1%	1%	1%	3%	2%	1%	1%	2%	1%	1%	1%	1%
Don't Know	13%	8%	10%	11%	4%	11%	7%	8%	8%	10%	7%	6%	6%
	661	683	658	519	308	415	395	160	263	4,062	3,315	620	705
d. Chattanooga as a place to raise children													
Very Good	26%	27%	28%	23%	19%	20%	16%	23%	16%	23%	24%	30%	34%
Good	35%	38%	38%	39%	35%	35%	35%	28%	34%	36%	37%	35%	35%
Neutral	17%	17%	19%	17%	24%	22%	21%	24%	24%	19%	19%	17%	14%
Bad	5%	4%	4%	5%	9%	7%	7%	10%	11%	6%	6%	6%	3%
Very Bad	1%	1%	1%	1%	3%	1%	1%	3%	2%	1%	2%	1%	1%
Don't Know	17%	13%	10%	15%	10%	14%	20%	13%	14%	14%	13%	13%	12%
	664	686	659	519	309	415	396	160	264	4,072	3,321	624	705
e. Chattanooga as a place to retire													
Very Good	35%	35%	35%	31%	26%	26%	27%	25%	25%	31%	32%	36%	40%
Good	38%	35%	39%	40%	38%	43%	35%	31%	39%	38%	37%	35%	31%
Neutral	14%	15%	14%	18%	22%	17%	18%	23%	19%	17%	17%	16%	16%
Bad	3%	4%	3%	3%	6%	6%	4%	4%	4%	4%	4%	4%	2%
Very Bad	1%	2%	2%	2%	3%	1%	0%	1%	2%	2%	2%	1%	1%
Don't Know	8%	10%	7%	7%	6%	7%	15%	16%	11%	9%	9%	9%	11%
	663	685	661	521	308	413	394	160	264	4,069	3,322	617	704
2. How safe would you feel walking alone during the day:													
a. In your neighborhood?													
Very Safe	63%	65%	66%	59%	32%	48%	49%	31%	31%	55%	57%	58%	61%
Safe	29%	27%	26%	32%	39%	39%	36%	41%	43%	32%	31%	30%	29%
Neutral	5%	5%	5%	6%	16%	7%	9%	15%	14%	7%	6%	6%	5%
Unsafe	2%	3%	2%	2%	8%	5%	4%	9%	8%	4%	4%	7%	3%
Very Unsafe	1%	1%	1%	1%	4%	1%	3%	4%	4%	2%	1%	2%	1%
Don't Know	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
	669	694	665	523	312	421	400	163	270	4,117	3,370	628	719
b. In the park closest to you?													
Very Safe	42%	47%	34%	38%	17%	26%	42%	29%	25%	36%	38%	37%	43%
Safe	39%	34%	40%	42%	39%	38%	37%	43%	34%	38%	39%	39%	38%
Neutral	10%	11%	15%	11%	24%	18%	10%	14%	17%	14%	12%	13%	11%
Unsafe	4%	5%	6%	4%	10%	7%	6%	9%	10%	6%	6%	6%	4%
Very Unsafe	1%	1%	1%	1%	6%	1%	1%	4%	6%	2%	1%	2%	2%
Don't Know	3%	2%	4%	4%	5%	9%	4%	2%	7%	4%	3%	3%	3%
	667	688	662	522	309	418	396	161	267	4,090	3,348	627	709

2023 Community Survey Data

Number of total respondents by question are below percentages

	2023 District Totals									Annual Totals			
	1	2	3	4	5	6	7	8	9	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
c. Downtown?													
Very Safe	18%	24%	12%	11%	13%	13%	26%	26%	22%	18%	18%	22%	29%
Safe	42%	39%	39%	33%	44%	40%	49%	47%	48%	41%	40%	40%	44%
Neutral	21%	19%	23%	30%	27%	24%	17%	18%	17%	22%	22%	22%	18%
Unsafe	13%	13%	17%	17%	8%	14%	6%	5%	9%	13%	12%	12%	6%
Very Unsafe	5%	4%	7%	7%	7%	7%	1%	3%	3%	5%	6%	4%	2%
Don't Know	1%	1%	2%	2%	1%	2%	1%	1%	1%	1%	2%	1%	1%
	666	687	660	522	308	416	398	161	266	4,084	3,342	623	709
3. How safe would you feel walking alone at night:													
a. In your neighborhood?													
Very Safe	33%	35%	38%	35%	10%	18%	19%	10%	11%	28%	31%	28%	31%
Safe	36%	34%	36%	36%	27%	35%	33%	29%	25%	34%	35%	34%	38%
Neutral	14%	15%	11%	14%	22%	20%	19%	23%	17%	16%	14%	15%	13%
Unsafe	11%	12%	10%	10%	23%	16%	19%	22%	28%	15%	13%	13%	13%
Very Unsafe	4%	4%	4%	4%	15%	8%	10%	16%	17%	7%	6%	9%	5%
Don't Know	1%	1%	1%	1%	4%	2%	1%	1%	1%	1%	1%	1%	1%
	666	689	663	522	312	418	400	162	269	4,101	3,367	628	718
b. In the park closest to you?													
Very Safe	10%	13%	9%	10%	2%	6%	12%	6%	5%	9%	9%	6%	11%
Safe	27%	30%	22%	24%	16%	19%	26%	19%	16%	24%	24%	22%	24%
Neutral	30%	25%	27%	26%	25%	24%	21%	27%	19%	26%	26%	29%	27%
Unsafe	21%	23%	25%	24%	30%	27%	24%	27%	32%	25%	26%	24%	25%
Very Unsafe	7%	6%	10%	8%	22%	14%	12%	17%	23%	11%	11%	12%	8%
Don't Know	5%	3%	6%	7%	5%	9%	4%	4%	6%	5%	4%	6%	5%
	667	687	661	523	310	416	397	161	265	4,087	3,344	623	710
c. Downtown?													
Very Safe	3%	3%	2%	1%	2%	2%	7%	7%	5%	3%	3%	4%	6%
Safe	16%	19%	11%	12%	20%	11%	25%	30%	23%	17%	17%	18%	24%
Neutral	26%	27%	24%	23%	26%	28%	29%	28%	26%	26%	26%	29%	28%
Unsafe	31%	31%	30%	31%	29%	28%	24%	22%	27%	29%	30%	28%	27%
Very Unsafe	22%	18%	30%	30%	19%	26%	13%	13%	17%	23%	22%	17%	12%
Don't Know	3%	1%	3%	3%	3%	5%	1%	1%	1%	3%	2%	3%	2%
	665	684	664	521	309	419	397	161	266	4,086	3,344	623	709
4a. Did anyone break into, or burglarize, your home during the last 12 months?													
Yes	3%	1%	2%	2%	2%	2%	7%	4%	7%	3%	3%	3%	3%
No	97%	99%	98%	98%	98%	98%	93%	96%	93%	97%	97%	97%	97%
	666	691	663	522	313	419	400	162	270	4,106	3,352	622	714
4b. If yes, was it reported to the police?													
Yes	75%	75%	58%	80%	80%	57%	56%	57%	65%	66%	78%	76%	91%
No	25%	25%	42%	20%	20%	43%	44%	43%	35%	34%	22%	24%	9%
	20	8	12	10	5	7	27	7	20	116	97	21	23
5. Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?													
Yes	13%	15%	11%	12%	17%	16%	26%	39%	33%	17%	19%	21%	21%
No	87%	85%	89%	88%	83%	84%	74%	61%	67%	83%	81%	79%	79%
	668	689	661	522	312	419	400	163	270	4,104	3,363	627	716
a. If yes, was it reported to the police?													
Yes	51%	35%	36%	55%	39%	29%	39%	27%	26%	37%	39%	34%	42%
No	49%	65%	64%	45%	61%	71%	61%	73%	74%	63%	61%	66%	58%
	86	106	70	62	54	66	103	64	88	699	647	134	151
6. Did you have an emergency interaction with the Chattanooga Police Department in the past 12 months?													
Yes	10%	9%	9%	9%	16%	11%	17%	21%	17%	12%	12%		
No	90%	91%	91%	91%	84%	89%	83%	79%	83%	88%	88%		
	667	693	664	524	313	420	399	161	270	4,111	3,359		

2023 Community Survey Data

Number of total respondents by question are below percentages

	2023 District Totals									Annual Totals			
	1	2	3	4	5	6	7	8	9	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
7. How do you rate police services on the following:													
a. Overall quality of services?													
Very Good	21%	22%	24%	23%	18%	22%	15%	13%	19%	21%	21%	29%	25%
Good	35%	37%	36%	35%	36%	40%	38%	36%	38%	37%	36%	33%	39%
Neutral	16%	16%	16%	17%	24%	17%	21%	25%	27%	18%	17%	15%	14%
Bad	3%	2%	3%	2%	6%	3%	6%	5%	4%	3%	4%	4%	3%
Very Bad	2%	2%	1%	2%	3%	3%	3%	4%	1%	2%	2%	2%	2%
Don't Know	24%	21%	20%	21%	13%	15%	19%	18%	11%	19%	20%	17%	18%
	666	692	666	521	310	418	400	163	268	4,104	3,355	627	714
b. Conduct of police officers?													
Very Good	23%	25%	27%	26%	20%	24%	19%	17%	20%	24%	24%	30%	26%
Good	33%	30%	28%	32%	33%	35%	33%	32%	36%	32%	31%	29%	30%
Neutral	13%	15%	17%	14%	25%	18%	21%	24%	24%	18%	18%	17%	18%
Bad	3%	4%	3%	2%	6%	3%	4%	5%	4%	4%	4%	4%	4%
Very Bad	2%	2%	1%	2%	1%	3%	4%	4%	2%	2%	3%	3%	3%
Don't Know	27%	23%	23%	24%	15%	17%	20%	17%	13%	21%	21%	16%	20%
	665	692	662	519	308	420	399	161	269	4,095	3,353	627	710
c. Speed of emergency police response?													
Very Good	16%	19%	18%	18%	14%	16%	16%	16%	16%	17%	16%	20%	21%
Good	24%	23%	21%	26%	31%	28%	25%	26%	33%	25%	25%	24%	27%
Neutral	16%	15%	21%	17%	22%	22%	20%	22%	18%	18%	19%	21%	18%
Bad	3%	3%	3%	3%	6%	2%	4%	4%	5%	3%	4%	3%	2%
Very Bad	2%	2%	1%	3%	4%	2%	1%	6%	3%	2%	2%	2%	1%
Don't Know	40%	38%	36%	34%	23%	31%	35%	26%	25%	34%	34%	29%	31%
	665	691	663	520	310	417	400	161	267	4,094	3,337	626	706
8. How do you rate Chattanooga Fire Department services on the following:													
a. Overall quality of services?													
Very Good	34%	36%	32%	31%	32%	34%	27%	25%	32%	32%	33%		
Good	27%	21%	26%	27%	31%	28%	26%	28%	26%	26%	25%		
Neutral	7%	8%	9%	9%	10%	10%	9%	10%	9%	9%	10%		
Bad	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
Very Bad	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%		
Don't Know	32%	35%	26%	27%	31%	28%	26%	28%	26%	33%	32%		
	668	692	665	518	311	420	399	163	268	4,104	3,358		
b. Speed of emergency response?													
Very Good	32%	34%	31%	31%	32%	32%	27%	25%	30%	31%	31%		
Good	23%	18%	21%	23%	27%	24%	23%	25%	22%	22%	21%		
Neutral	6%	7%	10%	9%	10%	10%	10%	10%	9%	9%	10%		
Bad	1%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%		
Very Bad	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%		
Don't Know	39%	40%	38%	37%	31%	34%	40%	40%	37%	38%	37%		
	666	693	662	520	311	420	399	161	268	4,100	3,351		
c. Conduct of personnel?													
Very Good	32%	34%	33%	32%	30%	34%	27%	26%	32%	32%	32%		
Good	23%	18%	20%	23%	28%	23%	23%	20%	22%	22%	21%		
Neutral	7%	8%	10%	9%	10%	11%	10%	11%	9%	9%	11%		
Bad	0%	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%		
Very Bad	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%		
Don't Know	38%	39%	37%	36%	32%	32%	39%	41%	35%	37%	36%		
	665	692	660	518	311	419	398	161	266	4,090	3,351		
9. How do you rate satisfaction with the following:													
a. Garbage Pick-up?													
Very Satisfied	57%	64%	67%	57%	58%	60%	39%	47%	60%	58%	57%	62%	66%
Somewhat Satisfied	21%	26%	21%	26%	30%	26%	33%	31%	25%	26%	26%	23%	21%
Neutral	5%	3%	4%	6%	2%	6%	8%	6%	5%	5%	5%	4%	3%
Somewhat Dissatisfied	5%	3%	3%	5%	7%	3%	7%	7%	6%	5%	5%	4%	4%
Very Dissatisfied	2%	1%	1%	1%	1%	2%	3%	3%	2%	2%	2%	2%	1%
Don't Know	10%	2%	3%	5%	1%	3%	10%	7%	2%	5%	5%	4%	5%
	667	694	665	524	313	419	399	163	270	4,114	3,364	626	717

2023 Community Survey Data

Number of total respondents by question are below percentages

	2023 District Totals									Annual Totals			
	1	2	3	4	5	6	7	8	9	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
b. Yard-waste Pick-up?													
Very Satisfied	27%	34%	33%	29%	33%	33%	20%	19%	30%	30%	33%	36%	40%
Somewhat Satisfied	23%	26%	29%	27%	31%	30%	23%	25%	29%	27%	26%	24%	22%
Neutral	11%	13%	9%	13%	10%	11%	15%	14%	9%	12%	12%	12%	9%
Somewhat Dissatisfied	9%	10%	10%	8%	11%	8%	9%	10%	13%	10%	10%	8%	8%
Very Dissatisfied	4%	6%	4%	5%	7%	7%	4%	6%	6%	5%	4%	5%	3%
Don't Know	26%	12%	15%	18%	7%	11%	29%	25%	12%	17%	16%	15%	19%
	662	685	657	522	308	418	392	158	267	4,069	3,352	625	713
c. Curbside Recycling?													
Very Satisfied	44%	47%	50%	45%	43%	44%	29%	31%	43%	44%	40%	47%	49%
Somewhat Satisfied	18%	27%	21%	22%	22%	21%	23%	16%	25%	22%	23%	20%	19%
Neutral	9%	9%	10%	11%	11%	10%	13%	13%	9%	10%	10%	12%	11%
Somewhat Dissatisfied	5%	7%	5%	3%	6%	7%	7%	13%	6%	6%	8%	6%	4%
Very Dissatisfied	3%	2%	2%	3%	3%	3%	7%	9%	5%	4%	5%	3%	3%
Don't Know	21%	8%	11%	15%	14%	15%	21%	19%	12%	15%	13%	12%	14%
	657	687	657	522	307	414	394	160	268	4,066	3,353	622	713
d. Water Quality of Lakes and Streams?													
Very Satisfied	18%	16%	18%	19%	18%	16%	9%	16%	17%	17%	18%	20%	20%
Somewhat Satisfied	31%	32%	32%	31%	28%	31%	28%	25%	27%	30%	30%	31%	32%
Neutral	18%	18%	19%	19%	24%	22%	19%	24%	17%	19%	19%	19%	19%
Somewhat Dissatisfied	14%	15%	14%	11%	13%	12%	22%	16%	16%	15%	13%	13%	11%
Very Dissatisfied	7%	8%	5%	5%	5%	5%	11%	8%	10%	7%	6%	6%	5%
Don't Know	11%	11%	11%	15%	13%	14%	11%	12%	14%	12%	12%	11%	13%
	660	695	661	523	310	420	395	161	266	4,091	3,344	624	712
e. Storm Drainage & Sewer?													
Very Satisfied	19%	17%	19%	22%	17%	18%	11%	15%	13%	18%	17%		
Somewhat Satisfied	28%	29%	31%	28%	28%	32%	24%	22%	25%	28%	28%		
Neutral	23%	21%	20%	21%	21%	21%	24%	25%	21%	22%	21%		
Somewhat Dissatisfied	16%	16%	15%	13%	17%	14%	20%	19%	16%	16%	17%		
Very Dissatisfied	6%	9%	9%	7%	10%	7%	12%	10%	16%	9%	9%		
Don't Know	8%	9%	6%	8%	6%	7%	8%	9%	8%	8%	8%		
	664	696	661	521	311	417	395	161	268	4,094	3,345		
f. Access to city parks and greenways?													
Very Satisfied	48%	51%	53%	41%	42%	39%	48%	40%	34%	46%	47%		
Somewhat Satisfied	29%	33%	27%	33%	28%	30%	33%	39%	34%	31%	33%		
Neutral	12%	11%	13%	14%	15%	19%	9%	11%	16%	13%	11%		
Somewhat Dissatisfied	6%	2%	3%	5%	6%	5%	6%	5%	8%	5%	4%		
Very Dissatisfied	2%	2%	1%	3%	2%	2%	2%	2%	6%	2%	2%		
Don't Know	3%	1%	3%	4%	7%	5%	2%	3%	3%	3%	3%		
	659	691	664	521	307	418	396	161	268	4,085	3,349		
10. In the past 12 months, how many times did you visit:													
a. A City Park													
Daily	7%	6%	3%	2%	2%	1%	14%	4%	3%	5%	4%	4%	4%
Weekly	24%	32%	19%	16%	18%	14%	33%	38%	28%	24%	19%	19%	19%
Monthly	21%	23%	20%	21%	19%	18%	19%	20%	21%	21%	14%	14%	14%
A Few Times	35%	30%	39%	42%	40%	43%	25%	30%	33%	36%	38%	38%	38%
Never	12%	9%	17%	17%	20%	22%	7%	9%	13%	14%	24%	24%	24%
Don't Know	1%	1%	2%	1%	2%	1%	2%	0%	2%	1%	1%	1%	1%
	665	693	661	523	311	420	397	162	267	4,099	2,405	2,405	2,406
b. A City Greenway or Trail													
Daily	4%	4%	5%	2%	4%	1%	19%	5%	3%	5%	5%		
Weekly	22%	27%	16%	11%	17%	14%	28%	30%	23%	20%	20%		
Monthly	20%	19%	19%	16%	13%	15%	16%	20%	19%	18%	18%		
A Few Times	32%	32%	37%	40%	32%	38%	23%	25%	33%	33%	33%		
Never	20%	17%	21%	28%	32%	31%	11%	17%	22%	22%	22%		
Don't Know	2%	2%	2%	3%	3%	2%	3%	4%	1%	2%	2%		
	665	690	660	519	310	418	393	162	268	4,085	3,349		

2023 Community Survey Data

Number of total respondents by question are below percentages

	2023 District Totals									Annual Totals			
	1	2	3	4	5	6	7	8	9	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
11. How do you rate the following attributes of City parks and outdoor amenities near you home?													
a. Cleanliness													
Very Good	27%	32%	32%	27%	21%	22%	25%	24%	22%	27%	28%		
Good	50%	49%	47%	49%	46%	44%	55%	48%	44%	48%	48%		
Neutral	10%	11%	10%	13%	18%	14%	12%	15%	15%	12%	11%		
Bad	4%	1%	2%	2%	5%	5%	4%	9%	6%	3%	4%		
Very Bad	1%	1%	0%	1%	1%	1%	2%	1%	4%	1%	1%		
Don't Know	8%	6%	8%	8%	9%	15%	3%	3%	9%	8%	7%		
	663	694	662	518	312	418	397	161	266	4,091	3,340		
b. Beauty													
Very Good	39%	41%	43%	30%	26%	25%	30%	27%	27%	34%	35%		
Good	40%	43%	40%	45%	43%	43%	54%	46%	41%	44%	44%		
Neutral	11%	9%	8%	16%	17%	15%	11%	18%	19%	12%	12%		
Bad	2%	1%	1%	2%	4%	4%	2%	6%	3%	2%	3%		
Very Bad	0%	0%	0%	0%	1%	1%	1%	1%	3%	1%	1%		
Don't Know	8%	5%	8%	6%	8%	13%	3%	3%	8%	7%	6%		
	663	692	662	518	311	418	397	159	266	4,086	3,357		
c. Fun													
Very Good	21%	26%	24%	18%	16%	16%	21%	19%	21%	21%	23%		
Good	41%	47%	44%	43%	41%	36%	51%	45%	36%	43%	43%		
Neutral	25%	19%	22%	27%	26%	29%	18%	25%	26%	23%	22%		
Bad	2%	1%	1%	2%	4%	3%	4%	3%	5%	2%	2%		
Very Bad	0%	0%	0%	0%	2%	1%	1%	1%	3%	1%	1%		
Don't Know	10%	7%	9%	9%	12%	15%	6%	6%	10%	10%	8%		
	661	686	660	518	310	415	396	159	266	4,069	3,345		
d. Easy to Find													
Very Good	35%	37%	37%	29%	26%	26%	34%	28%	28%	32%	34%		
Good	44%	46%	42%	48%	45%	40%	50%	48%	43%	45%	44%		
Neutral	11%	11%	11%	15%	17%	18%	10%	16%	15%	13%	13%		
Bad	2%	1%	1%	2%	4%	3%	3%	4%	3%	2%	2%		
Very Bad	1%	0%	0%	1%	1%	1%	1%	0%	3%	1%	1%		
Don't Know	7%	5%	8%	5%	7%	12%	4%	3%	7%	7%	6%		
	661	693	661	518	313	419	398	158	265	4,083	3,347		
e. Facilities													
Very Good	17%	19%	20%	15%	14%	14%	15%	17%	16%	17%	19%		
Good	40%	49%	42%	40%	39%	36%	44%	41%	35%	42%	41%		
Neutral	24%	19%	24%	29%	21%	24%	21%	24%	30%	23%	22%		
Bad	4%	4%	4%	5%	7%	7%	8%	8%	4%	5%	5%		
Very Bad	1%	1%	0%	1%	2%	1%	2%	1%	4%	1%	2%		
Don't Know	14%	9%	10%	10%	16%	18%	10%	9%	12%	12%	10%		
	663	693	663	517	313	418	398	159	266	4,083	3,345		
f. Playgrounds													
Very Good	14%	17%	17%	13%	14%	12%	17%	15%	15%	15%	17%		
Good	32%	34%	35%	36%	31%	32%	33%	32%	25%	33%	34%		
Neutral	19%	20%	18%	21%	23%	20%	18%	18%	24%	20%	20%		
Bad	2%	2%	3%	4%	4%	5%	5%	6%	4%	3%	3%		
Very Bad	0%	1%	1%	1%	2%	1%	1%	2%	3%	1%	1%		
Don't Know	32%	26%	26%	25%	26%	31%	27%	27%	29%	28%	24%		
	661	693	661	517	313	418	398	159	266	4,077	3,336		
12. In the past 12 months, did anyone in your household participate in a Chattanooga Parks & Outdoors activity or event?													
Yes	29%	28%	23%	20%	27%	20%	37%	36%	30%	27%	22%		
No	71%	72%	77%	80%	73%	80%	63%	64%	70%	73%	78%		
	661	686	661	522	312	417	397	161	267	4,084	3,332		

2023 Community Survey Data

Number of total respondents by question are below percentages

	2023 District Totals									Annual Totals			
	1	2	3	4	5	6	7	8	9	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
13 How satisfied are you with the following City facilities and services:													
a. Community Centers													
Very Satisfied	6%	6%	6%	4%	6%	4%	7%	5%	5%	5%	4%		
Satisfied	16%	15%	15%	14%	28%	18%	19%	17%	20%	17%	16%		
Neutral	19%	20%	22%	23%	24%	22%	24%	23%	20%	22%	22%		
Somewhat Dissatisfied	3%	2%	3%	2%	3%	3%	4%	3%	6%	3%	4%		
Very Dissatisfied	1%	1%	1%	1%	2%	1%	2%	2%	2%	1%	2%		
Don't Know	54%	56%	52%	56%	38%	53%	45%	49%	46%	51%	52%		
	662	687	661	520	310	417	395	162	269	4,083	3,347		
b. Pools													
Very Satisfied	3%	3%	3%	2%	2%	2%	4%	1%	3%	3%	3%		
Satisfied	6%	8%	5%	7%	14%	8%	9%	12%	13%	8%	8%		
Neutral	18%	20%	23%	22%	27%	22%	22%	22%	18%	21%	22%		
Somewhat Dissatisfied	2%	3%	2%	2%	5%	4%	6%	5%	7%	4%	5%		
Very Dissatisfied	2%	1%	2%	2%	3%	2%	1%	3%	3%	2%	2%		
Don't Know	68%	65%	63%	65%	49%	61%	59%	57%	55%	62%	60%		
	655	680	654	515	308	414	390	158	265	4,039	3,339		
c. Sports Fields and Facilities													
Very Satisfied	6%	7%	7%	6%	5%	4%	6%	4%	7%	6%	6%		
Satisfied	22%	21%	25%	23%	25%	21%	19%	24%	17%	22%	21%		
Neutral	17%	20%	19%	22%	25%	21%	20%	21%	23%	20%	20%		
Somewhat Dissatisfied	3%	3%	2%	3%	3%	3%	4%	3%	3%	3%	4%		
Very Dissatisfied	1%	1%	1%	0%	1%	1%	1%	3%	2%	1%	1%		
Don't Know	51%	49%	46%	46%	41%	50%	50%	45%	49%	48%	48%		
	660	685	656	518	311	418	394	160	266	4,068	3,344		
d. Sports Leagues and Programs													
Very Satisfied	5%	6%	6%	4%	5%	4%	5%	6%	5%	5%	5%		
Satisfied	16%	15%	18%	20%	20%	16%	15%	18%	14%	17%	16%		
Neutral	16%	20%	19%	21%	25%	20%	19%	21%	22%	20%	20%		
Somewhat Dissatisfied	3%	2%	2%	3%	2%	2%	4%	4%	3%	3%	3%		
Very Dissatisfied	1%	0%	1%	0%	2%	1%	1%	2%	2%	1%	1%		
Don't Know	59%	57%	54%	51%	45%	58%	57%	49%	54%	55%	54%		
	660	688	659	516	308	417	393	160	268	4,069	3,336		
e. Community and Special Events													
Very Satisfied	13%	13%	10%	9%	7%	8%	15%	16%	7%	11%	10%		
Satisfied	30%	30%	28%	25%	28%	28%	36%	31%	32%	29%	29%		
Neutral	20%	20%	22%	23%	26%	22%	19%	20%	25%	21%	21%		
Somewhat Dissatisfied	3%	2%	3%	2%	3%	3%	5%	4%	4%	3%	3%		
Very Dissatisfied	1%	1%	1%	2%	2%	1%	3%	1%	1%	1%	2%		
Don't Know	33%	34%	36%	39%	35%	39%	25%	28%	30%	34%	35%		
	660	686	659	518	309	417	397	160	268	4,074	3,333		
14. How do you rate traffic flow (congestions) on major streets and thoroughfares, excluding freeways:													
a. During peak hours, that is 7-9am and 3:30-6pm?													
Very Good	4%	6%	3%	3%	3%	2%	4%	2%	3%	4%	3%	3%	3%
Good	22%	29%	21%	18%	21%	21%	19%	29%	27%	23%	25%	25%	29%
Neutral	21%	19%	22%	21%	20%	20%	22%	24%	17%	21%	21%	24%	22%
Bad	32%	29%	37%	32%	37%	32%	36%	29%	34%	33%	32%	30%	32%
Very Bad	18%	15%	16%	26%	18%	24%	17%	16%	18%	19%	18%	16%	13%
Don't Know	2%	1%	1%	0%	0%	2%	2%	1%	1%	1%	2%	2%	1%
	663	693	660	522	309	417	396	161	267	4,088	3,342	624	715
b. During off-peak traffic hours?													
Very Good	23%	25%	22%	15%	18%	17%	20%	26%	23%	21%	24%	24%	26%
Good	42%	46%	45%	42%	44%	44%	47%	41%	42%	44%	46%	45%	49%
Neutral	20%	18%	19%	22%	23%	22%	18%	21%	18%	20%	17%	19%	16%
Bad	10%	8%	10%	14%	10%	12%	11%	8%	11%	11%	10%	8%	7%
Very Bad	3%	3%	4%	7%	6%	4%	3%	4%	6%	4%	3%	4%	1%
Don't Know	1%	0%	0%	0%	0%	0%	2%	1%	0%	1%	1%	1%	1%
	662	688	660	520	305	412	394	158	266	4,065	3,329	624	712

2023 Community Survey Data

Number of total respondents by question are below percentages

	2023 District Totals									Annual Totals			
	1	2	3	4	5	6	7	8	9	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
15. How do you rate City streets on :													
a. Smoothness?													
Very Good	2%	3%	2%	1%	1%	3%	3%	1%	2%	2%	2%	2%	3%
Good	27%	20%	21%	18%	14%	17%	19%	19%	18%	20%	21%	16%	19%
Neutral	23%	21%	20%	21%	17%	21%	22%	17%	18%	21%	18%	16%	20%
Bad	28%	32%	32%	35%	29%	34%	33%	38%	33%	32%	34%	35%	36%
Very Bad	20%	23%	25%	24%	38%	25%	23%	25%	29%	25%	25%	30%	23%
Don't Know	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
	665	690	663	522	310	420	397	162	266	4,095	3,352	627	713
b. Cleanliness?													
Very Good	6%	5%	4%	4%	3%	3%	4%	3%	3%	4%	4%	4%	6%
Good	34%	36%	36%	33%	26%	35%	33%	31%	27%	33%	35%	31%	42%
Neutral	29%	28%	33%	32%	29%	27%	33%	30%	25%	30%	29%	26%	26%
Bad	22%	22%	20%	21%	27%	22%	22%	25%	29%	23%	21%	23%	18%
Very Bad	7%	10%	8%	10%	15%	12%	8%	11%	16%	10%	10%	15%	8%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	662	688	659	519	308	418	395	159	266	4,074	3,354	625	716
c. Speeding vehicles?													
Very Good	3%	3%	2%	2%	2%	3%	2%	1%	3%	3%	2%	2%	3%
Good	17%	17%	18%	18%	17%	16%	13%	20%	11%	17%	18%	19%	22%
Neutral	29%	28%	23%	27%	23%	22%	22%	28%	23%	25%	24%	27%	28%
Bad	26%	30%	31%	30%	24%	28%	31%	27%	31%	29%	31%	27%	28%
Very Bad	23%	22%	25%	22%	32%	29%	31%	22%	32%	26%	24%	24%	18%
Don't Know	2%	0%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%
	662	690	661	522	307	417	397	161	269	4,086	3,350	626	717
d. Safety of pedestrians?													
Very Good	4%	3%	3%	2%	2%	2%	3%	4%	3%	3%	3%	4%	7%
Good	28%	24%	22%	26%	23%	23%	22%	25%	21%	24%	26%	29%	33%
Neutral	30%	30%	31%	30%	27%	26%	27%	31%	25%	29%	28%	28%	28%
Bad	21%	26%	24%	23%	26%	27%	25%	25%	25%	24%	24%	22%	20%
Very Bad	14%	15%	15%	15%	18%	18%	22%	14%	22%	17%	15%	15%	11%
Don't Know	3%	2%	5%	4%	4%	3%	1%	3%	3%	3%	2%	2%	2%
	663	690	662	522	311	420	398	161	267	4,094	3,355	627	717
e. Safety of bicyclists?													
Very Good	3%	3%	4%	2%	2%	4%	4%	3%	3%	3%	3%	3%	6%
Good	18%	18%	15%	16%	20%	15%	16%	17%	16%	17%	19%	20%	25%
Neutral	28%	29%	27%	29%	27%	28%	25%	30%	26%	28%	28%	30%	28%
Bad	22%	26%	24%	23%	22%	26%	27%	28%	25%	24%	24%	22%	23%
Very Bad	17%	16%	19%	18%	22%	19%	23%	17%	22%	19%	17%	17%	14%
Don't Know	11%	8%	11%	11%	6%	9%	5%	4%	9%	9%	8%	7%	5%
	661	689	662	518	310	420	396	161	267	4,084	3,353	624	714
16. Has a new commercial development been completed in or near your neighborhood in the last 12 months?													
Yes	33%	30%	43%	44%	17%	27%	53%	43%	16%	35%	34%	35%	31%
No	67%	70%	57%	56%	83%	73%	47%	57%	84%	65%	66%	65%	69%
	656	675	654	517	309	410	393	160	268	4,042	3,320	624	711
If yes, how do you rate it on the following:													
a. Attractiveness?													
Very Good	22%	15%	14%	15%	20%	14%	17%	16%	7%	16%	20%	27%	27%
Good	38%	32%	37%	40%	44%	38%	42%	36%	52%	38%	42%	44%	44%
Neutral	26%	30%	33%	35%	20%	29%	25%	32%	26%	30%	25%	21%	16%
Bad	9%	15%	12%	4%	6%	11%	10%	12%	7%	10%	7%	5%	9%
Very Bad	5%	7%	4%	4%	7%	6%	5%	4%	7%	5%	4%	2%	2%
Don't Know	0%	1%	1%	1%	2%	2%	1%	0%	0%	1%	2%	1%	2%
	212	197	277	226	54	112	206	69	42	1,395	1,104	218	214
b. Improvement to your neighborhood as a place to live?													
Very Good	15%	9%	6%	12%	9%	11%	16%	17%	7%	11%	17%	21%	23%
Good	29%	24%	22%	24%	30%	27%	41%	25%	39%	28%	30%	29%	39%
Neutral	33%	36%	39%	41%	40%	37%	27%	39%	37%	36%	32%	35%	25%
Bad	10%	19%	21%	12%	11%	14%	7%	9%	5%	13%	11%	8%	7%
Very Bad	10%	11%	10%	10%	6%	9%	7%	6%	10%	9%	7%	5%	4%
Don't Know	3%	2%	3%	1%	4%	3%	1%	4%	2%	2%	3%	3%	3%
	212	198	273	225	53	112	202	69	41	1,385	1,095	214	214

2023 Community Survey Data

Number of total respondents by question are below percentages

	2023 District Totals									Annual Totals			
	1	2	3	4	5	6	7	8	9	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
17. Has a new residential development been completed in or near your neighborhood in the last 12 months?													
Yes	54%	44%	55%	61%	26%	32%	68%	64%	37%	50%	48%	47%	45%
No	46%	56%	45%	39%	74%	68%	32%	36%	63%	50%	52%	53%	55%
	662	691	659	523	311	416	395	160	267	4,084	3,344	621	719
If yes, how would you rate it on:													
a. Attractiveness?													
Very Good	27%	16%	20%	19%	24%	17%	18%	15%	24%	20%	22%	27%	28%
Good	32%	35%	49%	38%	50%	46%	38%	42%	36%	40%	39%	40%	42%
Neutral	25%	26%	20%	28%	17%	23%	25%	25%	24%	24%	23%	21%	17%
Bad	12%	16%	7%	9%	0%	8%	14%	9%	9%	10%	11%	7%	9%
Very Bad	3%	7%	3%	6%	8%	5%	4%	10%	6%	5%	5%	4%	3%
Don't Know	1%	0%	0%	1%	1%	2%	1%	0%	0%	1%	1%	1%	1%
	355	300	360	317	78	131	267	108	98	2,009	1,595	286	314
b. Improvement to your neighborhood as a place to live?													
Very Good	19%	11%	11%	11%	20%	9%	17%	17%	20%	14%	17%	17%	21%
Good	23%	28%	22%	21%	43%	33%	29%	32%	36%	27%	24%	26%	32%
Neutral	29%	27%	33%	31%	22%	30%	29%	29%	30%	29%	32%	33%	28%
Bad	16%	21%	22%	22%	5%	16%	15%	10%	7%	18%	17%	14%	13%
Very Bad	11%	10%	11%	13%	9%	8%	8%	10%	7%	10%	8%	8%	6%
Don't Know	3%	2%	1%	2%	0%	3%	3%	3%	0%	2%	2%	3%	2%
	354	296	358	316	76	130	266	108	97	1,996	1,593	284	313
18. How would you rate your neighborhood on:													
a. Housing affordability?													
Very Good	6%	5%	9%	7%	9%	6%	3%	4%	4%	6%	6%	9%	16%
Good	33%	25%	41%	37%	34%	35%	20%	22%	31%	32%	33%	44%	48%
Neutral	25%	27%	24%	25%	28%	26%	23%	24%	29%	25%	24%	24%	19%
Bad	22%	27%	16%	23%	18%	23%	33%	34%	18%	23%	22%	13%	12%
Very Bad	10%	13%	7%	8%	6%	8%	18%	14%	11%	10%	12%	9%	3%
Don't Know	3%	2%	3%	1%	5%	3%	3%	3%	6%	3%	2%	2%	2%
	662	689	658	521	312	419	397	161	268	4,087	3,357	623	715
b. Physical condition of housing?													
Very Good	23%	19%	26%	23%	10%	12%	12%	6%	10%	18%	19%	23%	22%
Good	43%	52%	50%	53%	43%	54%	46%	42%	36%	48%	48%	50%	51%
Neutral	25%	21%	17%	19%	27%	21%	24%	30%	31%	23%	21%	19%	18%
Bad	6%	6%	4%	4%	15%	9%	13%	15%	15%	8%	7%	5%	8%
Very Bad	2%	1%	2%	1%	4%	3%	5%	7%	8%	3%	3%	2%	2%
Don't Know	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	1%	1%	1%
	663	691	657	522	308	415	394	158	268	4,076	3,363	621	711
c. Closeness of parks or open spaces?													
Very Good	25%	30%	26%	19%	17%	13%	36%	20%	14%	23%	24%	26%	30%
Good	40%	47%	47%	50%	38%	40%	44%	48%	32%	44%	44%	42%	43%
Neutral	21%	15%	18%	20%	22%	23%	13%	21%	23%	19%	18%	20%	16%
Bad	9%	6%	6%	7%	14%	12%	5%	8%	19%	9%	8%	6%	6%
Very Bad	3%	1%	1%	2%	5%	5%	1%	2%	8%	3%	3%	4%	2%
Don't Know	3%	2%	3%	1%	4%	7%	1%	2%	4%	3%	3%	1%	3%
	663	692	657	522	307	418	398	160	265	4,082	3,365	623	712
d. Walking distance to public transit?													
Very Good	8%	16%	2%	3%	8%	8%	34%	26%	16%	11%	13%	14%	18%
Good	9%	30%	7%	11%	26%	28%	41%	43%	27%	21%	19%	22%	23%
Neutral	10%	14%	17%	19%	17%	20%	10%	11%	12%	15%	16%	19%	15%
Bad	19%	16%	25%	23%	19%	17%	5%	7%	19%	18%	18%	17%	16%
Very Bad	34%	9%	29%	23%	14%	13%	3%	3%	15%	18%	18%	12%	12%
Don't Know	21%	14%	21%	22%	16%	16%	7%	12%	11%	17%	17%	16%	15%
	666	690	659	523	311	418	396	160	266	4,089	3,355	626	713
e. Access to shopping and other services?													
Very Good	23%	33%	32%	46%	11%	31%	22%	11%	3%	27%	29%	28%	32%
Good	44%	52%	49%	45%	41%	46%	46%	27%	28%	45%	45%	43%	41%
Neutral	18%	11%	13%	7%	20%	11%	18%	21%	20%	14%	14%	15%	14%
Bad	9%	3%	3%	1%	16%	6%	10%	28%	29%	8%	7%	10%	9%
Very Bad	5%	1%	2%	1%	11%	5%	3%	13%	18%	5%	5%	4%	4%
Don't Know	1%	1%	0%	0%	1%	0%	0%	0%	1%	1%	1%	0%	0%
	666	691	660	522	311	419	398	160	268	4,095	3,369	624	714

2023 Community Survey Data

Number of total respondents by question are below percentages

	2023 District Totals									Annual Totals			
	1	2	3	4	5	6	7	8	9	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
f. On-street parking?													
Very Good	6%	14%	8%	7%	5%	7%	10%	10%	6%	9%	10%	9%	12%
Good	22%	35%	23%	23%	20%	24%	39%	40%	28%	27%	28%	26%	30%
Neutral	29%	22%	30%	31%	31%	31%	18%	18%	24%	27%	28%	32%	25%
Bad	19%	17%	16%	17%	23%	20%	20%	19%	22%	19%	17%	17%	16%
Very Bad	12%	9%	11%	13%	13%	8%	11%	11%	16%	11%	11%	11%	10%
Don't Know	11%	3%	11%	9%	9%	10%	2%	2%	5%	8%	7%	5%	7%
	664	691	660	519	311	417	398	160	267	4,087	3,352	623	712
g. Street lighting?													
Very Good	14%	15%	16%	12%	13%	14%	15%	14%	11%	14%	16%	17%	17%
Good	40%	49%	43%	38%	36%	45%	48%	45%	48%	44%	43%	43%	44%
Neutral	23%	20%	20%	26%	29%	20%	20%	22%	24%	22%	21%	21%	20%
Bad	15%	11%	12%	15%	13%	16%	11%	14%	12%	13%	13%	12%	13%
Very Bad	5%	4%	8%	7%	10%	5%	6%	5%	6%	6%	6%	6%	5%
Don't Know	2%	1%	2%	1%	0%	0%	1%	0%	0%	1%	1%	1%	1%
	663	691	659	521	312	418	397	159	268	4,088	3,358	623	710
h. Availability of sidewalks?													
Very Good	17%	12%	12%	16%	5%	8%	26%	27%	13%	14%	15%	17%	17%
Good	24%	24%	12%	21%	10%	15%	45%	38%	24%	22%	22%	23%	23%
Neutral	16%	16%	17%	14%	16%	18%	12%	17%	16%	16%	16%	14%	13%
Bad	17%	20%	19%	19%	26%	23%	10%	9%	20%	19%	19%	18%	20%
Very Bad	24%	27%	34%	29%	41%	33%	6%	9%	27%	27%	26%	25%	26%
Don't Know	2%	1%	5%	1%	3%	3%	0%	0%	0%	2%	2%	1%	2%
	662	691	657	520	309	417	398	161	268	4,083	3,355	621	709
19. How do you rate Chattanooga as a place to do business?													
Very Good	21%	23%	19%	22%	18%	19%	17%	16%	17%	20%	20%	23%	26%
Good	44%	43%	47%	45%	42%	47%	46%	37%	45%	45%	44%	44%	47%
Neutral	15%	13%	15%	15%	23%	18%	16%	22%	19%	16%	16%	16%	14%
Bad	2%	2%	4%	1%	4%	3%	2%	6%	3%	3%	2%	3%	2%
Very Bad	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't Know	17%	17%	15%	16%	11%	13%	18%	19%	14%	16%	17%	14%	10%
	663	692	666	523	311	420	399	161	270	4,105	3,364	623	715
a. Do you own a business in Chattanooga?													
Yes	13%	16%	11%	14%	9%	12%	16%	16%	18%	14%	13%	13%	13%
No	87%	84%	89%	86%	91%	88%	84%	84%	82%	86%	87%	87%	87%
	665	692	664	523	311	419	399	162	270	4,105	3,358	623	712
b. If yes, how many employees does your business employ?													
Self	36%	52%	49%	46%	56%	53%	38%	46%	48%	46%	46%	45%	42%
1	7%	9%	8%	8%	7%	10%	8%	8%	19%	9%	7%	6%	9%
2-10	35%	21%	33%	31%	30%	33%	34%	35%	21%	30%	32%	40%	33%
11-50	11%	13%	8%	13%	7%	2%	11%	8%	13%	10%	10%	6%	15%
51-150	0%	4%	0%	1%	0%	2%	3%	0%	0%	3%	2%	3%	1%
151+	5%	1%	1%	0%	0%	0%	6%	4%	0%	2%	3%	0%	0%
	85	114	72	71	27	49	65	26	48	557	430	80	92
20. In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chattanooga:													
a. Called 3-1-1 about public services													
Never	35%	21%	27%	33%	19%	23%	39%	29%	19%	28%	27%	26%	26%
Once or Twice	40%	43%	42%	42%	37%	41%	37%	39%	36%	40%	36%	33%	33%
3 to 5 Times	18%	25%	21%	18%	30%	27%	16%	24%	29%	22%	24%	26%	26%
6 to 10 Times	6%	9%	8%	5%	11%	6%	6%	7%	10%	7%	9%	11%	11%
More than 10 Times	1%	3%	3%	2%	3%	3%	2%	1%	7%	2%	4%	4%	3%
	666	692	664	522	313	416	397	162	270	4,102	3,360	623	717
b. Ridden a local bus (CARTA)													
Never	89%	91%	94%	96%	86%	92%	74%	83%	85%	89%	89%	90%	86%
Once or Twice	8%	5%	4%	2%	8%	3%	14%	12%	8%	6%	7%	5%	8%
3 to 5 Times	1%	2%	1%	2%	3%	2%	4%	3%	3%	2%	2%	3%	2%
6 to 10 Times	1%	0%	0%	0%	1%	1%	3%	0%	0%	1%	1%	0%	1%
More than 10 Times	1%	1%	1%	0%	3%	1%	5%	2%	4%	2%	1%	2%	3%
	663	690	663	520	311	416	397	160	267	4,087	3,354	623	713

2023 Community Survey Data

Number of total respondents by question are below percentages

	2023 District Totals									Annual Totals			
	1	2	3	4	5	6	7	8	9	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
c. Visited a Chattanooga Public Library branch													
Never	51%	46%	49%	63%	51%	54%	38%	35%	41%	49%	54%	62%	46%
Once or Twice	25%	28%	26%	21%	27%	28%	29%	33%	29%	27%	26%	23%	28%
3 to 5 Times	11%	11%	11%	8%	12%	8%	14%	16%	12%	11%	9%	7%	12%
6 to 10 Times	5%	6%	5%	3%	5%	5%	6%	6%	9%	5%	5%	3%	6%
More than 10 Times	8%	9%	9%	5%	5%	6%	13%	11%	9%	8%	6%	5%	8%
	665	689	663	522	311	418	398	160	268	4,094	3,359	623	714
d. Used/visited McKamey Animal Center													
Never	71%	63%	67%	76%	68%	73%	74%	69%	63%	69%	71%	71%	65%
Once or Twice	26%	31%	26%	20%	27%	24%	21%	25%	34%	26%	25%	23%	26%
3 to 5 Times	3%	4%	5%	3%	3%	3%	3%	3%	2%	4%	3%	4%	5%
6 to 10 Times	0%	1%	1%	0%	0%	0%	1%	3%	0%	1%	1%	1%	2%
More than 10 Times	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	666	691	662	522	311	416	398	160	269	4,095	3,355	624	717
f. Been involved in a community project or attended a public meeting													
Never	60%	63%	68%	67%	63%	71%	54%	54%	51%	63%	63%	70%	58%
Once or Twice	28%	27%	24%	24%	29%	22%	32%	34%	28%	27%	26%	22%	29%
3 to 5 Times	9%	7%	4%	7%	6%	6%	8%	8%	13%	7%	7%	5%	8%
6 to 10 Times	2%	1%	2%	1%	1%	1%	3%	2%	3%	2%	2%	1%	3%
More than 10 Times	2%	2%	2%	2%	2%	1%	3%	3%	4%	2%	2%	2%	2%
	664	691	664	518	311	416	399	160	268	4,091	3,354	623	716
21. Overall, how do you rate the quality of each of the following services:													
a. 3-1-1													
Very Good	17%	26%	20%	17%	23%	21%	16%	14%	26%	20%	24%	24%	28%
Good	33%	38%	39%	39%	38%	43%	34%	36%	40%	38%	36%	39%	36%
Neutral	16%	15%	14%	17%	21%	14%	14%	19%	12%	16%	15%	14%	12%
Bad	5%	6%	6%	5%	7%	4%	5%	7%	6%	6%	4%	4%	4%
Very Bad	2%	3%	3%	1%	3%	2%	1%	1%	3%	2%	2%	1%	2%
Don't Know	26%	13%	17%	22%	9%	15%	30%	22%	13%	19%	18%	18%	18%
	664	691	661	518	311	415	395	160	268	4,083	3,343	621	713
b. Bus services (CARTA)													
Very Good	3%	4%	2%	1%	5%	3%	8%	4%	5%	3%	4%	5%	5%
Good	9%	12%	9%	11%	20%	10%	18%	15%	14%	12%	11%	12%	13%
Neutral	18%	18%	19%	20%	21%	17%	16%	19%	18%	18%	20%	21%	20%
Bad	5%	3%	2%	2%	3%	3%	6%	4%	6%	3%	3%	4%	3%
Very Bad	2%	2%	1%	2%	1%	1%	3%	2%	2%	2%	1%	2%	1%
Don't Know	64%	61%	67%	65%	50%	66%	50%	56%	56%	61%	60%	57%	59%
	660	682	657	521	307	412	396	158	265	4,058	3,339	625	711
c. Animal control (McKamey)													
Very Good	8%	10%	9%	7%	7%	10%	7%	7%	12%	9%	8%	8%	13%
Good	20%	23%	24%	19%	22%	22%	17%	19%	18%	21%	20%	19%	25%
Neutral	20%	20%	20%	21%	23%	17%	19%	24%	20%	20%	21%	21%	17%
Bad	3%	3%	4%	3%	8%	5%	5%	5%	8%	4%	4%	5%	2%
Very Bad	2%	2%	2%	1%	6%	2%	3%	2%	5%	2%	2%	3%	1%
Don't Know	47%	41%	41%	50%	34%	44%	49%	43%	38%	44%	45%	43%	43%
	664	691	660	521	309	416	396	159	268	4,084	3,351	624	712
d. Public libraries													
Very Good	20%	23%	20%	13%	24%	17%	27%	30%	29%	21%	20%	18%	23%
Good	29%	32%	35%	23%	31%	29%	33%	33%	30%	31%	30%	28%	33%
Neutral	14%	15%	14%	19%	17%	15%	13%	10%	12%	15%	16%	15%	14%
Bad	2%	1%	2%	3%	1%	3%	1%	1%	1%	2%	2%	2%	2%
Very Bad	0%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	0%
Don't Know	34%	27%	28%	41%	27%	35%	24%	24%	26%	31%	32%	36%	29%
	664	693	659	519	311	416	397	159	269	4,087	3,342	624	709

2023 Community Survey Data

Number of total respondents by question are below percentages

	2023 District Totals									Annual Totals			
	1	2	3	4	5	6	7	8	9	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
22. Overall, how do you rate the following aspects of City government performance:													
a. Value of services for City taxes paid													
Very Good	8%	9%	7%	7%	7%	7%	7%	9%	8%	8%	7%	6%	10%
Good	33%	36%	33%	30%	28%	31%	33%	30%	33%	32%	34%	34%	38%
Neutral	31%	29%	29%	34%	30%	34%	31%	34%	30%	31%	30%	30%	28%
Bad	17%	15%	18%	15%	22%	16%	14%	14%	14%	16%	16%	17%	11%
Very Bad	6%	6%	10%	10%	10%	7%	7%	8%	9%	8%	8%	8%	7%
Don't Know	5%	4%	3%	4%	4%	6%	8%	6%	6%	5%	5%	6%	5%
	659	690	662	519	311	417	396	162	266	4,082	3,351	623	714
b. Overall direction the City is taking													
Very Good	11%	13%	8%	9%	4%	7%	12%	15%	10%	10%	9%	9%	14%
Good	39%	40%	33%	34%	37%	35%	45%	35%	42%	38%	36%	37%	43%
Neutral	26%	24%	31%	32%	32%	32%	24%	28%	25%	28%	30%	33%	26%
Bad	14%	13%	14%	14%	15%	17%	13%	14%	12%	14%	13%	11%	9%
Very Bad	6%	5%	8%	7%	5%	6%	3%	6%	6%	6%	6%	5%	3%
Don't Know	3%	4%	5%	5%	7%	3%	4%	3%	6%	4%	5%	6%	5%
	661	689	662	517	311	417	394	162	269	4,082	3,352	624	712
c. Welcoming citizen involvement													
Very Good	12%	13%	9%	8%	7%	6%	11%	14%	12%	10%	10%	7%	11%
Good	36%	35%	31%	30%	29%	30%	37%	30%	32%	33%	33%	32%	35%
Neutral	29%	29%	34%	35%	33%	34%	30%	37%	28%	32%	33%	33%	30%
Bad	7%	6%	9%	8%	9%	10%	9%	8%	9%	8%	8%	9%	7%
Very Bad	3%	3%	3%	5%	6%	5%	2%	4%	6%	4%	4%	4%	4%
Don't Know	14%	14%	15%	14%	15%	14%	12%	8%	13%	14%	13%	15%	13%
	660	686	661	518	309	417	393	160	266	4,070	3,336	623	713
23. How would you rate the City's handling of homelessness?													
Very Good	1%	2%	1%	1%	2%	1%	1%	2%	2%	1%	1%	1%	0%
Good	13%	15%	12%	15%	9%	10%	13%	9%	13%	13%	9%	8%	0%
Neutral	29%	25%	31%	27%	22%	24%	27%	26%	31%	27%	27%	26%	0%
Bad	26%	29%	24%	24%	30%	26%	28%	33%	21%	26%	28%	24%	0%
Very Bad	21%	17%	18%	19%	30%	28%	26%	26%	24%	22%	24%	24%	0%
Don't Know	10%	11%	14%	15%	7%	11%	6%	4%	8%	10%	11%	17%	0%
	666	695	665	524	313	420	399	163	270	4,115	3,361	627	0
24. What is your sex?													
Male	54%	49%	52%	54%	40%	49%	52%	51%	44%	50%	50%	49%	48%
Female	46%	51%	48%	46%	60%	51%	48%	49%	56%	50%	50%	51%	52%
	656	685	660	514	308	417	396	161	264	4,061	3,312	622	712
25. What is your age?													
Under 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	9%	4%	3%	5%	6%	6%	14%	16%	7%	7%	8%	7%	13%
30-44	17%	25%	17%	19%	20%	18%	29%	31%	29%	21%	23%	23%	25%
45-59	23%	26%	22%	27%	29%	24%	26%	26%	22%	25%	24%	25%	25%
60-74	39%	32%	39%	37%	36%	39%	26%	20%	33%	35%	34%	35%	30%
Over 74	12%	13%	18%	12%	8%	13%	6%	6%	9%	12%	12%	10%	7%
	661	690	660	517	311	417	396	162	268	4,082	3,331	623	713
26. How many years have you lived in Chattanooga?													
Less than 5	22%	14%	13%	17%	9%	12%	28%	20%	18%	17%	18%	17%	18%
5-10 years	14%	14%	9%	14%	10%	14%	16%	19%	13%	13%	15%	14%	15%
11-20 years	13%	13%	14%	18%	14%	15%	16%	12%	15%	15%	13%	11%	15%
More than 20 years	51%	58%	64%	51%	67%	58%	40%	49%	55%	55%	55%	57%	52%
	664	690	664	521	310	418	397	162	267	4,093	3,357	624	716
27. Do you own your home, rent your home, or live with someone?													
Own	78%	87%	89%	83%	83%	79%	64%	68%	81%	81%	79%	80%	74%
Rent	21%	12%	10%	16%	16%	20%	35%	30%	19%	18%	20%	18%	26%
Live with Someone (rent-free)	1%	1%	1%	1%	2%	1%	0%	2%	0%	1%	1%	2%	1%
	664	687	661	518	310	417	392	162	268	4,079	3,349	625	713

2023 Community Survey Data

Number of total respondents by question are below percentages

	2023 District Totals									Annual Totals			
	1	2	3	4	5	6	7	8	9	2023 City Totals	2022 City Totals	2021 City Totals	2020 City Totals
28. In the past 12 months, what was your (individual) pre-tax income?													
No Income	1%	2%	2%	2%	4%	2%	1%	4%	3%	2%	2%	2%	2%
Less than \$20,000	5%	5%	5%	3%	9%	6%	8%	7%	7%	6%	6%	9%	8%
\$20,000 - \$34,999	9%	9%	10%	8%	15%	14%	9%	12%	14%	10%	12%	14%	12%
\$35,000 - \$74,999	33%	32%	33%	31%	46%	39%	31%	33%	36%	34%	35%	34%	40%
\$75,000 - \$149,999	32%	29%	33%	42%	20%	32%	30%	29%	27%	31%	30%	27%	28%
\$150,000 or more	21%	24%	17%	15%	5%	7%	21%	15%	13%	17%	15%	15%	10%
	632	651	628	479	297	402	381	157	258	3,885	3,200	597	685
29. Which of these is closest to describing your ethnic background?													
Caucasian/White	93%	92%	91%	84%	53%	83%	82%	67%	73%	84%	84%	83%	83%
African-American/Black	2%	2%	4%	7%	40%	11%	9%	22%	19%	9%	9%	11%	11%
Asian or Pacific Islander	2%	1%	2%	4%	1%	1%	2%	2%	1%	2%	2%	1%	1%
Native American/Indian	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	1%	1%
Hispanic/Latino	1%	2%	1%	2%	2%	2%	3%	5%	3%	2%	2%	1%	2%
Other	1%	3%	2%	3%	3%	2%	4%	4%	3%	2%	3%	2%	2%
	654	678	654	508	305	412	392	162	263	4,028	3,298	616	705
30. How much education have you completed?													
Elementary	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%
Some high school	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%
High school grad or equivalent	7%	7%	7%	8%	13%	6%	6%	6%	7%	7%	6%	8%	6%
Some college	20%	18%	20%	19%	32%	27%	16%	20%	20%	21%	21%	19%	22%
College grad or more	73%	74%	72%	72%	54%	66%	75%	73%	73%	71%	72%	72%	72%
	661	680	659	513	309	416	397	163	266	4,064	3,331	621	713
Response Rates	6%	7%	6%	5%	4%	4%	4%	2%	3%	5%	6%	6%	7%
Margin of Error	±3.67	±3.58	±3.67	±4.17	±5.43	±4.67	±4.80	±7.58	±5.86	±1.49	±1.64	±3.78	±3.52

NOTES:

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