

City of Chattanooga

2015 Community Survey Results

October 2015



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OFFICE OF INTERNAL AUDIT

Stan Sewell, City Auditor

October 23, 2015

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

RE: City of Chattanooga 4th Annual Community Survey Results

This report presents the results of our 4th annual Community Survey. We asked Chattanoogaans about their views on a variety of city services, and over 2,100 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.

Chattanoogaans continue to give high ratings to their city and neighborhoods in 2015, while giving lower marks for the value of services provided by city government relative to taxes paid. Chattanoogaans believe the City is a good place to live, work, raise a family and retire. Overall, resident ratings of sanitation services were positive, though residents continue to express less-favorable ratings of street conditions. The 2015 survey, like previous surveys, often showed significant differences in opinions based on the district surveyed.

Compared to last year, our statistical significance testing indicates Chattanoogaans feel our city is a better place to retire (receiving the highest positive rating since the first survey in 2012); citizens are more satisfied with the City's curbside recycling program; and the quality of animal control services (McKamey) is viewed as better. During our general review of multi-year data for the City, we noted citizens seem to feel slightly safer downtown; are more satisfied with yard waste pick-up and water quality; and there is a decline in satisfaction with the quality of city streets relating to smoothness.

The condition of city streets has been one of the lowest rated areas by citizens since we conducted our first survey in 2012. One of our most significant notations while reviewing 2015 survey data was the decline in this already poorly rated area.

For 2015, we have included an addendum providing 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 \pm 2.08 percent, while accuracy by city council district ranged from \pm 5.51 to \pm 7.35 percent.



OFFICE OF INTERNAL AUDIT

Stan Sewell, City Auditor

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 more than 2,100 Chattanooga residents 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 (CSV in Microsoft Excel):

<http://www.chattanooga.gov/internal-audit-files/2015RawResults.xls>

Detailed Results (in Microsoft Excel):

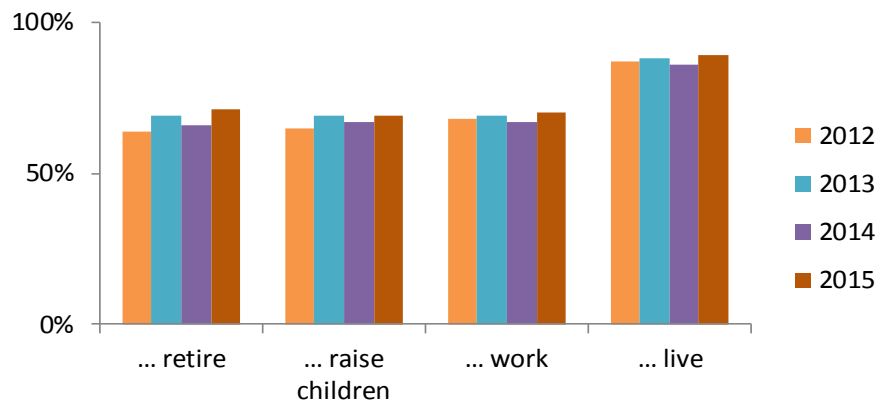
<http://www.chattanooga.gov/internal-audit-files/2015resultsbydistrict.xls>

Summary

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 the more than 2,100 residents who responded to our survey, as well as results of our survey in detail. This report should interest the public, City Council, City managers, community leaders, and the Regional Planning Agency. We also intend 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.

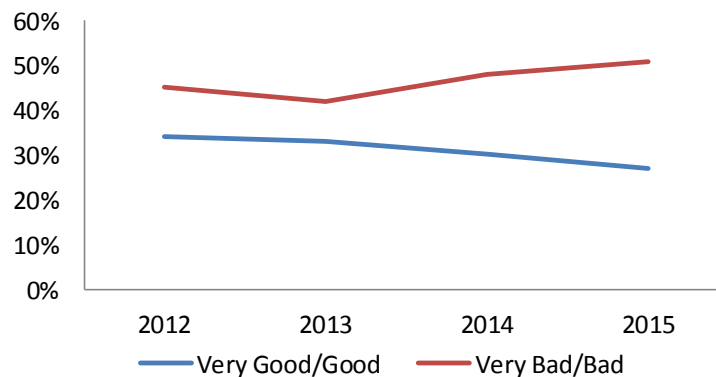
- Citywide, 89 percent of residents rate Chattanooga as a good or very good place to live. Satisfaction with Chattanooga as a place to work and raise children remains positive. Residents' rating of Chattanooga as a place to retire is higher in 2015, with 71 percent rating Chattanooga as very good or good place to retire.
- 44 percent of residents rate the value of services for amount of taxes paid as good or very good, and 55 percent of respondents rate the overall direction the City is taking as very good or good.
- Overall satisfaction with public safety services remains positive in 2015. While residents felt safe in their neighborhoods, parks, and downtown during the day, most residents report feeling unsafe in parks and downtown at night. However, there are indications residents are feeling safer downtown at night than previous years.

- 75 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 highest rate of park visits—29 percent report visiting a park either daily or weekly—is in District 7; the lowest rate of park visits are in Districts 4, 6 and 9, at 10 percent.
- The overwhelming majority of residents (84 percent) indicate they did not participate in a recreation program within the past 12 months. Of those who did, programs were rated highly.
- Overall, residents rate street lighting and cleanliness of city streets positively. Residents were less positive about the smoothness of streets: only 27 percent indicate smoothness was good or very good, a three percentage point decrease from 2014 and seven percentage point decrease from 2012. The highest positive ratings for street smoothness were in Districts 1 and 7, with 35 and 31 percent (respectively) rating smoothness as good or very good. The lowest rating for smoothness was in District 9 with only 23 percent rating smoothness as good or very good.



The condition of streets has been one of the most negatively rated areas since our survey was first conducted in 2012. We noted the trend appears to indicate worsening conditions. 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, with 35 percent rating the safety of cyclists as bad or very bad on city streets.

-
- As in previous years, residents continue to rate their city and neighborhood positively on livability. 76 percent of residents rate favorably on new residential developments attractiveness in their neighborhoods.
 - 75 percent of residents who are business owners indicate Chattanooga is a very good or good place to do business.
 - While 62 percent of residents are not involved in a community project or did not attend a public meeting in the last 12 months, residents rated the City's efforts at welcoming citizen involvement as positive (42 percent) or neutral (32 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).

Public Safety

OVERVIEW

Overall satisfaction with police, fire, emergency medical services, and 9-1-1 remain positive in 2015. While residents feel safe in their neighborhoods, parks, and downtown during the day, residents report feeling unsafe in parks and downtown at night. Residents' rating of safety downtown at night and during the day has increased positively compared to some years. Nighttime safety in neighborhoods varied by district but is positive overall.

Overall resident ratings of Public Safety services

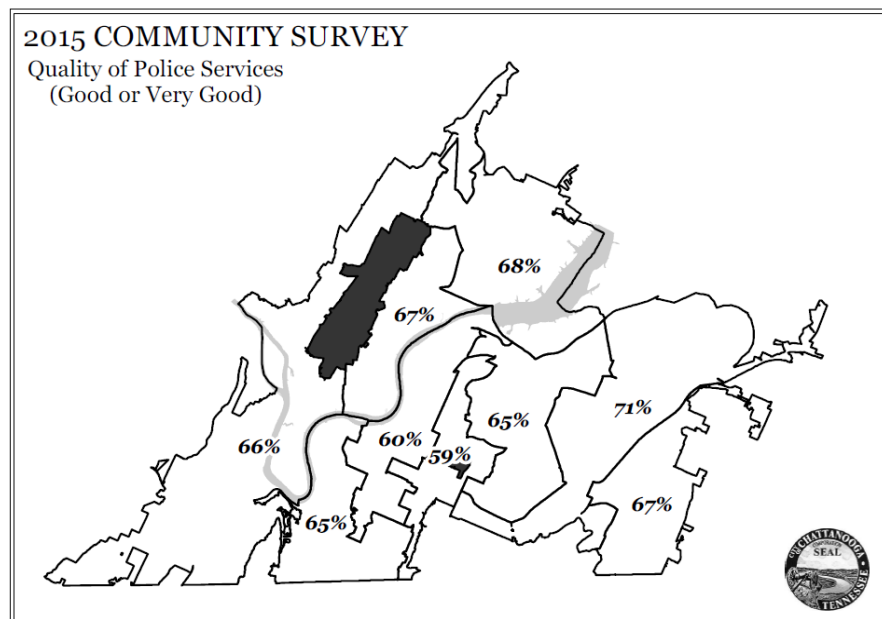
(percent very good or good)

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

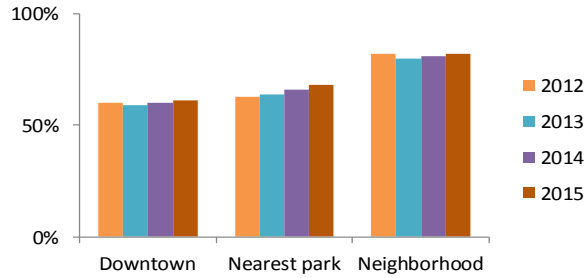
ANALYSIS

Satisfaction with public safety services is favorable in 2015. Of those residents who used fire or emergency medical services within the past 12 months, 92 percent feel that the overall quality of service was very good or good. Residents are equally satisfied with speed of responses to their emergency. Also, among residents using 9-1-1 services within the past 12 months, satisfaction is high for the services received from the call-taker.

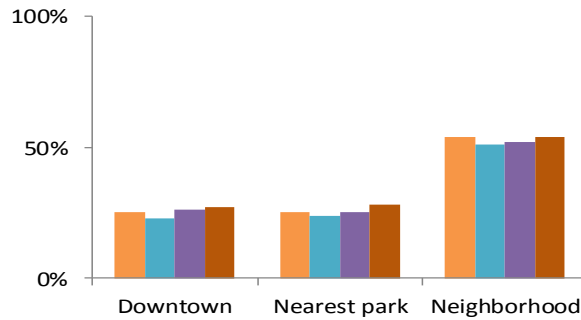
Ratings of police services vary by city council district and are lower than that for Fire, EMS, and 9-1-1 services. Citywide, 66 percent of residents feel that the quality of police services is very good or good, and 60 percent of residents rate the conduct of police officers as very good or good. This is a 6 and 4 percentage point increase from residents' rating in 2014. Police response times are rated lowest, with 45 percent of residents rating response times as very good or good. This percentage has remained consistent since our 2012 survey.



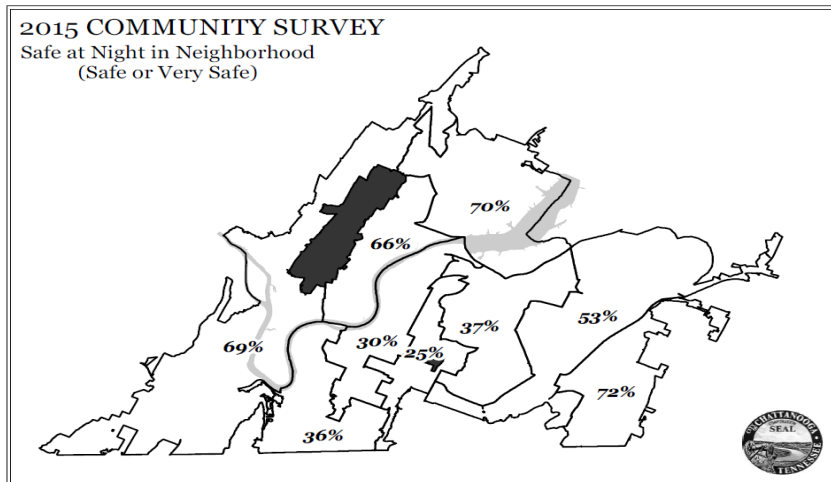
Rating of safety during the day as safe or very safe



Rating of safety at night as safe or very safe



Residents report feeling safer downtown at night and during the day than in some previous years. Nighttime safety ratings are lower than day ratings overall. Citywide, residents feel most unsafe downtown at night. In 2015, 45 percent of residents surveyed indicate they feel unsafe or very unsafe walking alone at night downtown. Forty-one percent feel unsafe or very unsafe in their nearest park at night, and 28 percent feel unsafe or very unsafe in their neighborhood at night.



Feelings of safety at night in neighborhoods vary among council districts. The highest rates of perceived nighttime safety are in City Council Districts 3 and 4, at 70 percent and 72 percent, respectively; City Council District 9 reports the lowest rate at 25 percent. **Perceptions of safety at night correspond directly with resident reports of home and vehicle break-ins.**

Public Works and Transportation

OVERVIEW

Resident satisfaction with Public Works services is positive overall in 2015. The vast majority of residents rate satisfaction with sanitation services (garbage, yard waste, recycling) as very satisfied or somewhat satisfied. Yard waste and recycling rating of satisfaction has increased positively since 2012. However, only about half of residents rate water quality and waste management services (sewer and storm drainage) positively. Services from 3-1-1 remain highly rated.

Resident ratings of Public Works services

(percent very satisfied or somewhat satisfied)

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

Residents were less enthusiastic about street conditions. Ratings on smoothness of streets received the lowest percentage of satisfaction since 2012. Traffic flow during non-peak hours rates favorably, while satisfaction with traffic flow during peak hours is the lowest since 2012. In 2015, 42 percent of residents rated traffic flow at peak hours as very bad or bad. Less than half of residents rate pedestrian and cyclist safety positively.

Resident ratings of traffic flow

(percent very good or good)

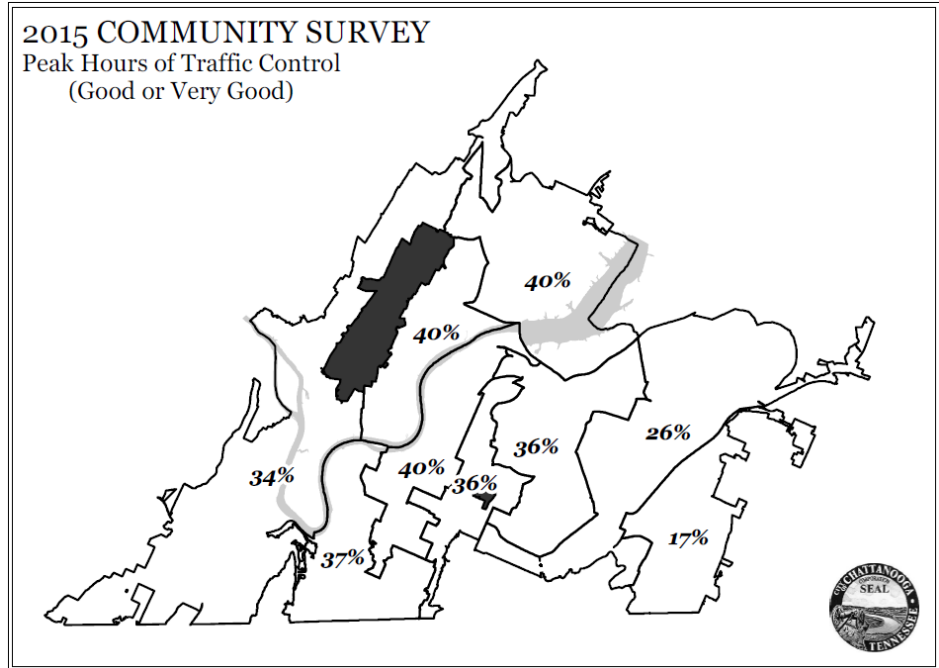
	2015	2014	2013	2012
During peak hours	34%	35%	37%	39%
During off-peak hours	69%	69%	70%	70%

ANALYSIS

Overall satisfaction with Public Works services is positive. Satisfaction with sanitation services is higher than for water quality and waste management services. Ninety percent of residents who responded and had an opinion are very satisfied or somewhat satisfied with garbage pick-up. Seventy-five percent are very satisfied or somewhat satisfied with yard waste pick-up, and 77 percent are very satisfied or somewhat satisfied with curbside recycling. Yard waste pick-up and curbside recycling ratings have increased in satisfaction compared to 2012 survey results.

Half of residents are satisfied with water quality, storm drainage and the city sewer system. In 2015, 49 percent of residents rated the water quality of lakes and streams as very satisfied or somewhat satisfied. Seventy-five 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, 81 percent rate the quality as good or very good.

In 2015, residents' ratings of traffic flow on major streets and thoroughfares during peak hours are steadily decreasing in satisfaction. Forty-two percent of residents report very bad or bad traffic flow during peak hours. This is an increase of 8 percentage points from 2012. Satisfaction with traffic flow during off-peak hours is significantly higher citywide, as 69 percent of the residents rate off-peak traffic flow as very good or good. Variation exists between council districts, with District 2, 3 and 8 being most satisfied with traffic flow during peak hours—40 percent—and District 4 being least satisfied with only 17 percent reporting very good or good traffic flow.



While only 51 percent of residents rate the cleanliness of city streets favorably, residents rate the smoothness of city streets less favorably. Twenty-seven percent of residents indicate the smoothness as very good or good, compared to 30 percent in 2014 and 33 percent in 2013. District 9 being the least satisfied with only 23 percent reporting very good or good. Street lighting opinions remain unchanged. Residents rate their city streets low pertaining to speeding vehicles, with 45 percent rating speeding vehicles as very bad or bad.

Resident ratings of street conditions
(percent very good or good)

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

Parks and Recreation

OVERVIEW

In 2015, residents continue to rate City parks and recreation programs positively. Seventy-five 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 recreation programs within the past 12 months. Those who did participate rate the programs highly.

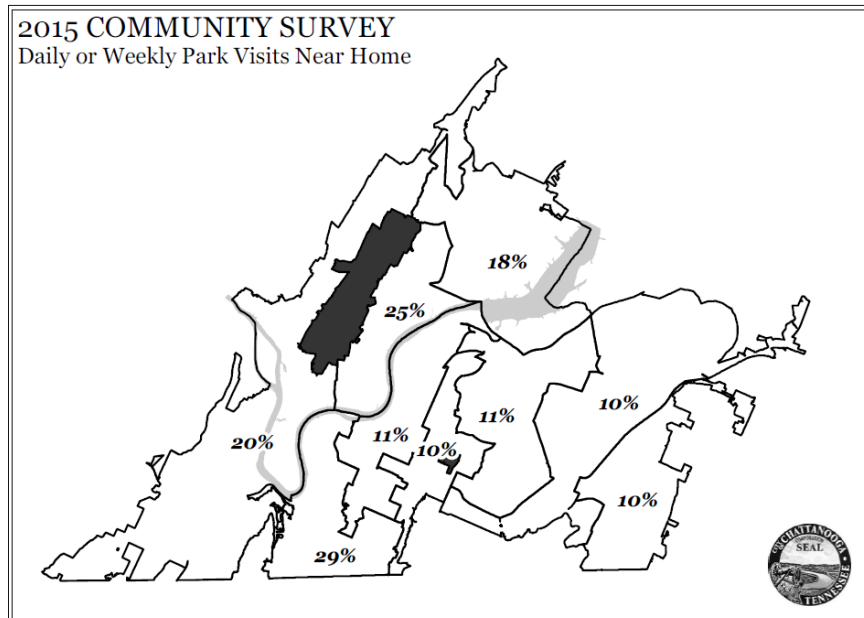
Use of Parks and Recreation services/facilities

(within past 12 months)

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

ANALYSIS

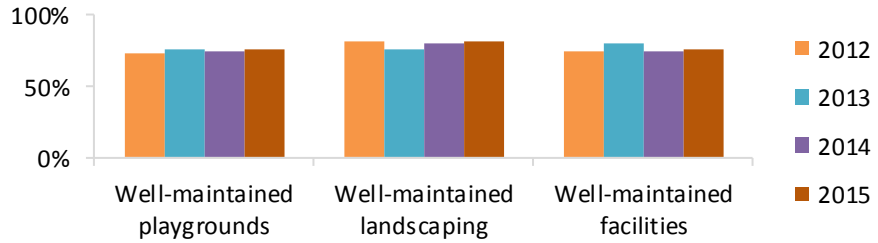
Citywide, in 2015, 16 percent of residents report visiting their neighborhood park on a daily or weekly basis. Utilization of neighborhood parks varies significantly among the nine council districts. The highest rate of regular park visits—29 percent—is by residents in District 7; the lowest, at 10 percent, is by residents in Districts 4, 6 and 9. **Utilization corresponds with resident opinions of closeness of parks to their neighborhood.**



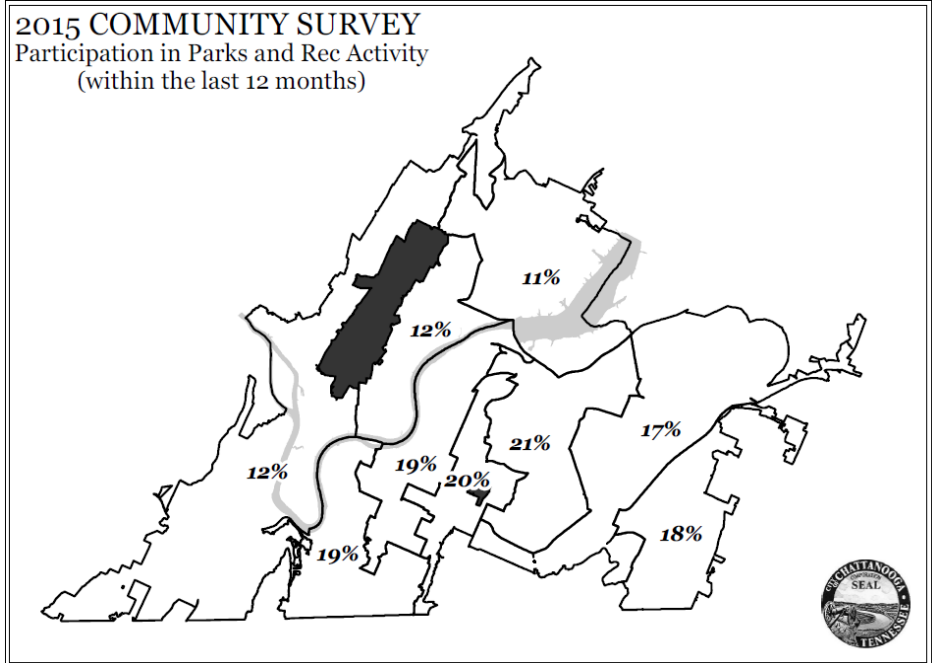
Of residents who registered an opinion, Chattanoogaans rate the quality of park landscaping, facilities, and playgrounds near their homes favorably. Eighty-one percent report well-maintained landscaping, 76 percent report well-maintained facilities, and 76 percent report well-maintained playgrounds.

Resident ratings of neighborhood park qualities

(percent very good or good)



Sixteen percent of residents report that someone in their household participated in a recreation program within the past 12 months. Participation remains flat from previous years. The highest rate of participation is in District 5 at 21 percent. The lowest rate of participation is in District 3 at 11 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, 71 percent rate affordability of programs as very good or good, 68 percent rate the variety as very good or good, and 65 percent rate the quality of instruction as very good or good.



Economic and Community Development

OVERVIEW

Overall satisfaction with community development remains positive in 2015. Residents rate their city and neighborhood positively on livability, and report favorably on new commercial and residential developments in their neighborhoods. Business owners continue to indicate Chattanooga is a good place to do business. McKamey Animal Services was utilized more in 2015 than other years and received an increased rating for quality of service

Resident ratings of livability

(percent very good or good)

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

ANALYSIS

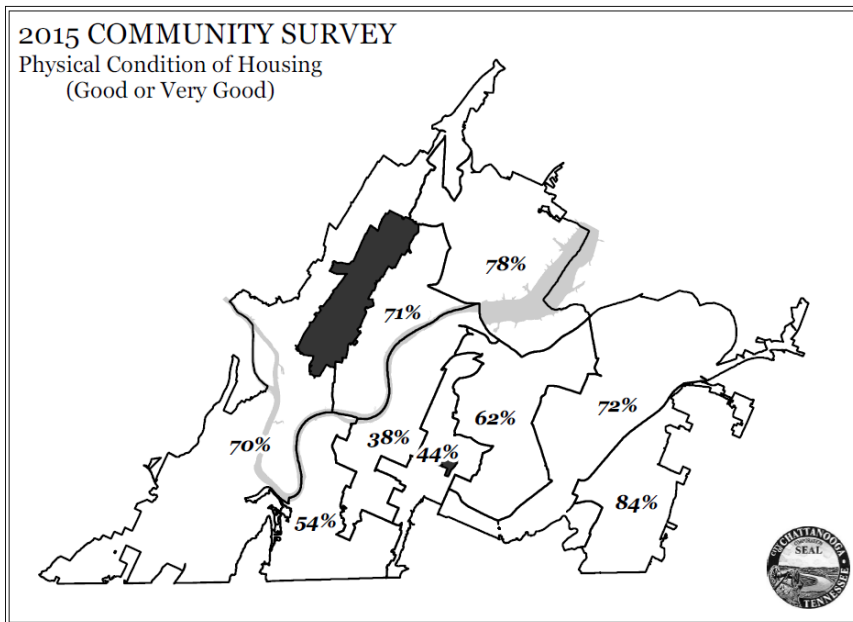
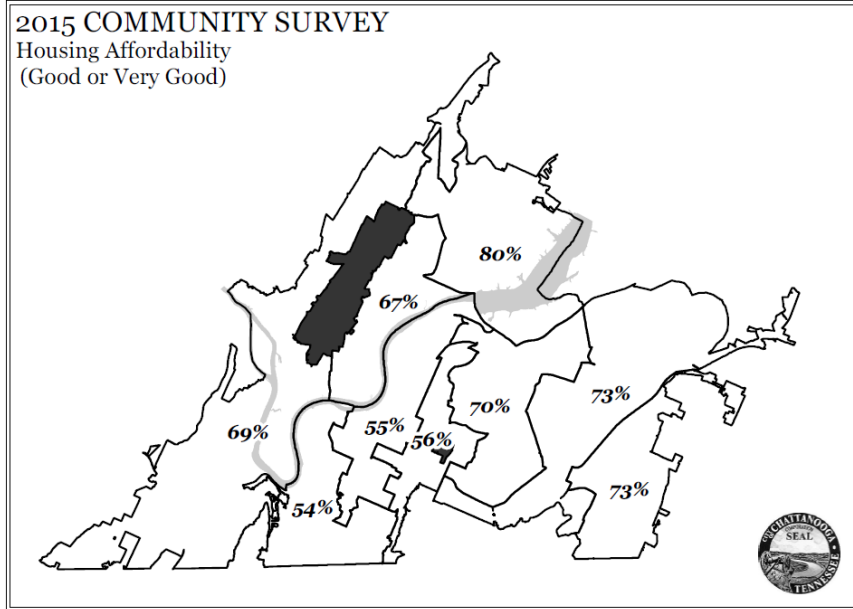
Citywide, 89 percent of residents feel positively about their city's livability, with 82 percent feeling positively about their neighborhood's livability. Seventy-one percent of residents rate Chattanooga as a good or very good place to retire, which represents an increase of 5 percentage points from 2014. Citywide, residents feel more positively about access to shopping and services (73 percent) and closeness of parks (63 percent) than their ability to walk to public transit (41 percent) or availability of sidewalks (36 percent). Resident feelings about aspects of neighborhood livability vary by council district:

Neighborhood livability factors

(percent very good or good)

Council District	Close to parks	Close to transit	Access to shopping	Sidewalk availability	On-street parking
1	66%	16%	74%	39%	22%
2	71%	49%	85%	37%	43%
3	77%	18%	86%	23%	31%
4	72%	23%	95%	39%	28%
5	49%	42%	62%	18%	29%
6	56%	45%	86%	20%	35%
7	70%	80%	61%	66%	44%
8	52%	71%	34%	64%	38%
9	42%	56%	43%	32%	29%

In 2015, 68 percent of residents rate housing affordability in their neighborhood positively with the highest rating in District 3 (80 percent) and lowest positive rating in District 7 (54 percent). Sixty-seven percent of residents feel positively about the physical condition of housing in neighborhoods. Ratings of housing condition vary widely by council district, with the highest ratings in Districts 3 (78 percent), 4 (84 percent), and 6 (72 percent), and the lowest positive rating in District 8 (38 percent).



In 2015, 32 percent of residents report new commercial developments in their neighborhoods. Of those, 75 percent feel positively about the attractiveness of the development, which is a 7 percentage point decrease from 2013. 57 percent of residents indicate the additions are an improvement to their neighborhood as a place to live.

Similarly, 28 percent of residents report new residential developments in their neighborhood within the past 12 months. Of those, 76 percent rate favorably the attractiveness of the development and 57 percent feel the development is an improvement to their neighborhood.

While 62 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, 74 percent, rate the City's efforts at welcoming citizen involvement as positive or neutral. Thirty percent of residents have visited McKamey Animal Center in 2015. Of those residents that visited McKamey at least once and had an opinion, 73 percent rate the quality as very good or good. In 2015, 52 percent of residents visited a Public Library branch. This percentage has remained steady since 2012. Those that have visited rate the library positively.

Forty-four percent of residents rate the value received for city taxes paid as very good or good. The majority of residents feel positive about the overall direction the City is taking, with 55 percent rating the government performance as very good or good. This is a 7 percentage point increase from 2012.

Seventy-five percent of residents who reported owning a business rate Chattanooga as a good or very good place to do business.

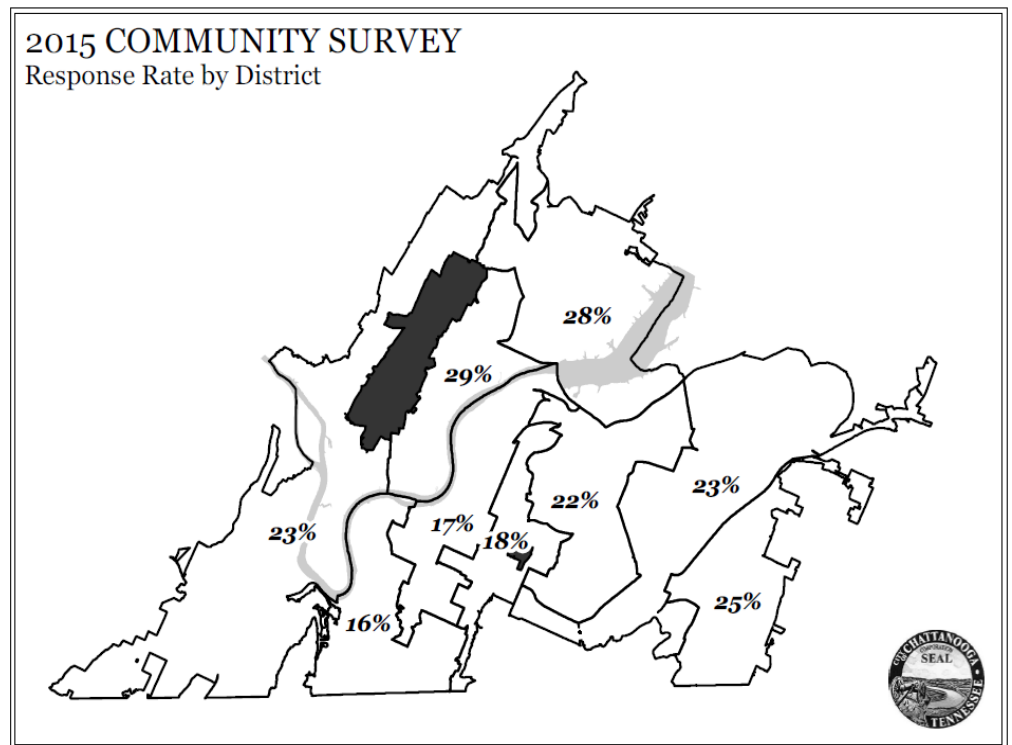
Survey Methodology

The Office of Internal Audit (OIA) conducted its Community Survey for the fourth year in 2015. 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

At the beginning of May 2015, we mailed 10,000 introductory postcards and surveys to households representing each of the City's nine council districts. One week after the survey was sent, we mailed a reminder postcard. There were 366 introductory postcards returned to us as undeliverable (due to vacant addresses, etc.), leaving a total of 9,634 useable addresses for our response rate calculation. We received 2,147 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 ± 2.08 percent based on the 2,147 completed. Within each of the nine City Council Districts, the margin of error ranges from ± 5.51 to ± 7.35 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, our survey respondents are older and more educated than the population as a whole, as we noted in prior years. 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. Some trend analysis is possible for the opinions expressed in this fourth 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 2015 citywide results were meaningfully different from 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. However, respondents wrote 203 comments on the survey form. The majority of these comments addressed perspectives on city services including streets and 3-1-1 response, overall government, and neighborhood concerns. These detailed comments will be 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 2015 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 29), a City Council District map (page 30), a copy of the survey form (page 31 through page 33), and summary results from our analysis of statistical significance of changes from year to year (page 34).

2015 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2015 City Total	2014 City Total	2013 City Total	2012 City Total
1. Overall, how do you rate the quality of life in Chattanooga:													
a. Chattanooga as a place to live													
Very Good	50%	59%	52%	46%	28%	43%	39%	34%	31%	44%	40%	42%	43%
Good	43%	37%	42%	45%	56%	47%	49%	44%	46%	45%	46%	46%	44%
Neutral	6%	3%	4%	7%	11%	9%	9%	18%	15%	8%	10%	9%	10%
Bad	0%	1%	1%	1%	2%	1%	2%	3%	7%	2%	2%	2%	2%
Very Bad	0%	0%	-	-	1%	0%	2%	1%	1%	0%	1%	1%	1%
Don't Know	1%	0%	-	-	1%	-	-	1%	-	0%	0%	0%	0%
	247	299	290	263	226	244	173	176	187	2,105	2,297	2,421	1,237
b. Your neighborhood as a place to live													
Very Good	49%	52%	51%	47%	17%	34%	31%	14%	14%	37%	36%	35%	37%
Good	44%	37%	41%	46%	60%	50%	43%	43%	48%	45%	44%	44%	43%
Neutral	7%	9%	6%	5%	15%	13%	15%	18%	23%	11%	13%	13%	13%
Bad	0%	2%	1%	2%	6%	2%	8%	21%	11%	5%	6%	6%	5%
Very Bad	-	1%	0%	-	1%	1%	2%	3%	4%	1%	2%	2%	1%
Don't Know	-	-	-	-	0%	0%	-	1%	-	0%	1%	0%	0%
	242	298	292	258	222	240	169	174	185	2,080	2,280	2,396	1,222
c. Chattanooga as a place to work													
Very Good	30%	31%	30%	23%	15%	26%	23%	20%	16%	25%	22%	22%	22%
Good	45%	44%	43%	53%	51%	43%	41%	46%	42%	45%	45%	47%	46%
Neutral	14%	13%	16%	17%	24%	19%	26%	21%	27%	19%	22%	21%	21%
Bad	3%	5%	3%	2%	5%	5%	5%	9%	8%	5%	6%	5%	6%
Very Bad	1%	-	1%	1%	-	2%	2%	2%	3%	1%	2%	2%	2%
Don't Know	7%	6%	6%	5%	5%	6%	4%	2%	5%	5%	4%	4%	3%
	235	296	286	253	222	237	167	173	183	2,052	2,254	2,364	1,207
d. Chattanooga as a place to raise children													
Very Good	31%	38%	35%	29%	16%	24%	24%	18%	15%	27%	25%	25%	27%
Good	42%	35%	43%	46%	50%	41%	35%	40%	43%	42%	42%	44%	38%
Neutral	18%	12%	14%	14%	24%	20%	17%	25%	22%	18%	20%	19%	19%
Bad	1%	2%	1%	2%	3%	5%	8%	9%	6%	4%	5%	5%	6%
Very Bad	0%	-	1%	1%	1%	1%	4%	1%	4%	1%	2%	1%	2%
Don't Know	9%	12%	6%	8%	5%	10%	12%	6%	9%	9%	6%	7%	8%
	238	296	285	252	217	239	165	173	185	2,050	2,256	2,374	1,213
e. Chattanooga as a place to retire													
Very Good	35%	37%	43%	32%	22%	31%	29%	23%	19%	31%	27%	29%	28%
Good	39%	38%	38%	45%	49%	39%	34%	39%	39%	40%	39%	40%	36%
Neutral	15%	15%	13%	11%	21%	16%	17%	21%	26%	17%	19%	19%	22%
Bad	3%	3%	1%	4%	3%	5%	7%	6%	4%	4%	4%	4%	4%
Very Bad	2%	-	2%	1%	1%	1%	3%	2%	5%	2%	2%	2%	2%
Don't Know	6%	7%	3%	7%	4%	7%	11%	10%	6%	7%	8%	7%	9%
	241	297	288	255	219	239	169	176	186	2,070	2,268	2,393	1,215

										2015 City	2014 City	2013 City	2012 City									
										Total	Total	Total	Total									
										1	2	3	4	5	6	7	8	9	Total	Total	Total	Total
2.	How safe would you feel walking alone during the day:																					
a.	In your neighborhood?																					
	Very Safe	58%	55%	57%	59%	23%	44%	36%	21%	23%	44%	41%	40%	42%								
	Safe	31%	33%	34%	35%	52%	42%	40%	39%	43%	38%	40%	40%	40%								
	Neutral	6%	7%	6%	3%	13%	7%	13%	19%	16%	9%	9%	11%	9%								
	Unsafe	4%	3%	2%	3%	8%	6%	10%	16%	13%	6%	6%	7%	7%								
	Very Unsafe	1%	1%	1%	-	3%	1%	1%	6%	6%	2%	3%	2%	2%								
	Don't Know	0%	1%	0%	-	1%	0%	-	-	-	0%	1%	1%	1%								
		249	302	299	266	224	243	174	178	191	2,126	2,313	2,445	1,246								
b.	In the park closest to you?																					
	Very Safe	31%	37%	30%	41%	12%	25%	28%	14%	12%	27%	24%	23%	23%								
	Safe	45%	40%	46%	41%	39%	37%	38%	40%	39%	41%	42%	41%	40%								
	Neutral	13%	11%	12%	9%	25%	17%	15%	23%	22%	16%	16%	17%	18%								
	Unsafe	6%	5%	5%	3%	12%	8%	12%	12%	15%	8%	9%	10%	11%								
	Very Unsafe	2%	1%	1%	1%	3%	3%	1%	6%	4%	2%	3%	3%	2%								
	Don't Know	4%	5%	6%	6%	9%	10%	5%	5%	8%	6%	5%	7%	6%								
		245	299	295	258	219	238	169	173	189	2,085	2,279	2,406	1,216								
c.	Downtown?																					
	Very Safe	19%	23%	15%	16%	14%	15%	34%	24%	16%	19%	18%	16%	18%								
	Safe	38%	44%	40%	37%	43%	40%	39%	44%	52%	42%	42%	41%	42%								
	Neutral	21%	18%	23%	20%	22%	21%	11%	22%	18%	20%	21%	21%	18%								
	Unsafe	13%	9%	16%	17%	12%	14%	10%	5%	6%	12%	11%	14%	12%								
	Very Unsafe	8%	5%	4%	6%	3%	5%	2%	2%	4%	5%	5%	4%	5%								
	Don't Know	0%	2%	3%	3%	6%	5%	4%	3%	4%	3%	4%	4%	5%								
		245	299	295	258	219	239	168	175	189	2,087	2,269	2,402	1,219								
3.	How safe would you feel walking alone at night:																					
a.	In your neighborhood?																					
	Very Safe	30%	27%	32%	31%	5%	18%	11%	7%	7%	20%	20%	18%	20%								
	Safe	39%	39%	38%	41%	32%	35%	25%	23%	18%	34%	32%	33%	34%								
	Neutral	15%	13%	14%	12%	19%	18%	17%	15%	17%	15%	16%	15%	16%								
	Unsafe	9%	14%	11%	11%	29%	19%	31%	31%	36%	19%	20%	22%	18%								
	Very Unsafe	6%	5%	4%	5%	13%	7%	14%	23%	18%	9%	9%	10%	10%								
	Don't Know	1%	3%	1%	1%	2%	3%	2%	2%	3%	2%	2%	2%	2%								
		246	301	298	265	224	243	174	177	191	2,119	2,316	2,440	1,247								
b.	In the park closest to you?																					
	Very Safe	7%	6%	6%	8%	3%	5%	6%	6%	4%	6%	6%	5%	5%								
	Safe	28%	27%	26%	24%	15%	19%	21%	17%	11%	22%	19%	18%	20%								
	Neutral	30%	25%	26%	31%	21%	25%	19%	14%	18%	24%	26%	25%	24%								
	Unsafe	21%	28%	25%	22%	37%	28%	33%	34%	36%	29%	30%	31%	29%								
	Very Unsafe	9%	7%	8%	6%	16%	13%	15%	23%	21%	12%	12%	12%	14%								
	Don't Know	5%	8%	9%	10%	8%	10%	5%	6%	11%	8%	7%	8%	7%								
		241	301	293	261	219	236	170	170	188	2,079	2,277	2,402	1,219								
c.	Downtown?																					
	Very Safe	3%	4%	4%	4%	4%	3%	11%	10%	8%	5%	5%	4%	4%								
	Safe	19%	22%	17%	15%	22%	20%	32%	32%	26%	22%	21%	19%	21%								
	Neutral	24%	25%	24%	24%	26%	21%	17%	26%	25%	24%	25%	22%	25%								
	Unsafe	30%	28%	35%	31%	31%	30%	22%	19%	24%	29%	29%	30%	27%								
	Very Unsafe	21%	16%	17%	23%	12%	21%	11%	9%	11%	16%	15%	19%	18%								
	Don't Know	3%	5%	3%	3%	5%	4%	7%	4%	6%	4%	4%	5%	5%								
		244	300	295	261	219	240	169	171	186	2,085	2,271	2,410	1,225								

	1	2	3	4	5	6	7	8	9	2015 City Total	2014 City Total	2013 City Total	2012 City Total
4a. Did anyone break into, or burglarize, your home during the last 12 months?													
Yes	2%	5%	5%	6%	10%	8%	11%	10%	10%	7%	7%	9%	8%
No	98%	95%	95%	94%	90%	92%	89%	90%	90%	93%	93%	91%	92%
	248	301	298	265	226	245	174	178	192	2,127	2,322	2,450	1,250
4b. If yes, was it reported to the police?													
Yes	50%	82%	71%	100%	85%	79%	71%	93%	88%	82%	79%	81%	86%
No	50%	18%	29%	-	15%	21%	29%	7%	13%	18%	21%	19%	14%
	4	11	14	12	20	14	17	14	16	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	7%	11%	8%	5%	8%	10%	17%	15%	17%	10%	11%	12%	13%
No	93%	89%	92%	95%	92%	90%	83%	85%	83%	90%	89%	88%	87%
	246	298	293	260	224	241	168	173	187	2,090	2,284	2,418	1,227
a. If yes, was it reported to the police?													
Yes	35%	43%	70%	73%	71%	63%	50%	78%	46%	57%	62%	52%	57%
No	65%	57%	30%	27%	29%	37%	50%	22%	54%	43%	38%	48%	43%
	17	28	23	11	14	19	26	23	28	189	227	258	141
6. Did you call 9-1-1 for an emergency during the last 12 months?													
Yes	15%	15%	13%	17%	22%	18%	18%	21%	20%	17%	18%	20%	20%
No	85%	85%	87%	83%	78%	82%	82%	79%	80%	83%	82%	80%	80%
	243	293	283	260	217	235	167	174	178	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	66%	60%	56%	55%	44%	59%	47%	37%	27%	50%	47%	44%	43%
Good	23%	30%	36%	26%	40%	26%	30%	49%	48%	34%	39%	43%	38%
Neutral	3%	8%	6%	7%	11%	13%	13%	6%	12%	9%	9%	9%	13%
Bad	6%	3%	-	5%	4%	3%	3%	6%	3%	4%	3%	4%	3%
Very Bad	3%	-	3%	7%	-	-	7%	3%	9%	3%	3%	1%	2%
	35	40	36	42	45	39	30	35	33	335	393	454	226
7. How do you rate police services on the following:													
a. Overall quality of services?													
Very Good	18%	21%	26%	21%	17%	25%	18%	14%	13%	20%	16%	16%	17%
Good	48%	46%	42%	46%	48%	46%	47%	46%	46%	46%	44%	47%	47%
Neutral	16%	15%	14%	14%	22%	14%	16%	24%	24%	17%	21%	20%	20%
Bad	2%	1%	2%	2%	3%	1%	5%	4%	4%	3%	4%	4%	4%
Very Bad	0%	-	1%	0%	1%	1%	1%	3%	4%	1%	2%	2%	1%
Don't Know	15%	17%	15%	16%	8%	13%	13%	9%	8%	13%	12%	10%	11%
	247	296	291	263	215	240	171	170	189	2,082	2,270	2,388	1,220
b. Conduct of police officers?													
Very Good	18%	20%	27%	24%	19%	27%	18%	16%	19%	21%	17%	17%	18%
Good	45%	44%	35%	36%	41%	38%	39%	36%	36%	39%	39%	41%	40%
Neutral	18%	17%	18%	17%	25%	19%	18%	24%	25%	20%	23%	22%	22%
Bad	3%	1%	3%	2%	5%	1%	6%	8%	9%	4%	5%	6%	5%
Very Bad	1%	0%	1%	1%	1%	1%	4%	3%	4%	2%	3%	2%	2%
Don't Know	15%	18%	16%	20%	8%	13%	14%	12%	7%	14%	13%	12%	12%
	246	296	291	263	214	239	168	170	188	2,075	2,252	2,361	1,217

	1	2	3	4	5	6	7	8	9	2015 City Total	2014 City Total	2013 City Total	2012 City Total
c. Speed of emergency police response?													
Very Good	12%	13%	17%	14%	14%	16%	15%	17%	8%	14%	13%	13%	14%
Good	32%	24%	27%	26%	37%	37%	35%	33%	38%	31%	31%	34%	31%
Neutral	19%	19%	19%	24%	24%	18%	20%	24%	26%	21%	24%	22%	24%
Bad	4%	3%	5%	1%	6%	3%	4%	8%	8%	4%	6%	5%	4%
Very Bad	2%	0%	1%	3%	2%	1%	2%	2%	3%	2%	3%	2%	3%
Don't Know	32%	40%	31%	32%	17%	25%	25%	16%	17%	28%	23%	23%	25%
	245	294	288	263	212	237	170	170	185	2,064	2,240	2,346	1,211
8. Did you use fire or emergency medical services during the last 12 months?													
Yes	10%	9%	9%	13%	14%	17%	10%	8%	14%	12%	12%	12%	13%
No	90%	91%	91%	87%	86%	83%	90%	92%	86%	88%	88%	88%	87%
	245	298	296	263	222	241	172	172	186	2,095	2,284	2,408	1,234
If yes, how do you rate the services you received on the following:													
a. Overall quality of services?													
Very Good	82%	65%	52%	57%	66%	69%	59%	58%	55%	63%	61%	62%	55%
Good	14%	30%	40%	32%	21%	23%	29%	33%	41%	29%	30%	28%	32%
Neutral	-	4%	8%	4%	7%	6%	6%	-	5%	5%	5%	6%	7%
Bad	-	-	-	7%	-	-	6%	8%	-	2%	1%	2%	3%
Very Bad	5%	-	-	-	3%	-	-	-	-	1%	2%	1%	2%
Don't Know	-	-	-	-	3%	3%	-	-	-	1%	1%	1%	0%
	22	23	25	28	29	35	17	12	22	213	243	253	139
b. Speed of emergency response?													
Very Good	73%	68%	56%	50%	56%	69%	53%	58%	52%	60%	59%	59%	56%
Good	23%	23%	36%	36%	30%	23%	35%	33%	43%	31%	29%	33%	31%
Neutral	-	5%	8%	11%	7%	6%	-	-	-	5%	7%	4%	6%
Bad	-	5%	-	4%	-	-	12%	8%	5%	3%	3%	3%	5%
Very Bad	-	-	-	-	4%	-	-	-	-	0%	1%	2%	1%
Don't Know	5%	-	-	-	4%	3%	-	-	-	1%	1%	1%	1%
	22	22	25	28	27	35	17	12	21	209	240	246	137
9. How do you rate your satisfaction with the following City services:													
a. Garbage Pick-up?													
Very Satisfied	63%	69%	67%	63%	66%	60%	60%	64%	62%	64%	61%	59%	59%
Somewhat Satisfied	21%	19%	23%	23%	23%	24%	26%	25%	25%	23%	24%	26%	26%
Neutral	4%	4%	4%	4%	5%	5%	3%	3%	5%	4%	5%	5%	5%
Somewhat Dissatisfied	3%	4%	4%	5%	4%	4%	4%	4%	4%	4%	5%	4%	4%
Very Dissatisfied	1%	1%	1%	2%	1%	1%	1%	3%	1%	1%	1%	1%	2%
Don't Know	8%	3%	1%	4%	1%	5%	6%	1%	3%	3%	3%	4%	4%
	249	301	297	266	226	242	172	177	189	2,119	2,318	2,440	1,246
b. Yard-waste Pick-up?													
Very Satisfied	37%	40%	45%	40%	48%	45%	40%	41%	42%	42%	39%	37%	33%
Somewhat Satisfied	23%	25%	24%	26%	27%	21%	20%	27%	23%	24%	25%	28%	25%
Neutral	12%	11%	11%	11%	5%	13%	15%	14%	15%	12%	12%	12%	14%
Somewhat Dissatisfied	5%	8%	6%	5%	11%	7%	6%	5%	8%	7%	9%	8%	9%
Very Dissatisfied	2%	3%	3%	3%	3%	4%	1%	5%	3%	3%	4%	4%	5%
Don't Know	21%	13%	11%	15%	6%	11%	19%	7%	9%	12%	11%	11%	14%
	244	301	294	265	225	242	167	168	190	2,096	2,280	2,403	1,227

	1	2	3	4	5	6	7	8	9	2015 City Total	2014 City Total	2013 City Total	2012 City Total
c. Curbside Recycling?													
Very Satisfied	43%	53%	50%	42%	48%	48%	48%	40%	43%	47%	37%	37%	36%
Somewhat Satisfied	11%	17%	17%	17%	16%	13%	11%	11%	15%	15%	17%	16%	15%
Neutral	17%	7%	11%	12%	15%	12%	14%	17%	17%	13%	15%	17%	17%
Somewhat Dissatisfied	2%	5%	2%	5%	3%	5%	3%	2%	3%	3%	4%	4%	6%
Very Dissatisfied	2%	1%	2%	2%	2%	3%	2%	6%	2%	2%	4%	3%	5%
Don't Know	25%	16%	18%	22%	16%	19%	22%	24%	21%	20%	23%	22%	22%
	246	299	296	262	220	242	166	166	187	2,084	2,262	2,366	1,217
d. Water Quality of Lakes and Streams?													
Very Satisfied	20%	22%	23%	17%	19%	22%	21%	20%	19%	20%	16%	17%	15%
Somewhat Satisfied	33%	27%	34%	35%	30%	31%	24%	25%	20%	29%	29%	29%	28%
Neutral	22%	22%	17%	21%	27%	22%	17%	17%	26%	21%	23%	23%	21%
Somewhat Dissatisfied	9%	12%	8%	5%	6%	8%	11%	11%	10%	9%	10%	11%	11%
Very Dissatisfied	2%	4%	3%	2%	3%	2%	6%	7%	4%	4%	5%	3%	6%
Don't Know	13%	14%	16%	20%	15%	15%	22%	21%	21%	17%	17%	16%	19%
	246	300	293	260	218	239	170	163	187	2,076	2,265	2,376	1,218
e. Storm Drainage?													
Very Satisfied	18%	20%	24%	14%	19%	20%	16%	16%	15%	18%	17%	17%	17%
Somewhat Satisfied	30%	28%	29%	30%	30%	30%	25%	28%	23%	28%	28%	28%	26%
Neutral	22%	22%	18%	20%	22%	18%	19%	15%	25%	20%	22%	21%	22%
Somewhat Dissatisfied	15%	14%	12%	16%	12%	17%	14%	17%	14%	15%	13%	14%	13%
Very Dissatisfied	7%	4%	4%	9%	10%	6%	9%	14%	9%	8%	9%	9%	10%
Don't Know	8%	12%	13%	11%	7%	9%	17%	10%	14%	11%	11%	11%	12%
	248	299	291	264	219	239	168	166	190	2,084	2,280	2,395	1,227
f. Sewers?													
Very Satisfied	23%	23%	30%	22%	22%	26%	19%	17%	19%	23%	20%	21%	21%
Somewhat Satisfied	31%	27%	23%	31%	30%	28%	20%	27%	22%	27%	27%	27%	25%
Neutral	22%	23%	22%	21%	23%	18%	22%	20%	22%	21%	22%	23%	24%
Somewhat Dissatisfied	7%	7%	7%	6%	10%	12%	12%	13%	16%	9%	11%	10%	9%
Very Dissatisfied	5%	6%	4%	4%	8%	4%	9%	13%	8%	7%	7%	7%	8%
Don't Know	12%	14%	14%	15%	7%	13%	17%	10%	13%	13%	12%	12%	13%
	246	299	292	265	221	239	171	168	189	2,090	2,289	2,396	1,225
10. In the past 12 months, how many times did you:													
a. Visit any city park?													
Daily	5%	5%	2%	1%	3%	0%	6%	1%	1%	3%	2%	3%	2%
Weekly	15%	24%	15%	11%	11%	11%	23%	12%	13%	15%	15%	14%	16%
Monthly	15%	18%	18%	13%	14%	11%	16%	13%	13%	15%	14%	15%	16%
A Few Times	41%	35%	44%	52%	39%	46%	30%	46%	47%	42%	43%	44%	44%
Never	22%	17%	20%	21%	29%	29%	23%	25%	22%	23%	23%	22%	22%
Don't Know	2%	2%	1%	1%	4%	3%	1%	3%	4%	2%	2%	2%	1%
	249	302	297	266	227	244	171	176	189	2,121	2,312	2,443	1,245
b. Visit a city park near your home?													
Daily	5%	5%	2%	2%	4%	0%	6%	1%	1%	3%	3%	3%	3%
Weekly	15%	20%	16%	8%	7%	10%	23%	10%	9%	13%	14%	12%	15%
Monthly	15%	18%	17%	13%	8%	8%	12%	8%	10%	13%	11%	12%	12%
A Few Times	38%	35%	40%	46%	37%	39%	29%	46%	38%	39%	39%	41%	38%
Never	26%	21%	24%	30%	41%	41%	27%	31%	36%	30%	31%	30%	31%
Don't Know	2%	2%	2%	2%	4%	2%	2%	4%	5%	3%	2%	2%	2%
	245	302	289	260	219	237	167	166	182	2,067	2,246	2,382	1,218

											2015 City	2014 City	2013 City	2012 City									
											Total	Total	Total	Total									
											1	2	3	4	5	6	7	8	9	Total	Total	Total	Total
11.	How do you rate the quality of the parks near your home in the the following categories:																						
a.	Well-maintained landscaping?																						
	Very Good	25%	35%	32%	33%	18%	26%	22%	17%	16%	26%	26%	27%	27%									
	Good	47%	43%	46%	46%	38%	35%	41%	50%	41%	43%	42%	42%	42%									
	Neutral	12%	8%	8%	9%	22%	14%	16%	14%	19%	13%	14%	15%	14%									
	Bad	3%	1%	1%	0%	3%	1%	4%	4%	3%	2%	2%	2%	2%									
	Very Bad	-	0%	-	-	0%	1%	4%	2%	2%	1%	1%	1%	1%									
	Don't Know	13%	13%	12%	12%	19%	22%	13%	13%	19%	15%	15%	14%	13%									
		244	302	298	261	226	230	171	173	186	2,091	2,274	2,420	1,217									
b.	Well-maintained facilities?																						
	Very Good	23%	31%	26%	26%	14%	18%	19%	13%	12%	21%	22%	22%	23%									
	Good	42%	41%	46%	43%	35%	35%	34%	44%	36%	40%	40%	42%	40%									
	Neutral	14%	12%	10%	13%	23%	18%	21%	19%	23%	16%	18%	17%	17%									
	Bad	3%	3%	1%	-	4%	3%	3%	6%	3%	3%	3%	2%	3%									
	Very Bad	-	-	0%	0%	1%	1%	2%	1%	3%	1%	1%	1%	1%									
	Don't Know	19%	14%	15%	17%	24%	26%	21%	17%	22%	19%	17%	17%	17%									
		242	301	297	259	225	231	172	174	185	2,086	2,259	2,387	1,205									
c.	Well-maintained playgrounds?																						
	Very Good	21%	27%	26%	25%	15%	21%	19%	14%	12%	21%	21%	23%	22%									
	Good	41%	40%	39%	41%	36%	30%	36%	43%	37%	38%	37%	38%	36%									
	Neutral	14%	9%	11%	12%	21%	18%	21%	21%	19%	15%	17%	16%	18%									
	Bad	2%	1%	0%	-	4%	2%	4%	4%	6%	2%	3%	1%	2%									
	Very Bad	-	1%	-	-	1%	2%	2%	1%	1%	1%	1%	1%	1%									
	Don't Know	21%	22%	23%	22%	24%	28%	19%	17%	25%	22%	21%	21%	22%									
		242	300	296	259	223	232	171	173	185	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	12%	12%	11%	18%	21%	17%	19%	19%	20%	16%	18%	18%	15%									
	No	88%	88%	89%	82%	79%	83%	81%	81%	80%	84%	82%	82%	85%									
		239	290	284	255	220	234	162	167	179	2,030	2,216	2,339	1,194									
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%	5%	7%	8%	11%	9%	9%	10%	7%	8%	8%	9%	7%									
	Satisfied	16%	13%	16%	15%	24%	14%	17%	24%	20%	17%	17%	19%	17%									
	Neutral	16%	16%	16%	16%	21%	15%	16%	17%	21%	17%	18%	18%	19%									
	Somewhat Dissatisfied	0%	2%	2%	1%	2%	2%	2%	5%	5%	2%	3%	2%	2%									
	Very Dissatisfied	2%	0%	0%	1%	1%	3%	2%	2%	2%	1%	1%	1%	2%									
	Don't Know	58%	64%	58%	58%	40%	58%	54%	42%	45%	54%	52%	51%	53%									
		243	296	292	261	225	232	167	168	182	2,066	2,254	2,369	1,200									
b.	Variety?																						
	Very Satisfied	7%	4%	7%	7%	8%	6%	7%	9%	6%	7%	7%	7%	5%									
	Satisfied	13%	11%	18%	14%	29%	17%	18%	21%	19%	17%	16%	17%	17%									
	Neutral	20%	18%	17%	17%	21%	16%	16%	21%	22%	19%	20%	20%	21%									
	Somewhat Dissatisfied	1%	3%	1%	2%	2%	2%	2%	4%	4%	2%	3%	3%	3%									
	Very Dissatisfied	2%	1%	1%	0%	1%	1%	2%	3%	3%	1%	2%	1%	1%									
	Don't Know	58%	63%	57%	59%	39%	59%	55%	42%	46%	54%	52%	51%	53%									
		240	296	293	260	217	230	164	160	176	2,036	2,217	2,331	1,181									

	1	2	3	4	5	6	7	8	9	2015 City Total	2014 City Total	2013 City Total	2012 City Total
c. Quality of instruction, coaching, leadership, etc?													
Very Satisfied	7%	2%	5%	7%	7%	4%	7%	8%	3%	5%	6%	7%	5%
Satisfied	12%	10%	15%	11%	25%	15%	14%	23%	18%	15%	14%	15%	14%
Neutral	20%	18%	19%	17%	21%	17%	19%	20%	22%	19%	20%	20%	22%
Somewhat Dissatisfied	1%	2%	2%	2%	4%	1%	1%	4%	3%	2%	2%	3%	2%
Very Dissatisfied	1%	0%	-	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%
Don't Know	60%	68%	59%	62%	42%	62%	56%	44%	51%	57%	56%	55%	56%
	240	294	288	258	219	229	163	162	179	2,032	2,216	2,333	1,184
14. How do you rate traffic flow (congestion) on major streets and thoroughfares, excluding freeways:													
a. During peak hours, that is 7-9am and 3:30-6pm?													
Very Good	4%	3%	2%	1%	4%	2%	6%	8%	2%	3%	4%	3%	4%
Good	30%	37%	38%	16%	32%	24%	31%	32%	34%	31%	31%	33%	35%
Neutral	22%	23%	20%	15%	23%	21%	23%	26%	23%	21%	23%	25%	24%
Bad	34%	27%	25%	42%	29%	37%	25%	28%	24%	31%	29%	27%	24%
Very Bad	8%	6%	9%	23%	11%	14%	9%	3%	13%	11%	10%	9%	10%
Don't Know	2%	3%	5%	2%	2%	2%	6%	3%	5%	3%	2%	3%	3%
	249	299	295	266	228	242	171	175	192	2,117	2,305	2,436	1,233
b. During off-peak traffic hours?													
Very Good	28%	29%	25%	12%	15%	18%	22%	20%	15%	21%	20%	21%	22%
Good	47%	51%	47%	48%	50%	49%	53%	45%	43%	48%	49%	49%	48%
Neutral	14%	12%	17%	19%	22%	23%	12%	20%	19%	17%	17%	18%	18%
Bad	6%	6%	8%	17%	8%	5%	4%	10%	13%	8%	8%	8%	7%
Very Bad	3%	1%	2%	3%	2%	4%	3%	2%	4%	3%	3%	2%	2%
Don't Know	2%	1%	2%	2%	2%	2%	7%	4%	5%	3%	2%	2%	3%
	249	300	295	266	226	240	167	168	187	2,098	2,284	2,415	1,221
15. How do you rate City streets on:													
a. Smoothness?													
Very Good	2%	2%	2%	2%	2%	2%	4%	3%	2%	2%	3%	3%	3%
Good	33%	27%	22%	24%	22%	26%	27%	24%	21%	25%	27%	30%	31%
Neutral	19%	20%	20%	19%	22%	26%	20%	30%	15%	21%	22%	24%	21%
Bad	36%	39%	35%	43%	36%	26%	34%	25%	34%	35%	33%	30%	32%
Very Bad	9%	11%	21%	12%	17%	20%	14%	18%	27%	16%	15%	12%	13%
Don't Know	0%	1%	1%	-	0%	0%	2%	-	1%	1%	1%	1%	1%
	247	301	296	265	227	239	168	177	187	2,107	2,303	2,437	1,233
b. Cleanliness?													
Very Good	5%	8%	6%	5%	3%	5%	7%	3%	2%	5%	6%	6%	5%
Good	52%	51%	51%	45%	40%	44%	44%	44%	33%	46%	43%	45%	46%
Neutral	24%	27%	22%	30%	30%	28%	29%	28%	29%	27%	28%	30%	28%
Bad	13%	10%	16%	15%	20%	17%	14%	19%	25%	16%	17%	14%	15%
Very Bad	4%	3%	4%	4%	6%	7%	5%	5%	11%	5%	6%	4%	5%
Don't Know	1%	1%	1%	0%	0%	-	1%	1%	-	1%	1%	1%	1%
	246	301	298	266	223	241	167	172	188	2,102	2,292	2,435	1,229
c. Speeding vehicles?													
Very Good	2%	3%	1%	3%	2%	3%	1%	2%	3%	2%	3%	3%	2%
Good	27%	24%	20%	24%	18%	25%	29%	24%	18%	23%	22%	24%	25%
Neutral	25%	29%	28%	23%	29%	29%	24%	30%	27%	27%	29%	29%	28%
Bad	32%	30%	32%	30%	36%	28%	27%	24%	30%	30%	30%	29%	30%
Very Bad	13%	12%	17%	18%	13%	14%	16%	18%	22%	15%	15%	13%	12%
Don't Know	3%	2%	3%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%
	247	296	298	265	222	242	171	170	186	2,097	2,307	2,428	1,229

	1	2	3	4	5	6	7	8	9	2015 City Total	2014 City Total	2013 City Total	2012 City Total
d. Safety of pedestrians?													
Very Good	6%	5%	3%	3%	4%	7%	3%	5%	6%	5%	4%	4%	4%
Good	34%	40%	32%	32%	33%	33%	39%	33%	29%	34%	33%	35%	36%
Neutral	31%	28%	28%	32%	33%	30%	26%	26%	30%	29%	30%	31%	31%
Bad	17%	21%	21%	19%	16%	16%	19%	23%	22%	19%	20%	19%	18%
Very Bad	8%	4%	10%	12%	9%	10%	10%	12%	11%	9%	9%	7%	8%
Don't Know	4%	3%	5%	2%	4%	4%	3%	2%	2%	3%	4%	3%	3%
	247	298	299	264	223	242	169	172	185	2,099	2,294	2,429	1,230
e. Safety of bicyclists?													
Very Good	6%	4%	2%	4%	4%	4%	5%	4%	4%	4%	3%	4%	3%
Good	23%	24%	21%	20%	28%	28%	31%	30%	23%	25%	24%	25%	25%
Neutral	32%	29%	29%	28%	33%	31%	27%	27%	29%	30%	29%	31%	30%
Bad	22%	26%	26%	28%	20%	13%	19%	21%	25%	23%	25%	23%	23%
Very Bad	11%	8%	12%	12%	9%	14%	13%	15%	12%	12%	12%	11%	12%
Don't Know	6%	9%	11%	7%	5%	9%	6%	3%	8%	7%	8%	8%	8%
	247	298	297	265	225	239	168	174	186	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	33%	35%	28%	48%	22%	44%	31%	26%	15%	32%	30%	30%	29%
No	67%	65%	72%	52%	78%	56%	69%	74%	85%	68%	70%	70%	71%
	245	296	296	262	226	238	169	170	186	2,088	2,270	2,400	1,217
If yes, how do you rate it on the following:													
a. Attractiveness?													
Very Good	20%	31%	26%	26%	16%	29%	31%	26%	19%	26%	27%	32%	27%
Good	56%	55%	47%	50%	49%	41%	56%	44%	44%	49%	49%	50%	50%
Neutral	18%	8%	21%	18%	16%	16%	8%	14%	15%	15%	16%	12%	15%
Bad	4%	4%	2%	4%	6%	7%	6%	7%	15%	5%	4%	3%	4%
Very Bad	1%	2%	2%	2%	10%	4%	-	5%	4%	3%	3%	2%	2%
Don't Know	1%	-	1%	1%	2%	4%	-	5%	4%	2%	1%	1%	1%
	79	103	81	124	49	103	52	43	27	661	678	708	342
b. Improvement to your neighborhood as a place to live?													
Very Good	18%	35%	18%	17%	15%	17%	42%	15%	16%	22%	21%	23%	21%
Good	29%	46%	33%	33%	36%	27%	44%	50%	24%	35%	35%	37%	36%
Neutral	38%	12%	33%	34%	15%	34%	6%	18%	48%	27%	27%	26%	27%
Bad	5%	4%	8%	7%	15%	12%	4%	5%	4%	7%	8%	7%	8%
Very Bad	3%	3%	6%	6%	15%	6%	2%	8%	8%	6%	6%	4%	6%
Don't Know	6%	1%	4%	3%	4%	4%	2%	5%	-	3%	2%	3%	3%
	78	103	80	123	47	103	50	40	25	649	666	692	332
17. Has a new residential development been completed in or near your neighborhood in the last 12 months?													
Yes	31%	33%	23%	46%	7%	34%	30%	28%	9%	28%	25%	24%	27%
No	69%	67%	77%	54%	93%	66%	70%	72%	91%	72%	75%	76%	73%
	246	293	296	263	223	233	168	172	183	2,077	2,272	2,388	1,211

	1	2	3	4	5	6	7	8	9	2015 City Total	2014 City Total	2013 City Total	2012 City Total
If yes, how do you rate it on the following:													
a. Attractiveness?													
Very Good	35%	21%	40%	32%	27%	37%	45%	29%	12%	32%	35%	34%	36%
Good	49%	44%	42%	40%	60%	40%	41%	51%	53%	44%	43%	44%	40%
Neutral	7%	23%	12%	19%	-	15%	8%	9%	18%	14%	14%	13%	15%
Bad	7%	9%	3%	5%	7%	4%	4%	7%	12%	6%	5%	5%	4%
Very Bad	1%	2%	1%	2%	-	1%	2%	2%	6%	2%	3%	3%	3%
Don't Know	1%	1%	1%	2%	7%	3%	-	2%	-	2%	1%	2%	2%
	74	96	67	119	15	78	51	45	17	562	559	548	326
b. Improvement to your neighborhood as a place to live?													
Very Good	36%	20%	28%	18%	27%	21%	46%	23%	-	25%	29%	29%	31%
Good	38%	29%	24%	24%	47%	28%	46%	39%	47%	32%	36%	34%	28%
Neutral	12%	35%	36%	32%	13%	24%	4%	23%	33%	26%	21%	23%	23%
Bad	9%	7%	7%	14%	7%	15%	4%	5%	13%	10%	7%	7%	9%
Very Bad	3%	6%	1%	9%	-	6%	-	5%	7%	5%	4%	6%	6%
Don't Know	1%	2%	3%	3%	7%	5%	-	7%	-	3%	2%	2%	4%
	74	95	67	116	15	78	48	44	15	552	555	534	321
18. How do you rate your neighborhood on:													
a. Housing affordability?													
Very Good	14%	16%	21%	16%	12%	19%	10%	7%	13%	15%	15%	14%	17%
Good	55%	51%	59%	57%	58%	54%	44%	48%	43%	53%	53%	53%	50%
Neutral	18%	16%	12%	18%	19%	18%	23%	26%	25%	19%	19%	20%	19%
Bad	7%	13%	3%	5%	3%	6%	12%	11%	7%	7%	7%	6%	7%
Very Bad	2%	2%	1%	-	-	2%	6%	3%	5%	2%	2%	2%	2%
Don't Know	4%	3%	3%	4%	8%	2%	5%	6%	7%	5%	4%	4%	5%
	246	299	298	267	230	241	170	171	188	2,110	2,298	2,418	1,221
b. Physical condition of housing?													
Very Good	24%	19%	20%	24%	7%	14%	10%	6%	8%	16%	15%	16%	17%
Good	46%	52%	58%	60%	55%	58%	44%	32%	36%	51%	50%	49%	49%
Neutral	21%	24%	19%	15%	24%	17%	24%	31%	29%	22%	22%	23%	21%
Bad	7%	2%	2%	1%	10%	7%	15%	25%	13%	8%	9%	9%	9%
Very Bad	1%	1%	-	-	3%	3%	6%	6%	12%	3%	3%	2%	3%
Don't Know	2%	1%	1%	1%	1%	0%	1%	1%	2%	1%	1%	2%	1%
	246	303	297	265	229	240	168	173	189	2,110	2,298	2,424	1,223
c. Closeness of parks or open spaces?													
Very Good	24%	24%	24%	21%	11%	12%	25%	9%	6%	18%	18%	17%	19%
Good	42%	47%	53%	51%	38%	44%	45%	43%	36%	45%	43%	45%	42%
Neutral	21%	19%	15%	20%	30%	22%	18%	28%	27%	22%	23%	23%	22%
Bad	6%	3%	4%	4%	12%	10%	6%	11%	14%	7%	8%	8%	10%
Very Bad	1%	1%	1%	1%	2%	3%	1%	5%	9%	2%	2%	2%	2%
Don't Know	6%	5%	3%	3%	8%	9%	4%	5%	8%	6%	5%	5%	5%
	245	301	301	266	224	238	165	169	183	2,092	2,265	2,409	1,223
d. Walking distance to public transit?													
Very Good	6%	15%	4%	7%	9%	12%	32%	30%	19%	13%	16%	14%	15%
Good	10%	34%	14%	16%	33%	33%	48%	41%	37%	28%	27%	29%	30%
Neutral	15%	16%	18%	19%	21%	20%	7%	19%	12%	17%	17%	19%	16%
Bad	24%	18%	21%	27%	21%	14%	5%	5%	16%	18%	16%	16%	16%
Very Bad	25%	4%	24%	9%	7%	6%	2%	4%	10%	11%	12%	10%	11%
Don't Know	20%	14%	17%	21%	10%	15%	6%	2%	6%	13%	12%	12%	12%
	242	301	298	267	227	241	165	176	191	2,108	2,288	2,419	1,223

	1	2	3	4	5	6	7	8	9	2015 City Total	2014 City Total	2013 City Total	2012 City Total
e. Access to shopping and other services?													
Very Good	21%	33%	37%	56%	12%	39%	17%	9%	10%	28%	28%	28%	28%
Good	53%	52%	49%	39%	50%	47%	44%	25%	33%	45%	43%	44%	42%
Neutral	15%	9%	8%	4%	21%	8%	21%	26%	22%	14%	14%	15%	15%
Bad	7%	4%	3%	1%	11%	3%	12%	26%	17%	8%	9%	9%	9%
Very Bad	4%	1%	2%	0%	4%	2%	5%	12%	14%	4%	5%	3%	4%
Don't Know	1%	1%	1%	0%	1%	1%	1%	2%	4%	1%	1%	1%	2%
	246	301	297	266	228	241	167	171	189	2,106	2,298	2,424	1,226
f. On-street parking?													
Very Good	4%	8%	10%	9%	4%	10%	12%	9%	4%	8%	9%	8%	10%
Good	18%	35%	21%	19%	25%	25%	32%	29%	25%	25%	25%	27%	26%
Neutral	37%	27%	35%	35%	36%	28%	20%	27%	24%	30%	30%	29%	29%
Bad	17%	21%	16%	18%	21%	17%	25%	22%	19%	19%	19%	19%	19%
Very Bad	8%	7%	9%	8%	7%	9%	8%	11%	20%	9%	10%	9%	8%
Don't Know	15%	3%	10%	10%	8%	11%	3%	2%	7%	8%	7%	8%	8%
	239	298	298	264	221	236	167	173	186	2,082	2,258	2,399	1,212
g. Street lighting?													
Very Good	15%	15%	16%	15%	9%	16%	13%	16%	13%	14%	15%	13%	14%
Good	46%	52%	42%	41%	53%	50%	54%	46%	47%	48%	47%	49%	48%
Neutral	19%	18%	21%	23%	16%	18%	17%	17%	19%	19%	19%	19%	19%
Bad	13%	11%	10%	17%	15%	8%	13%	14%	12%	12%	13%	12%	12%
Very Bad	5%	3%	8%	5%	6%	7%	3%	6%	10%	6%	6%	6%	4%
Don't Know	3%	1%	2%	0%	1%	1%	1%	-	1%	1%	1%	1%	2%
	246	299	298	266	227	240	170	174	188	2,108	2,312	2,427	1,231
h. Availability of sidewalks?													
Very Good	15%	11%	9%	18%	3%	5%	17%	20%	9%	12%	12%	12%	13%
Good	24%	26%	14%	21%	15%	15%	49%	44%	23%	24%	23%	23%	24%
Neutral	19%	15%	20%	15%	19%	21%	10%	19%	15%	17%	17%	18%	16%
Bad	20%	22%	25%	22%	35%	29%	12%	10%	26%	23%	20%	21%	21%
Very Bad	18%	24%	27%	23%	25%	24%	9%	7%	23%	21%	26%	23%	23%
Don't Know	3%	2%	5%	1%	4%	5%	2%	1%	4%	3%	2%	3%	3%
	246	299	296	267	225	240	169	174	188	2,104	2,295	2,431	1,224
19. How do you rate Chattanooga as a place to do business?													
Very Good	17%	21%	19%	16%	13%	19%	17%	13%	12%	17%	15%	16%	15%
Good	52%	49%	51%	52%	52%	44%	47%	47%	39%	49%	47%	48%	46%
Neutral	14%	13%	14%	18%	22%	22%	17%	24%	28%	18%	22%	20%	21%
Bad	0%	1%	2%	1%	2%	1%	4%	5%	4%	2%	3%	3%	4%
Very Bad	0%	-	0%	1%	-	2%	1%	1%	2%	1%	1%	1%	1%
Don't Know	16%	16%	14%	12%	11%	12%	15%	10%	14%	14%	12%	12%	12%
	247	300	300	267	227	242	169	175	190	2,117	2,308	2,447	1,240
a. Do you own a business in Chattanooga?													
Yes	10%	17%	12%	11%	7%	12%	17%	7%	10%	12%	11%	12%	12%
No	90%	83%	88%	89%	93%	88%	83%	93%	90%	88%	89%	88%	88%
	223	266	273	236	206	218	155	154	172	1,903	2,077	2,227	1,215
b. If yes, how many employees does your business employ?													
Self	56%	35%	35%	42%	43%	64%	27%	50%	23%	41%	47%	43%	51%
1	6%	9%	16%	4%	36%	5%	18%	10%	23%	13%	10%	9%	7%
2-10	25%	33%	32%	31%	21%	27%	36%	20%	23%	29%	27%	34%	29%
11-50	13%	19%	13%	19%	-	5%	5%	20%	8%	12%	10%	10%	8%
51-150	-	2%	3%	4%	-	-	9%	-	15%	4%	3%	2%	3%
151+	-	2%	-	-	-	-	5%	-	8%	2%	3%	2%	3%
	16	43	31	26	14	22	22	10	13	197	202	223	118

	1	2	3	4	5	6	7	8	9	2015 City Total	2014 City Total	2013 City Total	2012 City Total
In the last 12 months, about how many times, if ever,													
20. have you or other household members participated in the following activities in Chattanooga:													
a. Called 3-1-1 about public services													
Never	36%	25%	23%	27%	14%	27%	28%	21%	23%	25%	24%	27%	29%
Once or Twice	34%	35%	39%	35%	43%	34%	40%	46%	42%	38%	37%	37%	36%
3 to 5 Times	21%	29%	26%	25%	32%	25%	24%	24%	25%	26%	26%	26%	25%
6 to 10 Times	6%	8%	8%	10%	7%	10%	6%	6%	6%	8%	9%	7%	9%
More than 10 Times	2%	3%	4%	3%	5%	4%	2%	3%	4%	3%	4%	3%	2%
	247	302	299	266	227	241	166	175	185	2,108	2,292	2,434	1,225
b. Ridden a local bus (CARTA)													
Never	90%	85%	91%	88%	82%	87%	57%	53%	72%	81%	79%	79%	81%
Once or Twice	7%	8%	5%	8%	11%	8%	20%	24%	13%	10%	11%	11%	9%
3 to 5 Times	2%	3%	1%	3%	3%	0%	7%	7%	6%	3%	4%	3%	3%
6 to 10 Times	-	1%	1%	1%	1%	1%	6%	3%	2%	1%	2%	2%	2%
More than 10 Times	1%	4%	2%	1%	4%	3%	9%	13%	7%	4%	5%	5%	5%
	245	304	297	265	226	243	169	174	189	2,112	2,276	2,424	1,223
c. Visited a Chattanooga Public Library branch													
Never	53%	47%	44%	59%	45%	54%	42%	37%	49%	48%	48%	49%	48%
Once or Twice	26%	25%	31%	19%	33%	22%	23%	34%	30%	27%	28%	27%	27%
3 to 5 Times	13%	11%	12%	13%	12%	12%	18%	17%	11%	13%	11%	11%	12%
6 to 10 Times	3%	7%	5%	5%	5%	5%	5%	5%	5%	5%	5%	6%	6%
More than 10 Times	5%	10%	8%	5%	6%	6%	13%	6%	4%	7%	8%	8%	8%
	247	303	298	264	226	241	168	174	187	2,108	2,296	2,425	1,230
d. Attended an event at Memorial Auditorium or Tivoli													
Never	47%	37%	41%	41%	38%	45%	38%	39%	39%	41%	42%	41%	N/A
Once or Twice	38%	48%	44%	44%	44%	40%	44%	42%	40%	43%	43%	42%	N/A
3 to 5 Times	12%	12%	11%	12%	14%	12%	14%	14%	15%	13%	12%	13%	N/A
6 to 10 Times	2%	2%	3%	2%	2%	2%	1%	3%	2%	2%	2%	2%	N/A
More than 10 Times	1%	1%	1%	1%	1%	1%	2%	2%	3%	1%	1%	1%	N/A
	247	302	300	266	226	242	168	174	188	2,113	2,299	2,422	N/A
e. Used/visited McKamey Animal Center													
Never	73%	65%	67%	75%	75%	71%	72%	69%	71%	71%	74%	72%	75%
Once or Twice	25%	28%	25%	20%	20%	23%	23%	24%	22%	24%	22%	23%	20%
3 to 5 Times	2%	5%	6%	3%	5%	5%	2%	5%	5%	4%	3%	4%	4%
6 to 10 Times	0%	1%	1%	1%	-	0%	2%	1%	1%	1%	1%	1%	0%
More than 10 Times	-	1%	1%	1%	-	1%	1%	2%	1%	1%	1%	1%	1%
	246	303	299	260	225	242	167	172	183	2,097	2,290	2,417	1,227
f. Visited the Chattanooga.gov website													
Never	46%	40%	39%	40%	53%	41%	37%	51%	50%	44%	47%	47%	50%
Once or Twice	30%	28%	34%	33%	22%	28%	32%	25%	28%	29%	28%	26%	25%
3 to 5 Times	16%	18%	19%	16%	19%	15%	14%	16%	12%	16%	14%	16%	15%
6 to 10 Times	5%	6%	4%	7%	4%	10%	11%	6%	8%	6%	7%	7%	6%
More than 10 Times	3%	7%	3%	5%	3%	5%	6%	3%	2%	4%	4%	5%	4%
	207	247	248	213	175	205	129	138	146	1,708	1,843	1,967	1,010

	1	2	3	4	5	6	7	8	9	2015 City Total	2014 City Total	2013 City Total	2012 City Total
g. Been involved in a community project or attended a public meeting													
Never	70%	65%	67%	58%	63%	63%	54%	51%	56%	62%	64%	61%	63%
Once or Twice	22%	20%	25%	31%	23%	22%	30%	38%	28%	26%	23%	26%	24%
3 to 5 Times	5%	10%	5%	7%	8%	9%	10%	5%	9%	7%	8%	7%	8%
6 to 10 Times	1%	2%	3%	2%	2%	2%	4%	2%	4%	3%	3%	3%	3%
More than 10 Times	2%	3%	1%	2%	3%	4%	2%	4%	3%	3%	2%	3%	2%
	235	294	280	257	215	232	162	166	184	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	23%	25%	31%	24%	31%	31%	28%	34%	23%	28%	29%	28%	26%
Good	33%	39%	40%	34%	42%	32%	40%	37%	42%	38%	38%	38%	35%
Neutral	14%	13%	11%	16%	13%	14%	13%	12%	18%	14%	13%	14%	14%
Bad	5%	4%	3%	4%	4%	1%	2%	5%	4%	4%	3%	3%	5%
Very Bad	0%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't Know	24%	18%	14%	20%	8%	22%	17%	11%	12%	17%	16%	17%	18%
	244	297	295	262	224	238	167	172	190	2,089	2,258	2,407	1,212
b. Bus services (CARTA)													
Very Good	4%	7%	5%	5%	13%	7%	20%	20%	16%	10%	9%	10%	8%
Good	15%	13%	14%	14%	22%	16%	31%	36%	25%	19%	19%	20%	20%
Neutral	22%	21%	20%	21%	23%	19%	12%	10%	21%	19%	20%	21%	18%
Bad	3%	1%	2%	3%	3%	2%	4%	3%	2%	3%	2%	2%	2%
Very Bad	3%	1%	0%	0%	0%	1%	-	1%	2%	1%	1%	1%	1%
Don't Know	53%	57%	59%	56%	39%	56%	33%	29%	35%	48%	48%	47%	49%
	244	300	291	259	223	238	169	173	185	2,082	2,250	2,386	1,222
c. Experience at Memorial Auditorium and/or Tivoli													
Very Good	21%	19%	19%	18%	15%	19%	20%	15%	15%	18%	18%	19%	N/A
Good	34%	41%	39%	36%	45%	36%	33%	43%	43%	39%	36%	37%	N/A
Neutral	15%	12%	16%	16%	17%	13%	16%	17%	22%	15%	17%	15%	N/A
Bad	0%	0%	1%	2%	0%	0%	2%	1%	1%	1%	1%	1%	N/A
Very Bad	-	0%	-	0%	0%	-	-	-	-	0%	0%	0%	N/A
Don't Know	30%	27%	26%	28%	22%	32%	29%	25%	19%	27%	27%	27%	N/A
	246	300	296	261	219	239	166	169	183	2,079	2,256	2,377	N/A
d. Animal control (McKamey)													
Very Good	9%	9%	12%	8%	10%	12%	14%	11%	13%	11%	9%	10%	7%
Good	23%	24%	25%	17%	26%	23%	17%	26%	19%	22%	18%	20%	20%
Neutral	22%	20%	18%	19%	22%	19%	20%	24%	27%	21%	22%	21%	24%
Bad	4%	3%	2%	2%	5%	1%	4%	1%	3%	3%	4%	4%	4%
Very Bad	1%	1%	3%	1%	0%	1%	3%	1%	1%	1%	2%	1%	2%
Don't Know	41%	42%	40%	53%	37%	43%	42%	37%	36%	42%	45%	44%	43%
	245	297	289	259	219	236	158	168	182	2,053	2,241	2,370	1,208
e. Public libraries													
Very Good	13%	20%	18%	12%	17%	16%	22%	23%	19%	18%	18%	17%	15%
Good	33%	34%	39%	27%	38%	32%	30%	39%	35%	34%	34%	34%	35%
Neutral	17%	16%	13%	18%	16%	18%	13%	17%	17%	16%	17%	17%	19%
Bad	0%	2%	1%	4%	2%	1%	2%	1%	2%	2%	1%	2%	2%
Very Bad	1%	1%	0%	1%	0%	0%	2%	-	1%	1%	1%	0%	1%
Don't Know	35%	27%	28%	38%	26%	32%	32%	21%	27%	30%	29%	29%	28%
	246	300	293	263	221	241	165	168	186	2,083	2,268	2,402	1,218

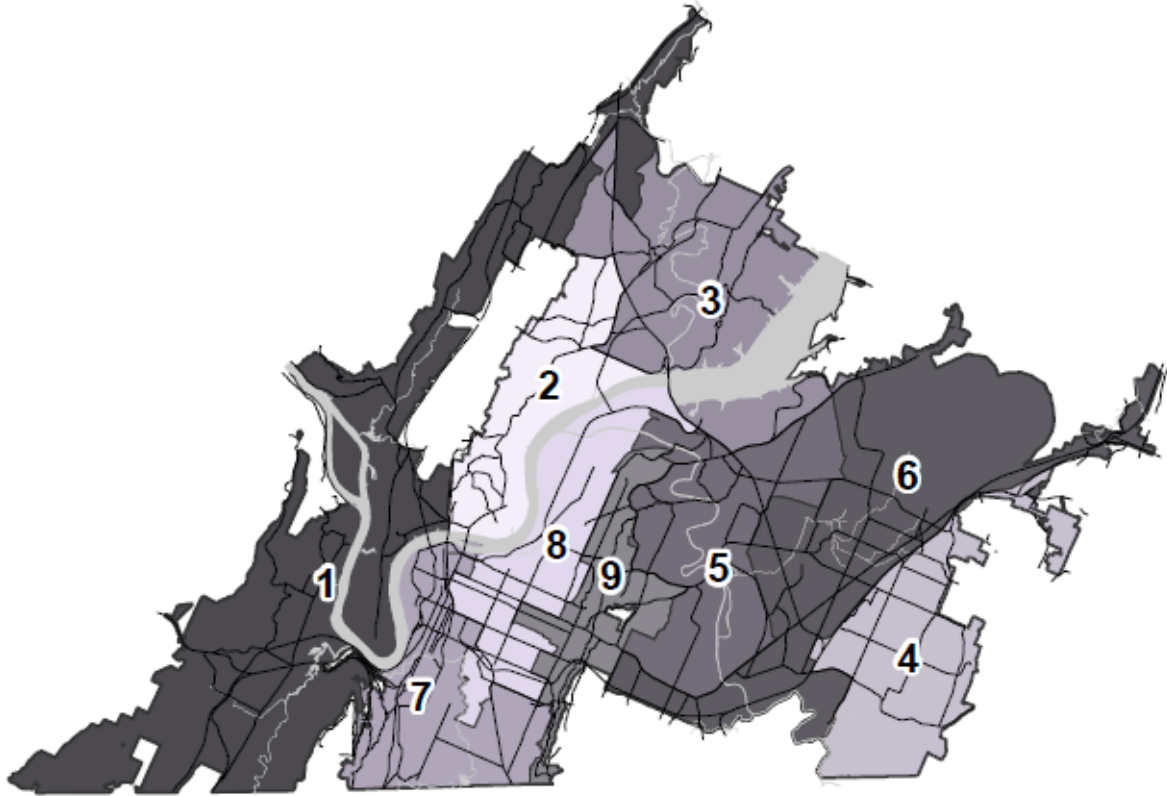
	1	2	3	4	5	6	7	8	9	2015 City Total	2014 City Total	2013 City Total	2012 City Total
f. Chattanooga.gov Website													
Very Good	9%	11%	11%	7%	12%	11%	10%	14%	11%	10%	9%	11%	10%
Good	33%	34%	37%	38%	31%	37%	36%	32%	28%	34%	34%	33%	31%
Neutral	25%	22%	20%	24%	24%	18%	24%	23%	23%	22%	24%	23%	26%
Bad	2%	3%	2%	2%	1%	1%	3%	2%	2%	2%	2%	2%	2%
Very Bad	-	0%	0%	-	-	-	2%	-	1%	0%	1%	0%	0%
Don't Know	32%	29%	30%	29%	32%	34%	25%	29%	35%	31%	31%	31%	31%
	247	300	292	265	223	241	165	166	184	2,083	2,246	2,362	1,215
22. Overall, how do you rate following aspects of City government performance:													
a. Value of services for City taxes paid													
Very Good	5%	9%	6%	8%	5%	8%	10%	3%	6%	7%	7%	7%	5%
Good	43%	43%	41%	36%	34%	35%	39%	33%	28%	37%	35%	35%	35%
Neutral	23%	29%	26%	33%	36%	30%	25%	41%	35%	30%	31%	32%	30%
Bad	13%	12%	16%	16%	12%	13%	10%	10%	16%	13%	14%	14%	16%
Very Bad	5%	1%	5%	5%	6%	5%	6%	5%	6%	5%	6%	5%	6%
Don't Know	10%	6%	6%	3%	8%	8%	11%	8%	8%	7%	7%	8%	8%
	247	300	299	263	226	241	165	169	190	2,100	2,290	2,429	1,230
b. Overall direction the City is taking													
Very Good	14%	17%	12%	12%	10%	16%	20%	8%	12%	13%	11%	11%	10%
Good	48%	51%	44%	42%	35%	38%	39%	44%	33%	42%	41%	42%	38%
Neutral	23%	19%	26%	31%	34%	29%	23%	26%	33%	27%	30%	30%	29%
Bad	7%	6%	7%	7%	8%	7%	5%	11%	10%	7%	9%	7%	11%
Very Bad	3%	1%	3%	2%	3%	5%	4%	4%	4%	3%	3%	2%	5%
Don't Know	5%	5%	8%	5%	11%	5%	9%	8%	8%	7%	7%	8%	7%
	247	300	299	264	224	241	165	171	187	2,098	2,291	2,425	1,227
c. Welcoming citizen involvement													
Very Good	8%	11%	9%	8%	8%	13%	17%	9%	11%	10%	10%	9%	8%
Good	33%	35%	31%	32%	30%	33%	32%	35%	28%	32%	33%	34%	31%
Neutral	32%	31%	32%	36%	37%	28%	29%	34%	32%	32%	33%	32%	34%
Bad	5%	5%	4%	7%	6%	7%	5%	6%	10%	6%	6%	6%	8%
Very Bad	2%	0%	2%	2%	2%	2%	4%	3%	3%	2%	3%	2%	4%
Don't Know	19%	18%	22%	15%	17%	16%	13%	14%	18%	17%	16%	16%	16%
	248	299	296	261	226	241	164	170	187	2,092	2,290	2,414	1,221
23. What is your sex?													
Male	43%	39%	49%	41%	34%	36%	42%	28%	33%	39%	38%	38%	40%
Female	57%	61%	51%	59%	66%	64%	58%	72%	67%	61%	62%	62%	60%
	250	301	298	266	229	240	170	176	190	2,120	2,309	2,433	1,222
24. What is your age?													
Under 20	-	-	-	0%	-	1%	1%	-	1%	0%	0%	0%	0%
20-29	8%	8%	2%	4%	5%	5%	12%	10%	4%	6%	6%	7%	8%
30-44	14%	23%	13%	17%	11%	18%	14%	15%	11%	15%	15%	15%	18%
45-59	24%	20%	26%	27%	23%	26%	23%	26%	31%	25%	27%	28%	27%
60-74	40%	31%	36%	33%	41%	31%	36%	34%	35%	35%	33%	33%	30%
Over 74	14%	19%	22%	19%	20%	20%	14%	15%	18%	18%	18%	17%	17%
	250	301	299	266	228	243	172	179	189	2,127	2,315	2,452	1,240
25. How many years have you lived in Chattanooga?													
Less than 5	16%	14%	10%	15%	6%	11%	18%	10%	8%	12%	10%	10%	12%
5-10 years	10%	12%	8%	12%	7%	9%	11%	11%	7%	10%	9%	10%	10%
11-20 years	12%	11%	11%	12%	6%	11%	10%	8%	12%	10%	10%	11%	10%
More than 20 years	62%	63%	71%	60%	82%	69%	61%	72%	73%	68%	70%	69%	68%
	249	304	301	266	229	245	170	176	190	2,130	2,311	2,459	1,242

	1	2	3	4	5	6	7	8	9	2015 City Total	2014 City Total	2013 City Total	2012 City Total
26. Do you own your home, rent your home, or live with someone (rent-free)?													
Own	78%	81%	85%	84%	80%	69%	60%	63%	68%	76%	76%	75%	76%
Rent	22%	19%	14%	16%	19%	30%	39%	36%	31%	24%	23%	24%	23%
Live with Someone (rent-free)	1%	-	1%	-	0%	1%	1%	2%	2%	1%	1%	1%	1%
	249	304	298	267	227	245	169	177	192	2,128	2,309	2,441	1,243
27. In the past 12 months, what was your (individual) pre-tax income?													
No income	3%	2%	3%	5%	3%	3%	6%	10%	8%	4%	4%	4%	4%
Less than \$20,000	18%	12%	10%	10%	30%	20%	31%	40%	28%	20%	20%	20%	20%
\$20,000 - \$34,999	22%	17%	19%	14%	24%	26%	28%	24%	28%	22%	23%	24%	25%
\$35,000 - \$74,999	32%	40%	34%	39%	32%	35%	18%	20%	25%	32%	32%	33%	32%
\$75,000 - \$149,999	19%	19%	26%	23%	9%	14%	12%	5%	7%	16%	15%	14%	14%
\$150,000 or more	6%	10%	8%	9%	0%	2%	6%	1%	4%	6%	5%	5%	5%
	233	278	272	238	202	222	160	163	177	1,945	2,127	2,225	1,135
28. Which of these is closest to describing your ethnic background?													
Caucasian/White	95%	93%	90%	85%	39%	79%	64%	30%	44%	73%	72%	72%	72%
African-American/ Black	3%	2%	7%	8%	57%	15%	32%	67%	51%	23%	24%	24%	23%
Asian or Pacific Islander	0%	1%	1%	3%	-	2%	-	-	1%	1%	1%	2%	2%
Native American/Indian	0%	1%	1%	0%	1%	1%	-	1%	2%	1%	1%	1%	0%
Hispanic/Latino	1%	1%	1%	3%	0%	2%	2%	1%	1%	1%	1%	1%	1%
Other	-	1%	1%	1%	2%	2%	2%	2%	2%	1%	1%	1%	2%
	248	301	298	265	222	242	166	177	187	2,106	2,278	2,427	1,218
29. How much education have you completed?													
Elementary	-	0%	-	0%	1%	0%	2%	1%	2%	1%	1%	1%	0%
Some high school	3%	2%	3%	1%	10%	4%	11%	12%	5%	5%	6%	6%	5%
High school grad or equivalent	17%	12%	12%	16%	24%	17%	21%	23%	22%	17%	19%	18%	18%
Some college	25%	21%	28%	27%	28%	34%	22%	29%	35%	27%	27%	29%	27%
College grad or more	55%	66%	58%	56%	38%	45%	45%	34%	37%	50%	47%	47%	49%
	248	303	298	264	226	244	170	178	189	2,120	2,299	2,452	1,237
Response Rates										22%	25%	26%	24%
Margin of Error										±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"/>

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

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

Survey Form

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

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

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

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

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

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

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

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

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

Q15 How do you rate City streets on:

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

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

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

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

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

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

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

Q18 How do you rate your neighborhood on:

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

Survey Form

Q19 How do you rate Chattanooga as a place to do business?

Very Good... Good..... Neutral Bad..... Very Bad..... Dont 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"/>
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	Dont 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	Dont 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"/>

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

City of Chattanooga Tennessee

Addendum to 2015 Community Survey: District Summaries

District 1

The residents in District 1 give high marks for their neighborhood as a place to live, with 93 percent rating their neighborhood as very good or good. This is the highest rating among the districts. Residents are also pleased with the quality of police and fire services. They enjoy access to shopping and other services. However, ratings on smoothness of streets and commercial development are not favorable. Less than half of residents rate street smoothness as very good or good. Commercial development is rated favorable for attractiveness, but residents do not believe the development is an improvement to their neighborhood as a place to live. Walking distance to public transit is rated the lowest in District 1, with only 16 percent of the residents rating their satisfaction as very good or good.

District 2

District 2 residents are the most satisfied with Chattanooga as a place to live, with 96 percent of the residents rating the place to live as very good or good. Safety ratings in residents' neighborhood during the day and at night are positive, however, the rating of very good or good has decreased since 2012. Overall, ratings for city services remain positive in 2015. District 2 residents rated curbside recycling and city park visits higher than residents in the other 8 districts. Satisfaction with smoothness of streets is low. Since 2012, the rating of city streets smoothness as very good or good has dropped 14 percentage points.

District 3

District 3 residents have the highest satisfaction with Chattanooga as a place to raise children and to retire. Satisfaction with city services is positive overall. Satisfaction with garbage pick-up, storm drainage and water quality of lakes and streams received the highest ratings from District 3 residents. Traffic during off-peak hours is steadily decreasing in satisfaction. Residents in District 3 have the lowest rate of satisfaction compared to the other 8 districts on the smoothness of streets, safety of pedestrians and safety of bicyclists. Home ownership has the highest percentage in District 3, with 85% of the respondents stating they own their home. District 3 also has 34 percent of its residents reporting income over \$75,000, this is the highest income percentage reported compared to other districts.

District 4

District 4 resident's rating on quality of life in Chattanooga has increased since 2012. Over 75% of District 4 residents rate Chattanooga as very good or good place to work, to raise children and to retire. Resident ratings of safety during the day have increased positively since 2012. However, residents rating on traffic flow has decreased in satisfaction. District 4 residents have the lowest satisfaction with traffic flow, with only 17 percent rating the traffic flow during peak hours as very good or good. The highest amount of new commercial and residential development reported is in District 4. 48 percent of residents reported new commercial development and 46 percent reported new residential development. Satisfaction in the overall direction the City is taking is increasing in District 4. Respondent's income level is increasing as well. In 2015, 32 percent of residents had income over \$75,000, compared to 26 percent in 2012.

City of Chattanooga Tennessee

Addendum to 2015 Community Survey: District Summaries

District 5

District 5 resident's satisfaction in Chattanooga as a place to live and retire is increasing. 77 percent of residents report Chattanooga as a very good or good place to live, an increase of 9 percentage points from 2012. 71 percent of residents rate Chattanooga as a very good or good place to retire. This is an increase of 11 percentage points from 2012. Resident's satisfaction with city services is increasing since our 2012 survey. District 5 has the highest rating of satisfaction in yard-waste pick-up among the districts. Residents in District 5 are the least likely to visit a city park at least once during the year. They also have some of the lowest ratings on park quality. However, they are the mostly likely to participate in a recreation program and give the highest ratings for affordability, variety and quality of instruction, coaching, leadership, etc. Residents in District 5 have the lowest rating of satisfaction for availability of sidewalks, with only 18 percent of the residents rating the availability as very good or good.

District 6

District 6 residents continue to indicate they feel safe during the day in their neighborhoods, parks and downtown. Residents, however, felt less safe at night downtown and in the park closest to them. District 6 residents have the highest satisfaction with police services among the districts. 70 percent of residents rated the quality of police services as very good or good. This is a 4 percentage point increase from 2014. City services are overall positively ranked, however, residents from District 6 rate garbage pick-up the lowest among the districts. Storm drainage and sewers are increasing in satisfaction compared to previous years. Resident's satisfaction with traffic flow is decreasing compared to previous years. 26 percent of residents rate traffic flow during peak hours as very good or good, while 67 percent rate traffic flow during off-peak as very good or good. This is a 14 and 7 percentage point decrease from 2012. Residents continue to be satisfied with their neighborhood housing affordability, access to shopping and other services, and street lighting. District 6 residents are increasing their use of McKamey Animal Center and have an increased quality rating of the center as well.

District 7

District 7 residents overall rate the quality of life in Chattanooga positively. Residents feel especially positive about Chattanooga as a place to live, with 87 percent of residents rating Chattanooga as very good or good. This is a 10 percentage point increase from 2012. Residents also report the highest rating of safety downtown during the day. They have the lowest rating of safety in a park closest to them at night. Overall safety at night is increasing in satisfaction with the residents of District 7. City services remain constant over the years, with the exception of curbside recycling increasing in satisfaction 16 percentage points from 2014. The safety of pedestrians and bicyclists has also increased in satisfaction from 2012. District 7 residents are the least satisfied with housing affordability but have the highest rating of walking distance to public transit. Residents have an increasing rate of satisfaction with the value of services for city taxes paid and the overall direction the City is taking.

City of Chattanooga Tennessee

Addendum to 2015 Community Survey: District Summaries

District 8

District 8 residents are satisfied with the quality of life in Chattanooga. Their rating for Chattanooga as a place to retire has increased 9 percentage points since 2012. Residents report being generally satisfied with city services. However, curbside recycling received the lowest rating from residents in District 8. Traffic flow during peak hours received one of the best ratings from District 8 residents, with 40 percent reporting the traffic flow during peak hours as very good or good. City streets continue to receive low ratings of satisfaction in 2015. While residents rate the closeness of parks and walking distance to public transit positively, physical condition of housing received the lowest rating in District 8. Residents in District 8 are more likely to utilize bus services and public libraries than other districts. They also rate the bus services and public libraries higher than other districts. Homeownership has increased 9 percentage points since 2014.

District 9

District 9 residents are generally the least satisfied with the quality of living in Chattanooga. They do feel safe walking alone during the day in their neighborhoods, parks or downtown, but feel less safe in their park at night. The residents continue to give high ratings to fire and emergency medical services, but are not as satisfied with police services. District 9 reported the highest percent of break-ins to vehicles compared to other districts. However, only 46 percent of those break-ins were reported to police. Satisfaction with city streets continues to receive low ratings of satisfaction with residents. Speeding vehicles and safety of pedestrians received the lowest ratings from District 9 residents compared to other districts. Compared to other districts, residents in District 9 have the highest number of residents that have lived in Chattanooga more than 11 years.