

City of Chattanooga

2021 Community Survey Results

October 2021



Stan Sewell, CPA, CGFM, CFE
City Auditor

Office of Internal Audit
Chattanooga, TN



OFFICE OF INTERNAL AUDIT

Stan Sewell, City Auditor

October 22, 2021

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

RE: City of Chattanooga 10th Annual Community Survey Results

This report presents the results of our 10th annual Community Survey. We asked Chattanooga residents about their views on a variety of city services, and over 2,400 residents responded from May to August. In addition to reporting on citywide data, we report survey data specific to each of Chattanooga's nine City Council districts.

Chattanooga residents continue to give high ratings to their city and neighborhoods on key quality of life indicators in 2021. Chattanooga residents believe the City is a good place to live, work, raise a family and retire. A review of the data reveals the highest areas of concern relate to street conditions, housing affordability, public safety at night and traffic related issues. We noted only 10% of respondents gave positive ratings for the City's handling of homelessness. The 2021 survey, like previous surveys, often showed significant differences in opinions based on the Council district surveyed. We have included an addendum with summaries from a general analysis by Council district. This addendum contains brief comments that may be of interest at a district level.

We mailed the survey to 10,000 randomly-selected households. Eighteen percent of households receiving the survey responded. We mailed an additional 10,000 postcards with a link allowing residents to complete the survey online. As a result, an additional 629 surveys were completed. These additional online responses have a material impact on the overall ratings. To ensure an accurate comparison to prior years, our primary analysis is based upon the traditional paper surveys only. The online results are provided in an addendum to this report. We provide a detailed discussion of processes and procedures used for data collection in the methodology section of our report. We calculated the citywide survey accuracy to be within ± 2.28 percent.

In comparing the demographic information provided by survey respondents to 2020 Census data, we found our survey respondents are older and more educated than the population as a whole. We also found females are over-represented and minorities are under-represented among those who returned our survey. These demographic differences have been relatively consistent over the years we have been conducting the community survey.

This report provides the public and policy makers valuable information regarding resident satisfaction with city services. We encourage the Mayor, City Council Members, City Department Heads, Regional Planning Agency Managers, and community leaders to study trends and differences in community perceptions as they consider strategies to improve services across the nine city council districts. As mentioned in our report, it is important for readers to recognize many insights may be gained by analyzing the data independently. Raw results and summarized tables are provided in excel format on the City's website at chattanooga.gov/internal-audit/community-surveys.

We want to thank the 1,799 Chattanoogaans who took the time to complete the mailed survey, as well as the 629 who completed the survey online. In addition, we want to thank the Electric Power Board and the City's mailroom staff for their assistance with this effort.

Respectfully,

Stan Sewell, CPA, CGFM, CFE
City Auditor

Attachments

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

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Raw Data (in Microsoft Excel):

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

Detailed Results (in Microsoft Excel):

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

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

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

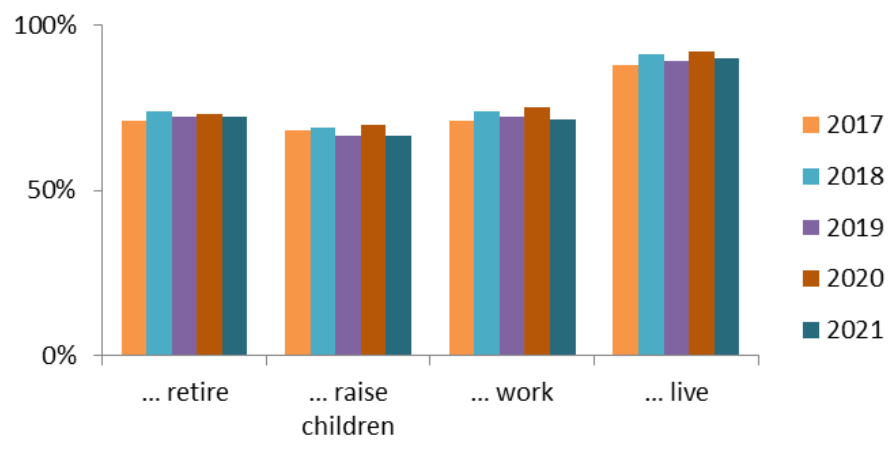
Introduction

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

The Office of Internal Audit (OIA) conducted a survey of Chattanooga residents to gather their views of city services. This report provides an overview of perspectives expressed by over 1,799 residents who responded by mail. An additional 629 citizens completed the survey online. The online survey respondent demographics differ substantially from our traditional paper survey respondents. To provide relevant trend analysis, we did not include the online responses in our primary analysis. We provide a separate analysis of the online responses as an addendum to this report. In future years, we plan to use the combined data as a base for reporting trends.

This report should interest the public, City Council, city managers and community leaders. We also expect residents to use it to track progress in many important areas.

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



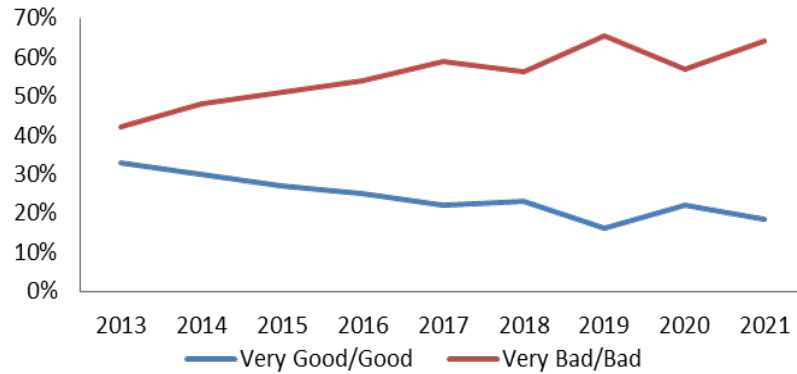
Chattanoogans continue to give high ratings to their city and neighborhoods overall; lower ratings of value received from city government for taxes paid; and mixed reviews for the various city services. Although opinions in many areas remained consistent with prior years, we noted the following key areas for 2021.

- Forty percent of residents rate the value received for city taxes paid as very good or good. This is a 6 percentage point decrease from 2020 and, along with 2012, the lowest recorded since the survey began in 2012;
- Forty-four percent of residents rated the overall direction the City is taking as good or very good. This represents a 7 percentage point decrease from 2020 and the lowest recorded since the survey began;
- Resident's opinions on traffic flow (congestion) continue to be low. Twenty-eight percent rated traffic flow during peak hours positively, an 11 percentage point decrease since 2012 (39%);

Introduction

- Residents were less positive about the smoothness of streets: only 19 percent indicate smoothness was good or very good, a 3 percentage point decrease from 2020 and 15 percentage point decrease from 2012. The condition of streets has been one of the most negatively rated areas since our survey began in 2012.

Residents rating of smoothness of streets



We included a question regarding homelessness for 2021. Citizens were given the opportunity to provide an opinion on the city's handling of the homeless problem in Chattanooga. Forty-eight percent of respondents rated the City's handling of homelessness as bad or very bad. Only 10 percent rated the City's handling of homelessness as good or very good.

This report contains highlights of survey results for the following city service areas: public safety, public works, transportation, parks, recreation, and community development.¹ In addition, we include a section explaining how we conducted the community survey and prepared the report. Survey data (including areas not highlighted within the report) is provided beginning on page 14.

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

¹ It should be noted 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), Chattanooga Public Library and animal control (McKamey Animal Care and Adoption Center).

Public Safety

OVERVIEW

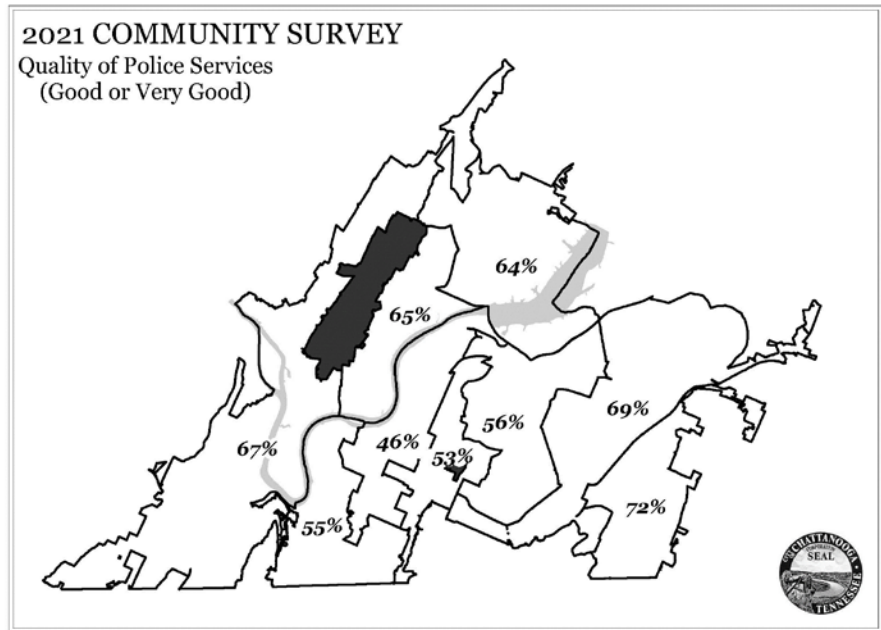
Overall satisfaction with police, fire, emergency medical services, and 9-1-1 remain positive in 2021. While most residents feel safe in their neighborhoods and parks during the day, residents report feeling less safe downtown, particularly at night. Feelings of safety during the day in the downtown area have decreased 5 percentage points from 2020. This represents the lowest rating since the survey started in 2012.

Overall resident ratings of Public Safety services
(percent very good or good)

	2021	2020	2019	2018	2017
Police	61%	66%	65%	66%	66%
Fire and EMS	94%	93%	85%	92%	85%
9-1-1	87%	88%	87%	89%	82%

ANALYSIS

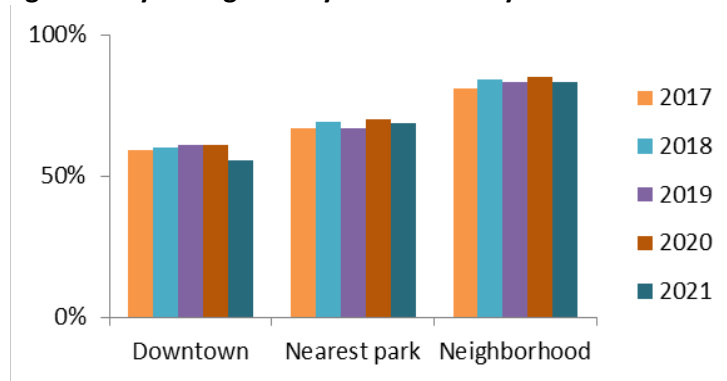
A substantial percentage of residents who used fire or emergency medical services feel the overall quality of service, as well as speed of response, was very good or good. Satisfaction remains consistently high for services received from the 911 call takers. Although not as highly rated as Fire and EMS, a majority of residents continue to rate the quality of police services positively. Overall ratings of police services by City Council district are presented below:



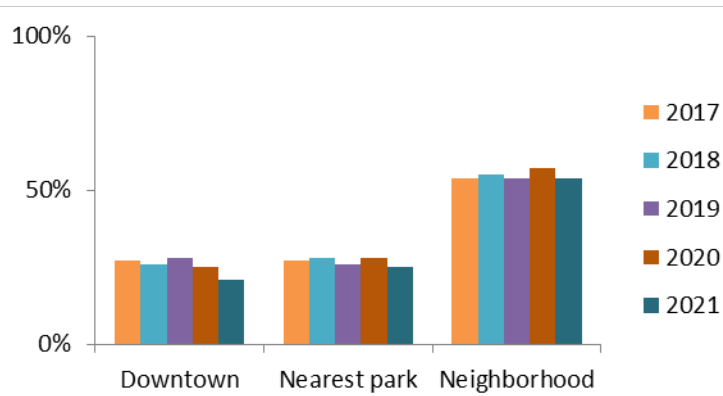
Citywide, residents do not feel safe in their nearest park or downtown at night. In 2021, 47 percent of residents surveyed indicate they feel unsafe or very unsafe walking alone at night downtown. Residents feel safest in their neighborhood during the day.

Public Safety

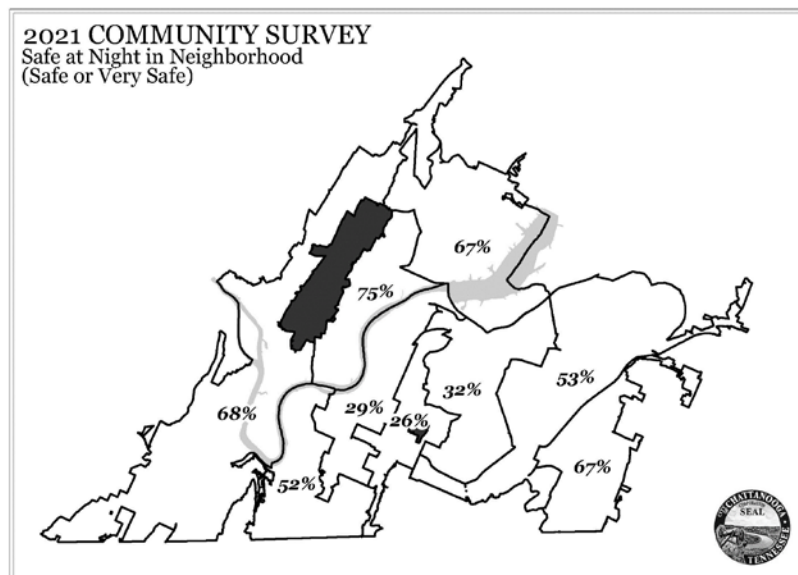
Rating of safety during the day as safe or very safe



Rating of safety at night as safe or very safe



Feelings of safety at night in neighborhoods vary substantially among council districts. The highest positive ratings of perceived nighttime safety are in City Council District 2, at 75 percent. City Council District 9 reports the lowest positive rating at 26 percent.



Public Works and Transportation

OVERVIEW

Resident satisfaction with Public Works services is positive overall in 2021. The vast majority of residents rate satisfaction with Public Works/Sanitation Services as very satisfied or somewhat satisfied. Ratings in the basic Public Works service areas of garbage, yard waste and curbside recycling have been highly rated in the past. We noted ratings of satisfaction are trending down over the past five years.

Residents continue to be less enthusiastic about transportation related issues. Ratings on smoothness of streets have been poor since we began conducting the survey in 2012. Overall perceptions of traffic flow during off-peak hours remain positive while residents are less positive about traffic flow during peak hours. We noted perceptions of safety for pedestrians and bicyclists continue to trend downward with only 31% and 24% of respondents giving ratings of very good or good, respectively.

ANALYSIS

Overall satisfaction with Public Works services is positive. However, satisfaction with water quality, storm drainage and sewer services do not rate as well as the traditional sanitation services. We noted positive ratings decreased in all Public Works services when compared to 2020. Eighty-nine percent of residents who responded with an opinion are very satisfied or somewhat satisfied with garbage pick-up. Seventy-three percent are very satisfied or somewhat satisfied with yard waste pick-up. This is a 5-percentage point decrease from 2020. Seventy-eight percent are very satisfied or somewhat satisfied with curbside recycling².

Resident ratings stating an opinion of Public Works services

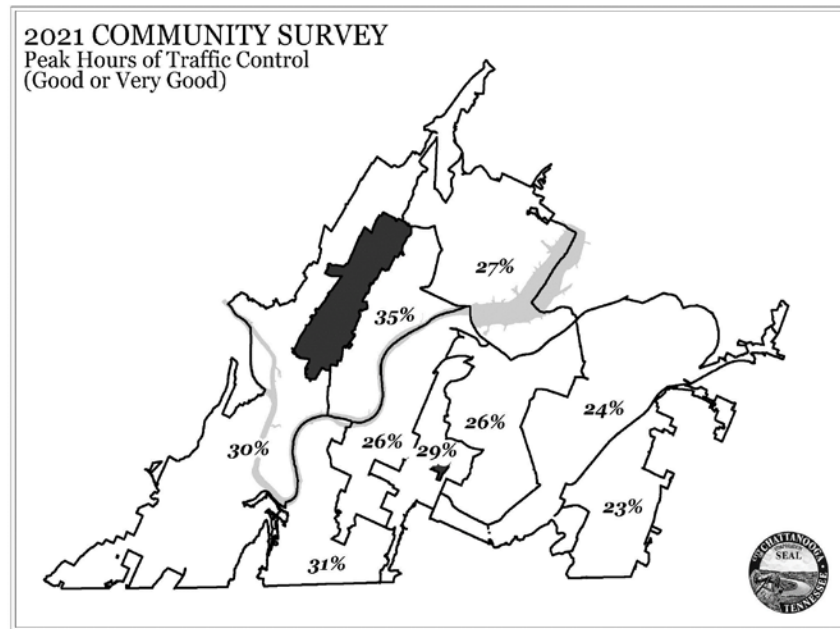
(percent with an opinion very satisfied or somewhat satisfied)

	2021	2020	2019	2018	2017
Garbage pick-up	89%	92%	91%	92%	92%
Yard waste pick-up	73%	78%	76%	79%	78%
Curbside recycling	78%	81%	79%	79%	81%
Water quality of lakes and	56%	60%	53%	60%	60%
Storm drainage	53%	53%	47%	52%	54%
Sewer	54%	57%	53%	57%	58%

Since 2012, positive ratings on peak hour traffic flow had trended downward from 39% to the lowest rating in 2019 of 25%. It appears the decrease in traffic due to shutdowns related to Covid-19 created a slight improvement in 2020 (31%); however, since businesses have begun to re-open, the rating fell 3 percentage points in 2021. As illustrated in the following exhibit, District 4 has the lowest (23%) positive perception of peak hour traffic flow while District 2 indicates the highest positive perception at 35%. In 2021, the majority of respondents (64%) continue to rate traffic flows during non-peak hours as very good or good.

² Subsequent to our survey, the City temporarily suspended the recycling program.

Public Works and Transportation



In 2021, street conditions continue to have the least positive ratings with 19 percent rating smoothness of streets very good or good. This is a 3 percentage point decrease from 2020, but a 15 percentage point decrease compared to 2012, when positive ratings were 34%. Thirty-five percent rate cleanliness of city streets as very good or good. This is a 8 percentage point decrease in positive perceptions from 2020 and a 16 percentage point decrease since 2012 (51%).

Resident ratings of street conditions

(percent very good or good)

	2021	2020	2019	2018	2017
Smoothness of City streets	19%	22%	16%	23%	22%
Cleanliness of City streets	35%	43%	36%	43%	45%
Street lighting	58%	63%	57%	58%	59%

Parks and Recreation

OVERVIEW

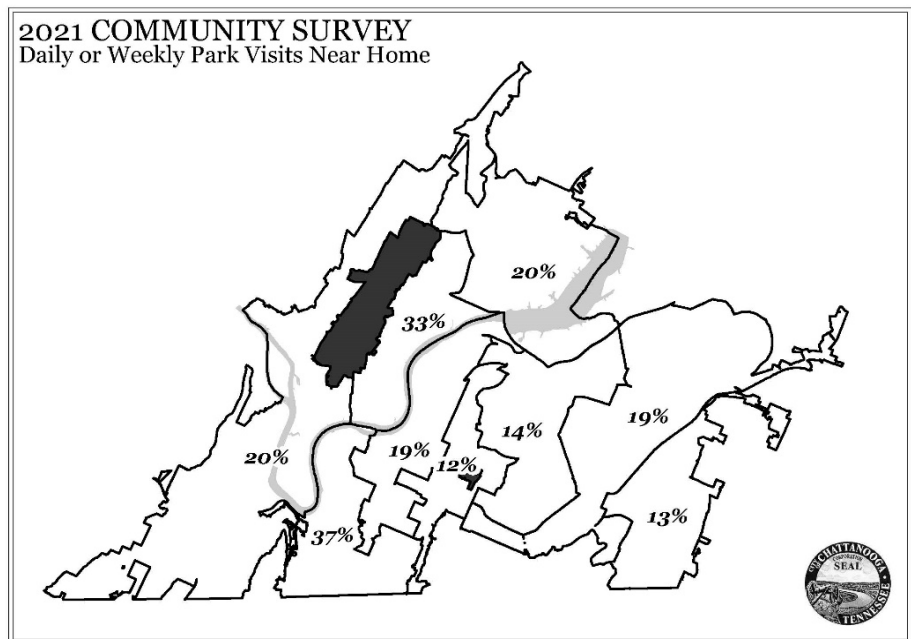
In 2021, residents continue to rate City parks and recreation programs positively. Thirty-two percent visited their neighborhood park at least monthly. The overwhelming majority of residents indicate they did not participate in city recreation programs within the past 12 months. However, those who did participate rate the programs highly.

Use of Parks and Recreation services/facilities (within past 12 months)

	2021	2020	2019	2018	2017
Participated in Parks and Recreation activity	11%	14%	15%	20%	18%
Visited any City park	73%	75%	77%	76%	77%
Visited your neighborhood park	69%	68%	69%	69%	70%

ANALYSIS

Twenty-two percent of residents report visiting a City park on a daily or weekly basis. Seventy-three percent visit a City park at least a few times per year. Utilization of neighborhood parks varies significantly among the nine council districts. The highest rate of regular park visits is 37 percent by residents in District 7; the lowest is 16 percent by residents in District 9.

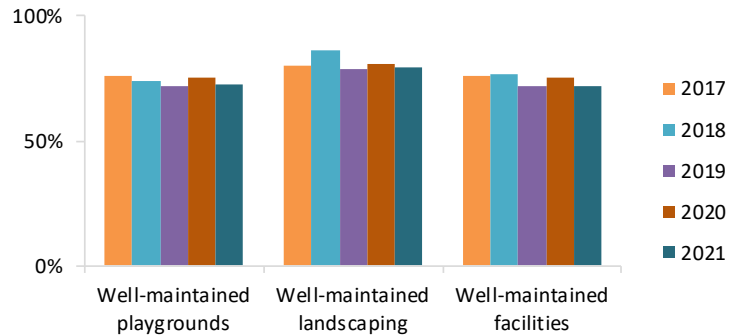


Residents who registered an opinion rate the quality of park landscaping, facilities and playgrounds near their homes favorably. Positive perceptions of these key quality factors decreased slightly in comparison to 2020. The following chart provides a graphical representation of these perceptions:

Parks and Recreation

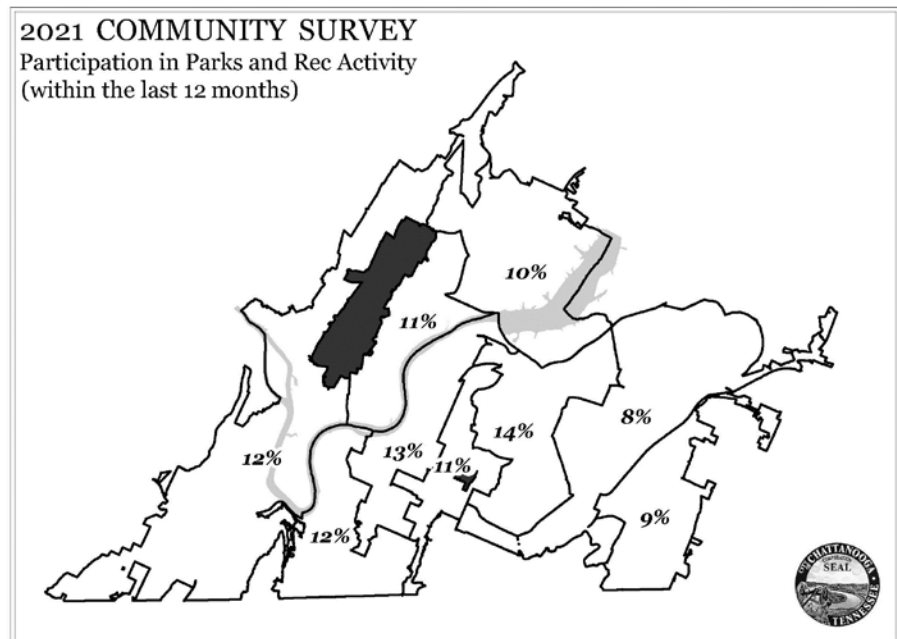
Resident ratings of neighborhood park qualities

(percent very good or good of those visiting)



Participants in recreation activities expressed decreased positive opinions for 2021. Of those who participated and expressed an opinion, 70 percent are satisfied or very satisfied with affordability, 59 percent are satisfied or very satisfied with the quality of instruction and 59 percent are satisfied or very satisfied with program variety.

Eleven percent of residents report that someone in their household participated in a recreation program within the past 12 months. This is a 3 percentage point decrease from 2020 and the lowest rate of utilization since we began our survey.³ Due to the low utilization, many indicate they have no knowledge about the affordability, variety or quality of the City’s recreation programs. The highest rate of participation is in District 5 at 14 percent. The lowest rate of participation is in District 6 at eight percent.



³ Note: YFD Centers were closed from March 2020 through May 2021 due to the pandemic.

Economic and Community Development

OVERVIEW

Overall satisfaction with community development remains positive in 2021. Residents rate their city and neighborhood highly on livability. Business owners continue to indicate Chattanooga is a good place to do business. The majority of respondents report favorably on new commercial and residential developments in their neighborhoods.

Economic and Community Development

(percent very good or good)

	2021	2020	2019	2018	2017
Rating of commercial development on:					
<i>Attractiveness of development</i>	70%	71%	71%	71%	74%
<i>Improvement to neighborhood</i>	53%	52%	53%	51%	62%
Rating of residential development on:					
<i>Attractiveness of development</i>	70%	69%	67%	69%	71%
<i>Improvement to neighborhood</i>	51%	52%	51%	52%	54%
City as place to do business	76%	78%	79%	78%	79%

ANALYSIS

Citywide, 90 percent of residents feel positively about their city as a place to live. With regard to ratings related to neighborhood livability, residents remain positive about the physical condition of housing, the proximity of parks and access to shopping and services. Residents are not as positive about their ability to walk to public transit (38%), availability of sidewalks (36%) and on-street parking (34%). Resident's feelings about aspects of neighborhood livability vary by council district:

Neighborhood Livability Factors 2021

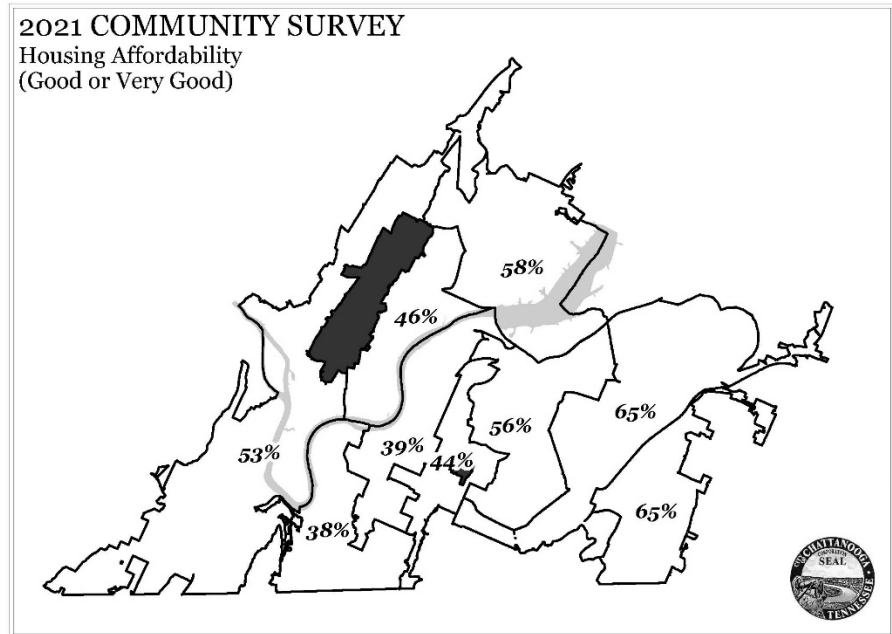
(percent very good or good)

Council District	Close to parks	Close to transit	Access to shopping	Sidewalk availability	On-street parking	Housing Conditions
1	63%	10%	70%	41%	26%	78%
2	74%	48%	87%	34%	46%	77%
3	70%	12%	85%	22%	26%	73%
4	72%	17%	91%	44%	31%	80%
5	54%	42%	51%	16%	28%	58%
6	53%	43%	81%	20%	38%	70%
7	75%	71%	66%	68%	40%	54%
8	56%	67%	42%	63%	45%	40%
9	40%	46%	28%	35%	30%	47%

Sixty-six percent of residents feel positively about the physical condition of housing in their neighborhoods. Ratings of housing condition vary widely by council district, with the highest positive ratings in District 4 and the lowest positive ratings in District 8.

Economic and Community Development

In 2021, 52 percent of residents rate housing affordability in their neighborhood positively, a 12 percentage point decrease from 2020 and the lowest rating since we started conducting these surveys. The most positive rating on affordability is in Districts 4 and 6 with 65 percent. The lowest rating on housing affordability is in District 7 with 38 percent reporting positively.



In 2021, 36 percent of residents reported new commercial developments in their neighborhoods. Seventy percent feel positively about the attractiveness of the development. Fifty-three percent of residents indicate the additions are an improvement to their neighborhood as a place to live. Forty-three percent of residents reported new residential developments in their neighborhood. Sixty-nine percent rate the attractiveness of the development favorably and 51 percent feel the development is an improvement to their neighborhood.

Sixty-nine percent of residents were neither involved in a community project nor attended a public meeting in the last 12 months. This represents a 7 percentage point decrease in citizen involvement when compared to 2020, likely a result of closures due to COVID. Thirty-seven percent rate the City's efforts at welcoming citizen involvement as positive, a decrease of 5 percentage points from 2020.

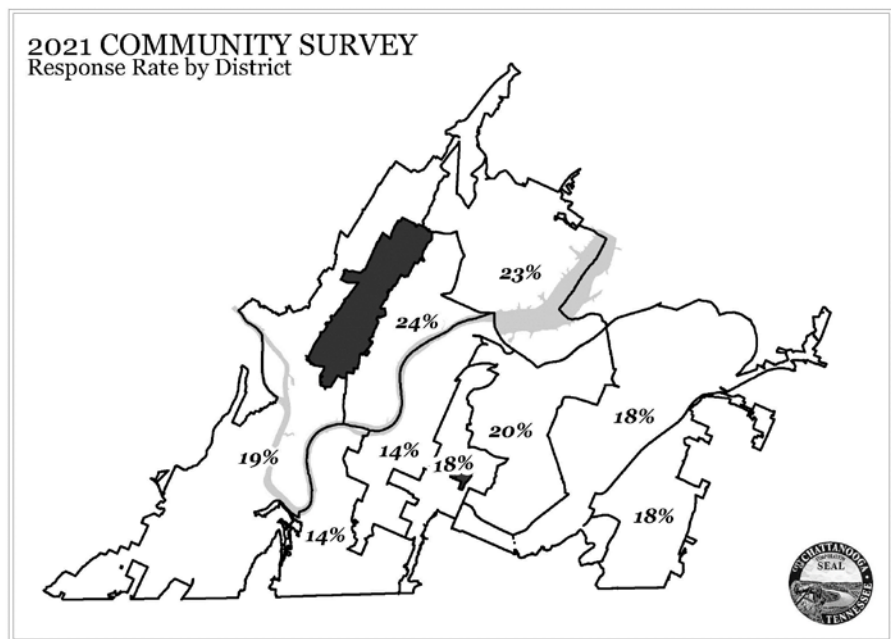
Survey Methodology

OIA conducted its Community Survey for the tenth year in 2021. The Office received responses May through August. Questions on the survey request residents' views of satisfaction with services the City of Chattanooga provides. These results inform the public and help city leaders to better manage city services and resources.

The survey was mailed to 10,000 randomly-selected addresses in the city limits. It included a letter from the City Auditor explaining the purpose of the survey and how to complete it. For 2021, we mailed an additional 10,000 postcards to randomly selected homes providing the opportunity to complete the survey online. Survey responses are anonymous.

Response Rate

In May 2021, we mailed 10,000 introductory postcards, an equal number to households representing each of the City's nine Council Districts. The following week we mailed the surveys. A week after the surveys were sent, we mailed a reminder postcard. Of the 10,000 mailed surveys, we received 1,799 completed surveys, resulting in a citywide response rate of 18 percent. Response rates by city council district are represented below.



For the second year, we supplemented our standard survey mailing with 10,000 post cards, offering a random sample of residents the opportunity to complete the survey online. 629 of these selected residents completed the online survey, resulting in a 6% response rate. The results were analyzed separately from those obtained via the standard survey mailer.

Supplemental Online Impact on Comparability

We received 1,799 responses to our mailed survey document and 629 responses to our online only postcard effort. Because we have not historically solicited these online only responses, we wanted to ensure their inclusion in the results did not skew comparisons to prior years. Therefore, we compared the results for each question with and without the additional 629 responses.

A comparison between the two sets of data showed the results for many of the questions were impacted by greater than one-half of one percentage point. Therefore, we concluded there could be a material impact on comparisons to prior years and did not include the results in our primary analysis for this annual report.

Survey Reliability

The citywide survey margin of error, at the conventional 95 percent confidence level, is ± 2.28 percent based on the 1,799 completed surveys received by mail. Within each of the nine City Council Districts, the margin of error ranges from ± 5.97 to ± 8.05 percent. The confidence level is a measure of the certainty that the responses would be the same (within the margin of error) if another random sample was taken.

Representativeness of Respondents

We compared demographic information supplied by respondents to 2020 Census data in order to assess how closely our sample matched official census demographics. On a citywide level, our survey respondents are older and more educated than the population as a whole. We found that females are over-represented and minorities are under-represented among our respondents. These differences are very similar to previous years.

Survey Analysis

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

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

Survey Comments

To help keep respondent identities anonymous and maintain long-term consistency, OIA designed the survey without a specific section for written comments. Regardless, respondents wrote 269 comments on the survey form (or attached a note). Comments are related to all areas covered by the survey. These detailed comments are being provided to City Council members and City Administration for review.

Survey Methodology

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 2021 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 mailed, online and combined (mailed and online) responses by City Council District (pages 14 through 53), a City Council District map (page 54), a copy of the survey form (pages 55 through 57), and a brief summary of our analysis at the individual Council District level (pages 58 through 60).

2021 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total	2019 City Total	2018 City Total	2017 City Total
1. Overall, how do you rate the quality of life in:														
a. Chattanooga as a place to live														
Very Good	55%	51%	45%	51%	35%	44%	47%	26%	35%	44%	47%	43%	46%	41%
Good	37%	46%	48%	41%	51%	47%	43%	53%	47%	46%	45%	46%	45%	47%
Neutral	6%	2%	6%	6%	14%	8%	8%	17%	15%	9%	6%	8%	8%	10%
Bad	1%	1%	0%	2%	1%	1%	2%	1%	2%	1%	1%	2%	1%	1%
Very Bad	0%	0%	0%	0%	0%	1%	1%	2%	0%	0%	0%	1%	0%	0%
Don't Know	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%
	195	257	251	191	207	186	152	140	186	1,766	2,224	2,012	1,952	2,071
b. Your neighborhood as a place to live														
Very Good	55%	54%	49%	59%	23%	34%	39%	22%	23%	41%	45%	39%	41%	39%
Good	35%	39%	41%	35%	53%	52%	41%	43%	45%	43%	41%	44%	43%	43%
Neutral	7%	5%	8%	4%	20%	10%	13%	16%	23%	11%	10%	11%	12%	13%
Bad	3%	1%	1%	2%	3%	3%	6%	17%	8%	4%	3%	4%	2%	4%
Very Bad	0%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%
Don't Know	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%
	193	256	247	190	208	187	147	138	182	1,749	2,181	1,986	1,930	2,053
c. Chattanooga as a place to work														
Very Good	34%	30%	28%	35%	22%	25%	29%	17%	23%	28%	29%	26%	28%	24%
Good	39%	47%	51%	38%	48%	48%	40%	40%	40%	44%	46%	47%	46%	47%
Neutral	15%	13%	13%	11%	24%	14%	17%	29%	25%	17%	15%	17%	18%	19%
Bad	2%	3%	2%	3%	2%	2%	3%	4%	5%	3%	3%	3%	3%	4%
Very Bad	0%	0%	0%	0%	0%	1%	0%	3%	1%	0%	1%	1%	1%	1%
Don't Know	10%	7%	7%	13%	3%	10%	11%	7%	7%	8%	5%	6%	5%	6%
	193	256	245	188	205	184	147	139	179	1,737	2,163	1,977	1,912	2,037
d. Chattanooga as a place to raise children														
Very Good	35%	33%	32%	35%	22%	29%	19%	18%	16%	28%	30%	26%	28%	25%
Good	38%	40%	40%	34%	46%	39%	40%	33%	40%	39%	40%	41%	41%	43%
Neutral	13%	11%	15%	15%	24%	17%	18%	22%	27%	17%	16%	19%	18%	18%
Bad	3%	2%	3%	3%	2%	3%	3%	8%	6%	3%	3%	4%	3%	4%
Very Bad	0%	0%	0%	0%	1%	2%	1%	3%	1%	1%	1%	1%	1%	1%
Don't Know	12%	14%	10%	14%	4%	11%	20%	15%	10%	12%	10%	9%	8%	9%
	191	256	247	190	206	185	148	136	176	1,736	2,166	1,979	1,920	2,042
e. Chattanooga as a place to retire														
Very Good	42%	40%	35%	41%	25%	36%	31%	23%	27%	34%	34%	31%	34%	30%
Good	36%	32%	44%	39%	46%	41%	31%	39%	33%	38%	39%	41%	40%	41%
Neutral	13%	9%	13%	13%	23%	13%	17%	20%	28%	16%	16%	15%	16%	17%
Bad	3%	3%	1%	3%	3%	3%	3%	6%	4%	3%	2%	4%	3%	3%
Very Bad	1%	0%	0%	0%	0%	1%	0%	3%	1%	1%	1%	2%	1%	1%
Don't Know	5%	14%	6%	5%	3%	6%	18%	9%	7%	8%	7%	7%	6%	8%
	192	256	248	189	208	187	147	138	177	1,743	2,165	1,978	1,917	2,043

2021 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total	2019 City Total	2018 City Total	2017 City Total
2. How safe would you feel walking alone during the day:														
a. In your neighborhood?														
Very Safe	62%	68%	53%	57%	26%	43%	47%	27%	28%	47%	50%	45%	47%	42%
Safe	30%	24%	36%	36%	47%	44%	37%	37%	40%	36%	35%	39%	37%	39%
Neutral	4%	4%	6%	4%	17%	10%	8%	18%	12%	9%	8%	9%	9%	10%
Unsafe	4%	3%	4%	2%	8%	3%	8%	14%	15%	6%	4%	5%	5%	6%
Very Unsafe	1%	1%	1%	1%	2%	0%	0%	4%	4%	1%	1%	2%	1%	2%
Don't Know	0%	0%	0%	1%	0%	0%	0%	1%	1%	0%	1%	0%	0%	1%
	195	258	253	194	211	189	153	140	188	1,782	2,225	2,029	1,973	2,053
b. In the park closest to you?														
Very Safe	33%	45%	30%	34%	17%	20%	41%	26%	13%	29%	31%	27%	30%	26%
Safe	42%	34%	43%	46%	38%	45%	36%	34%	37%	40%	40%	40%	39%	41%
Neutral	11%	13%	14%	11%	26%	16%	13%	21%	19%	16%	16%	18%	15%	17%
Unsafe	6%	3%	6%	3%	10%	6%	8%	11%	17%	7%	6%	8%	8%	8%
Very Unsafe	1%	0%	1%	1%	4%	1%	1%	3%	3%	2%	2%	2%	1%	2%
Don't Know	6%	4%	6%	6%	5%	13%	2%	5%	11%	6%	6%	6%	6%	5%
	193	255	249	191	209	184	149	135	181	1,747	2,173	1,984	1,943	2,042
c. Downtown?														
Very Safe	12%	25%	13%	9%	14%	12%	29%	26%	18%	17%	21%	19%	19%	17%
Safe	41%	39%	35%	30%	36%	42%	49%	38%	40%	38%	40%	42%	41%	42%
Neutral	23%	22%	24%	32%	32%	24%	17%	18%	21%	24%	22%	22%	19%	21%
Unsafe	14%	10%	20%	14%	11%	12%	5%	7%	10%	12%	10%	10%	12%	12%
Very Unsafe	4%	1%	4%	7%	4%	4%	1%	3%	5%	4%	3%	4%	4%	4%
Don't Know	5%	2%	5%	6%	2%	5%	0%	8%	7%	5%	4%	3%	4%	4%
	193	252	249	191	207	185	150	136	182	1,746	2,163	1,982	1,941	2,033
3. How safe would you feel walking alone at night:														
a. In your neighborhood?														
Very Safe	35%	35%	32%	27%	10%	16%	16%	6%	7%	22%	23%	21%	22%	20%
Safe	33%	40%	35%	40%	22%	38%	36%	23%	19%	32%	33%	33%	34%	33%
Neutral	13%	10%	13%	16%	20%	21%	16%	21%	18%	16%	16%	16%	17%	16%
Unsafe	12%	11%	13%	10%	35%	19%	22%	27%	35%	20%	19%	20%	18%	19%
Very Unsafe	6%	3%	6%	5%	12%	5%	11%	22%	18%	9%	7%	8%	7%	9%
Don't Know	1%	2%	2%	2%	0%	2%	0%	1%	4%	2%	2%	2%	2%	2%
	195	257	253	191	210	187	153	142	188	1,777	2,229	2,017	1,964	2,076
b. In the park closest to you?														
Very Safe	9%	11%	5%	4%	5%	2%	7%	4%	2%	6%	7%	6%	7%	7%
Safe	21%	31%	18%	26%	9%	13%	34%	15%	9%	19%	21%	20%	22%	21%
Neutral	29%	25%	33%	22%	28%	30%	19%	23%	23%	26%	25%	27%	26%	25%
Unsafe	27%	22%	28%	32%	32%	32%	27%	35%	36%	30%	29%	28%	27%	29%
Very Unsafe	7%	6%	8%	7%	21%	10%	9%	18%	19%	11%	9%	11%	10%	11%
Don't Know	8%	6%	8%	9%	5%	13%	4%	6%	12%	8%	8%	8%	8%	8%
	195	254	251	192	207	187	150	136	182	1,755	2,166	1,985	1,942	2,041

2021 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total	2019 City Total	2018 City Total	2017 City Total
c. Downtown?														
Very Safe	4%	4%	3%	2%	4%	1%	5%	4%	4%	3%	5%	5%	4%	4%
Safe	11%	24%	14%	8%	18%	18%	29%	24%	18%	18%	19%	24%	22%	23%
Neutral	25%	27%	23%	21%	28%	25%	31%	26%	28%	26%	27%	26%	25%	24%
Unsafe	38%	28%	34%	37%	28%	30%	23%	25%	24%	30%	28%	27%	26%	28%
Very Unsafe	19%	13%	18%	23%	18%	19%	9%	12%	19%	17%	15%	14%	16%	16%
Don't Know	4%	5%	8%	9%	4%	8%	2%	9%	7%	6%	6%	5%	5%	5%
	194	254	251	191	208	186	150	136	182	1,753	2,164	1,994	1,934	2,038
4a. Did anyone break into, or burglarize, your home during the last 12 months?														
Yes	6%	2%	4%	7%	3%	1%	5%	7%	8%	5%	5%	6%	7%	7%
No	94%	98%	96%	93%	97%	99%	95%	93%	92%	95%	95%	94%	93%	93%
	197	258	254	194	211	187	153	142	191	1,788	2,233	2,024	1,978	2,076
4b. If yes, was it reported to the police?														
Yes	38%	50%	57%	71%	67%	100%	88%	67%	91%	69%	70%	68%	76%	77%
No	63%	50%	43%	29%	33%	0%	13%	33%	9%	31%	30%	32%	24%	23%
	8	4	7	7	3	2	8	9	11	59	82	114	82	110
5. Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?														
Yes	15%	18%	12%	18%	19%	18%	24%	21%	26%	18%	15%	15%	15%	13%
No	85%	82%	88%	82%	81%	82%	76%	79%	74%	82%	85%	85%	85%	87%
	197	257	252	193	208	187	151	137	189	1,772	2,205	2,005	1,954	2,062
a. If yes, was it reported to the police?														
Yes	44%	32%	36%	43%	52%	48%	36%	42%	48%	42%	40%	42%	53%	52%
No	56%	68%	64%	57%	48%	52%	64%	58%	52%	58%	60%	58%	47%	48%
	25	44	28	30	33	33	33	26	46	298	302	291	251	242
6. Did you call 9-1-1 for an emergency during the last 12 months?														
Yes	17%	10%	13%	15%	16%	16%	20%	30%	23%	17%	17%	17%	18%	18%
No	83%	90%	87%	85%	84%	84%	80%	70%	77%	83%	83%	83%	82%	82%
	197	255	247	189	206	183	152	135	182	1,747	2,168	1,966	1,913	2,012
a. If yes, how do you rate the services you received on the the phone from the 9-1-1 calltaker?														
Very Good	63%	60%	71%	50%	60%	61%	55%	53%	30%	55%	57%	51%	51%	44%
Good	30%	28%	23%	33%	27%	25%	35%	29%	49%	31%	31%	36%	38%	38%
Neutral	3%	4%	6%	13%	10%	11%	6%	12%	19%	10%	9%	8%	10%	14%
Bad	3%	4%	0%	0%	3%	4%	0%	6%	3%	3%	3%	2%	1%	2%
Very Bad	0%	4%	0%	4%	0%	0%	3%	0%	0%	1%	1%	3%	0%	2%
	30	25	31	24	30	28	31	34	37	270	352	330	300	326
7. How do you rate police services on the following:														
a. Overall quality of services?														
Very Good	28%	26%	25%	26%	18%	26%	23%	10%	12%	22%	23%	20%	23%	20%
Good	39%	39%	39%	46%	38%	43%	32%	36%	41%	39%	42%	45%	43%	46%
Neutral	13%	14%	18%	12%	28%	14%	24%	34%	31%	20%	18%	17%	18%	17%
Bad	4%	4%	2%	2%	3%	1%	3%	5%	5%	3%	2%	3%	2%	3%
Very Bad	1%	1%	2%	1%	1%	0%	4%	4%	3%	2%	1%	1%	1%	1%
Don't Know	16%	16%	15%	13%	12%	16%	15%	11%	8%	14%	14%	13%	13%	14%
	196	256	248	193	207	188	148	140	189	1,766	2,191	1,982	1,934	2,056

2021 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total	2019 City Total	2018 City Total	2017 City Total
b. Conduct of police officers?														
Very Good	28%	25%	26%	25%	18%	25%	21%	9%	10%	22%	23%	20%	25%	23%
Good	33%	32%	36%	40%	33%	37%	33%	35%	36%	35%	38%	36%	37%	38%
Neutral	15%	16%	15%	16%	29%	16%	20%	27%	34%	21%	19%	21%	19%	20%
Bad	2%	4%	4%	2%	5%	4%	6%	11%	5%	5%	4%	5%	3%	3%
Very Bad	1%	2%	2%	1%	2%	1%	4%	3%	2%	2%	2%	3%	1%	1%
Don't Know	21%	21%	17%	16%	12%	18%	16%	14%	12%	17%	15%	14%	14%	15%
	195	256	250	190	206	188	145	139	185	1,755	2,160	1,969	1,920	2,051
c. Speed of emergency police response?														
Very Good	20%	21%	18%	20%	14%	17%	18%	13%	10%	17%	18%	15%	18%	14%
Good	27%	27%	26%	29%	33%	32%	22%	33%	32%	29%	34%	34%	30%	31%
Neutral	19%	17%	19%	16%	25%	20%	23%	30%	28%	21%	18%	21%	21%	22%
Bad	2%	2%	4%	2%	8%	1%	4%	4%	6%	4%	3%	4%	3%	10%
Very Bad	3%	0%	1%	1%	2%	0%	2%	2%	4%	2%	1%	2%	1%	5%
Don't Know	29%	34%	30%	33%	18%	30%	31%	17%	19%	27%	27%	25%	26%	28%
	194	256	250	189	206	188	144	138	186	1,752	2,160	1,959	1,911	2,026
8. Did you use fire or emergency medical services during the last 12 months?														
Yes	14%	13%	14%	10%	11%	15%	8%	16%	16%	13%	12%	11%	12%	12%
No	86%	88%	86%	90%	89%	85%	92%	84%	84%	87%	88%	89%	88%	88%
	191	256	251	192	210	186	153	141	186	1,767	2,202	2,000	1,941	2,058
If yes, how do you rate the services you received on the following:														
a. Overall quality of services?														
Very Good	77%	88%	52%	63%	70%	83%	73%	63%	42%	67%	66%	54%	61%	57%
Good	9%	8%	45%	38%	30%	17%	18%	32%	42%	27%	26%	31%	31%	28%
Neutral	5%	0%	3%	0%	0%	0%	9%	0%	15%	4%	5%	7%	3%	7%
Bad	5%	0%	0%	0%	0%	0%	0%	5%	0%	1%	1%	3%	3%	4%
Very Bad	0%	4%	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%	1%	1%
Don't Know	5%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	4%	1%	2%
	22	26	29	16	20	23	11	19	26	192	227	214	176	214
b. Speed of emergency response?														
Very Good	64%	77%	53%	63%	55%	74%	70%	61%	36%	61%	63%	54%	60%	59%
Good	14%	15%	47%	31%	35%	26%	10%	28%	45%	29%	28%	30%	28%	26%
Neutral	9%	4%	0%	0%	0%	0%	0%	14%	14%	3%	5%	8%	6%	8%
Bad	9%	0%	0%	0%	5%	0%	20%	6%	5%	4%	3%	1%	3%	4%
Very Bad	0%	4%	0%	6%	0%	0%	0%	0%	0%	2%	1%	1%	1%	1%
Don't Know	5%	0%	0%	0%	5%	0%	0%	0%	0%	1%	0%	5%	2%	3%
	22	26	30	16	20	23	10	18	22	187	224	210	176	211
9. How do you rate satisfaction with the following:														
a. Garbage Pick-up?														
Very Satisfied	65%	66%	69%	69%	66%	66%	58%	51%	48%	63%	71%	65%	67%	67%
Somewhat Satisfied	20%	23%	20%	20%	27%	21%	23%	30%	31%	24%	19%	23%	23%	22%
Neutral	5%	3%	5%	4%	4%	5%	7%	10%	9%	5%	4%	5%	4%	4%
Somewhat Dissatisfied	3%	5%	2%	2%	2%	5%	6%	3%	7%	4%	2%	3%	3%	3%
Very Dissatisfied	1%	0%	1%	2%	1%	1%	2%	3%	3%	1%	1%	1%	1%	1%
Don't Know	6%	2%	4%	5%	0%	2%	5%	3%	2%	3%	2%	3%	2%	3%
	195	258	254	194	211	189	152	142	191	1786	2227	2027	1963	2076

2021 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total	2019 City Total	2018 City Total	2017 City Total
b. Yard-waste Pick-up?														
Very Satisfied	34%	40%	43%	41%	44%	43%	32%	21%	28%	37%	41%	40%	45%	43%
Somewhat Satisfied	29%	29%	21%	24%	32%	26%	16%	35%	27%	26%	28%	27%	25%	25%
Neutral	11%	10%	13%	10%	11%	8%	11%	15%	16%	11%	9%	11%	10%	10%
Somewhat Dissatisfied	7%	8%	6%	8%	5%	9%	7%	8%	12%	8%	7%	8%	6%	6%
Very Dissatisfied	3%	3%	3%	2%	2%	3%	8%	10%	8%	4%	3%	2%	3%	3%
Don't Know	16%	10%	14%	15%	6%	12%	27%	11%	9%	13%	11%	12%	12%	13%
	193	255	250	192	207	188	146	141	183	1,755	2,202	1,998	1,946	2,043
c. Curbside Recycling?														
Very Satisfied	46%	53%	52%	49%	52%	54%	34%	28%	30%	46%	51%	47%	49%	51%
Somewhat Satisfied	22%	23%	16%	18%	18%	16%	19%	25%	29%	20%	18%	20%	18%	16%
Neutral	10%	9%	13%	8%	12%	11%	10%	17%	16%	12%	10%	12%	11%	11%
Somewhat Dissatisfied	3%	6%	3%	5%	3%	4%	6%	8%	6%	5%	3%	4%	4%	2%
Very Dissatisfied	1%	3%	2%	1%	1%	1%	7%	7%	6%	3%	2%	2%	3%	2%
Don't Know	18%	7%	15%	19%	13%	14%	24%	14%	13%	15%	15%	15%	15%	18%
	191	254	248	189	204	184	148	138	183	1739	2179	1987	1932	2037
d. Water Quality of Lakes and Streams?														
Very Satisfied	22%	18%	19%	22%	17%	17%	13%	13%	14%	18%	21%	18%	19%	19%
Somewhat Satisfied	35%	29%	29%	27%	31%	26%	26%	25%	28%	29%	29%	28%	31%	30%
Neutral	17%	23%	15%	18%	26%	21%	20%	26%	25%	21%	20%	24%	20%	21%
Somewhat Dissatisfied	12%	11%	12%	9%	5%	9%	12%	12%	11%	10%	9%	11%	9%	9%
Very Dissatisfied	2%	4%	6%	2%	3%	5%	11%	7%	7%	5%	4%	5%	4%	3%
Don't Know	11%	15%	18%	22%	18%	22%	18%	18%	15%	17%	16%	15%	17%	17%
	195	257	251	194	205	187	149	137	183	1758	2174	1987	1943	2031
e. Storm Drainage?														
Very Satisfied	20%	24%	22%	20%	17%	19%	15%	11%	14%	19%	20%	16%	19%	19%
Somewhat Satisfied	33%	31%	24%	30%	32%	28%	26%	26%	26%	28%	29%	27%	28%	29%
Neutral	19%	16%	19%	16%	19%	20%	20%	23%	25%	19%	18%	22%	21%	20%
Somewhat Dissatisfied	10%	14%	14%	15%	13%	16%	13%	19%	17%	14%	16%	16%	14%	14%
Very Dissatisfied	8%	7%	9%	4%	10%	5%	11%	11%	13%	8%	9%	10%	8%	7%
Don't Know	10%	8%	13%	17%	9%	12%	15%	11%	6%	11%	9%	9%	11%	11%
	192	258	251	193	207	188	149	141	187	1766	2189	2001	1948	2055
f. Sewers?														
Very Satisfied	27%	28%	22%	27%	19%	26%	17%	15%	16%	22%	26%	21%	25%	25%
Somewhat Satisfied	30%	24%	22%	27%	28%	26%	22%	24%	25%	25%	25%	26%	26%	26%
Neutral	17%	23%	23%	19%	21%	25%	23%	27%	25%	22%	21%	23%	21%	20%
Somewhat Dissatisfied	11%	11%	10%	6%	15%	10%	11%	11%	12%	11%	10%	11%	10%	11%
Very Dissatisfied	4%	5%	9%	3%	8%	5%	9%	14%	13%	7%	7%	8%	6%	6%
Don't Know	11%	9%	14%	18%	9%	10%	18%	10%	8%	12%	10%	10%	12%	12%
	194	257	252	194	206	188	150	140	185	1,766	2,196	2,002	1,949	2,058

2021 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total	2019 City Total	2018 City Total	2017 City Total
10. In the last 12 months, how many times did you:														
a. Visit any city park?														
Daily	4%	7%	4%	1%	3%	2%	8%	5%	4%	4%	4%	3%	3%	2%
Weekly	17%	27%	17%	13%	12%	19%	27%	16%	10%	18%	18%	16%	16%	17%
Monthly	11%	11%	10%	20%	10%	9%	14%	9%	14%	12%	15%	15%	15%	15%
A Few Times	42%	38%	38%	43%	42%	40%	31%	32%	35%	38%	38%	43%	42%	43%
Never	24%	17%	30%	22%	31%	29%	17%	34%	36%	26%	23%	21%	22%	21%
Don't Know	2%	1%	2%	2%	2%	1%	3%	4%	1%	2%	2%	1%	2%	2%
	196	260	252	192	210	185	153	142	190	1781	2225	2025	1972	2070
b. Visit a city park near your home?														
Daily	5%	6%	4%	1%	2%	3%	9%	6%	4%	4%	5%	3%	3%	2%
Weekly	15%	27%	16%	12%	12%	15%	27%	12%	7%	16%	17%	16%	15%	16%
Monthly	12%	12%	11%	20%	8%	8%	13%	9%	8%	11%	13%	13%	12%	12%
A Few Times	37%	35%	36%	42%	35%	38%	30%	34%	30%	36%	33%	37%	39%	40%
Never	29%	20%	31%	23%	40%	32%	19%	34%	49%	31%	30%	29%	28%	27%
Don't Know	2%	1%	2%	2%	2%	3%	1%	5%	1%	2%	3%	2%	2%	3%
	193	251	249	186	206	183	148	133	179	1,729	2,176	1,981	1,940	2,004
11. How do you rate the quality of parks near your home in the following categories:														
a. Well-maintained landscaping?														
Very Good	35%	30%	35%	32%	21%	20%	31%	23%	17%	27%	28%	25%	26%	26%
Good	31%	47%	41%	46%	37%	42%	47%	39%	35%	41%	42%	44%	44%	43%
Neutral	18%	12%	10%	10%	21%	15%	12%	20%	22%	15%	13%	15%	13%	14%
Bad	1%	2%	0%	1%	2%	3%	2%	4%	5%	2%	2%	3%	2%	2%
Very Bad	0%	0%	0%	1%	0%	0%	1%	1%	3%	1%	1%	1%	1%	1%
Don't Know	16%	8%	14%	10%	18%	21%	6%	14%	18%	14%	14%	12%	14%	14%
	194	259	249	189	206	185	153	137	184	1757	2209	2002	1956	2046
b. Well-maintained facilities?														
Very Good	27%	30%	25%	26%	17%	15%	26%	21%	13%	23%	23%	21%	22%	23%
Good	30%	40%	34%	40%	36%	38%	40%	31%	32%	36%	39%	40%	40%	40%
Neutral	22%	15%	18%	15%	24%	21%	19%	26%	25%	20%	17%	19%	18%	17%
Bad	1%	2%	1%	2%	3%	2%	2%	4%	6%	2%	3%	3%	2%	2%
Very Bad	0%	0%	1%	1%	0%	0%	1%	1%	2%	1%	1%	1%	1%	1%
Don't Know	20%	13%	21%	17%	21%	25%	13%	17%	22%	19%	18%	15%	17%	16%
	194	259	249	187	203	185	151	134	179	1742	2190	1985	1939	2031
c. Well-maintained playgrounds?														
Very Good	24%	26%	24%	29%	18%	14%	23%	18%	15%	21%	22%	20%	22%	21%
Good	30%	38%	29%	39%	35%	35%	39%	33%	27%	34%	36%	37%	38%	38%
Neutral	21%	16%	14%	13%	21%	19%	15%	20%	20%	18%	16%	19%	16%	16%
Bad	2%	2%	0%	1%	3%	2%	4%	6%	7%	3%	2%	3%	2%	2%
Very Bad	0%	0%	0%	1%	0%	0%	1%	1%	2%	1%	1%	1%	1%	1%
Don't Know	23%	18%	32%	18%	23%	31%	17%	22%	28%	24%	23%	21%	21%	22%
	194	259	249	188	204	185	151	133	181	1745	2183	1977	1944	2031

2021 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total	2019 City Total	2018 City Total	2017 City Total
12. In the past 12 months, did anyone in your household participate in a Chattanooga Parks and Recreation activity?														
Yes	12%	11%	10%	9%	14%	8%	12%	13%	11%	11%	14%	15%	20%	18%
No	88%	89%	90%	91%	86%	92%	88%	87%	89%	89%	86%	85%	80%	82%
	186	254	236	187	198	180	145	134	175	1,696	2,124	1,953	1,897	1,980
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	3%	6%	7%	3%	7%	5%	7%	6%	6%	6%	9%	8%	8%	8%
Satisfied	14%	13%	11%	7%	15%	13%	12%	19%	14%	13%	18%	16%	18%	16%
Neutral	22%	13%	16%	16%	24%	15%	17%	14%	17%	17%	16%	17%	17%	17%
Somewhat Dissatisfied	1%	2%	2%	2%	2%	2%	3%	4%	4%	2%	2%	3%	2%	2%
Very Dissatisfied	1%	0%	0%	1%	2%	2%	2%	5%	3%	2%	1%	1%	1%	1%
Don't Know	59%	65%	64%	70%	49%	64%	59%	51%	57%	60%	55%	55%	55%	55%
	190	257	248	189	201	182	150	140	189	1747	2173	1956	1926	2020
b. Variety?														
Very Satisfied	3%	5%	5%	3%	7%	3%	3%	6%	3%	4%	7%	6%	6%	6%
Satisfied	15%	13%	10%	7%	13%	13%	12%	18%	13%	12%	16%	16%	17%	16%
Neutral	21%	14%	19%	17%	26%	18%	20%	14%	17%	18%	18%	18%	18%	19%
Somewhat Dissatisfied	1%	2%	2%	3%	3%	1%	2%	5%	5%	2%	3%	3%	2%	2%
Very Dissatisfied	2%	1%	0%	1%	3%	1%	2%	5%	3%	2%	1%	2%	1%	1%
Don't Know	59%	65%	64%	69%	50%	64%	61%	51%	58%	61%	55%	56%	56%	56%
	190	257	247	188	200	182	147	136	178	1,726	2,146	1,922	1,907	1,991
c. Quality of instruction, coaching, leadership, etc?														
Very Satisfied	3%	5%	6%	3%	6%	3%	4%	7%	4%	5%	7%	5%	6%	5%
Satisfied	13%	11%	9%	6%	15%	8%	10%	12%	14%	11%	14%	14%	15%	14%
Neutral	21%	16%	18%	18%	25%	20%	17%	16%	17%	18%	18%	19%	18%	18%
Somewhat Dissatisfied	1%	2%	1%	2%	2%	1%	2%	4%	4%	2%	2%	2%	2%	2%
Very Dissatisfied	2%	0%	0%	1%	1%	2%	2%	4%	2%	1%	1%	1%	1%	1%
Don't Know	61%	66%	66%	71%	50%	66%	65%	55%	59%	63%	58%	59%	59%	59%
	190	257	247	188	201	181	147	137	182	1,731	2,153	1,931	1,909	1,992
14. How do you rate traffic flow (congestions) on major streets and thoroughfares, excluding freeways:														
a. During peak hours, that is 7-9am and 3:30-6pm?														
Very Good	2%	4%	4%	2%	3%	0%	4%	6%	2%	3%	3%	2%	2%	3%
Good	28%	32%	24%	21%	23%	24%	27%	21%	27%	26%	29%	23%	24%	26%
Neutral	29%	24%	26%	21%	27%	19%	24%	35%	25%	25%	24%	21%	19%	23%
Bad	29%	29%	35%	39%	34%	31%	31%	21%	27%	31%	29%	33%	35%	32%
Very Bad	11%	9%	10%	16%	10%	23%	12%	11%	18%	13%	13%	18%	17%	14%
Don't Know	2%	3%	1%	2%	3%	4%	2%	6%	1%	2%	3%	2%	2%	2%
	196	257	253	192	211	185	153	141	191	1780	2217	2032	1973	2064

2021 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total	2019 City Total	2018 City Total	2017 City Total
b. During off-peak traffic hours?														
Very Good	19%	25%	19%	16%	16%	13%	20%	14%	14%	18%	19%	19%	18%	18%
Good	47%	50%	51%	47%	46%	44%	46%	46%	39%	47%	46%	45%	45%	48%
Neutral	20%	16%	19%	18%	20%	23%	23%	21%	23%	20%	22%	19%	20%	20%
Bad	10%	6%	8%	15%	12%	11%	7%	12%	14%	10%	8%	11%	12%	9%
Very Bad	2%	2%	2%	3%	4%	6%	2%	3%	9%	4%	3%	4%	3%	4%
Don't Know	1%	2%	1%	1%	2%	2%	1%	5%	2%	2%	2%	2%	1%	2%
	196	258	252	191	210	186	151	138	184	1,767	2,200	2,016	1,965	2,044
15. How do you rate City streets on :														
a. Smoothness?														
Very Good	2%	2%	1%	3%	2%	1%	5%	1%	1%	2%	3%	2%	3%	2%
Good	22%	20%	22%	15%	14%	16%	12%	9%	13%	17%	20%	14%	20%	20%
Neutral	18%	16%	15%	16%	16%	20%	18%	17%	17%	17%	20%	18%	20%	19%
Bad	36%	43%	37%	36%	41%	35%	43%	43%	34%	39%	34%	38%	35%	35%
Very Bad	21%	19%	25%	31%	26%	27%	22%	30%	35%	26%	22%	27%	21%	24%
Don't Know	1%	0%	1%	0%	1%	1%	0%	0%	0%	0%	1%	1%	1%	0%
	196	260	251	192	210	188	153	142	186	1779	2217	1929	1968	2071
b. Cleanliness?														
Very Good	4%	6%	3%	4%	3%	3%	5%	2%	1%	4%	5%	3%	5%	5%
Good	38%	35%	36%	34%	25%	34%	30%	21%	26%	32%	38%	33%	38%	40%
Neutral	31%	34%	28%	32%	32%	33%	29%	30%	26%	31%	32%	32%	30%	30%
Bad	19%	18%	22%	24%	27%	23%	25%	33%	29%	24%	17%	21%	19%	18%
Very Bad	8%	6%	10%	7%	12%	7%	11%	14%	18%	10%	8%	10%	7%	7%
Don't Know	1%	1%	1%	0%	1%	1%	1%	0%	0%	1%	1%	1%	1%	0%
	196	256	251	193	208	188	151	140	184	1768	2199	1849	1959	2056
c. Speeding vehicles?														
Very Good	3%	2%	1%	2%	1%	1%	8%	2%	0%	2%	3%	2%	3%	2%
Good	17%	21%	14%	21%	10%	19%	15%	12%	12%	16%	20%	17%	20%	19%
Neutral	27%	27%	28%	28%	30%	26%	28%	28%	26%	28%	29%	28%	28%	30%
Bad	31%	31%	33%	31%	31%	30%	28%	32%	33%	31%	30%	32%	30%	30%
Very Bad	20%	18%	21%	17%	26%	22%	19%	25%	28%	22%	17%	19%	18%	17%
Don't Know	2%	0%	3%	1%	2%	3%	2%	1%	1%	2%	2%	2%	2%	2%
	196	257	248	190	210	187	154	141	185	1,769	2,190	1,907	1,963	2,049
d. Safety of pedestrians?														
Very Good	3%	4%	2%	4%	3%	2%	11%	3%	2%	3%	4%	3%	4%	4%
Good	34%	29%	24%	28%	22%	26%	28%	27%	25%	27%	32%	28%	31%	31%
Neutral	28%	33%	34%	36%	33%	31%	23%	28%	33%	31%	31%	31%	30%	33%
Bad	22%	20%	24%	17%	22%	25%	25%	23%	21%	22%	20%	22%	20%	18%
Very Bad	10%	9%	11%	10%	15%	9%	9%	15%	18%	12%	10%	12%	10%	11%
Don't Know	4%	4%	4%	5%	5%	7%	4%	4%	1%	4%	3%	4%	4%	3%
	197	260	250	192	211	187	152	142	184	1776	2215	1869	1960	2051

2021 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total	2019 City Total	2018 City Total	2017 City Total
e. Safety of bicyclists?														
Very Good	3%	3%	1%	4%	4%	4%	7%	3%	1%	3%	4%	4%	4%	4%
Good	28%	23%	17%	17%	20%	18%	25%	21%	23%	21%	25%	20%	25%	24%
Neutral	25%	31%	33%	33%	30%	35%	25%	32%	34%	31%	30%	30%	29%	32%
Bad	21%	23%	24%	21%	21%	20%	17%	23%	20%	21%	21%	23%	21%	19%
Very Bad	12%	12%	13%	11%	14%	13%	18%	15%	17%	14%	12%	13%	11%	12%
Don't Know	10%	9%	11%	13%	10%	10%	8%	6%	5%	9%	8%	9%	9%	10%
	197	258	251	193	210	186	153	142	184	1775	2208	1883	1962	2054
16. Has a new commercial development been completed in or near your neighborhood in the last 12 months?														
Yes	31%	34%	43%	48%	22%	35%	43%	39%	29%	36%	31%	34%	39%	37%
No	69%	66%	57%	52%	78%	65%	57%	61%	71%	64%	69%	66%	61%	63%
	193	256	247	191	208	186	148	137	184	1751	2177	1979	1921	2036
If yes, how do you rate it on the following:														
a. Attractiveness?														
Very Good	18%	28%	22%	23%	24%	25%	30%	25%	8%	23%	27%	25%	27%	27%
Good	50%	47%	45%	49%	50%	54%	46%	40%	42%	47%	41%	45%	44%	48%
Neutral	21%	17%	26%	18%	19%	16%	13%	25%	31%	21%	20%	19%	21%	18%
Bad	7%	4%	5%	3%	7%	0%	3%	4%	15%	5%	8%	6%	5%	5%
Very Bad	2%	2%	1%	2%	0%	0%	8%	2%	4%	2%	2%	4%	2%	2%
Don't Know	2%	1%	1%	4%	0%	5%	0%	4%	0%	2%	2%	1%	1%	1%
	56	81	106	92	42	63	63	52	48	603	651	661	721	735
b. Improvement to your neighborhood as a place to live?														
Very Good	15%	22%	10%	13%	14%	14%	24%	25%	6%	16%	20%	19%	19%	22%
Good	25%	47%	36%	33%	45%	38%	42%	33%	38%	37%	33%	34%	32%	40%
Neutral	38%	19%	36%	41%	31%	28%	19%	35%	30%	31%	28%	30%	31%	25%
Bad	11%	6%	14%	7%	7%	3%	5%	0%	13%	8%	10%	9%	8%	7%
Very Bad	9%	5%	3%	2%	0%	5%	8%	4%	11%	5%	5%	5%	5%	2%
Don't Know	2%	1%	1%	4%	2%	13%	2%	2%	2%	3%	4%	3%	4%	4%
	55	81	106	92	42	64	62	51	47	600	646	658	708	725
17. Has a new residential development been completed in or near your neighborhood in the last 12 months?														
Yes	64%	50%	48%	48%	27%	23%	50%	43%	28%	43%	38%	39%	38%	35%
No	36%	50%	52%	52%	73%	77%	50%	57%	72%	57%	62%	61%	62%	65%
	196	259	251	185	208	183	148	138	187	1,756	2,188	1,974	1,926	2,024
If yes, how would you rate it on:														
a. Attractiveness?														
Very Good	25%	21%	24%	18%	35%	29%	37%	33%	14%	25%	26%	24%	23%	25%
Good	49%	35%	50%	49%	49%	48%	32%	40%	50%	44%	44%	42%	46%	46%
Neutral	21%	29%	19%	24%	15%	12%	22%	19%	24%	22%	18%	21%	20%	18%
Bad	2%	12%	3%	7%	2%	7%	5%	5%	6%	6%	8%	6%	6%	8%
Very Bad	3%	4%	1%	0%	0%	2%	4%	2%	4%	2%	3%	4%	4%	2%
Don't Know	1%	0%	2%	2%	0%	2%	0%	0%	2%	1%	1%	2%	1%	1%
	125	129	119	88	55	42	73	57	50	739	808	760	704	681

2021 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total	2019 City Total	2018 City Total	2017 City Total
b. Improvement to your neighborhood as a place to live?														
Very Good	18%	16%	16%	13%	25%	24%	24%	33%	17%	19%	20%	18%	19%	20%
Good	29%	29%	27%	32%	51%	36%	33%	37%	26%	32%	31%	32%	33%	34%
Neutral	33%	30%	40%	34%	20%	21%	35%	26%	43%	32%	26%	28%	29%	27%
Bad	11%	16%	8%	14%	2%	12%	4%	0%	7%	10%	14%	14%	11%	11%
Very Bad	7%	6%	7%	3%	0%	5%	4%	4%	2%	5%	6%	6%	6%	5%
Don't Know	2%	2%	2%	3%	2%	2%	0%	0%	4%	2%	2%	2%	2%	3%
	125	129	118	87	55	42	72	54	46	729	805	748	697	650
18. How would you rate your neighborhood on :														
a. Housing affordability?														
Very Good	8%	10%	15%	14%	12%	12%	9%	5%	8%	11%	15%	12%	14%	14%
Good	45%	36%	43%	51%	43%	53%	30%	34%	36%	41%	49%	48%	50%	51%
Neutral	25%	23%	27%	18%	27%	23%	25%	29%	33%	25%	20%	23%	18%	20%
Bad	13%	20%	8%	11%	7%	7%	25%	14%	9%	13%	9%	10%	9%	8%
Very Bad	6%	7%	3%	3%	2%	2%	11%	9%	9%	6%	3%	3%	3%	2%
Don't Know	3%	3%	4%	3%	9%	3%	1%	9%	5%	4%	5%	4%	5%	5%
	193	259	248	193	209	188	151	140	185	1,767	2,215	2,008	1,963	2,061
b. Physical condition of housing?														
Very Good	22%	21%	19%	30%	7%	18%	16%	8%	9%	17%	19%	15%	15%	15%
Good	57%	56%	54%	50%	51%	52%	38%	32%	38%	49%	50%	49%	50%	50%
Neutral	15%	18%	19%	16%	28%	20%	28%	32%	30%	22%	21%	23%	22%	22%
Bad	4%	5%	4%	2%	10%	9%	14%	16%	13%	8%	8%	9%	9%	8%
Very Bad	1%	0%	2%	1%	2%	1%	4%	9%	8%	3%	2%	2%	2%	3%
Don't Know	2%	1%	2%	1%	3%	1%	1%	2%	2%	2%	1%	1%	2%	1%
	194	257	252	192	210	186	152	136	180	1,759	2,214	2,004	1,962	2,062
c. Closeness of parks or open spaces?														
Very Good	22%	26%	24%	25%	16%	11%	34%	16%	10%	21%	23%	18%	19%	19%
Good	42%	48%	46%	46%	38%	42%	41%	39%	30%	42%	44%	44%	46%	43%
Neutral	21%	16%	15%	14%	24%	26%	16%	26%	27%	20%	20%	24%	21%	23%
Bad	7%	5%	7%	6%	10%	10%	7%	9%	12%	8%	7%	7%	8%	7%
Very Bad	4%	0%	0%	3%	5%	4%	0%	4%	10%	3%	2%	2%	2%	2%
Don't Know	5%	4%	7%	6%	6%	6%	3%	6%	12%	6%	5%	4%	5%	6%
	194	259	254	193	204	186	152	135	184	1,761	2,204	1,997	1,950	2,047
d. Walking distance to public transit?														
Very Good	4%	18%	2%	7%	8%	12%	34%	20%	16%	13%	16%	12%	13%	14%
Good	6%	30%	9%	10%	33%	31%	38%	47%	30%	25%	28%	25%	24%	28%
Neutral	16%	15%	18%	19%	18%	18%	13%	16%	17%	17%	17%	20%	19%	19%
Bad	24%	17%	26%	23%	15%	17%	6%	4%	17%	17%	15%	16%	16%	16%
Very Bad	30%	6%	22%	18%	12%	8%	3%	2%	10%	13%	11%	12%	12%	10%
Don't Know	21%	14%	23%	24%	14%	14%	8%	11%	9%	16%	13%	14%	16%	14%
	195	259	252	193	207	188	152	137	183	1,766	2,193	2,011	1,962	2,051

2021 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total	2019 City Total	2018 City Total	2017 City Total
e. Access to shopping and other services?														
Very Good	20%	38%	30%	59%	12%	36%	21%	8%	4%	27%	29%	26%	31%	28%
Good	49%	50%	55%	32%	39%	45%	45%	35%	24%	42%	44%	43%	43%	46%
Neutral	20%	9%	11%	5%	17%	7%	16%	24%	25%	14%	15%	16%	13%	14%
Bad	5%	4%	3%	4%	19%	10%	11%	19%	27%	10%	9%	8%	7%	7%
Very Bad	4%	0%	0%	1%	12%	2%	5%	13%	19%	6%	3%	4%	3%	4%
Don't Know	2%	1%	1%	0%	2%	0%	1%	2%	1%	1%	1%	1%	1%	1%
	194	256	251	191	205	182	149	139	180	1,747	2,193	2,002	1,959	2,059
f. On-street parking?														
Very Good	8%	16%	7%	6%	6%	7%	11%	9%	3%	8%	10%	8%	8%	7%
Good	18%	30%	19%	25%	21%	31%	28%	35%	26%	25%	28%	25%	26%	27%
Neutral	26%	23%	37%	35%	29%	31%	26%	23%	24%	29%	30%	31%	31%	30%
Bad	17%	16%	17%	13%	21%	18%	24%	21%	21%	18%	17%	19%	19%	19%
Very Bad	17%	10%	8%	7%	12%	7%	9%	7%	20%	11%	8%	10%	10%	9%
Don't Know	14%	5%	13%	14%	9%	6%	1%	4%	5%	8%	7%	6%	7%	7%
	190	257	248	190	201	182	149	137	178	1,732	2,186	1,997	1,949	2,022
g. Street lighting?														
Very Good	9%	15%	10%	12%	13%	16%	17%	12%	8%	12%	16%	13%	13%	13%
Good	47%	45%	43%	43%	41%	55%	47%	50%	45%	46%	47%	44%	45%	46%
Neutral	23%	22%	28%	21%	29%	15%	19%	19%	24%	23%	20%	22%	21%	22%
Bad	9%	14%	14%	19%	12%	9%	12%	13%	13%	13%	12%	15%	14%	13%
Very Bad	7%	3%	3%	4%	4%	4%	5%	5%	10%	5%	4%	6%	5%	5%
Don't Know	5%	0%	1%	1%	0%	1%	0%	1%	0%	1%	1%	1%	1%	1%
	195	258	251	194	205	187	150	140	185	1,765	2,210	2,015	1,967	2,067
h. Availability of sidewalks?														
Very Good	10%	10%	7%	16%	4%	5%	28%	19%	8%	11%	14%	11%	12%	13%
Good	31%	24%	15%	28%	12%	15%	41%	44%	28%	25%	24%	24%	21%	24%
Neutral	17%	17%	20%	14%	20%	20%	13%	16%	15%	17%	18%	18%	17%	17%
Bad	13%	21%	24%	17%	29%	29%	11%	13%	27%	21%	20%	22%	23%	21%
Very Bad	24%	26%	31%	23%	30%	29%	7%	8%	21%	23%	22%	22%	24%	22%
Don't Know	4%	3%	3%	2%	4%	2%	1%	1%	3%	3%	3%	2%	4%	3%
	195	257	251	194	204	184	152	141	185	1,763	2,206	2,006	1,963	2,047
19. How do you rate Chattanooga as a place to do business?														
Very Good	19%	20%	19%	29%	13%	18%	18%	11%	17%	18%	18%	18%	18%	17%
Good	48%	44%	44%	38%	49%	46%	46%	35%	36%	43%	47%	46%	47%	46%
Neutral	12%	15%	20%	13%	20%	11%	15%	31%	24%	18%	18%	17%	18%	19%
Bad	1%	1%	0%	1%	3%	2%	3%	6%	8%	2%	2%	3%	2%	2%
Very Bad	0%	2%	0%	0%	1%	0%	1%	1%	1%	1%	1%	1%	0%	1%
Don't Know	20%	17%	17%	19%	14%	23%	18%	16%	14%	18%	15%	15%	14%	15%
	196	259	252	193	209	186	149	140	187	1,772	2,229	2,009	1,970	2,073
a. Do you own a business in Chattanooga?														
Yes	13%	19%	16%	13%	11%	7%	18%	15%	18%	15%	13%	13%	13%	13%
No	87%	81%	84%	87%	89%	93%	82%	85%	82%	85%	87%	87%	87%	87%
	181	235	226	176	193	169	134	126	164	1,605	1,988	1,781	1,758	1,854

2021 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total	2019 City Total	2018 City Total	2017 City Total
b. If yes, how many employees does your business employ?														
Self	50%	37%	27%	45%	65%	50%	22%	54%	23%	39%	52%	39%	47%	40%
1	11%	15%	13%	5%	12%	10%	11%	8%	14%	12%	8%	9%	8%	8%
2-10	33%	34%	43%	30%	24%	40%	50%	15%	50%	37%	25%	31%	30%	36%
11-50	6%	7%	17%	20%	0%	0%	11%	15%	9%	10%	8%	12%	12%	13%
51-150	0%	5%	0%	0%	0%	0%	0%	0%	5%	2%	3%	5%	2%	2%
151+	0%	2%	0%	0%	0%	0%	6%	8%	0%	2%	3%	3%	1%	2%
	18	41	30	20	17	10	18	13	22	189	230	201	178	189
20. In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chattanooga:														
a. Called 3-1-1 about public services														
Never	34%	18%	27%	32%	18%	20%	34%	22%	21%	25%	26%	25%	24%	27%
Once or Twice	35%	36%	37%	34%	39%	38%	34%	46%	41%	37%	34%	38%	36%	35%
3 to 5 Times	19%	34%	27%	26%	32%	28%	23%	22%	28%	27%	27%	25%	28%	26%
6 to 10 Times	10%	10%	8%	8%	8%	11%	7%	7%	8%	9%	10%	9%	9%	9%
More than 10 Times	2%	3%	1%	1%	3%	3%	2%	4%	3%	2%	4%	4%	3%	3%
	197	258	250	193	211	188	150	138	184	1,770	2,227	1,999	1,961	2,064
b. Ridden a local bus (CARTA)														
Never	92%	89%	93%	96%	88%	93%	73%	73%	83%	88%	83%	83%	83%	80%
Once or Twice	6%	8%	4%	3%	6%	4%	14%	15%	9%	7%	8%	9%	10%	10%
3 to 5 Times	2%	2%	1%	1%	2%	1%	4%	3%	4%	2%	4%	3%	2%	3%
6 to 10 Times	1%	1%	0%	0%	1%	0%	3%	4%	2%	1%	1%	1%	1%	2%
More than 10 Times	0%	0%	2%	0%	3%	2%	6%	5%	3%	2%	4%	4%	3%	5%
	195	260	252	190	208	185	150	137	183	1,761	2,205	1,990	1,961	2,054
c. Visited a Chattanooga Public Library branch														
Never	67%	55%	65%	73%	63%	71%	54%	60%	65%	64%	50%	48%	50%	49%
Once or Twice	23%	29%	19%	17%	25%	21%	25%	27%	25%	23%	26%	28%	26%	27%
3 to 5 Times	7%	9%	6%	4%	7%	3%	7%	8%	7%	6%	10%	12%	10%	11%
6 to 10 Times	1%	5%	5%	3%	2%	3%	6%	3%	2%	3%	6%	5%	6%	6%
More than 10 Times	3%	3%	5%	4%	2%	3%	7%	2%	1%	3%	8%	7%	7%	8%
	195	258	248	192	205	187	148	135	180	1,749	2,206	1,992	1,959	2,039
d. Used/visited McKamey Animal Center														
Never	72%	71%	73%	82%	73%	78%	79%	77%	80%	76%	68%	67%	69%	70%
Once or Twice	22%	23%	23%	15%	23%	16%	18%	20%	17%	20%	25%	25%	25%	24%
3 to 5 Times	4%	5%	3%	2%	2%	3%	1%	2%	2%	3%	5%	6%	4%	4%
6 to 10 Times	1%	1%	0%	1%	2%	2%	1%	0%	0%	1%	1%	1%	1%	1%
More than 10 Times	0%	0%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%	1%	1%
	192	243	245	185	203	177	142	131	172	1,691	2,096	1,995	1,962	2,057
e. Been involved in a community project or attended a public meeting														
Never	68%	66%	77%	76%	71%	67%	61%	66%	67%	69%	62%	66%	62%	62%
Once or Twice	26%	25%	18%	19%	21%	26%	26%	25%	24%	23%	27%	25%	26%	25%
3 to 5 Times	3%	6%	2%	3%	5%	5%	8%	5%	6%	5%	7%	5%	8%	8%
6 to 10 Times	2%	2%	1%	1%	2%	1%	2%	1%	1%	1%	2%	2%	2%	2%
More than 10 Times	1%	1%	2%	1%	1%	2%	3%	2%	2%	2%	2%	3%	2%	2%
	189	254	239	184	196	184	143	134	174	1,697	2,137	1,997	1,958	2,050

2021 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total	2019 City Total	2018 City Total	2017 City Total
21. Overall, how do you rate the quality of each of the following services:														
a. 3-1-1														
Very Good	22%	29%	25%	22%	31%	26%	21%	23%	21%	25%	29%	30%	29%	27%
Good	40%	42%	39%	33%	51%	45%	35%	43%	46%	42%	37%	36%	39%	40%
Neutral	12%	11%	13%	18%	8%	12%	13%	14%	14%	13%	14%	12%	12%	11%
Bad	1%	6%	5%	3%	3%	2%	4%	3%	7%	4%	4%	4%	3%	3%
Very Bad	1%	2%	0%	1%	1%	1%	3%	2%	2%	2%	1%	1%	1%	1%
Don't Know	23%	10%	17%	23%	6%	13%	23%	15%	10%	15%	16%	17%	17%	18%
	194	255	252	188	209	187	150	141	183	1,760	2,200	1,874	1,963	2,053
b. Bus services (CARTA)														
Very Good	3%	6%	4%	1%	9%	6%	14%	15%	11%	7%	9%	8%	7%	8%
Good	10%	15%	13%	9%	21%	11%	25%	24%	23%	16%	18%	15%	17%	19%
Neutral	19%	17%	15%	18%	19%	19%	14%	17%	22%	18%	19%	18%	19%	20%
Bad	3%	2%	2%	2%	2%	1%	3%	1%	3%	2%	2%	3%	2%	2%
Very Bad	2%	0%	1%	1%	2%	1%	0%	1%	1%	1%	1%	1%	1%	1%
Don't Know	64%	60%	64%	70%	46%	61%	44%	43%	38%	56%	52%	55%	55%	51%
	189	252	252	188	206	187	150	136	183	1,744	2,192	1,899	1,926	2,027
c. Animal control (McKamey)														
Very Good	7%	9%	7%	3%	10%	9%	7%	9%	8%	8%	12%	12%	11%	11%
Good	22%	24%	20%	15%	25%	19%	14%	18%	20%	20%	25%	22%	23%	21%
Neutral	19%	19%	21%	18%	26%	22%	21%	19%	32%	22%	20%	21%	19%	20%
Bad	4%	5%	4%	3%	2%	3%	6%	9%	4%	4%	3%	3%	2%	3%
Very Bad	2%	2%	2%	1%	1%	1%	3%	2%	4%	2%	1%	2%	2%	1%
Don't Know	46%	41%	46%	60%	36%	46%	48%	42%	32%	44%	39%	39%	43%	45%
	191	255	251	186	206	187	149	139	181	1,746	2,177	1,858	1,919	2,018
d. Public libraries														
Very Good	14%	21%	16%	8%	14%	15%	27%	21%	12%	16%	20%	22%	19%	19%
Good	28%	32%	30%	25%	35%	28%	28%	27%	28%	29%	34%	32%	33%	30%
Neutral	16%	17%	15%	16%	15%	18%	13%	13%	28%	17%	15%	16%	15%	18%
Bad	1%	3%	1%	2%	0%	3%	1%	1%	1%	1%	1%	2%	2%	2%
Very Bad	1%	1%	1%	1%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%
Don't Know	42%	26%	36%	48%	35%	37%	31%	38%	31%	36%	29%	28%	31%	31%
	192	256	252	189	203	188	149	137	180	1,747	2,191	1,866	1,932	2,032
22. Overall, how do you rate the following aspects of City government performance:														
a. Value of services for City taxes paid														
Very Good	9%	8%	5%	6%	8%	4%	8%	6%	6%	7%	8%	7%	8%	7%
Good	30%	37%	38%	30%	28%	41%	35%	30%	26%	33%	38%	35%	38%	39%
Neutral	37%	28%	31%	33%	33%	30%	34%	31%	34%	32%	28%	31%	29%	29%
Bad	14%	14%	15%	17%	17%	15%	9%	10%	16%	14%	12%	15%	13%	12%
Very Bad	4%	5%	5%	4%	4%	3%	3%	5%	8%	5%	4%	6%	5%	5%
Don't Know	7%	7%	6%	10%	11%	6%	11%	18%	9%	9%	10%	7%	7%	8%
	196	259	249	187	208	188	150	140	186	1,763	2,206	1,992	1,956	2,050

2021 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total	2019 City Total	2018 City Total	2017 City Total
b. Overall direction the City is taking														
Very Good	11%	11%	8%	7%	10%	6%	12%	8%	8%	9%	10%	10%	13%	10%
Good	33%	38%	37%	36%	31%	40%	37%	34%	27%	35%	40%	38%	40%	42%
Neutral	31%	31%	30%	28%	34%	30%	31%	33%	34%	31%	30%	30%	27%	29%
Bad	11%	9%	11%	10%	10%	12%	7%	7%	16%	11%	8%	11%	10%	8%
Very Bad	3%	2%	4%	5%	1%	3%	3%	5%	6%	3%	3%	4%	3%	3%
Don't Know	11%	8%	10%	14%	14%	9%	10%	14%	9%	11%	9%	7%	8%	8%
	195	258	249	188	206	188	148	140	179	1,752	2,201	1,994	1,954	2,047
c. Welcoming citizen involvement														
Very Good	12%	11%	4%	6%	6%	8%	13%	8%	3%	8%	10%	9%	9%	8%
Good	29%	31%	33%	27%	25%	31%	29%	21%	28%	29%	32%	32%	33%	35%
Neutral	34%	28%	28%	32%	34%	35%	33%	36%	35%	32%	32%	33%	31%	32%
Bad	6%	9%	10%	6%	7%	8%	5%	11%	12%	8%	7%	8%	6%	6%
Very Bad	2%	2%	3%	3%	3%	2%	3%	5%	4%	3%	2%	3%	2%	2%
Don't Know	18%	19%	22%	26%	25%	17%	18%	18%	18%	20%	17%	16%	18%	17%
	195	259	249	186	205	186	148	140	181	1,749	2,200	1,983	1,950	2,040
23. How do you rate the City's handling of homelessness?														
Very Good	1%	2%	1%	1%	1%	1%	0%	4%	2%	1%				
Good	9%	8%	13%	6%	11%	7%	10%	9%	9%	9%				
Neutral	29%	26%	25%	30%	26%	25%	19%	19%	22%	25%				
Bad	24%	29%	22%	27%	30%	31%	34%	28%	32%	28%				
Very Bad	21%	16%	16%	14%	22%	17%	25%	28%	24%	20%				
Don't Know	15%	20%	22%	23%	10%	19%	12%	12%	12%	17%				
	196	255	249	192	204	187	149	141	188	1,762				
24. What is your sex?														
Male	46%	41%	45%	44%	30%	35%	43%	36%	36%	40%	39%	41%	37%	38%
Female	54%	59%	55%	56%	70%	65%	57%	64%	64%	60%	61%	59%	63%	62%
	195	254	249	191	207	187	148	141	183	1,756	2,217	2,008	1,964	2,069
25. What is your age?														
Under 20	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%
20-29	6%	7%	3%	3%	3%	3%	12%	8%	5%	5%	7%	6%	6%	7%
30-44	13%	21%	12%	18%	12%	16%	29%	15%	11%	16%	16%	16%	16%	17%
45-59	20%	20%	23%	15%	24%	18%	18%	22%	22%	20%	22%	23%	22%	24%
60-74	40%	32%	33%	35%	37%	37%	29%	35%	43%	36%	37%	36%	38%	34%
Over 74	20%	21%	29%	29%	23%	27%	11%	19%	19%	23%	19%	19%	18%	18%
	196	259	251	192	210	188	150	138	186	1,771	2,220	2,012	1,966	2,063
26. How many years have you lived in Chattanooga?														
Less than 5	16%	13%	10%	13%	8%	14%	23%	18%	8%	13%	13%	13%	11%	12%
5-10 years	12%	12%	8%	13%	5%	10%	13%	6%	7%	10%	11%	9%	9%	10%
11-20 years	10%	11%	11%	16%	8%	14%	15%	6%	8%	11%	11%	11%	12%	12%
More than 20 years	62%	64%	70%	58%	79%	61%	50%	70%	77%	66%	65%	67%	67%	66%
	195	260	253	193	211	189	151	142	189	1,784	2,233	1,989	1,968	2,067

2021 Mailed Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total	2019 City Total	2018 City Total	2017 City Total
27. Do you own your home, rent your home, or live with someone														
Own	84%	88%	87%	90%	85%	81%	57%	60%	72%	80%	77%	78%	80%	77%
Rent	16%	10%	13%	9%	13%	18%	42%	38%	28%	19%	22%	21%	20%	22%
Live with Someone (rent-free)	1%	1%	0%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	2%
	195	259	252	193	210	186	149	141	186	1,772	2,219	2,015	1,969	2,066
28. In the past 12 months, what was your (individual) pre-tax income?														
No income	2%	1%	2%	2%	5%	1%	4%	9%	1%	3%	3%	3%	3%	3%
Less than \$20,000	8%	4%	6%	6%	20%	16%	12%	34%	21%	13%	17%	16%	15%	18%
\$20,000 - \$34,999	18%	17%	18%	10%	25%	19%	21%	18%	33%	20%	20%	20%	23%	22%
\$35,000 - \$74,999	40%	35%	37%	40%	37%	42%	32%	23%	26%	35%	33%	33%	32%	32%
\$75,000 - \$149,999	22%	22%	23%	28%	11%	16%	20%	8%	11%	18%	19%	20%	20%	19%
\$150,000 or more	10%	21%	13%	14%	2%	5%	10%	8%	7%	11%	9%	9%	7%	6%
	185	248	228	174	194	182	140	131	174	1,657	2,082	1,865	1,812	1,893
29. Which of these is closest to describing your ethnic background?														
Caucasian/White	93%	94%	87%	79%	39%	82%	67%	38%	44%	72%	74%	74%	73%	71%
African-American/ Black	3%	3%	8%	9%	55%	14%	28%	57%	51%	23%	21%	21%	21%	23%
Asian or Pacific Islander	1%	1%	3%	4%	2%	1%	1%	1%	2%	2%	1%	2%	2%	1%
Native American/Indian	0%	0%	0%	2%	0%	0%	0%	0%	1%	0%	0%	0%	1%	1%
Hispanic/Latino	2%	1%	1%	4%	2%	2%	2%	2%	1%	2%	1%	1%	2%	1%
Other	2%	2%	2%	3%	1%	2%	3%	2%	2%	2%	2%	2%	2%	2%
	193	257	244	188	204	185	148	136	181	1,737	2,195	1,979	1,943	2,039
30. How much education have you completed?														
Elementary	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%
Some high school	3%	1%	1%	1%	4%	4%	7%	11%	8%	4%	4%	3%	3%	5%
High school grad or equivalent	13%	10%	14%	11%	21%	15%	16%	22%	18%	15%	15%	15%	16%	16%
Some college	26%	18%	25%	26%	33%	25%	17%	26%	32%	25%	25%	25%	27%	26%
College grad or more	57%	71%	59%	62%	41%	56%	60%	39%	42%	55%	56%	55%	53%	53%
	195	259	251	191	208	186	148	140	185	1,763	2,210	2,010	1,962	2,060
Response Rates	19%	24%	23%	18%	20%	18%	14%	14%	18%	18%	23%	20%	20%	22%
Margin of Error	±6.88	±5.97	±6.04	±6.95	±6.64	±7.05	±7.82	±8.05	±7.00	±2.28	±2.03	±2.13	±2.17	±2.11

NOTES:

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

2021 Online Community Survey Data

Number of total respondents by question are below percentages.

The following pages contain data for the 2021 Online
Community Survey Responses

2021 Online Community Survey Data

Number of total respondents by question are below percentages.

	2021 Online District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
1. Overall, how do you rate the quality of life in:											
a. Chattanooga as a place to live											
Very Good	51%	50%	47%	54%	36%	45%	38%	42%	40%	46%	52%
Good	41%	45%	42%	42%	48%	47%	45%	37%	50%	44%	41%
Neutral	8%	4%	8%	3%	14%	9%	13%	11%	6%	8%	5%
Bad	0%	2%	3%	1%	0%	0%	4%	11%	4%	2%	2%
Very Bad	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't Know	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%
	87	111	98	78	56	58	47	38	52	625	715
b. Your neighborhood as a place to live											
Very Good	60%	51%	55%	60%	33%	31%	26%	37%	23%	45%	48%
Good	30%	40%	34%	38%	44%	50%	45%	37%	44%	39%	40%
Neutral	7%	6%	9%	1%	13%	16%	17%	13%	17%	10%	8%
Bad	3%	3%	2%	1%	11%	3%	11%	13%	12%	5%	3%
Very Bad	0%	0%	0%	0%	0%	0%	2%	0%	4%	0%	2%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	88	110	98	77	55	58	47	38	52	623	706
c. Chattanooga as a place to work											
Very Good	31%	36%	31%	43%	29%	26%	23%	16%	25%	31%	34%
Good	41%	38%	43%	39%	49%	46%	38%	50%	45%	42%	42%
Neutral	15%	15%	13%	12%	16%	14%	28%	16%	12%	15%	14%
Bad	2%	2%	4%	1%	4%	9%	6%	13%	10%	5%	4%
Very Bad	2%	1%	1%	1%	0%	0%	0%	3%	2%	1%	1%
Don't Know	9%	8%	7%	3%	2%	5%	4%	3%	6%	6%	6%
	88	111	97	76	55	57	47	38	51	620	705
d. Chattanooga as a place to raise children											
Very Good	25%	34%	29%	43%	33%	24%	30%	26%	19%	30%	34%
Good	31%	36%	37%	27%	42%	47%	32%	24%	35%	35%	35%
Neutral	24%	14%	10%	19%	15%	12%	17%	18%	23%	17%	14%
Bad	1%	5%	8%	3%	4%	5%	6%	16%	10%	6%	3%
Very Bad	1%	1%	0%	0%	0%	0%	2%	3%	0%	1%	1%
Don't Know	18%	11%	16%	8%	7%	12%	13%	13%	13%	13%	12%
	88	111	98	77	55	58	47	38	52	624	705
e. Chattanooga as a place to retire											
Very Good	47%	36%	40%	51%	24%	23%	28%	21%	31%	36%	40%
Good	28%	29%	31%	28%	49%	49%	32%	37%	42%	35%	31%
Neutral	15%	15%	16%	12%	16%	16%	26%	16%	17%	16%	16%
Bad	1%	3%	6%	0%	4%	5%	6%	8%	4%	4%	2%
Very Bad	0%	1%	0%	1%	0%	2%	2%	5%	0%	1%	1%
Don't Know	9%	15%	7%	7%	7%	5%	6%	13%	6%	9%	11%
	86	110	98	74	55	57	47	38	52	617	704
2. How safe would you feel walking alone during the day:											
a. In your neighborhood?											
Very Safe	69%	64%	67%	69%	26%	48%	42%	37%	35%	55%	61%
Safe	18%	28%	27%	27%	44%	38%	38%	37%	33%	30%	29%
Neutral	6%	6%	2%	3%	12%	7%	8%	8%	10%	6%	5%
Unsafe	7%	1%	3%	1%	14%	7%	10%	13%	15%	7%	3%
Very Unsafe	0%	1%	1%	0%	4%	0%	2%	5%	6%	2%	1%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%
	88	111	98	78	57	58	48	38	52	628	719
b. In the park closest to you?											
Very Safe	48%	52%	31%	46%	16%	31%	29%	34%	29%	37%	43%
Safe	38%	33%	53%	38%	41%	41%	38%	32%	29%	39%	38%
Neutral	8%	10%	10%	10%	23%	9%	19%	16%	23%	13%	11%
Unsafe	5%	3%	4%	1%	9%	12%	4%	13%	8%	6%	4%
Very Unsafe	0%	0%	2%	0%	5%	0%	6%	5%	4%	2%	2%
Don't Know	2%	2%	0%	4%	5%	7%	4%	0%	8%	3%	3%
	88	111	98	78	56	58	48	38	52	627	709
c. Downtown?											
Very Safe	25%	26%	15%	13%	20%	26%	17%	18%	37%	22%	29%
Safe	45%	41%	31%	40%	38%	37%	48%	39%	42%	40%	44%
Neutral	16%	20%	28%	25%	27%	19%	17%	29%	13%	22%	18%
Unsafe	9%	11%	15%	16%	13%	14%	10%	8%	8%	12%	6%
Very Unsafe	5%	1%	6%	5%	2%	2%	6%	5%	0%	4%	2%

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Number of total respondents by question are below percentages.

	2021 Online District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
Don't Know	0%	1%	4%	1%	2%	2%	2%	0%	0%	1%	1%
	87	111	97	77	56	57	48	38	52	623	709
3. How safe would you feel walking alone at night:											
a. In your neighborhood?											
Very Safe	40%	32%	41%	51%	14%	14%	8%	8%	8%	28%	31%
Safe	34%	45%	32%	26%	25%	43%	33%	26%	33%	34%	38%
Neutral	10%	13%	12%	14%	19%	17%	15%	26%	17%	15%	13%
Unsafe	9%	6%	10%	5%	21%	17%	27%	18%	21%	13%	13%
Very Unsafe	6%	5%	4%	0%	18%	9%	17%	21%	19%	9%	5%
Don't Know	1%	0%	1%	4%	4%	0%	0%	0%	2%	1%	1%
	88	111	98	78	57	58	48	38	52	628	718
b. In the park closest to you?											
Very Safe	10%	8%	4%	13%	4%	3%	4%	0%	2%	6%	11%
Safe	24%	31%	20%	25%	12%	22%	13%	18%	18%	22%	24%
Neutral	26%	31%	35%	34%	25%	28%	23%	29%	25%	29%	27%
Unsafe	26%	20%	23%	16%	26%	19%	40%	26%	33%	24%	25%
Very Unsafe	8%	6%	10%	6%	23%	19%	21%	21%	12%	12%	8%
Don't Know	5%	5%	7%	6%	11%	9%	0%	5%	10%	6%	5%
	87	111	96	77	57	58	48	38	51	623	710
c. Downtown?											
Very Safe	9%	4%	2%	3%	4%	5%	2%	5%	4%	4%	6%
Safe	21%	25%	14%	9%	18%	12%	13%	18%	33%	18%	24%
Neutral	23%	33%	23%	37%	28%	26%	35%	24%	31%	29%	28%
Unsafe	28%	23%	33%	29%	26%	30%	35%	26%	24%	28%	27%
Very Unsafe	16%	11%	26%	18%	23%	23%	13%	24%	6%	17%	12%
Don't Know	2%	5%	2%	4%	2%	4%	2%	3%	2%	3%	2%
	86	111	97	78	57	57	48	38	51	623	709
4a. Did anyone break into, or burglarize, your home during the last 12 months?											
Yes	3%	4%	2%	0%	0%	2%	6%	8%	10%	3%	3%
No	97%	96%	98%	100%	100%	98%	94%	92%	90%	97%	97%
	87	111	96	78	56	57	47	38	52	622	714
4b. If yes, was it reported to the police?											
Yes	100%	100%	100%			100%	67%	67%	40%	76%	91%
No	0%	0%	0%			0%	33%	33%	60%	24%	9%
	3	4	2	0	0	1	3	3	5	21	23
5. Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?											
Yes	14%	24%	17%	17%	18%	19%	31%	32%	33%	21%	21%
No	86%	76%	83%	83%	82%	81%	69%	68%	67%	79%	79%
	88	111	98	77	57	58	48	38	52	627	716
a. If yes, was it reported to the police?											
Yes	42%	30%	41%	15%	20%	36%	60%	33%	29%	34%	42%
No	58%	70%	59%	85%	80%	64%	40%	67%	71%	66%	58%
	12	27	17	13	10	11	15	12	17	134	151
6. Did you call 9-1-1 for an emergency during the last 12 months?											
Yes	11%	7%	7%	9%	19%	19%	23%	21%	21%	13%	12%
No	89%	93%	93%	91%	81%	81%	77%	79%	79%	87%	88%
	87	110	98	77	57	58	48	38	52	625	717
a. If yes, how do you rate the services you received on the the phone from the 9-1-1 calltaker?											
Very Good	70%	50%	71%	86%	73%	64%	18%	38%	64%	58%	54%
Good	30%	50%	14%	14%	18%	27%	55%	38%	9%	29%	40%
Neutral	0%	0%	0%	0%	0%	0%	27%	25%	18%	8%	2%
Bad	0%	0%	14%	0%	9%	9%	0%	0%	0%	4%	1%
Very Bad	0%	0%	0%	0%	0%	0%	0%	0%	9%	1%	2%
	10	8	7	7	11	11	11	8	11	84	85
7. How do you rate police services on the following:											
a. Overall quality of services?											
Very Good	31%	31%	37%	38%	25%	29%	15%	16%	23%	29%	25%
Good	33%	32%	34%	28%	35%	40%	33%	35%	33%	33%	39%
Neutral	11%	15%	12%	14%	19%	10%	27%	19%	17%	15%	14%
Bad	1%	0%	3%	4%	5%	2%	4%	19%	6%	4%	3%
Very Bad	3%	2%	0%	0%	0%	3%	2%	0%	8%	2%	2%
Don't Know	20%	20%	14%	15%	16%	16%	19%	11%	13%	17%	18%

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	2021 Online District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
b. Conduct of police officers?	88	111	98	78	57	58	48	37	52	627	714
Very Good	33%	32%	38%	35%	32%	31%	13%	21%	23%	30%	26%
Good	28%	31%	29%	26%	21%	36%	40%	21%	31%	29%	30%
Neutral	13%	15%	16%	19%	23%	12%	17%	21%	19%	17%	18%
Bad	3%	2%	3%	1%	9%	0%	6%	18%	8%	4%	4%
Very Bad	5%	1%	0%	1%	0%	5%	4%	8%	6%	3%	3%
Don't Know	18%	19%	13%	18%	16%	16%	21%	11%	13%	16%	20%
	88	111	97	78	57	58	48	38	52	627	710
c. Speed of emergency police response?											
Very Good	23%	23%	21%	19%	18%	26%	6%	18%	23%	20%	21%
Good	17%	23%	28%	23%	35%	29%	23%	21%	19%	24%	27%
Neutral	20%	16%	19%	26%	21%	17%	27%	24%	23%	21%	18%
Bad	2%	2%	2%	1%	4%	2%	6%	8%	6%	3%	2%
Very Bad	2%	0%	1%	1%	0%	3%	4%	5%	6%	2%	1%
Don't Know	35%	35%	30%	29%	23%	22%	33%	24%	23%	29%	31%
	88	111	97	77	57	58	48	38	52	626	706
8. Did you use fire or emergency medical services during the last 12 months?											
Yes	7%	5%	7%	12%	9%	12%	8%	8%	4%	8%	7%
No	93%	95%	93%	88%	91%	88%	92%	92%	96%	92%	93%
	87	110	97	76	57	57	48	38	52	622	707
If yes, how do you rate the services you received on the following:											
a. Overall quality of services?											
Very Good	100%	83%	57%	78%	75%	86%	75%	100%	50%	79%	64%
Good	0%	17%	14%	11%	25%	0%	25%	0%	0%	11%	30%
Neutral	0%	0%	14%	0%	0%	14%	0%	0%	50%	6%	4%
Bad	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Very Bad	0%	0%	14%	11%	0%	0%	0%	0%	0%	4%	0%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	6	6	7	9	4	7	4	2	2	47	47
b. Speed of emergency response?											
Very Good	100%	100%	43%	56%	50%	43%	75%	100%	0%	64%	67%
Good	0%	0%	29%	33%	25%	43%	25%	0%	50%	23%	24%
Neutral	0%	0%	14%	0%	0%	14%	0%	0%	50%	6%	7%
Bad	0%	0%	14%	0%	25%	0%	0%	0%	0%	4%	0%
Very Bad	0%	0%	0%	11%	0%	0%	0%	0%	0%	2%	0%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
	6	6	7	9	4	7	4	2	2	47	45
9. How do you rate satisfaction with the following:											
a. Garbage Pick-up?											
Very Satisfied	58%	71%	72%	62%	63%	66%	52%	37%	58%	62%	66%
Somewhat Satisfied	24%	16%	19%	17%	30%	26%	31%	29%	31%	23%	21%
Neutral	5%	5%	1%	6%	2%	3%	6%	8%	8%	4%	3%
Somewhat Dissatisfied	5%	6%	4%	5%	4%	2%	0%	8%	2%	4%	4%
Very Dissatisfied	0%	1%	0%	1%	2%	2%	6%	8%	2%	2%	1%
Don't Know	9%	1%	4%	9%	0%	2%	4%	11%	0%	4%	5%
	88	111	97	78	56	58	48	38	52	626	717
b. Yard-waste Pick-up?											
Very Satisfied	34%	45%	43%	26%	53%	29%	23%	21%	29%	36%	40%
Somewhat Satisfied	13%	28%	25%	29%	25%	33%	17%	11%	31%	24%	22%
Neutral	21%	10%	11%	15%	7%	7%	13%	11%	13%	12%	9%
Somewhat Dissatisfied	5%	9%	6%	8%	7%	9%	10%	16%	12%	8%	8%
Very Dissatisfied	2%	1%	1%	3%	4%	3%	15%	21%	8%	5%	3%
Don't Know	25%	6%	13%	19%	5%	19%	23%	21%	8%	15%	19%
	87	110	97	78	57	58	48	38	52	625	713
c. Curbside Recycling?											
Very Satisfied	45%	55%	63%	43%	46%	50%	30%	18%	44%	47%	49%
Somewhat Satisfied	20%	19%	11%	18%	27%	14%	28%	24%	33%	20%	19%
Neutral	10%	15%	8%	16%	7%	10%	11%	18%	8%	12%	11%
Somewhat Dissatisfied	6%	5%	5%	4%	11%	9%	6%	11%	6%	6%	4%
Very Dissatisfied	2%	2%	0%	0%	2%	3%	4%	16%	4%	3%	3%
Don't Know	16%	4%	13%	19%	7%	14%	21%	13%	6%	12%	14%
	88	110	96	77	56	58	47	38	52	622	713

2021 Online Community Survey Data

Number of total respondents by question are below percentages.

	2021 Online District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
d. Water Quality of Lakes and Streams?											
Very Satisfied	19%	19%	23%	30%	20%	21%	6%	18%	17%	20%	20%
Somewhat Satisfied	28%	36%	42%	32%	20%	38%	25%	21%	23%	31%	32%
Neutral	17%	14%	13%	25%	34%	21%	23%	11%	23%	19%	19%
Somewhat Dissatisfied	15%	14%	8%	10%	14%	10%	17%	13%	13%	13%	11%
Very Dissatisfied	5%	5%	3%	1%	2%	2%	15%	18%	12%	6%	5%
Don't Know	16%	12%	11%	1%	11%	9%	15%	18%	12%	11%	13%
	88	111	96	77	56	58	48	38	52	624	712
e. Storm Drainage?											
Very Satisfied	20%	17%	22%	21%	16%	21%	15%	16%	13%	18%	20%
Somewhat Satisfied	26%	26%	33%	28%	23%	38%	17%	11%	37%	27%	27%
Neutral	24%	21%	21%	21%	16%	21%	21%	24%	12%	20%	17%
Somewhat Dissatisfied	14%	18%	12%	21%	28%	14%	17%	21%	21%	18%	19%
Very Dissatisfied	6%	12%	9%	8%	9%	0%	23%	18%	13%	10%	9%
Don't Know	10%	6%	3%	3%	9%	7%	8%	11%	4%	6%	8%
	88	111	97	78	57	58	48	38	52	627	715
f. Sewers?											
Very Satisfied	24%	17%	25%	33%	16%	33%	21%	13%	25%	23%	26%
Somewhat Satisfied	25%	27%	22%	28%	32%	26%	13%	18%	23%	24%	26%
Neutral	18%	23%	17%	22%	18%	26%	27%	21%	23%	21%	20%
Somewhat Dissatisfied	11%	18%	15%	8%	20%	9%	19%	11%	13%	14%	12%
Very Dissatisfied	6%	10%	15%	4%	7%	0%	8%	18%	12%	9%	7%
Don't Know	15%	5%	7%	5%	7%	7%	13%	18%	4%	8%	10%
	87	109	96	78	56	58	48	38	52	622	713
10. In the last 12 months, how many times did you:											
a. Visit any city park?											
Daily	9%	6%	5%	3%	4%	0%	4%	8%	2%	5%	5%
Weekly	18%	31%	14%	16%	18%	18%	27%	34%	35%	22%	28%
Monthly	24%	27%	19%	23%	19%	16%	21%	18%	13%	21%	23%
A Few Times	37%	25%	45%	34%	32%	46%	31%	32%	37%	35%	33%
Never	10%	11%	16%	23%	28%	19%	17%	8%	13%	16%	10%
Don't Know	1%	0%	0%	1%	0%	2%	0%	0%	0%	0%	1%
	87	111	97	77	57	57	48	38	52	624	716
b. Visit a city park near your home?											
Daily	9%	6%	4%	3%	4%	0%	6%	5%	4%	5%	6%
Weekly	17%	31%	20%	16%	16%	18%	29%	37%	29%	23%	26%
Monthly	22%	25%	15%	21%	20%	11%	8%	13%	10%	17%	19%
A Few Times	36%	28%	43%	39%	27%	38%	38%	21%	29%	34%	32%
Never	15%	10%	18%	21%	34%	30%	19%	24%	27%	20%	17%
Don't Know	1%	0%	0%	0%	0%	4%	0%	0%	0%	0%	2%
	87	110	97	76	56	56	48	38	51	619	704
11. How do you rate the quality of parks near your home in the following categories:											
a. Well-maintained landscaping?											
Very Good	36%	32%	36%	33%	20%	24%	25%	18%	24%	29%	35%
Good	41%	48%	42%	40%	48%	48%	46%	42%	36%	44%	43%
Neutral	9%	13%	12%	15%	20%	16%	17%	18%	24%	15%	10%
Bad	3%	1%	3%	3%	0%	2%	6%	11%	4%	3%	3%
Very Bad	0%	0%	0%	1%	2%	0%	4%	8%	0%	1%	1%
Don't Know	10%	6%	7%	8%	11%	10%	2%	3%	12%	8%	7%
	87	111	98	78	56	58	48	38	50	624	716
b. Well-maintained facilities?											
Very Good	25%	26%	30%	28%	18%	19%	19%	13%	18%	23%	30%
Good	41%	43%	40%	36%	38%	42%	38%	39%	36%	40%	37%
Neutral	13%	21%	15%	21%	21%	19%	17%	24%	24%	19%	17%
Bad	3%	1%	3%	4%	4%	4%	15%	5%	8%	4%	3%
Very Bad	1%	0%	1%	1%	2%	2%	2%	8%	2%	2%	1%
Don't Know	16%	9%	11%	10%	18%	14%	10%	11%	12%	12%	13%
	87	110	98	78	56	57	48	38	50	622	713
c. Well-maintained playgrounds?											
Very Good	22%	22%	26%	29%	14%	19%	19%	16%	14%	21%	27%
Good	36%	37%	29%	29%	38%	47%	29%	29%	32%	34%	32%
Neutral	10%	18%	16%	19%	23%	12%	21%	21%	24%	18%	15%
Bad	1%	3%	2%	3%	2%	2%	13%	8%	8%	4%	2%

2021 Online Community Survey Data

Number of total respondents by question are below percentages.

	2021 Online District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
Very Bad	0%	0%	0%	0%	0%	0%	0%	8%	0%	0%	1%
Don't Know	31%	21%	27%	19%	23%	19%	19%	18%	22%	23%	23%
	87	111	97	78	56	57	48	38	50	622	712
12. In the past 12 months, did anyone in your household participate in a Chattanooga Parks and Recreation activity?											
Yes	9%	9%	2%	3%	7%	9%	19%	24%	17%	9%	17%
No	91%	91%	98%	97%	93%	91%	81%	76%	83%	91%	83%
	87	110	98	77	57	58	48	38	52	625	715
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%	9%	11%	8%	5%	2%	4%	3%	13%	8%	9%
Satisfied	8%	9%	7%	9%	7%	17%	17%	11%	15%	10%	14%
Neutral	15%	18%	18%	24%	21%	16%	15%	21%	8%	18%	17%
Somewhat Dissatisfied	1%	2%	0%	0%	2%	2%	8%	5%	4%	2%	1%
Very Dissatisfied	1%	1%	0%	1%	2%	0%	4%	8%	0%	1%	1%
Don't Know	67%	61%	63%	58%	63%	64%	52%	53%	60%	61%	58%
	86	111	98	78	56	58	48	38	52	625	712
b. Variety?											
Very Satisfied	6%	8%	10%	6%	5%	0%	2%	3%	6%	6%	7%
Satisfied	5%	9%	6%	9%	7%	12%	15%	8%	20%	9%	14%
Neutral	19%	16%	18%	24%	21%	17%	17%	16%	4%	17%	17%
Somewhat Dissatisfied	2%	3%	2%	0%	0%	7%	4%	13%	10%	4%	2%
Very Dissatisfied	0%	1%	0%	3%	4%	0%	10%	5%	4%	2%	1%
Don't Know	69%	63%	63%	58%	63%	64%	52%	55%	57%	61%	58%
	86	111	98	78	56	58	48	38	51	624	712
c. Quality of instruction, coaching, leadership, etc?											
Very Satisfied	6%	8%	7%	5%	7%	0%	0%	3%	10%	6%	8%
Satisfied	7%	7%	7%	10%	5%	11%	15%	5%	17%	9%	11%
Neutral	16%	18%	15%	26%	21%	21%	19%	26%	6%	18%	17%
Somewhat Dissatisfied	0%	0%	1%	1%	0%	4%	4%	3%	8%	2%	1%
Very Dissatisfied	0%	0%	0%	0%	4%	0%	4%	5%	2%	1%	1%
Don't Know	71%	67%	69%	58%	63%	65%	58%	58%	58%	64%	62%
	86	111	97	78	56	57	48	38	52	623	709
14. How do you rate traffic flow (congestions) on major streets and thoroughfares, excluding freeways:											
a. During peak hours, that is 7-9am and 3:30-6pm?											
Very Good	6%	6%	3%	3%	0%	2%	2%	3%	0%	3%	3%
Good	31%	33%	23%	21%	23%	14%	25%	26%	24%	25%	29%
Neutral	31%	25%	26%	22%	23%	22%	19%	18%	22%	24%	22%
Bad	22%	27%	32%	36%	39%	36%	27%	32%	27%	30%	32%
Very Bad	10%	8%	16%	17%	11%	22%	25%	18%	25%	16%	13%
Don't Know	1%	1%	0%	1%	5%	3%	2%	3%	2%	2%	1%
	88	109	98	77	57	58	48	38	51	624	715
b. During off-peak traffic hours?											
Very Good	34%	36%	21%	19%	20%	12%	29%	13%	16%	24%	26%
Good	48%	45%	46%	45%	38%	43%	44%	53%	43%	45%	49%
Neutral	14%	13%	19%	22%	27%	26%	15%	16%	25%	19%	16%
Bad	3%	4%	10%	9%	11%	14%	6%	8%	8%	8%	7%
Very Bad	1%	2%	3%	3%	2%	3%	6%	11%	8%	4%	1%
Don't Know	0%	1%	0%	1%	4%	2%	0%	0%	0%	1%	1%
	88	110	98	77	56	58	48	38	51	624	712
15. How do you rate City streets on :											
a. Smoothness?											
Very Good	2%	1%	4%	4%	0%	0%	2%	0%	4%	2%	3%
Good	30%	20%	14%	17%	11%	19%	13%	3%	8%	16%	19%
Neutral	20%	18%	18%	13%	18%	14%	6%	16%	15%	16%	20%
Bad	34%	33%	40%	37%	37%	33%	31%	32%	35%	35%	36%
Very Bad	14%	28%	22%	29%	35%	33%	46%	50%	38%	30%	23%
Don't Know	0%	0%	1%	0%	0%	2%	2%	0%	0%	0%	0%
	88	110	98	78	57	58	48	38	52	627	713
b. Clean/iness?											
Very Good	3%	5%	6%	5%	2%	2%	8%	3%	6%	4%	6%
Good	41%	32%	28%	35%	23%	33%	25%	21%	29%	31%	42%
Neutral	27%	30%	29%	29%	25%	28%	17%	18%	22%	26%	26%

2021 Online Community Survey Data

Number of total respondents by question are below percentages.

	2021 Online District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
Bad	19%	23%	22%	22%	32%	22%	27%	32%	16%	23%	18%
Very Bad	9%	11%	13%	8%	19%	14%	21%	26%	27%	15%	8%
Don't Know	0%	0%	2%	1%	0%	2%	2%	0%	0%	1%	0%
88	110	98	77	57	58	48	38	51	625	716	
c. Speeding vehicles?											
Very Good	1%	3%	5%	1%	0%	0%	2%	3%	2%	2%	3%
Good	31%	14%	20%	23%	11%	17%	17%	18%	20%	19%	22%
Neutral	32%	24%	26%	30%	35%	21%	25%	24%	27%	27%	28%
Bad	16%	32%	26%	32%	35%	31%	25%	16%	22%	27%	28%
Very Bad	19%	26%	23%	13%	19%	28%	31%	39%	29%	24%	18%
Don't Know	1%	0%	0%	0%	0%	3%	0%	0%	0%	0%	1%
88	111	98	77	57	58	48	38	51	626	717	
d. Safety of pedestrians?											
Very Good	2%	4%	5%	6%	2%	2%	4%	8%	6%	4%	7%
Good	42%	27%	31%	31%	18%	26%	23%	29%	23%	29%	33%
Neutral	27%	30%	29%	22%	46%	28%	23%	13%	29%	28%	28%
Bad	17%	27%	19%	27%	26%	19%	23%	21%	19%	22%	20%
Very Bad	9%	13%	14%	12%	5%	17%	27%	29%	19%	15%	11%
Don't Know	2%	0%	2%	1%	4%	9%	0%	0%	4%	2%	2%
88	111	98	77	57	58	48	38	52	627	717	
e. Safety of bicyclists?											
Very Good	2%	3%	6%	5%	2%	2%	4%	5%	0%	3%	6%
Good	25%	19%	21%	22%	16%	24%	13%	22%	17%	20%	25%
Neutral	35%	29%	27%	25%	46%	26%	35%	19%	27%	30%	28%
Bad	20%	28%	20%	25%	26%	17%	25%	14%	19%	22%	23%
Very Bad	11%	16%	14%	12%	5%	19%	21%	41%	29%	17%	14%
Don't Know	6%	5%	11%	11%	5%	12%	2%	0%	8%	7%	5%
88	110	98	76	57	58	48	37	52	624	714	
16. Has a new commercial development been completed in or near your neighborhood in the last 12 months?											
Yes	28%	24%	45%	50%	32%	33%	40%	45%	25%	35%	31%
No	72%	76%	55%	50%	68%	67%	60%	55%	75%	65%	69%
87	110	98	78	56	57	48	38	52	624	711	
If yes, how do you rate it on the following:											
a. Attractiveness?											
Very Good	25%	15%	32%	44%	6%	22%	21%	35%	15%	27%	27%
Good	46%	35%	41%	38%	78%	56%	42%	24%	54%	44%	44%
Neutral	21%	31%	25%	13%	11%	17%	26%	24%	23%	21%	16%
Bad	8%	8%	0%	3%	6%	0%	11%	12%	8%	5%	9%
Very Bad	0%	8%	2%	0%	0%	6%	0%	6%	0%	2%	2%
Don't Know	0%	4%	0%	3%	0%	0%	0%	0%	0%	1%	2%
24	26	44	39	18	18	19	17	13	218	214	
b. Improvement to your neighborhood as a place to live?											
Very Good	21%	8%	17%	36%	6%	11%	26%	29%	33%	21%	23%
Good	33%	23%	21%	28%	53%	22%	47%	18%	17%	29%	39%
Neutral	33%	42%	48%	26%	18%	56%	21%	29%	25%	35%	25%
Bad	8%	15%	2%	5%	24%	6%	0%	12%	17%	8%	7%
Very Bad	0%	8%	7%	3%	0%	6%	5%	6%	8%	5%	4%
Don't Know	4%	4%	5%	3%	0%	0%	0%	6%	0%	3%	3%
24	26	42	39	17	18	19	17	12	214	214	
17. Has a new residential development been completed in or near your neighborhood in the last 12 months?											
Yes	62%	55%	50%	54%	23%	21%	55%	58%	23%	47%	45%
No	38%	45%	50%	46%	77%	79%	45%	42%	77%	53%	55%
87	110	96	78	56	57	47	38	52	621	719	
If yes, how would you rate it on:											
a. Attractiveness?											
Very Good	26%	13%	42%	27%	25%	17%	23%	32%	50%	27%	28%
Good	45%	40%	31%	39%	42%	67%	46%	36%	8%	40%	42%
Neutral	13%	30%	21%	22%	33%	8%	12%	23%	33%	21%	17%
Bad	8%	12%	4%	5%	0%	0%	15%	5%	0%	7%	9%
Very Bad	6%	5%	2%	2%	0%	8%	4%	5%	8%	4%	3%
Don't Know	2%	0%	0%	5%	0%	0%	0%	0%	0%	1%	1%
53	60	48	41	12	12	26	22	12	286	314	
b. Improvement to your neighborhood as a place to live?											

2021 Online Community Survey Data

Number of total respondents by question are below percentages.

	2021 Online District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
Very Good	19%	10%	17%	12%	15%	8%	19%	32%	36%	17%	21%
Good	29%	24%	19%	27%	38%	42%	38%	9%	27%	26%	32%
Neutral	35%	34%	40%	32%	38%	25%	23%	36%	9%	33%	26%
Bad	6%	20%	19%	12%	8%	8%	15%	9%	18%	14%	13%
Very Bad	10%	7%	6%	7%	0%	17%	4%	14%	9%	8%	6%
Don't Know	2%	5%	0%	10%	0%	0%	0%	0%	0%	3%	2%
18. How would you rate your neighborhood on :	52	59	48	41	13	12	26	22	11	284	313
a. Housing affordability?											
Very Good	15%	4%	10%	14%	11%	9%	8%	5%	6%	9%	16%
Good	47%	28%	57%	47%	44%	52%	27%	42%	49%	44%	48%
Neutral	18%	33%	19%	22%	35%	22%	31%	21%	14%	24%	19%
Bad	11%	17%	5%	10%	4%	10%	27%	18%	18%	13%	12%
Very Bad	8%	16%	7%	3%	4%	7%	6%	13%	10%	9%	3%
Don't Know	1%	2%	2%	4%	4%	0%	0%	0%	4%	2%	2%
	88	110	97	78	55	58	48	38	51	623	715
b. Physical condition of housing?											
Very Good	33%	24%	34%	30%	11%	16%	17%	11%	6%	23%	22%
Good	43%	53%	47%	57%	51%	63%	46%	39%	46%	50%	51%
Neutral	17%	16%	18%	11%	28%	12%	19%	32%	36%	19%	18%
Bad	2%	6%	1%	1%	5%	7%	13%	8%	8%	5%	8%
Very Bad	2%	1%	0%	0%	4%	2%	6%	11%	4%	2%	2%
Don't Know	2%	0%	0%	1%	2%	0%	0%	0%	0%	1%	1%
	88	109	98	76	57	57	48	38	50	621	711
c. Closeness of parks or open spaces?											
Very Good	34%	32%	29%	34%	18%	10%	25%	26%	10%	26%	30%
Good	40%	44%	54%	45%	39%	36%	42%	32%	35%	42%	43%
Neutral	19%	17%	14%	14%	28%	33%	17%	26%	24%	20%	16%
Bad	2%	5%	2%	3%	12%	14%	8%	5%	14%	6%	6%
Very Bad	3%	2%	0%	1%	2%	5%	6%	8%	16%	4%	2%
Don't Know	1%	0%	1%	3%	2%	2%	2%	3%	2%	1%	3%
	88	110	97	76	57	58	48	38	51	623	712
d. Walking distance to public transit?											
Very Good	10%	25%	2%	4%	12%	10%	21%	29%	20%	14%	18%
Good	8%	28%	9%	15%	21%	28%	35%	34%	37%	22%	23%
Neutral	15%	16%	22%	27%	21%	31%	15%	8%	14%	19%	15%
Bad	28%	17%	21%	14%	18%	10%	10%	11%	10%	17%	16%
Very Bad	25%	4%	27%	9%	5%	7%	4%	8%	14%	12%	12%
Don't Know	14%	9%	18%	31%	23%	14%	15%	11%	6%	16%	15%
	88	110	98	78	57	58	48	38	51	626	713
e. Access to shopping and other services?											
Very Good	26%	34%	34%	60%	11%	31%	13%	13%	4%	28%	32%
Good	48%	54%	51%	31%	40%	48%	46%	18%	25%	43%	41%
Neutral	17%	11%	11%	4%	18%	12%	23%	24%	27%	15%	14%
Bad	8%	1%	4%	3%	21%	3%	15%	32%	27%	10%	9%
Very Bad	1%	0%	0%	1%	9%	5%	4%	13%	16%	4%	4%
Don't Know	0%	0%	0%	1%	2%	0%	0%	0%	0%	0%	0%
	88	109	98	77	57	58	48	38	51	624	714
f. On-street parking?											
Very Good	3%	17%	9%	14%	9%	7%	4%	8%	2%	9%	12%
Good	17%	30%	27%	23%	23%	25%	34%	24%	37%	26%	30%
Neutral	40%	25%	35%	29%	39%	35%	28%	32%	20%	32%	25%
Bad	14%	15%	12%	14%	21%	21%	17%	21%	25%	17%	16%
Very Bad	18%	10%	12%	5%	5%	7%	17%	16%	10%	11%	10%
Don't Know	8%	2%	5%	14%	2%	5%	0%	0%	6%	5%	7%
	88	110	98	78	56	57	47	38	51	623	712
g. Street lighting?											
Very Good	23%	19%	14%	19%	11%	17%	17%	11%	14%	17%	17%
Good	40%	51%	43%	39%	49%	36%	40%	41%	47%	43%	44%
Neutral	17%	15%	23%	23%	23%	28%	17%	32%	20%	21%	20%
Bad	15%	9%	12%	9%	12%	14%	15%	8%	12%	12%	13%
Very Bad	5%	5%	5%	6%	5%	5%	11%	8%	8%	6%	5%
Don't Know	1%	1%	2%	3%	0%	0%	0%	0%	0%	1%	1%
	88	110	98	77	57	58	47	37	51	623	710

2021 Online Community Survey Data

Number of total respondents by question are below percentages.

	2021 Online District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
h. Availability of sidewalks?											
Very Good	22%	18%	14%	24%	5%	19%	22%	22%	10%	17%	17%
Good	27%	21%	18%	36%	5%	10%	39%	43%	16%	23%	23%
Neutral	9%	11%	20%	8%	19%	16%	17%	11%	24%	14%	13%
Bad	13%	23%	17%	13%	33%	29%	11%	5%	12%	18%	20%
Very Bad	30%	27%	27%	18%	32%	24%	11%	16%	39%	25%	26%
Don't Know	0%	0%	3%	1%	5%	2%	0%	3%	0%	1%	2%
	88	108	98	78	57	58	46	37	51	621	709
19. How do you rate Chattanooga as a place to do business?											
Very Good	22%	30%	23%	29%	18%	21%	19%	19%	17%	23%	26%
Good	48%	35%	44%	45%	45%	50%	44%	38%	50%	44%	47%
Neutral	5%	16%	14%	14%	20%	14%	29%	24%	21%	16%	14%
Bad	2%	0%	2%	5%	0%	0%	4%	11%	4%	3%	2%
Very Bad	1%	0%	2%	0%	2%	0%	0%	3%	0%	1%	1%
Don't Know	23%	19%	14%	6%	16%	16%	4%	5%	8%	14%	10%
	88	109	97	78	56	58	48	37	52	623	715
a. Do you own a business in Chattanooga?											
Yes	13%	18%	8%	10%	5%	14%	17%	21%	14%	13%	13%
No	88%	82%	92%	90%	95%	86%	83%	79%	86%	87%	87%
	88	110	96	78	56	58	48	38	51	623	712
b. If yes, how many employees does your business employ?											
Self	45%	30%	38%	14%	67%	75%	25%	75%	71%	45%	42%
1	0%	10%	0%	0%	0%	13%	13%	0%	14%	6%	9%
2-10	55%	40%	63%	71%	33%	0%	50%	25%	14%	40%	33%
11-50	0%	20%	0%	0%	0%	0%	13%	0%	0%	6%	15%
51-150	0%	0%	0%	14%	0%	13%	0%	0%	0%	3%	1%
151+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	11	20	8	7	3	8	8	8	7	80	92
20. In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chattanooga:											
a. Called 3-1-1 about public services											
Never	38%	17%	27%	31%	14%	24%	27%	37%	24%	26%	26%
Once or Twice	38%	39%	31%	35%	35%	31%	27%	24%	24%	33%	33%
3 to 5 Times	15%	33%	30%	23%	28%	28%	35%	13%	22%	26%	26%
6 to 10 Times	6%	8%	10%	6%	19%	14%	4%	18%	25%	11%	11%
More than 10 Times	3%	3%	3%	4%	4%	3%	6%	8%	6%	4%	3%
	87	109	98	77	57	58	48	38	51	623	717
b. Ridden a local bus (CARTA)											
Never	90%	95%	97%	97%	91%	90%	81%	76%	75%	90%	86%
Once or Twice	5%	2%	2%	3%	4%	7%	9%	11%	10%	5%	8%
3 to 5 Times	1%	0%	1%	0%	4%	2%	11%	0%	12%	3%	2%
6 to 10 Times	0%	1%	0%	0%	0%	2%	0%	0%	2%	0%	1%
More than 10 Times	5%	3%	0%	0%	2%	0%	0%	13%	2%	2%	3%
	86	110	98	77	57	58	47	38	52	623	713
c. Visited a Chattanooga Public Library branch											
Never	69%	58%	55%	79%	61%	75%	52%	50%	50%	62%	46%
Once or Twice	16%	24%	27%	16%	26%	12%	29%	34%	27%	23%	28%
3 to 5 Times	5%	9%	7%	3%	7%	5%	10%	11%	13%	7%	12%
6 to 10 Times	5%	3%	6%	1%	4%	4%	2%	0%	2%	3%	6%
More than 10 Times	6%	6%	5%	1%	2%	4%	6%	5%	8%	5%	8%
	86	110	98	77	57	57	48	38	52	623	714
d. Used/visited McKamey Animal Center											
Never	74%	65%	66%	84%	70%	69%	75%	74%	73%	71%	65%
Once or Twice	23%	27%	27%	14%	25%	26%	21%	21%	17%	23%	26%
3 to 5 Times	0%	7%	3%	1%	4%	5%	4%	5%	8%	4%	5%
6 to 10 Times	1%	0%	4%	0%	2%	0%	0%	0%	0%	1%	2%
More than 10 Times	2%	1%	0%	0%	0%	0%	0%	0%	2%	1%	1%
	87	110	97	77	57	58	48	38	52	624	717
f. Been involved in a community project or attended a public meeting											
Never	71%	73%	77%	71%	70%	76%	65%	50%	63%	70%	58%
Once or Twice	21%	22%	17%	25%	21%	19%	27%	24%	27%	22%	29%
3 to 5 Times	5%	5%	3%	1%	4%	3%	6%	18%	6%	5%	8%
6 to 10 Times	0%	0%	1%	3%	4%	0%	2%	5%	0%	1%	3%
More than 10 Times	3%	0%	2%	0%	2%	2%	0%	3%	4%	2%	2%

2021 Online Community Survey Data

Number of total respondents by question are below percentages.

	2021 Online District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
21. Overall, how do you rate the quality of each of the following services:	86	109	98	77	57	58	48	38	52	623	716
a. 3-1-1											
Very Good	25%	23%	23%	22%	32%	27%	15%	24%	31%	24%	28%
Good	27%	48%	44%	39%	49%	36%	40%	18%	35%	39%	36%
Neutral	16%	9%	16%	19%	9%	13%	11%	13%	17%	14%	12%
Bad	1%	5%	3%	3%	5%	4%	2%	8%	12%	4%	4%
Very Bad	1%	0%	0%	1%	0%	2%	9%	5%	0%	1%	2%
Don't Know	30%	15%	15%	16%	5%	20%	23%	32%	6%	18%	18%
	88	110	96	77	57	56	47	38	52	621	713
b. Bus services (CARTA)											
Very Good	6%	4%	0%	5%	7%	4%	6%	11%	10%	5%	5%
Good	9%	11%	9%	9%	16%	12%	19%	5%	29%	12%	13%
Neutral	19%	22%	23%	26%	25%	21%	15%	13%	15%	21%	20%
Bad	3%	5%	3%	0%	2%	0%	6%	11%	4%	4%	3%
Very Bad	2%	0%	1%	1%	0%	2%	0%	5%	6%	2%	1%
Don't Know	60%	59%	64%	59%	51%	61%	53%	55%	37%	57%	59%
	88	111	97	78	57	57	47	38	52	625	711
c. Animal control (McKamey)											
Very Good	5%	9%	7%	9%	9%	9%	4%	11%	13%	8%	13%
Good	16%	18%	23%	13%	26%	18%	23%	5%	29%	19%	25%
Neutral	18%	24%	26%	27%	23%	19%	13%	11%	17%	21%	17%
Bad	5%	7%	4%	4%	9%	4%	8%	3%	4%	5%	2%
Very Bad	1%	3%	2%	0%	0%	5%	2%	14%	8%	3%	1%
Don't Know	56%	39%	38%	47%	33%	46%	50%	57%	29%	43%	43%
	88	110	97	78	57	57	48	37	52	624	712
d. Public libraries											
Very Good	20%	21%	20%	5%	18%	12%	19%	24%	31%	18%	23%
Good	26%	28%	28%	15%	40%	26%	27%	26%	40%	28%	33%
Neutral	10%	20%	19%	24%	12%	16%	10%	11%	6%	15%	14%
Bad	2%	2%	3%	3%	0%	2%	2%	3%	0%	2%	2%
Very Bad	0%	0%	1%	1%	0%	0%	2%	3%	0%	1%	0%
Don't Know	41%	29%	30%	51%	30%	44%	40%	34%	23%	36%	29%
	87	110	97	78	57	57	48	38	52	624	709
22. Overall, how do you rate the following aspects of City government performance:											
a. Value of services for City taxes paid											
Very Good	6%	9%	7%	10%	0%	4%	2%	5%	6%	6%	10%
Good	33%	35%	27%	35%	42%	45%	32%	24%	35%	34%	38%
Neutral	43%	33%	32%	26%	26%	18%	19%	32%	29%	30%	28%
Bad	7%	16%	22%	18%	18%	14%	21%	18%	19%	17%	11%
Very Bad	1%	5%	8%	9%	11%	5%	15%	13%	10%	8%	7%
Don't Know	10%	3%	4%	3%	4%	14%	11%	8%	2%	6%	5%
	88	110	97	78	57	56	47	38	52	623	714
b. Overall direction the City is taking											
Very Good	6%	10%	8%	12%	9%	7%	11%	11%	8%	9%	14%
Good	40%	38%	35%	35%	44%	39%	34%	29%	33%	37%	43%
Neutral	33%	35%	31%	32%	30%	30%	23%	32%	44%	33%	26%
Bad	8%	10%	10%	12%	11%	16%	15%	16%	8%	11%	9%
Very Bad	5%	3%	10%	5%	4%	0%	11%	8%	4%	5%	3%
Don't Know	9%	4%	6%	5%	4%	7%	6%	5%	4%	6%	5%
	88	110	98	78	57	56	47	38	52	624	712
c. Welcoming citizen involvement											
Very Good	7%	6%	5%	13%	5%	7%	6%	11%	10%	7%	11%
Good	31%	36%	31%	32%	40%	32%	28%	24%	29%	32%	35%
Neutral	36%	31%	38%	33%	30%	32%	30%	29%	31%	33%	30%
Bad	8%	9%	5%	8%	12%	5%	15%	13%	6%	9%	7%
Very Bad	2%	2%	6%	4%	2%	0%	6%	8%	10%	4%	4%
Don't Know	16%	17%	15%	10%	11%	23%	15%	16%	15%	15%	13%
	88	109	98	78	57	56	47	38	52	623	713
23. How would you rate the City's handling of homelessness?											
Very Good	1%	2%	1%	1%	0%	0%	0%	0%	2%	1%	
Good	7%	9%	8%	9%	12%	9%	2%	11%	10%	8%	
Neutral	36%	23%	33%	29%	21%	34%	19%	5%	17%	26%	

2021 Online Community Survey Data

Number of total respondents by question are below percentages.

	2021 Online District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
Bad	16%	29%	18%	21%	25%	24%	27%	39%	25%	24%	
Very Bad	22%	17%	20%	18%	28%	24%	40%	34%	31%	24%	
Don't Know	18%	21%	19%	22%	14%	9%	13%	11%	15%	17%	
24. What is your sex?	88	111	98	77	57	58	48	38	52	627	
Male	52%	48%	52%	61%	31%	43%	50%	45%	50%	49%	48%
Female	48%	52%	48%	39%	69%	57%	50%	55%	50%	51%	52%
	86	110	98	77	55	58	48	38	52	622	712
25. What is your age?											
Under 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	11%	3%	6%	5%	5%	5%	15%	11%	10%	7%	13%
30-44	16%	25%	16%	24%	23%	21%	17%	47%	35%	23%	25%
45-59	20%	29%	20%	22%	32%	21%	38%	16%	25%	25%	25%
60-74	41%	33%	41%	41%	34%	40%	23%	26%	23%	35%	30%
Over 74	11%	10%	16%	8%	5%	14%	8%	0%	8%	10%	7%
	87	110	98	76	56	58	48	38	52	623	713
26. How many years have you lived in Chattanooga?											
Less than 5	31%	15%	15%	17%	7%	10%	19%	26%	15%	17%	18%
5-10 years	8%	16%	10%	12%	16%	22%	10%	18%	17%	14%	15%
11-20 years	9%	10%	10%	16%	18%	7%	10%	11%	12%	11%	15%
More than 20 years	1	1	1	1	1	1	1	0	1	57%	52%
										624	716
27. Do you own your home, rent your home, or live with someone											
Own	72%	93%	91%	86%	82%	74%	71%	61%	67%	80%	74%
Rent	26%	7%	8%	14%	12%	24%	27%	37%	29%	18%	26%
Live with Someone (rent-free)	0	0	0	0	0	0	0	0	0	2%	1%
										625	713
28. In the past 12 months, what was your (individual) pre-tax income?											
No income	0%	3%	1%	1%	2%	4%	4%	0%	2%	2%	2%
Less than \$20,000	10%	3%	5%	8%	9%	7%	15%	11%	20%	9%	8%
\$20,000 - \$34,999	10%	11%	11%	11%	27%	15%	15%	18%	18%	14%	12%
\$35,000 - \$74,999	28%	26%	33%	38%	46%	45%	28%	34%	35%	34%	40%
\$75,000 - \$149,999	43%	25%	40%	26%	11%	24%	19%	26%	14%	27%	28%
\$150,000 or more	10%	33%	10%	15%	5%	5%	19%	11%	12%	15%	10%
	83	104	91	72	56	55	47	38	51	597	685
29. Which of these is closest to describing your ethnic background?											
Caucasian/White	91%	94%	90%	88%	54%	89%	69%	76%	72%	83%	83%
African-American/ Black	5%	1%	4%	7%	40%	9%	19%	21%	18%	11%	11%
Asian or Pacific Islander	1%	2%	1%	4%	0%	2%	0%	0%	2%	1%	1%
Native American/Indian	1%	1%	2%	0%	0%	0%	0%	0%	0%	1%	1%
Hispanic/Latino	0%	0%	1%	1%	2%	0%	6%	0%	2%	1%	2%
Other	2%	2%	2%	0%	4%	0%	6%	3%	6%	2%	2%
	86	107	97	76	57	57	48	38	50	616	705
30. How much education have you completed?											
Elementary	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Some high school	1%	0%	0%	1%	0%	2%	0%	0%	8%	1%	1%
High school grad or equivalent	6%	6%	6%	9%	11%	11%	17%	5%	2%	8%	6%
Some college	14%	14%	14%	13%	32%	28%	25%	19%	31%	19%	22%
College grad or more	79%	79%	80%	76%	58%	60%	58%	76%	59%	72%	72%
	86	111	98	76	57	57	48	37	51	621	713
Response Rates	8%	10%	9%	7%	5%	5%	5%	4%	5%	6%	7%

NOTES:

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

2021 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

The following pages contain data for the 2021 mailed and online
Community Survey Responses Combined

DRAFT

2021 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

	2021 Combined (Mailed and Online) District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
1. Overall, how do you rate the quality of life in:											
a. Chattanooga as a place to live											
Very Good	54%	51%	46%	52%	35%	44%	45%	30%	37%	45%	48%
Good	39%	46%	46%	42%	50%	47%	43%	49%	47%	45%	44%
Neutral	7%	2%	7%	5%	14%	8%	9%	16%	13%	8%	6%
Bad	1%	1%	1%	1%	1%	0%	3%	3%	3%	1%	1%
Very Bad	0%	0%	0%	0%	0%	1%	1%	2%	0%	0%	0%
Don't Know	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	282	368	349	269	263	244	199	178	238	2,391	2,939
b. Your neighborhood as a place to live											
Very Good	57%	53%	51%	59%	25%	33%	36%	25%	23%	42%	46%
Good	33%	39%	39%	36%	51%	52%	42%	41%	44%	42%	41%
Neutral	7%	5%	8%	3%	18%	11%	14%	15%	22%	11%	10%
Bad	3%	2%	1%	2%	5%	3%	7%	16%	9%	5%	3%
Very Bad	0%	0%	0%	0%	1%	1%	2%	1%	2%	1%	1%
Don't Know	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	281	366	345	267	263	245	194	176	234	2,372	2,887
c. Chattanooga as a place to work											
Very Good	33%	32%	29%	38%	23%	25%	28%	17%	24%	28%	30%
Good	40%	44%	49%	39%	48%	47%	40%	42%	41%	44%	45%
Neutral	15%	14%	13%	11%	23%	14%	20%	27%	22%	17%	15%
Bad	2%	2%	2%	2%	3%	4%	4%	6%	6%	3%	3%
Very Bad	1%	1%	0%	0%	0%	0%	0%	3%	1%	1%	1%
Don't Know	10%	7%	7%	10%	3%	9%	9%	6%	7%	7%	5%
	281	367	342	264	260	241	194	177	230	2,357	2,868
d. Chattanooga as a place to raise children											
Very Good	32%	33%	31%	37%	25%	28%	22%	20%	17%	28%	31%
Good	35%	39%	39%	32%	45%	41%	38%	31%	39%	38%	39%
Neutral	16%	12%	13%	16%	22%	16%	18%	21%	26%	17%	16%
Bad	2%	2%	4%	3%	3%	3%	4%	10%	7%	4%	3%
Very Bad	0%	0%	0%	0%	1%	1%	1%	3%	1%	1%	1%
Don't Know	14%	13%	12%	12%	5%	11%	18%	15%	11%	12%	10%
	279	367	345	267	261	243	195	174	228	2,360	2,871
e. Chattanooga as a place to retire											
Very Good	44%	39%	36%	44%	24%	33%	30%	23%	28%	34%	36%
Good	34%	31%	40%	36%	47%	43%	31%	39%	35%	37%	37%
Neutral	14%	11%	14%	13%	21%	14%	19%	19%	25%	16%	16%
Bad	2%	3%	3%	2%	3%	3%	4%	6%	4%	3%	2%
Very Bad	1%	1%	0%	0%	0%	1%	1%	3%	1%	1%	1%
Don't Know	6%	15%	6%	5%	4%	6%	15%	10%	7%	8%	8%
	278	366	346	263	263	244	194	176	229	2,360	2,869
2. How safe would you feel walking alone during the day:											
a. In your neighborhood?											
Very Safe	64%	67%	57%	61%	26%	45%	46%	29%	29%	49%	53%
Safe	27%	25%	33%	33%	47%	43%	37%	37%	38%	35%	34%
Neutral	4%	5%	5%	4%	16%	9%	8%	16%	11%	8%	8%
Unsafe	5%	2%	4%	2%	9%	4%	8%	13%	15%	6%	4%
Very Unsafe	1%	1%	1%	0%	3%	0%	0%	4%	5%	1%	1%
Don't Know	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%
	283	369	351	272	268	247	201	178	240	2,410	2,944
b. In the park closest to you?											

2021 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

	2021 Combined (Mailed and Online) District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
Very Safe	38%	48%	30%	37%	17%	22%	38%	28%	17%	31%	34%
Safe	41%	34%	46%	43%	39%	44%	36%	34%	35%	39%	39%
Neutral	10%	12%	13%	11%	25%	14%	14%	20%	20%	15%	15%
Unsafe	5%	3%	5%	3%	9%	7%	7%	12%	15%	7%	6%
Very Unsafe	1%	0%	1%	1%	5%	1%	2%	3%	3%	2%	2%
Don't Know	5%	3%	4%	5%	5%	11%	3%	4%	10%	6%	5%
	281	366	347	269	265	242	197	173	233	2,374	2,882
c. Downtown?											
Very Safe	16%	25%	14%	10%	16%	15%	26%	25%	22%	18%	23%
Safe	43%	40%	34%	33%	37%	41%	48%	38%	40%	39%	41%
Neutral	21%	21%	25%	30%	31%	23%	17%	21%	19%	23%	21%
Unsafe	13%	10%	18%	15%	11%	12%	7%	7%	10%	12%	9%
Very Unsafe	4%	1%	4%	7%	3%	4%	2%	3%	4%	4%	3%
Don't Know	4%	2%	5%	5%	2%	5%	1%	6%	5%	4%	4%
	280	363	346	268	263	242	198	174	234	2,369	2,872
3. How safe would you feel walking alone at night:											
a. In your neighborhood?											
Very Safe	37%	34%	34%	34%	11%	15%	14%	7%	7%	23%	25%
Safe	33%	42%	34%	36%	23%	39%	35%	23%	22%	33%	35%
Neutral	12%	11%	13%	15%	20%	20%	15%	22%	18%	16%	16%
Unsafe	11%	9%	12%	9%	32%	19%	23%	25%	32%	18%	17%
Very Unsafe	6%	4%	5%	3%	13%	6%	12%	22%	18%	9%	6%
Don't Know	1%	1%	1%	3%	1%	1%	0%	1%	3%	1%	1%
	283	368	351	269	267	245	201	180	240	2,405	2,947
b. In the park closest to you?											
Very Safe	10%	10%	5%	7%	5%	2%	6%	3%	2%	6%	8%
Safe	22%	31%	18%	25%	10%	15%	29%	16%	11%	20%	22%
Neutral	28%	27%	33%	26%	27%	30%	20%	24%	24%	27%	26%
Unsafe	27%	21%	27%	28%	31%	29%	30%	33%	35%	28%	28%
Very Unsafe	7%	6%	9%	7%	21%	12%	12%	19%	17%	12%	9%
Don't Know	7%	5%	8%	8%	6%	12%	3%	6%	11%	7%	7%
	282	365	347	269	264	245	198	174	233	2,378	2,876
c. Downtown?											
Very Safe	5%	4%	3%	2%	4%	2%	5%	4%	4%	4%	6%
Safe	14%	24%	14%	9%	18%	16%	25%	23%	21%	18%	20%
Neutral	25%	29%	23%	26%	28%	26%	32%	26%	29%	27%	27%
Unsafe	35%	27%	34%	35%	28%	30%	26%	25%	24%	30%	28%
Very Unsafe	18%	12%	20%	21%	19%	20%	10%	14%	16%	17%	14%
Don't Know	4%	5%	6%	7%	3%	7%	2%	7%	6%	5%	5%
	280	365	348	269	265	243	198	174	233	2,376	2,873
4a. Did anyone break into, or burglarize, your home during the last 12 months?											
Yes	5%	3%	4%	5%	3%	1%	6%	7%	9%	4%	4%
No	95%	97%	96%	95%	97%	99%	95%	93%	91%	96%	96%
	284	369	350	272	267	244	200	180	243	2,410	2,947
4b. If yes, was it reported to the police?											
Yes	55%	75%	67%			100%	82%	67%	75%	71%	74%
No	45%	25%	33%			0%	18%	33%	25%	29%	26%
	11	8	9	7	3	3	11	12	16	80	105
5. Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?											
Yes	14%	20%	14%	18%	18%	18%	26%	23%	28%	19%	17%

2021 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

	2021 Combined (Mailed and Online) District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
No	86%	80%	86%	82%	82%	82%	74%	77%	72%	81%	83%
	285	368	350	270	265	245	199	175	241	2,399	2,921
a. If yes, was it reported to the police?											
Yes	43%	31%	38%	35%	44%	45%	44%	39%	43%	40%	41%
No	57%	69%	62%	65%	56%	55%	56%	61%	57%	60%	59%
	37	71	45	43	43	44	48	38	63	432	453
6. Did you call 9-1-1 for an emergency during the last 12 months?											
Yes	15%	9%	12%	13%	17%	17%	21%	28%	22%	16%	16%
No	85%	91%	88%	87%	83%	83%	79%	72%	78%	84%	84%
	284	365	345	266	263	241	200	173	234	2,372	2,885
If yes, how do you rate the services you received on the the phone from the 9-1-1 calltaker?											
a											
Very Good	65%	58%	71%	58%	63%	62%	45%	50%	38%	56%	57%
Good	30%	33%	21%	29%	24%	26%	40%	31%	40%	31%	32%
Neutral	3%	3%	5%	10%	7%	8%	12%	14%	19%	9%	7%
Bad	3%	3%	3%	0%	5%	5%	0%	5%	2%	3%	2%
Very Bad	0%	3%	0%	3%	0%	0%	2%	0%	2%	1%	1%
	40	33	38	31	41	39	42	42	48	354	437
7. How do you rate police services on the following:											
a. Overall quality of services?											
Very Good	29%	27%	28%	30%	19%	26%	21%	11%	15%	24%	24%
Good	37%	37%	37%	41%	37%	42%	32%	36%	39%	38%	41%
Neutral	13%	14%	16%	13%	26%	13%	24%	31%	28%	19%	17%
Bad	3%	2%	3%	3%	4%	1%	3%	8%	5%	3%	2%
Very Bad	1%	1%	1%	1%	1%	1%	4%	3%	4%	2%	1%
Don't Know	17%	17%	14%	14%	13%	16%	16%	11%	9%	15%	15%
	284	367	346	271	264	246	196	177	241	2,393	2,905
b. Conduct of police officers?											
Very Good	30%	28%	29%	28%	21%	26%	19%	12%	13%	24%	24%
Good	31%	32%	34%	36%	31%	37%	35%	32%	35%	33%	36%
Neutral	14%	16%	16%	17%	28%	15%	19%	26%	30%	20%	19%
Bad	2%	3%	4%	2%	6%	3%	6%	12%	6%	5%	4%
Very Bad	2%	1%	1%	1%	2%	2%	4%	4%	3%	2%	2%
Don't Know	20%	20%	16%	16%	13%	17%	17%	14%	13%	16%	16%
	283	367	347	268	263	246	193	177	237	2,382	2,870
c. Speed of emergency police response?											
Very Good	21%	22%	19%	20%	15%	19%	15%	14%	13%	18%	18%
Good	24%	26%	27%	27%	33%	31%	22%	31%	29%	28%	32%
Neutral	20%	17%	19%	19%	24%	19%	24%	28%	27%	21%	18%
Bad	2%	2%	4%	2%	7%	1%	5%	5%	6%	4%	3%
Very Bad	2%	0%	1%	1%	2%	1%	3%	3%	5%	2%	1%
Don't Know	31%	34%	30%	32%	19%	28%	31%	19%	20%	28%	28%
	282	367	347	266	263	246	192	176	238	2,378	2,866
8. Did you use fire or emergency medical services during the last 12 months?											
Yes	12%	10%	12%	10%	11%	14%	8%	14%	13%	12%	11%
No	88%	90%	88%	90%	89%	86%	92%	86%	87%	88%	89%
	278	366	348	268	267	243	201	179	238	2,389	2,909
If yes, how do you rate the services you received on the following:											
a. Overall quality of services?											
Very Good	82%	88%	53%	68%	71%	83%	73%	67%	43%	69%	66%

2021 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

	2021 Combined (Mailed and Online) District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
Good	7%	9%	39%	28%	29%	13%	20%	29%	39%	24%	27%
Neutral	4%	0%	6%	0%	0%	3%	7%	0%	18%	4%	5%
Bad	4%	0%	0%	0%	0%	0%	0%	5%	0%	1%	1%
Very Bad	0%	3%	3%	4%	0%	0%	0%	0%	0%	1%	1%
Don't Know	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	28	32	36	25	24	30	15	21	28	239	274
b. Speed of emergency response?											
Very Good	71%	81%	51%	60%	54%	67%	71%	65%	33%	62%	63%
Good	11%	13%	43%	32%	33%	30%	14%	25%	46%	28%	28%
Neutral	7%	3%	3%	0%	0%	3%	0%	0%	17%	4%	5%
Bad	7%	0%	3%	0%	8%	0%	14%	5%	4%	4%	3%
Very Bad	0%	3%	0%	8%	0%	0%	0%	5%	0%	2%	1%
Don't Know	4%	0%	0%	0%	4%	0%	0%	0%	0%	1%	1%
	28	32	37	25	24	30	14	20	24	234	269
9. How do you rate satisfaction with the following:											
a. Garbage Pick-up?											
Very Satisfied	63%	68%	70%	67%	65%	66%	57%	48%	50%	63%	70%
Somewhat Satisfied	21%	21%	19%	19%	28%	22%	25%	30%	31%	23%	20%
Neutral	5%	4%	4%	5%	3%	4%	7%	9%	9%	5%	4%
Somewhat Dissatisfied	4%	5%	3%	3%	3%	4%	5%	4%	6%	4%	3%
Very Dissatisfied	1%	1%	1%	1%	1%	1%	3%	4%	2%	1%	1%
Don't Know	7%	2%	4%	6%	0%	2%	5%	4%	2%	3%	3%
	283	369	351	272	267	247	200	180	243	2,412	2,944
b. Yard-waste Pick-up?											
Very Satisfied	34%	41%	43%	37%	46%	40%	30%	21%	28%	37%	41%
Somewhat Satisfied	24%	29%	22%	26%	30%	27%	16%	30%	28%	26%	27%
Neutral	14%	10%	12%	11%	10%	8%	11%	14%	15%	12%	9%
Somewhat Dissatisfied	6%	8%	6%	8%	6%	9%	8%	9%	12%	8%	8%
Very Dissatisfied	3%	2%	2%	2%	2%	3%	9%	12%	8%	4%	3%
Don't Know	19%	9%	14%	16%	6%	13%	26%	13%	9%	14%	13%
	280	365	347	270	264	246	194	179	235	2,380	2,915
c. Curbside Recycling?											
Very Satisfied	46%	53%	55%	47%	51%	53%	33%	26%	33%	46%	50%
Somewhat Satisfied	22%	22%	15%	18%	20%	15%	21%	25%	30%	20%	18%
Neutral	10%	11%	11%	11%	11%	11%	10%	18%	14%	12%	10%
Somewhat Dissatisfied	4%	5%	3%	5%	5%	5%	6%	9%	6%	5%	4%
Very Dissatisfied	1%	2%	1%	1%	2%	2%	6%	9%	6%	3%	2%
Don't Know	17%	6%	15%	19%	12%	14%	23%	14%	11%	14%	15%
	279	364	344	266	260	242	195	176	235	2,361	2,892
d. Water Quality of Lakes and Streams?											
Very Satisfied	21%	18%	20%	24%	18%	18%	11%	14%	15%	18%	21%
Somewhat Satisfied	33%	31%	33%	29%	28%	29%	26%	24%	27%	29%	30%
Neutral	17%	20%	14%	20%	28%	21%	21%	22%	24%	20%	20%
Somewhat Dissatisfied	13%	12%	11%	9%	7%	9%	13%	13%	11%	11%	10%
Very Dissatisfied	3%	4%	5%	2%	3%	4%	12%	9%	8%	5%	4%
Don't Know	13%	14%	16%	16%	16%	19%	17%	18%	14%	16%	15%
	283	368	347	271	261	245	197	175	235	2,382	2,886
e. Storm Drainage?											
Very Satisfied	20%	22%	22%	20%	17%	20%	15%	12%	14%	19%	20%
Somewhat Satisfied	31%	29%	26%	29%	30%	30%	24%	22%	28%	28%	28%
Neutral	20%	17%	19%	17%	19%	20%	20%	23%	22%	19%	18%
Somewhat Dissatisfied	11%	15%	13%	16%	16%	16%	14%	20%	18%	15%	17%
Very Dissatisfied	7%	8%	9%	5%	9%	4%	14%	12%	13%	9%	9%

2021 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

	2021 Combined (Mailed and Online) District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
Don't Know	10%	8%	10%	13%	9%	11%	14%	11%	5%	10%	9%
	280	369	348	271	264	246	197	179	239	2,393	2,904
f. Sewers?											
Very Satisfied	26%	25%	23%	29%	18%	27%	18%	15%	18%	23%	26%
Somewhat Satisfied	29%	25%	22%	27%	29%	26%	20%	22%	25%	25%	25%
Neutral	17%	23%	21%	20%	20%	25%	24%	26%	25%	22%	21%
Somewhat Dissatisfied	11%	13%	11%	7%	16%	9%	13%	11%	13%	12%	11%
Very Dissatisfied	4%	7%	10%	3%	8%	4%	9%	15%	13%	8%	7%
Don't Know	12%	7%	12%	14%	9%	9%	17%	12%	7%	11%	10%
	281	366	348	272	262	246	198	178	237	2,388	2,909
10. In the last 12 months, how many times did you:											
a. Visit any city park?											
Daily	6%	6%	4%	1%	3%	2%	7%	6%	3%	4%	4%
Weekly	18%	28%	16%	13%	13%	19%	27%	20%	15%	19%	20%
Monthly	15%	16%	12%	21%	12%	10%	15%	11%	14%	14%	17%
A Few Times	40%	34%	40%	41%	40%	41%	31%	32%	36%	38%	37%
Never	20%	15%	26%	22%	31%	26%	17%	28%	31%	24%	20%
Don't Know	1%	1%	2%	2%	1%	1%	2%	3%	1%	1%	2%
	283	371	349	269	267	242	201	180	242	2,405	2,941
b. Visit a city park near your home?											
Daily	6%	6%	4%	1%	3%	2%	9%	6%	4%	4%	5%
Weekly	15%	28%	17%	13%	13%	16%	28%	18%	12%	18%	19%
Monthly	15%	16%	12%	21%	10%	9%	12%	10%	9%	13%	14%
A Few Times	37%	33%	38%	41%	34%	38%	32%	31%	30%	35%	33%
Never	25%	17%	27%	23%	39%	32%	19%	32%	44%	28%	26%
Don't Know	2%	1%	1%	2%	2%	3%	1%	4%	1%	2%	2%
	280	361	346	262	262	239	196	171	230	2,348	2,880
11. How do you rate the quality of parks near your home in the following categories:											
a. Well-maintained landscaping?											
Very Good	35%	31%	35%	33%	21%	21%	30%	22%	18%	28%	30%
Good	35%	48%	41%	44%	40%	43%	47%	40%	35%	42%	42%
Neutral	15%	12%	11%	12%	21%	15%	13%	19%	23%	15%	13%
Bad	1%	2%	1%	1%	2%	2%	3%	5%	5%	2%	2%
Very Bad	0%	0%	0%	1%	0%	0%	2%	2%	2%	1%	1%
Don't Know	14%	8%	12%	9%	16%	19%	5%	11%	17%	12%	12%
	281	370	347	267	262	243	201	175	234	2,381	2,925
b. Well-maintained facilities?											
Very Good	27%	29%	26%	27%	17%	16%	25%	19%	14%	23%	25%
Good	34%	41%	36%	39%	36%	39%	39%	33%	33%	37%	38%
Neutral	19%	17%	18%	17%	23%	20%	18%	26%	24%	20%	17%
Bad	2%	2%	1%	2%	3%	2%	5%	5%	6%	3%	3%
Very Bad	0%	0%	1%	1%	0%	0%	1%	2%	2%	1%	1%
Don't Know	19%	12%	18%	15%	20%	22%	12%	16%	20%	17%	17%
	281	369	347	265	259	242	199	172	229	2,364	2,903
c. Well-maintained playgrounds?											
Very Good	23%	25%	25%	29%	17%	15%	22%	18%	15%	21%	23%
Good	32%	38%	29%	36%	35%	38%	37%	32%	28%	34%	35%
Neutral	18%	17%	15%	15%	22%	18%	17%	20%	21%	18%	16%
Bad	1%	2%	1%	1%	3%	2%	6%	6%	7%	3%	2%
Very Bad	0%	0%	0%	0%	0%	0%	1%	2%	2%	1%	1%
Don't Know	26%	19%	30%	18%	23%	28%	18%	21%	27%	24%	23%

2021 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

	2021 Combined (Mailed and Online) District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
12. In the past 12 months, did anyone in your household participate in a Chattanooga Parks and Recreation activity?	281	370	346	266	260	242	199	171	231	2,367	2,895
Yes	11%	11%	7%	7%	13%	8%	13%	16%	12%	11%	15%
No	89%	89%	93%	93%	87%	92%	87%	84%	88%	89%	85%
	273	364	334	264	255	238	193	172	227	2,321	2,839
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	4%	7%	8%	4%	7%	4%	6%	6%	7%	6%	9%
Satisfied	12%	12%	10%	8%	14%	14%	13%	17%	14%	12%	17%
Neutral	20%	15%	17%	19%	23%	15%	17%	16%	15%	17%	16%
Somewhat Dissatisfied	1%	2%	1%	1%	2%	2%	4%	4%	4%	2%	2%
Very Dissatisfied	1%	1%	0%	1%	2%	1%	3%	6%	2%	2%	1%
Don't Know	62%	64%	64%	67%	52%	64%	58%	52%	57%	61%	56%
	276	368	346	267	257	240	198	178	241	2,372	2,885
b. Variety?											
Very Satisfied	4%	6%	7%	4%	7%	3%	3%	5%	4%	5%	7%
Satisfied	12%	12%	9%	8%	11%	13%	13%	16%	15%	12%	16%
Neutral	20%	15%	19%	19%	25%	18%	19%	14%	14%	18%	18%
Somewhat Dissatisfied	1%	2%	2%	2%	2%	2%	3%	7%	6%	3%	3%
Very Dissatisfied	1%	1%	0%	2%	3%	1%	4%	5%	3%	2%	1%
Don't Know	62%	64%	63%	66%	52%	64%	58%	52%	58%	61%	56%
	276	368	345	266	256	240	195	174	229	2,350	2,858
c. Quality of instruction, coaching, leadership, etc?											
Very Satisfied	4%	6%	6%	4%	7%	3%	3%	6%	5%	5%	7%
Satisfied	11%	10%	8%	7%	13%	9%	11%	11%	15%	10%	13%
Neutral	19%	16%	17%	20%	24%	20%	17%	18%	15%	18%	18%
Somewhat Dissatisfied	0%	1%	1%	2%	2%	1%	3%	4%	5%	2%	2%
Very Dissatisfied	1%	0%	0%	0%	2%	1%	3%	5%	2%	1%	1%
Don't Know	64%	66%	67%	67%	53%	66%	64%	56%	59%	63%	59%
	276	368	344	266	257	238	195	175	234	2,354	2,862
14. How do you rate traffic flow (congestions) on major streets and thoroughfares, excluding freeways:											
a. During peak hours, that is 7-9am and 3:30-6pm?											
Very Good	3%	4%	3%	2%	2%	0%	3%	5%	2%	3%	3%
Good	29%	32%	24%	21%	23%	21%	27%	22%	26%	25%	29%
Neutral	29%	24%	26%	21%	26%	20%	22%	32%	24%	25%	23%
Bad	26%	28%	34%	38%	35%	32%	30%	23%	27%	31%	30%
Very Bad	11%	8%	12%	16%	10%	23%	15%	13%	19%	14%	13%
Don't Know	2%	2%	1%	1%	3%	4%	2%	5%	1%	2%	3%
	284	366	351	269	268	243	201	179	242	2,404	2,932
b. During off-peak traffic hours?											
Very Good	24%	28%	19%	17%	17%	13%	22%	14%	14%	19%	20%
Good	48%	48%	49%	47%	44%	44%	46%	47%	40%	46%	47%
Neutral	18%	15%	19%	19%	22%	23%	21%	20%	24%	20%	20%
Bad	8%	5%	9%	13%	12%	12%	7%	11%	12%	10%	8%
Very Bad	2%	2%	3%	3%	3%	6%	3%	5%	9%	4%	2%
Don't Know	1%	1%	1%	1%	2%	2%	1%	4%	2%	2%	2%

2021 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

	2021 Combined (Mailed and Online) District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
	284	368	350	268	266	244	199	176	235	2,391	2,912
15. How do you rate City streets on :											
a. Smoothness?											
Very Good	2%	2%	2%	3%	2%	1%	4%	1%	1%	2%	3%
Good	25%	20%	20%	15%	13%	17%	12%	8%	12%	17%	20%
Neutral	19%	16%	16%	15%	16%	19%	15%	17%	17%	17%	20%
Bad	35%	40%	38%	36%	40%	35%	40%	41%	34%	38%	35%
Very Bad	19%	22%	24%	30%	28%	28%	28%	34%	36%	27%	23%
Don't Know	0%	0%	1%	0%	1%	1%	0%	0%	0%	0%	1%
	284	370	349	270	267	246	201	180	238	2,406	2,930
b. Cleanliness?											
Very Good	4%	6%	4%	4%	3%	3%	6%	2%	2%	4%	5%
Good	39%	34%	34%	34%	25%	33%	29%	21%	26%	31%	39%
Neutral	30%	33%	28%	31%	31%	32%	26%	28%	25%	29%	30%
Bad	19%	19%	22%	24%	28%	23%	25%	33%	26%	24%	17%
Very Bad	8%	8%	11%	7%	13%	9%	13%	16%	20%	11%	8%
Don't Know	1%	1%	1%	0%	1%	1%	1%	0%	0%	1%	1%
	284	366	349	270	265	246	199	178	235	2,393	2,915
c. Speeding vehicles?											
Very Good	2%	2%	2%	2%	1%	0%	7%	2%	0%	2%	3%
Good	21%	19%	16%	22%	10%	18%	15%	13%	14%	17%	21%
Neutral	29%	26%	27%	28%	31%	24%	27%	27%	27%	27%	29%
Bad	26%	32%	31%	31%	32%	31%	27%	28%	31%	30%	29%
Very Bad	20%	20%	22%	16%	25%	23%	22%	28%	28%	22%	17%
Don't Know	1%	0%	2%	1%	1%	3%	1%	1%	1%	1%	2%
	284	368	346	267	267	245	202	179	236	2,395	2,907
d. Safety of pedestrians?											
Very Good	2%	4%	3%	4%	3%	2%	9%	4%	3%	4%	5%
Good	36%	29%	26%	29%	21%	26%	27%	28%	25%	28%	32%
Neutral	28%	32%	32%	32%	35%	30%	23%	25%	32%	31%	30%
Bad	21%	22%	23%	20%	23%	23%	25%	22%	21%	22%	20%
Very Bad	9%	10%	12%	10%	13%	11%	14%	18%	18%	12%	10%
Don't Know	3%	3%	4%	4%	5%	8%	3%	3%	1%	4%	3%
	285	371	348	269	268	245	200	180	236	2,403	2,932
e. Safety of bicyclists?											
Very Good	3%	3%	3%	4%	3%	3%	6%	3%	0%	3%	4%
Good	27%	22%	18%	19%	19%	19%	22%	21%	22%	21%	25%
Neutral	28%	30%	32%	31%	33%	33%	27%	29%	33%	31%	30%
Bad	21%	25%	23%	22%	22%	19%	19%	21%	20%	22%	21%
Very Bad	12%	13%	13%	12%	12%	14%	18%	20%	19%	14%	12%
Don't Know	9%	7%	11%	13%	9%	11%	7%	5%	6%	9%	7%
	285	368	349	269	267	244	201	179	236	2,399	2,922
16. Has a new commercial development been completed in or near your neighborhood in the last 12 months?											
Yes	30%	31%	44%	49%	24%	35%	42%	40%	28%	36%	31%
No	70%	69%	56%	51%	76%	65%	58%	60%	72%	64%	69%
	280	366	345	269	264	243	196	175	236	2,375	2,888
If yes, how do you rate it on the following:											
a. Attractiveness?											
Very Good	20%	25%	25%	29%	18%	25%	28%	28%	10%	24%	27%
Good	49%	44%	44%	46%	58%	54%	45%	36%	44%	46%	42%
Neutral	21%	21%	26%	17%	17%	16%	16%	25%	30%	21%	19%

2021 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

	2021 Combined (Mailed and Online) District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
Bad	8%	5%	3%	3%	7%	0%	5%	6%	13%	5%	8%
Very Bad	1%	4%	1%	2%	0%	1%	6%	3%	3%	2%	2%
Don't Know	1%	2%	1%	4%	0%	4%	0%	3%	0%	2%	2%
	80	107	150	131	60	81	82	69	61	821	865
b. Improvement to your neighborhood as a place to live?											
Very Good	16%	19%	12%	20%	12%	13%	25%	26%	12%	17%	21%
Good	28%	41%	32%	31%	47%	34%	43%	29%	34%	35%	35%
Neutral	37%	24%	39%	37%	27%	34%	20%	34%	29%	32%	27%
Bad	10%	8%	11%	6%	12%	4%	4%	3%	14%	8%	9%
Very Bad	6%	6%	4%	2%	0%	5%	7%	4%	10%	5%	5%
Don't Know	3%	2%	2%	4%	2%	10%	1%	3%	2%	3%	4%
	79	107	148	131	59	82	81	68	59	814	860
17. Has a new residential development been completed in or near your neighborhood in the last 12 months?											
Yes	63%	52%	48%	49%	27%	23%	51%	46%	27%	44%	39%
No	37%	48%	52%	51%	73%	77%	49%	54%	73%	56%	61%
	283	369	347	263	264	240	195	176	239	2,377	2,907
If yes, how would you rate it on:											
a. Attractiveness?											
Very Good	25%	19%	29%	21%	33%	26%	33%	33%	21%	26%	27%
Good	48%	37%	45%	46%	48%	52%	35%	39%	42%	43%	43%
Neutral	19%	29%	20%	23%	18%	11%	19%	20%	26%	22%	17%
Bad	3%	12%	4%	6%	1%	6%	8%	5%	5%	6%	9%
Very Bad	4%	4%	1%	1%	0%	4%	4%	3%	5%	3%	3%
Don't Know	1%	0%	1%	3%	0%	2%	0%	0%	2%	1%	1%
	178	189	167	129	67	54	99	79	62	1,025	1,122
b. Improvement to your neighborhood as a place to live?											
Very Good	18%	14%	16%	13%	24%	20%	22%	33%	21%	19%	20%
Good	29%	28%	25%	30%	49%	37%	35%	29%	26%	30%	32%
Neutral	33%	31%	40%	34%	24%	22%	32%	29%	37%	32%	26%
Bad	10%	18%	11%	13%	3%	11%	7%	3%	9%	11%	13%
Very Bad	8%	6%	7%	5%	0%	7%	4%	7%	4%	6%	6%
Don't Know	2%	3%	1%	5%	1%	2%	0%	0%	4%	2%	2%
	177	188	166	128	68	54	98	76	57	1,013	1,118
18. How would you rate your neighborhood on :											
a. Housing affordability?											
Very Good	10%	8%	13%	14%	12%	11%	9%	5%	8%	10%	15%
Good	46%	33%	47%	50%	43%	53%	29%	35%	39%	42%	48%
Neutral	23%	26%	25%	19%	28%	23%	27%	28%	29%	25%	20%
Bad	12%	19%	8%	11%	6%	8%	25%	15%	11%	13%	10%
Very Bad	7%	10%	4%	3%	2%	3%	10%	10%	9%	6%	3%
Don't Know	2%	3%	3%	3%	8%	2%	1%	7%	5%	4%	4%
	281	369	345	271	264	246	199	178	236	2,390	2,930
b. Physical condition of housing?											
Very Good	25%	22%	23%	30%	8%	17%	16%	9%	8%	19%	19%
Good	52%	55%	52%	52%	51%	55%	40%	34%	40%	49%	50%
Neutral	16%	17%	19%	15%	28%	19%	26%	32%	31%	21%	20%
Bad	4%	5%	3%	1%	9%	8%	14%	14%	12%	7%	8%
Very Bad	1%	0%	1%	1%	2%	1%	5%	9%	7%	3%	2%
Don't Know	2%	1%	1%	1%	3%	0%	1%	2%	2%	1%	1%
	282	366	350	268	267	243	200	174	230	2,380	2,925

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	2021 Combined (Mailed and Online) District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
c. Closeness of parks or open spaces?											
Very Good	26%	28%	25%	28%	16%	11%	32%	18%	10%	22%	24%
Good	41%	47%	48%	46%	38%	41%	41%	38%	31%	42%	43%
Neutral	20%	16%	15%	14%	25%	28%	16%	26%	26%	20%	19%
Bad	5%	5%	6%	5%	11%	11%	7%	8%	12%	8%	7%
Very Bad	4%	1%	0%	2%	4%	5%	2%	5%	11%	3%	2%
Don't Know	4%	3%	5%	5%	5%	5%	3%	5%	10%	5%	4%
	282	369	351	269	261	244	200	173	235	2,384	2,916
d. Walking distance to public transit?											
Very Good	6%	20%	2%	6%	9%	11%	31%	22%	17%	13%	17%
Good	6%	30%	9%	11%	31%	30%	37%	45%	31%	24%	27%
Neutral	16%	15%	19%	21%	19%	21%	13%	14%	17%	17%	17%
Bad	25%	17%	25%	20%	16%	15%	7%	5%	15%	17%	15%
Very Bad	28%	5%	23%	15%	10%	8%	3%	3%	11%	13%	11%
Don't Know	18%	13%	22%	26%	16%	14%	10%	11%	9%	16%	13%
	283	369	350	271	264	246	200	175	234	2,392	2,906
e. Access to shopping and other services?											
Very Good	22%	36%	31%	59%	12%	35%	19%	9%	4%	27%	30%
Good	49%	51%	54%	32%	39%	46%	45%	31%	24%	43%	43%
Neutral	19%	9%	11%	5%	17%	8%	18%	24%	26%	14%	15%
Bad	6%	3%	3%	3%	19%	8%	12%	21%	27%	10%	9%
Very Bad	3%	0%	0%	1%	11%	3%	5%	13%	18%	5%	3%
Don't Know	1%	1%	1%	0%	2%	0%	1%	2%	1%	1%	1%
	282	365	349	268	262	240	197	177	231	2,371	2,907
f. On-street parking?											
Very Good	6%	17%	8%	9%	7%	7%	10%	9%	3%	9%	10%
Good	18%	30%	21%	24%	22%	30%	30%	33%	29%	26%	29%
Neutral	31%	24%	36%	34%	32%	32%	26%	25%	23%	29%	29%
Bad	16%	16%	15%	13%	21%	19%	22%	21%	22%	18%	17%
Very Bad	17%	10%	9%	6%	11%	7%	11%	9%	18%	11%	9%
Don't Know	12%	4%	11%	14%	7%	6%	1%	3%	5%	7%	7%
	278	367	346	268	257	239	196	175	229	2,355	2,898
g. Street lighting?											
Very Good	13%	16%	11%	14%	13%	16%	17%	12%	9%	14%	16%
Good	45%	47%	43%	42%	43%	51%	46%	48%	45%	45%	46%
Neutral	21%	20%	27%	22%	28%	18%	18%	22%	23%	22%	20%
Bad	11%	13%	14%	16%	12%	10%	13%	12%	13%	13%	12%
Very Bad	6%	4%	4%	5%	5%	4%	6%	6%	10%	5%	4%
Don't Know	4%	1%	1%	1%	0%	1%	0%	1%	0%	1%	1%
	283	368	349	271	262	245	197	177	236	2,388	2,920
h. Availability of sidewalks?											
Very Good	14%	12%	9%	18%	5%	8%	26%	20%	8%	13%	14%
Good	30%	23%	16%	31%	10%	14%	40%	44%	25%	24%	23%
Neutral	15%	15%	20%	12%	20%	19%	14%	15%	17%	16%	16%
Bad	13%	21%	22%	16%	30%	29%	11%	11%	24%	20%	20%
Very Bad	26%	26%	30%	22%	31%	28%	8%	10%	25%	24%	23%
Don't Know	3%	2%	3%	1%	5%	2%	1%	1%	2%	2%	2%
	283	365	349	272	261	242	198	178	236	2,384	2,915
19. How do you rate Chattanooga as a place to do business?											
Very Good	20%	23%	20%	29%	14%	18%	18%	12%	17%	20%	20%
Good	48%	42%	44%	40%	48%	47%	45%	36%	39%	43%	47%
Neutral	10%	15%	18%	14%	20%	12%	18%	29%	23%	17%	17%

2021 Combined (mailed and online) Community Survey Data

Number of total respondents by question are below percentages.

	2021 Combined (Mailed and Online) District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
Bad	1%	1%	1%	2%	2%	2%	3%	7%	7%	3%	2%
Very Bad	0%	1%	1%	0%	2%	0%	1%	2%	1%	1%	1%
Don't Know	21%	18%	16%	15%	14%	21%	15%	14%	13%	17%	14%
	284	368	349	271	265	244	197	177	239	2,395	2,944
a. Do you own a business in Chattanooga?											
Yes	13%	19%	14%	12%	10%	9%	18%	16%	17%	14%	13%
No	87%	81%	86%	88%	90%	91%	82%	84%	83%	86%	87%
	269	345	322	254	249	227	182	164	215	2,228	2,700
b. If yes, how many employees does your business employ?											
Self	48%	34%	29%	37%	65%	61%	23%	62%	34%	41%	49%
1	7%	13%	11%	4%	10%	11%	12%	5%	14%	10%	8%
2-10	41%	36%	47%	41%	25%	22%	50%	19%	41%	38%	27%
11-50	3%	11%	13%	15%	0%	0%	12%	10%	7%	9%	10%
51-150	0%	3%	0%	4%	0%	6%	0%	0%	3%	2%	2%
151+	0%	2%	0%	0%	0%	0%	4%	5%	0%	1%	2%
	29	61	38	27	20	18	26	21	29	269	322
20. In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chattanooga:											
a. Called 3-1-1 about public services											
Never	35%	18%	27%	31%	17%	21%	32%	25%	21%	25%	26%
Once or Twice	36%	37%	35%	34%	38%	37%	32%	41%	37%	36%	34%
3 to 5 Times	18%	34%	28%	25%	31%	28%	26%	20%	27%	27%	27%
6 to 10 Times	9%	9%	8%	8%	10%	12%	7%	9%	11%	9%	10%
More than 10 Times	2%	3%	2%	1%	3%	3%	3%	5%	3%	3%	3%
	284	367	348	270	268	246	198	176	235	2,393	2,944
b. Ridden a local bus (CARTA)											
Never	91%	91%	94%	97%	88%	92%	75%	74%	81%	88%	84%
Once or Twice	6%	6%	4%	3%	5%	5%	13%	14%	9%	7%	8%
3 to 5 Times	1%	1%	1%	1%	2%	1%	6%	2%	6%	2%	3%
6 to 10 Times	0%	1%	0%	0%	1%	0%	2%	3%	2%	1%	1%
More than 10 Times	1%	1%	1%	0%	3%	2%	5%	7%	3%	2%	4%
	281	370	350	267	265	243	197	175	235	2,384	2,918
c. Visited a Chattanooga Public Library branch											
Never	68%	56%	62%	75%	63%	72%	54%	58%	62%	63%	49%
Once or Twice	21%	27%	21%	16%	25%	19%	26%	28%	25%	23%	27%
3 to 5 Times	6%	9%	6%	3%	7%	3%	8%	9%	8%	7%	10%
6 to 10 Times	2%	4%	5%	2%	2%	3%	5%	2%	2%	3%	6%
More than 10 Times	4%	4%	5%	3%	2%	3%	7%	3%	3%	4%	8%
	281	368	346	269	262	244	196	173	232	2,372	2,920
d. Used/visited McKamey Animal Center											
Never	73%	69%	71%	83%	73%	76%	78%	76%	79%	75%	68%
Once or Twice	23%	24%	24%	15%	23%	19%	18%	20%	17%	21%	25%
3 to 5 Times	3%	6%	3%	2%	2%	4%	2%	3%	3%	3%	5%
6 to 10 Times	1%	1%	1%	0%	2%	1%	1%	0%	0%	1%	1%
More than 10 Times	1%	0%	1%	0%	0%	0%	1%	1%	1%	0%	1%
	279	353	342	262	260	235	190	169	224	2,315	2,813
f. Been involved in a community project or attended a public meeting											
Never	69%	68%	77%	75%	71%	69%	62%	62%	66%	69%	61%

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	2021 Combined (Mailed and Online) District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
Once or Twice	24%	24%	18%	21%	21%	24%	26%	25%	25%	23%	28%
3 to 5 Times	3%	6%	2%	2%	4%	5%	8%	8%	6%	5%	7%
6 to 10 Times	1%	1%	1%	2%	2%	0%	2%	2%	0%	1%	2%
More than 10 Times	2%	1%	2%	1%	1%	2%	2%	2%	2%	2%	2%
	275	363	337	261	253	242	191	172	226	2,320	2,853
21. Overall, how do you rate the quality of											
a. 3-1-1											
Very Good	23%	27%	25%	22%	31%	26%	20%	23%	23%	25%	29%
Good	36%	44%	41%	35%	50%	43%	37%	38%	43%	41%	37%
Neutral	13%	10%	14%	18%	8%	12%	12%	14%	15%	13%	13%
Bad	1%	5%	4%	3%	3%	2%	4%	4%	8%	4%	4%
Very Bad	1%	2%	0%	1%	1%	1%	5%	3%	2%	2%	1%
Don't Know	25%	12%	17%	21%	6%	14%	23%	18%	9%	16%	16%
	282	365	348	265	266	243	197	179	235	2,381	2,913
b. Bus services (CARTA)											
Very Good	4%	5%	3%	2%	9%	6%	12%	14%	11%	7%	8%
Good	9%	14%	12%	9%	20%	11%	24%	20%	25%	15%	17%
Neutral	19%	19%	17%	20%	21%	20%	14%	16%	21%	19%	19%
Bad	3%	3%	2%	2%	2%	1%	4%	3%	3%	3%	2%
Very Bad	2%	0%	1%	1%	2%	1%	0%	2%	2%	1%	1%
Don't Know	63%	59%	64%	67%	47%	61%	46%	45%	38%	56%	54%
	277	363	349	266	263	244	197	174	235	2,369	2,903
c. Animal control (McKamey)											
Very Good	6%	9%	7%	5%	10%	9%	7%	10%	9%	8%	12%
Good	20%	22%	20%	14%	25%	19%	16%	15%	22%	20%	25%
Neutral	19%	20%	22%	20%	25%	21%	19%	17%	29%	22%	19%
Bad	4%	6%	4%	3%	4%	3%	7%	8%	4%	5%	2%
Very Bad	2%	2%	2%	1%	1%	2%	3%	5%	5%	2%	1%
Don't Know	49%	40%	44%	56%	36%	46%	49%	45%	31%	44%	40%
	279	365	348	264	263	244	197	176	233	2,370	2,889
d. Public libraries											
Very Good	15%	21%	17%	7%	15%	15%	25%	22%	16%	17%	21%
Good	28%	31%	30%	22%	37%	27%	28%	27%	31%	29%	34%
Neutral	14%	18%	16%	18%	15%	17%	12%	13%	23%	16%	15%
Bad	1%	2%	2%	2%	0%	2%	1%	1%	0%	1%	1%
Very Bad	0%	1%	1%	1%	0%	0%	1%	1%	0%	1%	0%
Don't Know	42%	27%	34%	49%	34%	38%	33%	37%	29%	36%	29%
	279	366	349	267	260	245	197	175	232	2,371	2,901
Overall, how do you rate the following											
22. aspects of City government performance:											
a. Value of services for City taxes paid											
Very Good	8%	8%	6%	8%	6%	4%	7%	6%	6%	7%	9%
Good	31%	36%	35%	32%	31%	42%	34%	29%	28%	33%	38%
Neutral	39%	30%	31%	31%	31%	27%	30%	31%	33%	32%	28%
Bad	12%	15%	17%	17%	17%	15%	12%	12%	17%	15%	12%
Very Bad	3%	5%	6%	5%	5%	3%	6%	7%	8%	5%	5%
Don't Know	8%	6%	5%	8%	9%	8%	11%	16%	8%	8%	9%
	284	369	346	265	265	244	197	178	238	2,386	2,920
b. Overall direction the City is taking											
Very Good	10%	11%	8%	8%	10%	7%	12%	8%	8%	9%	11%
Good	35%	38%	37%	36%	34%	40%	36%	33%	28%	35%	41%
Neutral	32%	33%	30%	29%	33%	30%	29%	33%	36%	32%	29%
Bad	10%	9%	11%	11%	10%	13%	9%	9%	14%	11%	8%

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Number of total respondents by question are below percentages.

	2021 Combined (Mailed and Online) District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
Very Bad	3%	2%	5%	5%	2%	2%	5%	6%	5%	4%	3%
Don't Know	10%	7%	9%	11%	11%	8%	9%	12%	8%	9%	8%
	283	368	347	266	263	244	195	178	231	2,376	2,913
c. Welcoming citizen involvement											
Very Good	10%	9%	5%	8%	6%	7%	11%	8%	4%	8%	10%
Good	29%	33%	32%	29%	28%	31%	29%	22%	28%	30%	33%
Neutral	35%	29%	31%	33%	33%	34%	32%	35%	34%	33%	31%
Bad	6%	9%	8%	6%	8%	7%	7%	12%	10%	8%	7%
Very Bad	2%	2%	4%	3%	3%	1%	4%	6%	6%	3%	2%
Don't Know	18%	18%	20%	21%	22%	19%	17%	17%	18%	19%	16%
	283	368	347	264	262	242	195	178	233	2,372	2,913
23. How would you rate the City's handling of homelessness?											
Very Good	1%	2%	1%	1%	1%	0%	0%	3%	2%	1%	
Good	8%	8%	12%	7%	11%	7%	8%	9%	9%	9%	
Neutral	31%	25%	27%	29%	25%	27%	19%	16%	21%	25%	
Bad	22%	29%	21%	25%	29%	29%	32%	31%	30%	27%	
Very Bad	21%	16%	17%	15%	23%	19%	28%	30%	25%	21%	
Don't Know	16%	20%	21%	23%	11%	17%	12%	12%	13%	17%	
	284	366	347	269	261	245	197	179	240	2,389	
24. What is your sex?											
Male	48%	43%	47%	49%	30%	37%	45%	38%	39%	42%	41%
Female	52%	57%	53%	51%	70%	63%	55%	62%	61%	58%	59%
	281	364	347	268	262	245	196	179	235	2,378	2,929
25. What is your age?											
Under 20	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%
20-29	7%	5%	4%	4%	4%	3%	13%	9%	6%	6%	8%
30-44	14%	22%	13%	19%	14%	17%	26%	22%	16%	18%	18%
45-59	20%	23%	22%	17%	26%	19%	23%	21%	22%	21%	23%
60-74	41%	32%	35%	37%	36%	37%	27%	33%	39%	35%	35%
Over 74	18%	18%	26%	23%	20%	24%	11%	15%	16%	19%	16%
	283	369	349	268	266	246	198	176	238	2,394	2,933
26. How many years have you lived in Chattanooga?											
Less than 5	21%	14%	12%	14%	8%	13%	22%	20%	10%	14%	14%
5-10 years	11%	13%	9%	13%	7%	13%	12%	9%	9%	11%	12%
11-20 years	10%	11%	11%	16%	10%	13%	14%	7%	9%	11%	12%
More than 20 years	1	1	1	1	1	1	1	1	1	64%	62%
										2,408	2,949
27. Do you own your home, rent your home, or live with someone											
Own	80%	90%	88%	89%	85%	80%	60%	60%	71%	80%	76%
Rent	19%	9%	12%	11%	13%	20%	38%	38%	29%	19%	23%
Live with Someone (rent-free)	0	0	0	0	0	0	0	0	0	1%	1%
										2,397	2,932
28. In the past 12 months, what was your (individual) pre-tax income?											
No income	1%	2%	2%	2%	4%	2%	4%	7%	1%	3%	2%
Less than \$20,000	9%	4%	6%	7%	18%	14%	13%	28%	20%	12%	15%
\$20,000 - \$34,999	16%	15%	16%	10%	26%	18%	20%	18%	30%	18%	18%
\$35,000 - \$74,999	36%	32%	36%	39%	39%	43%	31%	25%	28%	35%	35%
\$75,000 - \$149,999	28%	23%	28%	27%	11%	18%	20%	12%	12%	21%	21%
\$150,000 or more	10%	24%	12%	15%	2%	5%	12%	9%	8%	12%	9%
	268	352	319	246	250	237	187	169	225	2,254	2,767

2021 Combined (mailed and online) Community Survey Data

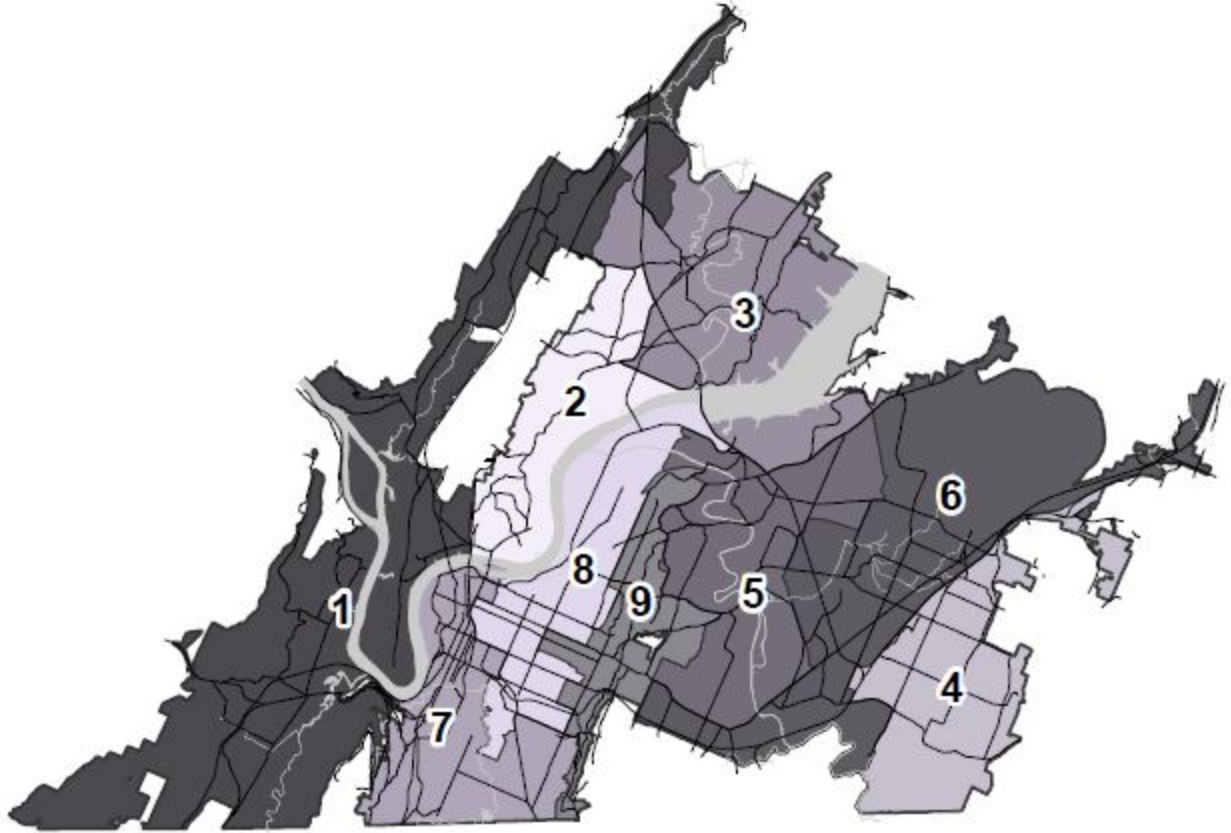
Number of total respondents by question are below percentages.

	2021 Combined (Mailed and Online) District Totals									Annual Totals	
	1	2	3	4	5	6	7	8	9	2021 City Total	2020 City Total
29. Which of these is closest to describing your ethnic background?											
Caucasian/White	92%	94%	88%	82%	43%	83%	67%	46%	50%	75%	76%
African-American/ Black	4%	2%	7%	8%	52%	13%	26%	49%	44%	20%	19%
Asian or Pacific Islander	1%	1%	2%	4%	2%	1%	1%	1%	2%	2%	1%
Native American/Indian	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	1%
Hispanic/Latino	1%	1%	1%	3%	2%	1%	3%	2%	1%	1%	1%
Other	2%	2%	2%	2%	2%	2%	4%	2%	3%	2%	2%
	279	364	341	264	261	242	196	174	231	2,353	2,900
30. How much education have you completed?											
Elementary	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
Some high school	2%	1%	1%	1%	3%	4%	6%	9%	8%	3%	3%
High school grad or equivalent	11%	9%	12%	10%	19%	14%	16%	19%	15%	13%	13%
Some college	22%	17%	22%	22%	33%	26%	19%	24%	32%	24%	24%
College grad or more	64%	73%	65%	66%	45%	57%	60%	47%	45%	59%	60%
	281	370	349	267	265	243	196	177	236	2,384	2,923

NOTES:

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

City of Chattanooga Council Districts



The current Council District boundaries were effective as of March 2013.

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



Survey Form

2021 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 call-taker?

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/or 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..... Don't Know ..

Do you own a business in Chattanooga?
 Yes No.....

If yes, how many employees does your business employ?
 Self 1 2-10 11-50 51-150 151+

Q20 In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chattanooga:
 Never Once or Twice 3 to 5 Times 6 to 10 Times More than 10 Times

Called 3-1-1 about public services?

Ridden a local bus (CARTA)?

Visited a Chattanooga Public Library branch?

Used/visited McKamey Animal Center?

Been involved in a community project or attended a public meeting?

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

3-1-1?

Bus services (CARTA)?

Animal control (McKamey)?

Public libraries?

Q22 Overall, how do you rate the quality of each of the following services:
 Very Good Good Neutral Bad Very Bad Don't Know

Value of services for City taxes paid?

Overall direction the City is taking?

Welcoming citizen involvement?

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

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

What is your gender? Male..... Female.....

What is your age? Under 20..... 20-29..... 30-44..... 45-59..... 60-74..... Over 74.....

How many years have you lived in Chattanooga?
 Less than 5..... 5-10 years..... 11-20 years..... More than 20 years.....

Do you own your home, rent your home, or live with someone (rent-free)?
 Own..... Rent..... Live with Someone (rent-free).....

In the past 12 months, what was your (individual) pre-tax income.
 No income ... Less than \$20,000..... \$20,000 - \$34,999..... \$35,000 - \$74,999..... \$75,000 - \$149,999..... \$150,000 or more.....

Which of these is closest to describing your ethnic background?
 Caucasian/ White..... African-American/ Black..... Asian or Pacific Islander..... Native American/ Indian..... Hispanic/ Latino..... Other.....

How much education have you completed?
 Elementary..... Some high school..... High school grad or equivalent..... Some college..... College grad or more.....

End of survey - THANK YOU VERY MUCH!

Zip Code District

City of Chattanooga
Addendum I to 2021 Community Survey: District Summaries
(Analysis Based on Mailed Survey Responses)

District 1

- In comparison to all city districts, respondents in District 1 had the highest ratings of satisfaction when asked about Chattanooga as a place to raise children (73%), Chattanooga as a place to do business (67%), water quality of lakes and streams (57%), smoothness of city streets (24%), and cleanliness of city streets (42%).
- Residents' positive perception of the quality of parks (well-maintained landscaping, facilities and playgrounds) has notably declined over the past five years by 10, 12 and 12 percentage points, respectively.
- Affordability of housing has decreased in positive ratings 15 percentage points since 2017.
- Respondents' positive ratings on the value of services for taxes paid and the overall direction the City is taking has trended down 8 and 12 percentage points since 2017, respectively.

District 2

- In comparison to all city districts, respondents in District 2 had the highest ratings of satisfaction when asked about Chattanooga as a place to live (97%), safety during the day in the closet park (80%), safety at night in the neighborhood (75%), and overall direction the City is taking (50%).
- Residents' positive perception of city street cleanliness has notably declined over the past five years by 13 percentage points.
- Affordability of housing has decreased in positive ratings 15 percentage points since 2017.
- Respondents' positive ratings on the value of services for taxes paid and the overall direction the City is taking has trended down 6 and 7 percentage points since 2017, respectively.

District 3

- In comparison to all city districts, respondents in District 3 had the highest ratings of satisfaction when asked about Chattanooga as a place to work (78%).
- Similar to District 1, residents in District 3 expressed decreased satisfaction when asked if parks near their home had well-maintained facilities and playgrounds. Positive ratings declined 11 and 8 percentage points in the past five years, respectively.
- The majority (64%) expressed positive feelings regarding the overall quality of police services. However, the positive ratings decreased 7 percentage points compared to 2020.
- Affordability of housing has decreased in positive ratings 20 percentage points since 2017.

District 4

- In comparison to all city districts, respondents in District 4 had the highest ratings of satisfaction when asked about their neighborhood as a place to live (94%), Chattanooga as a place to retire (80%), overall quality of police services (72%), and conduct of police officers (65%).
- Respondents' positive ratings on the value of services for taxes paid and the overall direction the City is taking has trended down 11 and 13 percentage points since 2017, respectively.
- Forty-one percent of respondents rated the city's handling of homelessness as bad or very bad.
- Affordability of housing has decreased in positive ratings 11 percentage points since 2017.

City of Chattanooga
Addendum I to 2021 Community Survey: District Summaries
(Analysis Based on Mailed Survey Responses)

District 5

- In comparison to all city districts, respondents in District 5 had the highest ratings of satisfaction when asked about garbage pick-up (93%) and yard-waste pick-up (76%).
- Fifty-one percent of residents rated the accessibility to shopping and other services was good or very good, representing a 16 percentage point decline in positive ratings over the past five years.
- Respondents' positive ratings on the overall quality of police services and conduct of police officers has trended down 9 percentage points since 2017.
- Affordability of housing has decreased in positive ratings 12 percentage points since 2017.

District 6

- In comparison to all city districts, respondents in District 6 had the highest ratings of satisfaction when asked about housing affordability (65%), street lighting (71%) and value of services for City taxes paid (46%).
- Residents' positive perception of Chattanooga as a good place to retire (78%) has improved 8 percentage points over the past five years.
- Forty-eight percent of respondents rated the city's handling of homelessness as bad or very bad.
- Feelings of safety at night in neighborhood parks has decreased 10 percentage points over the past five years.

District 7

- In comparison to all city districts, respondents in District 7 had the highest ratings of satisfaction when asked about closeness of parks (75%), walking distance to public transit (71%), availability of sidewalks (68%) and feelings of safety walking downtown during the day (77%).
- Residents' positive perception of Chattanooga as a good place to live improved 7 percentage points over the past five years.
- Feelings of safety during the day in their neighborhood and neighborhood parks improved 11 percentage points since 2017.
- Fifty-eight percent of respondents, the highest of all districts, rated the city's handling of homelessness as bad or very bad.

District 8

- Respondents in District 8 have among the lowest positive ratings on Chattanooga as a place to live (79%). Negative feelings about their neighborhood as a place to live and raise children has worsened 6 and 4 percentage points since 2020, respectively.
- Positive perceptions on quality of police services and police conduct has notably declined 15 and 13 percentage points, respectively, over the past five years.
- Residents have the lowest positive ratings on street smoothness (11%) and street cleanliness (24%), representing a 10 and 16 percentage point decline in ratings since 2017, respectively.
- Fifty-seven percent of respondents rated the city's handling of homelessness as bad or very bad.

City of Chattanooga
Addendum I to 2021 Community Survey: District Summaries
(Analysis Based on Mailed Survey Responses)

District 9

- Residents have lower overall feelings of safety in their neighborhoods and nearby parks at night than any other district. Positive feelings of safety downtown at night has declined 16 percentage points since 2017.
- District 9 is among the least satisfied with the value of services for taxes paid (32%) and the overall direction the City is taking (35%).
- Residents have among the lowest positive ratings in several areas: closeness of parks, access to shopping, street lighting and traffic during off-peak hours.
- Positive perceptions on quality of police services and police conduct has decrease 9 and 8 percentage points over the past five years, respectively.