

City of Chattanooga

# 2018 Community Survey Results

October 2018



Stan Sewell, CPA, CGFM, CFE  
City Auditor

Office of Internal Audit  
Chattanooga, TN



# OFFICE OF INTERNAL AUDIT

## Stan Sewell, City Auditor

October 24, 2018

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

RE: City of Chattanooga 7th Annual Community Survey Results

This report presents the results of our 7th annual Community Survey. We asked Chattanooga residents about their views on a variety of city services, and approximately 2,000 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 in 2018. Chattanooga residents believe the City is a good place to live, work, raise a family and retire. Ratings for all of these key livability factors are up for 2018. In addition, residents' feelings of safety have increased since last year. However, satisfaction with traffic flow is decreasing from year to year and the ratings on smoothness of streets continue to be very low. The 2018 survey, like previous surveys, often showed significant differences in opinions based on the 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. As mentioned in our report, it is important for readers to recognize many insights may be gained by analyzing the data independently.

We sent the survey to 10,000 randomly-selected households, including a version of the survey available in Spanish. Twenty percent of households receiving the survey responded. We calculated the citywide survey accuracy to be within  $\pm 2.17$  percent, while accuracy by city council district ranged from  $\pm 5.69$  to  $\pm 8.10$  percent.

In comparing the demographic information provided by survey respondents to 2010 Census data (and 2017 Census Bureau estimates), we found that our survey respondents are older and more educated than the population as a whole, as was noted in previous years. We also found that females are over-represented and minorities are under-represented among those who returned our survey. These demographic differences are similar to previous years. We have noted a positive 5 year trend of residents reporting individual incomes over \$75,000 per year (20 percent in 2014 vs. 27 percent in 2018). We also recognized a slight upward trend of residents reporting they have attended college.

We noted response rates for Districts 7, 8 and 9 were significantly lower than those for 2017. These three districts often report some of the more negative perceptions when compared to the City as a whole. Users of this report should consider the impact of these underrepresented districts when reviewing results.

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

We want to thank the approximately 2,000 Chattanooga residents who took the time to complete and return the survey. In addition, we want to thank the Electric Power Board, the City's mail room staff and the City's Geographic Information Systems unit for their assistance with this effort.

Respectfully,

Stan Sewell, CPA, CGFM, CFE  
City Auditor

cc: Regional Planning Agency  
Chattanooga Chamber of Commerce  
River City Company  
Chattanooga Neighborhood Enterprise  
Chattanooga Times Free Press  
The Chattanooga.com  
Nooga Today

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Raw Data (in Microsoft Excel):

[www.chattanooga.gov/internal-audit/community-surveys](http://www.chattanooga.gov/internal-audit/community-surveys)

Detailed Results (in Microsoft Excel):

[www.chattanooga.gov/internal-audit/community-surveys](http://www.chattanooga.gov/internal-audit/community-surveys)

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

[www.chattanooga.gov/internal-audit/community-surveys](http://www.chattanooga.gov/internal-audit/community-surveys)

# Summary

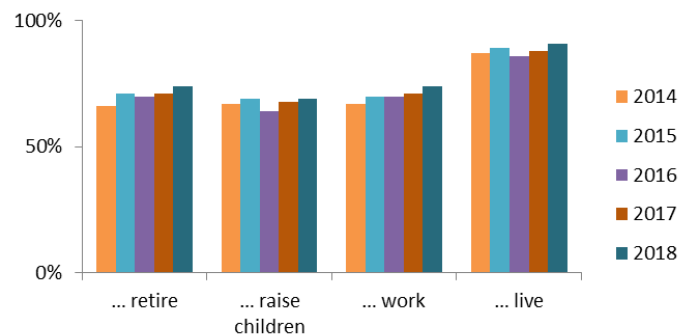
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Chattanoogans have opinions about City of Chattanooga services from public safety to community development, parks, water, and streets. City managers and elected officials can take advantage of opinions expressed in this survey, as well as changes in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

The Office of Internal Audit (OIA) conducted a survey of Chattanooga residents to gather their views of city services. This report provides an overview of perspectives expressed by approximately 2,000 residents who responded to our survey, as well as detailed survey results. 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.

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## Residents rating Chattanooga as a "very good" or "good" place to Live

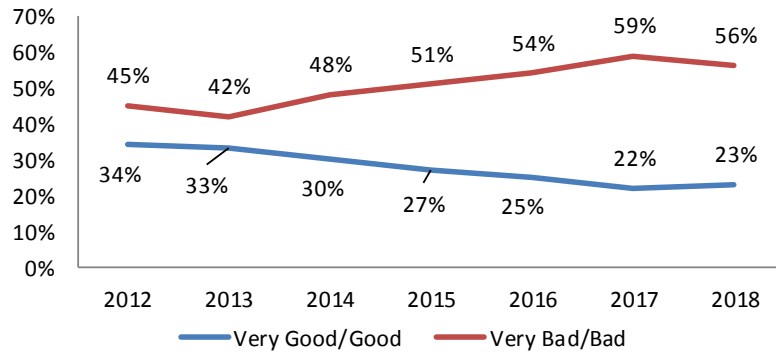


Chattanoogans continue to give high ratings to their city and neighborhoods overall and mixed reviews for the various city services. Although opinions in many areas remained consistent with prior years, we noted some key points during our review for 2018:

- We asked residents how safe they feel in their neighborhoods, parks and downtown, both during the day and at night. Feelings of safety in all areas increased compared to prior years, with the exception of downtown, which decreased slightly in 2018.
- Satisfaction with 9-1-1 call takers increased in 2018 after declining steadily during the previous 5 years.
- Satisfaction with basic Public Works service (garbage, yard waste and recycling) has been high every year we have taken a survey. Satisfaction is on a 6-year upward trend for these services.
- Resident's opinions on traffic flow are steadily decreasing from year to year. Fifty-two percent of respondents report very bad or bad traffic flow during peak hours. This is a 13 percentage point increase in negative perceptions since 2014.

- Ratings on smoothness of streets continues to be very low. However, they increased slightly in 2018. Along with traffic flows, this is the most significant negative trend we have noted. Fifty-six percent of respondents rate smoothness as bad or very bad, a 9 percentage point increase in negative perception since 2014, but a 3 point improvement over 2017. Only 23 percent rate city street conditions as good or very good. The condition of streets has been one of the most negatively rated areas since our survey was first conducted in 2012. See the graph below related to smoothness of streets:

**Rating of smoothness of streets**



- Only 23 percent of respondents rated the area of speeding vehicles as good or very good. Forty-eight percent rated this area as bad or very bad, the lowest negative ratings recorded since we began our surveys.
- Forty-five percent of respondents rate the value received for city taxes paid as very good or good. This is a 1 percentage point decrease from the prior year and might indicate the end of a positive trend.
- Of the respondents who reported owning a business, 78 percent reported Chattanooga as a good or very good place to do business, consistent with prior year numbers.

This report contains highlights of survey results for these city service areas: public safety, public works, transportation, parks, recreation, and community development.<sup>1</sup> In addition, we include a section explaining how we conducted the community survey and prepared the report. Complete survey data (including areas not highlighted within the report) begin on page 15.

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

<sup>1</sup> 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).

## OVERVIEW

Overall satisfaction with police, fire, emergency medical services, and 9-1-1 remain positive in 2018. While most residents feel safe in their neighborhoods, parks, and downtown during the day, very few residents report feeling safe in parks and downtown at night. However, with the exception of downtown at night, we noted higher feelings of safety in all other areas when compared to 2017.

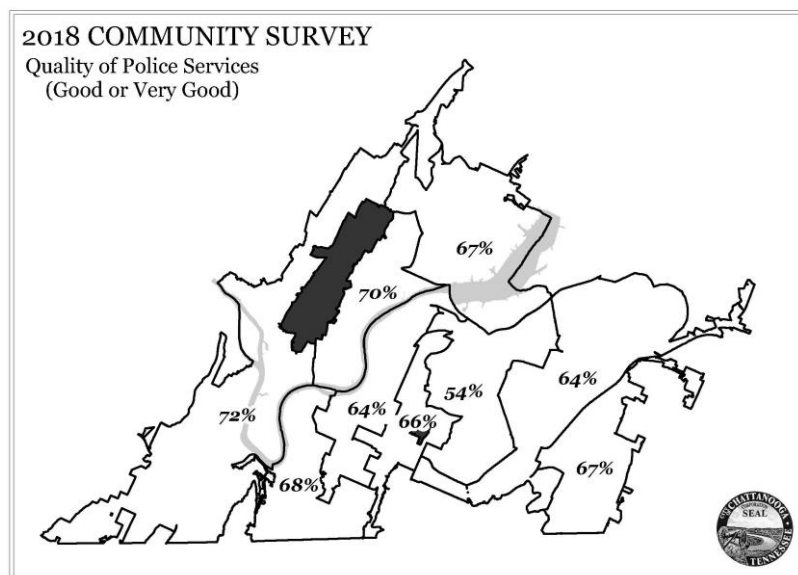
### Overall resident ratings of Public Safety services

(percent very good or good)

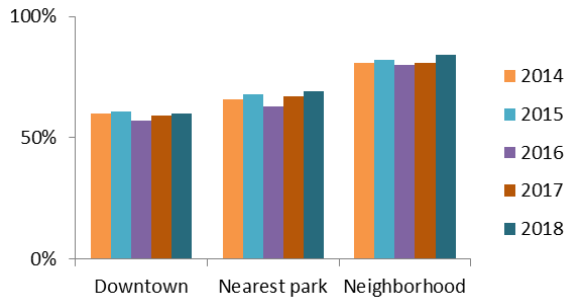
	2018	2017	2016	2015	2014
Police	66%	66%	67%	66%	61%
Fire and EMS	92%	85%	85%	92%	92%
9-1-1	89%	82%	83%	84%	85%

## ANALYSIS

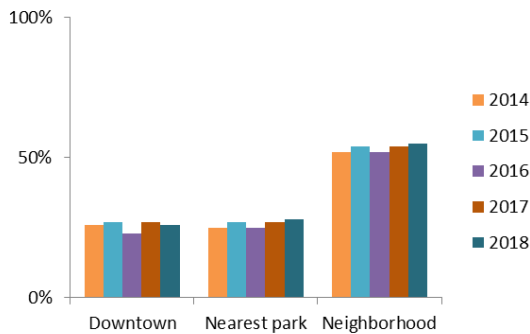
Ninety-two percent of residents who used fire or emergency medical services feel the overall quality of service was very good or good. Satisfaction with speed of emergency response for these services has fluctuated throughout the years of our survey but remain high. Satisfaction remains high for the services received from the 911 call-takers with those ratings increasing in 2018 significantly from 2017. Ratings of police services remain lower than those for Fire, EMS, and 9-1-1 services. Citywide, 66 percent of residents feel that the quality of police services is very good or good, consistent with prior years. Sixty-two percent of residents rate the conduct of police officers as very good or good, consistent with residents' ratings in 2017. Ratings of police response times fluctuate slightly from year to year, increasing compared to 2017. Forty-nine percent of residents rate response times as very good or good. Overall ratings of police services by city council district are presented below:



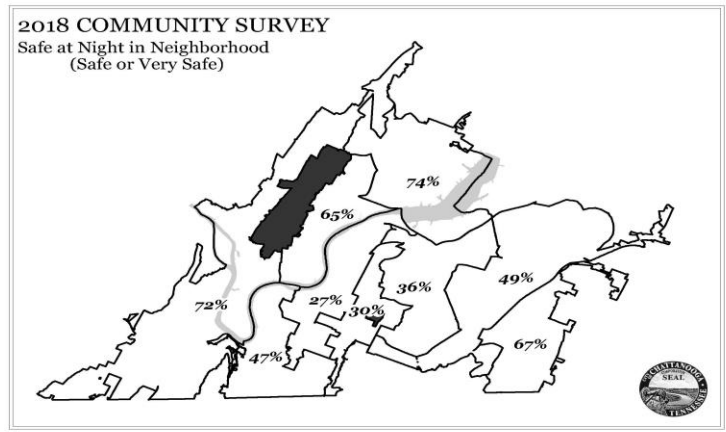
**Rating of safety during the day as safe or very safe**



**Rating of safety at night as safe or very safe**



Residents' ratings of safety show slight fluctuations during the five years of survey data. However, ratings are up in all areas compared to 2017, excluding downtown at night. Citywide, residents feel most unsafe downtown at night. In 2018, 43 percent of residents surveyed indicate they feel unsafe or very unsafe walking alone at night downtown. Residents feel safest in their neighborhood during the day.



Feelings of safety at night in neighborhoods vary substantially among council districts. The highest positive rates of perceived nighttime safety are in City Council District 3, at 74 percent. City Council District 8 reports the lowest positive rate at 27 percent.



# Public Works and Transportation

## OVERVIEW

Resident satisfaction with Public Works services is positive overall in 2018. 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 and perceptions continue to be very positive.

### Resident ratings stating an opinion of Public Works services

(percent with an opinion very satisfied or somewhat satisfied)

	2018	2017	2016	2015	2014
Garbage pick-up	92%	92%	92%	90%	89%
Yard waste pick-up	79%	78%	77%	75%	72%
Curbside recycling	79%	81%	80%	77%	69%
Water quality of lakes and streams	60%	60%	61%	60%	54%
Storm drainage	52%	54%	57%	52%	50%
Sewer	57%	58%	59%	57%	54%

Residents remain less enthusiastic about transportation related issues. Ratings on smoothness of streets continue to be poor but improved in 2018 for the first time in survey history. In 2018, the overall perceptions of traffic flow during peak hours were more negative. The five year trend indicates overall decreasing satisfaction with traffic flow. Traffic flow during non-peak hours rates favorably. However, ratings for non-peak traffic as bad or very bad continued to be worse than prior years. Residents continue to rate pedestrian and cyclist safety poorly.

### Resident ratings of traffic flow

(percent very good or good)

	2018	2017	2016	2015	2014
During peak hours	26%	29%	28%	34%	35%
During off-peak hours	63%	66%	66%	69%	69%

(percent very bad or bad)

	2018	2017	2016	2015	2014
During peak hours	52%	46%	45%	42%	39%
During off-peak hours	15%	13%	11%	11%	11%

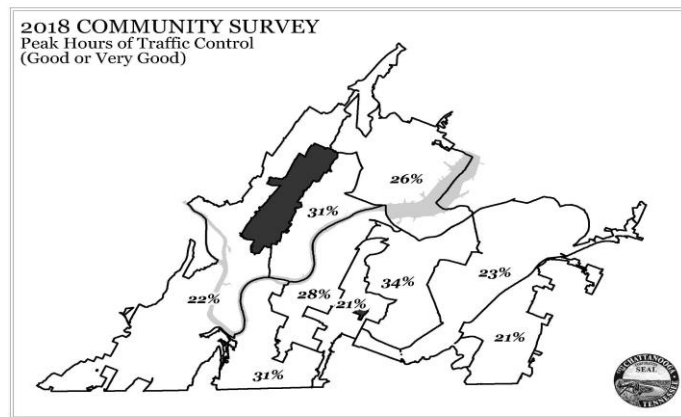
## ANALYSIS

Overall satisfaction with Public Works services is positive. However, satisfaction with water quality and sewer services does not rate as well as the traditional sanitation services. Ninety-two percent of residents who responded and had an opinion are very satisfied or somewhat satisfied with garbage pick-up, Seventy-nine percent are very satisfied or somewhat satisfied with yard waste pick-up, and 79 percent are very satisfied or somewhat satisfied with curbside recycling. Ratings of storm drainage and

sewer are down slightly compared to 2017, while ratings for water quality remain steady.

Seventy-six percent of residents report calling 3-1-1 within the past 12 months, the highest percentage since 2014. Of those residents who report calling 3-1-1 and expressing an opinion, 81 percent rate the quality as good or very good.

Residents' ratings of traffic flow on major streets and thoroughfares are steadily decreasing in satisfaction from year to year. Fifty-two percent of residents report very bad or bad traffic flow during peak hours. This is a 13 percentage point increase in negative perceptions and a 9 point decrease in positive perceptions since 2014. Satisfaction with traffic flow during off-peak hours has also slowly trended down over the past five years with a 6 percentage point drop in positive ratings and a 4 point increase in negative perceptions.



Residents' ratings of city street quality slightly increased after steadily decreasing in satisfaction in previous years. Twenty-three percent of residents indicate the smoothness as very good or good, compared to 22 percent in 2017 and 30 percent in 2014. Fifty-six percent rate smoothness as bad or very bad. This is a 9 point increase in negative perception since 2014, but a 3 percentage point increase from 2017.

Forty-three percent of residents rate cleanliness of city streets favorably. This is a two point drop from 2017 and a 6 percentage point decrease since 2014. Residents' positive opinions of speeding vehicles increased 2 points from 2017 with 23 percent rating this area as good or very good and 48 percent rating this negatively. Street lighting opinions remain mostly positive, with 58 percent rating the lighting as very good or good for 2018. However, the ratings continue to trend downward.

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

	2018	2017	2016	2015	2014
Smoothness of City streets	23%	22%	25%	27%	30%
Cleanliness of City streets	43%	45%	46%	51%	49%
Street lighting	58%	59%	60%	62%	62%

# Parks and Recreation

## OVERVIEW

In 2018, residents continue to rate City parks and recreation programs positively. Seventy-six percent of residents indicate they visited a city park, and 31 percent visited their neighborhood park at least monthly during the past year. 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.

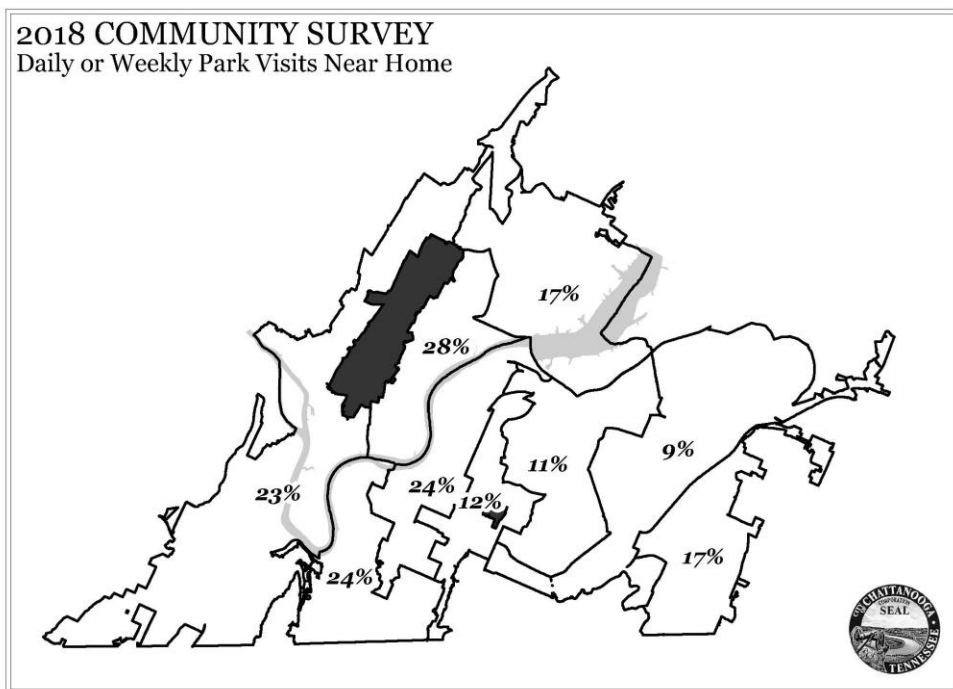
### Use of Parks and Recreation services/facilities

(within past 12 months)

	2018	2017	2016	2015	2014
Participated in Parks and Recreation activity	20%	18%	15%	16%	18%
Visited any City park	76%	77%	77%	75%	74%
Visited your neighborhood park	69%	70%	68%	68%	67%

## ANALYSIS

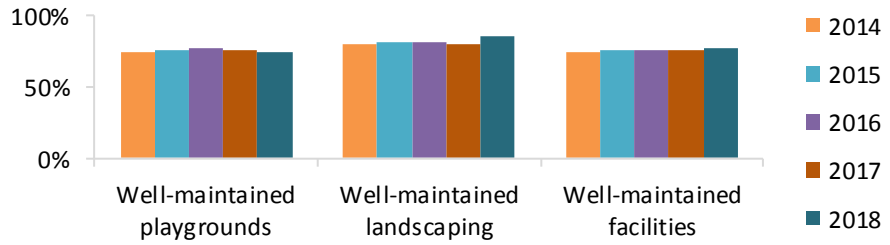
Citywide, 19 percent of residents report visiting their neighborhood park on a daily or weekly basis. Utilization of neighborhood parks varies significantly among the nine council districts. The highest rate of regular park visits, at 28 percent, is by residents in District 2; the lowest, at 9 percent, is by residents in District 6.



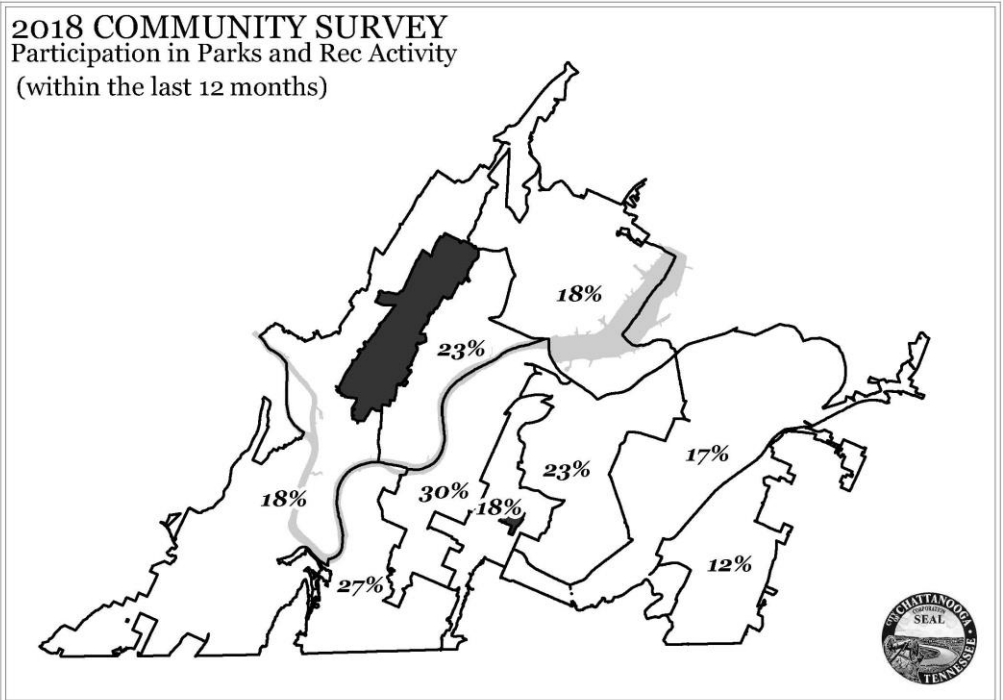
Of residents who registered an opinion, Chattanoogaans rate the quality of park landscaping, facilities and playgrounds near their homes favorably. Those who used the parks reported 86 percent found well-maintained landscaping, 77 percent report well-maintained facilities and 74 percent well-maintained playgrounds. These ratings are consistent with prior years.

**Resident ratings of neighborhood park qualities**

(percent very good or good of those visiting)



Twenty percent of residents report that someone in their household participated in a recreation program within the past 12 months. The highest rate of participation is in District 8 at 30 percent. The lowest rate of participation is in District 4 at 12 percent. As a result of the low utilization, many indicate they have no knowledge about the affordability, variety or quality of instruction of the city’s recreation programs, classes and events held at community centers, pools or sports facilities. However, most of those participating in a recreation activity expressed positive opinions. Of those who participated and expressed an opinion, 76 percent are satisfied or very satisfied with affordability of programs and 67 percent are satisfied or very satisfied with the quality of instruction, both positive increases from 2017. Sixty-eight percent are satisfied or very satisfied with program variety, a slight decrease from 2017.



# Economic and Community Development

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## OVERVIEW

Overall satisfaction with community development remains positive in 2018. Residents rate their city and neighborhood positively on livability. They also report favorably on new commercial and residential developments in their neighborhoods. Business owners continue to indicate Chattanooga is a good place to do business. In addition to positive ratings comparable to the highest years, we noted slight decreases in the respondents expressing negative opinions on our city-wide livability inquiries.

### Resident ratings of livability

(percent very good or good)

	2018	2017	2016	2015	2014
City as a place to live	91%	88%	85%	89%	86%
Neighborhood as a place to live	85%	82%	80%	82%	80%
City as a place to work	74%	71%	70%	70%	67%
City as a place to raise Children	69%	68%	64%	69%	67%
City as a place to retire	74%	71%	70%	71%	66%

## ANALYSIS

Citywide, 91 percent of residents feel positively about their city's livability. This represents a 3 point increase compared to 2017. Compared to 2017, we saw increases in all city-wide general livability ratings. Livability factors at the neighborhood level remain consistent with prior years.

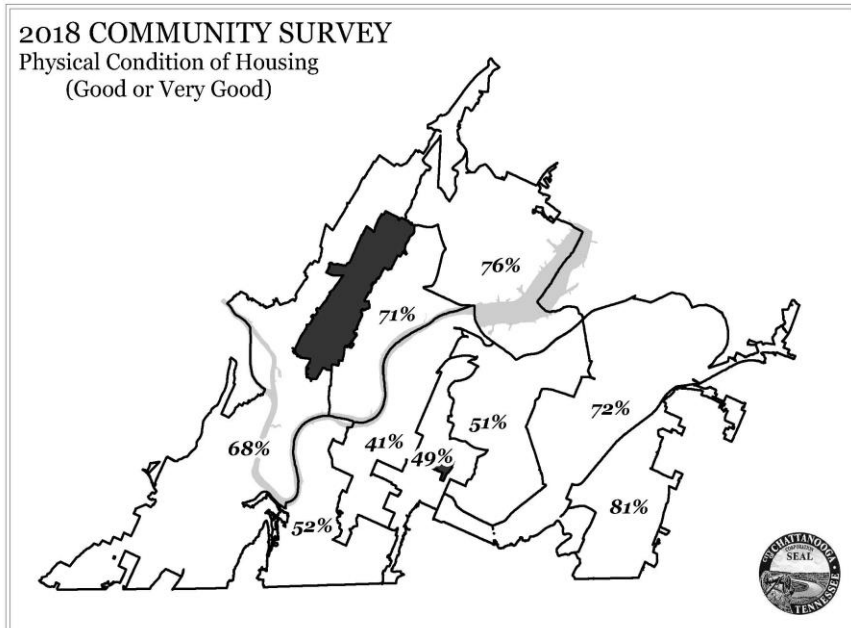
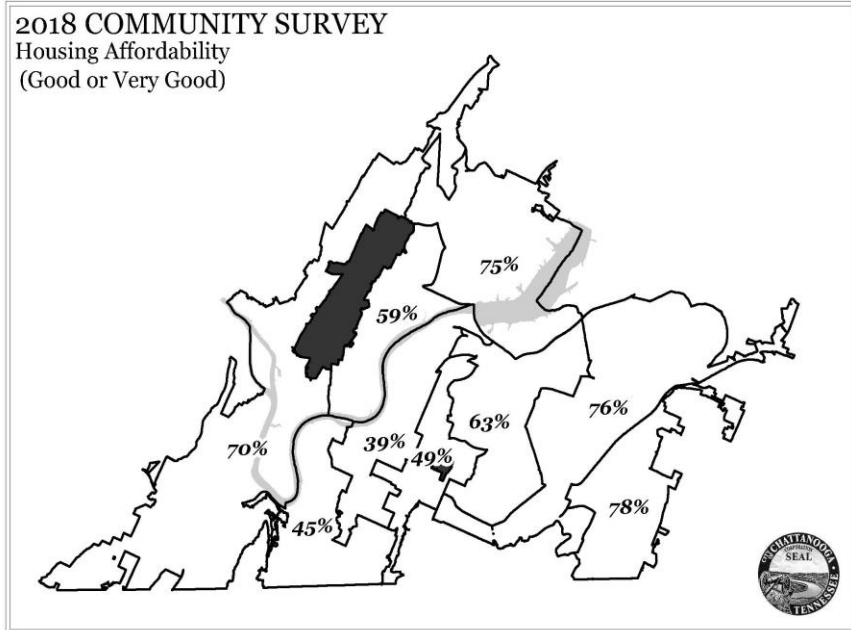
Residents remain positive about the proximity of parks, the environment for entrepreneurs and access to shopping and services. Residents are not as positive about their ability to walk to public transit, availability of sidewalks and on-street parking. Resident's feelings about aspects of neighborhood livability vary by council district:

### Neighborhood livability factors 2018

(percent very good or good)

Council District	Close to parks	Close to transit	Access to shopping	Sidewalk availability	On-street parking
1	64%	13%	74%	37%	26%
2	74%	43%	89%	30%	43%
3	75%	18%	88%	23%	30%
4	76%	19%	94%	36%	30%
5	53%	46%	64%	11%	27%
6	54%	45%	87%	27%	36%
7	74%	73%	63%	63%	45%
8	57%	61%	36%	60%	38%
9	41%	52%	43%	25%	32%

In 2018, 64 percent of residents rate housing affordability in their neighborhood positively. The highest rating on affordability is District 4 with 78 percent indicating affordability is good or very good. The lowest ratings on housing affordability are in District 8 with 39 percent reporting positively. Sixty-five 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 ratings in Districts 4 and the lowest ratings in District 8.



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In 2018, 39 percent of residents reported new commercial developments in their neighborhoods. Seventy-one percent feel positively about the attractiveness of the development (down from 74 percent in 2017). Fifty-two percent of residents indicate the additions are an improvement to their neighborhood as a place to live, a decrease of 10 percentage points from 2017.

Thirty-eight percent of residents reported new residential developments in their neighborhood within the past 12 months. Sixty-nine percent rate favorably the attractiveness of the development (down from 71 percent in 2017) and 52 percent feel the development is an improvement to their neighborhood (down 2 percentage points from 2017). While development seems to be increasing, opinions of the housing quality/appearance seems to be consistently decreasing.

Sixty-two percent of residents were not involved in a community project nor attended a public meeting in the last 12 months. Forty-two percent rate the City's efforts at welcoming citizen involvement as positive, a decrease of 1 percentage point from 2017.

Use of McKamey Animal Services remains similar to 2017 with 31 percent of residents having visited McKamey Animal Center in 2018. Of those residents who visited McKamey, 92 percent rate the quality as very good or good.

Consistent with prior years, 50 percent of residents visited a Public Library branch. Eighty-five percent of those who have visited rate the library positively (increasing 3 percentage points from 2017).

Forty-five percent of residents rate the value received for city taxes paid as very good or good. This is 1 percent lower than 2017, which was the highest positive rating since we began our Survey. Fifty-three percent of residents rated the overall direction the City is taking as good or very good, a 1 point increase from 2017.

Sixty-seven percent of those surveyed visited the Chattanooga.gov website, a higher usage than indicated in prior survey years. Positive perceptions of the website's quality were expressed by 49 percent of respondents.

Seventy-nine percent of residents who reported owning a business consider Chattanooga a good or very good place to do business (up 3 points from 2017).

Utilization of CARTA bus services has been relatively consistent over the past five years with fluctuations from 79 to 83 percent of residents reporting they have never ridden a CARTA bus. Satisfaction of those using CARTA's services remains consistent with prior years, with the majority providing positive ratings.

The number of residents attending an event at Memorial Auditorium or the Tivoli has remained consistent over the past five years (58 to 59 percent report having attended an event). Of residents attending in the past year, who reported their experience at the Memorial or Tivoli, 88 percent rated it as good or very good. This was similar to prior years.

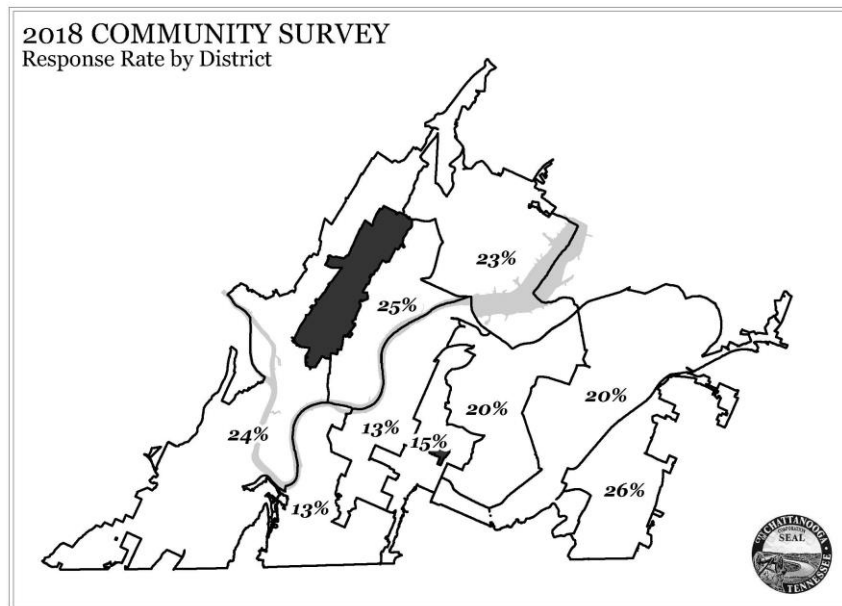
# Survey Methodology

The Office of Internal Audit (OIA) conducted its Community Survey for the seventh year in 2018. 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 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. Again in 2018, our cover letter included a note in Spanish and we made a Spanish version of the survey available. However, we did not note any increased response from individuals identifying themselves as Hispanic. Survey responses are anonymous.

## Response Rate

In May 2018, 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. There were 33 introductory postcards returned to us as undeliverable (due to vacant addresses, etc.), leaving a total of 9,967 useable addresses for our response rate calculation. We received 1,994 completed surveys, resulting in a citywide response rate of 20 percent.



## Survey Reliability

The citywide survey margin of error, at the conventional 95 percent confidence level, is  $\pm 2.17$  percent based on the 1,994 completed surveys. Within each of the nine City Council Districts, the margin of error ranges from  $\pm 5.69$  to  $\pm 8.10$  percent. The confidence level is a measure of the certainty that the responses would be the same (within the margin of error) if another random sample was taken.



### **Representativeness of Respondents**

We compared demographic information supplied by respondents to 2010 Census data (and available 2017 census estimates) 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. However, in 2018 we noted an increase in responses from districts 1, 4 and 5, and a decrease in responses from districts 6, 7, 8 and 9.

### **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 opinions expressed in the past five years. We tested for statistically significant changes in citizen perception of all question areas. We reviewed positive (very good and good responses combined), neutral, and negative (bad and very bad responses combined), but largely focused our analysis on positive ratings, except where analysis of negative ratings was clearly warranted.

We tested whether changes were statistically significant using an analysis of variance (ANOVA) spreadsheet. ANOVA compares differences of means among more than two groups. Specifically, ANOVA compares the amount of variation between the groups and determines whether the difference is more than expected by pure chance. We found some citywide results were meaningfully different over the five year period, as well as specific results for year to year comparison from 2018, 2017, 2016, 2015 and 2014.

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 241 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.

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](http://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 2018 Community Survey as a special project. It was not a performance audit conducted in accordance with generally accepted government auditing standards.

**Supplemental Information**

Detailed information follows, including percentages for all responses by City Council District (pages 15 through 29), a City Council District map (page 30), a copy of the survey form (page 31 through page 33), summary results from our analysis of statistical significance of changes from year to year (page 34) and a brief summary of our analysis at the individual Council District level (pages 35 through 37).

# 2018 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2018 City Total	2017 City Total	2016 City Total	2015 City Total	2014 City Total
<b>1. Overall, how do you rate the quality of life in:</b>														
<b>a. Chattanooga as a place to live</b>														
Very Good	50%	58%	49%	53%	33%	48%	42%	31%	32%	46%	41%	39%	44%	40%
Good	44%	35%	43%	43%	54%	44%	47%	47%	55%	45%	47%	46%	45%	46%
Neutral	4%	6%	6%	3%	12%	7%	10%	19%	11%	8%	10%	10%	8%	10%
Bad	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	3%	2%	2%
Very Bad	0%	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	1%	0%	1%
Don't Know	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%
	266	274	258	279	213	213	144	140	165	1,952	2,071	2,136	2,105	2,297
<b>b. Your neighborhood as a place to live</b>														
Very Good	49%	56%	48%	58%	19%	36%	34%	23%	22%	41%	39%	38%	37%	36%
Good	42%	37%	41%	36%	55%	50%	44%	44%	49%	43%	43%	42%	45%	44%
Neutral	8%	6%	10%	5%	21%	12%	15%	26%	21%	12%	13%	13%	11%	13%
Bad	0%	1%	1%	1%	3%	1%	7%	7%	6%	2%	4%	6%	5%	6%
Very Bad	0%	0%	0%	0%	1%	0%	1%	0%	2%	0%	1%	1%	1%	2%
Don't Know	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%
	260	270	256	280	207	211	144	137	165	1,930	2,053	2,095	2,080	2,280
<b>c. Chattanooga as a place to work</b>														
Very Good	33%	30%	31%	35%	18%	30%	23%	22%	20%	28%	24%	24%	25%	22%
Good	46%	45%	46%	42%	53%	48%	47%	38%	45%	46%	47%	46%	45%	45%
Neutral	16%	16%	14%	13%	20%	15%	19%	33%	26%	18%	19%	19%	19%	22%
Bad	2%	2%	4%	2%	6%	2%	2%	4%	4%	3%	4%	5%	5%	6%
Very Bad	0%	0%	1%	0%	2%	1%	2%	0%	2%	1%	1%	1%	1%	2%
Don't Know	4%	7%	4%	8%	1%	3%	7%	2%	4%	5%	6%	5%	5%	4%
	256	269	253	278	200	213	141	138	164	1,912	2,037	2,074	2,052	2,254
<b>d. Chattanooga as a place to raise children</b>														
Very Good	30%	38%	33%	36%	17%	28%	24%	16%	15%	28%	25%	24%	27%	25%
Good	39%	35%	40%	39%	48%	44%	41%	44%	47%	41%	43%	40%	42%	42%
Neutral	20%	15%	15%	15%	26%	13%	19%	29%	22%	18%	18%	21%	18%	20%
Bad	1%	3%	4%	3%	4%	3%	4%	6%	7%	3%	4%	6%	4%	5%
Very Bad	0%	0%	0%	0%	0%	1%	1%	1%	2%	1%	1%	2%	1%	2%
Don't Know	9%	10%	9%	7%	5%	11%	12%	5%	7%	8%	9%	7%	9%	6%
	258	268	254	278	203	211	144	139	165	1,920	2,042	2,085	2,050	2,256

# 2018 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2018 City Total	2017 City Total	2016 City Total	2015 City Total	2014 City Total
<b>e. Chattanooga as a place to retire</b>														
Very Good	35%	41%	38%	41%	21%	35%	29%	25%	27%	34%	30%	29%	31%	27%
Good	39%	34%	38%	37%	53%	39%	42%	41%	40%	40%	41%	41%	40%	39%
Neutral	15%	15%	15%	15%	15%	15%	17%	25%	21%	16%	17%	19%	17%	19%
Bad	4%	1%	2%	3%	3%	3%	2%	5%	5%	3%	3%	4%	4%	4%
Very Bad	1%	1%	1%	0%	0%	0%	2%	0%	2%	1%	1%	1%	2%	2%
Don't Know	7%	8%	5%	4%	7%	8%	8%	4%	5%	6%	8%	6%	7%	8%
	257	268	255	279	201	213	143	137	164	1,917	2,043	2,097	2,070	2,268
<b>2. How safe would you feel walking alone during the day:</b>														
<b>a. In your neighborhood?</b>														
Very Safe	61%	61%	59%	61%	24%	42%	40%	28%	23%	47%	42%	41%	44%	41%
Safe	32%	32%	30%	33%	50%	44%	37%	40%	41%	37%	39%	39%	38%	40%
Neutral	5%	5%	7%	3%	15%	9%	11%	16%	21%	9%	10%	10%	9%	9%
Unsafe	1%	1%	3%	4%	10%	4%	8%	11%	12%	5%	6%	7%	6%	6%
Very Unsafe	0%	0%	0%	0%	0%	1%	3%	4%	2%	1%	2%	2%	2%	3%
Don't Know	0%	0%	0%	0%	0%	0%	1%	2%	0%	0%	1%	1%	0%	1%
	268	274	260	282	216	217	146	141	169	1,973	2,053	2,149	2,126	2,313
<b>b. In the park closest to you?</b>														
Very Safe	38%	40%	34%	42%	14%	20%	32%	24%	12%	30%	26%	24%	27%	24%
Safe	42%	39%	38%	38%	38%	40%	39%	39%	43%	39%	41%	39%	41%	42%
Neutral	10%	11%	15%	10%	25%	17%	13%	17%	21%	15%	17%	18%	16%	16%
Unsafe	4%	5%	7%	4%	13%	9%	11%	14%	13%	8%	8%	10%	8%	9%
Very Unsafe	1%	0%	0%	1%	1%	0%	2%	3%	3%	1%	2%	3%	2%	3%
Don't Know	5%	5%	6%	5%	8%	13%	3%	4%	8%	6%	5%	6%	6%	5%
	261	269	260	282	208	212	145	140	166	1,943	2,042	2,097	2,085	2,279
<b>c. Downtown?</b>														
Very Safe	21%	24%	14%	10%	19%	12%	30%	25%	19%	19%	17%	16%	19%	18%
Safe	40%	43%	35%	39%	47%	39%	44%	45%	47%	41%	42%	42%	42%	42%
Neutral	17%	17%	25%	23%	19%	22%	14%	18%	15%	19%	21%	20%	20%	21%
Unsafe	14%	11%	16%	16%	7%	11%	8%	7%	10%	12%	12%	14%	12%	11%
Very Unsafe	6%	2%	6%	6%	2%	7%	1%	1%	4%	4%	4%	5%	5%	5%
Don't Know	2%	2%	5%	5%	6%	9%	2%	4%	5%	4%	4%	3%	3%	4%
	263	270	257	280	210	212	144	140	165	1,941	2,033	2,102	2,087	2,269
<b>3. How safe would you feel walking alone at night:</b>														
<b>a. In your neighborhood?</b>														
Very Safe	33%	29%	31%	28%	9%	19%	14%	6%	5%	22%	20%	20%	20%	20%
Safe	39%	36%	43%	39%	26%	30%	33%	20%	25%	34%	33%	32%	34%	32%
Neutral	13%	18%	11%	16%	21%	20%	17%	24%	24%	17%	16%	16%	15%	16%
Unsafe	11%	13%	9%	13%	30%	22%	23%	29%	26%	18%	19%	19%	19%	20%
Very Unsafe	3%	2%	5%	3%	11%	6%	12%	18%	17%	7%	9%	11%	9%	9%
Don't Know	1%	2%	1%	2%	2%	4%	1%	3%	3%	2%	2%	2%	2%	2%
	267	276	258	280	216	215	145	139	168	1,964	2,076	2,147	2,119	2,316

# 2018 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2018 City Total	2017 City Total	2016 City Total	2015 City Total	2014 City Total
<b>b.</b> In the park closest to you?														
Very Safe	10%	9%	5%	6%	5%	6%	11%	4%	2%	7%	7%	5%	6%	6%
Safe	27%	25%	26%	26%	10%	15%	25%	18%	15%	22%	21%	20%	22%	19%
Neutral	25%	28%	29%	28%	29%	23%	25%	26%	22%	26%	25%	24%	24%	26%
Unsafe	24%	27%	24%	22%	34%	30%	26%	29%	35%	27%	29%	29%	29%	30%
Very Unsafe	7%	6%	8%	7%	13%	12%	12%	17%	16%	10%	11%	14%	12%	12%
Don't Know	6%	5%	8%	11%	10%	13%	2%	6%	9%	8%	8%	8%	8%	7%
	262	271	259	275	210	214	145	140	166	1,942	2,041	2,100	2,079	2,277
<b>c.</b> Downtown?														
Very Safe	2%	5%	3%	1%	6%	4%	12%	5%	7%	4%	4%	4%	5%	5%
Safe	23%	26%	17%	16%	19%	16%	28%	31%	30%	22%	23%	19%	22%	21%
Neutral	25%	27%	22%	24%	38%	21%	27%	25%	22%	25%	24%	25%	24%	25%
Unsafe	26%	27%	29%	31%	21%	30%	21%	24%	25%	26%	28%	28%	29%	29%
Very Unsafe	22%	13%	25%	22%	9%	19%	8%	11%	10%	16%	16%	19%	16%	15%
Don't Know	3%	3%	5%	5%	6%	10%	5%	4%	7%	5%	5%	5%	4%	4%
	261	271	258	275	208	210	145	140	166	1,934	2,038	2,112	2,085	2,271
<b>4a.</b> Did anyone break into, or burglarize, your home during the last 12 months?														
Yes	4%	7%	4%	6%	6%	5%	8%	12%	11%	7%	7%	7%	7%	7%
No	96%	93%	96%	94%	94%	95%	92%	88%	89%	93%	93%	93%	93%	93%
	268	277	259	282	218	217	146	142	169	1,978	2,076	2,146	2,127	2,322
<b>4b.</b> If yes, was it reported to the police?														
Yes	50%	64%	71%	67%	78%	89%	67%	80%	93%	76%	77%	73%	82%	79%
No	50%	36%	29%	33%	22%	11%	33%	20%	7%	24%	23%	27%	18%	21%
	4	11	7	12	9	9	6	10	14	82	110	124	122	160
<b>5.</b> Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?														
Yes	11%	18%	11%	13%	16%	14%	18%	23%	17%	15%	13%	12%	10%	11%
No	89%	82%	89%	87%	84%	86%	82%	77%	83%	85%	87%	88%	90%	89%
	267	275	257	278	215	214	142	140	166	1,954	2,062	2,113	2,090	2,284
<b>a.</b> If yes, was it reported to the police?														
Yes	64%	47%	52%	59%	43%	59%	33%	74%	52%	53%	52%	56%	57%	62%
No	36%	53%	48%	41%	57%	41%	67%	26%	48%	47%	48%	44%	43%	38%
	22	45	25	29	28	29	21	27	25	251	242	214	189	227
<b>6.</b> Did you call 9-1-1 for an emergency during the last 12 months?														
Yes	16%	17%	16%	14%	14%	16%	23%	29%	27%	18%	18%	17%	17%	18%
No	84%	83%	84%	86%	86%	84%	77%	71%	73%	82%	82%	83%	83%	82%
	263	272	254	277	207	208	139	132	161	1,913	2,012	2,086	2,050	2,252
<b>a.</b> If yes, how do you rate the services you received on the the phone from the 9-1-1 calltaker?														
Very Good	40%	58%	44%	68%	50%	59%	45%	47%	48%	51%	44%	45%	50%	47%
Good	49%	32%	47%	25%	46%	32%	34%	41%	38%	38%	38%	38%	34%	39%
Neutral	9%	11%	8%	7%	4%	9%	14%	9%	14%	10%	14%	13%	9%	9%
Bad	3%	0%	0%	0%	0%	0%	3%	3%	0%	1%	2%	2%	4%	3%
Very Bad	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	2%	2%	3%	3%
	35	38	36	28	26	34	29	32	42	300	326	324	335	393

# 2018 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2018 City Total	2017 City Total	2016 City Total	2015 City Total	2014 City Total
<b>7. How do you rate police services on the following:</b>														
<b>a. Overall quality of services?</b>														
Very Good	26%	25%	27%	27%	12%	27%	20%	21%	19%	23%	20%	22%	20%	16%
Good	46%	45%	40%	40%	42%	37%	48%	43%	47%	43%	46%	45%	46%	44%
Neutral	15%	14%	16%	17%	31%	16%	15%	26%	23%	18%	17%	17%	17%	21%
Bad	1%	2%	2%	2%	2%	2%	3%	2%	2%	2%	3%	3%	3%	4%
Very Bad	1%	1%	0%	1%	1%	0%	1%	0%	1%	1%	1%	1%	1%	2%
Don't Know	12%	14%	15%	13%	12%	18%	14%	8%	7%	13%	14%	12%	13%	12%
	262	273	255	276	209	211	143	138	167	1,934	2,056	2,116	2,082	2,270
<b>b. Conduct of police officers?</b>														
Very Good	27%	28%	28%	28%	12%	28%	22%	22%	19%	25%	23%	23%	21%	17%
Good	37%	35%	40%	36%	37%	32%	42%	40%	40%	37%	38%	39%	39%	39%
Neutral	17%	17%	12%	17%	34%	17%	17%	22%	26%	19%	20%	19%	20%	23%
Bad	3%	3%	3%	2%	3%	2%	3%	5%	6%	3%	3%	4%	4%	5%
Very Bad	1%	1%	0%	1%	1%	2%	2%	1%	2%	1%	1%	2%	2%	3%
Don't Know	15%	15%	18%	16%	13%	19%	14%	9%	7%	14%	15%	13%	14%	13%
	259	273	254	276	205	209	143	136	165	1,920	2,051	2,101	2,075	2,252
<b>c. Speed of emergency police response?</b>														
Very Good	20%	18%	21%	17%	13%	20%	18%	20%	15%	18%	14%	15%	14%	13%
Good	27%	30%	28%	28%	31%	27%	36%	37%	37%	30%	31%	34%	31%	31%
Neutral	16%	20%	16%	22%	31%	18%	17%	24%	29%	21%	22%	20%	21%	24%
Bad	4%	2%	4%	3%	4%	3%	2%	3%	4%	3%	10%	4%	4%	6%
Very Bad	1%	1%	0%	1%	2%	0%	1%	1%	2%	1%	5%	2%	2%	3%
Don't Know	32%	30%	31%	28%	18%	32%	25%	15%	13%	26%	28%	26%	28%	23%
	256	270	255	275	204	209	143	134	165	1,911	2,026	2,091	2,064	2,240
<b>8. Did you use fire or emergency medical services during the last 12 months?</b>														
Yes	12%	12%	12%	9%	11%	12%	12%	22%	10%	12%	12%	11%	12%	12%
No	88%	88%	88%	91%	89%	88%	88%	78%	90%	88%	88%	89%	88%	88%
	266	275	257	278	211	210	143	136	165	1,941	2,058	2,111	2,095	2,284
<b>a. Overall quality of services?</b>														
Very Good	67%	42%	60%	82%	73%	59%	36%	67%	70%	61%	57%	57%	63%	61%
Good	29%	46%	30%	18%	20%	36%	55%	19%	20%	31%	28%	27%	29%	30%
Neutral	4%	4%	0%	0%	7%	5%	0%	5%	10%	3%	7%	9%	5%	5%
Bad	0%	4%	10%	0%	0%	0%	0%	5%	0%	3%	4%	3%	2%	1%
Very Bad	0%	4%	0%	0%	0%	0%	0%	0%	0%	1%	1%	2%	1%	2%
Don't Know	0%	0%	0%	0%	0%	0%	9%	5%	0%	1%	2%	1%	1%	1%
	24	26	30	17	15	22	11	21	10	176	214	202	213	243
<b>b. Speed of emergency response?</b>														
Very Good	60%	48%	63%	72%	60%	57%	30%	75%	70%	60%	59%	54%	60%	59%
Good	32%	26%	23%	22%	40%	38%	50%	15%	20%	28%	26%	29%	31%	29%
Neutral	4%	19%	7%	0%	0%	5%	10%	5%	0%	6%	8%	9%	5%	7%
Bad	4%	7%	3%	0%	0%	0%	0%	0%	10%	3%	4%	4%	3%	3%
Very Bad	0%	0%	3%	0%	0%	0%	0%	0%	0%	1%	1%	3%	0%	1%
Don't Know	0%	0%	0%	6%	0%	0%	10%	5%	0%	2%	3%	1%	1%	1%
	25	27	30	18	15	21	10	20	10	176	211	198	209	240

# 2018 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2018 City Total	2017 City Total	2016 City Total	2015 City Total	2014 City Total
<b>g.</b> How do you rate satisfaction with the following:														
<b>a.</b> Garbage Pick-up?														
Very Satisfied	64%	69%	68%	70%	71%	67%	58%	64%	64%	67%	67%	64%	64%	61%
Somewhat Satisfied	22%	21%	23%	22%	22%	23%	25%	24%	27%	23%	22%	24%	23%	24%
Neutral	4%	6%	5%	3%	2%	4%	7%	6%	4%	4%	4%	4%	4%	5%
Somewhat Dissatisfied	3%	2%	0%	3%	2%	2%	4%	6%	4%	3%	3%	3%	4%	5%
Very Dissatisfied	0%	0%	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
Don't Know	7%	1%	2%	1%	0%	4%	4%	0%	1%	2%	3%	4%	3%	3%
	268	275	256	280	216	216	142	141	169	1963	2,076	2,144	2,119	2,318
<b>b.</b> Yard-waste Pick-up?														
Very Satisfied	44%	46%	51%	44%	52%	43%	35%	39%	44%	45%	43%	42%	42%	39%
Somewhat Satisfied	19%	25%	24%	27%	23%	25%	29%	27%	26%	25%	25%	24%	24%	25%
Neutral	8%	8%	8%	9%	11%	11%	13%	18%	11%	10%	10%	10%	12%	12%
Somewhat Dissatisfied	4%	7%	5%	7%	7%	6%	5%	6%	9%	6%	6%	7%	7%	9%
Very Dissatisfied	3%	2%	2%	2%	3%	2%	3%	1%	5%	3%	3%	2%	3%	4%
Don't Know	21%	12%	11%	11%	4%	13%	14%	10%	5%	12%	13%	14%	12%	11%
	266	273	255	280	211	216	143	136	166	1,946	2,043	2,099	2,096	2,280
<b>c.</b> Curbside Recycling?														
Very Satisfied	47%	53%	52%	52%	55%	50%	37%	38%	45%	49%	51%	49%	47%	37%
Somewhat Satisfied	15%	23%	14%	20%	13%	16%	25%	18%	21%	18%	16%	16%	15%	17%
Neutral	10%	7%	12%	10%	13%	12%	13%	18%	13%	11%	11%	12%	13%	15%
Somewhat Dissatisfied	3%	3%	3%	3%	2%	2%	8%	7%	7%	4%	2%	3%	3%	4%
Very Dissatisfied	4%	4%	2%	3%	1%	2%	4%	4%	2%	3%	2%	2%	2%	4%
Don't Know	21%	9%	18%	12%	15%	18%	14%	15%	12%	15%	18%	19%	20%	23%
	263	273	256	278	209	210	142	136	165	1932	2,037	2,089	2,084	2,262
<b>d.</b> Water Quality of Lakes and Streams?														
Very Satisfied	18%	18%	25%	21%	16%	18%	19%	22%	15%	19%	19%	20%	20%	16%
Somewhat Satisfied	37%	36%	28%	31%	33%	27%	27%	25%	29%	31%	30%	31%	29%	29%
Neutral	17%	17%	19%	20%	23%	22%	21%	27%	25%	20%	21%	22%	21%	23%
Somewhat Dissatisfied	9%	9%	12%	5%	7%	11%	12%	9%	8%	9%	9%	8%	9%	10%
Very Dissatisfied	5%	5%	4%	5%	2%	1%	7%	1%	4%	4%	3%	3%	4%	5%
Don't Know	14%	14%	12%	19%	19%	22%	14%	15%	20%	17%	17%	16%	17%	17%
	266	275	256	281	212	209	143	138	163	1943	2,031	2,090	2,076	2,265
<b>e.</b> Storm Drainage?														
Very Satisfied	16%	18%	25%	20%	17%	18%	20%	22%	13%	19%	19%	21%	18%	17%
Somewhat Satisfied	33%	28%	27%	29%	25%	26%	20%	25%	30%	28%	29%	29%	28%	28%
Neutral	20%	20%	17%	21%	22%	24%	22%	26%	20%	21%	20%	21%	20%	22%
Somewhat Dissatisfied	13%	15%	13%	11%	16%	16%	19%	12%	13%	14%	14%	12%	15%	13%
Very Dissatisfied	7%	8%	10%	8%	8%	4%	8%	4%	11%	8%	7%	6%	8%	9%
Don't Know	9%	11%	9%	11%	12%	11%	10%	11%	13%	11%	11%	11%	11%	11%
	267	274	256	279	215	213	143	136	165	1948	2,055	2,114	2,084	2,280
<b>f.</b> Sewers?														
Very Satisfied	27%	23%	30%	28%	21%	22%	23%	24%	19%	25%	25%	25%	23%	20%
Somewhat Satisfied	28%	25%	23%	29%	25%	31%	20%	25%	24%	26%	26%	28%	27%	27%
Neutral	20%	21%	20%	22%	20%	17%	24%	22%	20%	21%	20%	21%	21%	22%
Somewhat Dissatisfied	9%	11%	10%	7%	11%	10%	12%	14%	13%	10%	11%	9%	9%	11%
Very Dissatisfied	5%	7%	8%	2%	9%	3%	8%	5%	11%	6%	6%	6%	7%	7%
Don't Know	11%	12%	10%	12%	14%	17%	13%	9%	14%	12%	12%	11%	13%	12%
	265	273	256	282	214	213	143	138	165	1,949	2,058	2,122	2,090	2,289

# 2018 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2018 City Total	2017 City Total	2016 City Total	2015 City Total	2014 City Total
<b>10.</b> In the last 12 months, how many times did you:														
<b>a.</b> Visit any city park?														
Daily	5%	4%	4%	2%	3%	1%	6%	4%	2%	3%	2%	3%	3%	2%
Weekly	18%	27%	13%	15%	9%	10%	18%	20%	13%	16%	17%	16%	15%	15%
Monthly	20%	19%	13%	18%	8%	12%	18%	8%	13%	15%	15%	15%	15%	14%
A Few Times	36%	36%	48%	45%	49%	46%	38%	40%	40%	42%	43%	43%	42%	43%
Never	20%	13%	21%	19%	29%	26%	18%	27%	29%	22%	21%	22%	23%	23%
Don't Know	1%	1%	0%	1%	2%	5%	1%	2%	3%	2%	2%	2%	2%	2%
	267	275	259	285	217	214	146	141	168	1972	2,070	2,136	2,121	2,312
<b>b.</b> Visit a city park near your home?														
Daily	5%	4%	4%	3%	3%	1%	6%	4%	1%	3%	2%	3%	3%	3%
Weekly	18%	24%	13%	14%	8%	8%	19%	20%	11%	15%	16%	15%	13%	14%
Monthly	14%	19%	11%	14%	6%	11%	16%	5%	8%	12%	12%	12%	13%	11%
A Few Times	36%	33%	45%	46%	38%	41%	38%	37%	30%	39%	40%	38%	39%	39%
Never	26%	19%	25%	21%	43%	35%	22%	30%	43%	28%	27%	30%	30%	31%
Don't Know	1%	1%	2%	1%	2%	4%	0%	4%	6%	2%	3%	2%	3%	2%
	263	275	256	284	213	206	143	139	161	1,940	2,004	2,092	2,067	2,246
<b>11.</b> How do you rate the quality of parks near your home in the following categories:														
<b>a.</b> Well-maintained landscaping?														
Very Good	28%	35%	34%	32%	15%	26%	23%	16%	14%	26%	26%	27%	26%	26%
Good	50%	43%	44%	49%	47%	37%	47%	45%	32%	44%	43%	43%	43%	42%
Neutral	11%	10%	9%	7%	16%	14%	16%	15%	23%	13%	14%	13%	13%	14%
Bad	0%	1%	0%	1%	4%	1%	5%	6%	4%	2%	2%	2%	2%	2%
Very Bad	0%	1%	0%	0%	2%	0%	3%	1%	2%	1%	1%	1%	1%	1%
Don't Know	10%	9%	13%	11%	17%	22%	6%	17%	24%	14%	14%	14%	15%	15%
	265	277	256	282	210	212	146	141	167	1956	2,046	2,124	2,091	2,274
<b>b.</b> Well-maintained facilities?														
Very Good	24%	29%	28%	28%	10%	22%	22%	12%	13%	22%	23%	22%	21%	22%
Good	43%	38%	42%	42%	42%	38%	44%	42%	28%	40%	40%	40%	40%	40%
Neutral	16%	17%	13%	13%	25%	14%	18%	22%	27%	18%	17%	17%	16%	18%
Bad	2%	2%	1%	1%	2%	1%	6%	6%	4%	2%	2%	3%	3%	3%
Very Bad	0%	1%	0%	0%	1%	0%	1%	1%	2%	1%	1%	1%	1%	1%
Don't Know	15%	14%	15%	15%	21%	25%	9%	17%	25%	17%	16%	17%	19%	17%
	262	277	255	282	204	212	144	138	165	1939	2,031	2,107	2,086	2,259
<b>c.</b> Well-maintained playgrounds?														
Very Good	24%	30%	27%	29%	12%	22%	21%	12%	13%	22%	21%	22%	21%	21%
Good	41%	36%	36%	43%	39%	33%	45%	43%	28%	38%	38%	39%	38%	37%
Neutral	15%	13%	14%	10%	23%	14%	19%	20%	25%	16%	16%	15%	15%	17%
Bad	0%	1%	0%	1%	2%	2%	3%	4%	4%	2%	2%	2%	2%	3%
Very Bad	0%	1%	1%	0%	1%	0%	1%	0%	2%	1%	1%	1%	1%	1%
Don't Know	20%	17%	22%	17%	23%	29%	11%	20%	28%	21%	22%	21%	22%	21%
	263	277	253	282	208	211	146	138	166	1944	2,031	2,110	2,081	2,257



# 2018 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2018 City Total	2017 City Total	2016 City Total	2015 City Total	2014 City Total
12. In the past 12 months, did anyone in your household participate in a Chattanooga Parks and Recreation activity?														
Yes	18%	23%	18%	12%	23%	17%	27%	30%	18%	20%	18%	15%	16%	18%
No	82%	77%	82%	88%	77%	83%	73%	70%	82%	80%	82%	85%	84%	82%
	256	264	248	275	203	209	139	138	165	1,897	1,980	2,041	2,030	2,216
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	6%	11%	5%	7%	9%	7%	10%	8%	10%	8%	8%	8%	8%	8%
Satisfied	15%	18%	14%	11%	26%	17%	21%	26%	18%	18%	16%	18%	17%	17%
Neutral	13%	14%	14%	23%	23%	12%	18%	25%	16%	17%	17%	18%	17%	18%
Somewhat Dissatisfied	3%	2%	2%	1%	2%	0%	1%	1%	1%	2%	2%	3%	2%	3%
Very Dissatisfied	1%	0%	1%	0%	2%	0%	1%	1%	1%	1%	1%	1%	1%	1%
Don't Know	62%	55%	65%	58%	37%	63%	48%	40%	54%	55%	55%	52%	54%	52%
	259	271	249	276	212	213	141	141	164	1,926	2,020	2,091	2,066	2,254
b. Variety?														
Very Satisfied	6%	7%	4%	5%	6%	6%	7%	5%	9%	6%	6%	6%	7%	7%
Satisfied	16%	17%	14%	13%	27%	16%	19%	25%	13%	17%	16%	17%	17%	16%
Neutral	13%	17%	14%	20%	23%	14%	22%	24%	20%	18%	19%	20%	19%	20%
Somewhat Dissatisfied	1%	2%	1%	2%	2%	1%	4%	4%	2%	2%	2%	3%	2%	3%
Very Dissatisfied	3%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	2%
Don't Know	62%	56%	65%	59%	39%	64%	47%	41%	53%	56%	56%	53%	54%	52%
	258	268	249	275	208	211	140	135	163	1,907	1,991	2,062	2,036	2,217
c. Quality of instruction, coaching, leadership, etc?														
Very Satisfied	6%	6%	4%	4%	8%	7%	8%	6%	9%	6%	5%	6%	5%	6%
Satisfied	11%	15%	11%	12%	21%	14%	17%	24%	15%	15%	14%	15%	15%	14%
Neutral	13%	17%	15%	22%	25%	12%	23%	24%	19%	18%	18%	20%	19%	20%
Somewhat Dissatisfied	2%	0%	1%	2%	3%	0%	3%	2%	2%	2%	2%	2%	2%	2%
Very Dissatisfied	1%	1%	0%	0%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%
Don't Know	68%	60%	69%	61%	43%	65%	49%	43%	55%	59%	59%	56%	57%	56%
	258	269	249	274	210	210	139	137	163	1,909	1,992	2,067	2,032	2,216
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%	2%	1%	0%	5%	1%	1%	4%	4%	2%	3%	2%	3%	4%
Good	20%	29%	25%	21%	30%	22%	29%	24%	17%	24%	26%	26%	31%	31%
Neutral	18%	21%	20%	14%	20%	16%	21%	29%	21%	19%	23%	25%	21%	23%
Bad	34%	34%	34%	41%	32%	37%	32%	28%	40%	35%	32%	32%	31%	29%
Very Bad	24%	12%	19%	21%	11%	22%	14%	11%	14%	17%	14%	13%	11%	10%
Don't Know	2%	2%	2%	3%	3%	2%	3%	4%	4%	2%	2%	2%	3%	2%
	266	277	257	283	218	215	146	141	170	1,973	2,064	2,139	2,117	2,305

# 2018 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2018 City Total	2017 City Total	2016 City Total	2015 City Total	2014 City Total
<b>b. During off-peak traffic hours?</b>														
Very Good	18%	22%	16%	17%	19%	17%	19%	17%	17%	18%	18%	17%	21%	20%
Good	42%	53%	50%	42%	48%	43%	43%	43%	40%	45%	48%	49%	48%	49%
Neutral	20%	17%	19%	21%	20%	22%	21%	21%	22%	20%	20%	20%	17%	17%
Bad	14%	7%	10%	15%	8%	12%	10%	13%	16%	12%	9%	8%	8%	8%
Very Bad	6%	1%	3%	4%	3%	4%	4%	2%	3%	3%	4%	3%	3%	3%
Don't Know	0%	1%	1%	1%	3%	2%	2%	3%	2%	1%	2%	2%	3%	2%
	266	278	257	283	215	215	145	141	165	1,965	2,044	2,112	2,098	2,284
<b>15. How do you rate City streets on :</b>														
<b>a. Smoothness?</b>														
Very Good	4%	2%	2%	4%	2%	4%	4%	5%	0%	3%	2%	2%	2%	3%
Good	21%	22%	19%	20%	19%	20%	21%	18%	21%	20%	20%	23%	25%	27%
Neutral	25%	20%	19%	18%	17%	20%	20%	25%	18%	20%	19%	21%	21%	22%
Bad	33%	35%	37%	35%	39%	36%	36%	34%	30%	35%	35%	35%	35%	33%
Very Bad	16%	21%	23%	22%	22%	21%	19%	16%	30%	21%	24%	19%	16%	15%
Don't Know	1%	1%	1%	0%	1%	0%	0%	2%	1%	1%	0%	1%	1%	1%
	264	278	259	279	218	215	145	141	169	1,968	2,071	2,142	2,107	2,303
<b>b. Cleanliness?</b>														
Very Good	7%	4%	5%	4%	2%	5%	6%	4%	4%	5%	5%	5%	5%	6%
Good	40%	42%	38%	40%	39%	40%	36%	35%	30%	38%	40%	41%	46%	43%
Neutral	30%	29%	31%	31%	31%	30%	24%	34%	28%	30%	30%	31%	27%	28%
Bad	17%	19%	17%	15%	18%	18%	23%	20%	29%	19%	18%	17%	16%	17%
Very Bad	5%	5%	8%	9%	9%	7%	10%	5%	9%	7%	7%	6%	5%	6%
Don't Know	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%	0%	1%	1%	1%
	265	276	257	281	216	215	143	138	168	1,959	2,056	2,128	2,102	2,292
<b>c. Speeding vehicles?</b>														
Very Good	3%	3%	2%	3%	1%	1%	5%	4%	1%	3%	2%	2%	2%	3%
Good	19%	22%	19%	21%	20%	19%	22%	16%	20%	20%	19%	23%	23%	22%
Neutral	26%	29%	25%	30%	27%	28%	31%	31%	22%	28%	30%	29%	27%	29%
Bad	31%	28%	33%	28%	32%	33%	25%	34%	28%	30%	30%	29%	30%	30%
Very Bad	19%	16%	19%	17%	17%	17%	15%	13%	27%	18%	17%	16%	15%	15%
Don't Know	1%	2%	1%	2%	2%	1%	2%	1%	2%	2%	2%	1%	2%	2%
	267	275	257	282	216	216	144	137	169	1,963	2,049	2,123	2,097	2,307
<b>d. Safety of pedestrians?</b>														
Very Good	6%	4%	4%	4%	4%	2%	7%	4%	3%	4%	4%	3%	5%	4%
Good	30%	30%	29%	34%	37%	31%	35%	33%	27%	31%	31%	35%	34%	33%
Neutral	33%	34%	29%	27%	25%	31%	29%	30%	26%	30%	33%	30%	29%	30%
Bad	20%	16%	25%	20%	21%	21%	18%	21%	23%	20%	18%	20%	19%	20%
Very Bad	8%	12%	11%	9%	9%	7%	10%	7%	19%	10%	11%	9%	9%	9%
Don't Know	3%	5%	4%	6%	4%	6%	1%	4%	3%	4%	3%	3%	3%	4%
	266	277	256	280	213	217	144	139	168	1,960	2,051	2,136	2,099	2,294
<b>e. Safety of bicyclists?</b>														
Very Good	6%	4%	5%	3%	5%	3%	6%	4%	5%	4%	4%	4%	4%	3%
Good	26%	24%	21%	24%	34%	21%	32%	24%	20%	25%	24%	28%	25%	24%
Neutral	30%	31%	30%	28%	27%	32%	21%	37%	25%	29%	32%	29%	30%	29%
Bad	23%	19%	22%	20%	17%	22%	22%	22%	28%	21%	19%	20%	23%	25%
Very Bad	9%	11%	11%	11%	9%	8%	15%	6%	18%	11%	12%	10%	12%	12%
Don't Know	6%	11%	11%	14%	8%	13%	6%	6%	5%	9%	10%	8%	7%	8%
	266	276	256	281	215	215	144	139	170	1,962	2,054	2,136	2,099	2,302

# 2018 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2018 City Total	2017 City Total	2016 City Total	2015 City Total	2014 City Total
16. Has a new <b>commercial</b> development been completed in or near your neighborhood in the last 12 months?														
Yes	36%	36%	37%	56%	26%	39%	47%	49%	22%	39%	37%	39%	32%	30%
No	64%	64%	63%	44%	74%	61%	53%	51%	78%	61%	63%	61%	68%	70%
	256	268	252	277	212	216	141	134	165	1921	2,036	2,092	2,088	2,270
a. Attractiveness?														
Very Good	22%	21%	23%	35%	27%	37%	21%	28%	19%	27%	27%	27%	26%	27%
Good	46%	40%	49%	43%	44%	45%	46%	39%	42%	44%	48%	49%	49%	49%
Neutral	25%	29%	24%	16%	25%	15%	21%	20%	19%	21%	18%	17%	15%	16%
Bad	6%	5%	3%	5%	4%	2%	8%	8%	8%	5%	5%	4%	5%	4%
Very Bad	1%	4%	1%	1%	0%	0%	3%	2%	6%	2%	2%	2%	3%	3%
Don't Know	0%	1%	0%	1%	0%	1%	2%	3%	6%	1%	1%	1%	2%	1%
	89	91	92	155	52	82	63	61	36	721	735	792	661	678
b. Improvement to your neighborhood as a place to live?														
Very Good	18%	13%	13%	25%	17%	22%	18%	25%	18%	19%	22%	22%	22%	21%
Good	26%	31%	29%	34%	35%	28%	42%	42%	24%	32%	40%	40%	35%	35%
Neutral	30%	33%	37%	28%	33%	38%	25%	22%	32%	31%	25%	24%	27%	27%
Bad	14%	10%	10%	6%	4%	4%	8%	8%	15%	8%	7%	8%	7%	8%
Very Bad	7%	7%	7%	5%	6%	6%	3%	0%	3%	5%	2%	3%	6%	6%
Don't Know	5%	6%	4%	1%	6%	1%	3%	2%	9%	4%	4%	3%	3%	2%
	87	90	91	154	52	81	60	59	34	708	725	775	649	666
17. Has a new <b>residential</b> development been completed in or near your neighborhood in the last 12 months?														
Yes	45%	45%	37%	50%	17%	22%	55%	44%	21%	38%	35%	28%	28%	25%
No	55%	55%	63%	50%	83%	78%	45%	56%	79%	62%	65%	72%	72%	75%
	259	271	252	277	214	213	143	132	165	1,926	2,024	2,102	2,077	2,272
If yes, how would you rate it on:														
a. Attractiveness?														
Very Good	25%	15%	21%	31%	22%	30%	19%	25%	16%	23%	25%	33%	32%	35%
Good	47%	35%	58%	46%	50%	47%	49%	43%	38%	46%	46%	45%	44%	43%
Neutral	20%	25%	17%	18%	22%	19%	19%	15%	34%	20%	18%	14%	14%	14%
Bad	6%	11%	2%	3%	0%	4%	8%	13%	9%	6%	8%	5%	6%	5%
Very Bad	1%	14%	0%	1%	3%	0%	4%	4%	3%	4%	2%	2%	2%	3%
Don't Know	1%	0%	2%	1%	3%	0%	1%	0%	0%	1%	1%	1%	2%	1%
	114	118	92	138	32	47	78	53	32	704	681	578	562	559
b. Improvement to your neighborhood as a place to live?														
Very Good	21%	13%	16%	24%	19%	19%	18%	21%	10%	19%	20%	28%	25%	29%
Good	30%	30%	34%	31%	45%	36%	36%	33%	39%	33%	34%	37%	32%	36%
Neutral	28%	28%	35%	29%	19%	36%	22%	27%	39%	29%	27%	22%	26%	21%
Bad	13%	14%	9%	7%	6%	4%	16%	13%	10%	11%	11%	8%	10%	7%
Very Bad	6%	15%	4%	6%	3%	2%	3%	4%	3%	6%	5%	3%	5%	4%
Don't Know	2%	1%	2%	3%	6%	2%	5%	2%	0%	2%	3%	3%	3%	2%
	112	117	92	138	31	47	77	52	31	697	650	562	552	555

# 2018 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2018 City Total	2017 City Total	2016 City Total	2015 City Total	2014 City Total
<b>18. How would you rate your neighborhood on :</b>														
<b>a. Housing affordability?</b>														
Very Good	15%	11%	19%	23%	9%	18%	7%	4%	9%	14%	14%	14%	15%	15%
Good	55%	48%	56%	55%	53%	59%	38%	35%	40%	50%	51%	50%	53%	53%
Neutral	16%	18%	14%	12%	23%	13%	21%	33%	27%	18%	20%	21%	19%	19%
Bad	8%	13%	4%	5%	4%	6%	24%	17%	11%	9%	8%	7%	7%	7%
Very Bad	3%	7%	2%	1%	0%	2%	6%	2%	7%	3%	2%	3%	2%	2%
Don't Know	3%	4%	5%	4%	10%	2%	3%	9%	5%	5%	5%	4%	5%	4%
	266	272	260	283	214	217	146	139	166	1,963	2,061	2,138	2,110	2,298
<b>b. Physical condition of housing?</b>														
Very Good	18%	17%	20%	24%	6%	15%	9%	7%	10%	15%	15%	16%	16%	15%
Good	50%	54%	56%	57%	45%	57%	43%	35%	39%	50%	50%	49%	51%	50%
Neutral	24%	18%	17%	13%	31%	18%	25%	32%	29%	22%	22%	23%	22%	22%
Bad	4%	8%	3%	5%	12%	8%	21%	16%	15%	9%	8%	8%	8%	9%
Very Bad	2%	3%	2%	0%	2%	1%	3%	4%	5%	2%	3%	3%	3%	3%
Don't Know	3%	1%	2%	1%	3%	1%	0%	7%	2%	2%	1%	2%	1%	1%
	266	276	260	283	212	217	146	136	166	1,962	2,062	2,144	2,110	2,298
<b>c. Closeness of parks or open spaces?</b>														
Very Good	21%	28%	24%	22%	8%	13%	22%	14%	7%	19%	19%	19%	18%	18%
Good	43%	46%	51%	54%	45%	41%	52%	43%	34%	46%	43%	44%	45%	43%
Neutral	20%	16%	15%	16%	27%	28%	19%	25%	29%	21%	23%	21%	22%	23%
Bad	9%	6%	3%	5%	12%	9%	4%	8%	16%	8%	7%	8%	7%	8%
Very Bad	1%	1%	2%	0%	2%	2%	3%	2%	6%	2%	2%	2%	2%	2%
Don't Know	6%	2%	5%	4%	6%	7%	1%	8%	8%	5%	6%	5%	6%	5%
	264	274	259	282	211	214	145	137	164	1,950	2,047	2,125	2,092	2,265
<b>d. Walking distance to public transit?</b>														
Very Good	7%	20%	3%	6%	11%	13%	26%	21%	22%	13%	14%	13%	13%	16%
Good	6%	23%	15%	12%	35%	32%	47%	40%	31%	24%	28%	27%	28%	27%
Neutral	14%	18%	16%	24%	21%	16%	18%	24%	20%	19%	19%	20%	17%	17%
Bad	26%	16%	22%	19%	14%	13%	3%	6%	16%	16%	16%	16%	18%	16%
Very Bad	29%	6%	21%	13%	9%	6%	0%	2%	7%	12%	10%	12%	11%	12%
Don't Know	18%	16%	23%	26%	10%	20%	5%	6%	5%	16%	14%	13%	13%	12%
	262	274	258	284	213	216	146	139	170	1,962	2,051	2,128	2,108	2,288
<b>e. Access to shopping and other services?</b>														
Very Good	25%	42%	36%	60%	15%	44%	15%	8%	8%	31%	28%	29%	28%	28%
Good	48%	47%	52%	33%	49%	43%	47%	28%	35%	43%	46%	44%	45%	43%
Neutral	11%	10%	7%	5%	22%	5%	24%	29%	25%	13%	14%	14%	14%	14%
Bad	9%	1%	3%	0%	8%	6%	13%	21%	20%	7%	7%	7%	8%	9%
Very Bad	5%	1%	1%	0%	4%	1%	1%	11%	10%	3%	4%	4%	4%	5%
Don't Know	1%	0%	2%	0%	2%	1%	0%	4%	2%	1%	1%	1%	1%	1%
	265	276	257	283	213	216	144	140	165	1,959	2,059	2,142	2,106	2,298
<b>f. On-street parking?</b>														
Very Good	7%	10%	7%	11%	3%	11%	13%	8%	2%	8%	7%	9%	8%	9%
Good	19%	33%	23%	19%	24%	25%	32%	30%	30%	26%	27%	28%	25%	25%
Neutral	34%	25%	34%	32%	31%	29%	29%	31%	32%	31%	30%	28%	30%	30%
Bad	16%	21%	11%	20%	25%	18%	17%	20%	21%	19%	19%	19%	19%	19%
Very Bad	11%	9%	13%	9%	10%	8%	6%	6%	12%	10%	9%	9%	9%	10%
Don't Know	12%	2%	12%	10%	7%	8%	1%	4%	3%	7%	7%	7%	8%	7%
	262	276	260	279	210	214	143	138	167	1,949	2,022	2,106	2,082	2,258

# 2018 Community Survey Data

Number of total respondents by question are below percentages.

		1	2	3	4	5	6	7	8	9	2018 City Total	2017 City Total	2016 City Total	2015 City Total	2014 City Total
<b>g.</b>	Street lighting?														
	Very Good	12%	14%	12%	14%	8%	15%	16%	19%	12%	13%	13%	14%	14%	15%
	Good	45%	48%	50%	38%	42%	49%	49%	45%	37%	45%	46%	46%	48%	47%
	Neutral	25%	18%	20%	21%	23%	20%	19%	19%	25%	21%	22%	21%	19%	19%
	Bad	12%	14%	11%	19%	19%	12%	11%	11%	19%	14%	13%	14%	12%	13%
	Very Bad	5%	5%	5%	7%	6%	4%	5%	4%	6%	5%	5%	5%	6%	6%
	Don't Know	1%	1%	2%	1%	2%	1%	0%	1%	1%	1%	1%	1%	1%	1%
		265	277	260	284	214	214	146	140	167	1,967	2,067	2,145	2,108	2,312
<b>h.</b>	Availability of sidewalks?														
	Very Good	14%	13%	6%	16%	2%	10%	23%	19%	12%	12%	13%	13%	12%	12%
	Good	23%	16%	17%	20%	9%	17%	40%	41%	14%	21%	24%	25%	24%	23%
	Neutral	16%	12%	20%	17%	19%	16%	19%	21%	15%	17%	17%	18%	17%	17%
	Bad	21%	23%	22%	23%	32%	24%	12%	12%	28%	23%	21%	20%	23%	20%
	Very Bad	23%	32%	29%	21%	34%	27%	7%	5%	28%	24%	22%	22%	21%	26%
	Don't Know	3%	3%	7%	3%	4%	5%	0%	2%	3%	4%	3%	3%	3%	2%
		263	275	259	283	214	215	145	140	169	1,963	2,047	2,128	2,104	2,295
<b>19.</b>	How do you rate Chattanooga as a place to do business?														
	Very Good	19%	21%	20%	23%	14%	21%	13%	11%	14%	18%	17%	16%	17%	15%
	Good	46%	49%	46%	47%	44%	47%	52%	48%	41%	47%	46%	48%	49%	47%
	Neutral	12%	14%	17%	16%	27%	14%	17%	24%	24%	18%	19%	19%	18%	22%
	Bad	3%	1%	1%	1%	4%	3%	3%	1%	4%	2%	2%	3%	2%	3%
	Very Bad	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	1%	1%	1%
	Don't Know	18%	14%	15%	13%	10%	15%	15%	16%	15%	14%	15%	14%	14%	12%
		267	279	259	284	212	214	145	141	169	1,970	2,073	2,152	2,117	2,308
<b>a.</b>	Do you own a business in Chattanooga?														
	Yes	16%	16%	11%	12%	12%	12%	16%	14%	12%	13%	13%	11%	12%	11%
	No	84%	84%	89%	88%	88%	88%	84%	86%	88%	87%	87%	89%	88%	89%
		235	249	224	250	199	197	131	127	146	1,758	1,854	1,910	1,903	2,077
<b>b.</b>	If yes, how many employees does your business employ?														
	Self	45%	39%	53%	30%	40%	44%	50%	75%	69%	47%	40%	36%	41%	47%
	1	6%	17%	0%	15%	7%	0%	0%	17%	8%	8%	8%	9%	13%	10%
	2-10	35%	28%	16%	40%	33%	50%	38%	8%	15%	30%	36%	36%	29%	27%
	11-50	10%	14%	32%	15%	13%	6%	0%	0%	8%	12%	13%	16%	12%	10%
	51-150	0%	0%	0%	0%	7%	0%	13%	0%	0%	2%	2%	2%	4%	3%
	151+	3%	3%	0%	0%	0%	0%	0%	0%	0%	1%	2%	2%	2%	3%
		31	36	19	20	15	16	16	12	13	178	189	188	197	202
<b>20.</b>	In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chattanooga:														
<b>a.</b>	Called 3-1-1 about public services														
	Never	32%	25%	23%	23%	18%	25%	26%	25%	20%	24%	27%	27%	25%	24%
	Once or Twice	35%	39%	35%	37%	36%	32%	41%	38%	35%	36%	35%	37%	38%	37%
	3 to 5 Times	24%	26%	26%	29%	33%	31%	24%	26%	32%	28%	26%	26%	26%	26%
	6 to 10 Times	7%	8%	12%	10%	10%	8%	6%	8%	8%	9%	9%	7%	8%	9%
	More than 10 Times	2%	2%	3%	2%	2%	3%	3%	3%	5%	3%	3%	3%	3%	4%
		266	277	257	283	212	213	144	141	168	1,961	2,064	2,127	2,108	2,292

# 2018 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2018 City Total	2017 City Total	2016 City Total	2015 City Total	2014 City Total
<b>b. Ridden a local bus (CARTA)</b>														
Never	86%	84%	92%	90%	84%	90%	66%	63%	72%	83%	80%	82%	81%	79%
Once or Twice	10%	12%	5%	7%	10%	5%	19%	19%	12%	10%	10%	10%	10%	11%
3 to 5 Times	2%	1%	1%	1%	2%	1%	5%	7%	4%	2%	3%	3%	3%	4%
6 to 10 Times	0%	1%	0%	0%	0%	0%	3%	2%	2%	1%	2%	1%	1%	2%
More than 10 Times	2%	1%	1%	1%	3%	3%	8%	9%	10%	3%	5%	4%	4%	5%
	265	278	257	283	214	215	143	139	167	1,961	2,054	2,119	2,112	2,276
<b>c. Visited a Chattanooga Public Library branch</b>														
Never	51%	47%	47%	58%	50%	54%	42%	47%	45%	50%	49%	49%	48%	48%
Once or Twice	27%	25%	30%	24%	29%	26%	26%	25%	25%	26%	27%	28%	27%	28%
3 to 5 Times	11%	9%	11%	9%	8%	7%	13%	14%	14%	10%	11%	11%	13%	11%
6 to 10 Times	6%	8%	5%	5%	5%	5%	8%	5%	8%	6%	6%	5%	5%	5%
More than 10 Times	5%	11%	7%	4%	8%	8%	10%	9%	8%	7%	8%	6%	7%	8%
	265	277	256	284	216	213	143	140	165	1,959	2,039	2,117	2,108	2,296
<b>d. Attended an event at Memorial Auditorium or Tivoli</b>														
Never	38%	36%	44%	42%	39%	42%	45%	42%	43%	41%	41%	42%	41%	42%
Once or Twice	37%	38%	40%	44%	41%	43%	34%	33%	43%	40%	41%	41%	43%	43%
3 to 5 Times	19%	19%	12%	11%	16%	10%	17%	19%	8%	15%	13%	12%	13%	12%
6 to 10 Times	4%	4%	2%	3%	3%	3%	3%	3%	5%	3%	3%	3%	2%	2%
More than 10 Times	2%	3%	2%	0%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%
	266	277	257	285	219	214	143	139	160	1,960	2,046	2,121	2,113	2,299
<b>e. Used/visited McKamey Animal Center</b>														
Never	66%	62%	65%	71%	71%	74%	71%	72%	72%	69%	70%	71%	71%	74%
Once or Twice	26%	29%	26%	24%	24%	22%	22%	24%	24%	25%	24%	23%	24%	22%
3 to 5 Times	5%	5%	6%	5%	2%	2%	6%	4%	2%	4%	4%	4%	4%	3%
6 to 10 Times	2%	3%	1%	1%	2%	0%	0%	1%	2%	1%	1%	1%	1%	1%
More than 10 Times	2%	1%	2%	0%	2%	2%	1%	0%	1%	1%	1%	1%	1%	1%
	265	277	257	284	215	214	145	140	165	1,962	2,057	2,118	2,097	2,290
<b>f. Visited the Chattanooga.gov website</b>														
Never	31%	24%	29%	30%	40%	33%	35%	42%	39%	33%	35%	41%	44%	47%
Once or Twice	29%	33%	33%	33%	29%	39%	30%	30%	25%	32%	29%	28%	29%	28%
3 to 5 Times	28%	25%	22%	23%	16%	14%	10%	17%	18%	20%	20%	17%	16%	14%
6 to 10 Times	5%	11%	10%	8%	6%	7%	14%	6%	6%	8%	9%	7%	6%	7%
More than 10 Times	6%	6%	6%	6%	9%	7%	11%	4%	11%	7%	8%	6%	4%	4%
	264	278	252	283	216	214	144	139	166	1,956	2,041	1,698	1,708	1,843
<b>g. Been involved in a community project or attended a public meeting</b>														
Never	60%	58%	65%	66%	59%	70%	66%	52%	56%	62%	62%	58%	62%	64%
Once or Twice	28%	27%	24%	28%	25%	24%	23%	29%	30%	26%	25%	27%	26%	23%
3 to 5 Times	9%	8%	8%	5%	11%	3%	7%	12%	9%	8%	8%	10%	7%	8%
6 to 10 Times	1%	4%	1%	1%	4%	2%	2%	4%	2%	2%	2%	3%	3%	3%
More than 10 Times	2%	3%	2%	1%	1%	1%	2%	3%	2%	2%	2%	3%	3%	2%
	265	278	256	285	216	211	144	138	165	1,958	2,050	2,037	2,025	2,205

# 2018 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2018 City Total	2017 City Total	2016 City Total	2015 City Total	2014 City Total
<b>21. Overall, how do you rate the quality of each of the following services:</b>														
<b>a. 3-1-1</b>														
Very Good	27%	28%	28%	35%	33%	27%	22%	28%	30%	29%	27%	27%	28%	29%
Good	33%	40%	38%	37%	42%	39%	40%	43%	38%	39%	40%	38%	38%	38%
Neutral	11%	8%	12%	11%	13%	14%	17%	12%	14%	12%	11%	13%	14%	13%
Bad	2%	3%	3%	2%	4%	2%	3%	3%	4%	3%	3%	4%	4%	3%
Very Bad	2%	0%	1%	0%	1%	0%	0%	1%	2%	1%	1%	2%	1%	1%
Don't Know	25%	20%	18%	15%	7%	18%	17%	13%	13%	17%	18%	17%	17%	16%
	264	279	258	281	218	213	144	138	168	1,963	2,053	2,115	2,089	2,258
<b>b. Bus services (CARTA)</b>														
Very Good	2%	5%	2%	3%	13%	5%	14%	17%	15%	7%	8%	8%	10%	9%
Good	13%	13%	13%	9%	20%	16%	30%	28%	23%	17%	19%	18%	19%	19%
Neutral	19%	21%	18%	21%	18%	16%	21%	19%	15%	19%	20%	21%	19%	20%
Bad	3%	3%	3%	0%	2%	1%	1%	1%	1%	2%	2%	3%	3%	2%
Very Bad	3%	0%	1%	0%	0%	0%	1%	0%	1%	1%	1%	1%	1%	1%
Don't Know	60%	58%	64%	66%	47%	61%	33%	36%	44%	55%	51%	50%	48%	48%
	260	268	254	277	211	208	145	138	165	1,926	2,027	2,094	2,082	2,250
<b>c. Experience at Memorial Auditorium and/or Tivoli</b>														
Very Good	22%	25%	20%	21%	20%	20%	18%	22%	16%	21%	19%	19%	18%	18%
Good	38%	40%	36%	37%	34%	38%	34%	38%	40%	38%	38%	37%	39%	36%
Neutral	14%	12%	15%	14%	21%	12%	21%	13%	16%	15%	14%	17%	15%	17%
Bad	0%	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
Very Bad	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%
Don't Know	25%	22%	29%	27%	24%	29%	25%	27%	26%	26%	28%	27%	27%	27%
	263	273	255	278	211	213	141	134	164	1,932	2,016	2,088	2,079	2,256
<b>d. Animal control (McKamey)</b>														
Very Good	8%	11%	11%	9%	13%	12%	9%	14%	11%	11%	11%	10%	11%	9%
Good	28%	28%	25%	17%	20%	22%	23%	26%	21%	23%	21%	22%	22%	18%
Neutral	16%	16%	17%	23%	23%	14%	24%	21%	20%	19%	20%	21%	21%	22%
Bad	2%	2%	2%	4%	1%	1%	4%	2%	3%	2%	3%	2%	3%	4%
Very Bad	2%	1%	1%	1%	3%	0%	1%	2%	4%	2%	1%	1%	1%	2%
Don't Know	45%	42%	44%	46%	41%	50%	38%	36%	40%	43%	45%	44%	42%	45%
	262	272	255	272	215	211	137	132	163	1,919	2,018	2,074	2,053	2,241
<b>e. Public libraries</b>														
Very Good	16%	23%	17%	15%	18%	16%	24%	23%	20%	19%	19%	17%	18%	18%
Good	34%	33%	36%	23%	38%	33%	34%	35%	38%	33%	30%	33%	34%	34%
Neutral	16%	11%	13%	19%	13%	14%	19%	14%	13%	15%	18%	17%	16%	17%
Bad	4%	3%	0%	1%	1%	1%	3%	0%	1%	2%	2%	1%	2%	1%
Very Bad	0%	0%	0%	1%	0%	0%	0%	0%	2%	0%	0%	0%	1%	1%
Don't Know	31%	29%	35%	41%	30%	36%	19%	27%	27%	31%	31%	30%	30%	29%
	262	275	255	276	213	210	144	133	164	1,932	2,032	2,097	2,083	2,268

# 2018 Community Survey Data

Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2018 City Total	2017 City Total	2016 City Total	2015 City Total	2014 City Total
<b>f. Chattanooga.gov Website</b>														
Very Good	7%	8%	11%	12%	14%	11%	13%	13%	11%	11%	12%	10%	10%	9%
Good	39%	40%	42%	40%	32%	38%	38%	34%	36%	38%	38%	36%	34%	34%
Neutral	26%	27%	21%	21%	24%	22%	26%	20%	20%	23%	23%	23%	22%	24%
Bad	2%	3%	2%	3%	0%	2%	3%	3%	3%	2%	3%	3%	2%	2%
Very Bad	0%	0%	0%	0%	0%	0%	1%	0%	2%	0%	1%	1%	0%	1%
Don't Know	25%	21%	24%	24%	29%	27%	19%	30%	28%	25%	24%	28%	31%	31%
	264	276	257	278	215	211	144	134	167	1946	2,022	2,094	2,083	2,246
<b>22. Overall, how do you rate the following aspects of City government performance:</b>														
<b>a. Value of services for City taxes paid</b>														
Very Good	7%	10%	8%	6%	6%	9%	8%	9%	6%	8%	7%	7%	7%	7%
Good	42%	39%	39%	36%	34%	37%	38%	36%	31%	38%	39%	37%	37%	35%
Neutral	27%	32%	28%	32%	32%	27%	25%	29%	28%	29%	29%	30%	30%	31%
Bad	13%	10%	13%	16%	13%	13%	15%	11%	17%	13%	12%	12%	13%	14%
Very Bad	5%	4%	7%	8%	5%	4%	4%	4%	5%	5%	5%	5%	5%	6%
Don't Know	7%	5%	4%	2%	9%	10%	9%	13%	12%	7%	8%	8%	7%	7%
	264	276	258	280	215	214	143	140	166	1,956	2,050	2,126	2,100	2,290
<b>b. Overall direction the City is taking</b>														
Very Good	17%	16%	12%	10%	10%	11%	14%	14%	13%	13%	10%	12%	13%	11%
Good	40%	43%	40%	40%	34%	43%	43%	39%	35%	40%	42%	38%	42%	41%
Neutral	24%	23%	29%	33%	33%	24%	20%	27%	24%	27%	29%	30%	27%	30%
Bad	9%	8%	10%	10%	11%	10%	14%	8%	14%	10%	8%	10%	7%	9%
Very Bad	3%	2%	5%	3%	2%	1%	4%	2%	2%	3%	3%	5%	3%	3%
Don't Know	7%	8%	5%	4%	10%	11%	5%	9%	11%	8%	8%	7%	7%	7%
	263	276	258	280	215	214	144	140	164	1,954	2,047	2,118	2,098	2,291
<b>c. Welcoming citizen involvement</b>														
Very Good	10%	12%	9%	6%	10%	8%	6%	15%	10%	9%	8%	10%	10%	10%
Good	35%	30%	29%	34%	30%	33%	47%	31%	29%	33%	35%	34%	32%	33%
Neutral	27%	30%	35%	36%	32%	27%	25%	32%	30%	31%	32%	31%	32%	33%
Bad	8%	5%	5%	5%	6%	6%	8%	6%	10%	6%	6%	7%	6%	6%
Very Bad	3%	3%	4%	3%	1%	0%	2%	1%	2%	2%	2%	3%	2%	3%
Don't Know	17%	19%	19%	15%	21%	26%	12%	14%	19%	18%	17%	15%	17%	16%
	264	274	257	280	214	213	144	140	164	1,950	2,040	2,115	2,092	2,290
<b>23. What is your sex?</b>														
Male	41%	35%	43%	39%	29%	32%	45%	30%	35%	37%	38%	38%	39%	38%
Female	59%	65%	57%	61%	71%	68%	55%	70%	65%	63%	62%	62%	61%	62%
	264	276	255	282	214	215	145	143	170	1,964	2,069	2,143	2,120	2,309
<b>24. What is your age?</b>														
Under 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	9%	8%	3%	2%	3%	6%	8%	7%	6%	6%	7%	7%	6%	6%
30-44	16%	23%	13%	15%	12%	12%	23%	12%	15%	16%	17%	14%	15%	15%
45-59	21%	20%	25%	22%	18%	27%	25%	20%	18%	22%	24%	25%	25%	27%
60-74	36%	29%	40%	39%	47%	34%	32%	48%	46%	38%	34%	35%	35%	33%
Over 74	18%	20%	19%	21%	20%	20%	11%	14%	16%	18%	18%	18%	18%	18%
	266	273	255	281	217	215	145	143	171	1,966	2,063	2,140	2,127	2,315



# 2018 Community Survey Data

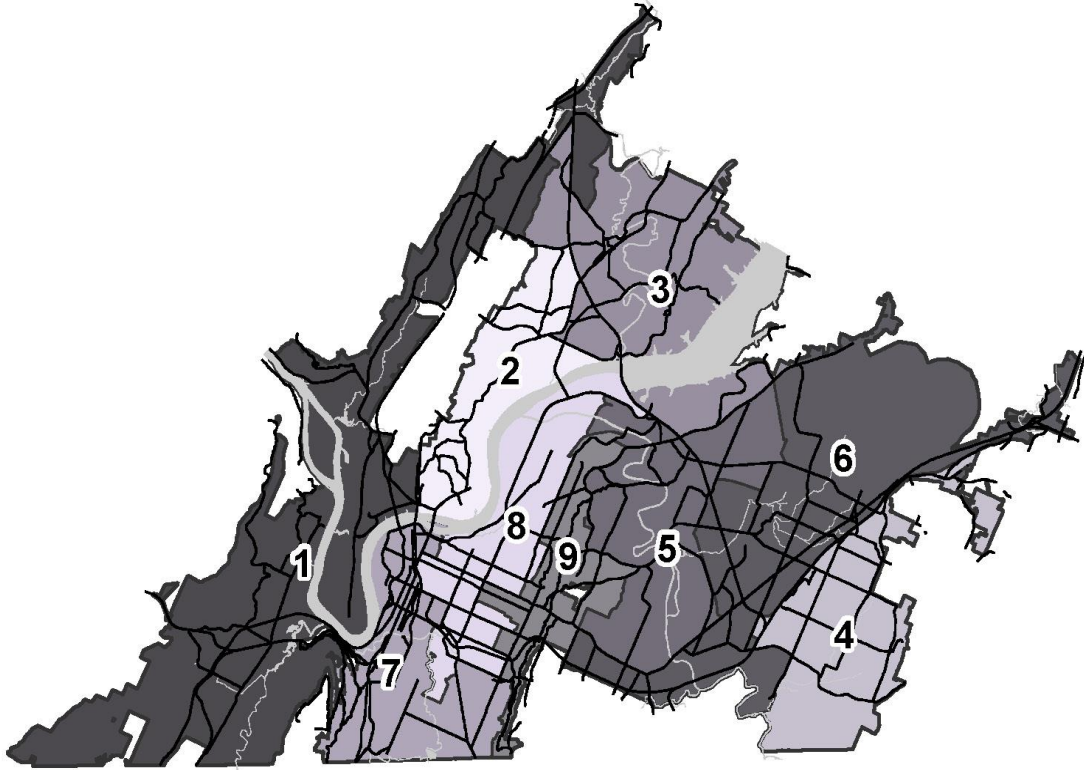
Number of total respondents by question are below percentages.

	1	2	3	4	5	6	7	8	9	2018 City Total	2017 City Total	2016 City Total	2015 City Total	2014 City Total
25. How many years have you lived in Chattanooga?														
Less than 5	12%	14%	8%	11%	4%	13%	19%	9%	8%	11%	12%	12%	12%	10%
5-10 years	10%	15%	7%	10%	5%	7%	14%	7%	11%	9%	10%	9%	10%	9%
11-20 years	14%	12%	13%	19%	6%	11%	15%	9%	9%	12%	12%	12%	10%	10%
More than 20 years	64%	59%	71%	60%	85%	69%	52%	76%	72%	67%	66%	67%	68%	70%
	266	274	260	283	216	215	144	140	170	1,968	2,067	2,150	2,130	2,311
26. Do you own your home, rent your home, or live with someone														
Own	79%	82%	84%	89%	82%	77%	65%	72%	72%	80%	77%	75%	76%	76%
Rent	20%	17%	15%	11%	15%	23%	34%	27%	27%	20%	22%	24%	24%	23%
Live with Someone (rent-free)	1%	1%	0%	0%	2%	0%	1%	1%	1%	1%	2%	1%	1%	1%
	266	277	257	282	215	216	144	142	170	1,969	2,066	2,143	2,128	2,309
27. In the past 12 months, what was your (individual) pre-tax income?														
No income	1%	2%	2%	1%	6%	1%	4%	3%	7%	3%	3%	4%	4%	4%
Less than \$20,000	14%	11%	9%	8%	20%	11%	26%	33%	25%	15%	18%	18%	20%	20%
\$20,000 - \$34,999	22%	21%	20%	18%	29%	29%	25%	28%	22%	23%	22%	22%	22%	23%
\$35,000 - \$74,999	32%	31%	29%	37%	38%	40%	26%	22%	31%	32%	32%	33%	32%	32%
\$75,000 - \$149,999	21%	24%	31%	28%	7%	15%	15%	11%	13%	20%	19%	16%	16%	15%
\$150,000 or more	10%	12%	9%	8%	1%	3%	4%	3%	3%	7%	6%	7%	6%	5%
	248	264	232	252	193	202	137	125	159	1,812	1,893	1,987	1,945	2,127
28. Which of these is closest to describing your ethnic background?														
Caucasian/White	90%	94%	88%	87%	32%	75%	73%	36%	46%	73%	71%	70%	73%	72%
African-American/ Black	5%	3%	4%	5%	62%	18%	22%	58%	48%	21%	23%	25%	23%	24%
Asian or Pacific Islander	2%	2%	3%	4%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%
Native American/Indian	1%	0%	0%	0%	0%	0%	1%	1%	1%	1%	1%	0%	1%	1%
Hispanic/Latino	2%	1%	2%	3%	2%	3%	2%	1%	2%	2%	1%	2%	1%	1%
Other	1%	1%	3%	1%	3%	1%	1%	4%	2%	2%	2%	2%	1%	1%
	263	274	252	280	214	215	142	139	164	1,943	2,039	2,124	2,106	2,278
29. How much education have you completed?														
Elementary	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	1%	1%	1%
Some high school	2%	1%	2%	2%	6%	2%	4%	13%	7%	3%	5%	4%	5%	6%
High school grad or equivalent	15%	11%	12%	14%	21%	16%	24%	23%	20%	16%	16%	19%	17%	19%
Some college	26%	19%	23%	27%	32%	36%	22%	31%	27%	27%	26%	26%	27%	27%
College grad or more	57%	68%	63%	57%	40%	46%	50%	32%	46%	53%	53%	50%	50%	47%
	264	273	258	282	218	214	144	140	169	1,962	2,060	2,138	2,120	2,299
Response Rates	24%	25%	23%	26%	20%	20%	13%	13%	15%	20%	22%	22%	22%	25%
Margin of Error	±5.88	±5.76	±5.98	±5.69	±6.51	±6.57	±8.01	±8.10	±7.41	±2.17	±2.11	±2.07	±2.08	±1.99

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



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

- Chip Henderson, District 1
- Jerry Mitchell, District 2
- Ken Smith, District 3
- Darrin Ledford, District 4
- Russell Gilbert, District 5
- Carol Berz, District 6
- Erskine Oglesby Jr., District 7
- Anthony Byrd, District 8
- Demetrus Coonrod, District 9



## 2018 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?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ridden a local bus (CARTA)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visited a Chattanooga Public Library branch?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attended an event at Memorial Auditorium or Tivoli?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Used/visited McKamey Animal Center?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visited the Chattanooga.gov website?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Been involved in a community project or attended a public meeting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
3-1-1?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus services (CARTA)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Experience at Memorial Auditorium and/or Tivoli?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Animal control (McKamey)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public libraries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chattanooga.gov website?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

What is your sex? Male .....  Female .....

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

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

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

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

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

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

**End of survey - THANK YOU VERY MUCH!**

Zip Code      Council District

# ANOVA Significance Testing Results

Question	Description	2018 to 2017 Result of Significance Testing	2018 to 2016 Result of Significance Testing	2018 to 2015 Result of Significance Testing	2018 to 2014 Result of Significance Testing	2017 to 2016 Result of Significance Testing	2017 to 2015 Result of Significance Testing	2017 to 2014 Result of Significance Testing
q1a	Chatt as a place to live	YES	YES	NO	YES	NO	NO	NO
q1b	Your neighborhood as a place to live	NO	YES	YES	YES	YES	NO	YES
q1c	Chatt as a place to work	NO	NO	NO	YES	NO	NO	NO
q1d	Chatt as a place to raise children	NO	NO	YES	YES	NO	YES	YES
q1e	Chatt as a place to retire	NO	NO	NO	YES	NO	NO	NO
q2a	Safe during day - neighborhood	YES	YES	NO	YES	NO	NO	NO
q2b	Safe during day-park closest to you	NO	YES	NO	NO	NO	NO	NO
q2c	Safe during day - downtown	NO	NO	NO	NO	NO	NO	NO
q3a	Safe at night - neighborhood	NO	YES	NO	NO	NO	NO	NO
q3b	Safe at night-park closest to you	NO	YES	NO	NO	NO	NO	NO
q3c	Safe at night - downtown	NO	NO	NO	NO	NO	NO	NO
q4	Break in home	NO	NO	NO	NO	NO	NO	NO
Q4a	Reported to police	NO	NO	NO	NO	NO	NO	NO
q5	Break in vehicle	NO	NO	YES	YES	NO	NO	NO
q5a	Reported to police	NO	NO	NO	NO	NO	NO	NO
q6	Call 9-1-1	NO	NO	NO	NO	NO	NO	NO
q6a	Services received from 9-1-1	NO	NO	NO	NO	NO	NO	NO
q7a	Overall quality of police services	NO	NO	NO	NO	NO	NO	NO
q7b	Conduct of police officers	NO	NO	NO	NO	NO	NO	NO
q7c	Speed of response	NO	NO	NO	NO	NO	NO	NO
q8	Use fire or emergency medical services	NO	NO	NO	NO	NO	NO	NO
q8a	Overall quality of fire or ems	NO	NO	NO	NO	NO	NO	NO
q8b	Speed of fire or ems	NO	NO	NO	NO	NO	NO	NO
q9a	Garbage pick-up	NO	NO	NO	YES	NO	NO	YES
q9b	Yard waste pickup	NO	NO	NO	NO	NO	NO	NO
q9c	Curbside recycling	NO	NO	YES	YES	NO	NO	YES
q9d	Water quality	NO	NO	NO	NO	NO	NO	NO
q9e	Storm drainage	NO	NO	NO	NO	NO	NO	NO
q9f	Sewers	NO	NO	NO	NO	NO	NO	NO
q10a	Visit any City park	NO	NO	NO	NO	NO	NO	NO
q10b	Visit a city park near home	NO	NO	NO	NO	NO	NO	NO
q11a	parks well-maintained landscaping	NO	NO	NO	NO	NO	NO	NO
q11b	parks well-maintained facilities	NO	NO	NO	NO	NO	NO	NO
q11c	Playgrounds	NO	NO	NO	NO	NO	NO	NO
q12	Participate in recreation	NO	YES	NO	NO	NO	NO	NO
q13a	Affordability	NO	NO	NO	NO	NO	NO	NO
q13b	Variety	NO	NO	NO	NO	NO	NO	NO
q13c	Quality	NO	NO	NO	NO	NO	NO	NO
q14a	Traffic flow @ peak	NO	YES	YES	YES	NO	NO	YES
q14b	Traffic flow @ off-peak	NO	NO	NO	NO	NO	NO	NO
q15a	Smoothness	NO	NO	YES	YES	YES	YES	YES
q15b	Cleanliness	NO	NO	YES	YES	NO	YES	NO
q15c	Speeding vehicles	NO	NO	NO	NO	NO	NO	NO
q15d	Safety of pedestrians	NO	NO	NO	NO	NO	NO	NO
q15e	Safety of bicyclists	NO	NO	NO	NO	NO	NO	NO
q16	Commercial development w/in 12 mths	NO	NO	YES	YES	NO	NO	YES
q16a	Commercial develop - attractiveness	NO	NO	NO	NO	NO	NO	NO
q16b	Commercial develop - neighborhood	NO	NO	NO	NO	NO	NO	NO
q17	Residential development	NO	YES	YES	YES	YES	YES	YES
q17a	Residential develop - attractiveness	NO	YES	YES	YES	NO	NO	NO
q17b	Residential develop - neighborhood	NO	YES	NO	YES	YES	NO	YES
q18a	Housing affordability	NO	NO	NO	NO	NO	NO	NO
q18b	Physical condition	NO	NO	NO	NO	NO	NO	NO
q18c	Closeness to parks	NO	NO	NO	NO	NO	NO	NO
q18d	Public transit	NO	NO	NO	YES	NO	NO	NO
q18e	Access to shopping	NO	NO	NO	YES	NO	NO	NO
q18f	On-street parking	NO	NO	NO	NO	NO	NO	NO
q18g	Street lighting	NO	NO	NO	NO	NO	NO	NO
q18h	Availability of sidewalks	YES	NO	NO	NO	NO	NO	NO
q19	Chatt as place to do business	NO	NO	NO	NO	NO	NO	NO
q19a	Do you own a business	NO	NO	NO	NO	NO	NO	NO
q19b	How many employees	NO	NO	NO	NO	NO	NO	NO
q20a	Called 311	NO	NO	NO	NO	NO	NO	NO
q20b	Ride a bus	NO	NO	YES	YES	NO	NO	NO
q20c	Public Library	NO	NO	NO	NO	NO	NO	NO
q20d	Event a Memorial or Tivoli	NO	NO	NO	NO	NO	NO	NO
q20e	Used McKamey	NO	NO	NO	YES	NO	NO	NO
q20f	Visited website	NO	YES	YES	YES	YES	YES	YES
q20g	Been involved in community	NO	YES	NO	NO	NO	NO	NO
q21a	Quality of 311	NO	NO	NO	NO	NO	NO	NO
q21b	Bus service	NO	NO	YES	YES	NO	NO	NO
q21c	experience at Memorial	NO	NO	NO	NO	NO	NO	NO
q21d	McKamey	NO	NO	NO	NO	NO	NO	NO
q21e	Public Libraries	NO	NO	NO	NO	NO	NO	NO
q21f	Chattanooga.gov Website	NO	NO	YES	YES	NO	YES	YES
q22a	Value of services	NO	NO	NO	NO	NO	NO	NO
q22b	Overall direction	NO	NO	NO	NO	NO	NO	NO
q22c	Welcoming citizen involvement	NO	NO	NO	NO	NO	NO	NO
q23	Sex	NO	NO	NO	NO	NO	NO	NO
q24	Age	NO	NO	NO	NO	NO	NO	NO
q25	Years lived in Chattanooga	NO	NO	NO	NO	NO	NO	NO
q26	Own, rent or rent-free	NO	NO	NO	NO	NO	NO	NO
q27	Pre-tax income	NO	NO	YES	YES	NO	NO	YES
q28	Ethnic background	NO	NO	NO	NO	NO	NO	NO
q29	Education	NO	NO	NO	YES	NO	NO	YES

## **City of Chattanooga Tennessee** **Addendum to 2018 Community Survey: District Summaries**

### **District 1**

District 1 residents rate the quality of life in Chattanooga positively with all key quality of life factors at or above city-wide averages. Satisfaction with quality of police services has improved by 9 percentage points since 2014. Sixty-four percent of residents rate the conduct of officers as very good or good, an increase of 8 percentage points since 2014. Positive ratings of traffic during peak hours is 22%, a 17% point decrease in satisfaction since 2014. Likewise, positive ratings of traffic during off-peak hours is down from 74% in 2014 to 60% in 2018, with a 6% point drop from 2017. District 1 resident's view of new commercial and residential developments to their neighborhood as a place to live has diminished substantially, with 2018 posting the lowest positive ratings and the highest negative ratings since we began our survey in 2012. As in prior years, residents rate the distance to public transit poorly in District 1. Residents have the highest positive rating of all the districts with regard to Chattanooga as a place to work.

### **District 2**

District 2 residents gave the highest ratings of very good to Chattanooga as a place live, 5 percentage points higher than any other district. They rank curbside recycling highest in the City with 76% responding positively. Compared to residents in other districts, District 2 residents' visit parks more frequently on a weekly basis and attend more events at the Tivoli or Memorial Auditorium. They also rate their experiences at the Memorial Auditorium and/or Tivoli more positively than any other districts. Residents have the highest positive attitude towards traffic at off-peak hours. District 2 rates the value of services for City taxes paid the highest of any district. However, the positive opinion of the cleanliness of City streets dropped by 8 percentage points in the last year. Residents have increased their participation in Parks and Recreation activities since 2014 by 8 percentage points. Residents are more likely to have a college degree in this district at 68%. District 2 residents are more likely to have an individual pre-tax income in excess of \$150,000 than other districts.

### **District 3**

Since 2014, resident feelings of safety have increased when they are walking alone at night in their neighborhoods, parks and downtown. They feel safer in their neighborhoods at night than those in other districts. Residents have the highest ratings on conduct of police officers and attractiveness of new residential development as compared to other districts. Residents reporting they were very satisfied with their yard waste pickup increased by 10 percentage points compared to 2017. In the past year, residents' negative perceptions increased on both traffic during peak hours and speeding vehicles by 9 and 8 percentage points, respectively. Residents' negative opinion of pedestrian safety increased 10 percentage points from 2017. Residents are the least likely to ride a Carta bus compared to other district residents. Residents in District 3 are more likely to have an individual pre-tax income in excess of \$75,000 than other districts.

## **City of Chattanooga Tennessee** **Addendum to 2018 Community Survey: District Summaries**

### **District 4**

District 4 residents rate the quality of life in Chattanooga higher than any other district, with 96 percent rating Chattanooga as a good or very good place to live, and 94 percent indicating their neighborhood is a good or very good place to live. Neighborhood safety also continued to receive high satisfaction ratings with 94 percent reporting their neighborhood was a safe or very safe place to walk alone during the day. Residents were the least confident about downtown safety, with only 17 percent indicating they felt safe or very safe walking downtown alone at night. Residents were also frustrated by traffic flow (congestion), as negative ratings of traffic during peak hours increased 2 percentage points from last year, and favorable ratings fell to only 21 percent. Satisfaction with city government performance slipped year-over-year, with only 42 percent reporting the value of services for City taxes paid as good or very good, and positive feelings about the overall direction of the City declining by 5 percentage points from last year.

### **District 5**

Reports of vehicle break-ins and attempted break-ins in District 5 increased 16 percent year-over-year to its highest level in seven years. Notwithstanding this increase, the number of residents who reported property crimes to police declined 21 percent from the previous year to its lowest level in seven years. Satisfaction with the overall quality of police services also fell to its lowest level in seven years, with only 49 percent of residents rating the conduct of police officers as good or very good (a 19 percent decrease from 2017). Although residents were generally satisfied with the quality of city services, they were less satisfied with the value of city services for the taxes paid. Only 39 percent of residents rated the value of city services as good or very good (a decrease of 4 percentage points from last year). The residents in District 5 are the most displeased with the smoothness of city streets and availability of sidewalks, with negative ratings at 61 and 66 percent, respectively.

### **District 6**

Along with City residents as a whole, District 6 residents continue to positively rate Chattanooga as a place to live, work, retire and raise children. Positive ratings for all of the key quality of life factors increased from 2017 to 2018. Perceptions of safety during the day were more positive compared to last year, while safety at night was down slightly. Positive ratings for smoothness of streets is 23%, a decrease of 12 percentage points since 2014, but an increase of four percentage points compared to 2017. District 6 has the highest positive ratings for the attractiveness of new commercial developments, with 82% rating them good or very good. Residents of District 6 have the lowest positive ratings on the safety of bicyclists at 24%. They are also the most unlikely to engage in a community project or to attend a public meeting. District 6 residents' positive feelings on the overall direction the City is taking increased 3 percentage points from 2017, to 53% for 2018.



## **City of Chattanooga Tennessee** **Addendum to 2018 Community Survey: District Summaries**

### **District 7**

With the exception of Chattanooga as a place to work, positive ratings for all of the key quality of life factors have increased in District 7 since 2014 and all quality of life factors increased from 2017 to 2018. Positive ratings on their neighborhood as a place to live have increased 13 percentage points since 2014, with 78% feeling good or very good. Residents report the highest rating of safety downtown during the day, 74% feeling very safe or safe. District 7 residents were less likely to report vehicle break-ins to police than those of other districts. Residents are more satisfied with the speed of emergency police response with 54% rating it as very good or good, a 9% increase over the previous year. Their feelings about the conduct of police officers also improved, with 64% rating conduct as very good or good, an increase of 11 percentage points from 2017. Residents show the highest positive ratings for distance to public transit and sidewalk availability, with ratings of good or very good at 73% and 63%, respectively.

### **District 8**

District 8 residents' feelings about their neighborhood as a place to live, work, raise children, and retire have improved since 2014, but continue to show the lowest levels of satisfaction compared to other districts. They feel the most unsafe in their neighborhood at night, with 47% rating it very bad or bad. Perceptions of quality of police service, conduct of officers and speed of police emergency response have upward five year trends. Satisfaction with traffic flow during peak hours has decreased 15 percentage points since 2014. City streets continue to receive low ratings of satisfaction for 2018, with satisfaction in most related areas decreasing from 2014. Perceptions about the direction the city is taking trended upward with 54% providing positive ratings. District 8 had the lowest satisfaction of any district for curbside recycling. They rate housing affordability worse than any other district. Satisfaction with CARTA service is down 13 percentage points from 2014. District 8 residents are more likely to have an individual pre-tax income less than \$35,000 than other districts.

### **District 9**

District 9 residents are the least satisfied with the value of services for taxes paid with only 37% rating the value as good or very good. Along with District 5, they rate the overall direction of the City lower than other districts. Residents are more concerned about safety in their neighborhoods during the day than those in any other district. Only District 8 residents are more concerned with safety in their neighborhood at night. However, satisfaction with police services has increased significantly in all categories since 2014 and overall perceptions of safety are up since 2014. District 9 has the lowest positive ratings for smoothness of City streets. It also has one of the lowest ratings on satisfaction with traffic flow during peak hours and the lowest ratings during off peak hours. Positive ratings of traffic during peak hours have decreased 14 percentage points since 2014. District 9 also expressed the most concern for pedestrian's safety. Also, residents rate the quality of parks near their home, and Chattanooga as a place to do business, worse than any other district.