

City of Chattanooga

2014 Community Survey Results

October 2014



Stan Sewell, CPA, CGFM, CFE
City Auditor

Jennifer Benefield, CFE
Internal Auditor

Office of Internal Audit
Chattanooga, TN



OFFICE OF INTERNAL AUDIT

Stan Sewell, City Auditor

October 23, 2014

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

RE: City of Chattanooga 3rd Annual Community Survey Results

This report presents the results of our 3rd annual Community Survey. We asked Chattanooga residents about their views on a variety of city services, and over 2,300 residents responded during June and July. In addition to reporting on citywide data, we report survey data specific to each of Chattanooga's nine city council districts.

Chattanooga residents continue to give high ratings to their city and neighborhoods in 2014, but they give lower marks for the value of services provided by city government relative to taxes paid. Chattanooga residents believe the City is a good place to live, work, raise a family and retire. Overall, resident ratings of most city services were positive, though residents expressed less-favorable ratings of certain services. The 2014 survey, like previous surveys, often showed significant differences in opinions based on the district surveyed.

Statistically significant changes in responses for 2014 compared to 2013 indicate Chattanooga residents generally feel safer now than last year and more citizens are utilizing the City's 311 service. However, there is a decline in satisfaction with Chattanooga as a place to retire and the quality of city streets (smoothness, cleanliness and speeding). There is also an increased concern about the safety of pedestrians. Further, Chattanooga residents indicated a decrease in their satisfaction with commercial developments near their neighborhoods.

We sent the survey to 10,000 randomly-selected households. After we account for the undeliverable surveys, 25 percent of households responded. We calculated the citywide survey accuracy to be within ± 1.99 percent, while accuracy by city council district ranged from ± 5.25 to ± 6.77 percent. In comparing the demographic information provided by survey respondents to 2010 Census data, we found that our survey respondents are older and more educated than the population as a whole, as was noted in previous years. We also found that females are over-represented and minorities are under-represented among those who returned our survey, similar to previous years. Most respondents had not participated in a community project or public meeting during the last 12 months.

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

We want to thank the more than 2,300 Chattanoogaans who took the time to complete and return the survey. In addition, we want to thank the Electric Power Board, the City's mail room staff and the City's Geographic Information Systems unit for their assistance with this effort.

Stan Sewell, CPA, CGFM, CFE
City Auditor

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Raw Data (CSV in Microsoft Excel):

<http://www.chattanooga.gov/internal-audit-files/2014RawResults.xls>

Detailed Results (in Microsoft Excel):

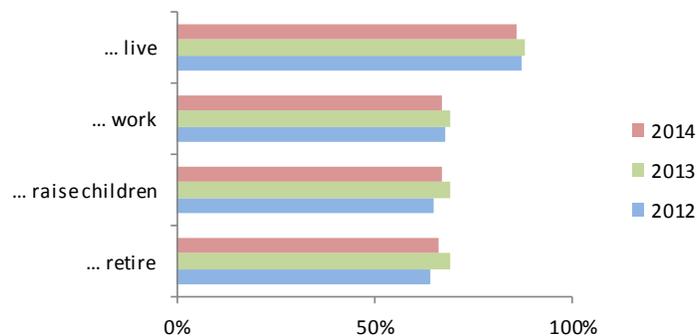
<http://www.chattanooga.gov/internal-audit-files/2014ResultsbyDistrict.xls>

Summary

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

The Office of Internal Audit (OIA) conducted a survey of Chattanooga residents to gather their views of city services. This report provides an overview of perspectives expressed by the more than 2,300 residents who responded to our survey, as well as results of our survey in detail. This report should interest the public, City Council, City managers, community leaders, and the Regional Planning Agency. We also intend residents to use it to track progress in many important areas.

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



Chattanoogans continue to give high ratings to their city and neighborhoods, along with lower ratings of value received from city government, and mixed reviews of certain city services.

- Citywide, 86 percent of residents rate Chattanooga as a good or very good place to live. Satisfaction with Chattanooga as a place to work, raise children and retire is slightly lower in 2014, but is still positive overall
- Residents are less enthusiastic about the city government's performance: only 42 percent of residents rate the value of services for amount of taxes paid as good or very good, and 52 percent of respondents rate the overall direction the City is taking as very good or good.
- Overall satisfaction with public safety services remains positive in 2014, although positive ratings for police declined slightly. While residents felt safe in their neighborhoods, parks, and downtown during the day, residents report feeling unsafe in parks and downtown at night. Resident feelings of nighttime safety vary by Council District, with residents in Districts 8 and 9 reporting the lowest rates of safety in their neighborhood and park closest to them.

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- In 2014, 74 percent of residents indicate they had visited a city park, and 67 percent had visited their neighborhood park within the past 12 months. Neighborhood parks are generally rated positively. The highest rate of park visits—25 percent report visiting a park either daily or weekly—are in District 2 and District 7; the lowest rate of park visits is in District 9 at 10 percent.
 - The overwhelming majority of residents (82 percent) indicate they did not participate in park or recreation activity within the past 12 months. Of those who did, programs were rated highly.
 - Overall, residents rate street lighting and cleanliness of city streets positively. Residents were less positive about the smoothness of streets: only 30 percent indicate smoothness was good or very good, a three percentage point decrease from 2013. The highest positive ratings for smoothness were in Districts 1 and 4, with 34 and 35 percent (respectively) rating smoothness as good or very good. The lowest rating for smoothness was in District 9 with only 18 percent rating smoothness as good or very good.
 - Less than half of residents rate pedestrian and cyclist safety positively. Residents are most concerned for cyclists, with 37 percent rating the safety of cyclists as bad or very bad on city streets.
 - Residents rate their city and neighborhood positively on livability and report favorably on new commercial and residential developments in their neighborhoods.
 - 77 percent of residents who are business owners indicate Chattanooga is a very good or good place to do business.
 - While 64 percent of residents are not involved in a community project or did not attend a public meeting in the last 12 months, residents rated the City's efforts at welcoming citizen involvement as positive (43 percent) or neutral (33 percent).

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

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

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

Public Safety

OVERVIEW

Overall satisfaction with police, fire, emergency medical services, and 9-1-1 remain positive in 2014. While residents feel safe in their neighborhoods, parks, and downtown during the day, residents report feeling unsafe in parks and downtown at night. Nighttime safety in neighborhoods varied by district but is positive overall.

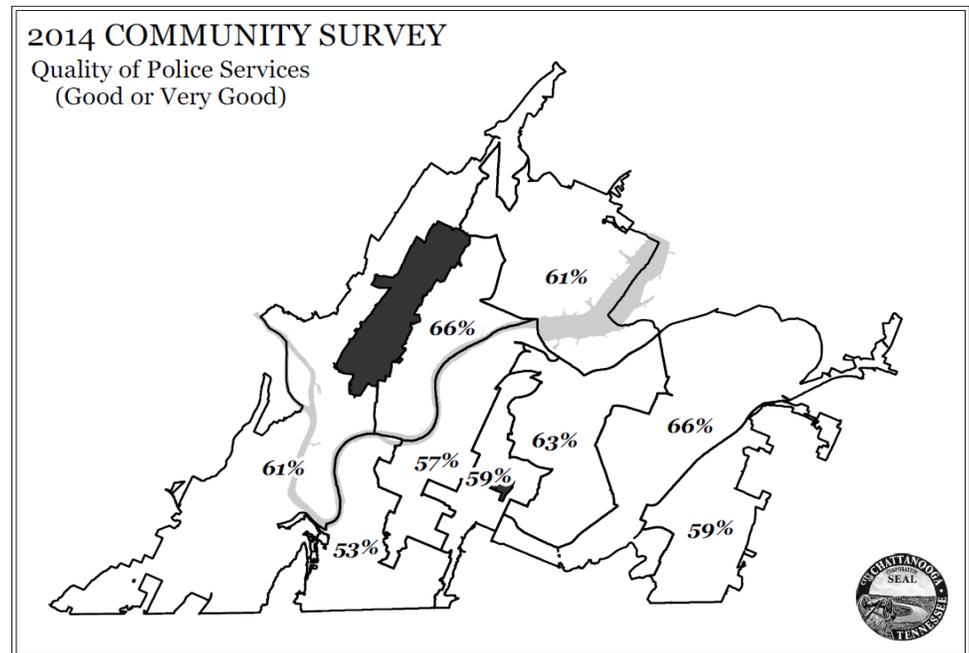
Overall resident ratings of Public Safety services (percent very good or good)

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

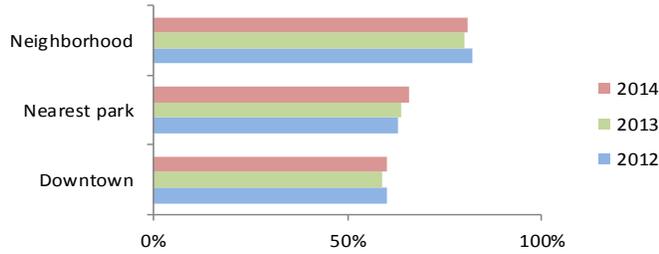
ANALYSIS

Satisfaction with public safety services is favorable in 2014. Of those residents who used fire or emergency medical services within the past 12 months, 91 percent feel that the overall quality of service was very good or good. Residents are equally satisfied with speed of responses to their emergency. Also, among residents using 9-1-1 services within the past 12 months, satisfaction is high for the services received from the call-taker.

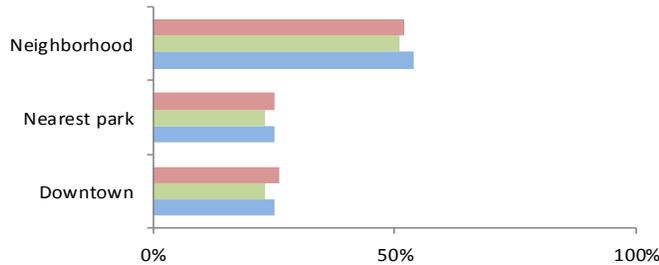
Ratings of police services vary by city council district and are lower than that for Fire, EMS, and 9-1-1 services. Citywide, 60 percent of residents feel that the quality of police services is very good or good, and 56 percent of residents rate the conduct of police officers as very good or good. This is a 3 and 2 percentage point decrease from residents' rating in 2013. Police response times are rated lowest, with 44 percent of residents rating response times as very good or good. This is a 3 percentage point drop from 2013.



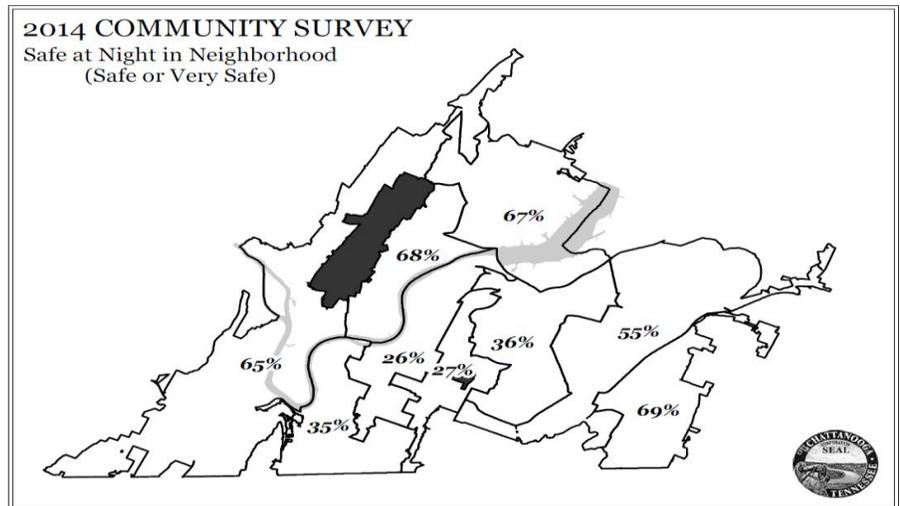
Rating of safety during the day as safe or very safe



Rating of safety at night as safe or very safe



Residents report feeling safer in their neighborhoods, parks, and downtown during the day than they did in 2013. Nighttime safety ratings are lower than day ratings overall. Citywide, residents feel most unsafe downtown at night. In 2014, 44 percent of residents we surveyed indicate they feel unsafe or very unsafe walking alone at night downtown, which is a 5 percentage point improvement compared to 2013. Forty-two percent feel unsafe or very unsafe in their nearest park at night, and 29 percent feel unsafe or very unsafe in their neighborhood at night.



Feelings of safety at night in neighborhoods vary among council districts. The highest rates of perceived nighttime safety are in City Council Districts 2 and 4, at 68 percent and 69 percent; City Council District 8 reports the lowest rate at 26 percent. **Perceptions of safety at night correspond directly with resident reports of home and vehicle break-ins.**

Public Works and Transportation

OVERVIEW

Resident satisfaction with Public Works services remains mixed in 2014. The vast majority of residents rate satisfaction with sanitation services (garbage, yard waste, recycling) as very satisfied or somewhat satisfied. However, only about half of residents rate water quality and waste management services (sewer and storm drainage) positively. Services from 3-1-1 remain highly rated.

Resident ratings of Public Works services

(percent very satisfied or somewhat satisfied)

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

Overall, residents rate street maintenance services lower than in previous years. Traffic flow during non-peak hours rates favorably, while traffic flow during peak hours is a concern for residents, particularly in District 6. Less than half of residents rate pedestrian and cyclist safety positively. The number of residents rating the safety of cyclists as bad or very bad on city streets increases 3 percentage points from last year.

Resident ratings of traffic flow

(percent very good or good)

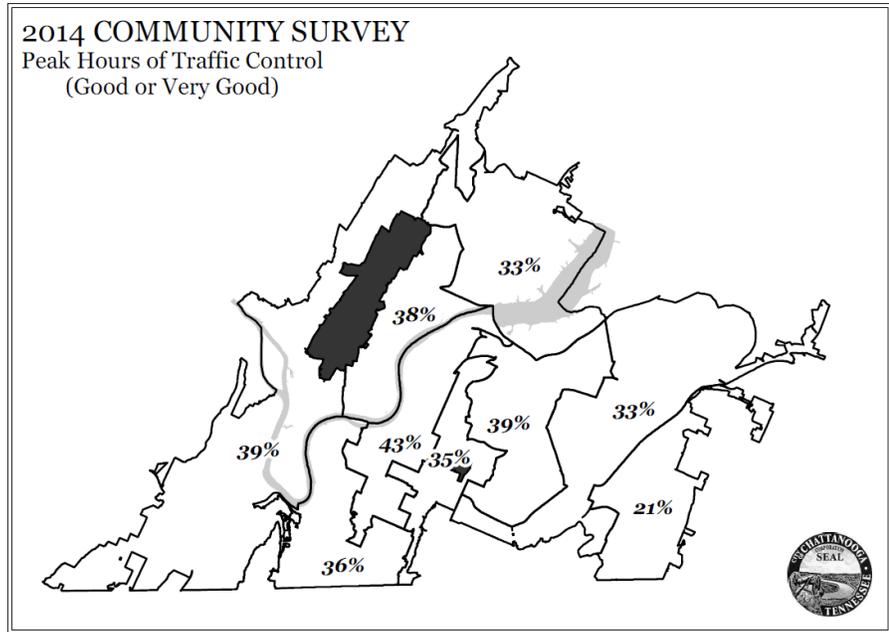
	2014	2013	2012
During peak hours	35%	37%	39%
During off-peak hours	69%	70%	70%

ANALYSIS

Overall satisfaction with Public Works services is positive. Satisfaction with sanitation services is higher than for water quality and waste management services. Eighty-nine percent of residents who have an opinion are very satisfied or somewhat satisfied with garbage pick-up, 72 percent are very satisfied or somewhat satisfied with yard waste pick-up, and 69 percent are very satisfied or somewhat satisfied with curbside recycling.

Half of residents are satisfied with water quality, storm drainage and the city sewer system. Residents' opinions are relatively unchanged from 2013 in this area. Seventy-six percent of residents report calling 3-1-1 within the past 12 months, which is a 3 percentage point increase from 2013. 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 during off-peak hours remain flat. Sixty-nine percent report very good or good traffic flow, compared to 70 percent in 2013 and 2012. Satisfaction with traffic flow during peak hours is significantly lower citywide, at 35 percent positive. Variation exists between council districts, with District 8 being most satisfied with traffic flow during peak hours—43 percent—and District 4 being least satisfied with only 21 percent reporting very good or good traffic flow.



While only 49 percent of residents rate the cleanliness of city streets favorably, residents rate the smoothness of city streets less favorably. Thirty percent of residents indicate the smoothness as very good or good, compared to 33 percent in 2013. Street lighting opinions remain unchanged. Residents' rating of speeding vehicles as bad or very bad climb 3 percentage points to 45 percent in 2014.

Resident ratings of street conditions

(percent very good or good)

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

Parks and Recreation

OVERVIEW

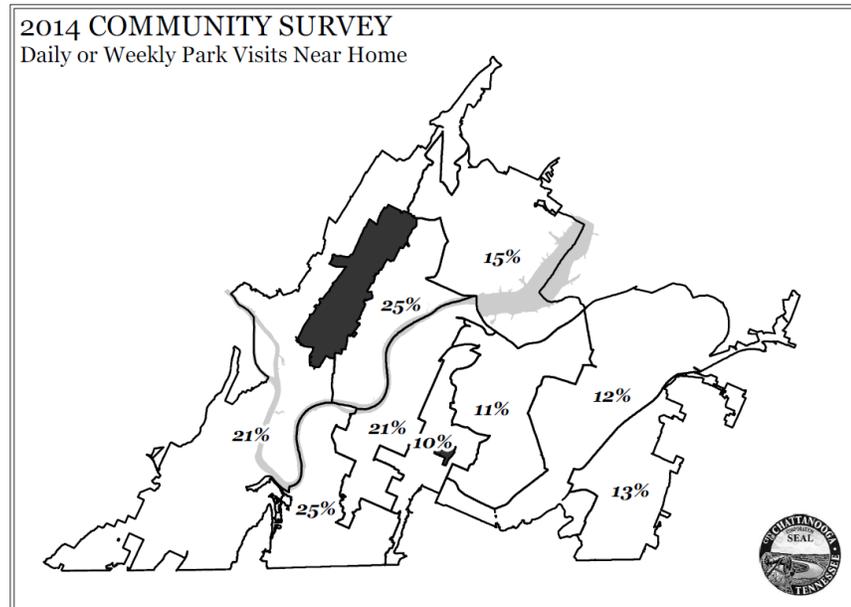
In 2014, residents continue to rate parks and recreation activities positively. Seventy-four percent of residents indicate they visited a city park, and 67 percent visited their neighborhood park at least once within the past 12 months. The overwhelming majority of residents indicate they did not participate in city parks or recreation activities within the past 12 months. Those who did rate the programs highly.

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

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

ANALYSIS

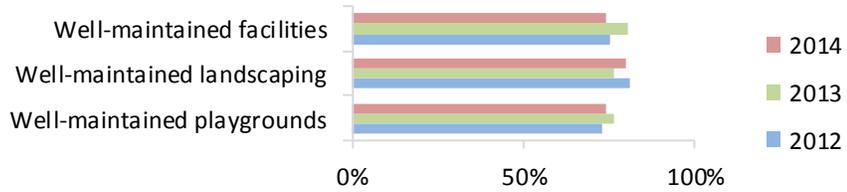
Citywide, 17 percent of residents report visiting their neighborhood park on a daily or weekly basis. Utilization of neighborhood parks varies significantly among the nine council districts. The highest rate of regular park visits—25 percent—is by residents in Districts 2 and 7; the lowest, at 10 percent, is by residents in District 9. **Utilization corresponds with resident opinions of closeness of parks to their neighborhood.**



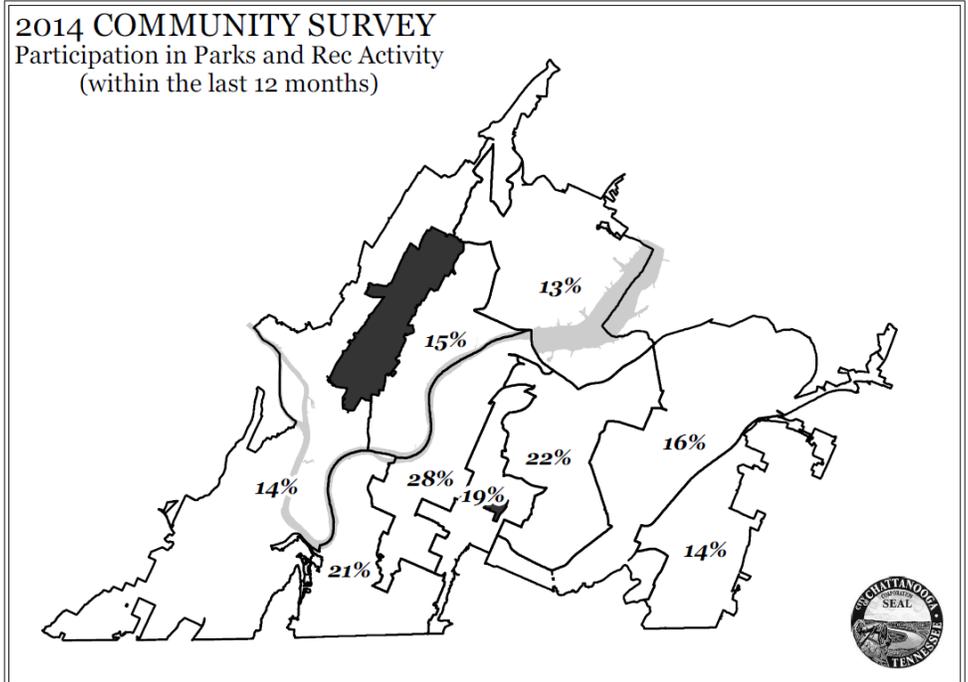
Of residents who registered an opinion, Chattanoogaans rate the quality of park landscaping, facilities, and playgrounds near their homes favorably. Eighty percent report well-maintained landscaping, 74 percent report well-maintained facilities, and 74 percent report well-maintained playgrounds.

Resident ratings of neighborhood park qualities

(percent very good or good)



Eighteen percent of residents report that someone in their household participated in a park or recreation activity within the past 12 months. Participation remains unchanged from 2013. The highest rate of participation is in District 8 at 28 percent. The lowest rate of participation is in District 3 at 13 percent. As a result of the low utilization, many indicate they have no knowledge about the affordability, variety, or quality of instruction of the city's recreation programs, classes, and events held at community centers, pools, or sports facilities. However, residents whose household participated in a city recreation activity have a positive feeling about the affordability, variety, and quality of instruction. Of those who participated and express an opinion, 72 percent rate affordability of programs as very good or good, 62 percent rate the variety as very good or good, and 62 percent rate the quality of instruction as very good or good.



Economic and Community Development

OVERVIEW

Overall satisfaction with community development remains positive in 2014. Residents rate their city and neighborhood positively on livability, and report favorably on new commercial and residential developments in their neighborhoods. Business owners continue to indicate Chattanooga is a good place to do business.

Resident ratings of livability

(percent very good or good)

	2014	2013	2012
City livability	86%	88%	87%
Neighborhood livability	80%	80%	80%

ANALYSIS

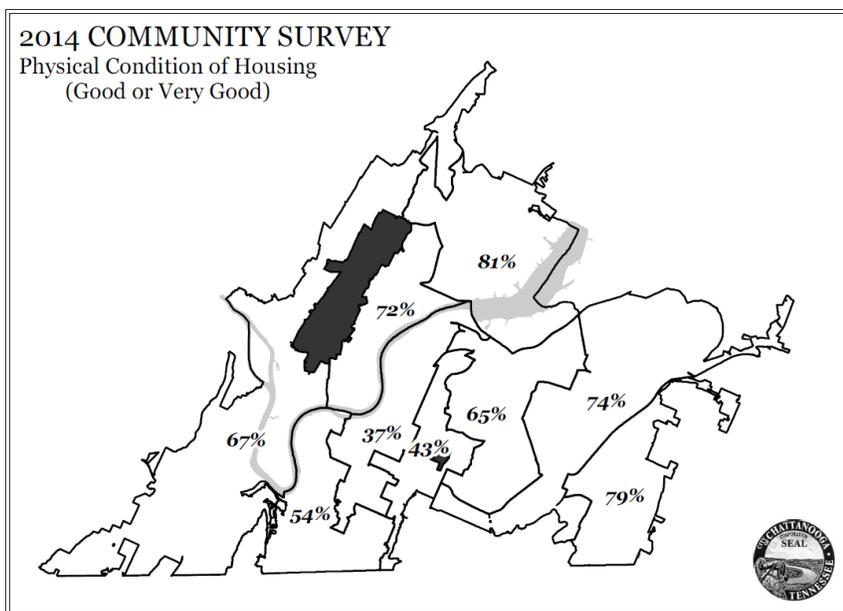
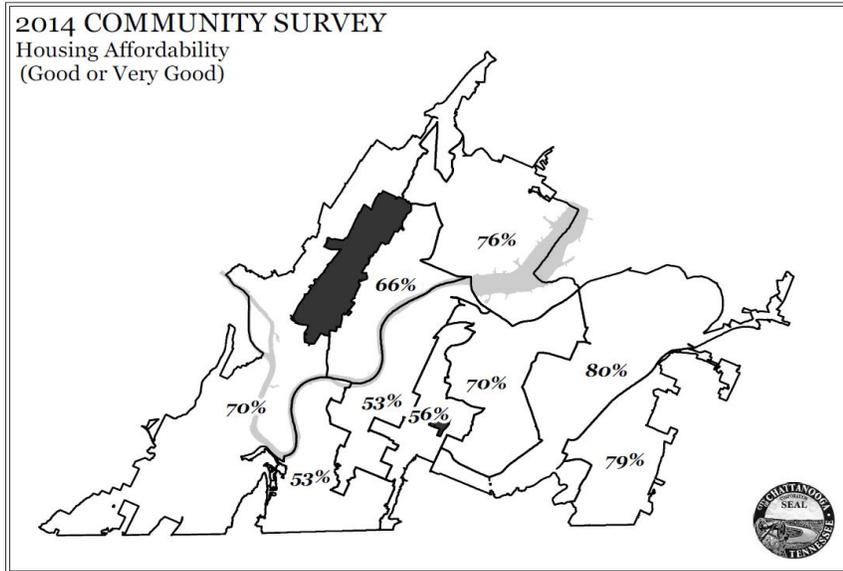
Citywide, 86 percent of residents feel positively about their city's livability, with 80 percent feeling positively about their neighborhood's livability. Sixty-seven percent of residents rate Chattanooga as a good or very good place to retire, which represents a decline of 2 percentage points from 2013. Citywide, residents feel more positively about access to shopping and services (71 percent) and closeness of parks (61 percent) than their ability to walk to public transit (43 percent), availability of sidewalks (35 percent) or on-street parking (34 percent). Resident feelings about aspects of neighborhood livability vary by council district:

Neighborhood livability factors

(percent very good or good)

Council District	Close to parks	Close to transit	Access to shopping	Sidewalk availability	On-street parking
1	60%	13%	69%	40%	25%
2	71%	53%	81%	28%	37%
3	72%	16%	85%	24%	37%
4	75%	24%	93%	41%	32%
5	51%	39%	66%	13%	28%
6	59%	43%	86%	22%	35%
7	66%	77%	58%	61%	51%
8	53%	72%	34%	59%	39%
9	37%	56%	46%	33%	24%

In 2014, 68 percent of residents rate housing affordability in their neighborhood positively. Sixty-five percent of residents feel positively about the physical condition of housing in neighborhoods. Ratings of housing condition vary widely by council district, with the highest ratings in Districts 3 (81 percent), 4 (79 percent), and 6 (74 percent), and the lowest positive rating in District 8 (37 percent).



In 2014, 30 percent of residents report new commercial developments in their neighborhoods. Of those, 76 percent feel positively about the attractiveness of the development, and 56 percent indicate the additions are an improvement to their neighborhood as a place to live. Similarly, 25 percent of residents report new residential developments in their neighborhood within the past 12 months. Of those, 78 percent rate favorably the attractiveness of the development and 65 percent feel the development is an improvement to their neighborhood.

While 64 percent of residents were not involved in a community project or did not attend a public meeting in the last 12 months, the vast majority of residents (76 percent) rate the City's efforts at welcoming citizen

involvement as positive (43 percent) or neutral (33 percent). Ratings about bus services, animal control, civic facilities (Memorial/Tivoli) and public libraries remain relatively steady from prior years.

Residents' opinions about value received for city taxes paid and the overall direction the City is taking remains relatively steady from 2013, with 42 and 52 percent feeling positive, respectively. However, residents rating the overall direction the City is taking as bad or very bad has increased 3 percentage points from 9 to 12 percent.

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

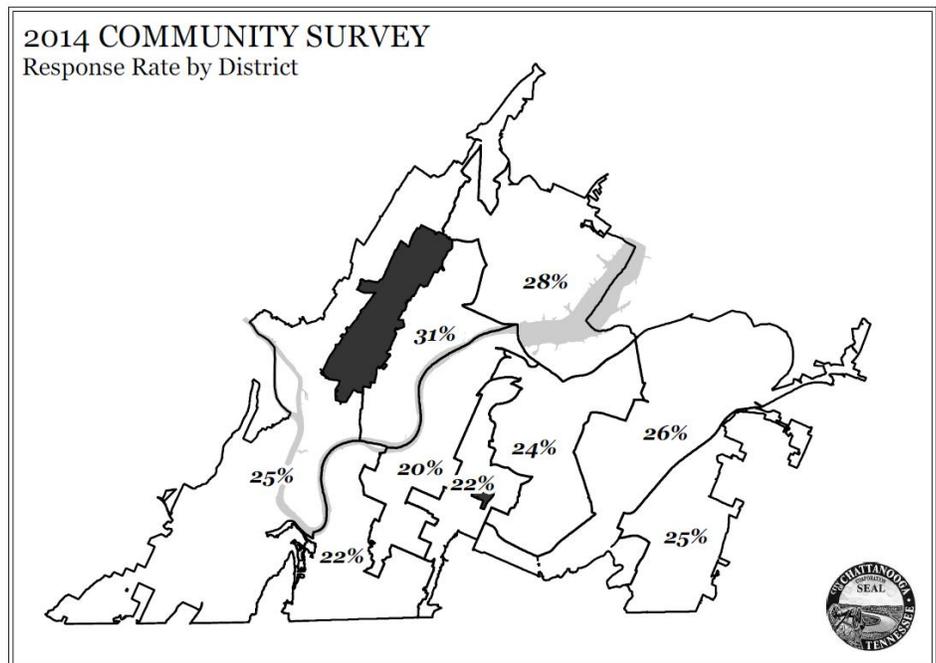
Survey Methodology

The Office of Internal Audit (OIA) conducted its Community Survey for the third year in 2014. The Office received responses in June and July. Questions on the survey request residents' views of satisfaction with services the City of Chattanooga provides. The results will inform the public and help city leaders to better manage city services and resources.

The survey was mailed to randomly-selected addresses in the city limits. It included a letter from the City Auditor explaining the purpose of the survey and how to complete it. Survey responses are anonymous.

Response Rate

At the end of May 2014, we mailed 10,000 introductory postcards and surveys to households representing each of the City's nine council districts. One week after the survey was sent, we mailed a reminder postcard. There were 585 introductory postcards returned to us as undeliverable (due to vacant addresses, etc.), leaving a total of 9,415 useable addresses for our response rate calculation. We received 2,340 completed surveys, resulting in a citywide response rate of 25 percent.



Survey Reliability

The citywide survey margin of error, at the conventional 95 percent confidence level, is ± 1.99 percent based on the 2,340 returns. Within each of the nine City Council Districts, the margin of error ranges from ± 5.25 to ± 6.77 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 were taken.

Representativeness of Respondents

We compared demographic information supplied by respondents to 2010 Census data in order to assess how closely our sample matched official census demographics. On a citywide level, our survey respondents are older and more educated than the population as a whole, as we noted in prior years. We found that females are over-represented and minorities are under-represented among our respondents similar to previous years as well.

Survey Analysis

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

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

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

Survey Comments

To help keep respondent identities anonymous and maintain long-term consistency, OIA designed the survey without a specific section for written comments. However, respondents wrote 303 comments on the survey form. The majority of these comments addressed perspectives on overall government, the condition and safety of streets, the brush pick-up policy, and specific issues with city services. We provided the detailed comments to City Administration for review.

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

Audit Standards

The Office of Internal Audit conducted the 2014 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 28), a City Council District map (page 29), a copy of the survey form (page 30 through page 32), and summary results from our analysis of statistical significance of changes from year to year (page 33).

2014 Community Survey Data

Number of total respondents by question are in parentheses.

	1	2	3	4	5	6	7	8	9	2014 City Total	2013 City Total	2012 City Total
1. Overall, how do you rate the quality of life in												
Chattanooga as a place to live												
Very Good	45%	52%	49%	45%	29%	41%	41%	27%	24%	40%	42%	43%
Good	49%	40%	44%	45%	55%	49%	40%	46%	54%	46%	46%	44%
Neutral	5%	7%	6%	8%	12%	8%	13%	23%	15%	10%	9%	10%
Bad	1%	1%	1%	2%	4%	2%	5%	4%	4%	2%	2%	2%
Very Bad	-	1%	0%	1%	0%	1%	1%	1%	3%	1%	1%	1%
Don't Know	-	-	-	-	0%	-	0%	1%	0%	0%	0%	0%
	262	331	282	266	251	266	220	197	222	2297	2,421	1,237
Your neighborhood as a place to live												
Very Good	41%	51%	50%	46%	19%	31%	33%	18%	18%	36%	35%	37%
Good	49%	40%	38%	46%	52%	52%	32%	36%	44%	44%	44%	43%
Neutral	10%	6%	7%	6%	19%	13%	19%	24%	19%	13%	13%	13%
Bad	1%	2%	3%	1%	8%	3%	11%	15%	13%	6%	6%	5%
Very Bad	0%	-	1%	0%	0%	-	5%	5%	6%	2%	2%	1%
Don't Know	-	1%	-	-	2%	0%	0%	2%	0%	1%	0%	0%
	259	328	284	261	248	264	220	195	221	2280	2,396	1,222
Chattanooga as a place to work												
Very Good	26%	29%	22%	27%	16%	21%	24%	20%	14%	22%	22%	22%
Good	49%	42%	50%	42%	50%	45%	47%	38%	41%	45%	47%	46%
Neutral	17%	19%	18%	19%	24%	24%	21%	27%	29%	22%	21%	21%
Bad	4%	6%	4%	3%	9%	4%	5%	11%	10%	6%	5%	6%
Very Bad	0%	0%	2%	1%	1%	1%	3%	2%	4%	2%	2%	2%
Don't Know	4%	5%	4%	7%	1%	5%	1%	2%	2%	4%	4%	3%
	256	326	279	255	246	265	219	194	214	2254	2,364	1,207
Chattanooga as a place to raise children												
Very Good	28%	35%	30%	32%	17%	24%	22%	17%	16%	25%	25%	27%
Good	47%	35%	46%	42%	52%	42%	36%	36%	39%	42%	44%	38%
Neutral	16%	17%	14%	12%	22%	19%	22%	32%	30%	20%	19%	19%
Bad	1%	3%	5%	5%	4%	5%	8%	8%	7%	5%	5%	6%
Very Bad	0%	1%	1%	2%	2%	1%	3%	5%	4%	2%	1%	2%
Don't Know	7%	9%	4%	7%	4%	9%	9%	3%	5%	6%	7%	8%
	258	327	281	254	246	263	217	192	218	2256	2,374	1,213
Chattanooga as a place to retire												
Very Good	27%	35%	36%	32%	22%	24%	26%	19%	19%	27%	29%	28%
Good	42%	33%	42%	37%	45%	41%	32%	40%	42%	39%	40%	36%
Neutral	19%	18%	12%	19%	21%	19%	23%	25%	23%	19%	19%	22%
Bad	3%	3%	4%	3%	4%	5%	7%	4%	5%	4%	4%	4%
Very Bad	0%	1%	1%	1%	3%	1%	2%	4%	5%	2%	2%	2%
Don't Know	8%	11%	5%	7%	5%	10%	11%	7%	5%	8%	7%	9%
	259	327	279	259	249	264	219	193	219	2268	2,393	1,215

	1	2	3	4	5	6	7	8	9	2014 City Total	2013 City Total	2012 City Total
2. How safe would you feel walking alone during the day:												
In your neighborhood?												
Very Safe	54%	57%	56%	55%	24%	39%	32%	17%	17%	41%	40%	42%
Safe	36%	35%	35%	37%	49%	50%	35%	41%	47%	40%	40%	40%
Neutral	5%	4%	4%	5%	15%	7%	14%	19%	13%	9%	11%	9%
Unsafe	3%	3%	3%	2%	8%	3%	12%	14%	15%	6%	7%	7%
Very Unsafe	1%	0%	0%	1%	3%	-	4%	10%	7%	3%	2%	2%
Don't Know	1%	1%	1%	-	1%	1%	2%	-	1%	1%	1%	1%
	262	334	283	266	252	268	226	200	222	2313	2,445	1,246
In the park closest to you?												
Very Safe	33%	34%	28%	36%	10%	16%	25%	16%	8%	24%	23%	23%
Safe	41%	41%	46%	46%	46%	50%	33%	35%	39%	42%	41%	40%
Neutral	12%	15%	14%	11%	21%	18%	17%	16%	25%	16%	17%	18%
Unsafe	7%	6%	7%	1%	10%	8%	14%	18%	19%	9%	10%	11%
Very Unsafe	1%	1%	1%	2%	3%	1%	7%	11%	4%	3%	3%	2%
Don't Know	6%	3%	4%	5%	9%	8%	5%	5%	5%	5%	7%	6%
	259	333	282	256	252	264	222	197	214	2279	2,406	1,216
Downtown?												
Very Safe	20%	22%	12%	14%	15%	13%	27%	21%	17%	18%	16%	18%
Safe	43%	40%	43%	35%	43%	44%	44%	44%	45%	42%	41%	42%
Neutral	17%	20%	21%	26%	24%	22%	16%	20%	23%	21%	21%	18%
Unsafe	13%	10%	14%	13%	10%	12%	8%	6%	7%	11%	14%	12%
Very Unsafe	5%	6%	6%	5%	4%	4%	4%	5%	3%	5%	4%	5%
Don't Know	3%	2%	4%	7%	4%	4%	2%	4%	5%	4%	4%	5%
	256	332	281	257	251	263	219	194	216	2269	2,402	1,219
3. How safe would you feel walking alone at night:												
In your neighborhood?												
Very Safe	30%	26%	31%	33%	9%	17%	13%	7%	6%	20%	18%	20%
Safe	35%	42%	36%	36%	27%	38%	22%	19%	21%	32%	33%	34%
Neutral	16%	14%	13%	13%	20%	16%	22%	16%	17%	16%	15%	16%
Unsafe	13%	10%	11%	12%	31%	24%	23%	28%	32%	20%	22%	18%
Very Unsafe	3%	4%	6%	3%	9%	3%	17%	28%	21%	9%	10%	10%
Don't Know	2%	3%	3%	3%	3%	1%	2%	1%	3%	2%	2%	2%
	263	330	285	268	252	268	227	201	222	2316	2,440	1,247
In the park closest to you?												
Very Safe	10%	8%	7%	7%	2%	3%	7%	4%	2%	6%	5%	5%
Safe	24%	20%	23%	24%	16%	18%	20%	16%	13%	19%	18%	20%
Neutral	27%	27%	31%	32%	25%	26%	21%	22%	20%	26%	25%	24%
Unsafe	28%	31%	24%	23%	36%	36%	28%	27%	39%	30%	31%	29%
Very Unsafe	5%	8%	8%	7%	14%	7%	19%	27%	20%	12%	12%	14%
Don't Know	6%	6%	7%	8%	8%	10%	4%	5%	6%	7%	8%	7%
	261	328	283	260	251	261	222	195	216	2277	2,402	1,219
Downtown?												
Very Safe	4%	4%	1%	1%	4%	3%	11%	9%	7%	5%	4%	4%
Safe	20%	19%	18%	10%	22%	22%	27%	31%	30%	21%	19%	21%
Neutral	28%	26%	24%	24%	26%	22%	30%	24%	23%	25%	22%	25%
Unsafe	32%	30%	32%	36%	29%	33%	19%	22%	25%	29%	30%	27%
Very Unsafe	13%	17%	22%	21%	14%	15%	10%	11%	12%	15%	19%	18%
Don't Know	4%	4%	3%	8%	6%	5%	3%	3%	4%	4%	5%	5%
	261	329	281	259	249	263	221	192	216	2271	2,410	1,225

	1	2	3	4	5	6	7	8	9	2014 City Total	2013 City Total	2012 City Total
4. Did anyone break into, or burglarize, your home during the last 12 months?												
Yes	6%	8%	5%	4%	9%	8%	9%	12%	8%	7%	9%	8%
No	94%	92%	95%	96%	91%	92%	91%	88%	92%	93%	91%	92%
	264	333	285	268	253	269	225	201	224	2322	2,450	1,250
If yes, was it reported to the police?												
Yes	67%	80%	82%	90%	95%	58%	80%	91%	69%	79%	81%	86%
No	33%	20%	18%	10%	5%	42%	20%	9%	31%	21%	19%	14%
	15	25	11	10	21	19	20	23	16	160	183	94
5. Did anyone break into, or attempt to break into, any vehicles belonging to your household during the last 12 months?												
Yes	7%	8%	7%	8%	9%	14%	13%	16%	17%	11%	12%	13%
No	93%	92%	93%	92%	91%	86%	87%	84%	83%	89%	88%	87%
	260	329	282	266	248	263	220	197	219	2284	2,418	1,227
If yes, was it reported to the police?												
Yes	76%	50%	53%	77%	45%	61%	64%	73%	57%	62%	52%	57%
No	24%	50%	47%	23%	55%	39%	36%	27%	43%	38%	48%	43%
	17	26	17	22	20	36	28	26	35	227	258	141
6. Did you call 9-1-1 for an emergency during the last 12 months?												
Yes	15%	18%	17%	15%	18%	16%	21%	29%	22%	18%	20%	20%
No	85%	82%	83%	85%	82%	84%	79%	71%	78%	82%	80%	80%
	256	329	277	265	240	262	221	189	213	2252	2,375	1,213
If yes, how do you rate the services you received on the the phone from the 9-1-1 calltaker?												
Very Good	53%	47%	49%	60%	44%	45%	38%	47%	38%	47%	44%	43%
Good	28%	51%	40%	30%	39%	39%	40%	39%	36%	39%	43%	38%
Neutral	11%	-	9%	8%	12%	13%	11%	10%	10%	9%	9%	13%
Bad	6%	-	2%	3%	-	3%	4%	4%	10%	3%	4%	3%
Very Bad	3%	2%	-	-	5%	-	7%	-	7%	3%	1%	2%
	36	57	43	40	41	38	45	51	42	393	454	226
7. How do you rate police services on the following:												
Overall quality of services?												
Very Good	17%	19%	17%	16%	14%	16%	18%	19%	10%	16%	16%	17%
Good	44%	47%	44%	43%	49%	50%	35%	38%	49%	44%	47%	47%
Neutral	20%	18%	21%	18%	24%	17%	25%	24%	28%	21%	20%	20%
Bad	3%	2%	2%	3%	5%	3%	8%	8%	7%	4%	4%	4%
Very Bad	2%	1%	1%	1%	2%	1%	3%	4%	2%	2%	2%	1%
Don't Know	15%	13%	15%	18%	6%	13%	11%	7%	4%	12%	10%	11%
	260	326	280	262	247	261	223	196	215	2270	2,388	1,220
Conduct of police officers?												
Very Good	16%	23%	15%	20%	13%	18%	20%	15%	11%	17%	17%	18%
Good	40%	35%	42%	36%	40%	45%	32%	39%	41%	39%	41%	40%
Neutral	18%	23%	23%	19%	33%	18%	26%	23%	30%	23%	22%	22%
Bad	5%	3%	2%	4%	5%	5%	6%	9%	10%	5%	6%	5%
Very Bad	2%	1%	1%	2%	2%	1%	6%	6%	3%	3%	2%	2%
Don't Know	19%	15%	18%	20%	7%	13%	10%	8%	5%	13%	12%	12%
	257	324	275	261	245	262	220	195	213	2252	2,361	1,217

										2014 City	2013 City	2012 City
	1	2	3	4	5	6	7	8	9	Total	Total	Total
Speed of emergency police response?												
Very Good	13%	16%	12%	11%	11%	18%	14%	14%	10%	13%	13%	14%
Good	30%	29%	32%	28%	36%	36%	27%	30%	33%	31%	34%	31%
Neutral	24%	20%	21%	24%	29%	17%	22%	29%	30%	24%	22%	24%
Bad	4%	2%	3%	5%	9%	6%	7%	9%	11%	6%	5%	4%
Very Bad	2%	2%	1%	2%	2%	1%	7%	4%	4%	3%	2%	3%
Don't Know	28%	31%	30%	31%	14%	23%	23%	14%	10%	23%	23%	25%
	258	319	274	257	245	260	220	195	212	2240	2,346	1,211
8. Did you use fire or emergency medical services during the last 12 months?												
Yes	11%	9%	13%	12%	16%	13%	9%	15%	10%	12%	12%	13%
No	89%	91%	87%	88%	84%	87%	91%	85%	90%	88%	88%	87%
	262	327	281	262	250	261	224	193	224	2284	2,408	1,234
Overall quality of services?												
Very Good	83%	77%	68%	53%	50%	63%	52%	38%	72%	61%	62%	55%
Good	13%	17%	29%	40%	38%	27%	38%	50%	17%	30%	28%	32%
Neutral	-	7%	-	-	6%	3%	10%	12%	6%	5%	6%	7%
Bad	-	-	-	-	-	3%	-	-	6%	1%	2%	3%
Very Bad	4%	-	-	3%	6%	-	-	-	-	2%	1%	2%
Don't Know	-	-	3%	3%	-	3%	-	-	-	1%	1%	0%
	23	30	31	30	34	30	21	26	18	243	253	139
Speed of emergency response?												
Very Good	78%	79%	61%	57%	52%	52%	45%	41%	72%	59%	59%	56%
Good	22%	14%	23%	33%	39%	31%	40%	41%	17%	29%	33%	31%
Neutral	-	3%	10%	3%	6%	7%	15%	11%	6%	7%	4%	6%
Bad	-	-	3%	7%	3%	7%	-	7%	-	3%	3%	5%
Very Bad	-	3%	-	-	-	-	-	-	6%	1%	2%	1%
Don't Know	-	-	3%	-	-	3%	-	-	-	1%	1%	1%
	23	29	31	30	33	29	20	27	18	240	246	137
9. How do you rate your satisfaction with the following City services:												
Garbage Pick-up?												
Very Satisfied	57%	63%	67%	63%	61%	66%	51%	57%	61%	61%	59%	59%
Somewhat Satisfied	27%	26%	20%	19%	26%	24%	28%	27%	24%	24%	26%	26%
Neutral	4%	4%	4%	7%	5%	4%	9%	5%	6%	5%	5%	5%
Somewhat Dissatisfied	5%	4%	3%	4%	6%	3%	7%	6%	5%	5%	4%	4%
Very Dissatisfied	0%	1%	1%	1%	2%	-	1%	3%	1%	1%	1%	2%
Don't Know	7%	1%	5%	4%	0%	3%	4%	4%	2%	3%	4%	4%
	263	334	285	268	253	267	226	199	223	2318	2,440	1,246
Yard-waste												
Very Satisfied	41%	34%	42%	39%	43%	46%	32%	42%	34%	39%	37%	33%
Somewhat Satisfied	21%	33%	24%	22%	27%	23%	21%	24%	28%	25%	28%	25%
Neutral	10%	12%	11%	15%	12%	7%	16%	9%	14%	12%	12%	14%
Somewhat Dissatisfied	7%	11%	6%	7%	10%	9%	12%	9%	10%	9%	8%	9%
Very Dissatisfied	4%	3%	4%	3%	4%	5%	5%	5%	7%	4%	4%	5%
Don't Know	17%	8%	13%	14%	4%	11%	15%	11%	7%	11%	11%	14%
	261	328	280	262	250	264	224	194	217	2280	2,403	1,227

	1	2	3	4	5	6	7	8	9	2014 City Total	2013 City Total	2012 City Total
Curbside Recycling?												
Very Satisfied	35%	40%	45%	38%	38%	42%	26%	35%	24%	37%	37%	36%
Somewhat Satisfied	18%	19%	15%	12%	17%	17%	16%	17%	18%	17%	16%	15%
Neutral	13%	13%	11%	18%	21%	12%	18%	14%	20%	15%	17%	17%
Somewhat Dissatisfied	4%	6%	4%	2%	2%	5%	6%	4%	5%	4%	4%	6%
Very Dissatisfied	3%	4%	4%	3%	3%	4%	6%	6%	7%	4%	3%	5%
Don't Know	27%	17%	22%	28%	18%	19%	29%	24%	26%	23%	22%	22%
	260	327	281	266	248	257	217	193	213	2262	2,366	1,217
Water Quality of Lakes and Streams?												
Very Satisfied	19%	18%	19%	18%	16%	16%	15%	16%	9%	16%	17%	15%
Somewhat Satisfied	29%	27%	31%	26%	32%	30%	22%	29%	32%	29%	29%	28%
Neutral	20%	24%	21%	17%	27%	23%	25%	22%	27%	23%	23%	21%
Somewhat Dissatisfied	10%	11%	11%	14%	7%	9%	14%	7%	9%	10%	11%	11%
Very Dissatisfied	5%	5%	4%	3%	4%	3%	6%	7%	9%	5%	3%	6%
Don't Know	17%	16%	14%	22%	14%	19%	18%	19%	16%	17%	16%	19%
	259	331	279	264	245	261	220	195	211	2265	2,376	1,218
Storm Drainage?												
Very Satisfied	20%	17%	21%	18%	12%	18%	16%	17%	9%	17%	17%	17%
Somewhat Satisfied	26%	35%	24%	26%	33%	31%	20%	28%	26%	28%	28%	26%
Neutral	25%	19%	23%	19%	22%	19%	29%	21%	28%	22%	21%	22%
Somewhat Dissatisfied	9%	11%	12%	17%	16%	14%	15%	12%	14%	13%	14%	13%
Very Dissatisfied	7%	8%	10%	7%	10%	5%	11%	10%	11%	9%	9%	10%
Don't Know	13%	11%	10%	14%	8%	14%	10%	12%	12%	11%	11%	12%
	259	330	284	264	250	266	224	189	214	2280	2,395	1,227
Sewers?												
Very Satisfied	25%	20%	24%	24%	15%	24%	16%	21%	12%	20%	21%	21%
Somewhat Satisfied	25%	31%	25%	29%	32%	30%	20%	20%	28%	27%	27%	25%
Neutral	22%	20%	22%	20%	23%	21%	28%	20%	24%	22%	23%	24%
Somewhat Dissatisfied	8%	8%	13%	11%	14%	6%	14%	15%	15%	11%	10%	9%
Very Dissatisfied	8%	7%	7%	3%	8%	5%	10%	15%	8%	7%	7%	8%
Don't Know	12%	13%	9%	14%	9%	15%	12%	10%	13%	12%	12%	13%
	259	327	282	264	253	266	225	198	215	2289	2,396	1,225
10. In the past 12 months, how many times did you:												
Visit any city park?												
Daily	4%	4%	1%	0%	1%	1%	5%	4%	1%	2%	3%	2%
Weekly	18%	22%	13%	12%	9%	14%	18%	17%	14%	15%	14%	16%
Monthly	16%	18%	14%	14%	9%	11%	15%	10%	15%	14%	15%	16%
A Few Times	37%	36%	51%	50%	48%	49%	36%	40%	43%	43%	44%	44%
Never	23%	19%	20%	21%	31%	23%	24%	24%	26%	23%	22%	22%
Don't Know	1%	1%	1%	2%	2%	3%	1%	4%	1%	2%	2%	1%
	262	330	287	266	251	269	224	201	222	2312	2,443	1,245
Visit a city park near your home?												
Daily	5%	4%	2%	1%	1%	1%	7%	7%	1%	3%	3%	3%
Weekly	16%	21%	13%	12%	10%	11%	18%	14%	9%	14%	12%	15%
Monthly	13%	11%	11%	13%	5%	12%	14%	9%	10%	11%	12%	12%
A Few Times	37%	39%	43%	48%	40%	37%	34%	31%	35%	39%	41%	38%
Never	27%	23%	28%	24%	40%	33%	28%	37%	42%	31%	30%	31%
Don't Know	2%	1%	3%	2%	4%	6%	0%	2%	3%	2%	2%	2%
	257	323	278	256	243	265	217	192	215	2246	2,382	1,218

										2014 City	2013 City	2012 City									
										Total	Total	Total									
										1	2	3	4	5	6	7	8	9	Total	Total	Total
11.	How do you rate the quality of the parks near your home in the the following categories:																				
	Well-maintained landscaping?																				
	Very Good	26%	33%	31%	38%	18%	18%	24%	25%	19%	26%	27%	27%								
	Good	48%	43%	48%	41%	39%	46%	41%	36%	36%	42%	42%	42%								
	Neutral	11%	11%	9%	7%	17%	14%	18%	17%	23%	14%	15%	14%								
	Bad	1%	1%	1%	1%	6%	2%	6%	1%	5%	2%	2%	2%								
	Very Bad	-	-	0%	-	-	1%	1%	4%	1%	1%	1%	1%								
	Don't Know	13%	12%	11%	13%	20%	20%	10%	17%	16%	15%	14%	13%								
		258	327	287	261	249	259	223	196	214	2274	2,420	1,217								
	Well-maintained facilities?																				
	Very Good	22%	30%	25%	33%	13%	14%	19%	19%	14%	22%	22%	23%								
	Good	44%	38%	44%	41%	35%	44%	41%	35%	33%	40%	42%	40%								
	Neutral	15%	17%	14%	11%	23%	17%	19%	21%	25%	18%	17%	17%								
	Bad	1%	1%	1%	2%	6%	1%	7%	2%	8%	3%	2%	3%								
	Very Bad	0%	0%	1%	-	0%	1%	1%	3%	2%	1%	1%	1%								
	Don't Know	17%	14%	15%	13%	23%	23%	13%	21%	19%	17%	17%	17%								
		256	325	286	262	246	259	218	194	213	2259	2,387	1,205								
	Well-maintained playgrounds?																				
	Very Good	22%	27%	26%	30%	13%	15%	20%	20%	14%	21%	23%	22%								
	Good	41%	36%	37%	39%	35%	40%	39%	32%	30%	37%	38%	36%								
	Neutral	14%	15%	14%	12%	22%	16%	15%	18%	27%	17%	16%	18%								
	Bad	2%	2%	1%	1%	6%	1%	6%	3%	6%	3%	1%	2%								
	Very Bad	-	1%	0%	1%	0%	1%	1%	4%	1%	1%	1%	1%								
	Don't Know	21%	19%	22%	17%	23%	27%	18%	23%	21%	21%	21%	22%								
		256	324	282	260	248	260	218	198	211	2257	2,381	1,212								
12.	In the past 12 months, did anyone in your household participate in a Chattanooga Parks and Recreation activity?																				
	Yes	14%	15%	13%	14%	22%	16%	21%	28%	19%	18%	18%	15%								
	No	86%	85%	87%	86%	78%	84%	79%	72%	81%	82%	82%	85%								
		249	320	277	256	237	259	216	190	212	2216	2,339	1,194								
13.	How satisfied are you with the City's recreation programs, classes and events held at community centers, pools, or sports facilities:																				
	Affordability?																				
	Very Satisfied	9%	6%	5%	7%	11%	7%	11%	12%	8%	8%	9%	7%								
	Satisfied	15%	13%	16%	12%	27%	16%	19%	21%	22%	17%	19%	17%								
	Neutral	15%	19%	17%	18%	20%	17%	13%	21%	20%	18%	18%	19%								
	Somewhat Dissatisfied	3%	2%	1%	2%	2%	2%	4%	5%	5%	3%	2%	2%								
	Very Dissatisfied	1%	1%	1%	1%	2%	1%	1%	3%	3%	1%	1%	2%								
	Don't Know	58%	60%	59%	60%	37%	57%	52%	38%	43%	52%	51%	53%								
		258	324	282	258	244	260	217	193	218	2254	2,369	1,200								
	Variety?																				
	Very Satisfied	5%	6%	6%	7%	10%	7%	8%	11%	6%	7%	7%	5%								
	Satisfied	15%	14%	15%	11%	22%	15%	15%	16%	23%	16%	17%	17%								
	Neutral	16%	17%	20%	21%	23%	18%	19%	24%	21%	20%	20%	21%								
	Somewhat Dissatisfied	4%	1%	0%	2%	3%	3%	5%	5%	4%	3%	3%	3%								
	Very Dissatisfied	2%	1%	2%	1%	3%	2%	1%	3%	3%	2%	1%	1%								
	Don't Know	59%	60%	58%	58%	38%	55%	52%	40%	43%	52%	51%	53%								
		252	322	281	256	239	261	213	182	211	2217	2,331	1,181								

	1	2	3	4	5	6	7	8	9	2014 City Total	2013 City Total	2012 City Total
Quality of instruction, coaching, leadership, etc?												
Very Satisfied	3%	5%	6%	6%	8%	5%	7%	12%	6%	6%	7%	5%
Satisfied	12%	10%	11%	9%	22%	13%	14%	16%	20%	14%	15%	14%
Neutral	17%	19%	19%	20%	25%	17%	19%	23%	22%	20%	20%	22%
Somewhat Dissatisfied	3%	1%	-	2%	3%	2%	3%	6%	3%	2%	3%	2%
Very Dissatisfied	1%	1%	1%	-	2%	1%	1%	3%	4%	1%	1%	1%
Don't Know	64%	64%	63%	64%	40%	62%	55%	40%	45%	56%	55%	56%
	252	320	279	253	238	259	214	187	214	2216	2,333	1,184
14. How do you rate traffic flow (congestion) on major streets and thoroughfares, excluding freeways:												
During peak hours, that is 7-9am and 3:30-6pm?												
Very Good	3%	4%	4%	1%	5%	2%	2%	8%	5%	4%	3%	4%
Good	36%	34%	29%	20%	34%	31%	34%	35%	30%	31%	33%	35%
Neutral	24%	25%	24%	16%	24%	25%	25%	21%	25%	23%	25%	24%
Bad	23%	28%	33%	39%	27%	29%	29%	23%	26%	29%	27%	24%
Very Bad	11%	7%	8%	22%	9%	11%	9%	9%	10%	10%	9%	10%
Don't Know	3%	2%	2%	1%	1%	3%	2%	5%	4%	2%	3%	3%
	262	333	288	266	252	267	223	198	216	2305	2,436	1,233
During off-peak traffic hours?												
Very Good	22%	30%	22%	16%	15%	19%	22%	15%	18%	20%	21%	22%
Good	52%	50%	51%	45%	55%	52%	44%	43%	46%	49%	49%	48%
Neutral	14%	12%	18%	18%	21%	15%	17%	22%	18%	17%	18%	18%
Bad	7%	5%	7%	13%	7%	9%	9%	11%	10%	8%	8%	7%
Very Bad	2%	2%	2%	6%	2%	3%	4%	4%	4%	3%	2%	2%
Don't Know	3%	2%	0%	1%	1%	2%	3%	6%	4%	2%	2%	3%
	260	330	285	265	249	266	223	193	213	2284	2,415	1,221
15. How do you rate City streets on:												
Smoothness?												
Very Good	2%	2%	2%	4%	2%	3%	4%	7%	-	3%	3%	3%
Good	32%	30%	25%	31%	25%	32%	24%	23%	18%	27%	30%	31%
Neutral	23%	25%	24%	20%	16%	21%	23%	22%	21%	22%	24%	21%
Bad	28%	31%	32%	32%	40%	31%	33%	27%	41%	33%	30%	32%
Very Bad	14%	12%	16%	12%	16%	12%	15%	18%	19%	15%	12%	13%
Don't Know	2%	1%	0%	1%	1%	0%	1%	2%	0%	1%	1%	1%
	262	330	287	265	253	266	226	197	217	2303	2,437	1,233
Cleanliness?												
Very Good	6%	6%	5%	9%	5%	6%	5%	8%	2%	6%	6%	5%
Good	49%	49%	48%	48%	42%	46%	38%	28%	29%	43%	45%	46%
Neutral	26%	29%	31%	25%	22%	28%	29%	34%	30%	28%	30%	28%
Bad	14%	13%	12%	12%	23%	13%	19%	23%	26%	17%	14%	15%
Very Bad	3%	3%	3%	5%	7%	6%	8%	6%	12%	6%	4%	5%
Don't Know	2%	1%	1%	1%	1%	0%	1%	1%	0%	1%	1%	1%
	262	326	285	264	251	267	224	196	217	2292	2,435	1,229
Speeding vehicles?												
Very Good	3%	4%	2%	2%	1%	2%	2%	4%	2%	3%	3%	2%
Good	28%	22%	24%	25%	17%	26%	19%	19%	15%	22%	24%	25%
Neutral	28%	27%	28%	29%	28%	30%	32%	26%	29%	29%	29%	28%
Bad	26%	34%	30%	27%	33%	26%	26%	27%	37%	30%	29%	30%
Very Bad	13%	10%	14%	13%	18%	13%	19%	22%	16%	15%	13%	12%
Don't Know	2%	1%	2%	3%	2%	2%	2%	3%	1%	2%	2%	2%
	263	331	287	263	251	269	227	197	219	2307	2,428	1,229

										2014 City	2013 City	2012 City										
										Total	Total	Total										
										1	2	3	4	5	6	7	8	9	Total	Total	Total	
Safety of pedestrians?																						
Very Good										3%	5%	4%	4%	3%	4%	4%	5%	2%	4%	4%	4%	
Good										43%	34%	35%	33%	30%	33%	36%	28%	27%	33%	35%	36%	
Neutral										28%	29%	26%	32%	35%	29%	28%	32%	33%	30%	31%	31%	
Bad										15%	22%	23%	17%	15%	20%	21%	18%	24%	20%	19%	18%	
Very Bad										9%	6%	8%	9%	13%	9%	9%	13%	10%	9%	7%	8%	
Don't Know										3%	4%	4%	5%	4%	5%	1%	4%	4%	4%	3%	3%	
										262	329	285	263	247	268	225	196	219	2294	2,429	1,230	
Safety of bicyclists?																						
Very Good										4%	4%	2%	3%	2%	3%	3%	4%	2%	3%	4%	3%	
Good										29%	22%	22%	23%	24%	24%	25%	23%	23%	24%	25%	25%	
Neutral										27%	28%	27%	30%	33%	26%	31%	30%	26%	29%	31%	30%	
Bad										24%	29%	27%	24%	19%	25%	25%	21%	28%	25%	23%	23%	
Very Bad										12%	10%	13%	12%	12%	12%	10%	14%	15%	12%	11%	12%	
Don't Know										5%	7%	9%	8%	10%	11%	4%	8%	6%	8%	8%	8%	
										264	330	285	263	249	269	224	197	221	2302	2,431	1,229	
16.	Has a new commercial development been completed in or near your neighborhood in the last 12 months?																					
Yes										33%	35%	26%	45%	23%	40%	28%	22%	14%	30%	30%	29%	
No										67%	65%	74%	55%	77%	60%	72%	78%	86%	70%	70%	71%	
										260	330	278	264	245	260	220	193	220	2270	2,400	1,217	
If yes, how do you rate it on the following:																						
Attractiveness?																						
Very Good										31%	34%	18%	30%	16%	19%	42%	24%	21%	27%	32%	27%	
Good										48%	43%	54%	52%	56%	47%	40%	51%	54%	49%	50%	50%	
Neutral										11%	16%	21%	13%	16%	25%	12%	15%	18%	16%	12%	15%	
Bad										8%	3%	3%	1%	7%	5%	2%	2%	4%	4%	3%	4%	
Very Bad										1%	3%	3%	3%	-	5%	3%	5%	4%	3%	2%	2%	
Don't Know										1%	1%	1%	2%	4%	-	2%	2%	-	1%	1%	1%	
										84	116	72	120	55	102	60	41	28	678	708	342	
Improvement to your neighborhood as a place to live?																						
Very Good										27%	30%	16%	19%	11%	13%	40%	23%	7%	21%	23%	21%	
Good										36%	37%	35%	29%	47%	30%	36%	35%	43%	35%	37%	36%	
Neutral										23%	20%	26%	38%	29%	32%	16%	25%	36%	27%	26%	27%	
Bad										7%	5%	9%	7%	7%	15%	2%	10%	11%	8%	7%	8%	
Very Bad										6%	4%	9%	3%	4%	9%	5%	8%	4%	6%	4%	6%	
Don't Know										1%	3%	4%	3%	2%	2%	2%	-	-	2%	3%	3%	
										84	113	68	117	55	103	58	40	28	666	692	332	
17.	Has a new residential development been completed in or near your neighborhood in the last 12 months?																					
Yes										34%	29%	22%	37%	12%	22%	26%	28%	14%	25%	24%	27%	
No										66%	71%	78%	63%	88%	78%	74%	72%	86%	75%	76%	73%	
										256	329	283	263	245	261	219	196	220	2272	2,388	1,211	

	1	2	3	4	5	6	7	8	9	2014 City Total	2013 City Total	2012 City Total
If yes, how do you rate it on the following:												
Attractiveness?												
Very Good	38%	32%	39%	33%	43%	23%	47%	32%	25%	35%	34%	36%
Good	37%	39%	53%	40%	39%	52%	40%	51%	32%	43%	44%	40%
Neutral	14%	12%	8%	18%	11%	20%	9%	13%	18%	14%	13%	15%
Bad	6%	13%	-	4%	4%	2%	-	-	18%	5%	5%	4%
Very Bad	5%	4%	-	2%	4%	2%	2%	4%	4%	3%	3%	3%
Don't Know	-	-	-	3%	-	2%	3%	-	4%	1%	2%	2%
	84	93	62	97	28	56	58	53	28	559	548	326
Improvement to your neighborhood as a place to live?												
Very Good	36%	24%	35%	25%	39%	25%	41%	25%	14%	29%	29%	31%
Good	31%	36%	42%	31%	32%	39%	36%	46%	43%	36%	34%	28%
Neutral	17%	22%	15%	28%	25%	23%	19%	21%	21%	21%	23%	23%
Bad	10%	13%	5%	5%	4%	9%	2%	4%	14%	7%	7%	9%
Very Bad	5%	4%	3%	6%	-	2%	2%	4%	4%	4%	6%	6%
Don't Know	1%	1%	-	5%	-	4%	-	-	4%	2%	2%	4%
	83	92	60	97	28	57	58	52	28	555	534	321
18. How do you rate your neighborhood on:												
Housing affordability?												
Very Good	16%	16%	20%	18%	13%	17%	15%	10%	9%	15%	14%	17%
Good	54%	50%	56%	61%	57%	63%	38%	43%	47%	53%	53%	50%
Neutral	19%	19%	15%	15%	22%	13%	27%	25%	24%	19%	20%	19%
Bad	7%	10%	6%	5%	4%	4%	10%	11%	8%	7%	6%	7%
Very Bad	1%	2%	1%	-	0%	1%	5%	7%	5%	2%	2%	2%
Don't Know	5%	3%	2%	2%	4%	3%	6%	6%	6%	4%	4%	5%
	263	330	286	261	248	266	227	199	218	2298	2,418	1,221
Physical condition of housing?												
Very Good	20%	16%	22%	24%	8%	14%	10%	5%	8%	15%	16%	17%
Good	47%	56%	59%	55%	57%	60%	44%	32%	35%	50%	49%	49%
Neutral	23%	22%	14%	17%	22%	19%	20%	34%	31%	22%	23%	21%
Bad	7%	4%	3%	3%	10%	6%	17%	17%	15%	9%	9%	9%
Very Bad	2%	1%	2%	-	2%	1%	8%	11%	7%	3%	2%	3%
Don't Know	1%	1%	1%	-	2%	0%	1%	1%	3%	1%	2%	1%
	263	331	287	263	249	265	224	196	220	2298	2,424	1,223
Closeness of parks or open spaces?												
Very Good	22%	25%	20%	24%	10%	12%	21%	17%	7%	18%	17%	19%
Good	38%	46%	52%	51%	41%	47%	45%	36%	30%	43%	45%	42%
Neutral	24%	20%	19%	19%	31%	24%	19%	25%	34%	23%	23%	22%
Bad	7%	5%	4%	4%	9%	9%	7%	11%	17%	8%	8%	10%
Very Bad	2%	0%	2%	0%	2%	2%	3%	4%	6%	2%	2%	2%
Don't Know	6%	4%	2%	3%	7%	7%	6%	7%	6%	5%	5%	5%
	258	330	285	259	246	259	224	192	212	2265	2,409	1,223
Walking distance to public transit?												
Very Good	6%	20%	5%	8%	10%	16%	33%	31%	17%	16%	14%	15%
Good	7%	33%	11%	16%	29%	27%	44%	41%	39%	27%	29%	30%
Neutral	13%	16%	14%	22%	23%	18%	10%	14%	22%	17%	19%	16%
Bad	22%	15%	26%	23%	20%	15%	5%	6%	8%	16%	16%	16%
Very Bad	31%	7%	27%	12%	8%	9%	2%	4%	8%	12%	10%	11%
Don't Know	21%	8%	18%	18%	10%	15%	5%	4%	6%	12%	12%	12%
	259	329	285	263	245	266	224	199	218	2288	2,419	1,223

	1	2	3	4	5	6	7	8	9	2014 City Total	2013 City Total	2012 City Total
Access to shopping and other services?												
Very Good	18%	35%	33%	52%	18%	40%	19%	9%	12%	28%	28%	28%
Good	51%	46%	52%	41%	48%	46%	39%	25%	34%	43%	44%	42%
Neutral	17%	15%	8%	5%	20%	9%	20%	15%	25%	14%	15%	15%
Bad	8%	3%	5%	2%	9%	4%	12%	27%	20%	9%	9%	9%
Very Bad	4%	1%	1%	1%	4%	1%	7%	21%	8%	5%	3%	4%
Don't Know	2%	0%	1%	0%	1%	0%	2%	4%	1%	1%	1%	2%
	262	331	286	264	251	268	221	197	218	2298	2,424	1,226
On-street parking?												
Very Good	5%	12%	9%	10%	5%	7%	14%	12%	6%	9%	8%	10%
Good	20%	25%	28%	22%	23%	28%	37%	27%	18%	25%	27%	26%
Neutral	35%	27%	27%	33%	32%	33%	21%	25%	36%	30%	29%	29%
Bad	19%	20%	17%	18%	24%	19%	18%	18%	21%	19%	19%	19%
Very Bad	9%	9%	10%	8%	11%	7%	7%	14%	15%	10%	9%	8%
Don't Know	12%	6%	11%	9%	5%	6%	2%	4%	5%	7%	8%	8%
	256	323	282	260	245	262	223	194	213	2258	2,399	1,212
Street lighting?												
Very Good	10%	17%	15%	15%	12%	15%	18%	18%	12%	15%	13%	14%
Good	48%	48%	44%	43%	46%	58%	47%	48%	43%	47%	49%	48%
Neutral	22%	20%	20%	18%	19%	12%	17%	19%	22%	19%	19%	19%
Bad	14%	10%	13%	15%	17%	12%	11%	6%	15%	13%	12%	12%
Very Bad	3%	5%	8%	6%	5%	3%	7%	9%	7%	6%	6%	4%
Don't Know	2%	1%	1%	2%	1%	0%	1%	0%	1%	1%	1%	2%
	263	333	287	265	252	265	224	203	220	2312	2,427	1,231
Availability of sidewalks?												
Very Good	16%	10%	11%	19%	3%	6%	19%	19%	5%	12%	12%	13%
Good	24%	18%	13%	22%	10%	16%	42%	40%	28%	23%	23%	24%
Neutral	17%	14%	19%	13%	19%	19%	17%	16%	17%	17%	18%	16%
Bad	16%	22%	23%	22%	28%	29%	10%	11%	18%	20%	21%	21%
Very Bad	26%	34%	29%	22%	37%	28%	11%	13%	30%	26%	23%	23%
Don't Know	2%	2%	4%	2%	4%	1%	0%	-	2%	2%	3%	3%
	262	330	283	263	248	263	225	202	219	2295	2,431	1,224
19. How do you rate Chattanooga as a place to do business?												
Very Good	15%	15%	16%	18%	12%	12%	19%	18%	11%	15%	16%	15%
Good	50%	47%	55%	49%	44%	52%	41%	37%	39%	47%	48%	46%
Neutral	21%	18%	17%	18%	29%	16%	22%	27%	31%	22%	20%	21%
Bad	2%	4%	2%	1%	3%	3%	4%	5%	6%	3%	3%	4%
Very Bad	-	1%	1%	1%	1%	1%	2%	3%	1%	1%	1%	1%
Don't Know	11%	16%	10%	13%	10%	15%	12%	11%	11%	12%	12%	12%
	262	332	284	266	250	267	227	198	222	2308	2,447	1,240
Do you own a business in Chattanooga?												
Yes	12%	14%	10%	10%	10%	12%	12%	11%	11%	11%	12%	12%
No	88%	86%	90%	90%	90%	88%	88%	89%	89%	89%	88%	88%
	231	293	260	239	228	237	206	182	201	2077	2,227	1,215

	1	2	3	4	5	6	7	8	9	2014 City Total	2013 City Total	2012 City Total
If yes, how many employees does your business employ?												
Self	57%	41%	45%	33%	56%	52%	54%	53%	38%	47%	43%	51%
1	-	5%	14%	13%	25%	-	8%	20%	19%	10%	9%	7%
2-10	43%	38%	27%	21%	13%	32%	21%	13%	19%	27%	34%	29%
11-50	-	14%	9%	21%	-	4%	13%	7%	19%	10%	10%	8%
51-150	-	3%	5%	8%	-	4%	-	-	6%	3%	2%	3%
151+	-	-	-	4%	6%	8%	4%	7%	-	3%	2%	3%
	23	37	22	24	16	25	24	15	16	202	223	118
20. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chattanooga:												
Called 3-1-1 about public services												
Never	31%	22%	26%	29%	15%	25%	33%	21%	17%	24%	27%	29%
Once or Twice	37%	34%	35%	40%	38%	35%	35%	41%	43%	37%	37%	36%
3 to 5 Times	22%	30%	26%	22%	32%	26%	22%	29%	25%	26%	26%	25%
6 to 10 Times	7%	10%	9%	7%	12%	10%	7%	5%	10%	9%	7%	9%
More than 10 Times	3%	4%	4%	2%	4%	4%	3%	4%	5%	4%	3%	2%
	262	331	285	262	251	269	223	192	217	2292	2,434	1,225
Ridden a local bus (CARTA)												
Never	87%	83%	93%	94%	81%	79%	59%	54%	68%	79%	79%	81%
Once or Twice	8%	12%	4%	4%	11%	11%	19%	18%	15%	11%	11%	9%
3 to 5 Times	2%	3%	2%	0%	2%	1%	6%	9%	8%	4%	3%	3%
6 to 10 Times	1%	1%	0%	0%	2%	4%	3%	3%	2%	2%	2%	2%
More than 10 Times	2%	1%	1%	2%	4%	5%	13%	16%	7%	5%	5%	5%
	261	325	283	263	250	267	219	192	216	2276	2,424	1,223
Visited a Chattanooga Public Library branch												
Never	52%	51%	48%	61%	45%	50%	43%	38%	43%	48%	49%	48%
Once or Twice	29%	26%	28%	24%	31%	28%	28%	32%	29%	28%	27%	27%
3 to 5 Times	6%	11%	10%	7%	13%	9%	12%	14%	15%	11%	11%	12%
6 to 10 Times	5%	5%	7%	2%	3%	4%	7%	6%	6%	5%	6%	6%
More than 10 Times	8%	7%	8%	7%	7%	9%	10%	10%	7%	8%	8%	8%
	263	330	286	264	253	267	222	193	218	2296	2,425	1,230
Attended an event at Memorial Auditorium or Tivoli												
Never	43%	39%	42%	49%	38%	45%	40%	34%	41%	42%	41%	N/A
Once or Twice	45%	44%	43%	39%	43%	38%	45%	45%	44%	43%	42%	N/A
3 to 5 Times	8%	15%	12%	9%	13%	13%	11%	14%	11%	12%	13%	N/A
6 to 10 Times	2%	1%	2%	1%	3%	3%	1%	4%	4%	2%	2%	N/A
More than 10 Times	1%	1%	1%	1%	2%	1%	2%	3%	0%	1%	1%	N/A
	262	328	288	264	253	269	223	195	217	2299	2,422	N/A
Used/visited McKamey Animal Center												
Never	78%	71%	70%	74%	78%	74%	70%	75%	76%	74%	72%	75%
Once or Twice	17%	24%	26%	24%	20%	21%	24%	16%	20%	22%	23%	20%
3 to 5 Times	3%	5%	3%	2%	0%	2%	5%	5%	4%	3%	4%	4%
6 to 10 Times	1%	1%	0%	-	2%	1%	2%	3%	-	1%	1%	0%
More than 10 Times	1%	0%	1%	1%	0%	2%	-	1%	-	1%	1%	1%
	263	329	287	265	251	267	224	189	215	2290	2,417	1,227

	1	2	3	4	5	6	7	8	9	2014 City Total	2013 City Total	2012 City Total
Visited the Chattanooga.gov website												
Never	49%	42%	46%	48%	49%	44%	43%	57%	55%	47%	47%	50%
Once or Twice	31%	31%	31%	27%	24%	22%	34%	27%	20%	28%	26%	25%
3 to 5 Times	12%	17%	13%	13%	17%	17%	15%	8%	14%	14%	16%	15%
6 to 10 Times	4%	6%	7%	7%	6%	12%	6%	3%	8%	7%	7%	6%
More than 10 Times	5%	4%	3%	4%	3%	5%	2%	4%	4%	4%	5%	4%
	218	262	226	219	205	206	185	154	168	1843	1,967	1,010
Been involved in a community project or attended a public meeting												
Never	71%	64%	66%	68%	61%	65%	55%	56%	63%	64%	61%	63%
Once or Twice	22%	20%	23%	21%	26%	22%	26%	26%	23%	23%	26%	24%
3 to 5 Times	4%	9%	6%	10%	6%	8%	12%	11%	9%	8%	7%	8%
6 to 10 Times	2%	4%	4%	0%	3%	2%	3%	4%	1%	3%	3%	3%
More than 10 Times	2%	2%	1%	1%	3%	3%	4%	3%	4%	2%	3%	2%
	246	317	278	258	238	260	214	185	209	2205	2,347	1,162
21. Overall, how do you rate the quality of each of the following services:												
3-1-1												
Very Good	24%	27%	31%	32%	35%	31%	22%	34%	25%	29%	28%	26%
Good	36%	42%	36%	31%	41%	38%	35%	39%	43%	38%	38%	35%
Neutral	13%	14%	12%	11%	13%	10%	18%	12%	16%	13%	14%	14%
Bad	3%	1%	2%	4%	4%	2%	3%	3%	4%	3%	3%	5%
Very Bad	2%	0%	1%	1%	0%	2%	1%	1%	1%	1%	1%	1%
Don't Know	22%	16%	18%	21%	7%	17%	21%	12%	10%	16%	17%	18%
	259	324	281	255	246	263	222	194	214	2258	2,407	1,212
Bus services (CARTA)												
Very Good	5%	4%	4%	3%	9%	9%	16%	27%	15%	9%	10%	8%
Good	13%	15%	12%	11%	23%	22%	30%	30%	24%	19%	20%	20%
Neutral	21%	24%	22%	21%	22%	17%	16%	13%	21%	20%	21%	18%
Bad	2%	2%	1%	0%	2%	3%	1%	1%	4%	2%	2%	2%
Very Bad	3%	0%	1%	1%	0%	2%	0%	2%	1%	1%	1%	1%
Don't Know	55%	56%	60%	63%	43%	47%	37%	27%	35%	48%	47%	49%
	254	322	281	257	245	260	221	196	214	2250	2,386	1,222
Experience at Memorial Auditorium and/or Tivoli												
Very Good	18%	24%	19%	17%	16%	17%	17%	19%	18%	18%	19%	N/A
Good	40%	32%	36%	30%	42%	35%	39%	37%	35%	36%	37%	N/A
Neutral	16%	18%	14%	19%	19%	16%	14%	16%	22%	17%	15%	N/A
Bad	1%	1%	1%	2%	0%	1%	2%	3%	1%	1%	1%	N/A
Very Bad	0%	0%	1%	0%	-	0%	-	1%	1%	0%	0%	N/A
Don't Know	25%	26%	29%	32%	23%	31%	28%	24%	23%	27%	27%	N/A
	256	325	285	254	245	260	223	192	216	2256	2,377	N/A
Animal control (McKamey)												
Very Good	9%	10%	10%	9%	5%	8%	11%	9%	8%	9%	10%	7%
Good	15%	19%	20%	16%	18%	20%	17%	23%	18%	18%	20%	20%
Neutral	20%	20%	22%	19%	28%	22%	22%	21%	25%	22%	21%	24%
Bad	2%	5%	3%	2%	5%	2%	6%	4%	5%	4%	4%	4%
Very Bad	3%	1%	1%	4%	2%	3%	3%	3%	3%	2%	1%	2%
Don't Know	50%	45%	44%	51%	42%	45%	42%	39%	41%	45%	44%	43%
	258	322	279	256	243	256	224	190	213	2241	2,370	1,208

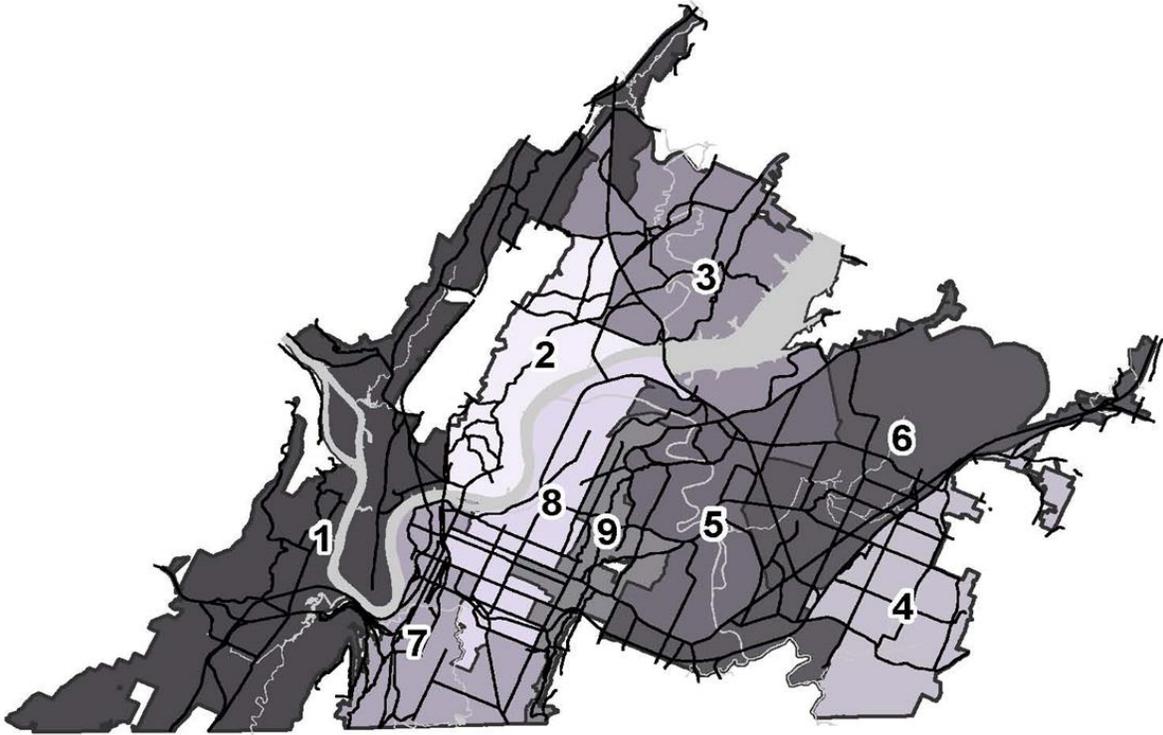
	1	2	3	4	5	6	7	8	9	2014 City Total	2013 City Total	2012 City Total
Public libraries												
Very Good	23%	16%	19%	13%	12%	17%	21%	22%	19%	18%	17%	15%
Good	27%	34%	33%	27%	39%	37%	34%	38%	37%	34%	34%	35%
Neutral	19%	17%	17%	20%	20%	14%	15%	14%	21%	17%	17%	19%
Bad	2%	2%	1%	1%	1%	3%	2%	-	0%	1%	2%	2%
Very Bad	1%	0%	-	1%	-	1%	1%	1%	1%	1%	0%	1%
Don't Know	29%	31%	30%	39%	28%	29%	27%	24%	21%	29%	29%	28%
	258	329	278	259	245	262	225	196	216	2268	2,402	1,218
Chattanooga.gov Website												
Very Good	10%	8%	10%	11%	7%	9%	10%	10%	9%	9%	11%	10%
Good	32%	38%	33%	32%	35%	38%	35%	28%	32%	34%	33%	31%
Neutral	25%	24%	26%	21%	24%	23%	21%	24%	27%	24%	23%	26%
Bad	1%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Very Bad	1%	1%	0%	-	-	1%	1%	1%	0%	1%	0%	0%
Don't Know	31%	29%	29%	34%	32%	26%	31%	35%	30%	31%	31%	31%
	255	325	282	253	246	259	221	190	215	2246	2,362	1,215
22. Overall, how do you rate following aspects of City government performance:												
Value of services for City taxes paid												
Very Good	8%	7%	5%	6%	7%	7%	9%	10%	4%	7%	7%	5%
Good	33%	39%	36%	34%	34%	40%	36%	34%	31%	35%	35%	35%
Neutral	34%	31%	31%	33%	33%	31%	26%	28%	36%	31%	32%	30%
Bad	13%	14%	17%	16%	15%	6%	14%	13%	16%	14%	14%	16%
Very Bad	6%	4%	7%	6%	3%	6%	5%	7%	7%	6%	5%	6%
Don't Know	6%	5%	5%	5%	8%	10%	10%	9%	5%	7%	8%	8%
	264	329	284	261	252	263	222	200	215	2290	2,429	1,230
Overall direction the City is taking												
Very Good	10%	12%	10%	11%	9%	10%	13%	13%	10%	11%	11%	10%
Good	42%	44%	41%	38%	38%	44%	47%	35%	33%	41%	42%	38%
Neutral	31%	29%	29%	34%	31%	27%	22%	29%	37%	30%	30%	29%
Bad	8%	9%	11%	8%	9%	8%	8%	8%	8%	9%	7%	11%
Very Bad	2%	1%	4%	4%	3%	1%	3%	5%	6%	3%	2%	5%
Don't Know	6%	5%	5%	5%	10%	11%	8%	11%	6%	7%	8%	7%
	264	329	282	263	250	264	223	199	217	2291	2,425	1,227
Welcoming citizen involvement												
Very Good	8%	9%	7%	10%	9%	9%	12%	15%	7%	10%	9%	8%
Good	34%	35%	32%	32%	31%	35%	38%	33%	29%	33%	34%	31%
Neutral	35%	33%	36%	30%	35%	30%	30%	26%	39%	33%	32%	34%
Bad	6%	7%	5%	7%	8%	5%	6%	6%	8%	6%	6%	8%
Very Bad	2%	3%	3%	3%	2%	3%	2%	3%	3%	3%	2%	4%
Don't Know	15%	14%	17%	19%	15%	18%	12%	17%	14%	16%	16%	16%
	264	329	283	259	249	265	225	199	217	2290	2,414	1,221
23. What is your sex?												
Male	40%	41%	47%	41%	33%	39%	34%	31%	34%	38%	38%	40%
Female	60%	59%	53%	59%	67%	61%	66%	69%	66%	62%	62%	60%
	260	330	288	267	251	269	225	201	218	2309	2,433	1,222
24. What is your age?												
Under 20	-	-	-	-	-	0%	-	-	0%	0%	0%	0%
20-29	9%	8%	6%	6%	2%	6%	11%	6%	4%	6%	7%	8%
30-44	16%	18%	11%	18%	12%	14%	20%	12%	13%	15%	15%	18%
45-59	26%	22%	27%	24%	29%	27%	34%	27%	27%	27%	28%	27%
60-74	31%	33%	33%	31%	37%	33%	22%	39%	39%	33%	33%	30%
Over 74	17%	19%	23%	21%	19%	19%	13%	15%	17%	18%	17%	17%
	262	331	288	267	252	270	226	201	218	2315	2,452	1,240

	1	2	3	4	5	6	7	8	9	2014 City Total	2013 City Total	2012 City Total
25. How many years have you lived in Chattanooga?												
Less than 5	11%	9%	10%	12%	5%	14%	15%	4%	9%	10%	10%	12%
5-10 years	9%	15%	9%	10%	4%	7%	10%	11%	6%	9%	10%	10%
11-20 years	12%	12%	12%	18%	6%	10%	11%	4%	6%	10%	11%	10%
More than 20 years	67%	64%	69%	60%	85%	69%	64%	81%	79%	70%	69%	68%
	261	332	285	268	253	269	226	198	219	2311	2,459	1,242
26. Do you own your home, rent your home, or live with someone (rent-free)?												
Own	79%	85%	83%	81%	86%	72%	59%	54%	70%	76%	75%	76%
Rent	21%	14%	16%	18%	12%	27%	38%	46%	27%	23%	24%	23%
Live with Someone (rent-free)	1%	1%	1%	1%	2%	1%	4%	1%	3%	1%	1%	1%
	263	332	287	268	250	270	224	197	218	2309	2,441	1,243
27. In the past 12 months, what was your (individual) pre-tax income?												
No income	3%	1%	4%	1%	6%	3%	6%	8%	5%	4%	4%	4%
Less than \$20,000	18%	13%	12%	10%	22%	18%	28%	41%	32%	20%	20%	20%
\$20,000 - \$34,999	20%	20%	16%	22%	33%	19%	25%	35%	28%	23%	24%	25%
\$35,000 - \$74,999	36%	36%	37%	39%	31%	43%	25%	13%	24%	32%	33%	32%
\$75,000 - \$149,999	19%	21%	23%	23%	8%	15%	11%	1%	9%	15%	14%	14%
\$150,000 or more	5%	9%	7%	5%	1%	3%	5%	3%	4%	5%	5%	5%
	245	309	267	246	229	240	209	182	200	2127	2,225	1,135
28. Which of these is closest to describing your ethnic background?												
Caucasian/White	93%	96%	91%	84%	39%	81%	64%	25%	44%	72%	72%	72%
African-American/ Black	4%	2%	5%	6%	59%	16%	30%	69%	53%	24%	24%	23%
Asian or Pacific Islander	1%	1%	2%	6%	-	0%	1%	-	-	1%	2%	2%
Native American/Indian	1%	0%	-	-	0%	0%	0%	2%	2%	1%	1%	0%
Hispanic/Latino	1%	-	0%	1%	1%	2%	1%	2%	-	1%	1%	1%
Other	-	1%	1%	3%	1%	1%	3%	2%	1%	1%	1%	2%
	259	328	285	264	246	265	222	196	213	2278	2,427	1,218
29. How much education have you completed?												
Elementary	0%	0%	-	-	1%	1%	1%	2%	0%	1%	1%	0%
Some high school	3%	1%	4%	2%	7%	3%	13%	13%	11%	6%	6%	5%
High school grad or equivalent	22%	14%	15%	14%	23%	17%	20%	29%	21%	19%	18%	18%
Some college	28%	25%	26%	27%	28%	29%	25%	31%	30%	27%	29%	27%
College grad or more	46%	59%	55%	57%	41%	51%	41%	26%	37%	47%	47%	49%
	259	330	286	267	249	271	223	199	215	2299	2,452	1,237
Response Rates										25%	26%	24%
Margin of Error										±1.99	±1.93	±2.74

NOTES:

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

City of Chattanooga Council Districts



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

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

**Chairman
*Vice-Chairman



Survey Form

2014 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"/>					
Your neighborhood as a place to live	<input type="checkbox"/>					
Chattanooga as a place to work	<input type="checkbox"/>					
Chattanooga as a place to raise children	<input type="checkbox"/>					
Chattanooga as a place to retire	<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"/>					
In the park closest to you?	<input type="checkbox"/>					
Downtown?	<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"/>					
In the park closest to you?	<input type="checkbox"/>					
Downtown?	<input type="checkbox"/>					

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

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

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

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

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

If yes, how do you rate the services you received on the phone from the 9-1-1 calltaker?

Very Good Good Neutral Bad Very Bad

Q7 How do you rate police services on the following:

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
Overall quality of services?	<input type="checkbox"/>					
Conduct of police officers?	<input type="checkbox"/>					
Speed of emergency police response?	<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"/>					
Speed of emergency response?	<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"/>					
Yard-waste Pick-up?	<input type="checkbox"/>					
Curbside Recycling?	<input type="checkbox"/>					
Water Quality of Lakes and Streams?	<input type="checkbox"/>					
Storm Drainage?	<input type="checkbox"/>					
Sewers?	<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"/>					
Visit a city park near your home?	<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"/>					
Well-maintained facilities?	<input type="checkbox"/>					
Well-maintained playgrounds?	<input type="checkbox"/>					

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

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

	Very Satisfied	Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Affordability?	<input type="checkbox"/>					
Variety?	<input type="checkbox"/>					
Quality of instruction, coaching, leadership, etc?	<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"/>					
During off-peak traffic hours?	<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"/>					
Cleanliness?	<input type="checkbox"/>					
Speeding vehicles?	<input type="checkbox"/>					
Safety of pedestrians?	<input type="checkbox"/>					
Safety of bicyclists?	<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"/>					
Improvement to your neighborhood as a place to live?	<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"/>					
Improvement to your neighborhood as a place to live?	<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"/>					
Physical condition of housing?	<input type="checkbox"/>					
Closeness of parks or open spaces?	<input type="checkbox"/>					
Walking distance to public transit?	<input type="checkbox"/>					
Access to shopping and other services?	<input type="checkbox"/>					
On-street parking?	<input type="checkbox"/>					
Street lighting?	<input type="checkbox"/>					
Availability of sidewalks?	<input type="checkbox"/>					

ANOVA Significance Testing Results

Question	Description	2014 to 2013 Result of Significance Testing	2014 to 2012 Result of Significance Testing	2013 to 2012 Result of Significance Testing
q1a	Chatt as a place to live	Not Significant	Not Significant	Not Significant
q1b	Your neighborhood as a place to live	Not Significant	Not Significant	Not Significant
q1c	Chatt as a place to work	Not Significant	Not Significant	Not Significant
q1d	Chatt as a place to raise children	Not Significant	Not Significant	Not Significant
q1e	Chatt as a place to retire	Significant	Not Significant	Significant
q2a	Safe during day - neighborhood	Not Significant	Not Significant	Not Significant
q2b	Safe during day-park closest to you	Not Significant	Not Significant	Not Significant
q2c	Safe during day - downtown	Significant	Not Significant	Not Significant
q3a	Safe at night - neighborhood	Not Significant	Not Significant	Not Significant
q3b	Safe at night-park closest to you	Significant	Not Significant	Not Significant
q3c	Safe at night - downtown	Significant	Not Significant	Significant
q4a	Break in home	Not Significant	Not Significant	Not Significant
q4b	Reported to police	Not Significant	Not Significant	Not Significant
q5	Break in vehicle	Not Significant	Not Significant	Not Significant
q5a	Reported to police	Significant	Not Significant	Not Significant
q6	Call 9-1-1	Not Significant	Not Significant	Not Significant
q6a	Services received from 9-1-1	Not Significant	Not Significant	Not Significant
q7a	Overall quality of police services	Not Significant	Not Significant	Not Significant
q7b	Conduct of police officers	Not Significant	Not Significant	Not Significant
q7c	Speed of response	Not Significant	Not Significant	Not Significant
q8	Use fire or emergency medical services	Not Significant	Not Significant	Not Significant
q8a	Overall quality of fire or ems	Not Significant	Not Significant	Not Significant
q8b	Speed of fire or ems	Not Significant	Not Significant	Not Significant
q9a	Garbage pick-up	Not Significant	Not Significant	Not Significant
q9b	Yard waste pickup	Not Significant	Significant	Significant
q9c	Curbside recycling	Not Significant	Not Significant	Not Significant
q9d	Water quality	Not Significant	Significant	Significant
q9e	Storm drainage	Not Significant	Not Significant	Not Significant
q9f	Sewers	Not Significant	Not Significant	Not Significant
q10a	Visit any City park	Not Significant	Not Significant	Not Significant
q10b	Visit a city park near home	Not Significant	Not Significant	Not Significant
q11a	parks well-maintained landscaping	Not Significant	Not Significant	Not Significant
q11b	parks well-maintained facilities	Not Significant	Not Significant	Not Significant
q11c	Playgrounds	Not Significant	Not Significant	Not Significant
q12a	Participate in recreation	Not Significant	Not Significant	Not Significant
q13a	Affordability	Not Significant	Not Significant	Significant
q13b	Variety	Not Significant	Not Significant	Not Significant
q13c	Quality	Not Significant	Not Significant	Not Significant
q14a	Traffic flow @ peak	Not Significant	Not Significant	Not Significant
q14b	Traffic flow @ off-peak	Not Significant	Not Significant	Not Significant
q15a	Smoothness	Significant	Significant	Not Significant
q15b	Cleanliness	Significant	Not Significant	Not Significant
q15c	Speeding vehicles	Significant	Significant	Not Significant
q15d	Safety of pedestrians	Significant	Significant	Not Significant
q15e	Safety of bicyclists	Not Significant	Not Significant	Not Significant
q16	Commercial development w/in 12 mths	Not Significant	Not Significant	Not Significant
q16a	Commercial develop - attractiveness	Significant	Not Significant	Not Significant
q16b	Commercial develop - neighborhood	Not Significant	Not Significant	Not Significant
q17	Residential development	Significant	Significant	Significant
q17a	Residential develop - attractiveness	Not Significant	Not Significant	Not Significant
q17b	Residential develop - neighborhood	Not Significant	Not Significant	Not Significant
q18a	Housing affordability	Not Significant	Not Significant	Not Significant
q18b	Physical condition	Not Significant	Not Significant	Not Significant
q18c	Closeness to parks	Not Significant	Not Significant	Not Significant
q18d	Public transit	Not Significant	Not Significant	Not Significant
q18e	Access to shopping	Not Significant	Not Significant	Not Significant
q18f	On-street parking	Not Significant	Not Significant	Not Significant
q18g	Street lighting	Not Significant	Not Significant	Not Significant
q18h	Availability of sidewalks	Not Significant	Not Significant	Not Significant
q19	Chatt as place to do business	Not Significant	Not Significant	Not Significant
q19a	Do you own a business	Not Significant	Not Significant	Not Significant
q19b	How many employees	Not Significant	Not Significant	Not Significant
q20a	Called 311	Significant	Significant	Not Significant
q20b	Ride a bus	Not Significant	Not Significant	Not Significant
q20c	Public Library	Not Significant	Not Significant	Not Significant
q20d	Event a Memorial or Tivoli	Not Significant	Not Significant	Not Significant
q20e	Used McKamey	Not Significant	Not Significant	Not Significant
q20f	Visited website	Not Significant	Not Significant	Not Significant
q20g	Been involved in community	Not Significant	Not Significant	Not Significant
q21a	Quality of 311	Not Significant	Significant	Not Significant
q21b	Bus service	Not Significant	Not Significant	Not Significant
q21c	experience at Memorial	Not Significant	Not Significant	Not Significant
q21d	McKamey	Not Significant	Not Significant	Not Significant
q21e	Public Libraries	Not Significant	Not Significant	Not Significant
q21f	Chattanooga.gov Website	Not Significant	Not Significant	Not Significant
q22a	Value of services	Not Significant	Significant	Significant
q22b	Overall direction	Not Significant	Significant	Significant
q22c	Welcoming citizen involvement	Not Significant	Not Significant	Significant
q23	Sex	Not Significant	Not Significant	Not Significant
q24	Age	Not Significant	Not Significant	Not Significant
q25	Years lived in Chattanooga	Not Significant	Not Significant	Not Significant
q26	Own, rent or rent-free	Not Significant	Not Significant	Not Significant
q27	Pre-tax income	Not Significant	Not Significant	Not Significant
q28	Ethnic background	Not Significant	Not Significant	Not Significant
q29	Education	Not Significant	Not Significant	Not Significant