



RESIDENT AND NEIGHBORHOOD SURVEY HIGHLIGHTS

As part of the ongoing effort to engage residents in the Westside Evolves planning process and to ensure that community needs, preferences, and priorities remain central to the process, the Chattanooga Housing Authority, Chattanooga Design Studio, and the City of Chattanooga conducted Resident and Neighborhood Surveys in October and November 2020.

A 59-question Resident Survey was conducted at the two target housing sites— College Hill and Gateway Tower. A total of 449 residents completed the survey for an 82% response rate. A shorter Neighborhood Survey was completed by 257 respondents including 241 Westside residents. In total, the two surveys reached 690 Westside residents, approximately 46% of the 1,514 households that live in the neighborhood.

Complete survey results are available at www.westsideevolves.com/documents.

Thank you to all who participated!

NEIGHBORHOOD HIGHLIGHTS

Most liked aspects of Westside

- * Housing affordability (~65%)
- * Access to neighborhood conveniences, services, and shopping (~40%)
- * Access to CARTA (37%)
- * Location/ability to walk downtown (~31%)

Gateway Tower residents also ranked safety (~37%) and sense of community (~33%) among their top five.

Future desired amenities

- * Grocery store/supermarket (~79% very needed)
- * Laundromat/dry cleaner (~65%)
- * Health center/medical services (~60%)

Most disliked aspects of the Westside

- * Crime, violence, vandalism (~62%)
- * Lack of grocery store/neighborhood conveniences (~59%)

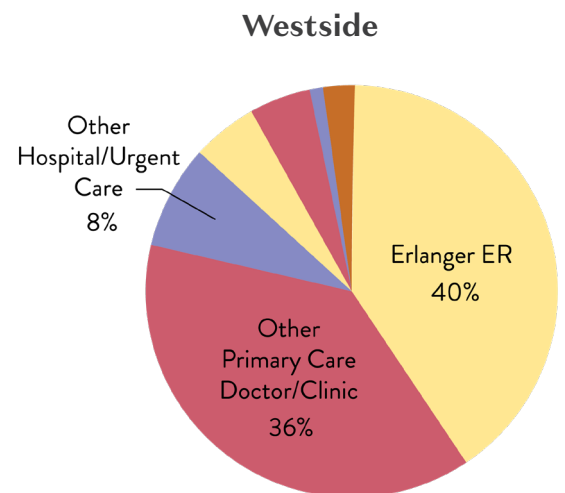
HEALTH & WELLNESS

Although ~57% residents reported their health as good or excellent, residents report chronic health conditions, including poor mental health and oral health, at much higher rates than the City of Chattanooga.

- * ~86% of residents rate their health care services as Good or Excellent.
- * Approximately half (~47%) of residents go to a hospital or urgent care center most often when they are sick or in need of health advice.
- * Dental services are the greatest unmet health need (40%).

Overall, College Hill (~64%) and Westside (~67%) residents are more likely to report unmet health needs than residents at Gateway Tower (~44%).

Where do you go when you are sick or in need of health advice?



Disability Services

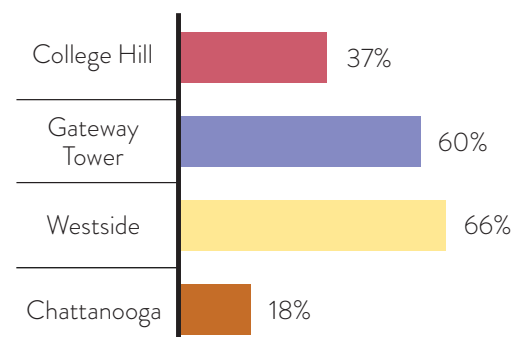
An array of services are needed to support the high number of residents with disabilities:

- * College Hill residents with a disability are more likely to need mental health (~32%) or services related to accessibility (~22%).
- * Gateway Tower residents with a disability are more likely to need assistance with activities of daily living: in-home health assistance (~49%) and homemaker services (~63%).
- * Residents noted that disability (~27%) and health conditions (~18%) limit them from being more physically active.

Food Insecurity

- * Emergency food assistance is the #1 unmet need.
- * Residents travel far afield to grocery shop (~61% at Food City) which is particularly challenging for those reliant on public transit.
- * Cost (~19%) and availability of fruits and vegetables (~10%) are cited as impediments to healthier eating.

Households Receiving Food Stamps/SNAP





COMMUNITY CHARACTER

Housing & Redevelopment

If relocation is deemed necessary for redevelopment, most residents need more information before stating a preference for temporary housing.

- * However, College Hill Residents prefer moving with Section 8 (~40%) and Gateway Towers residents prefer to move directly into a replacement unit in the neighborhood (~31%).
- * Approximately 2 out of 3 residents indicated that, if temporarily relocated, they would like to return to the redeveloped site.

Future Park Improvements

- * Residents would most like to see a Picnic/Barbecue area (~54%).
- * College Hill residents also prioritized a Playground/Tot lot (~43%).
- * Gateway Towers residents preferred a Swimming Pool (~49%).
- * Westside residents favored a Community Garden (~27%).



EDUCATION & YOUTH

Early Education

- * Approximately half (~47%) of College Hill/Westside children age 0-5 years attend a center-based early learning program, including the Head Start program offered by YFD in the neighborhood.

Out-of-School Programs

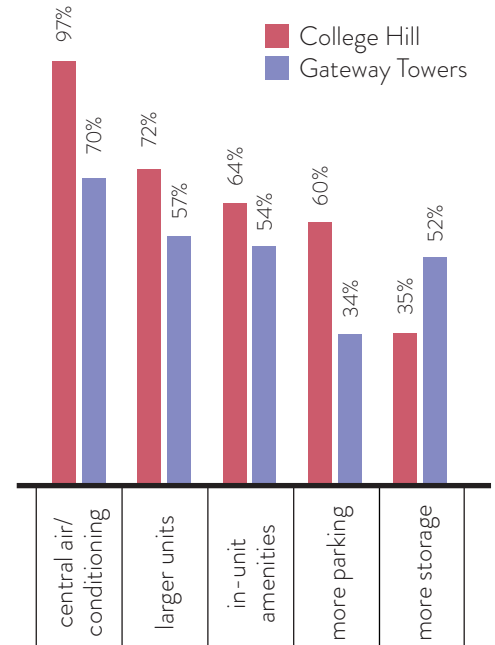
- * A little more than 1/3 of College Hill/Westside students (~37%) currently participate in an after-school program.
- * Most common barriers to participation are the following:
 1. Concerns about safety due to the Covid-19 pandemic (~45%)
 2. Hours/schedule (~21%)
 3. Don't know what programs are available (~21%)
- * Interest in future participation in several program areas including Sports and recreation (~51%), After school programs (~46%), Arts/Performing Arts/Music (~40%), Summer programs (~33%), and Tutoring/academic support (~31%).



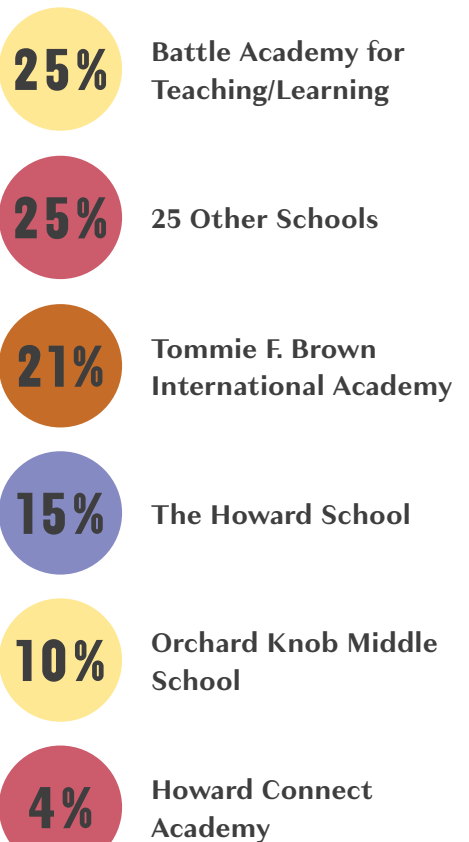
COMMUNITY ENGAGEMENT

- * Word of mouth is by far the most frequent way that residents get information about what is going on in the Westside neighborhood (75%).
- * However, half of residents also rely on CHA staff, meetings, newsletters or fliers.

Preferred Physical Improvements for New Units



Westside Student Enrollment by School (K-12)



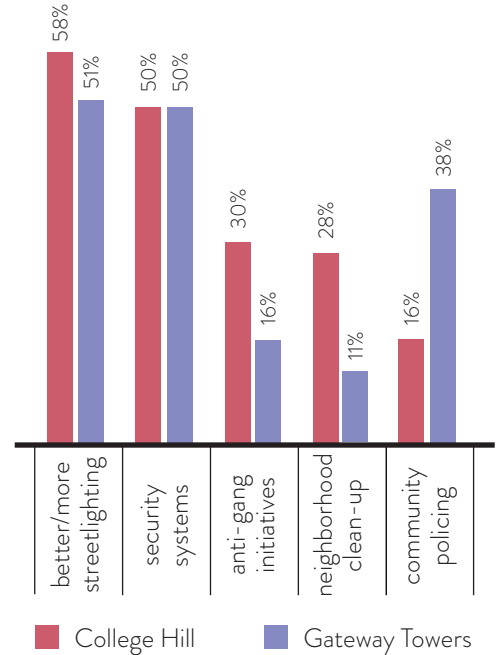


CRIME & SAFETY

Many College Hill residents with children perceive walking to and from school/bus or riding the school bus as unsafe; 1 in 3 are very unlikely to allow child to play outside in the neighborhood.

- * Residents feel least safe in the neighborhood at night, in the walkways between buildings and walking under US 27 (~38% feel somewhat to very unsafe).
- * Gateway Tower residents view police in more positive light (72%) than College Hill (~93%) and Westside residents (~86%).
- * College Hill residents are more likely to have experienced crime (~41%) than Gateway Tower residents (~16%).
- * But Gateway Tower residents were more likely to believe crime occurs frequently in the neighborhood (1-2 times per week) (~48%) than College Hill residents (31%).

What are the best ways to make Westside safer?



INCOME & EMPLOYMENT

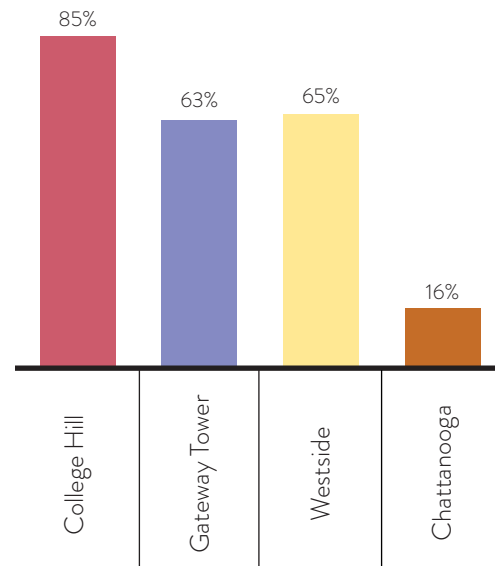
Largest barriers to employment

- * Disability and related issues such as caring for a disabled family member (~45%)
- * Covid-19 pandemic (~22%)
- * Affordable childcare/day care (~16%)
- * Transportation (13%)

Digital Equity

- * Half of residents do not have reliable Internet access at home (~52%).
- * Approximately half of College Hill and Gateway Tower residents most often access the Internet via their smart phone (~50% and 41% respectively).
- * Only 1 in 5 at College Hill and Gateway Tower use a home computer most often.

Households earning less than \$15k annually



CONNECTIVITY

- * Many residents highly valued access to CARTA, as ~39% of residents rely on public transit as their primary mode of transportation.
- * Approximately, 1 in 4 College Hill and Gateway Tower residents reported that transportation is a barrier when trying to get where they need to go.

Primary mode of transportation

