

A Report to the Chattanooga Human Rights and Human Relations Commission

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I. Overview

The Chattanooga Human Rights and Human Relations Commission (CHRHRC) contracted with the Community Research Council (CRC) to survey city residents on the subject of race relations. The specific objectives included:

- ▼ Opinions regarding race relations in Chattanooga.
- ▼ Perceptions of unfair treatment of minorities in the Chattanooga area over the past twelve months overall, and in various situations.
- ▼ Personal experiences with unfair treatment based on race, religion, or national origin within the past 12 months in the Chattanooga area while in various situations.
- ▼ Attitudes regarding issues of neighborhood diversity, economic opportunity, and law enforcement.
- ▼ Frequency of socialization with members of other race and ethnic groups.
- ▼ Unaided and aided awareness of the Chattanooga Human Rights Commission.
- ▼ Demographics.

A total of 712 telephone interviews with Chattanooga area residents were conducted during November and December of 2004. The 712 completed survey yields an overall margin of error of +/- 3.67% at the 95% confidence level. The smaller sample sizes of the individual race and ethnic groups yield a wider margin of error, as outlined below:

<u>Race/Ethnicity</u>	<u>Sample Size</u>	<u>Margin of Error</u>
White	342	+/- 5.34%
Black	286	+/- 5.86%
Hispanic	55 ¹	+/- 11.76%
Other	29	+/- 16.51%
Total	712	+/-3.67%

The Center for Applied Social Research at the University of Tennessee at Chattanooga (UTC) performed the data collection using an automatic random dialing system and a computer data entry system.

When overall results are presented, they are based on the overall sample weighted to reflect the 2000 Census data for race, age, and sex for the city of Chattanooga. Where results are presented for race and ethnicity group, they are based the overall sample weighted to reflect Chattanooga Census data for age and sex only.

A more detailed description of methodology, including weighting, is included in Appendix A to this report.

¹ Fifty of the 55 completed surveys from Hispanic respondents were conducted in Spanish.

II. Key Findings

Overall Satisfaction with Life

- ▼ Overall, survey respondents were satisfied with their life in the Chattanooga area. About 90% of all respondents were either very or somewhat satisfied with life in general, Fifty-five percent (55%) noted improved conditions over five years ago and 58% predicted continued improvements over the next five years.
- ▼ Black respondents tended to be less satisfied with their life overall and less optimistic about the future when compared to both white and Hispanic respondents. Hispanics and whites reported similar levels of satisfaction and optimism about the future. The satisfaction rate among blacks was 79% as compared to 96% for Hispanics and 93% for whites. Less than half of black respondents predicted Chattanooga will be a better place to live in five years, compared to 66% of whites and 62% of Hispanics.

Opinions Regarding Race Relations

- ▼ The majority of respondents indicated that race relations in the Chattanooga area were either a very serious (17%) or serious problem (41%). When asked to compare race relations to five years ago, 33% noted improvements, 53% noted no changes, while 14% indicated worsening race relations. Over half indicated race relations will always be a problem, while 38% believed the issue will eventually be worked out.
- ▼ There are substantial differences in opinion among the racial and ethnic groups regarding race relations. Most notably, black and Hispanic respondents were three times more likely than white respondents to rate Chattanooga area race relations a very serious problem (29% for blacks and Hispanics versus 10% for whites). When predicting future race relations in the community, however, blacks were the most pessimistic, and Hispanics were least pessimistic. Sixty-four percent (64%) of black respondents predicted race relations will always be a problem, and 20% predicted race relations will be worse in five years. In comparison, only 25% of Hispanics believe race will always be a problem, although 16% believe the problem will worsen in five years. Among whites, 53% believe race relations will always be a problem, but only 6% think the problem will worsen in five years.

Perception of Unfair Minority Treatment

- ▼ Respondents rated three minority groups as to how fairly they believe each is generally treated in the Chattanooga area. Of the three groups, Hispanics were most likely thought to receive unfair treatment (34%), followed by blacks (24%), and Arab Americans (23%).
- ▼ Respondents rated eight situations as to how often they believed Chattanooga area minorities received unfair treatment. Of the situations listed, respondents believed that encounters with police were most likely to result in frequent unfair treatment. Thirty-six (36%) of all respondents, including 54% of blacks and 24% of whites and Hispanics, believed that minority encounters with police were frequently unfair.
- ▼ The percentages of respondents who believed minorities were frequently unfairly treated in other situations were as follows: applying for a loan (26%), shopping (24%), applying for a job (24%), at work (21%), buying or renting a home (21%), at entertainment venues² (16%), and at school (15%).

² Worded as: "...in restaurants, bars, theaters, or other entertainment places."

- ▼ The perception of unfair minority treatment was higher among black respondents than either white or Hispanic respondents. For every given situation, blacks were 2.3 to 7.3 times more likely than whites and 1.4 to 4.4 times more likely than Hispanics to say they believed minorities frequently received unfair treatment.

Personal Experiences with Unfair Treatment

- ▼ Overall, 44% of blacks, 46% of Hispanics, and 21% of whites reported they had been treated unfairly in the Chattanooga area over the past year due to their race, religion, sex, national origin, or other reason.
- ▼ Respondents reporting unfair treatment were asked whether such treatment occurred in each of eight situations. Among black respondents, police encounters were cited most often – 13% stated they had been treated unfairly by police in the past year. Unfair treatment was also reported to have occurred in the following situations: shopping (10%), work situations -- either at work (8%) or while applying for a job (6%), at entertainment venues (6%), at school (3%), applying for a loan (2%), buying or renting a home (2%), and in various other situations (9%).
- ▼ Among Hispanic respondents, work situations were cited most often – 17% reported they had been unfairly treated while at work and 6% while applying for a job. Unfair treatment was also reported to have occurred while shopping (9%), at entertainment venues (6%), at school (4%), dealing with police (4%), applying for a loan (3%), and in various other situations (9%).
- ▼ Among white respondents, unfair treatment was reported to have occurred at work (5%), at entertainment venues (3%), while shopping (2%), while applying for a job (2%), and in various other situations (about 10%).

Perception versus Personal Experiences with Unfair Treatment

- ▼ The percentage of black respondents who believed blacks are treated unfairly roughly corresponded to whether they had personally experienced unfair treatment. Fifty-four percent (54%) of black respondents who had received unfair treatment believed blacks in the Chattanooga area receive unfair treatment, as compared to 29% who had not received unfair treatment.
- ▼ In citing specific instances of unfair treatment, however, the perception of unfair treatment generally exceeds respondents' personal experiences for both black and Hispanic respondents. Most notably, among blacks, 45% believed loan applications were frequently unfair to minorities, while only 2% reported receiving such treatment. Also among blacks, 31% believed minorities were frequently unfairly treated while renting or buying a home, while 2% reported receiving such treatment.
- ▼ Two situations were closely aligned with personal experience for Hispanics – work and shopping. Twenty-two percent of Hispanics believed minorities were frequently treated unfairly at work, while 17% believed they personally had been unfairly treated at work. Ten percent believed minorities were frequently treated unfairly while shopping, while 9% reported experiencing this treatment first-hand.
- ▼ However, frequency is subjective. One or two instances of unfair treatment in a given time period may be considered as frequent to some and occasional to others. Also, in a given situation, the fact that a small percentage report personally experiencing unfair treatment doesn't necessarily reflect what may be happening in the community.

Attitudes Regarding Neighborhood Diversity

- ▼ Ninety-five percent would welcome people of another race or ethnicity to move on their street, and 91% indicated that someone with a different racial or ethnic background would find their neighborhood a friendly place to live. In addition, two-thirds would prefer to live in a racially and ethnically mixed neighborhood.

Attitudes Regarding Economic Opportunity

- ▼ Eight out of ten respondents agreed that employers should establish goals and policies for creating a diverse workplace, a sentiment shared by both blacks and whites (82% and 78% respectively), but less acceptable to Hispanics (48%).
- ▼ Only 55% of respondents indicated that minorities with equal qualifications had equal job opportunities. Black and white respondents were divided on this issue; only 29% of blacks believed minorities had equal opportunities versus 69% of whites. About half of Hispanics believed equally qualified minorities had equal job opportunities as whites.

Attitudes Regarding Law Enforcement and Criminal Justice System

- ▼ When considering local law enforcement and criminal justice the survey data suggest an even greater divide between racial and ethnic groups. Only 37% of blacks indicated local law enforcement treats minorities with respect, compared to 60% of whites and 68% of Hispanics. Less than half of blacks were confident the Chattanooga Police Department is taking actions to improve race relations, compared to 75% of whites and 53% of Hispanics.
- ▼ The area with the strongest disagreement concerns punishment. While a plurality of all respondents disagreed that minorities received the same punishment as whites when convicted of identical charges, the racial divide is substantial -- 75% of blacks disagreed compared with 33% of whites and 32% of Hispanics.

Socialization

- ▼ A large majority of respondents reported they frequently or occasionally socialized with members of a different race or ethnicity in the past year. Three out of four Hispanics reported socializing, an impressive figure considering that Spanish is the primary language for at least 91% of Hispanic respondents (50 of 55 Hispanic interviews were conducted in Spanish).
- ▼ Seven of ten respondents work with members of other race or ethnic groups either in a job or out in the community, and most report socializing while at work. Hispanic respondents were least likely to socialize at work (85% versus 96% of blacks and 92% of whites).

III. Demographic Profile

A. Education

In general, educational attainment was highest among white respondents. Forty-three percent (43%) of white respondents had a college degree compared to 15% of blacks and 10% of Hispanics. Forty percent (40%) of blacks completed their education at high school, compared to 21% of whites and 20% of Hispanics. Educational attainment was lowest among Hispanic respondents, half of whom did not complete high school.

Compared to 2000 Census data, the survey included a greater proportion of college graduates and a smaller proportion of respondents with less than a high school education.

	2000 Census		Overall	White	Black	Hispanic
	%		%	%	%	%
Less than High School	22		10	6	17	49
High School Grad or GED	27		28	21	40	20
Some College/Tech School	23		26	25	23	16
Associates Degree	6		4	4	4	3
College Grad or Above	22		32	43	15	10
Refused	--			1	1	2

B. Income

White respondents reported higher household income than black and Hispanic respondents. Twenty-one percent of whites reported having \$75,000 or more in household income, compared to 3% of blacks and 6% of Hispanics. At the other end of the income spectrum, 23% of blacks and 25% of Hispanics reported less than \$10,000 in household income versus only 4% of whites.

Comparisons to 2000 Census data are difficult due to the relatively high rate of respondent refusal to this item (20%). Since the distribution of income among respondents refusing this item is unknown, excluding non-response from the income data would create additional bias.

	2000 Census		Overall	White	Black	Hispanic
	%		%	%	%	%
Under \$10,000	15		11	4	23	25
\$10,000 < \$15,000	8		6	4	10	29
\$15,000 < \$25,000	17		11	8	17	10
\$25,000 < \$35,000	14		13	12	15	13
\$35,000 < \$50,000	16		13	13	12	4
\$50,000 < \$75,000	16		13	17	5	4
\$75,000 or more	14		14	21	3	6
Refused	--		20	22	15	9

C. Length of Residence

A majority of respondents (62%) had lived in the Chattanooga area for more than 20 years. Eighteen percent (18%) were relatively new residents, having moved to the area within the past five years.

Most Hispanic respondents were fairly new to the area. More than nine out of ten Hispanic respondents have lived in the area for ten or fewer years, including 65% with up to five years residency.

Compared to other groups, black respondents were most likely to have lived in the area for more than 20 years.

	Overall	White	Black	Hispanic
	%	%	%	%
Up to 5 Years	18	49	10	65
6-10 Years	7	8	4	29
11-15 Years	5	5	4	2
16-20 Years	8	9	5	2
Over 20 Years	62	59	77	3

D. Own or Rent Home

Home ownership was higher among white respondents (82%) than black respondents (51%) and Hispanic respondents (25%).

Compared to 2000 Census data, the survey included a higher proportion of home owners and a smaller proportion of renters.

	2000 Census	Overall	White	Black	Hispanic
	%	%	%	%	%
Own	55	70	82	51	25
Rent	45	29	17	46	72
Refused	--	1	1	3	3

E. Religious Preference

The large majority of respondents were of the Christian faith, with most indicating they were either Protestant or General Christian. Hispanic respondents were most likely to identify themselves as Catholic (46%), as compared to 9% of white and 1% of black respondents. One percent of respondents were Jewish and less than one half of one percent was Muslim.

	Overall	White	Black	Hispanic
	%	%	%	%
Protestant/General Christian	77	75	85	44
Catholic/Eastern Orthodox	8	9	1	46
Non-denominational	4	4	5	2
Jewish	1	1	0	0
Muslim/Islamic	*	0	*	0
Other	1	1	1	3
None, No Preference	7	7	7	3
Refused	1	2	0	2
* Less than 0.5%				

IV. Ratings of Chattanooga Area

A. Overall Satisfaction with Life in Chattanooga Area

In general, respondents were satisfied with the life in the Chattanooga area. Almost 90% of all respondents were either very or somewhat satisfied. Black respondents were less satisfied overall, with 79% very or somewhat satisfied, compared to 96% of Hispanics and 93% of whites.³

	Overall	White	Black	Hispanic
	%	%	%	%
Very Satisfied	52	62	33	74
Somewhat Satisfied	37	31	46	23
Somewhat Dissatisfied	9	5	16	3
Very Dissatisfied	3	1	5	1

Income/Education/Age Differences:

- ▼ Among all groups, overall satisfaction increased with education level (less than high school 78%; college graduate 94%).
- ▼ Satisfaction was associated with household income among whites only, with satisfaction increasing by income level (less than \$25,000 -- 82%; \$50,000 or more – 97%).
- ▼ Among black respondents only, age was associated with greater satisfaction among 25 to 34 year olds (87%) and respondents ages 65 and older (82%). Satisfaction among other black respondents averaged 74%.

B. Life in Chattanooga Area Compared to Five Years Ago

While a large majority of all respondents believe Chattanooga is either the same or better than five years ago, black respondents were less likely to say it was better than other groups. Forty-one percent (41%) of blacks indicated life in Chattanooga had improved, compared to 62% of whites and 54% of Hispanics. Further, 19% indicated that life in the area was worse than five years ago, compared to 7% of whites and 10% of Hispanics.

	Overall	White	Black	Hispanic
	%	%	%	%
Better Place to Live	55	62	41	54
Worse	11	7	19	10
About the Same	34	32	40	36

³ This racial and ethnic divide in overall satisfaction is consistent with many national surveys. For example, in a national Gallup poll conducted June 9-30, 2004, in response to the question "In general, are you satisfied or dissatisfied with the way things are going in the United States at this time," 15% of blacks, 35% of Hispanics, and 51% of whites indicated they were satisfied.

Income/Education/Age Differences:

- ▼ Among whites only, the percentage rating Chattanooga as a better place to live increased with income (less than \$25,000 -- 44%; \$50,000 or more – 71%).
- ▼ No differences by education level were found.
- ▼ No significant differences by age were found.

C. Predictions of Life in Chattanooga Area in Five Years

Fifty-eight (58%) of all respondents predicted that life in Chattanooga will improve over the next five years, while 31% predict no change and 11% predict worsening conditions.

Black respondents were less optimistic about the future than white or Hispanic respondents – 17% predicted life would be worse compared to 8% of whites and 6% of Hispanics.

	Overall	White	Black	Hispanic
	%	%	%	%
Better Place to Live	58	66	46	62
Worse	11	8	17	6
About the Same	31	26	37	32

Income/Education/Age Differences:

- ▼ No differences by income, education level, or age group were found.

V. Race Relations in Chattanooga

A. How Serious a Problem is Race Relations

The majority of survey respondents believed that race relations were either a very serious (17%) or somewhat serious (41%) problem in the Chattanooga area. Almost a third rated the problem as not too serious.

The survey found substantial differences of opinion regarding race relations among racial and ethnic groups. Most notably, both black and Hispanic respondents were three almost times more likely than white respondents to indicate race relations were a very serious problem (29% for both blacks and Hispanics versus 10% for whites). Interestingly, 19% of Hispanics did not respond.

	Overall	White	Black	Hispanic
	%	%	%	%
Very Serious	17	10	29	29
Somewhat Serious	41	42	42	31
Not Too Serious	31	35	21	18
Not at All Serious	8	9	6	3
No Response	3	3	1	19

Income/Education Differences:

- ▼ Lower income respondents were more likely than higher income respondents to believe race relations were a serious problem (less than \$25,000 – 64%; \$50,000 or more – 53%).
- ▼ Among whites only, respondents rating race relations a serious problem differed by age group. The issue was most often rated a serious problem by 25 to 34 year olds (74%). After age 35, the percentage reporting this problem decreases, and is 38% among those 65 and older. Forty-four percent (44%) of 18 to 24 year old white respondents considered race relations to be a serious problem.
- ▼ No differences by education level were found.

B. Race Relations Compared to Five Years Ago

The majority of respondents indicated that race relations Chattanooga have not changed in the past five years, while one-third indicated that race relations have improved. Fourteen percent stated that race relations have gotten worse. Blacks were twice as likely as whites to indicate that race relations had worsened.

	Overall	White	Black	Hispanic
	%	%	%	%
Better	33	37	29	34
Worse	14	10	20	12
About the Same	53	52	52	54

Income/Education/Age Differences:

- ▼ No differences by income, education, or age level were found.

C. Predictions of Race Relations Five from Now

Half of all respondents predict race relations in the area will improve over the next five years, 38% predict they will stay the same, while 12% predict a decline. Black respondents were less optimistic – only 37% of blacks predicted improved race relations, compared to 59% of whites and 48% of Hispanics.

	Overall	White	Black	Hispanic
	%	%	%	%
Better	50	59	37	48
Worse	12	6	20	16
About the Same	38	35	43	36

Income/Education/Age Differences:

- ▼ Respondents aged 65 and older were most optimistic – 64% predicted improved race relations. Respondents ages 25 to 54 were least optimistic – only 44% predicted improved race relations.
- ▼ No differences by income or education level were found.

The majority of respondents also thought that race relations will always be a problem in the Chattanooga area, while 35% thought the problem would be worked out eventually.

Hispanics were significantly more optimistic about the future of race relations than black or white respondents. Fifty-seven percent of Hispanics thought the problem would be worked out eventually, versus 42% of whites and only 30% of blacks.⁴

	Overall	White	Black	Hispanic
	%	%	%	%
Will Always Be a Problem	55	53	64	25
Will Eventually Be Worked Out	38	42	30	57
Don't Know	7	6	6	18

Income/Education/Age Differences:

- ▼ No differences by income, education, or age level were found.

⁴ A national Gallup poll conducted between November 3 and December 14, 2003 also found blacks more pessimistic than whites about the future of race relations. In that survey 72% of blacks and 62% of whites believed race relations would always be a problem. However, unlike the Chattanooga survey, Hispanic and white responses to this question were – 60% of Hispanics believed race relations would always be a problem. The Gallup Organization for AARP, "Civil Rights and Race Relations," January 2004.

VI. Perceptions of Treatment of Racial/Ethnic Minorities

A. Perceptions of Unfair Treatment of Minorities

Respondents were asked whether they believed blacks, Hispanics, and Arab-Americans in the Chattanooga area were treated very fairly, somewhat fairly, somewhat unfairly, or very unfairly. The majority of all respondents indicated that each group was treated either very or somewhat fairly.

Perceptions varied widely according to race or ethnicity. Black and Hispanic respondents were more likely to believe minorities were very or somewhat unfairly treated, especially those in their own minority group, than were white respondents. Most notably, only 14% of whites believed that blacks were unfairly treated, as compared to 41% percent of blacks and 33% of Hispanics.

Respondents, especially Hispanics, seemed to be less familiar with treatment of Arab-Americans, as evidenced by the relatively high percentage who did not respond to this question (don't know/refused).

	Overall	White	Black	Hispanic
	%	%	%	%
Very/Somewhat Fairly Treated				
Blacks	70	79	55	39
Hispanics	52	53	52	35
Arab-Americans	50	49	51	14
Very/Somewhat Unfairly Treated				
Blacks	24	14	41	33
Hispanics	34	31	39	52
Arab-Americans	23	22	26	17
Don't Know/Refused				
Blacks	6	7	3	28
Hispanics	13	16	9	13
Arab-Americans	27	30	24	68

Income/Education Differences:

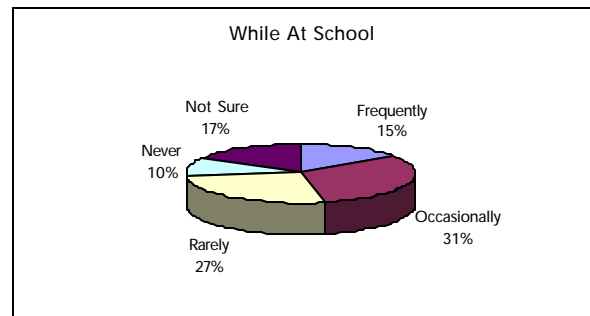
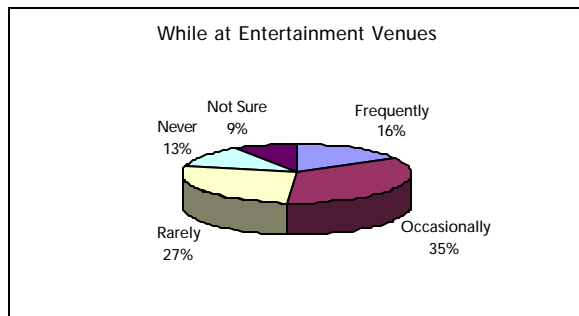
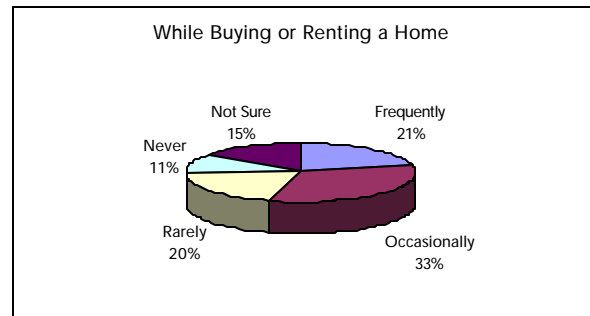
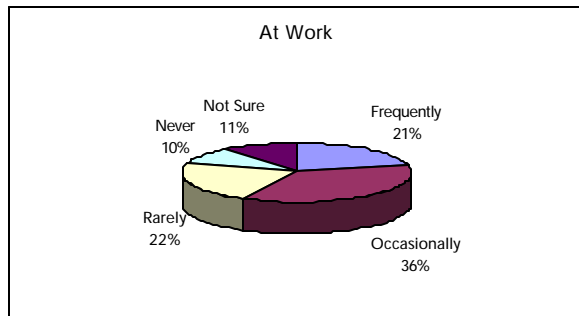
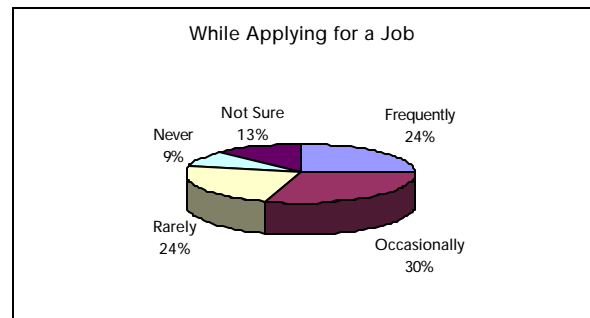
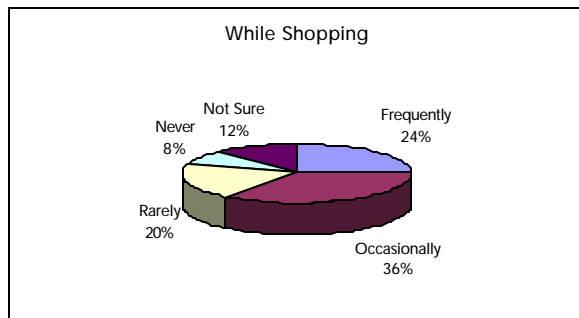
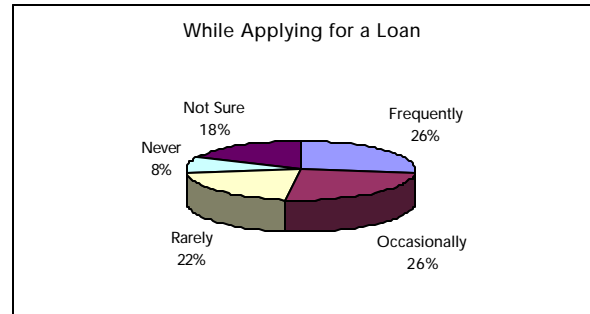
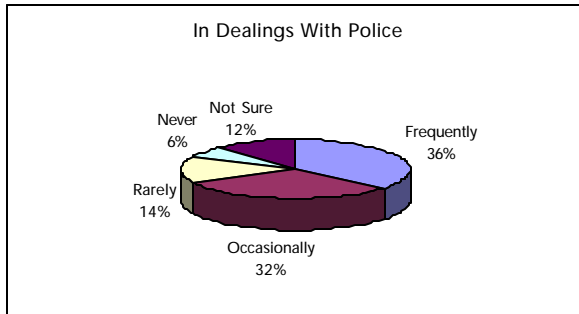
- ▼ The percentages who believed Arab-Americans were unfairly treated increased with education level (less than high school – 19%; college graduate -- 49%).
- ▼ The percentages who believed blacks were unfairly treated increased with income level (less than \$35,000 – 60%; \$50,000 or more -- 75%).
- ▼ The data suggests that younger respondents are more aware of racial issues. For each of the groups asked about in this section, the percentage of “don't know” responses increased by age group, especially when commenting on treatment of Hispanics and Arab Americans.

B. Situations Perceived as Frequently Unfair to Minorities

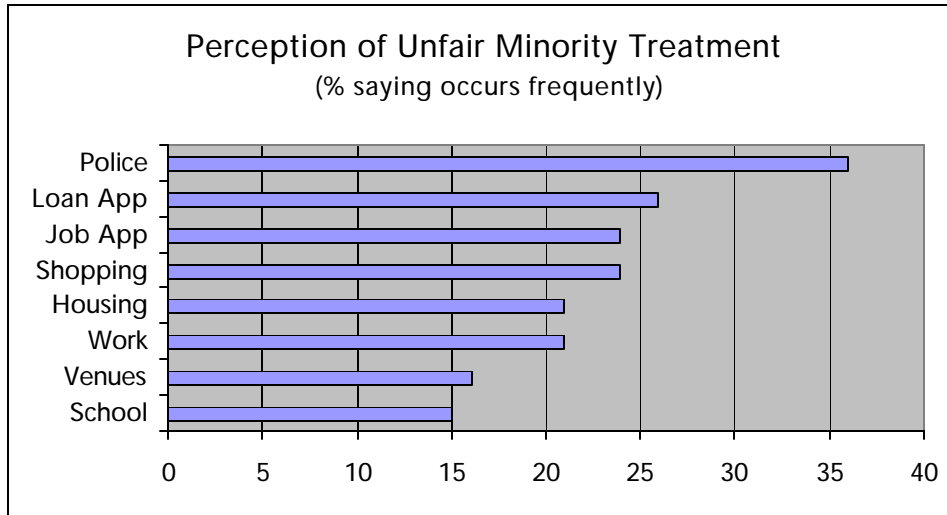
1. Overall Responses

Respondents indicated how often they thought area racial and ethnic minorities were treated unfairly in a variety of settings. For each setting, respondents indicated whether unfair treatment occurred frequently, occasionally, rarely, or never, as illustrated below.

Perceived Frequency of Unfair Treatment of Minorities



The percentages of the overall sample who responded “frequently” for each situation are detailed in the chart below. Over one-third of respondents (36%) believed dealings with local police were frequently unfair to minorities. The percentages who perceived other situations as frequently unfair were as follows: applying for a loan (26%), shopping (24%), applying for a job (24%), while at work (21%), buying or renting a home (21%), at entertainment venues⁵ (16%), and at school (15%).



2. Responses by Race/Ethnicity

The perception of frequent unfair treatment was highest among black respondents. In every given situation, blacks were 2.3 to 7.3 times more likely than whites and 1.4 to 4.4 times more likely than Hispanics to believe minorities were frequently treated unfairly.

Among black respondents, the four situations most often perceived as frequently unfair were: dealing with police (54%), applying for a loan (45%), shopping (44%), and applying for a job (40%).

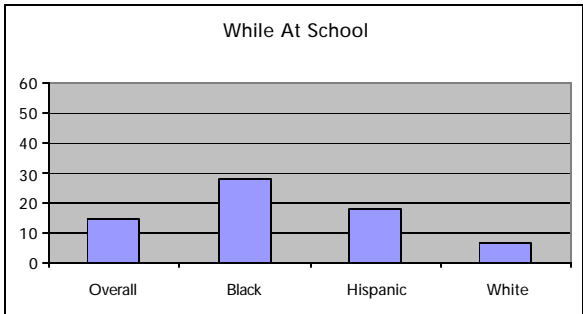
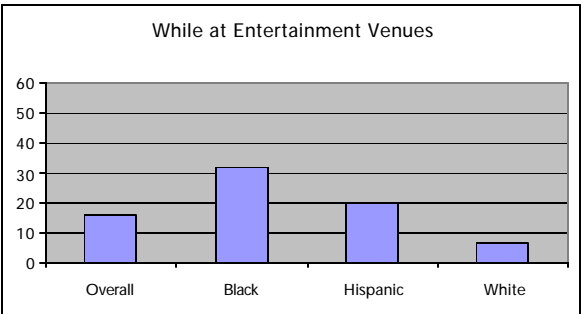
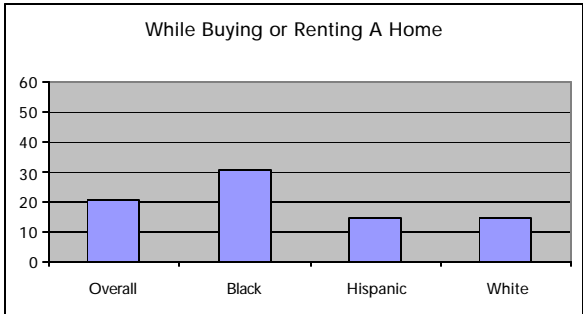
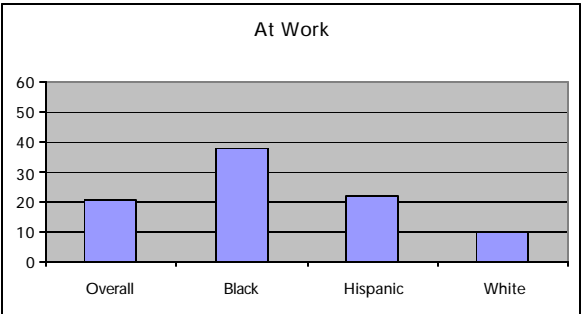
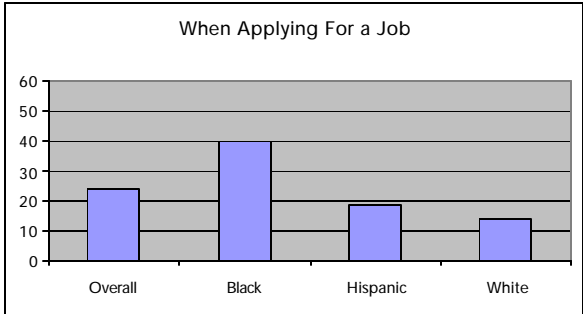
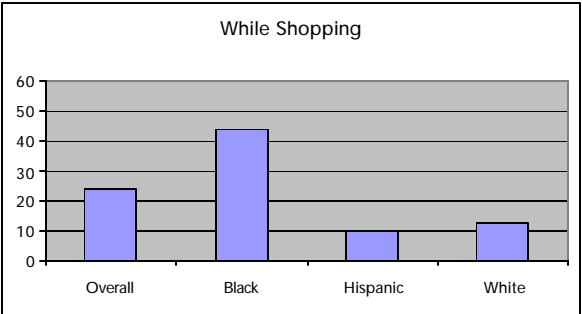
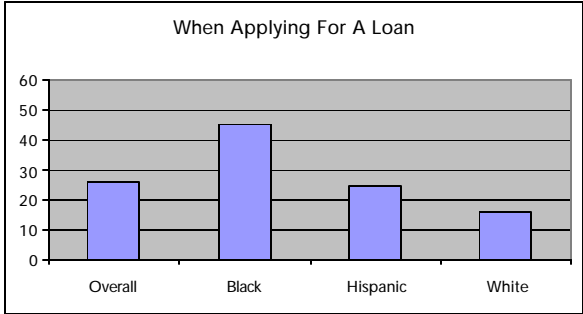
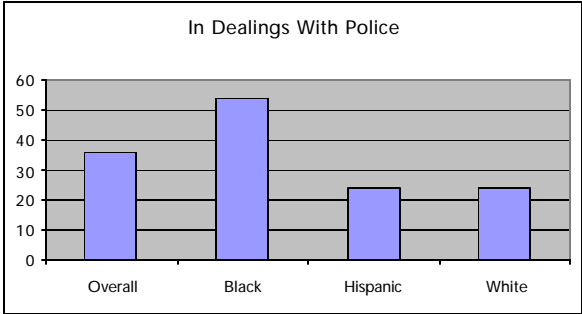
Among Hispanic respondents, the four situations most often perceived as frequently unfair were: applying for a loan (25%), dealings with police (24%), at work (22%), and at entertainment venues (20%).

Of the three groups, white respondents perceived lower levels of frequent unfair minority treatment for almost every situation. The four situations most often considered unfair to minorities were: dealings with police (24%), applying for a loan (16%), renting or buying a home (15%), and applying for a job (14%).

The next page illustrates the percentages of respondents overall and by race or ethnic group who believe unfair treatment frequently occurs for each situation.

⁵ Worded as: "...in restaurants, bars, theaters, or other entertainment places."

Perceived Unfair Treatment of Minorities in the Chattanooga Area % Indicating Frequently Unfairly Treated

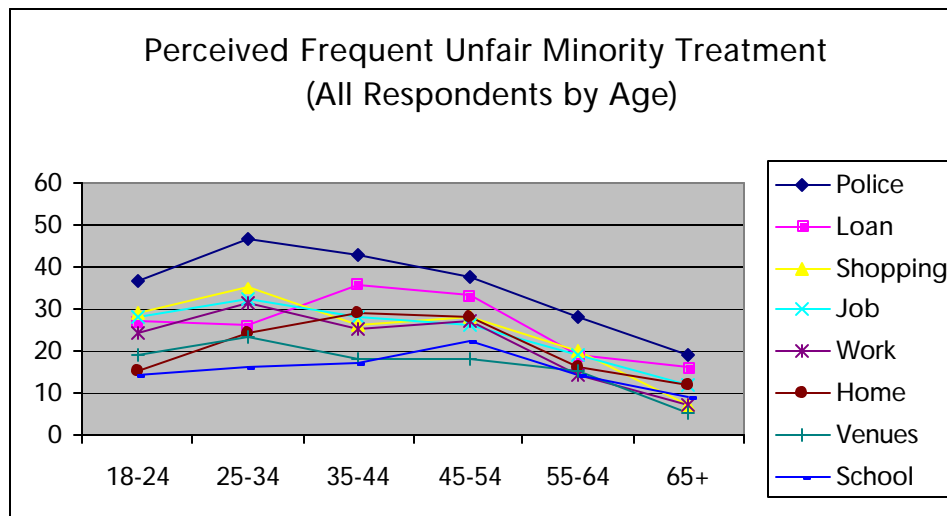


3. Income/Education/Age Differences:

The responses for several questions varied by respondent education and income level. In general, lower education and/or income levels were associated with greater perceived unfair treatment. Specific differences, where found, are noted below.

	Overall %	Statistically Significant Differences	
		Income <\$25K → \$50K+	Education < HS → College
In Dealings With Police	36	48% → 28%	None
While Applying for a Loan	26	34% → 21%	None
While Shopping	24	34% → 16%	None
While Buying/Renting Home	21	None	None
While at Work	21	30% → 13%	None
At Entertainment Venues	16	26% → 10%	23% → 12%
While at School	15	None	22% → 10%
While Applying for a Job	24	31% → 17%	None

For the overall sample, age of respondent was associated with different beliefs about unfair treatment in all situations. Generally, perceptions of unfair treatment generally peaked among either 25 to 34 year olds or 35 to 44 year olds, and decreased with each subsequent age group. The chart below illustrates the trends by age group.



VII. Personal Experiences with Unfair Treatment

A. Unfair Treatment in Chattanooga Area over Past Year

Overall, 30% of respondents reported they had been treated unfairly in Chattanooga over the past year because of race, religion, national origin, or some other reason. All three race and ethnic groups reported receiving unfair treatment, although the rates among blacks (44%) and Hispanics (46%) were more than double that of whites (20%).

Overall, race was the most often cited reason for unfair treatment (15%), followed by religion (4%), and national origin (1%). Sex (2%), health or disability (1%), and age (1%) were also cited as reasons for unfair treatment.

Thirty-four (34%) of black respondents indicated they had been unfairly treated because of their race. Hispanics reported unfair treatment based on race (46%) and national origin (40%). Fewer respondents in all groups had been treated unfairly based on religion. Among white respondents, reported discrimination was based on religion (4%), race (3%), and sex (3%).

Only about one in ten who had been unfairly treated sought assistance.

	Overall	White	Black	Hispanic
Have Personally Received Unfair Treatment	%	%	%	%
Total: Any Basis	30	20	44	46
Based on: ⁶				
-- Race	15	3	34	41
-- National Origin	1	*	2	12
-- Religion	4	4	3	4
-- Sex	2	3	1	0
-- Health or Disability	1	1	2	1
-- Age	1	1	1	0
-- Other Reason	8	8	8	2
* Less than 0.5%				

Income/Education/Age Differences

- ▼ Among black respondents, the percentage reporting unfair treatment in the past year varied by age. The age group most likely to receive unfair treatment was 35 to 44 (64%), as compared to 50% of blacks ages 18 to 24. Respondents age 65 and older (24%) were least likely to report receiving unfair treatment.
- ▼ Among black respondents, the percentage reporting unfair treatment in the past year also varied by education level. Black college graduates (61%) and those with some college (60%) were most likely to report unfair treatment, followed by those with an associate's degree (50%). Black respondents with less than a high school education (24%) or a high school diploma (37%) were less likely to report unfair treatment.
- ▼ No differences by income level were found.

⁶ Respondents could cite more than one reason for unfair treatment.

B. Situations for Receiving Unfair Treatment

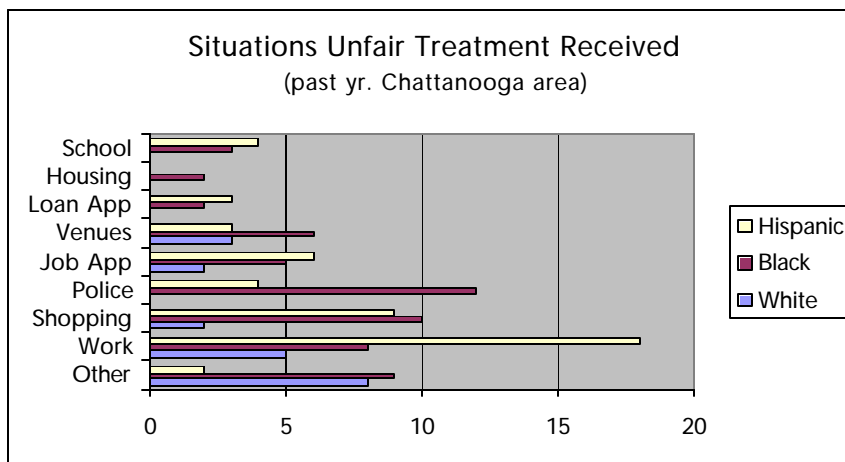
Respondents who reported being unfairly treated were asked in which of several situations the unfair treatment occurred. Detailed below are the situations and the percentages of all respondents in each group reporting unfair treatment.

Among black respondents, police encounters were cited most often – 13% reported being treated unfairly by police in the past year. Unfair treatment was also reported to have occurred while: shopping (10%), at work (8%), at entertainment venues (6%), applying for a job (6%), at school (3%), applying for a loan (2%), buying or renting a home (2%), and in various other situations (9%).

Among Hispanic respondents, work situations were cited most often – 17% reported they had been unfairly treated while at work and 6% while applying for a job. Unfair treatment was also reported to have occurred while: shopping (9%), at entertainment venues (6%), at school (4%), dealing with police (4%), applying for a loan (3%), and in various other situations (9%).

As previously mentioned, fewer white respondents reported unfair treatment overall and there was less agreement as to the situations for such treatment. The reported situations included while: at work (5%), at entertainment venues (3%), while shopping (2%), while applying for a job (2%), and in various other situations (about 10%).

Have Personally Received Unfair Treatment (% total)	Overall %	White %	Black %	Hispanic %
Total: Any Basis	30	20	44	46
While at Work	6	5	8	17
While Shopping	6	2	10	9
In Dealings with Police	5	1	13	4
While Applying for a Job	4	2	6	6
While at Entertainment Venues	4	3	6	6
While Applying for a Loan	1	*	2	3
While Renting or Buying a Home	1	1	2	0
While at School	1	*	3	4
Other	8	8	9	2
* Less than 0.5%				



Income/Sex/Age Differences

Too few respondents reported unfair treatment in any given situation for this analysis.

C. Perception versus Reality of Unfair Treatment

The data suggest that the perception of unfair treatment exceeds the reality in many situations.⁷

The chart below details the percentages of black and Hispanic respondents who believe unfair treatment frequently occurs, the percentage actually experiencing unfair treatment, and the ratio of perception to personal experience. For example, 6% of blacks and 3% of Hispanics report they had been unfairly treated at local entertainment venues. However, the percentages who think this occurs frequently are 32% among blacks (a perception / experience ratio of 5.3) and 20% among Hispanics (a perception/experience ratio of 6.7).

For most situations, the perception/personal experience ratios are significantly greater for blacks than Hispanics. Among blacks, loan applications (22.5) and buying or renting a home (15.5) are the two situations with the greatest perception to personal experience gap.

Among Hispanics, reported unfair treatment at work (1.2), and while shopping (1.1) most closely align with personal experience. Least aligned with personal experience were buying and renting a home (15.0), loan applications (8.3), and dealing with police (6.0).

However, frequency is subjective. One or two instances of unfair treatment in a given time period may be considered as frequent to some and occasional to others. Also, in a given situation, the fact that a small percentage report personally experiencing unfair treatment does not necessarily reflect what may be happening in the community.

Situation	Black			Hispanic		
	% Perceived Frequently	% Personal Experience	Ratio	% Perceived Frequently	% Personal Experience	Ratio
Loan Application	45	2	22.5	25	3	8.3
Buying/Renting Home	31	2	15.5	15	0	15.0
At School	28	3	9.3	18	4	4.5
Job Application	40	6	6.7	19	6	3.2
Entertainment Venues	32	6	5.3	20	6	3.3
At Work	38	8	4.8	22	17	1.3
Dealing with Police	54	13	4.2	24	4	6.0
While Shopping	44	10	4.4	10	9	1.1

⁷ This phenomenon was documented in a study conducted by the Department of Psychology at the University of Toronto. Kenneth L. Dion and Kerry Kawakami, "Ethnicity and Perceived Discrimination in Toronto: Another Look at the Personal/Group Discrimination Discrepancy," *Canadian Journal of Behavioural Science/Revue Canadienne des Sciences du Comportement*, July 1996, p. 203-213.

D. Awareness of the Chattanooga Human Rights and Human Relations Commission

Respondents were asked to, without prompting, name local organizations that help people who may have been treated unfairly because of their race or ethnicity. Over half of respondents could not name any organizations. The NAACP was most often mentioned (29%). More than a third of Hispanic respondents named Esperanza Del Bario. A small number (8%) mentioned the Chattanooga Human Rights and Human Relations Commission (CHRHC).

Top-of-Mind Awareness All Organizations	Overall	White	Black	Hispanic
	%	%	%	%
None	56	56	51	47
NAACP	29	29	38	9
CHRHC	8	8	6	9
Legal Aid	3	4	3	5
Esperanza del Bario	2	2	0	35
ACLU	3	4	0	0
Better Business Bureau	3	3	1	0
Church/Faith Based Organizations	3	2	4	0
Urban League	1	1	0	0
Other	19	20	19	1

An additional 54% of respondents were familiar with the CHRC when specifically asked if they had ever heard of it (aided awareness), bringing total awareness (unaided plus aided awareness) to 62%. Total awareness was highest among black respondents (67%). Only 36% of Hispanics were familiar with the CHRC.

Chattanooga Human Rights Commission	Overall	White	Black	Hispanic
	%	%	%	%
Unaided (top-of-mind)	8	8	6	9
Aided	54	52	61	28
Total Aware	62	60	67	36

VIII. Attitudes and Socialization

A. Attitude Statements

Respondents were asked to indicate the degree to which they agreed or disagreed with several statements regarding racial issues in the community.

1. Neighborhood Diversity

Ninety-five percent (95%) of respondents would welcome people of another race or ethnicity to move on their street, and 91% indicated that someone with a different racial or ethnic background would find their neighborhood a friendly place to live.

While the large majority of all three groups responded positively, the highest level of agreement for both neighborhood issues is among whites. Ninety-seven percent of whites would welcome a different race or ethnicity to their neighborhood, as compared to 92% of blacks and 88% of Hispanics. The gap was more pronounced when considering whether a person of another race or ethnicity would find their neighborhood friendly, a statement 94% of whites agreed to versus 85% of blacks and 83% of Hispanics.

Neighborhood:	Race/Ethnic Groups			
	Overall	White	Black	Hispanic
Total Agree (Strongly Agree + Agree)	%	%	%	%
I would welcome person of another race/ethnicity to move onto my street.	95	97	92	88
A person of another race or ethnicity would find my neighborhood a friendly place to live.	91	94	85	83

Income/Education/Age Differences:

Would Welcome to Neighborhood

- ▼ While the overwhelming majority of all respondents would welcome someone of another race or ethnicity to their street, there was a small difference according to income level (less than \$25,000 – 91%; \$50,000 or more – 98%).
- ▼ Among white respondents only, higher education levels were associated with a higher propensity to welcome someone of another race or ethnicity to their street (less than high school – 79%; college graduate -- 98%).
- ▼ No differences were found by age group.

Would Find Neighborhood Friendly

- ▼ The percentage of all respondents who reported that a person of another race or ethnicity would find their neighborhood a friendly place to live increased with both income (less than \$25,000 – 83%; \$50,000 or more – 96%) and education (less than high school – 79%; college graduate -- 96%).
- ▼ No differences were found by age group.

2. Economic Opportunity

Eight out of ten respondents agreed that employers should establish goals and policies for creating a diverse workplace, a sentiment shared by both blacks and whites (82% and 78%, respectively), but less acceptable to Hispanics (48%).

There was less agreement when rating area minority employment opportunities: 55% of respondents indicated that minorities with equal qualifications had equal job opportunities. Black and white respondents were divided on this issue: only 29% of blacks believed minorities had equal opportunities versus 69% of whites. About half of Hispanics believed equally qualified minorities had equal job opportunities as whites.

<u>Economic Opportunity:</u>	Race/Ethnic Groups			
	Overall	White	Black	Hispanic
Total Agree (Strongly Agree + Agree)	%	%	%	%
Employers should establish goals and policies for creating a racially diverse workplace.	80	78	82	48
Racial and ethnic minorities in the Chattanooga area with equal qualifications have the same opportunities as whites.	55	69	29	49
Total Disagree (Strongly Disagree + Disagree)	%	%	%	%
Employers should establish goals and policies for creating a racially diverse workplace.	15	16	15	17
Racial and ethnic minorities in the Chattanooga area with equal qualifications have the same opportunities as whites.	40	25	69	33
Don't Know/Refused	%	%	%	%
Employers should establish goals and policies for creating a racially diverse workplace.	6	6	4	36
Racial and ethnic minorities in the Chattanooga area with equal qualifications have the same opportunities as whites.	6	6	2	19

Income/Education/Age Differences:

Diversity Goals

- ▼ While the majority of respondents at all education levels agreed that employers should establish diversity goals, this belief increased with education up to the level of associate's degree (from 73% of those with less than a high school education to 85% of those with associate's degrees). Seventy-eight percent of college graduates held this belief.
- ▼ Respondents under age 35 (85%) were more likely to support diversity goals than respondents 35 or older (76%).
- ▼ While the large majority of all black respondents supported workplace diversity goals, the level of support increased with income level, increasing from 78% with income under \$25,000 to 100% with income of \$50,000 or more.

Equal Opportunity

- ▼ The percentage of all respondents who believe that equally qualified minorities have equal job opportunities increased with income (from 49% with income under \$25,000 to 64% with income of \$50,000).
- ▼ Among black respondents, higher education levels were inversely related to belief that minorities had equal employment opportunities (from 36% with less than a high school education to 12% of college graduates).
- ▼ Black respondents ages 25 to 54, presumably those with the most current first hand knowledge of employment issues, were less likely to believe minorities had equal opportunities (23%) than younger (43%) or older (36%) respondents.

3. Law Enforcement and Criminal Justice System

The survey data suggest an even greater divide between the racial and ethnic groups when considering local law enforcement and the criminal justice system. While a majority of respondents overall believe that the Chattanooga Police Department (CPD) is taking actions to improve race relations, only 37% of blacks held that belief, compared to 60% of whites and 68% of Hispanics. Similarly, an overall majority believe that area law enforcement treat minorities with respect, although that belief was less prevalent among blacks (37%) than among Hispanics (68%) or whites (67%).

The area with the strongest disagreement concerns punishment. While a plurality of all respondents disagreed that minorities received the same punishment as whites when convicted of identical charges, the racial divide is substantial -- 75% of blacks disagreed compared with 33% of whites and 32% of Hispanics.

Law Enforcement and Criminal Justice System:	Race/Ethnic Groups			
	Overall	White	Black	Hispanic
Total Agree (Strongly Agree + Agree)	%	%	%	%
I am confident the Chattanooga Police Department is taking actions that will result in improved race relations.	63	75	45	53
Chattanooga area law enforcement treats racial and ethnic minorities fairly and with respect.	52	60	37	68
If convicted of identical charges, racial and ethnic minorities in the Chattanooga area receive the same punishment as whites.	44	54	23	46
Total Disagree (Strongly Disagree + Disagree)	%	%	%	%
I am confident the Chattanooga Police Department is taking actions that will result in improved race relations.	26	13	49	10
Chattanooga area law enforcement treats racial and ethnic minorities fairly and with respect.	39	30	59	12
If convicted of identical charges, racial and ethnic minorities in the Chattanooga area receive the same punishment as whites.	45	33	73	32
Don't Know/Refused	%	%	%	%
I am confident the Chattanooga Police Department is taking actions that will result in improved race relations.	11	13	5	37
Chattanooga area law enforcement treats racial and ethnic minorities fairly and with respect.	9	11	4	21
If convicted of identical charges, racial and ethnic minorities in the Chattanooga area receive the same punishment as whites.	11	13	4	22

Income/Education/Age Differences:

Confidence in Police Efforts

- ▼ Confidence in police efforts to improve race relations increases with age group after age 24 (from 52% among those 25 to 34 to 73% among those 65 or older). Sixty-seven percent of 18 to 24 year olds expressed confidence in police efforts.
- ▼ No differences were found by income and education levels.

Treat Minorities with Respect

- ▼ Among all respondents, the belief that area law enforcement treat minorities with respect increased with income level (from 44% with under \$25,000 income to 57% with \$50,000 or more income). This was not true for black respondents among whom the percentage decreased with income level (from 40% with under \$25,000 income to 29% with \$50,000 or more income).
- ▼ This belief also differed by age for white respondents, and it was most prevalent among 18 to 24 year olds (77%) and least prevalent among 25 to 44 year olds (56%) and 55 to 64 year olds (55%). Sixty-three percent of white respondents age 65 and older and 62% of white respondents ages 45 to 54 believed police treated minorities with respect.
- ▼ No differences were found by education level.

Receive Equal Punishment

- ▼ Among white respondents, the belief that minorities and whites receive equal punishment for the same conviction is highest among 18 to 24 year olds (91%) and lowest among those ages 35 to 54 (48%). Half of 25 to 34 year olds and 56% of those 55 or older hold this belief.
- ▼ Among all respondents, the belief that minorities and whites receive equal punishment for the same conviction increases with respondent income (from 40% with under \$25,000 income to 49% with \$50,000 or more income).
- ▼ No differences were found by education level.

B. Neighborhood Preference

Two-thirds of survey respondents would prefer to live in a racially and ethnically mixed neighborhood, while a quarter would prefer a neighborhood where most share their race or ethnicity. Nine percent (9%) preferred a neighborhood with a different racial makeup. However, less than half of Hispanics preferred a mixed neighborhood (46%), while 18% of Hispanics had no preference.

	Overall	White	Black	Hispanic
	%	%	%	%
Racially/Ethnically Mixed	66	67	66	46
Most Share Race/Ethnicity	25	28	22	29
Most Have Different Race/Ethnicity	9	6	12	7
Don't Know/No Preference	0	0	0	18

Income/Education/Age Differences:

- ▼ Respondents with household incomes between \$25,000 and \$50,000 were more likely to prefer a mixed neighborhood (78%) than those with higher or lower incomes (61% and 58%, respectively).
- ▼ No differences associated with education or age were found.

C. Socialization

1. General

A large majority of respondents reported they frequently or occasionally socialized with individuals of a different race or ethnicity. Three out of four Hispanics reported socializing, an impressive figure considering that Spanish is the primary language for at least 91% of Hispanic respondents (50 of 55 interviews were conducted in Spanish).

Frequently/Occasionally Socialize

Total	88%
Black	90%
White	87%
Hispanic	73%

Income/Education/Age Differences:

- ▼ A large majority of people of all education levels socialized with other races or ethnicities. Respondents with a high school diploma (92%), some college or an associate's degree (93%), or a college degree (88%) were more likely to socialize than those without a high school education (72%).
- ▼ Among whites, respondents 65 or older (70%) were less likely to socialize than younger respondents (92%).
- ▼ No differences by income group were found.

2. Working with Other Races or Ethnicities

Seven of ten respondents work with members of other racial or ethnic groups in a job or out in the community, and most report socializing while at work. Hispanic respondents were least likely to socialize at work (85%, versus 96% among blacks and 92% among whites).

	Overall	White	Black	Hispanic
	%	%	%	%
Work with Different Races/Ethnicities	71	70	71	75
Frequently/Occasionally Socialize at Work	94	92	96	85

Income/Education/Age Differences:

- ▼ Among black respondents, the percentage of respondents working with other race/ethnicities increased with education level (from 42% with less than a high school education to 91% of college graduates).
- ▼ Neither income nor age is associated with working with different groups.
- ▼ Among those who work with other races or ethnicities, older respondents, ages 65 and above, were less likely to socialize at work (78%) than those under age 65 (96%).

There were small differences in work socialization by education level. Respondents with either some college (98%) or an associate's degree (100%) were more likely to socialize than those with up to a high school education (94%) or a college education (93%).

- ▼ Income level was not associated with socializing at work.

APPENDICES

Appendix A Methodology

1. Questionnaire / Data Collection

The questionnaire was developed collaboratively by the Center for Applied Social Research and the Community Research Council. Race relations surveys conducted in other cities provided a reference and guide for this questionnaire. The final questionnaire contained 43 questions, including eight demographic questions.

The questionnaire was submitted to and approved by the University of Tennessee at Chattanooga Institutional Review Board, which oversees and monitors human subjects research in accordance with federal guidelines. A copy of the questionnaire is contained in Appendix B of this report.

A stratified random sample of 6,476 Chattanooga-area telephone subscribers was obtained from Survey Sampling, International (SSI). The sample was stratified to obtain a higher proportion of African American and Hispanic respondents to ensure adequate representation of these groups. In order to obtain this stratified sample, the sample listings are pulled from zip codes located in the city of Chattanooga. Several zip codes have some overlap outside the city limits, although most listings fall within the city limits. Therefore, it is probable that some respondents live just outside the city limits.

In order to obtain Hispanic respondents who might not speak English, interviewers were instructed to note telephone numbers of persons who appeared to be Spanish-speaking. This resulted in a list of 83 names from the random calling process. A Spanish-speaking interviewer was hired to call these respondents. A total of 50 of the 55 completed surveys from Hispanic respondents were obtained using this method.

2. Data Weighting

As is common in survey research, when compared to the population, the survey included a disproportionately greater share of females and a slightly different age distribution. In addition, as previously mentioned, both blacks and Hispanics were over-sampled to facilitate comparative analysis. In order to more accurately reflect the actual population, the post-stratification weights based on 2000 Census data for the city of Chattanooga were applied to the survey data for analysis.

The data weighting included two separate designs. The first, used for analysis of the overall sample, adjusts the racial composition of the sample to that of the population (as well as for sex and age). This design adjusts for 48 age, sex, and race categories (i.e. one category is black, males, 18 to 24). This term is computed by dividing the ideal number of interviews for that age/race/sex category in a sample size of 712 by the actual number of completed interviews in that category. The unweighted and weighted distribution of surveys by race and ethnicity are detailed below.

	Unweighted (raw data)	Weighted (pop adjusted)
Race/Ethnicity	%	%
White	48	62
Black	40	32
Hispanic	8	2
Other	4	4

The second weighting design was used for analysis of individual race and ethnic groups. In this design, the weights adjusted for twelve age and sex categories (i.e. one category is males 18 to 24). This term is computed by dividing the ideal number of interviews for that age and sex category by the actual number of completed interviews in that category. The age and sex distribution of the raw data and the weighted data are detailed below.

	Unweighted (raw data)	Weighted (pop adjusted)
	%	%
Sex		
Male	31	46
Female	69	54
Total	100	100
Age		
18-24	10	14
25-34	15	18
35-44	17	19
45-54	18	17
55-64	18	12
65+	21	20
Total	100	100

3. Data Analysis

The resulting data file was analyzed using the Statistical Package for the Social Sciences (SPSS). The report includes analysis of the total sample, as well as for black, white, and Hispanic respondents. Respondents in the "other" race category were included in overall sample response, but not singled out for comparison to other groups. In addition, the data were also analyzed to determine significant difference by respondent income, education, and age. In most cases, when a response varied according to income, education, or age, the variances among both black and white respondents were similar. Exceptions to this general rule are noted in the analysis. The Hispanic sample is too small for this sub-group analysis.

Note that the confidence intervals for the Hispanic population are extremely wide (+/- 11.76%), making comparisons of the Hispanic sample to the other two groups difficult. Comparison of Hispanic responses to the other two groups are suggestive of differences but may not be generalized to all area Hispanics.

All discussions of differences between respondent groups are based on differences that are statistically significant. Chi-square statistics were computed for each cross-tabulation to determine whether the variables in question have a statistically significant relationship. An asymptotic significance (2-tailed) value of .005 or smaller was used to determine whether a statistically significant relationship exists. Chi-square does not assign causality; nor does it signify the strength of the relationship between two variables. Using an example about overall satisfaction with life and household income, the data may indicate that there is a relationship between satisfaction and income; for example, respondents in the upper income groups reported higher levels of satisfaction than respondents from lower income groups. The data cannot say that high income causes greater satisfaction, or vice-versa.

Appendix B Questionnaire

Race Relations Survey Questionnaire

Hello. Are you/may I speak with an adult member of your household?

Good evening, my name is _____ with the Center for Applied Social Research, a public opinion research company located in Chattanooga. We are not selling anything or asking for donations. I would appreciate a few minutes of your time to learn your opinions on some issues concerning the quality of life in Chattanooga. This survey is being sponsored by the Chattanooga Human Rights Commission and is voluntary. Your answers will remain confidential and you may refuse to answer any question you choose.

1. First, for how long have you lived in the Chattanooga area?
 1. Fewer than 3 years
 2. 3 to 5 years
 3. 6 to 10 years
 4. 11 to 15 years
 5. 16 to 20 years
 6. Over 20 years

2. Compared to five years ago, do you think the Chattanooga area is generally a better or worse place to live, or is it about the same?
 1. Better
 2. Worse
 3. About the same

3. Looking ahead over the next five years, do you think the Chattanooga area will be a better or worse place to live, or will it be about the same?
 1. Better
 2. Worse
 3. About the same

4. Overall, how satisfied are you with your life in the Chattanooga area? Are you...[READ LIST]
 1. Very satisfied
 2. Somewhat satisfied
 3. Somewhat dissatisfied
 4. Very dissatisfied
 5. [DO NOT READ] Don't know/refused

5-7 We'd like to know how you feel about the way various groups in the Chattanooga area are treated. For each of the following groups, please say whether you think they are treated very fairly, somewhat fairly, somewhat unfairly, or very unfairly in the Chattanooga area. How about [READ AND ROTATE 5-7]

	Very Fairly	Somewhat Fairly	Somewhat Unfairly	Very Unfairly	Don't know/Refused
5. Blacks					
6. Hispanics					
7. Arab-Americans					

8. Overall, how serious a problem is race relations in the Chattanooga area? Is it a very serious, somewhat serious, not too serious or not at all serious problem?

1. Very serious
2. Somewhat serious
3. Not too serious
4. Not at all serious
5. Don't know/refused

9. Compared to five years ago, do you think that race relations in the Chattanooga area are better, worse, or about the same?

1. Better
2. About the same
3. Worse

10. Looking ahead over the next five years, do you think race relations in the Chattanooga area will be a better, worse, or about the same?

1. Better
2. Worse
3. About the same

11. Do you think 1) race relations will always be a problem in the Chattanooga area (or) 2) a solution for race relations will eventually be worked out [ROTATE 1-2] ?

1. Will always be a problem
2. Will eventually be worked out
3. Don't know

12-19. Now, I am going to read you a list of situations where some people think that minorities may be treated unfairly because of their race or ethnicity. For each situation, please tell whether you think this occurs frequently, occasionally, rarely, or never in the Chattanooga area. First...

How often are Chattanooga-area minorities unfairly treated [READ SITUATION]?
[RANDOMLY ROTATE SITUATIONS]

	Frequently	Occasionally	Rarely	Never	Not sure
12. While shopping	1	2	3	4	5
13. While at work	1	2	3	4	5
14. In restaurants, bars, theaters, or other entertainment places	1	2	3	4	5
15. In dealings with the police, such as traffic accidents	1	2	3	4	5
16. While renting or buying a home	1	2	3	4	5
17. While applying for a job	1	2	3	4	5
18. While applying for a loan	1	2	3	4	5
19. While at school	1	2	3	4	5

20. Now, thinking about your own experiences, can you think of any occasions in the past 12 months in the Chattanooga area when you felt you had been treated unfairly because of your [READ LIST]?: [MULTIPLE RESPONSES ACCEPTED]

1. Race
2. Religion [IF YES, SPECIFY RELIGION] _____
3. National Origin [IF YES, SPECIFY NATION OF ORIGIN] _____
4. Or, for some other reason [SPECIFY] _____
5. [DO NOT READ] None

21. [IF 20 = NONE, SKIP TO Q24]

In which of the following situations did you experience this unfair treatment while in the Chattanooga area over the past 12 months? How about... [READ LIST] [ROTATE SITUATIONS]

1. While shopping
2. While at work
3. In restaurants, bars, theaters, or other entertainment places
4. In dealing with the police, such as traffic accidents
5. While renting or buying a home
6. While applying for a job
7. While applying for a loan
8. While at school
9. Other [SPECIFY] _____
10. [DO NOT READ] Don't know/refused

22. Did you seek assistance or report this unfair treatment to anyone?

1. Yes
2. No [SKP TO Q 24]

23. From whom did you seek assistance? [MULTIPLE RESPONSES ACCEPTED]

1. Chattanooga Human Rights Commission
2. NAACP
3. Esperanza Del Barrio
4. Legal Aid of Tennessee
5. A lawyer
6. Other [SPECIFY] _____

24. What organizations in Chattanooga can you name that help people who feel they may have been treated unfairly because of their race or ethnicity? What others? [PROBE]

1. Chattanooga Human Rights Commission
2. NAACP
3. Esperanza Del Barrio
4. Legal Aid of Tennessee
5. Other [SPECIFY] _____
6. None

25. [IF CHATTANOOGA HUMAN RIGHTS COMMISSION MENTIONED IN Q23 or Q24, SKIP TO Q26.]

Have you ever heard of the Chattanooga Human Rights Commission?

Yes ----- 1

No-----2

26-31. I'm going to read several statements and I would like you to tell me if you agree with each, and please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree. First...

[READ STATEMENT] Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with that statement? [RANDOM ROTATE STATEMENTS]

		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't know /Refused/ NA
26	I would welcome a person of another race or ethnicity to move onto my street					
27	A person of another race or ethnicity would find my neighborhood a friendly place to live.					
28	Chattanooga area law enforcement treats racial and ethnic minorities fairly and with respect					
29	I am confident that the Chattanooga Police Department is taking actions that will result in improved race relations					
30	Racial and ethnic minorities in the Chattanooga area with equal qualifications have same job opportunities as whites.					
32	If convicted of identical charges, racial and ethnic minorities in the Chattanooga area receive the same punishment as whites.					
31	Employers should establish goals and policies for creating a racially diverse workplace.					

32. In the past year, how frequently have you socialized with members of another race or ethnicity? Would you say...? [READ LIST]
1. Frequently
 2. Occasionally
 3. Rarely
 4. Never
 5. [DO NOT READ] Don't know/refused
33. Do you work with any members of another race or ethnicity either at a job or out in the community?
1. Yes
 2. No [SKIP TO Q 35]
34. In the past year, how frequently have you socialized with members of another race or ethnicity while at work? Would you say...? [READ LIST]
1. Frequently
 2. Occasionally
 3. Rarely
 4. Never
 5. [DO NOT READ] Don't know/refused
35. Which of the following types of neighborhoods would you prefer to live in? [READ LIST]
[ROTATE ORDER OF CHOICES]
1. One that is racially and ethnically mixed
 2. One that is most of your neighbors share your racial or ethnic background
 3. One where most neighbors are from a different racial or ethnic background
36. These last few questions are to ensure that our sample is representative of our community.
- Do you own or rent you home?
1. Own
 2. Rent
 3. Refused
37. Please tell me which of the following categories includes your age. [READ LIST]
1. 18-24
 2. 25-34
 3. 35-44
 4. 45-54
 5. 55-64
 6. 65 or older
 7. [DO NOT READ] Refused
38. Please tell me which of the following categories you identify with. Are you... [READ LIST]?
1. White
 2. African American or Black
 3. Hispanic
 4. Middle Eastern
 5. Asian
 6. Other [SPECIFY] _____
 7. [DO NOT READ] Refused

39. What is the highest level of school you completed?
1. Less than high school
 2. High school graduate or GED
 3. Some college or technical school
 4. Associates degree
 5. College graduate and above
 6. Refused
40. What is your employment status? [READ LIST IF NECESSARY]
1. Employed full-time
 2. Employed part-time
 3. On layoff or temporarily laid off
 4. Unemployed and looking for work
 5. Unemployed and not looking for work
 6. Homemaker
 7. Student (employed full-or part time)
 8. Student (not employed)
 9. Retired
 10. Unable to work
 11. [DO NOT READ] Refused
41. What is your religious preference? [READ LIST IF NECESSARY]
1. Protestant
 2. Catholic/Eastern Orthodox
 3. Jewish
 4. Muslim/Islamic
 5. Non-denominational
 6. General Christian
 7. Other [SPECIFY] _____
 8. None, no preference
 9. [DO NOT READ] Refused
42. Please tell me which of the following categories best describes your total household income. Is it ... [READ LIST]?
1. Under \$10,000 ----- 1
 2. \$10,000 but less than \$15,000----- 2
 3. \$15,000 but less than \$25,000----- 3
 4. \$25,000 but less than \$35,000----- 4
 5. \$35,000 but less than \$50,000----- 5
 6. \$50,000 but less than \$75,000----- 6
 7. \$75,000 or more----- 7
 8. [DO NOT READ] Refused----- 8
43. [NOTE GENDER, DO NOT ASK]
- Male ----- 1
 - Female ----- 2

That completes the survey. Thank you very much for your time. Have a nice day/evening!