



Morristown, TN

Technical Appendices

2018



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The National Citizen Survey™
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NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Morristown:	Excellent		Good		Fair		Poor		Total	
Morristown as a place to live	20%	N=82	54%	N=220	23%	N=93	2%	N=9	100%	N=404
Your neighborhood as a place to live	26%	N=105	45%	N=183	22%	N=89	6%	N=26	100%	N=403
Morristown as a place to raise children	19%	N=70	50%	N=184	26%	N=96	6%	N=22	100%	N=372
Morristown as a place to work	19%	N=73	43%	N=167	29%	N=112	9%	N=34	100%	N=385
Morristown as a place to visit	15%	N=59	35%	N=137	33%	N=127	18%	N=69	100%	N=392
Morristown as a place to retire	26%	N=91	42%	N=145	22%	N=77	10%	N=35	100%	N=347
The overall quality of life in Morristown	16%	N=66	51%	N=205	29%	N=118	3%	N=13	100%	N=402

Table 2: Question 2

Please rate each of the following characteristics as they relate to Morristown as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Morristown	16%	N=64	55%	N=221	22%	N=90	7%	N=30	100%	N=404
Overall ease of getting to the places you usually have to visit	27%	N=108	51%	N=206	18%	N=74	5%	N=18	100%	N=406
Quality of overall natural environment in Morristown	17%	N=68	51%	N=204	26%	N=105	6%	N=24	100%	N=402
Overall "built environment" of Morristown (including overall design, buildings, parks and transportation systems)	12%	N=47	38%	N=153	38%	N=153	11%	N=45	100%	N=399
Health and wellness opportunities in Morristown	17%	N=68	44%	N=177	29%	N=114	10%	N=40	100%	N=399
Overall opportunities for education and enrichment	15%	N=56	40%	N=155	34%	N=132	11%	N=40	100%	N=384
Overall economic health of Morristown	13%	N=50	41%	N=156	38%	N=142	8%	N=30	100%	N=379
Sense of community	10%	N=38	34%	N=128	40%	N=153	15%	N=58	100%	N=377
Overall image or reputation of Morristown	13%	N=49	36%	N=141	41%	N=159	10%	N=38	100%	N=387

Table 3: Question 3

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	55%	N=217	31%	N=122	7%	N=28	7%	N=26	1%	N=2	100%	N=396
In Morristown's downtown/commercial area during the day	39%	N=147	44%	N=169	10%	N=37	6%	N=24	1%	N=4	100%	N=381

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Table 4: Question 4

Please rate each of the following characteristics as they relate to Morristown as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	8%	N=31	46%	N=185	36%	N=144	11%	N=43	100%	N=403
Ease of public parking	15%	N=60	46%	N=180	32%	N=128	7%	N=27	100%	N=395
Ease of travel by car in Morristown	15%	N=59	55%	N=218	24%	N=97	6%	N=22	100%	N=395
Ease of travel by bicycle in Morristown	6%	N=13	20%	N=46	39%	N=92	36%	N=85	100%	N=236
Ease of walking in Morristown	12%	N=40	30%	N=104	36%	N=123	22%	N=77	100%	N=344
Availability of paths and walking trails	9%	N=31	34%	N=114	36%	N=118	21%	N=68	100%	N=331
Air quality	12%	N=48	37%	N=142	33%	N=130	18%	N=69	100%	N=389
Cleanliness of Morristown	8%	N=32	45%	N=178	37%	N=148	10%	N=42	100%	N=399
Overall appearance of Morristown	9%	N=34	44%	N=176	42%	N=166	5%	N=22	100%	N=397
Public places where people want to spend time	9%	N=33	38%	N=149	40%	N=158	13%	N=52	100%	N=392
Variety of housing options	8%	N=28	33%	N=119	39%	N=142	20%	N=74	100%	N=362
Availability of affordable quality housing	7%	N=24	31%	N=106	36%	N=121	26%	N=88	100%	N=340
Fitness opportunities (including exercise classes and paths or trails, etc.)	17%	N=64	44%	N=164	30%	N=113	9%	N=34	100%	N=375
Recreational opportunities	12%	N=44	42%	N=160	33%	N=127	13%	N=48	100%	N=378
Availability of affordable quality food	17%	N=68	51%	N=206	25%	N=99	7%	N=29	100%	N=401
Availability of affordable quality health care	10%	N=36	47%	N=176	31%	N=117	13%	N=48	100%	N=377
Availability of preventive health services	10%	N=36	46%	N=170	33%	N=122	11%	N=41	100%	N=369
Availability of affordable quality mental health care	7%	N=18	37%	N=100	31%	N=82	25%	N=68	100%	N=268

Table 5: Question 5

Please rate each of the following characteristics as they relate to Morristown as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	12%	N=30	35%	N=90	38%	N=96	15%	N=38	100%	N=254
K-12 education	18%	N=57	48%	N=153	25%	N=80	8%	N=27	100%	N=316
Adult educational opportunities	10%	N=31	49%	N=149	26%	N=78	14%	N=43	100%	N=302
Opportunities to attend cultural/arts/music activities	12%	N=42	33%	N=115	32%	N=111	23%	N=78	100%	N=347
Opportunities to participate in religious or spiritual events and activities	32%	N=116	51%	N=186	15%	N=54	2%	N=8	100%	N=365
Employment opportunities	17%	N=62	40%	N=147	31%	N=113	13%	N=47	100%	N=369
Shopping opportunities	15%	N=60	39%	N=153	35%	N=139	11%	N=41	100%	N=393
Cost of living in Morristown	12%	N=47	40%	N=158	35%	N=136	13%	N=51	100%	N=393
Overall quality of business and service establishments in Morristown	11%	N=41	50%	N=193	36%	N=137	4%	N=15	100%	N=385
Vibrant downtown/commercial area	9%	N=35	32%	N=119	42%	N=157	17%	N=65	100%	N=376
Overall quality of new development in Morristown	17%	N=62	48%	N=180	26%	N=99	9%	N=34	100%	N=375
Opportunities to participate in social events and activities	9%	N=33	40%	N=142	34%	N=121	17%	N=63	100%	N=359
Opportunities to volunteer	16%	N=55	52%	N=174	25%	N=84	7%	N=22	100%	N=335
Opportunities to participate in community matters	13%	N=40	39%	N=123	31%	N=97	18%	N=55	100%	N=315
Openness and acceptance of the community toward people of diverse backgrounds	11%	N=36	31%	N=101	37%	N=121	22%	N=71	100%	N=329
Neighborliness of residents in Morristown	11%	N=41	42%	N=153	34%	N=124	13%	N=49	100%	N=366

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Table 6: Question 6

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Reported a crime to the police in Morristown	80%	N=319	20%	N=81	100%	N=400
Contacted the City of Morristown (in-person, phone, email or web) for help or information	57%	N=229	43%	N=172	100%	N=401
Contacted Morristown elected officials (in-person, phone, email or web) to express your opinion	83%	N=331	17%	N=68	100%	N=399

Table 7: Question 7

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Morristown?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Morristown recreation centers or their services	6%	N=22	16%	N=65	36%	N=145	42%	N=169	100%	N=401
Visited a neighborhood park or City park	10%	N=38	19%	N=76	52%	N=208	20%	N=79	100%	N=401
Used Morristown public libraries or their services	5%	N=22	12%	N=47	34%	N=137	49%	N=195	100%	N=400
Participated in religious or spiritual activities in Morristown	26%	N=104	24%	N=97	16%	N=62	34%	N=135	100%	N=398
Attended a City-sponsored event	1%	N=5	4%	N=15	34%	N=136	61%	N=240	100%	N=397
Carpooled with other adults or children instead of driving alone	12%	N=50	16%	N=62	9%	N=35	63%	N=252	100%	N=398
Walked or biked instead of driving	6%	N=26	4%	N=16	17%	N=69	72%	N=291	100%	N=402

Table 8: Question 8

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=2	3%	N=14	12%	N=46	85%	N=340	100%	N=402
Watched (online or on television) a local public meeting	1%	N=4	4%	N=16	17%	N=68	78%	N=312	100%	N=401

Table 9: Question 9

Please rate the quality of each of the following services in Morristown:	Excellent		Good		Fair		Poor		Total	
Police services	31%	N=111	44%	N=158	21%	N=76	5%	N=16	100%	N=361
Fire services	41%	N=138	48%	N=161	10%	N=32	1%	N=3	100%	N=334
Ambulance or emergency medical services	37%	N=124	50%	N=170	12%	N=40	1%	N=4	100%	N=338
Crime prevention	19%	N=62	42%	N=136	24%	N=78	15%	N=50	100%	N=327
Fire prevention and education	25%	N=77	45%	N=137	24%	N=72	5%	N=16	100%	N=301
Traffic enforcement	18%	N=66	43%	N=159	26%	N=98	13%	N=46	100%	N=369
Street repair	8%	N=29	24%	N=90	35%	N=131	33%	N=122	100%	N=372
Street cleaning	10%	N=36	36%	N=133	37%	N=140	17%	N=64	100%	N=373
Street lighting	14%	N=57	45%	N=179	31%	N=122	9%	N=37	100%	N=395
Snow removal	16%	N=54	43%	N=148	29%	N=101	12%	N=43	100%	N=346
Sidewalk maintenance	12%	N=42	45%	N=157	25%	N=89	18%	N=63	100%	N=351
Traffic signal timing	10%	N=40	40%	N=154	35%	N=133	15%	N=58	100%	N=385
Garbage collection	34%	N=134	51%	N=204	11%	N=42	4%	N=17	100%	N=398
Recycling	30%	N=107	53%	N=187	10%	N=37	7%	N=24	100%	N=355

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Please rate the quality of each of the following services in Morristown:	Excellent		Good		Fair		Poor		Total	
Yard waste pick-up	27%	N=99	45%	N=167	18%	N=65	10%	N=39	100%	N=370
Storm drainage	16%	N=52	46%	N=153	26%	N=88	12%	N=41	100%	N=333
Drinking water	16%	N=62	44%	N=166	25%	N=94	15%	N=56	100%	N=378
Sewer services	19%	N=71	46%	N=168	26%	N=97	8%	N=31	100%	N=367
Power (electric and/or gas) utility	23%	N=90	49%	N=194	20%	N=80	8%	N=30	100%	N=395
Utility billing	19%	N=75	44%	N=170	27%	N=104	11%	N=41	100%	N=390
City parks	28%	N=101	49%	N=178	18%	N=67	5%	N=19	100%	N=365
Recreation programs or classes	17%	N=48	40%	N=112	28%	N=79	15%	N=43	100%	N=281
Recreation centers or facilities	17%	N=49	32%	N=94	30%	N=88	20%	N=59	100%	N=290
Land use, planning and zoning	14%	N=39	29%	N=82	39%	N=111	18%	N=51	100%	N=283
Code enforcement (weeds, abandoned buildings, etc.)	9%	N=30	29%	N=97	34%	N=115	28%	N=94	100%	N=335
Animal control	13%	N=41	36%	N=113	31%	N=98	20%	N=61	100%	N=313
Economic development	16%	N=55	45%	N=156	27%	N=95	11%	N=39	100%	N=345
Health services	16%	N=58	48%	N=171	28%	N=100	8%	N=30	100%	N=359
Public library services	26%	N=87	53%	N=177	17%	N=58	3%	N=9	100%	N=331
Public information services	17%	N=50	49%	N=148	27%	N=83	7%	N=22	100%	N=303
Cable television	18%	N=54	41%	N=124	24%	N=74	17%	N=52	100%	N=305
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	19%	N=45	43%	N=105	18%	N=43	21%	N=50	100%	N=243
Preservation of natural areas such as open space, farmlands and greenbelts	11%	N=35	45%	N=137	28%	N=86	16%	N=47	100%	N=305
Morristown open space	10%	N=28	42%	N=121	38%	N=110	11%	N=32	100%	N=292
City-sponsored special events	10%	N=29	43%	N=124	31%	N=90	17%	N=49	100%	N=291
Overall customer service by Morristown employees (police, receptionists, planners, etc.)	19%	N=65	39%	N=137	37%	N=129	6%	N=22	100%	N=353

Table 10: Question 10

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Morristown	14%	N=55	50%	N=192	31%	N=120	5%	N=20	100%	N=387
The Federal Government	10%	N=37	38%	N=135	37%	N=132	15%	N=54	100%	N=358
The State Government	12%	N=42	38%	N=137	37%	N=134	13%	N=45	100%	N=360
Hamblen County Government	14%	N=53	48%	N=179	28%	N=105	10%	N=36	100%	N=373

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Table 11: Question 11

Please rate the following categories of Morristown government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Morristown	13%	N=45	33%	N=115	41%	N=141	13%	N=44	100%	N=345
The overall direction that Morristown is taking	16%	N=58	44%	N=159	31%	N=113	8%	N=31	100%	N=360
The job Morristown government does at welcoming citizen involvement	12%	N=36	29%	N=89	36%	N=107	23%	N=69	100%	N=301
Overall confidence in Morristown government	11%	N=37	33%	N=114	41%	N=142	16%	N=55	100%	N=348
Generally acting in the best interest of the community	10%	N=36	35%	N=126	37%	N=132	18%	N=64	100%	N=358
Being honest	12%	N=40	31%	N=101	35%	N=114	23%	N=75	100%	N=330
Treating all residents fairly	11%	N=37	32%	N=105	31%	N=104	26%	N=86	100%	N=332

Table 12: Question 12

Please rate how important, if at all, you think it is for the Morristown community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Morristown	54%	N=214	39%	N=157	6%	N=25	1%	N=5	100%	N=400
Overall ease of getting to the places you usually have to visit	30%	N=121	50%	N=199	16%	N=64	4%	N=14	100%	N=398
Quality of overall natural environment in Morristown	34%	N=135	43%	N=171	18%	N=72	5%	N=18	100%	N=396
Overall 'built environment' of Morristown (including overall design, buildings, parks and transportation systems)	23%	N=90	55%	N=219	20%	N=79	3%	N=12	100%	N=400
Health and wellness opportunities in Morristown	33%	N=132	48%	N=191	16%	N=64	2%	N=9	100%	N=395
Overall opportunities for education and enrichment	48%	N=187	37%	N=145	14%	N=55	1%	N=3	100%	N=391
Overall economic health of Morristown	44%	N=174	47%	N=187	8%	N=32	1%	N=3	100%	N=396
Sense of community	31%	N=122	47%	N=187	18%	N=72	4%	N=16	100%	N=398

Table 13: Question 13

Please rate how easy or difficult it is to learn about City services or events:	Percent	Number
Very easy	14%	N=54
Somewhat easy	41%	N=162
Somewhat difficult	19%	N=75
Very difficult	7%	N=27
I have not sought information	20%	N=81
Total	100%	N=399

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Table 14: Question 14

How do you learn about community events? (Check all that apply)	Percent	Number
Newspaper	52%	N=205
City website	23%	N=89
City Facebook page	32%	N=125
Twitter	4%	N=17
Friends/word of mouth	67%	N=262
TV	27%	N=106
Other (radio, etc.)	37%	N=144

Total may exceed 100% as respondents could select more than one option.

Table 15: Question 15

In the last 12 months, about how many times, if at all, have you or other household members visited each of the following:	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
City website (www.mymorristown.com)	3%	N=12	8%	N=32	35%	N=139	54%	N=214	100%	N=396
City Facebook page	8%	N=34	11%	N=43	22%	N=89	58%	N=230	100%	N=396
City Twitter feed	0%	N=1	2%	N=9	7%	N=29	90%	N=354	100%	N=393

Table 16: Question 16

Please rate how safe or unsafe you feel from the following in Morristown.	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
Property crimes (e.g., burglary, theft)	18%	N=69	48%	N=184	14%	N=56	13%	N=49	7%	N=28	100%	N=385
Violent crimes (e.g., rape, assault, robbery)	28%	N=106	41%	N=156	15%	N=58	11%	N=43	5%	N=18	100%	N=381
Illegal drug activity (e.g., manufacture, sale or use of drugs)	11%	N=44	25%	N=94	17%	N=65	22%	N=86	24%	N=93	100%	N=381
Intoxicated or impaired drivers	7%	N=27	27%	N=102	21%	N=78	27%	N=100	18%	N=68	100%	N=375
Distracted drivers	6%	N=24	22%	N=85	14%	N=56	26%	N=100	32%	N=122	100%	N=386

Table 17: Question 17

Please indicate if you have had contact with a City Council member in the past 12 months in each of the following ways:	No		Yes		Total	
Face-to-face	86%	N=338	14%	N=56	100%	N=394
On the phone	90%	N=356	10%	N=38	100%	N=394
Community round table discussion	97%	N=381	3%	N=13	100%	N=394
At a Council meeting	95%	N=373	5%	N=18	100%	N=391

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Table 18: Question 18

The City of Morristown is considering building a community center. Please rate how important, if at all, each amenity would be to you and your household:	Essential		Very important		Somewhat important		Not at all important		Total	
Multi-purpose gymnasium	35%	N=137	28%	N=113	22%	N=86	15%	N=61	100%	N=397
Meeting rooms	19%	N=76	30%	N=119	32%	N=128	18%	N=72	100%	N=396
Pool/aquatics center	38%	N=151	28%	N=109	18%	N=70	16%	N=65	100%	N=395
Indoor running/walking track	37%	N=146	28%	N=113	23%	N=91	12%	N=47	100%	N=397
Public drop-in child care area for center or program users	26%	N=101	27%	N=105	22%	N=87	26%	N=102	100%	N=395
Climbing wall	15%	N=58	15%	N=59	28%	N=109	43%	N=168	100%	N=393
Fitness/exercise area	32%	N=126	31%	N=123	23%	N=92	14%	N=55	100%	N=396

Table 19: Question 19

How likely, if at all, would you be to utilize fixed route public transportation in Morristown?	Percent	Number
Very likely	20%	N=70
Somewhat likely	24%	N=85
Somewhat unlikely	15%	N=53
Very unlikely	41%	N=143
Total	100%	N=351

Table 20: Question 20

Which of the following, if any, would make you more likely to use fixed route public transportation in Morristown? (Select all that apply)	Percent	Number
Schedules that provide options to commute to work	43%	N=139
Convenience/distance of stops from home	61%	N=199
Affordable pricing	70%	N=226
Adequate stops to desirable destinations	72%	N=234

Total may exceed 100% as respondents could select more than one option.

Table 21: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	20%	N=79	11%	N=45	15%	N=58	17%	N=66	37%	N=149	100%	N=397
Purchase goods or services from a business located in Morristown	1%	N=5	3%	N=12	14%	N=56	40%	N=158	42%	N=165	100%	N=395
Eat at least 5 portions of fruits and vegetables a day	5%	N=20	21%	N=85	41%	N=163	22%	N=88	10%	N=40	100%	N=396
Participate in moderate or vigorous physical activity	7%	N=27	17%	N=68	43%	N=169	24%	N=94	9%	N=34	100%	N=392
Read or watch local news (via television, paper, computer, etc.)	5%	N=20	11%	N=45	24%	N=94	27%	N=105	33%	N=131	100%	N=396
Vote in local elections	17%	N=67	8%	N=32	9%	N=34	22%	N=88	44%	N=174	100%	N=395

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Table 22: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	7%	N=27
Very good	25%	N=100
Good	44%	N=176
Fair	19%	N=77
Poor	5%	N=21
Total	100%	N=401

Table 23: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	8%	N=33
Somewhat positive	27%	N=107
Neutral	49%	N=193
Somewhat negative	11%	N=45
Very negative	5%	N=19
Total	100%	N=398

Table 24: Question D4

What is your employment status?	Percent	Number
Working full time for pay	47%	N=184
Working part time for pay	15%	N=57
Unemployed, looking for paid work	3%	N=11
Unemployed, not looking for paid work	3%	N=11
Fully retired	33%	N=129
Total	100%	N=392

Table 25: Question D5

Do you work inside the boundaries of Morristown?	Percent	Number
Yes, outside the home	50%	N=184
Yes, from home	3%	N=12
No	47%	N=172
Total	100%	N=368

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Table 26: Question D6

How many years have you lived in Morristown?	Percent	Number
Less than 2 years	12%	N=48
2 to 5 years	11%	N=42
6 to 10 years	9%	N=37
11 to 20 years	12%	N=49
More than 20 years	56%	N=225
Total	100%	N=401

Table 27: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	63%	N=251
Building with two or more homes (duplex, townhome, apartment or condominium)	30%	N=117
Mobile home	4%	N=17
Other	3%	N=12
Total	100%	N=397

Table 28: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	44%	N=175
Owned	56%	N=220
Total	100%	N=396

Table 29: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	18%	N=68
\$300 to \$599 per month	32%	N=123
\$600 to \$999 per month	31%	N=119
\$1,000 to \$1,499 per month	10%	N=39
\$1,500 to \$2,499 per month	7%	N=26
\$2,500 or more per month	3%	N=12
Total	100%	N=386

Table 30: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	66%	N=262
Yes	34%	N=136
Total	100%	N=398

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Table 31: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	67%	N=268
Yes	33%	N=132
Total	100%	N=401

Table 32: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	35%	N=133
\$25,000 to \$49,999	27%	N=104
\$50,000 to \$99,999	23%	N=88
\$100,000 to \$149,999	10%	N=40
\$150,000 or more	5%	N=18
Total	100%	N=383

Table 33: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	92%	N=355
Yes, I consider myself to be Spanish, Hispanic or Latino	8%	N=30
Total	100%	N=385

Table 34: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	4%	N=17
Asian, Asian Indian or Pacific Islander	2%	N=9
Black or African American	7%	N=29
White	85%	N=338
Other	6%	N=23

Total may exceed 100% as respondents could select more than one option.

Table 35: Question D15

In which category is your age?	Percent	Number
18 to 24 years	9%	N=38
25 to 34 years	19%	N=77
35 to 44 years	14%	N=55
45 to 54 years	19%	N=75
55 to 64 years	9%	N=35
65 to 74 years	16%	N=63
75 years or older	14%	N=55
Total	100%	N=398

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Table 36: Question D16

What is your sex?	Percent	Number
Female	54%	N=211
Male	46%	N=183
Total	100%	N=394

Table 37: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=291
Land line	14%	N=55
Both	13%	N=51
Total	100%	N=398

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 38: Question 1

Please rate each of the following aspects of quality of life in Morristown:	Excellent		Good		Fair		Poor		Don't know		Total	
Morristown as a place to live	20%	N=82	54%	N=220	23%	N=93	2%	N=9	1%	N=2	100%	N=406
Your neighborhood as a place to live	26%	N=105	45%	N=183	22%	N=89	6%	N=26	1%	N=2	100%	N=405
Morristown as a place to raise children	17%	N=70	46%	N=184	24%	N=96	5%	N=22	8%	N=32	100%	N=403
Morristown as a place to work	18%	N=73	41%	N=167	28%	N=112	8%	N=34	5%	N=19	100%	N=404
Morristown as a place to visit	15%	N=59	34%	N=137	32%	N=127	17%	N=69	2%	N=7	100%	N=398
Morristown as a place to retire	23%	N=91	36%	N=145	19%	N=77	9%	N=35	13%	N=53	100%	N=401
The overall quality of life in Morristown	16%	N=66	51%	N=205	29%	N=118	3%	N=13	1%	N=2	100%	N=404

Table 39: Question 2

Please rate each of the following characteristics as they relate to Morristown as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Morristown	16%	N=64	54%	N=221	22%	N=90	7%	N=30	1%	N=3	100%	N=407
Overall ease of getting to the places you usually have to visit	26%	N=108	50%	N=206	18%	N=74	5%	N=18	1%	N=2	100%	N=408
Quality of overall natural environment in Morristown	17%	N=68	50%	N=204	26%	N=105	6%	N=24	1%	N=5	100%	N=407
Overall "built environment" of Morristown (including overall design, buildings, parks and transportation systems)	12%	N=47	38%	N=153	38%	N=153	11%	N=45	2%	N=7	100%	N=406
Health and wellness opportunities in Morristown	17%	N=68	44%	N=177	28%	N=114	10%	N=40	1%	N=6	100%	N=405
Overall opportunities for education and enrichment	14%	N=56	38%	N=155	33%	N=132	10%	N=40	5%	N=21	100%	N=404
Overall economic health of Morristown	12%	N=50	38%	N=156	35%	N=142	7%	N=30	7%	N=28	100%	N=407
Sense of community	9%	N=38	32%	N=128	38%	N=153	14%	N=58	7%	N=27	100%	N=404
Overall image or reputation of Morristown	12%	N=49	35%	N=141	40%	N=159	10%	N=38	4%	N=14	100%	N=401

Table 40: Question 3

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	54%	N=217	30%	N=122	7%	N=28	7%	N=26	1%	N=2	1%	N=5	100%	N=400
In Morristown's downtown/commercial area during the day	37%	N=147	43%	N=169	9%	N=37	6%	N=24	1%	N=4	4%	N=17	100%	N=398

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Table 41: Question 4

Please rate each of the following characteristics as they relate to Morristown as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	8%	N=31	45%	N=185	35%	N=144	11%	N=43	1%	N=5	100%	N=408
Ease of public parking	15%	N=60	44%	N=180	31%	N=128	7%	N=27	3%	N=12	100%	N=407
Ease of travel by car in Morristown	14%	N=59	53%	N=218	24%	N=97	5%	N=22	3%	N=12	100%	N=408
Ease of travel by bicycle in Morristown	3%	N=13	12%	N=46	23%	N=92	22%	N=85	40%	N=157	100%	N=394
Ease of walking in Morristown	10%	N=40	26%	N=104	30%	N=123	19%	N=77	16%	N=63	100%	N=407
Availability of paths and walking trails	8%	N=31	29%	N=114	30%	N=118	17%	N=68	17%	N=67	100%	N=398
Air quality	12%	N=48	35%	N=142	32%	N=130	17%	N=69	4%	N=17	100%	N=406
Cleanliness of Morristown	8%	N=32	44%	N=178	36%	N=148	10%	N=42	2%	N=7	100%	N=406
Overall appearance of Morristown	8%	N=34	43%	N=176	41%	N=166	5%	N=22	2%	N=7	100%	N=404
Public places where people want to spend time	8%	N=33	37%	N=149	39%	N=158	13%	N=52	3%	N=13	100%	N=405
Variety of housing options	7%	N=28	30%	N=119	35%	N=142	18%	N=74	10%	N=39	100%	N=402
Availability of affordable quality housing	6%	N=24	27%	N=106	30%	N=121	22%	N=88	15%	N=60	100%	N=399
Fitness opportunities (including exercise classes and paths or trails, etc.)	16%	N=64	41%	N=164	28%	N=113	8%	N=34	7%	N=26	100%	N=401
Recreational opportunities	11%	N=44	40%	N=160	31%	N=127	12%	N=48	6%	N=25	100%	N=403
Availability of affordable quality food	17%	N=68	51%	N=206	24%	N=99	7%	N=29	1%	N=5	100%	N=406
Availability of affordable quality health care	9%	N=36	43%	N=176	29%	N=117	12%	N=48	7%	N=29	100%	N=406
Availability of preventive health services	9%	N=36	42%	N=170	30%	N=122	10%	N=41	9%	N=36	100%	N=405
Availability of affordable quality mental health care	5%	N=18	25%	N=100	20%	N=82	17%	N=68	33%	N=135	100%	N=402

Table 42: Question 5

Please rate each of the following characteristics as they relate to Morristown as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	8%	N=30	22%	N=90	24%	N=96	9%	N=38	36%	N=146	100%	N=400
K-12 education	14%	N=57	39%	N=153	20%	N=80	7%	N=27	20%	N=78	100%	N=394
Adult educational opportunities	8%	N=31	37%	N=149	19%	N=78	11%	N=43	25%	N=98	100%	N=400
Opportunities to attend cultural/arts/music activities	11%	N=42	29%	N=115	28%	N=111	20%	N=78	13%	N=51	100%	N=398
Opportunities to participate in religious or spiritual events and activities	29%	N=116	47%	N=186	14%	N=54	2%	N=8	9%	N=34	100%	N=399
Employment opportunities	15%	N=62	37%	N=147	28%	N=113	12%	N=47	8%	N=30	100%	N=399
Shopping opportunities	15%	N=60	38%	N=153	35%	N=139	10%	N=41	2%	N=8	100%	N=401
Cost of living in Morristown	12%	N=47	40%	N=158	34%	N=136	13%	N=51	1%	N=4	100%	N=397
Overall quality of business and service establishments in Morristown	10%	N=41	48%	N=193	34%	N=137	4%	N=15	4%	N=15	100%	N=400
Vibrant downtown/commercial area	9%	N=35	30%	N=119	40%	N=157	16%	N=65	5%	N=22	100%	N=398
Overall quality of new development in Morristown	15%	N=62	45%	N=180	25%	N=99	9%	N=34	7%	N=26	100%	N=401
Opportunities to participate in social events and activities	8%	N=33	36%	N=142	30%	N=121	16%	N=63	10%	N=39	100%	N=398
Opportunities to volunteer	14%	N=55	44%	N=174	21%	N=84	5%	N=22	16%	N=63	100%	N=398
Opportunities to participate in community matters	10%	N=40	32%	N=123	25%	N=97	14%	N=55	19%	N=75	100%	N=390
Openness and acceptance of the community toward people of diverse backgrounds	9%	N=36	26%	N=101	31%	N=121	18%	N=71	16%	N=63	100%	N=392
Neighborliness of residents in Morristown	10%	N=41	38%	N=153	31%	N=124	12%	N=49	8%	N=31	100%	N=397

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Table 43: Question 6

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Reported a crime to the police in Morristown	80%	N=319	20%	N=81	100%	N=400
Contacted the City of Morristown (in-person, phone, email or web) for help or information	57%	N=229	43%	N=172	100%	N=401
Contacted Morristown elected officials (in-person, phone, email or web) to express your opinion	83%	N=331	17%	N=68	100%	N=399

Table 44: Question 7

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Morristown?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Morristown recreation centers or their services	6%	N=22	16%	N=65	36%	N=145	42%	N=169	100%	N=401
Visited a neighborhood park or City park	10%	N=38	19%	N=76	52%	N=208	20%	N=79	100%	N=401
Used Morristown public libraries or their services	5%	N=22	12%	N=47	34%	N=137	49%	N=195	100%	N=400
Participated in religious or spiritual activities in Morristown	26%	N=104	24%	N=97	16%	N=62	34%	N=135	100%	N=398
Attended a City-sponsored event	1%	N=5	4%	N=15	34%	N=136	61%	N=240	100%	N=397
Carpooled with other adults or children instead of driving alone	12%	N=50	16%	N=62	9%	N=35	63%	N=252	100%	N=398
Walked or biked instead of driving	6%	N=26	4%	N=16	17%	N=69	72%	N=291	100%	N=402

Table 45: Question 8

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=2	3%	N=14	12%	N=46	85%	N=340	100%	N=402
Watched (online or on television) a local public meeting	1%	N=4	4%	N=16	17%	N=68	78%	N=312	100%	N=401

Table 46: Question 9

Please rate the quality of each of the following services in Morristown:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	28%	N=111	40%	N=158	19%	N=76	4%	N=16	9%	N=38	100%	N=399
Fire services	35%	N=138	40%	N=161	8%	N=32	1%	N=3	16%	N=65	100%	N=399
Ambulance or emergency medical services	31%	N=124	43%	N=170	10%	N=40	1%	N=4	15%	N=59	100%	N=397
Crime prevention	16%	N=62	34%	N=136	20%	N=78	13%	N=50	18%	N=73	100%	N=400
Fire prevention and education	19%	N=77	34%	N=137	18%	N=72	4%	N=16	24%	N=96	100%	N=397
Traffic enforcement	17%	N=66	40%	N=159	25%	N=98	12%	N=46	7%	N=26	100%	N=396
Street repair	7%	N=29	23%	N=90	33%	N=131	31%	N=122	7%	N=27	100%	N=400
Street cleaning	9%	N=36	33%	N=133	35%	N=140	16%	N=64	7%	N=27	100%	N=401
Street lighting	14%	N=57	45%	N=179	31%	N=122	9%	N=37	1%	N=5	100%	N=401
Snow removal	14%	N=54	37%	N=148	26%	N=101	11%	N=43	12%	N=49	100%	N=396
Sidewalk maintenance	11%	N=42	39%	N=157	22%	N=89	16%	N=63	12%	N=47	100%	N=399
Traffic signal timing	10%	N=40	39%	N=154	33%	N=133	15%	N=58	3%	N=13	100%	N=398
Garbage collection	33%	N=134	51%	N=204	11%	N=42	4%	N=17	1%	N=5	100%	N=403

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Please rate the quality of each of the following services in Morristown:	Excellent		Good		Fair		Poor		Don't know		Total	
Recycling	27%	N=107	47%	N=187	9%	N=37	6%	N=24	11%	N=45	100%	N=400
Yard waste pick-up	25%	N=99	42%	N=167	16%	N=65	10%	N=39	7%	N=27	100%	N=398
Storm drainage	13%	N=52	39%	N=153	22%	N=88	10%	N=41	16%	N=63	100%	N=396
Drinking water	16%	N=62	41%	N=166	23%	N=94	14%	N=56	6%	N=23	100%	N=401
Sewer services	18%	N=71	42%	N=168	25%	N=97	8%	N=31	7%	N=28	100%	N=395
Power (electric and/or gas) utility	23%	N=90	48%	N=194	20%	N=80	7%	N=30	2%	N=6	100%	N=401
Utility billing	19%	N=75	42%	N=170	26%	N=104	10%	N=41	3%	N=11	100%	N=401
City parks	25%	N=101	45%	N=178	17%	N=67	5%	N=19	9%	N=35	100%	N=400
Recreation programs or classes	12%	N=48	28%	N=112	20%	N=79	11%	N=43	29%	N=114	100%	N=395
Recreation centers or facilities	12%	N=49	24%	N=94	22%	N=88	15%	N=59	27%	N=106	100%	N=396
Land use, planning and zoning	10%	N=39	21%	N=82	28%	N=111	13%	N=51	28%	N=112	100%	N=396
Code enforcement (weeds, abandoned buildings, etc.)	7%	N=30	24%	N=97	29%	N=115	24%	N=94	16%	N=64	100%	N=398
Animal control	10%	N=41	28%	N=113	25%	N=98	15%	N=61	21%	N=85	100%	N=398
Economic development	14%	N=55	39%	N=156	24%	N=95	10%	N=39	13%	N=53	100%	N=397
Health services	15%	N=58	43%	N=171	25%	N=100	8%	N=30	10%	N=40	100%	N=399
Public library services	22%	N=87	44%	N=177	14%	N=58	2%	N=9	17%	N=69	100%	N=400
Public information services	13%	N=50	37%	N=148	21%	N=83	6%	N=22	24%	N=94	100%	N=397
Cable television	14%	N=54	31%	N=124	19%	N=74	13%	N=52	24%	N=94	100%	N=399
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	11%	N=45	26%	N=105	11%	N=43	13%	N=50	39%	N=157	100%	N=400
Preservation of natural areas such as open space, farmlands and greenbelts	9%	N=35	34%	N=137	21%	N=86	12%	N=47	24%	N=94	100%	N=399
Morristown open space	7%	N=28	31%	N=121	28%	N=110	8%	N=32	26%	N=104	100%	N=396
City-sponsored special events	7%	N=29	32%	N=124	23%	N=90	13%	N=49	24%	N=94	100%	N=386
Overall customer service by Morristown employees (police, receptionists, planners, etc.)	17%	N=65	35%	N=137	33%	N=129	6%	N=22	10%	N=39	100%	N=392

Table 47: Question 10

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Morristown	14%	N=55	48%	N=192	30%	N=120	5%	N=20	4%	N=15	100%	N=401
The Federal Government	9%	N=37	34%	N=135	33%	N=132	14%	N=54	10%	N=41	100%	N=399
The State Government	11%	N=42	35%	N=137	34%	N=134	11%	N=45	9%	N=37	100%	N=396
Hamblen County Government	13%	N=53	45%	N=179	26%	N=105	9%	N=36	7%	N=27	100%	N=400

Table 48: Question 11

Please rate the following categories of Morristown government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Morristown	11%	N=45	29%	N=115	35%	N=141	11%	N=44	14%	N=54	100%	N=399
The overall direction that Morristown is taking	14%	N=58	40%	N=159	28%	N=113	8%	N=31	10%	N=41	100%	N=401
The job Morristown government does at welcoming citizen involvement	9%	N=36	22%	N=89	27%	N=107	17%	N=69	25%	N=98	100%	N=399
Overall confidence in Morristown government	9%	N=37	29%	N=114	36%	N=142	14%	N=55	13%	N=51	100%	N=399

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Please rate the following categories of Morristown government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
Generally acting in the best interest of the community	9%	N=36	32%	N=126	33%	N=132	16%	N=64	11%	N=42	100%	N=400
Being honest	10%	N=40	25%	N=101	29%	N=114	19%	N=75	17%	N=70	100%	N=400
Treating all residents fairly	9%	N=37	26%	N=105	26%	N=104	21%	N=86	17%	N=68	100%	N=400

Table 49: Question 12

Please rate how important, if at all, you think it is for the Morristown community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Morristown	54%	N=214	39%	N=157	6%	N=25	1%	N=5	100%	N=400
Overall ease of getting to the places you usually have to visit	30%	N=121	50%	N=199	16%	N=64	4%	N=14	100%	N=398
Quality of overall natural environment in Morristown	34%	N=135	43%	N=171	18%	N=72	5%	N=18	100%	N=396
Overall 'built environment' of Morristown (including overall design, buildings, parks and transportation systems)	23%	N=90	55%	N=219	20%	N=79	3%	N=12	100%	N=400
Health and wellness opportunities in Morristown	33%	N=132	48%	N=191	16%	N=64	2%	N=9	100%	N=395
Overall opportunities for education and enrichment	48%	N=187	37%	N=145	14%	N=55	1%	N=3	100%	N=391
Overall economic health of Morristown	44%	N=174	47%	N=187	8%	N=32	1%	N=3	100%	N=396
Sense of community	31%	N=122	47%	N=187	18%	N=72	4%	N=16	100%	N=398

Table 50: Question 13

Please rate how easy or difficult it is to learn about City services or events:	Percent	Number
Very easy	14%	N=54
Somewhat easy	41%	N=162
Somewhat difficult	19%	N=75
Very difficult	7%	N=27
I have not sought information	20%	N=81
Total	100%	N=399

Table 51: Question 14

How do you learn about community events? (Check all that apply)	Percent	Number
Newspaper	52%	N=205
City website	23%	N=89
City Facebook page	32%	N=125
Twitter	4%	N=17
Friends/word of mouth	67%	N=262
TV	27%	N=106
Other (radio, etc.)	37%	N=144

Total may exceed 100% as respondents could select more than one option.

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Table 52: Question 15

In the last 12 months, about how many times, if at all, have you or other household members visited each of the following:	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
City website (www.mymorristown.com)	3%	N=12	8%	N=32	35%	N=139	54%	N=214	100%	N=396
City Facebook page	8%	N=34	11%	N=43	22%	N=89	58%	N=230	100%	N=396
City Twitter feed	0%	N=1	2%	N=9	7%	N=29	90%	N=354	100%	N=393

Table 53: Question 16

Please rate how safe or unsafe you feel from the following in Morristown.	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
Property crimes (e.g., burglary, theft)	17%	N=69	46%	N=184	14%	N=56	12%	N=49	7%	N=28	4%	N=15	100%	N=400
Violent crimes (e.g., rape, assault, robbery)	27%	N=106	39%	N=156	15%	N=58	11%	N=43	5%	N=18	3%	N=14	100%	N=395
Illegal drug activity (e.g., manufacture, sale or use of drugs)	11%	N=44	24%	N=94	16%	N=65	22%	N=86	23%	N=93	4%	N=17	100%	N=398
Intoxicated or impaired drivers	7%	N=27	26%	N=102	20%	N=78	26%	N=100	17%	N=68	4%	N=17	100%	N=392
Distracted drivers	6%	N=24	21%	N=85	14%	N=56	25%	N=100	30%	N=122	4%	N=14	100%	N=400

Table 54: Question 17

Please indicate if you have had contact with a City Council member in the past 12 months in each of the following ways:	No		Yes		Total	
Face-to-face	86%	N=338	14%	N=56	100%	N=394
On the phone	90%	N=356	10%	N=38	100%	N=394
Community round table discussion	97%	N=381	3%	N=13	100%	N=394
At a Council meeting	95%	N=373	5%	N=18	100%	N=391

Table 55: Question 18

The City of Morristown is considering building a community center. Please rate how important, if at all, each amenity would be to you and your household:	Essential		Very important		Somewhat important		Not at all important		Total	
Multi-purpose gymnasium	35%	N=137	28%	N=113	22%	N=86	15%	N=61	100%	N=397
Meeting rooms	19%	N=76	30%	N=119	32%	N=128	18%	N=72	100%	N=396
Pool/aquatics center	38%	N=151	28%	N=109	18%	N=70	16%	N=65	100%	N=395
Indoor running/walking track	37%	N=146	28%	N=113	23%	N=91	12%	N=47	100%	N=397
Public drop-in child care area for center or program users	26%	N=101	27%	N=105	22%	N=87	26%	N=102	100%	N=395
Climbing wall	15%	N=58	15%	N=59	28%	N=109	43%	N=168	100%	N=393
Fitness/exercise area	32%	N=126	31%	N=123	23%	N=92	14%	N=55	100%	N=396

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Table 56: Question 19

How likely, if at all, would you be to utilize fixed route public transportation in Morristown?	Percent	Number
Very likely	17%	N=70
Somewhat likely	21%	N=85
Somewhat unlikely	13%	N=53
Very unlikely	36%	N=143
Don't know	12%	N=49
Total	100%	N=400

Table 57: Question 20

Which of the following, if any, would make you more likely to use fixed route public transportation in Morristown? (Select all that apply)	Percent	Number
Schedules that provide options to commute to work	43%	N=139
Convenience/distance of stops from home	61%	N=199
Affordable pricing	70%	N=226
Adequate stops to desirable destinations	72%	N=234
Total may exceed 100% as respondents could select more than one option.		

Table 58: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	20%	N=79	11%	N=45	15%	N=58	17%	N=66	37%	N=149	100%	N=397
Purchase goods or services from a business located in Morristown	1%	N=5	3%	N=12	14%	N=56	40%	N=158	42%	N=165	100%	N=395
Eat at least 5 portions of fruits and vegetables a day	5%	N=20	21%	N=85	41%	N=163	22%	N=88	10%	N=40	100%	N=396
Participate in moderate or vigorous physical activity	7%	N=27	17%	N=68	43%	N=169	24%	N=94	9%	N=34	100%	N=392
Read or watch local news (via television, paper, computer, etc.)	5%	N=20	11%	N=45	24%	N=94	27%	N=105	33%	N=131	100%	N=396
Vote in local elections	17%	N=67	8%	N=32	9%	N=34	22%	N=88	44%	N=174	100%	N=395

Table 59: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	7%	N=27
Very good	25%	N=100
Good	44%	N=176
Fair	19%	N=77
Poor	5%	N=21
Total	100%	N=401

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Table 60: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	8%	N=33
Somewhat positive	27%	N=107
Neutral	49%	N=193
Somewhat negative	11%	N=45
Very negative	5%	N=19
Total	100%	N=398

Table 61: Question D4

What is your employment status?	Percent	Number
Working full time for pay	47%	N=184
Working part time for pay	15%	N=57
Unemployed, looking for paid work	3%	N=11
Unemployed, not looking for paid work	3%	N=11
Fully retired	33%	N=129
Total	100%	N=392

Table 62: Question D5

Do you work inside the boundaries of Morristown?	Percent	Number
Yes, outside the home	50%	N=184
Yes, from home	3%	N=12
No	47%	N=172
Total	100%	N=368

Table 63: Question D6

How many years have you lived in Morristown?	Percent	Number
Less than 2 years	12%	N=48
2 to 5 years	11%	N=42
6 to 10 years	9%	N=37
11 to 20 years	12%	N=49
More than 20 years	56%	N=225
Total	100%	N=401

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Table 64: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	63%	N=251
Building with two or more homes (duplex, townhome, apartment or condominium)	30%	N=117
Mobile home	4%	N=17
Other	3%	N=12
Total	100%	N=397

Table 65: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	44%	N=175
Owned	56%	N=220
Total	100%	N=396

Table 66: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	18%	N=68
\$300 to \$599 per month	32%	N=123
\$600 to \$999 per month	31%	N=119
\$1,000 to \$1,499 per month	10%	N=39
\$1,500 to \$2,499 per month	7%	N=26
\$2,500 or more per month	3%	N=12
Total	100%	N=386

Table 67: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	66%	N=262
Yes	34%	N=136
Total	100%	N=398

Table 68: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	67%	N=268
Yes	33%	N=132
Total	100%	N=401

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Table 69: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	35%	N=133
\$25,000 to \$49,999	27%	N=104
\$50,000 to \$99,999	23%	N=88
\$100,000 to \$149,999	10%	N=40
\$150,000 or more	5%	N=18
Total	100%	N=383

Table 70: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	92%	N=355
Yes, I consider myself to be Spanish, Hispanic or Latino	8%	N=30
Total	100%	N=385

Table 71: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	4%	N=17
Asian, Asian Indian or Pacific Islander	2%	N=9
Black or African American	7%	N=29
White	85%	N=338
Other	6%	N=23

XX FORMAT AS NOTE Total may exceed 100% as respondents could select more than one option.

Total may exceed 100% as respondents could select more than one option.

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Table 72: Question D15

In which category is your age?	Percent	Number
18 to 24 years	9%	N=38
25 to 34 years	19%	N=77
35 to 44 years	14%	N=55
45 to 54 years	19%	N=75
55 to 64 years	9%	N=35
65 to 74 years	16%	N=63
75 years or older	14%	N=55
Total	100%	N=398

Table 73: Question D16

What is your sex?	Percent	Number
Female	54%	N=211
Male	46%	N=183
Total	100%	N=394

Table 74: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=291
Land line	14%	N=55
Both	13%	N=51
Total	100%	N=398

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Morristown chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Morristown's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Morristown's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Morristown's rating to the benchmark.

In that final column, Morristown's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Morristown residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Morristown's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Morristown's average rating was more than 20 points different when compared to the benchmark.

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 75: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Morristown	67%	350	448	Similar
Overall image or reputation of Morristown	49%	276	343	Lower
Morristown as a place to live	75%	313	385	Similar
Your neighborhood as a place to live	72%	262	306	Similar
Morristown as a place to raise children	68%	287	374	Similar
Morristown as a place to retire	68%	156	348	Similar
Overall appearance of Morristown	53%	278	350	Lower

Table 76: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Morristown	70%	266	342	Similar
	In your neighborhood during the day	86%	293	350	Similar
	In Morristown's downtown/commercial area during the day	83%	239	310	Similar
Mobility	Overall ease of getting to the places you usually have to visit	77%	123	259	Similar
	Availability of paths and walking trails	44%	268	312	Lower
	Ease of walking in Morristown	42%	262	299	Lower
	Ease of travel by bicycle in Morristown	25%	278	299	Lower
	Ease of travel by car in Morristown	70%	134	299	Similar
	Ease of public parking	61%	71	217	Similar
	Traffic flow on major streets	54%	118	335	Similar
Natural Environment	Quality of overall natural environment in Morristown	68%	221	271	Similar
	Cleanliness of Morristown	53%	232	279	Lower
	Air quality	49%	231	242	Lower
Built Environment	Overall "built environment" of Morristown (including overall design, buildings, parks and transportation systems)	50%	187	248	Similar
	Overall quality of new development in Morristown	65%	76	286	Similar
	Availability of affordable quality housing	38%	164	297	Similar
	Variety of housing options	40%	211	274	Similar
	Public places where people want to spend time	46%	205	241	Lower
Economy	Overall economic health of Morristown	54%	164	254	Similar
	Vibrant downtown/commercial area	41%	145	231	Similar
	Overall quality of business and service establishments in Morristown	61%	156	267	Similar
	Cost of living in Morristown	52%	77	251	Similar
	Shopping opportunities	54%	150	290	Similar
	Employment opportunities	57%	51	303	Higher
	Morristown as a place to visit	50%	207	268	Lower
	Morristown as a place to work	62%	183	355	Similar
	Health and wellness opportunities in Morristown	61%	186	249	Similar
	Availability of affordable quality mental health care	44%	143	219	Similar
Recreation and Wellness	Availability of preventive health services	56%	168	233	Similar
	Availability of affordable quality health care	56%	177	254	Similar
	Availability of affordable quality food	68%	125	239	Similar
	Recreational opportunities	54%	234	290	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	61%	175	239	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	55%	183	251	Similar
	Opportunities to participate in religious or spiritual events and activities	83%	74	200	Similar
	Opportunities to attend cultural/arts/music activities	45%	225	289	Lower
	Adult educational opportunities	60%	141	228	Similar
	K-12 education	66%	177	266	Similar
	Availability of affordable quality child care/preschool	47%	147	249	Similar
Community Engagement	Opportunities to participate in social events and activities	49%	220	258	Similar
	Neighborliness of Morristown	53%	203	243	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	42%	263	287	Lower
	Opportunities to participate in community matters	52%	237	270	Similar
	Opportunities to volunteer	68%	166	259	Similar

Table 77: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Morristown	64%	303	422	Similar
Overall customer service by Morristown employees (police, receptionists, planners, etc.)	57%	303	374	Similar
Value of services for the taxes paid to Morristown	46%	219	398	Similar
Overall direction that Morristown is taking	60%	124	311	Similar
Job Morristown government does at welcoming citizen involvement	41%	247	317	Similar
Overall confidence in Morristown government	43%	165	254	Similar
Generally acting in the best interest of the community	45%	180	254	Similar
Being honest	43%	192	246	Similar
Treating all residents fairly	43%	202	252	Similar
Services provided by the Federal Government	48%	25	246	Similar

Table 78: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	74%	284	455	Similar
	Fire services	89%	225	381	Similar
	Ambulance or emergency medical services	87%	225	342	Similar
	Crime prevention	61%	250	357	Similar
	Fire prevention and education	71%	203	278	Similar
	Animal control	49%	278	336	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	62%	191	273	Similar
Mobility	Traffic enforcement	61%	214	365	Similar
	Street repair	32%	295	382	Similar
	Street cleaning	45%	265	317	Similar
	Street lighting	60%	162	321	Similar
	Snow removal	58%	180	282	Similar
	Sidewalk maintenance	57%	165	315	Similar
Natural Environment	Traffic signal timing	50%	137	259	Similar
	Garbage collection	85%	179	350	Similar
	Recycling	83%	181	354	Similar
	Yard waste pick-up	72%	169	264	Similar
	Drinking water	60%	232	308	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	56%	178	251	Similar
	Morristown open space	51%	170	228	Similar
	Storm drainage	61%	212	345	Similar
	Sewer services	65%	253	314	Similar
	Power (electric and/or gas) utility	72%	136	177	Similar
	Utility billing	63%	160	221	Similar
	Land use, planning and zoning	43%	148	295	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	38%	297	383	Similar
Built Environment	Cable television	59%	66	198	Similar
Economy	Economic development	61%	104	279	Similar
	City parks	76%	205	319	Similar
	Recreation programs or classes	57%	253	319	Similar
Recreation and Wellness	Recreation centers or facilities	49%	241	272	Lower
	Health services	64%	135	216	Similar
Education and Enrichment	City-sponsored special events	52%	245	273	Lower
	Public library services	80%	258	333	Similar
Community Engagement	Public information services	65%	169	282	Similar

Table 79: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	44%	266	306	Lower
Contacted Morristown (in-person, phone, email or web) for help or information	43%	186	317	Similar

Table 80: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Did NOT report a crime to the police	80%	130	246	Similar
	Carpooled with other adults or children instead of driving alone	37%	189	233	Similar
Mobility	Walked or biked instead of driving	28%	238	242	Much lower
Natural Environment	Recycle at home	69%	224	253	Lower
Built Environment	NOT experiencing housing costs stress	68%	144	252	Similar
	Purchase goods or services from a business located in Morristown	96%	168	239	Similar
Economy	Economy will have positive impact on income	35%	88	253	Similar
	Work inside boundaries of Morristown	53%	69	240	Higher
	Used Morristown recreation centers or their services	58%	116	235	Similar
	Visited a neighborhood park or City park	80%	192	264	Similar
	Eat at least 5 portions of fruits and vegetables a day	74%	223	231	Similar
Recreation and Wellness	Participate in moderate or vigorous physical activity	76%	226	235	Similar
	In very good to excellent health	32%	235	235	Lower
	Used Morristown public libraries or their services	51%	213	242	Lower
Education and Enrichment	Participated in religious or spiritual activities in Morristown	66%	9	198	Much higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Attended City-sponsored event	39%	216	242	Lower
	Contacted Morristown elected officials (in-person, phone, email or web) to express your opinion	17%	127	238	Similar
	Attended a local public meeting	15%	219	258	Similar
	Watched (online or on television) a local public meeting	22%	117	225	Similar
Community Engagement	Read or watch local news (via television, paper, computer, etc.)	84%	163	240	Similar
	Vote in local elections	75%	226	253	Similar

Communities included in national comparisons

The communities included in Morristown's comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO 441,603
 Airway Heights city, WA 6,114
 Albany city, OR 50,158
 Albemarle County, VA 98,970
 Albert Lea city, MN 18,016
 Alexandria city, VA 139,966
 Algonquin village, IL 30,046
 Aliso Viejo city, CA 47,823
 American Canyon city, CA 19,454
 Ames city, IA 58,965
 Ankeny city, IA 45,582
 Ann Arbor city, MI 113,934
 Apache Junction city, AZ 35,840
 Arapahoe County, CO 572,003
 Arkansas City city, AR 366
 Arlington city, TX 365,438
 Arvada city, CO 106,433
 Asheville city, NC 83,393
 Ashland city, OR 20,078
 Ashland town, MA 16,593
 Ashland town, VA 7,225
 Aspen city, CO 6,658
 Athens-Clarke County, GA 115,452
 Auburn city, AL 53,380
 Augusta CCD, GA 134,777
 Aurora city, CO 325,078
 Austin city, TX 790,390
 Avon town, CO 6,447
 Avon town, IN 12,446
 Avondale city, AZ 76,238
 Azusa city, CA 46,361
 Bainbridge Island city, WA 23,025
 Baltimore city, MD 620,961
 Baltimore County, MD 805,029
 Bartonville town, TX 1,469
 Battle Creek city, MI 52,347
 Bay City city, MI 34,932
 Bay Village city, OH 15,651
 Baytown city, TX 71,802
 Bedford city, TX 46,979
 Bedford town, MA 13,320
 Bellevue city, WA 122,363
 Bellingham city, WA 80,885
 Benbrook city, TX 21,234
 Bend city, OR 76,639

Bethlehem township, PA 23,730
 Bettendorf city, IA 33,217
 Billings city, MT 104,170
 Bloomington city, IN 80,405
 Bloomington city, MN 82,893
 Blue Springs city, MO 52,575
 Boise City city, ID 205,671
 Bonner Springs city, KS 7,314
 Boone County, KY 118,811
 Boulder city, CO 97,385
 Bowling Green city, KY 58,067
 Bozeman city, MT 37,280
 Brentwood city, MO 8,055
 Brentwood city, TN 37,060
 Brighton city, CO 33,352
 Brighton city, MI 7,444
 Bristol city, TN 26,702
 Broken Arrow city, OK 98,850
 Brookline CDP, MA 58,732
 Brooklyn Center city, MN 30,104
 Brooklyn city, OH 11,169
 Broomfield city, CO 55,889
 Brownsburg town, IN 21,285
 Buffalo Grove village, IL 41,496
 Burlingame city, CA 28,806
 Cabarrus County, NC 178,011
 Cambridge city, MA 105,162
 Canandaigua city, NY 10,545
 Cannon Beach city, OR 1,690
 Cañon City city, CO 16,400
 Canton city, SD 3,057
 Cape Coral city, FL 154,305
 Carlisle borough, PA 18,682
 Carlsbad city, CA 105,328
 Carroll city, IA 10,103
 Cartersville city, GA 19,731
 Cary town, NC 135,234
 Castine town, ME 1,366
 Castle Rock town, CO 48,231
 Cedar Hill city, TX 45,028
 Cedar Rapids city, IA 126,326
 Celina city, TX 6,028
 Centennial city, CO 100,377
 Chandler city, AZ 236,123
 Chandler city, TX 2,734

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Chanhasen city, MN	22,952	Eden Prairie city, MN	60,797
Chapel Hill town, NC	57,233	Eden town, VT	1,323
Chardon city, OH	5,148	Edgerton city, KS	1,671
Charles County, MD	146,551	Edgewater city, CO	5,170
Charlotte city, NC	731,424	Edina city, MN	47,941
Charlotte County, FL	159,978	Edmond city, OK	81,405
Charlottesville city, VA	43,475	Edmonds city, WA	39,709
Chattanooga city, TN	167,674	El Cerrito city, CA	23,549
Chautauqua town, NY	4,464	El Dorado County, CA	181,058
Chesterfield County, VA	316,236	El Paso de Robles (Paso Robles) city, CA	29,793
Clackamas County, OR	375,992	Elk Grove city, CA	153,015
Clarendon Hills village, IL	8,427	Elko New Market city, MN	4,110
Clayton city, MO	15,939	Elmhurst city, IL	44,121
Clearwater city, FL	107,685	Englewood city, CO	30,255
Cleveland Heights city, OH	46,121	Erie town, CO	18,135
Clinton city, SC	8,490	Escambia County, FL	297,619
Clive city, IA	15,447	Estes Park town, CO	5,858
Clovis city, CA	95,631	Euclid city, OH	48,920
College Park city, MD	30,413	Fairview town, TX	7,248
College Station city, TX	93,857	Farmers Branch city, TX	28,616
Colleyville city, TX	22,807	Farmersville city, TX	3,301
Columbia city, MO	108,500	Farmington Hills city, MI	79,740
Columbia city, SC	129,272	Farmington town, CT	25,340
Columbia Falls city, MT	4,688	Fayetteville city, NC	200,564
Commerce City city, CO	45,913	Fernandina Beach city, FL	11,487
Concord city, CA	122,067	Flagstaff city, AZ	65,870
Concord town, MA	17,668	Flower Mound town, TX	64,669
Conshohocken borough, PA	7,833	Forest Grove city, OR	21,083
Coolidge city, AZ	11,825	Fort Collins city, CO	143,986
Coon Rapids city, MN	61,476	Franklin city, TN	62,487
Copperas Cove city, TX	32,032	Frederick town, CO	8,679
Coral Springs city, FL	121,096	Fremont city, CA	214,089
Coronado city, CA	18,912	Friendswood city, TX	35,805
Corvallis city, OR	54,462	Fruita city, CO	12,646
Cottonwood Heights city, UT	33,433	Gahanna city, OH	33,248
Creve Coeur city, MO	17,833	Gaithersburg city, MD	59,933
Cupertino city, CA	58,302	Galveston city, TX	47,743
Dacono city, CO	4,152	Gardner city, KS	19,123
Dakota County, MN	398,552	Georgetown city, TX	47,400
Dallas city, OR	14,583	Germantown city, TN	38,844
Dallas city, TX	1,197,816	Gilbert town, AZ	208,453
Danville city, KY	16,218	Gillette city, WY	29,087
Dardenne Prairie city, MO	11,494	Glen Ellyn village, IL	27,450
Darien city, IL	22,086	Glendora city, CA	50,073
Davenport city, FL	2,888	Glenview village, IL	44,692
Davidson town, NC	10,944	Golden city, CO	18,867
Dayton city, OH	141,527	Golden Valley city, MN	20,371
Dayton town, WY	757	Goodyear city, AZ	65,275
Dearborn city, MI	98,153	Grafton village, WI	11,459
Decatur city, GA	19,335	Grand Blanc city, MI	8,276
Del Mar city, CA	4,161	Grants Pass city, OR	34,533
DeLand city, FL	27,031	Grass Valley city, CA	12,860
Delaware city, OH	34,753	Greeley city, CO	92,889
Denison city, TX	22,682	Greenville city, NC	84,554
Denton city, TX	113,383	Greenwich town, CT	61,171
Denver city, CO	600,158	Greenwood Village city, CO	13,925
Des Moines city, IA	203,433	Greer city, SC	25,515
Des Peres city, MO	8,373	Gunnison County, CO	15,324
Destin city, FL	12,305	Haltom City city, TX	42,409
Dover city, NH	29,987	Hamilton city, OH	62,477
Dublin city, CA	46,036	Hamilton town, MA	7,764
Dublin city, OH	41,751	Hampton city, VA	137,436
Duluth city, MN	86,265	Hanover County, VA	99,863
Durham city, NC	228,330	Harrisburg city, SD	4,089
Durham County, NC	267,587	Harrisonburg city, VA	48,914
Dyer town, IN	16,390	Harrisonville city, MO	10,019
Eagan city, MN	64,206	Hastings city, MN	22,172
Eagle Mountain city, UT	21,415	Hayward city, CA	144,186
Eagle town, CO	6,508	Henderson city, NV	257,729
Eau Claire city, WI	65,883	Herndon town, VA	23,292

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High Point city, NC	104,371	Lincolnwood village, IL	12,590
Highland Park city, IL.....	29,763	Lindsborg city, KS	3,458
Highlands Ranch CDP, CO.....	96,713	Little Chute village, WI	10,449
Homer Glen village, IL	24,220	Littleton city, CO	41,737
Honolulu County, HI	953,207	Livermore city, CA.....	80,968
Hooksett town, NH	13,451	Lombard village, IL	43,165
Hopkins city, MN	17,591	Lone Tree city, CO	10,218
Hopkinton town, MA	14,925	Long Grove village, IL	8,043
Hoquiam city, WA.....	8,726	Longmont city, CO	86,270
Horry County, SC.....	269,291	Longview city, TX.....	80,455
Howard village, WI	17,399	Lonsdale city, MN.....	3,674
Hudson town, CO	2,356	Los Alamos County, NM.....	17,950
Huntley village, IL	24,291	Los Altos Hills town, CA	7,922
Hurst city, TX	37,337	Loudoun County, VA	312,311
Hutchinson city, MN.....	14,178	Louisville city, CO.....	18,376
Hutto city, TX.....	14,698	Lower Merion township, PA	57,825
Independence city, MO.....	116,830	Lynchburg city, VA	75,568
Indianola city, IA	14,782	Lynnwood city, WA	35,836
Indio city, CA	76,036	Macomb County, MI	840,978
Iowa City city, IA.....	67,862	Manassas city, VA	37,821
Irving city, TX	216,290	Manhattan Beach city, CA.....	35,135
Issaquah city, WA.....	30,434	Manhattan city, KS	52,281
Jackson city, MO	13,758	Mankato city, MN	39,309
Jackson County, MI	160,248	Maple Grove city, MN	61,567
James City County, VA.....	67,009	Maplewood city, MN.....	38,018
Jefferson County, NY.....	116,229	Maricopa County, AZ	3,817,117
Jefferson Parish, LA.....	432,552	Marion city, IA	34,768
Johnson City city, TN.....	63,152	Mariposa County, CA	18,251
Johnston city, IA	17,278	Marshfield city, WI	19,118
Jupiter town, FL	55,156	Martinez city, CA.....	35,824
Kalamazoo city, MI	74,262	Marysville city, WA	60,020
Kansas City city, KS	145,786	Matthews town, NC.....	27,198
Kansas City city, MO	459,787	Mauai County, HI.....	154,834
Keizer city, OR.....	36,478	McAllen city, TX	129,877
Kenmore city, WA.....	20,460	McKinney city, TX.....	131,117
Kennedale city, TX.....	6,763	McMinnville city, OR	32,187
Kent city, WA	92,411	Mecklenburg County, NC	919,628
Kerrville city, TX	22,347	Menlo Park city, CA	32,026
Kettering city, OH.....	56,163	Menomonee Falls village, WI	35,626
Key West city, FL.....	24,649	Mercer Island city, WA	22,699
King City city, CA.....	12,874	Meridian charter township, MI	39,688
Kirkland city, WA	48,787	Meridian city, ID	75,092
Kirkwood city, MO	27,540	Merriam city, KS.....	11,003
Knoxville city, IA.....	7,313	Mesa city, AZ	439,041
La Plata town, MD	8,753	Mesa County, CO	146,723
La Vista city, NE	15,758	Miami Beach city, FL	87,779
Laguna Niguel city, CA.....	62,979	Miami city, FL	399,457
Lake Forest city, IL	19,375	Middleton city, WI.....	17,442
Lake in the Hills village, IL	28,965	Midland city, MI	41,863
Lake Stevens city, WA	28,069	Milford city, DE	9,559
Lake Worth city, FL.....	34,910	Milton city, GA	32,661
Lake Zurich village, IL.....	19,631	Minneapolis city, MN	382,578
Lakeville city, MN.....	55,954	Minnetrista city, MN	6,384
Lakewood city, CO.....	142,980	Missouri City city, TX.....	67,358
Lakewood city, WA.....	58,163	Modesto city, CA	201,165
Lancaster County, SC.....	76,652	Monroe city, MI.....	20,733
Lane County, OR	351,715	Monterey city, CA.....	27,810
Lansing city, MI.....	114,297	Montgomery city, MN	2,956
Laramie city, WY	30,816	Montgomery County, MD.....	971,777
Larimer County, CO	299,630	Monticello city, UT	1,972
Las Cruces city, NM	97,618	Montrose city, CO	19,132
Las Vegas city, NM	13,753	Monument town, CO	5,530
Lawrence city, KS.....	87,643	Moraga town, CA	16,016
Lawrenceville city, GA	28,546	Morristown city, TN.....	29,137
Lee's Summit city, MO	91,364	Morrisville town, NC	18,576
Lehi city, UT.....	47,407	Morro Bay city, CA	10,234
Lenexa city, KS.....	48,190	Mountain Village town, CO.....	1,320
Lewisville city, TX	95,290	Mountlake Terrace city, WA	19,909
Lewisville town, NC.....	12,639	Murphy city, TX	17,708
Libertyville village, IL	20,315	Naperville city, IL	141,853

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Napoleon city, OH	8,749	Port St. Lucie city, FL	164,603
Nederland city, TX	17,547	Portland city, OR	583,776
Needham CDP, MA	28,886	Powell city, OH	11,500
Nevada City city, CA	3,068	Powhatan County, VA	28,046
Nevada County, CA	98,764	Prince William County, VA	402,002
New Braunfels city, TX	57,740	Prior Lake city, MN	22,796
New Brighton city, MN	21,456	Pueblo city, CO	106,595
New Hope city, MN	20,339	Purcellville town, VA	7,727
New Orleans city, LA	343,829	Queen Creek town, AZ	26,361
New Smyrna Beach city, FL	22,464	Raleigh city, NC	403,892
New Ulm city, MN	13,522	Ramsey city, MN	23,668
Newberg city, OR	22,068	Raymond town, ME	4,436
Newport city, RI	24,672	Raymore city, MO	19,206
Newport News city, VA	180,719	Redmond city, OR	26,215
Newton city, IA	15,254	Redmond city, WA	54,144
Noblesville city, IN	51,969	Redwood City city, CA	76,815
Norcross city, GA	9,116	Reno city, NV	225,221
Norfolk city, NE	24,210	Reston CDP, VA	58,404
Norfolk city, VA	242,803	Richland city, WA	48,058
North Mankato city, MN	13,394	Richmond city, CA	103,701
North Port city, FL	57,357	Richmond Heights city, MO	8,603
North Richland Hills city, TX	63,343	Rio Rancho city, NM	87,521
North Yarmouth town, ME	3,565	River Falls city, WI	15,000
Novato city, CA	51,904	Riverside city, CA	303,871
Novi city, MI	55,224	Roanoke city, VA	97,032
O'Fallon city, IL	28,281	Roanoke County, VA	92,376
O'Fallon city, MO	79,329	Rochester Hills city, MI	70,995
Oak Park village, IL	51,878	Rock Hill city, SC	66,154
Oakland city, CA	390,724	Rockville city, MD	61,209
Oakley city, CA	35,432	Roeland Park city, KS	6,731
Oklahoma City city, OK	579,999	Rogers city, MN	8,597
Olathe city, KS	125,872	Rohnert Park city, CA	40,971
Old Town city, ME	7,840	Rolla city, MO	19,559
Olmsted County, MN	144,248	Roselle village, IL	22,763
Olympia city, WA	46,478	Rosemount city, MN	21,874
Orange village, OH	3,323	Rosenberg city, TX	30,618
Orland Park village, IL	56,767	Roseville city, MN	33,660
Orleans Parish, LA	343,829	Round Rock city, TX	99,887
Oshkosh city, WI	66,083	Royal Oak city, MI	57,236
Oshtemo charter township, MI	21,705	Royal Palm Beach village, FL	34,140
Oswego village, IL	30,355	Sacramento city, CA	466,488
Ottawa County, MI	263,801	Sahuarita town, AZ	25,259
Overland Park city, KS	173,372	Sammamish city, WA	45,780
Paducah city, KY	25,024	San Anselmo town, CA	12,336
Palm Beach Gardens city, FL	48,452	San Diego city, CA	1,307,402
Palm Coast city, FL	75,180	San Francisco city, CA	805,235
Palo Alto city, CA	64,403	San Jose city, CA	945,942
Palos Verdes Estates city, CA	13,438	San Marcos city, CA	83,781
Papillion city, NE	18,894	San Marcos city, TX	44,894
Paradise Valley town, AZ	12,820	San Rafael city, CA	57,713
Park City city, UT	7,558	Sangamon County, IL	197,465
Parker town, CO	45,297	Santa Fe city, NM	67,947
Parkland city, FL	23,962	Santa Fe County, NM	144,170
Pasco city, WA	59,781	Santa Monica city, CA	89,736
Pasco County, FL	464,697	Sarasota County, FL	379,448
Payette city, ID	7,433	Savage city, MN	26,911
Pearland city, TX	91,252	Schaumburg village, IL	74,227
Peoria city, AZ	154,065	Schertz city, TX	31,465
Peoria city, IL	115,007	Scott County, MN	129,928
Pflugerville city, TX	46,936	Scottsdale city, AZ	217,385
Pinehurst village, NC	13,124	Sedona city, AZ	10,031
Piqua city, OH	20,522	Sevierville city, TN	14,807
Pitkin County, CO	17,148	Shakopee city, MN	37,076
Plano city, TX	259,841	Sharonville city, OH	13,560
Platte City city, MO	4,691	Shawnee city, KS	62,209
Pleasant Hill city, IA	8,785	Shawnee city, OK	29,857
Pleasanton city, CA	70,285	Sherborn town, MA	4,119
Polk County, IA	430,640	Shoreline city, WA	53,007
Pompano Beach city, FL	99,845	Shoreview city, MN	25,043
Port Orange city, FL	56,048	Shorewood village, IL	15,615

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Shorewood village, WI.....	13,162	Unalaska city, AK.....	4,376
Sierra Vista city, AZ.....	43,888	University Heights city, OH.....	13,539
Silverton city, OR.....	9,222	University Park city, TX.....	23,068
Sioux Center city, IA.....	7,048	Upper Arlington city, OH.....	33,771
Sioux Falls city, SD.....	153,888	Urbandale city, IA.....	39,463
Skokie village, IL.....	64,784	Vail town, CO.....	5,305
Snoqualmie city, WA.....	10,670	Ventura CCD, CA.....	111,889
Snowmass Village town, CO.....	2,826	Vernon Hills village, IL.....	25,113
Somerset town, MA.....	18,165	Vestavia Hills city, AL.....	34,033
South Jordan city, UT.....	50,418	Victoria city, MN.....	7,345
South Lake Tahoe city, CA.....	21,403	Vienna town, VA.....	15,687
Southlake city, TX.....	26,575	Virginia Beach city, VA.....	437,994
Spearfish city, SD.....	10,494	Walnut Creek city, CA.....	64,173
Spring Hill city, KS.....	5,437	Warrensburg city, MO.....	18,838
Springfield city, MO.....	159,498	Washington County, MN.....	238,136
Springville city, UT.....	29,466	Washington town, NH.....	1,123
St. Augustine city, FL.....	12,975	Washoe County, NV.....	421,407
St. Charles city, IL.....	32,974	Washougal city, WA.....	14,095
St. Cloud city, FL.....	35,183	Wauwatosa city, WI.....	46,396
St. Joseph city, MO.....	76,780	Waverly city, IA.....	9,874
St. Joseph town, WI.....	3,842	Wentzville city, MO.....	29,070
St. Louis County, MN.....	200,226	West Carrollton city, OH.....	13,143
State College borough, PA.....	42,034	Western Springs village, IL.....	12,975
Steamboat Springs city, CO.....	12,088	Westerville city, OH.....	36,120
Sugar Grove village, IL.....	8,997	Westlake town, TX.....	992
Sugar Land city, TX.....	78,817	Westminster city, CO.....	106,114
Suisun City city, CA.....	28,111	Weston town, MA.....	11,261
Summit County, UT.....	36,324	Wheat Ridge city, CO.....	30,166
Summit village, IL.....	11,054	White House city, TN.....	10,255
Sunnyvale city, CA.....	140,081	Wichita city, KS.....	382,368
Surprise city, AZ.....	117,517	Williamsburg city, VA.....	14,068
Suwanee city, GA.....	15,355	Willowbrook village, IL.....	8,540
Tacoma city, WA.....	198,397	Wilmington city, NC.....	106,476
Takoma Park city, MD.....	16,715	Wilsonville city, OR.....	19,509
Tamarac city, FL.....	60,427	Windsor town, CO.....	18,644
Temecula city, CA.....	100,097	Windsor town, CT.....	29,044
Tempe city, AZ.....	161,719	Winnetka village, IL.....	12,187
Temple city, TX.....	66,102	Winter Garden city, FL.....	34,568
Texarkana city, TX.....	36,411	Woodbury city, MN.....	61,961
The Woodlands CDP, TX.....	93,847	Woodinville city, WA.....	10,938
Thousand Oaks city, CA.....	126,683	Woodland city, CA.....	55,468
Tigard city, OR.....	48,035	Wyandotte County, KS.....	157,505
Tracy city, CA.....	82,922	Yakima city, WA.....	91,067
Trinidad CCD, CO.....	12,017	York County, VA.....	65,464
Tualatin city, OR.....	26,054	Yorktown town, IN.....	9,405
Tulsa city, OK.....	391,906	Yorkville city, IL.....	16,921
Tustin city, CA.....	75,540	Yountville city, CA.....	2,933
Twin Falls city, ID.....	44,125		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Morristown funded this research. Please contact Tracy Stroud of the City of Morristown at tstroud@mymorristown.com if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Selecting Survey Recipients

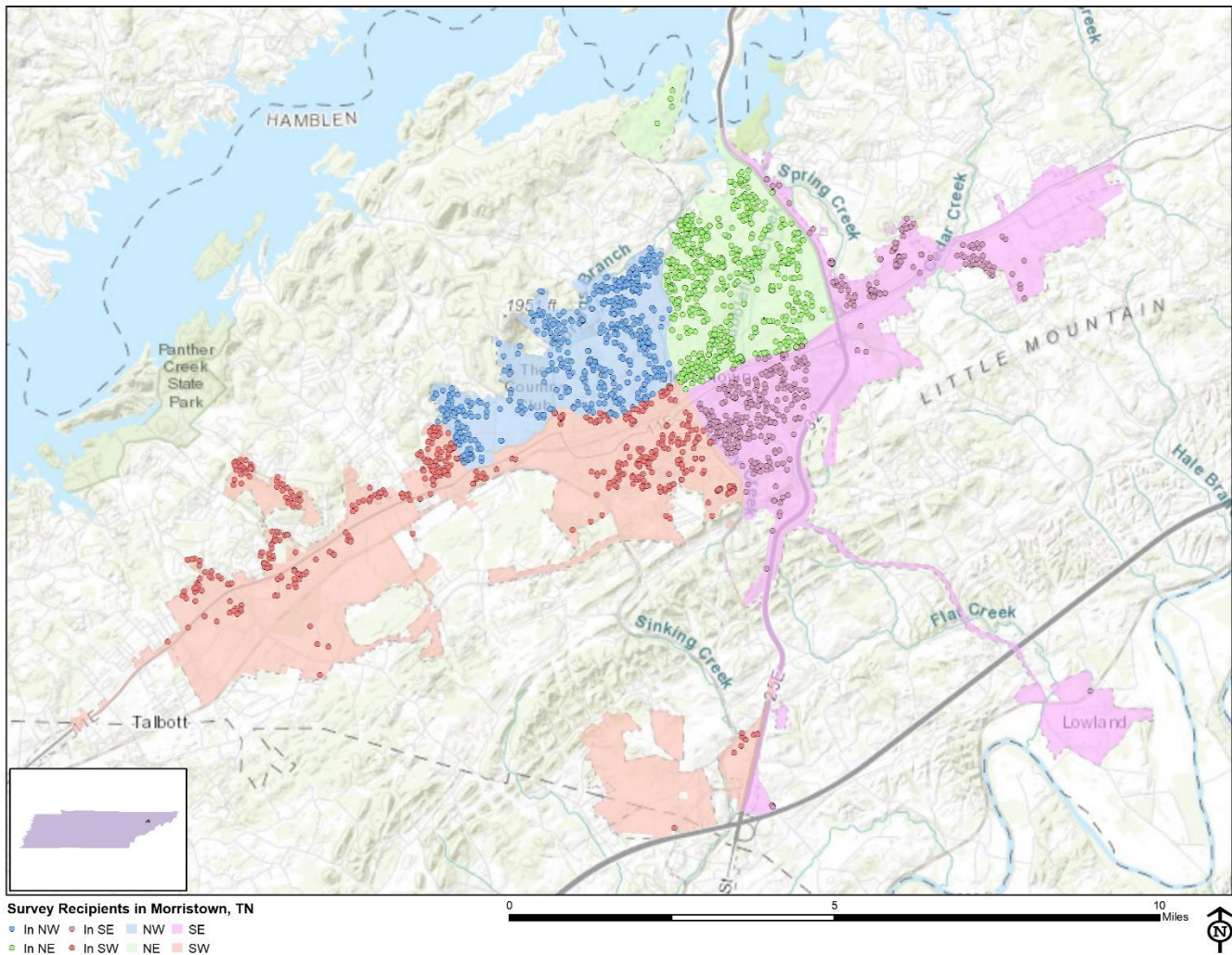
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Morristown were eligible to participate in the survey. A list of all households within the zip codes serving Morristown was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Morristown households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Morristown boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of four quadrants (NE, NW, SE, SW).

To choose the 2,300 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the City of Morristown website. This opt-in survey was identical to the scientific survey and open to all City residents. The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on October 2, 2018. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Administrator inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on November 13, 2018 and remained open for four weeks.

About 5% of the 2,300 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,178 households that received the survey, 411 completed the survey, providing an overall response rate of 19%. Of the 410 completed surveys, 34 were completed online. Responses were tracked by quadrant; response rates by quadrant ranged from 16% to 23%. The response rates were calculated using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Additionally, 135 opt-in residents completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

¹ See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

Table 81: Survey Response Rates by Quadrant

	NE	NW	SE	SW	Overall
Total sample used	712	620	450	518	2,300
I=Complete Interviews	110	134	78	79	401
P=Partial Interviews	6	2	0	0	8
R=Refusal and break off	0	0	0	0	0
NC=Non Contact	0	0	0	0	0
O=Other	0	0	0	0	0
UH=Unknown household	0	0	0	0	0
UO=Unknown other	556	459	354	400	1,769
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	17%	23%	18%	16%	19%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.²

The margin of error for the City of Morristown survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (411 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Morristown. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), housing unit type (detached or attached), race/ethnicity, sex, age and quadrant. No adjustments were made for design effects. The results of the weighting scheme are presented in the table on the following page.

² A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Table 82: Morristown, TN 2018 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent home	46%	24%	44%
Own home	54%	76%	56%
Detached unit*	68%	76%	67%
Attached unit*	32%	24%	33%
Race and Ethnicity			
White	80%	91%	82%
Not white	20%	9%	18%
Not Hispanic	84%	98%	92%
Hispanic	16%	2%	8%
Sex and Age			
Female	53%	58%	54%
Male	47%	42%	46%
18-34 years of age	32%	9%	29%
35-54 years of age	33%	21%	33%
55+ years of age	35%	71%	38%
Females 18-34	16%	5%	16%
Females 35-54	17%	11%	16%
Females 55+	21%	41%	21%
Males 18-34	16%	4%	13%
Males 35-54	16%	9%	17%
Males 55+	14%	29%	17%
Quadrant			
NE	31%	28%	30%
NW	26%	33%	26%
SE	19%	19%	19%
SW	24%	19%	24%

* U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

Appendix D: Survey Materials

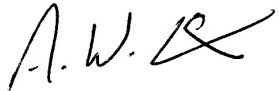
Dear Morristown Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,

A handwritten signature in black ink, appearing to read "A. W. Cox", with a stylized flourish at the end.

Anthony Cox
City Administrator


Dear Morristown Resident,

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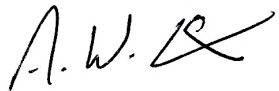
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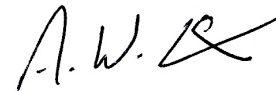
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City Administrator

City of Morristown

Incorporated 1855

PLANNING DEPARTMENT

P.O. Box 1499

Morristown, Tennessee 37816-1499

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City of Morristown

Incorporated 1855

DEPARTMENT OF COMMUNITY
DEVELOPMENT & PLANNING



Dear City of Morristown Resident:

Please help us shape the future of Morristown! You have been selected at random to participate in the 2018 Morristown Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Morristown make decisions that affect our city.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/2018morristowntn>

If you have any questions about the survey please call 423-581-0100.

Thank you for your time and participation!

Sincerely,

Anthony Cox
City Administrator

City of Morristown

Incorporated 1855

DEPARTMENT OF COMMUNITY
DEVELOPMENT & PLANNING



Dear City of Morristown Resident:

Here's a second chance if you haven't already responded to the 2018 Morristown Citizen Survey!
(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)

Please help us shape the future of Morristown! You have been selected at random to participate in the 2018 Morristown Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Morristown make decisions that affect our city.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/2018morristowntn>

If you have any questions about the survey please call 423-581-0100.

Thank you for your time and participation!

Sincerely,

Anthony Cox
City Administrator

The City of Morristown 2018 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Morristown:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Morristown as a place to live	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Morristown as a place to raise children	1	2	3	4	5
Morristown as a place to work	1	2	3	4	5
Morristown as a place to visit.....	1	2	3	4	5
Morristown as a place to retire	1	2	3	4	5
The overall quality of life in Morristown	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Morristown as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Morristown.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Morristown	1	2	3	4	5
Overall "built environment" of Morristown (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Morristown	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Morristown	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Morristown.....	1	2	3	4	5

3. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Morristown's downtown/commercial area during the day	1	2	3	4	5	6

4. Please rate each of the following characteristics as they relate to Morristown as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Morristown	1	2	3	4	5
Ease of travel by bicycle in Morristown	1	2	3	4	5
Ease of walking in Morristown	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Morristown	1	2	3	4	5
Overall appearance of Morristown.....	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5

5. Please rate each of the following characteristics as they relate to Morristown as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Morristown	1	2	3	4	5
Overall quality of business and service establishments in Morristown	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in Morristown	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Morristown.....	1	2	3	4	5

6. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Reported a crime to the police in Morristown.....	1	2
Contacted the City of Morristown (in-person, phone, email or web) for help or information.....	1	2
Contacted Morristown elected officials (in-person, phone, email or web) to express your opinion	1	2

7. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Morristown?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Morristown recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or City park	1	2	3	4
Used Morristown public libraries or their services.....	1	2	3	4
Participated in religious or spiritual activities in Morristown	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4

8. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, PTA, town halls, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

The City of Morristown 2018 Citizen Survey

9. Please rate the quality of each of the following services in Morristown:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Morristown open space.....	1	2	3	4	5
City-sponsored special events	1	2	3	4	5
Overall customer service by Morristown employees (police, receptionists, planners, etc.)	1	2	3	4	5

10. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Morristown.....	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5
Hamblen County Government.....	1	2	3	4	5

11. Please rate the following categories of Morristown government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Morristown.....	1	2	3	4	5
The overall direction that Morristown is taking	1	2	3	4	5
The job Morristown government does at welcoming citizen involvement	1	2	3	4	5
Overall confidence in Morristown government.....	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Morristown community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Morristown.....	1	2	3	4
Overall ease of getting to the places you usually have to visit.....	1	2	3	4
Quality of overall natural environment in Morristown	1	2	3	4
Overall “built environment” of Morristown (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Morristown	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Morristown.....	1	2	3	4
Sense of community.....	1	2	3	4

13. Please rate how easy or difficult it is to learn about City services or events:

☐ Very easy ☐ Somewhat easy ☐ Somewhat difficult ☐ Very difficult ☐ I have not sought information

14. How do you learn about community events? (Check all that apply).

☐ Newspaper ☐ City Facebook page ☐ Friends/word of mouth ☐ Other (radio, etc.)
☐ City website ☐ Twitter ☐ TV

15. In the last 12 months, about how many times, if at all, have you or other household members visited each of the following:

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
City website (www.mymorristown.com)	1	2	3	4
City Facebook page	1	2	3	4
City Twitter feed.....	1	2	3	4

16. Please rate how safe or unsafe you feel from the following in Morristown.

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Violent crimes (e.g., rape, assault, robbery)	1	2	3	4	5	6
Illegal drug activity (e.g., manufacture, sale or use of drugs).	1	2	3	4	5	6
Intoxicated or impaired drivers	1	2	3	4	5	6
Distracted drivers.....	1	2	3	4	5	6

17. Please indicate if you have had contact with a City Council member in the past 12 months in each of the following ways:

	<i>No</i>	<i>Yes</i>
Face-to-face.....	1	2
On the phone.....	1	2
Community round table discussion	1	2
At a Council meeting.....	1	2

18. The City of Morristown is considering building a community center. Please rate how important, if at all, each amenities would be important to you and your household:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Multi-purpose gymnasium	1	2	3	4
Meeting rooms	1	2	3	4
Pool/aquatics center	1	2	3	4
Indoor running/walking track	1	2	3	4
Public drop-in child care area for center or program users	1	2	3	4
Climbing wall	1	2	3	4
Fitness/exercise area.....	1	2	3	4

19. How likely, if at all, would you be to utilize fixed route public transportation in Morristown?

☐ Very likely ☐ Somewhat likely ☐ Somewhat unlikely ☐ Very unlikely ☐ Don't know

20. Which of the following, if any, would make you more likely to use fixed route public transportation in Morristown? (Select all that apply.)

☐ Schedules that provide options to commute to work ☐ Affordable pricing
☐ Convenience/distance of stops from home ☐ Adequate stops to desirable destinations

The City of Morristown 2018 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home.....	1	2	3	4	5
Purchase goods or services from a business located in Morristown.....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day.....	1	2	3	4	5
Participate in moderate or vigorous physical activity.....	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.).....	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D2. Would you say that in general your health is:

- ☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- ☐ Very positive ☐ Somewhat positive ☐ Neutral ☐ Somewhat negative ☐ Very negative

D4. What is your employment status?

- ☐ Working full time for pay
☐ Working part time for pay
☐ Unemployed, looking for paid work
☐ Unemployed, not looking for paid work
☐ Fully retired

D5. Do you work inside the boundaries of Morristown?

- ☐ Yes, outside the home
☐ Yes, from home
☐ No

D6. How many years have you lived in Morristown?

- ☐ Less than 2 years ☐ 11-20 years
☐ 2-5 years ☐ More than 20 years
☐ 6-10 years

D7. Which best describes the building you live in?

- ☐ One family house detached from any other houses
☐ Building with two or more homes (duplex, townhome, apartment or condominium)
☐ Mobile home
☐ Other

D8. Is this house, apartment or mobile home...

- ☐ Rented
☐ Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- ☐ Less than \$300 per month
☐ \$300 to \$599 per month
☐ \$600 to \$999 per month
☐ \$1,000 to \$1,499 per month
☐ \$1,500 to \$2,499 per month
☐ \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- ☐ No ☐ Yes

D11. Are you or any other members of your household aged 65 or older?

- ☐ No ☐ Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ Less than \$25,000
☐ \$25,000 to \$49,999
☐ \$50,000 to \$99,999
☐ \$100,000 to \$149,999
☐ \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- ☐ No, not Spanish, Hispanic or Latino
☐ Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ☐ American Indian or Alaskan Native
☐ Asian, Asian Indian or Pacific Islander
☐ Black or African American
☐ White
☐ Other

D15. In which category is your age?

- ☐ 18-24 years ☐ 55-64 years
☐ 25-34 years ☐ 65-74 years
☐ 35-44 years ☐ 75 years or older
☐ 45-54 years

D16. What is your sex?

- ☐ Female ☐ Male

D17. Do you consider a cell phone or land line your primary telephone number?

- ☐ Cell ☐ Land line ☐ Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

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PLANNING DEPARTMENT

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