

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Morristown. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 455 residents of the City of Morristown collected from October 23, 2020 to December 11, 2020. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2020 survey was 14%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Morristown.



How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, 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.). 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 the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five 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. In each tab, 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.

Trends over time

Trend data for Morristown represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents’ opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2019 and 2020 surveys, the change is statistically significant.

* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Methods

Selecting survey recipients

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. Addresses located outside of the City of Morristown boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of four quadrants. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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 introduction of the survey.

Conducting the survey

The 3,500 randomly selected households received mailings beginning on October 23, 2020 and the survey remained open for seven weeks. For 2,000 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 6% of the 3,500 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 3,300 households that received the invitations to participate, 455 completed the survey, providing an overall response rate of 14%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

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. 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 (455 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Morristown. The open participation survey was identical to the probability sample survey with one small update; it included a map at the beginning asking where the respondent lives. The open participation survey was open to all city residents and became available on November 20, 2020. The survey remained open for three weeks.

The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

For the probability sample survey, the demographics of the survey respondents were compared to those found in the 2010 Census and 2017 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 age, sex, race, ethnicity, housing type, tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

		Unweighted	Weighted	Target*
Age	18-34	7%	24%	30%
	35-54	12%	32%	33%
	55+	81%	44%	37%
Area	NE	22%	22%	23%
	NW	44%	41%	39%
	SE	24%	21%	22%
	SW	9%	16%	16%
Hispanic	No, not Spanish, Hispanic or Latino	96%	90%	85%
	Yes, I consider myself to be Spanish, Hispanic or Latino	4%	10%	15%
Housing type	Attached	22%	30%	30%
	Detached	78%	70%	70%

Race/ethnicity	Not white alone	10%	21%	24%
	White alone	90%	79%	76%
Sex	Female	61%	56%	52%
	Male	39%	44%	48%
Sex/age	Female 18-34	10%	16%	15%
	Female 35-54	14%	18%	17%
	Female 55+	37%	22%	21%
	Male 18-34	4%	10%	15%
	Male 35-54	10%	17%	16%
	Male 55+	25%	17%	16%
Tenure	Own	77%	52%	52%
	Rent	23%	48%	48%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. 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 the tab “Complete data”. 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.

Contact

The City of Morristown funded this research. Please contact Michele Parvin of the City of Morristown at mparvin@mymorristown.com if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at <https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2017 American Community Survey

Highlights

Safety continues to be a top priority for Morristown residents.

About 95% of residents indicated that the overall feeling of safety in Morristown was an essential or very important focus area for the City in the coming years. However, only 6 in 10 gave excellent or good marks to the overall feeling of safety in Morristown, which was lower than the national benchmarks. About 8 in 10 community members felt safe in their neighborhood during the day and in Morristown's downtown/commercial area during the day; the latter rating improved from 2019 to 2020. Other safety-related ratings that increased from 2019 to 2020 included residents' assessments of crime prevention, animal control, fire services, and fire prevention and education.

One-quarter of residents reported that someone from their household had been in contact with a 911 emergency call operator, a police officer responding to a 911 call, a non-emergency call operator, or a police officer responding to a non-emergency call in the 12 months prior to the survey. About 4 in 10 had other contacts or interactions with someone from the Morristown Police Department.

About 8 in 10 residents positively rated the Morristown Police Department's response to traffic accidents blocking the roadway and other roadway obstructions. Community members also evaluated the Morristown Police Department's enforcement of various traffic laws. Over half of survey respondents favorably reviewed the department's enforcement of speeding in neighborhoods and on major thoroughfares, intoxicated driving, and seatbelt use. However, only one-third of respondents assigned excellent or good ratings to the enforcement of cell phone use while driving and other distracted driving.

Education, arts, and culture is an important area of opportunity in Morristown.

About 4 in 10 Morristown residents positively rated the overall opportunities for education, culture, and the arts; this rating was lower than the national average and declined from 2019 to 2020. Respondents' evaluations of opportunities to attend cultural/arts/music activities, community support for the arts, K-12 education, and opportunities to attend special events and festivals were lower than the national benchmarks; however, it is important to note that the national benchmarks are based on averages from pre- and post-COVID-19 assessments. Residents' reviews of public library services and opportunities to attend special events and festivals declined from 2019 to 2020. While these ratings are likely an impact of the COVID-19 pandemic, about 84% of residents felt that overall opportunities for education, culture, and the arts was an essential or very important focus for the Morristown community moving forward.

Residents praise cost of living but seek improvements to the overall economic health of the community.

About 6 in 10 respondents favorably rated Morristown as a place to work, the overall quality of business and service establishments, and the variety of business and service establishments in the community. Assessments of the cost of living in Morristown were exceptional, higher than the benchmark, and improved from 2019 to 2020.

While similar to the national benchmarks, fewer than half gave high marks to the vibrancy of the downtown/commercial area and shopping opportunities (the latter of which declined from 2019 to 2020). Further, about half positively evaluated Morristown as a place to visit and the overall economic health of Morristown, ratings lower than the national benchmarks. Only 1 in 4 believed the economy would have a positive impact on their income in the six months following the survey, while about 1 in 5 residents believed the economy would have a negative impact, sentiments possibly exacerbated by the COVID-19 crisis.

Residents prioritize utilities and ratings are on the rise.

About 9 in 10 felt that the overall quality of the utility infrastructure in Morristown was an important area for the community to focus on. At least 7 in 10 residents gave excellent or good ratings to the overall quality of the utility infrastructure, garbage collection, sewer services, and storm water management; these ratings were on par with national averages. Residents' assessments of power (electric and/or gas utility) were exceptional, higher than the national benchmark, and improved from 2019 to 2020. Additionally, respondents' evaluations of sewer services, utility billing, and storm water management improved from 2019 to 2020, with scores for storm water management improving by 18% over that time.

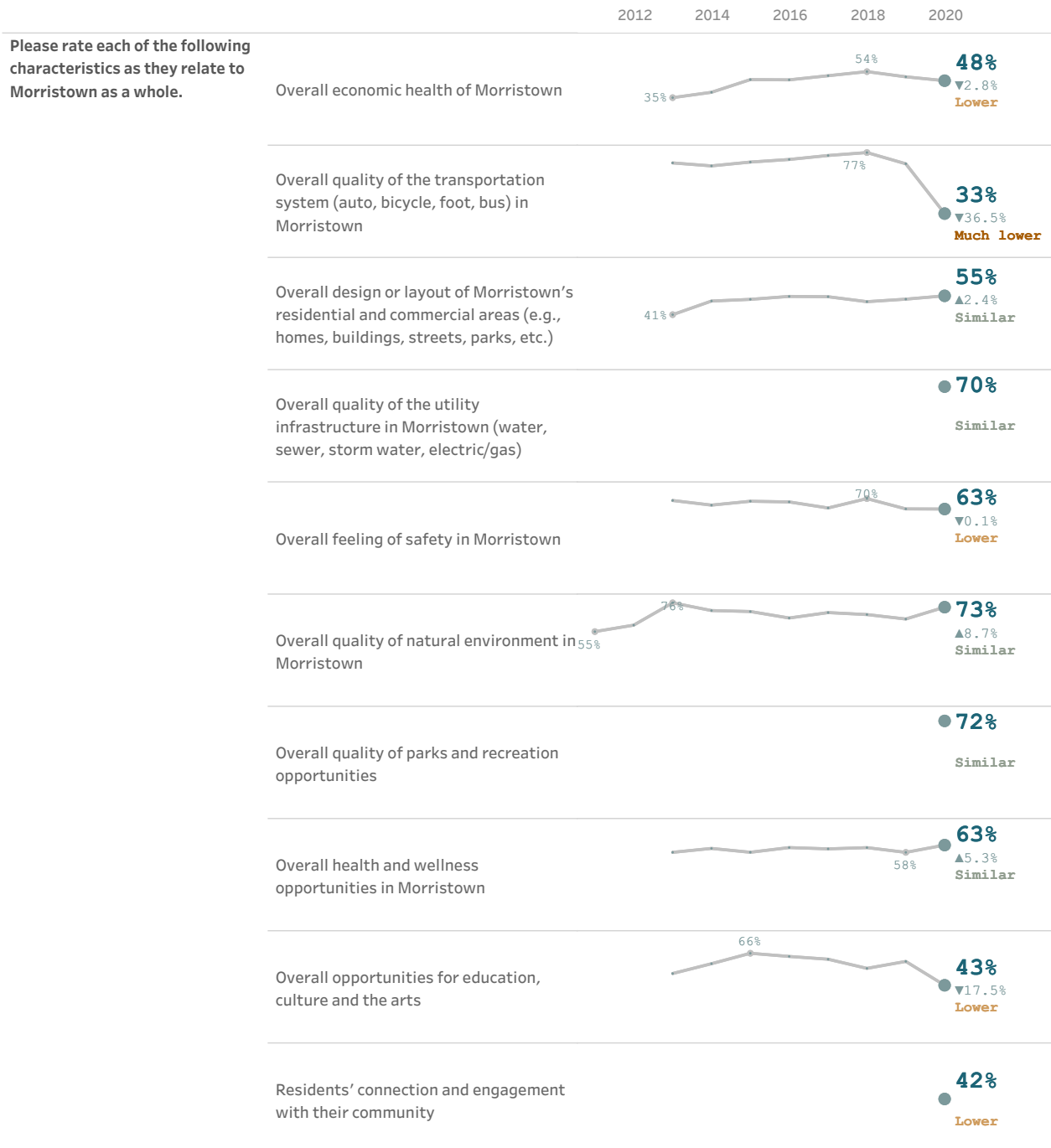
Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

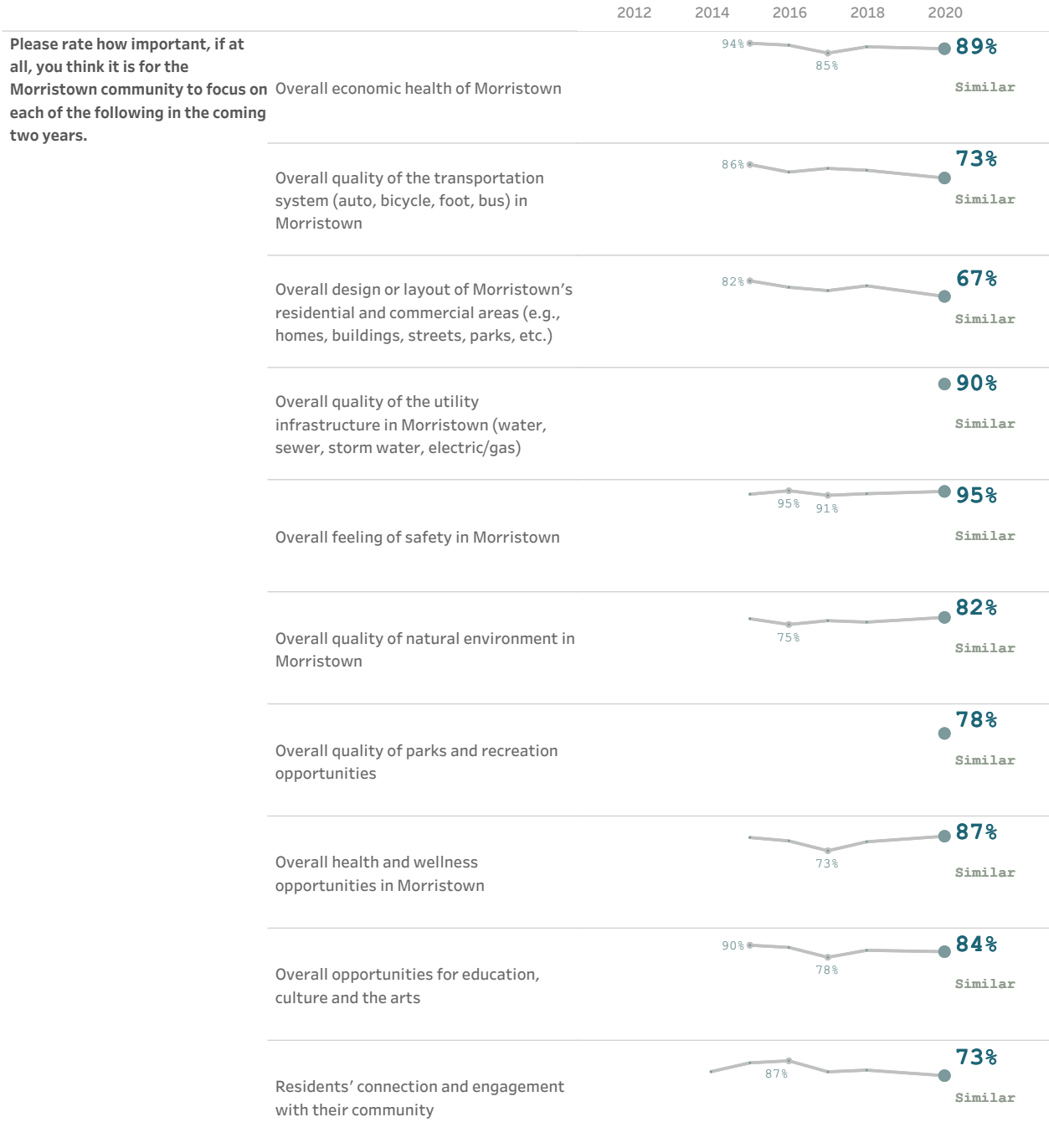
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).



Quality ratings



Importance ratings



* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of

the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services were classified as “more important” if they were rated as essential or very important by 83% or more of respondents. Services were rated as “less important” if they received a rating of less than 83%. Services receiving quality ratings of excellent or good by 59% or more of respondents were considered of “higher quality” and those with ratings lower than 59% were considered to be of “lower quality.” This classification uses the median ratings for quality and importance to divide the services in half.

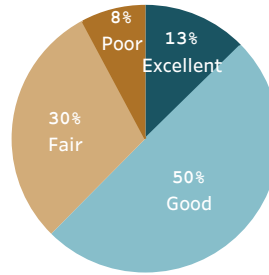
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their deliv..



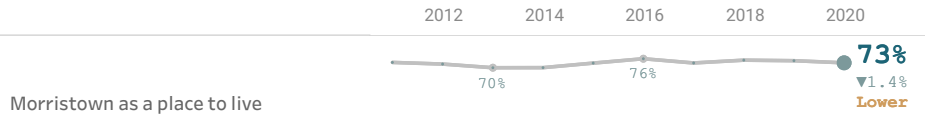
Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Morristown, 2020



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



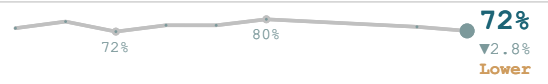
Morristown as a place to live

Please indicate how likely or unlikely you are to do each of the following.



The overall quality of life in Morristown

Recommend living in Morristown to someone who asks

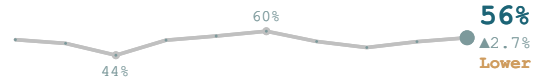


Remain in Morristown for the next five years



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

Overall image or reputation of Morristown

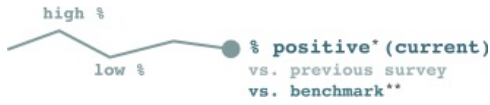
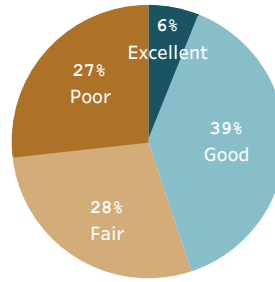


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** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Morristown government, 2020



Service Category	2012	2014	2016	2018	2020	Change vs. Previous Survey	Comparison
Public information services			54%	65%	56%	▲2.0%	Lower
Overall customer service by Morristown employees (police, receptionists, planners, etc.)	81%			57%	72%	▲10.8%	Similar
The value of services for the taxes paid to Morristown		35%			54%	▲14.5%	Similar
The overall direction that Morristown is taking	31%			60%	57%	▲7.6%	Similar
The job Morristown government does at welcoming resident involvement	30%				47%	▲2.6%	Similar
Overall confidence in Morristown government	30%		45%		45%	▲4.8%	Similar
Generally acting in the best interest of the community	35%				48%	▲4.8%	Similar
Being honest	33%		43%		39%	▲0.9%	Lower
Being open and transparent to the public					40%		Lower
Informing residents about issues facing the community					42%		Lower
					50%		

Treating all residents fairly



Treating residents with respect



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

The City of Morristown



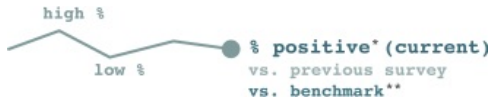
The Federal Government



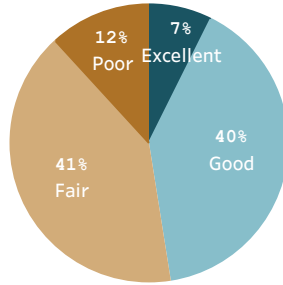
* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").
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Economy

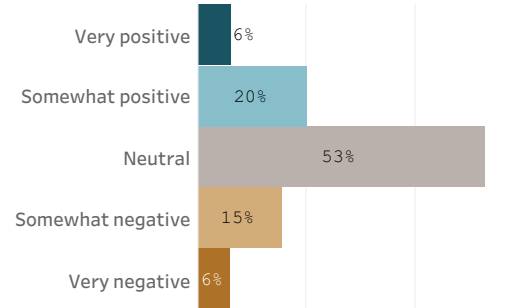
Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.



Overall economic health of Morristown, 2020

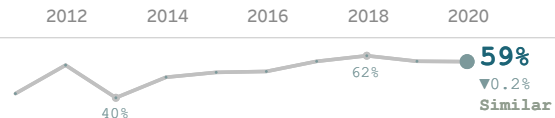


What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

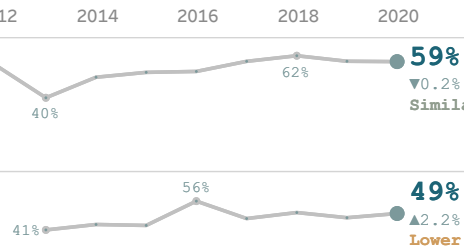


Please rate each of the following aspects of quality of life in Morristown.

Morristown as a place to work



Morristown as a place to visit



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

Overall economic health of Morristown



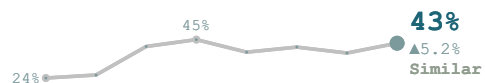
Overall quality of business and service establishments in Morristown



Variety of business and service establishments in Morristown



Vibrancy of downtown/commercial area



Employment opportunities



Shopping opportunities



Cost of living in Morristown



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

Economic development

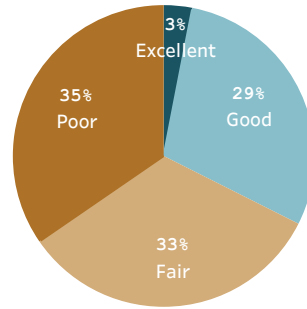


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 ** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

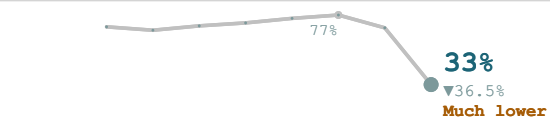
Overall quality of the transportation system in Morristown, 2020



2012 2014 2016 2018 2020

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

Overall quality of the transportation system (auto, bicycle, foot, bus) in Morristown



Traffic flow on major streets



Ease of public parking



Ease of travel by car in Morristown



Ease of travel by public transportation in Morristown



Ease of travel by bicycle in Morristown



Ease of walking in Morristown

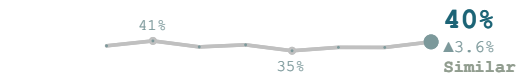


Please indicate whether or not you have done each of the following in the last 12 months.

Used bus, rail, subway or other public transportation instead of driving



Carpooled with other adults or children instead of driving alone



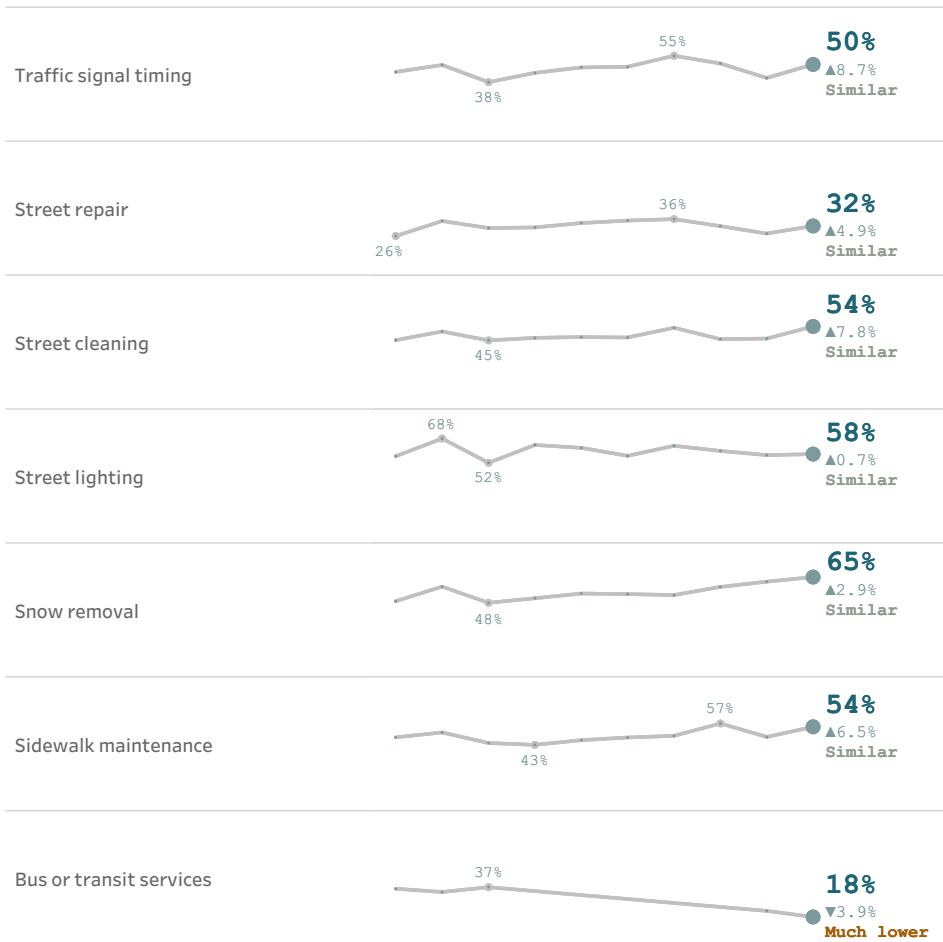
Walked or biked instead of driving



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

Traffic enforcement





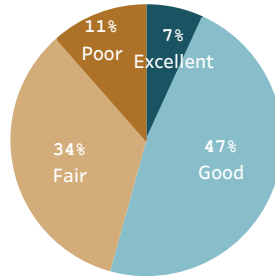
Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").
 ** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Community design

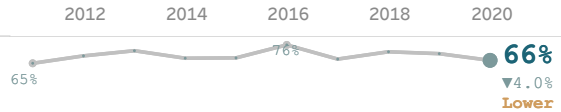
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Overall design or layout of Morristown's residential and commercial areas, 2020



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

Your neighborhood as a place to live



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

Overall design or layout of Morristown's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)



Well-planned residential growth



Well-planned commercial growth



Well-designed neighborhoods



Preservation of the historical or cultural character of the community



Public places where people want to spend time



Variety of housing options



Availability of affordable quality housing



Overall quality of new development in Morristown



Overall appearance of Morristown



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

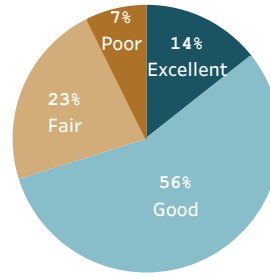


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** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Morristown, 2020



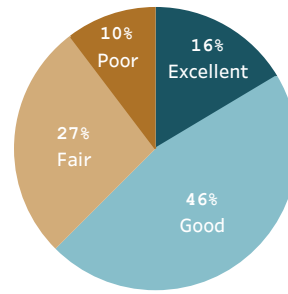
	2012	2014	2016	2018	2020
Please rate each of the following characteristics as they relate to Morristown as a whole. Overall quality of the utility infrastructure in Morristown (water, sewer, storm water, electric/gas)					70% Similar
Please rate the quality of each of the following services in Morristown. Affordable high-speed internet access					55% Similar
Garbage collection	79%		88%		79% ▼1.6% Similar
Drinking water			46%	61%	59% ▲2.6% Similar
Sewer services			60%	73%	72% ▲9.1% Similar
Storm water management (storm drainage, dams, levees, etc.)				52%	71% ▲18.7% Similar
Power (electric and/or gas) utility	78%			66%	76% ▲10.1% Similar
Utility billing				56%	65% ▲9.0% Similar

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Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

Overall feeling of safety in Morristown, 2020



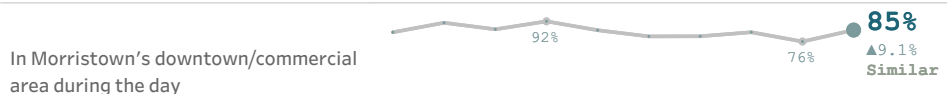
Please rate each of the following characteristics as they relate to Morristown as a whole.



Please rate how safe or unsafe you feel:



In your neighborhood during the day



In Morristown's downtown/commercial area during the day



From property crime

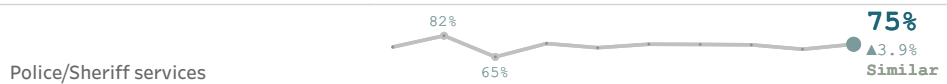


From violent crime

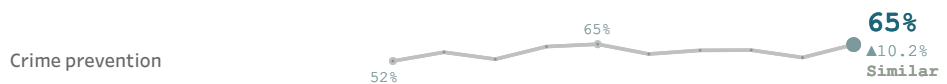


From fire, flood or other natural disaster

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



Police/Sheriff services



Crime prevention



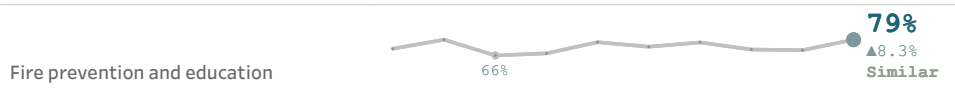
Animal control



Ambulance or emergency medical services



Fire services

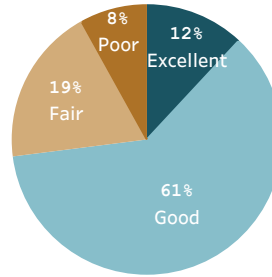


* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").
** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

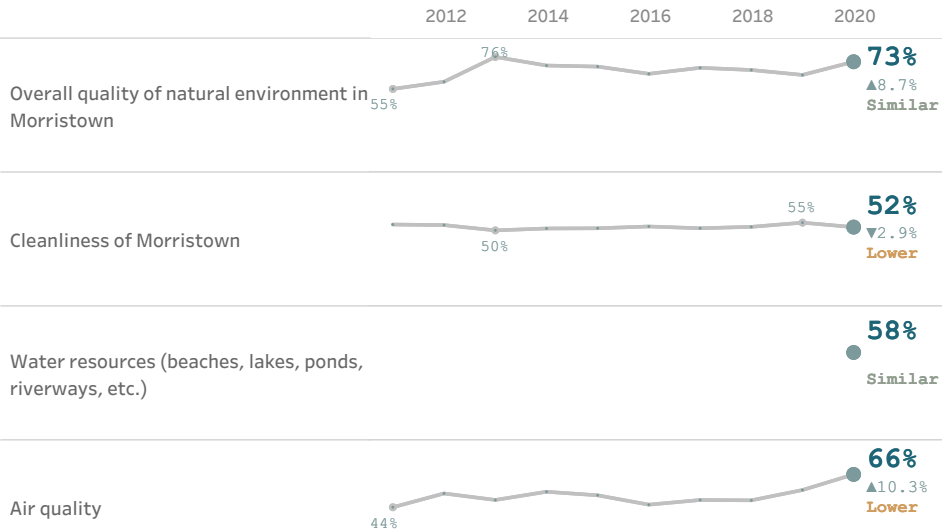
Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

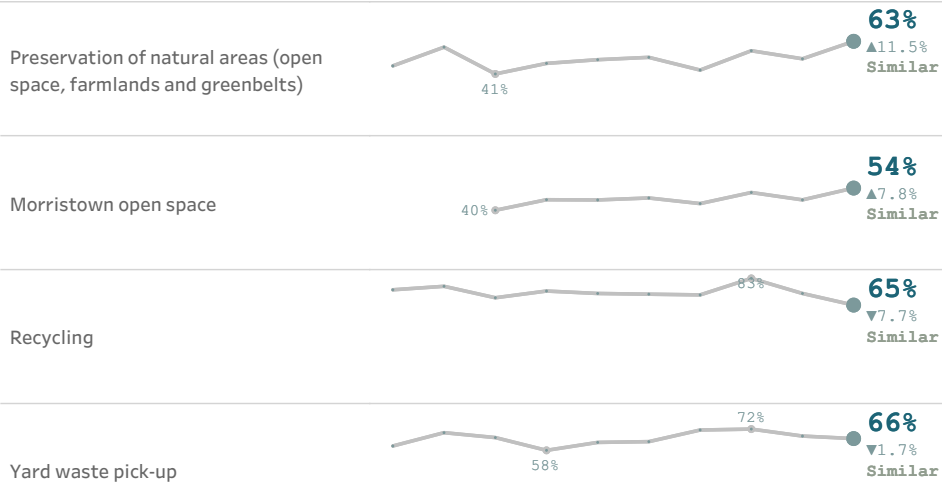
Overall quality of natural environment in Morristown, 2020



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



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

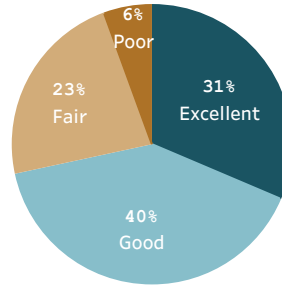


* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").
 ** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Parks and recreation

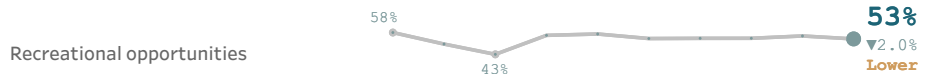
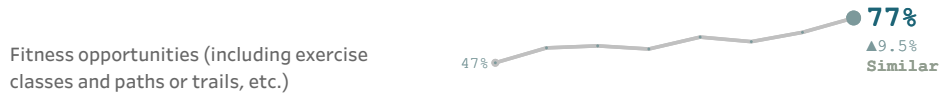
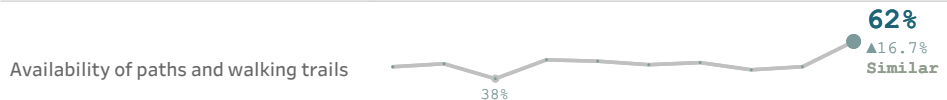
"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."
 - National Recreation and Park Association

Overall quality of parks and recreation opportunities, 2020

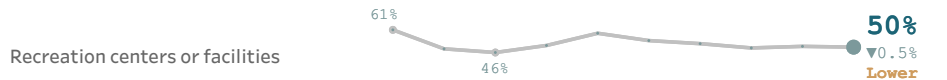


2012 2014 2016 2018 2020

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



Please also rate the quality of each of the following services in Morristown.



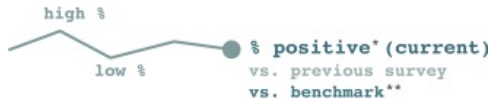
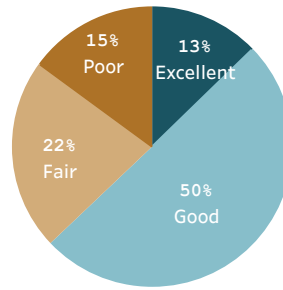
* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

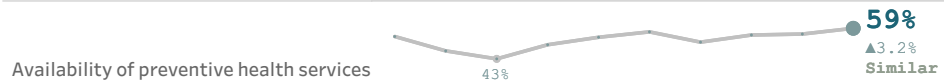
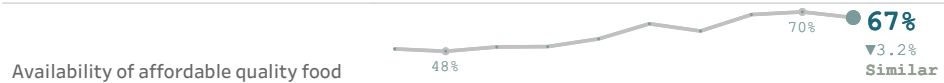
Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Overall health and wellness opportunities in Morristown, 2020



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



Please also rate the quality of each of the following services in Morristown.



Would you say that in general your health is:



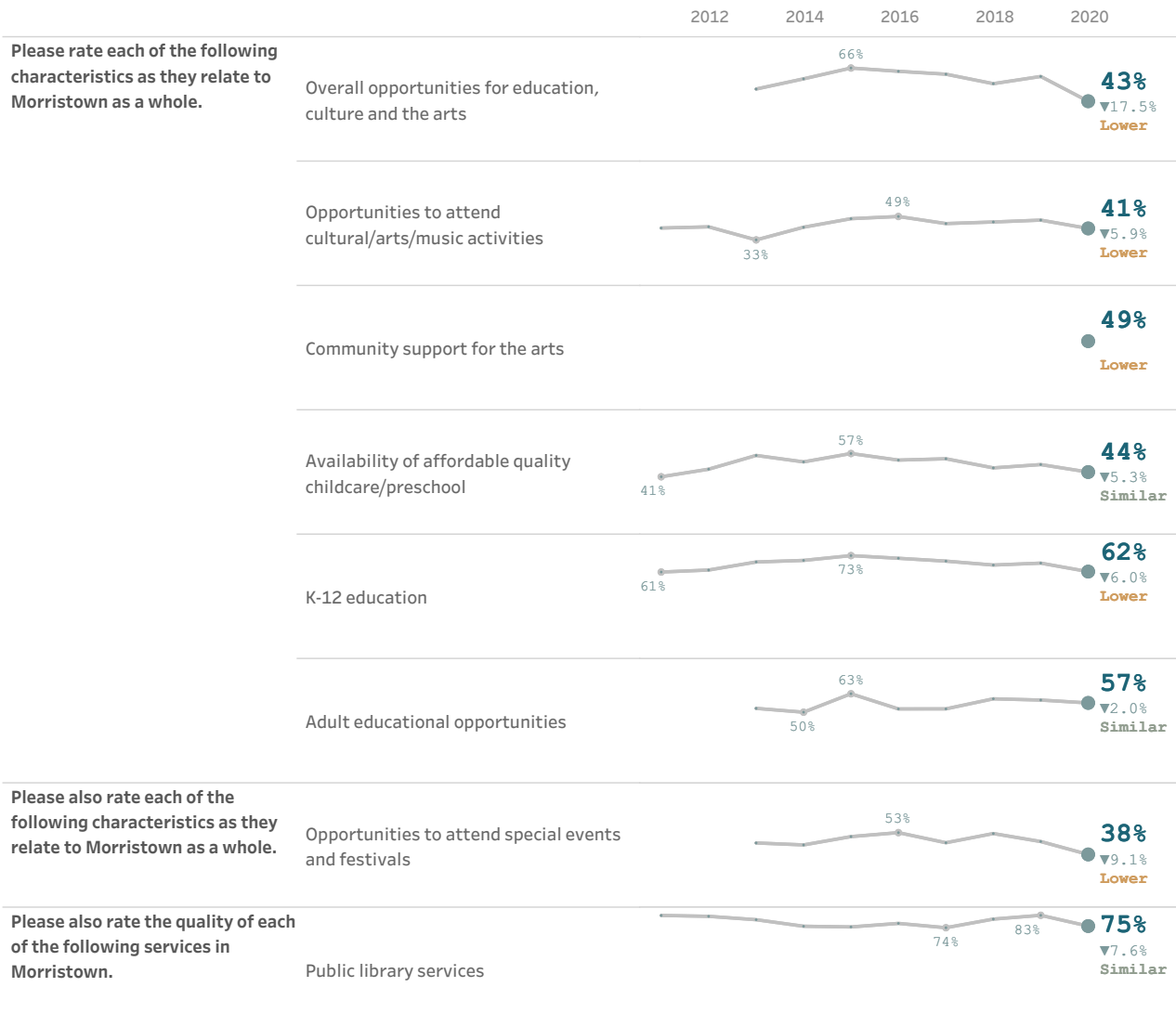
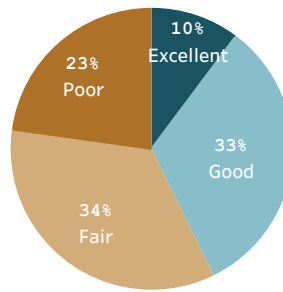
* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Overall opportunities for education, culture and the arts, 2020



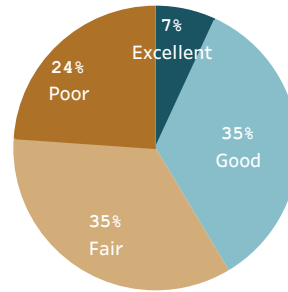
* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").
** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Inclusivity and engagement

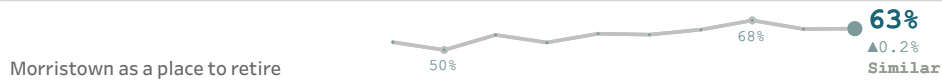
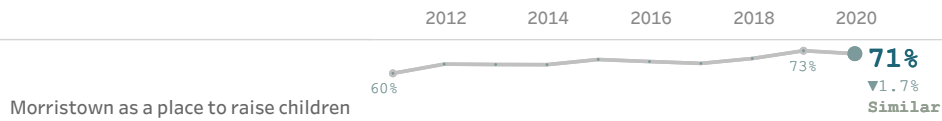
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



Residents' connection and engagement with their community, 2020



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



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

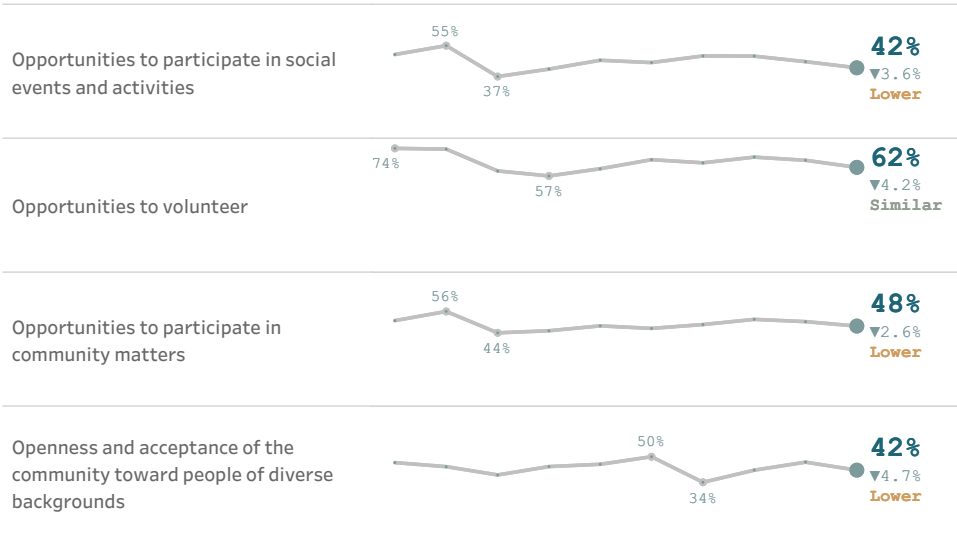


Please rate the job you feel the Morristown community does at each of the following.



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





* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

		% yes	vs. benchmark*
Please indicate whether or not you have done each of the following in the last 12 months.	Voted in your most recent local election	74%	Similar
	Contacted the City of Morristown (in-person, phone, email or web) for help or ..	42%	Similar
	Volunteered your time to some group/activity in Morristown	34%	Similar
	Watched (online or on television) a local public meeting	31%	Similar
	Contacted Morristown elected officials (in-person, phone, email or web) to ex..	20%	Similar
	Attended a local public meeting (of local elected officials like City Council or C..	19%	Similar
	Campaigned or advocated for a local issue, cause or candidate	17%	Similar

		% a few times a week or more	
Thinking about a typical week, how many times do you:	Access the internet from your cell phone	94%	Similar
	Use or check email	94%	Similar
	Access the internet from your home using a computer, laptop or tablet compu..	91%	Similar
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	83%	Similar
	Shop online	39%	Lower
	Share your opinions online	35%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses ("Excellent"/"Good" or "One or more times") is shown.

		% positive
Please rate the Morristown Police Department's response to each of the fo..	Traffic accidents blocking the roadway	85%
	Other roadway obstructions (e.g., debris on roadway, temporary outage of traffic li..	86%
Please rate the Morristown Police Department's enforcement of each of the following traffic laws.	Speeding in neighborhoods	50%
	Speeding on major thoroughfares (e.g., Morris Blvd., Andrew Johnson Hwy)	60%
	Cell phone use while driving	34%
	Other distracted driving (e.g., eating, passenger distraction, adjusting audio or cli..	39%
	Intoxicated driving (DUI)	61%
	Seatbelt use	58%
Please indicate how many times, if ever, you or another member of your household were in contact with anyone from the Morristown Police Department over the last 12 months for the following reasons.	911 emergency call operator	29%
	Police officer(s) responding to 911 call	23%
	Non-emergency call operator	28%
	Police officer(s) responding to non-emergency call	27%
	Other contacts or interactions (e.g., attending a community meeting, talking to an ..	38%
In the last 12 months, about how many times, if at all, have you or other household members visited each of the following?	City website (www.mymorristown.com)	63%
	City Facebook page	57%
	City Twitter feed	14%

National benchmark tables

Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. Comparisons to results from other locations across the country can help provide context to the ratings received in Morristown.

Ratings are compared when there were at least five other communities in which a similar question was asked. Where comparisons are available, five columns are provided in the table. The first column shows the comparison of Morristown's rating to the benchmark. In that column, Morristown's results are noted as ..





































			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Morristown.	Morristown as a place to live	Lower	73%	330	381	14
	Your neighborhood as a place to live	Lower	66%	282	313	10
	Morristown as a place to raise children	Similar	71%	276	378	27
	Morristown as a place to work	Similar	59%	238	361	34
	Morristown as a place to visit	Lower	49%	241	296	19
	Morristown as a place to retire	Similar	63%	223	362	39
	The overall quality of life in Morristown	Lower	63%	380	438	13
	Sense of community	Similar	54%	252	309	19
Please rate each of the following characteristics as they relate to Morristown as a whole.	Overall economic health of Morristown	Lower	48%	217	278	22
	Overall quality of the transportation system (auto, bicy..	Much lower	33%	278	283	2
	Overall design or layout of Morristown's residential and..	Similar	55%	199	273	27
	Overall quality of the utility infrastructure in Morristow..	Similar	70%	21	39	42
	Overall feeling of safety in Morristown	Lower	63%	300	359	17
	Overall quality of natural environment in Morristown	Similar	73%	230	284	19
	Overall quality of parks and recreation opportunities	Similar	72%	28	39	25
	Overall health and wellness opportunities in Morristown	Similar	63%	220	276	21
	Overall opportunities for education, culture and the arts	Lower	43%	252	275	9
Residents' connection and engagement with their com..	Lower	42%	33	39	9	
Please indicate how likely or unlikely you ar..	Recommend living in Morristown to someone who asks	Lower	72%	259	293	12
	Remain in Morristown for the next five years	Similar	81%	212	286	26
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	87%	306	352	13
	In Morristown's downtown/commercial area during the ..	Similar	85%	237	326	27
	From property crime	Similar	72%	36	53	27
	From violent crime	Similar	78%	41	53	17
	From fire, flood or other natural disaster	Similar	82%	24	39	34
Please rate the job you feel the Morristown community does at each of the following.	Making all residents feel welcome	Similar	62%	35	39	3
	Attracting people from diverse backgrounds	Similar	48%	31	39	14
	Valuing/respecting residents from diverse backgrounds	Similar	53%	35	39	3
	Taking care of vulnerable residents (elderly, disabled, h..	Lower	44%	33	39	9
Please rate each of the following characteristics as they relate to Morristown as a whole.	Overall quality of business and service establishments i..	Similar	64%	159	282	44
	Variety of business and service establishments in Morri..	Similar	58%	24	38	32
	Vibrancy of downtown/commercial area	Similar	43%	173	258	33
	Employment opportunities	Similar	51%	120	313	62
	Shopping opportunities	Similar	44%	204	299	32
	Cost of living in Morristown	Higher	60%	22	276	93
	Overall image or reputation of Morristown	Lower	56%	284	351	20
Please rate each of the following characteristics as they relate to Morristown as a whole.	Traffic flow on major streets	Similar	60%	111	336	67
	Ease of public parking	Similar	69%	85	244	65
	Ease of travel by car in Morristown	Similar	77%	106	312	66
	Ease of travel by public transportation in Morristown	Lower	22%	213	248	14
	Ease of travel by bicycle in Morristown	Lower	29%	288	312	8
	Ease of walking in Morristown	Lower	48%	279	313	11
	Well-planned residential growth	Similar	42%	24	42	39
	Well-planned commercial growth	Similar	50%	19	42	52
	Well-designed neighborhoods	Similar	50%	33	43	18
	Preservation of the historical or cultural character of th..	Similar	56%	29	37	15
	Public places where people want to spend time	Lower	44%	243	267	9
	Variety of housing options	Similar	42%	210	286	27
	Availability of affordable quality housing	Similar	34%	170	310	45










































	Overall quality of new development in Morristown	Similar	59%	146	298	51
	Overall appearance of Morristown	Lower	51%	306	344	12
	Cleanliness of Morristown	Lower	52%	264	309	15
	Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	58%	23	35	29
	Air quality	Lower	66%	225	257	13
	Availability of paths and walking trails	Similar	62%	209	314	34
	Fitness opportunities (including exercise classes and pa..	Similar	77%	157	264	41
	Recreational opportunities	Lower	53%	256	298	14
	Availability of affordable quality food	Similar	67%	168	257	35
	Availability of affordable quality health care	Similar	51%	219	271	19
	Availability of preventive health services	Similar	59%	178	253	30
	Availability of affordable quality mental health care	Similar	41%	185	247	25
	Opportunities to attend cultural/arts/music activities	Lower	41%	265	297	11
	Community support for the arts	Lower	49%	30	39	17
	Availability of affordable quality childcare/preschool	Similar	44%	203	269	24
	K-12 education	Lower	62%	211	273	23
	Adult educational opportunities	Similar	57%	147	255	43
Please also rate each of the following characteristics as they relate to Morristown as a whole.	Sense of civic/community pride	Lower	53%	31	39	14
	Neighborliness of residents in Morristown	Similar	58%	232	269	14
	Opportunities to participate in social events and activiti..	Lower	42%	254	273	7
	Opportunities to attend special events and festivals	Lower	38%	284	291	3
	Opportunities to volunteer	Similar	62%	229	276	17
	Opportunities to participate in community matters	Lower	48%	271	282	4
	Openness and acceptance of the community toward peo..	Lower	42%	293	302	3
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Morristown (in-person, phone, em..	Similar	42%	204	336	39
	Contacted Morristown elected officials (in-person, phon..	Similar	20%	80	267	71
	Attended a local public meeting (of local elected official..	Similar	19%	165	273	40
	Watched (online or on television) a local public meeting	Similar	31%	42	244	83
	Volunteered your time to some group/activity in Morris..	Similar	34%	154	275	44
	Campaigned or advocated for a local issue, cause or can..	Similar	17%	190	255	25
	Voted in your most recent local election	Similar	74%	20	39	45
	Used bus, rail, subway or other public transportation in..	Lower	8%	183	228	20
	Carpooled with other adults or children instead of drivin..	Similar	40%	153	260	41
Walked or biked instead of driving	Much lower	24%	265	268	1	
Please rate the quality of each of the following services in Morristown.	Public information services	Lower	56%	270	289	6
	Economic development	Similar	50%	181	288	37
	Traffic enforcement	Similar	62%	268	360	26
	Traffic signal timing	Similar	50%	165	272	40
	Street repair	Similar	32%	274	355	23
	Street cleaning	Similar	54%	237	312	24
	Street lighting	Similar	58%	199	333	41
	Snow removal	Similar	65%	168	274	39
	Sidewalk maintenance	Similar	54%	185	312	41
	Bus or transit services	Much lower	18%	230	242	5
	Land use, planning and zoning	Similar	37%	242	303	20
	Code enforcement (weeds, abandoned buildings, etc.)	Lower	31%	312	370	16
	Affordable high-speed internet access	Similar	55%	15	36	55
	Garbage collection	Similar	79%	273	339	20
	Drinking water	Similar	59%	223	306	27
	Sewer services	Similar	72%	223	308	28
	Storm water management (storm drainage, dams, levee..	Similar	71%	163	333	51
	Power (electric and/or gas) utility	Similar	76%	141	196	29
	Utility billing	Similar	65%	153	241	37
	Police/Sheriff services	Similar	75%	328	426	24
	Crime prevention	Similar	65%	262	356	27
	Animal control	Lower	51%	297	323	8
	Ambulance or emergency medical services	Similar	83%	272	327	17
	Fire services	Similar	95%	226	366	39
	Fire prevention and education	Similar	79%	216	289	26
	Emergency preparedness (services that prepare the co..	Similar	57%	234	284	18

	Preservation of natural areas (open space, farmlands an..	Similar	63%	155	262	41
	Morristown open space	Similar	54%	190	252	25
	Recycling	Similar	65%	284	344	18
	Yard waste pick-up	Similar	66%	221	272	20
Please also rate the quality of each of the following services in Morristown.	City parks	Similar	74%	229	316	28
	Recreation programs or classes	Similar	59%	260	317	18
	Recreation centers or facilities	Lower	50%	259	285	9
	Health services	Similar	57%	176	236	26
	Public library services	Similar	75%	285	324	12
	Overall customer service by Morristown employees (pol..	Similar	72%	271	378	29
Please rate the following categories of Morristown government performance.	The value of services for the taxes paid to Morristown	Similar	54%	243	389	38
	The overall direction that Morristown is taking	Similar	57%	207	324	36
	The job Morristown government does at welcoming resi..	Similar	47%	260	326	20
	Overall confidence in Morristown government	Similar	45%	226	280	19
	Generally acting in the best interest of the community	Similar	48%	224	282	21
	Being honest	Lower	39%	242	273	12
	Being open and transparent to the public	Lower	40%	33	39	9
	Informing residents about issues facing the community	Lower	42%	37	44	12
	Treating all residents fairly	Similar	50%	224	278	20
	Treating residents with respect	Lower	51%	34	39	6
Overall, how would you rate the quality of the s..	The City of Morristown	Similar	64%	328	400	18
	The Federal Government	Similar	48%	77	261	71
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.	Overall economic health of Morristown	Similar	89%	168	257	34
	Overall quality of the transportation system (auto, bicy..	Similar	73%	166	257	35
	Overall design or layout of Morristown's residential and..	Lower	67%	241	257	6
	Overall quality of the utility infrastructure in Morristow..	Similar	90%	16	39	56
	Overall feeling of safety in Morristown	Similar	95%	62	257	76
	Overall quality of natural environment in Morristown	Similar	82%	209	257	18
	Overall quality of parks and recreation opportunities	Similar	78%	34	39	6
	Overall health and wellness opportunities in Morristown	Higher	87%	8	256	97
	Overall opportunities for education, culture and the arts	Similar	84%	81	257	69
	Residents' connection and engagement with their com..	Similar	73%	205	257	20
Thinking about a typical week, how many times do you:	Access the internet from your home using a computer, l..	Similar	91%	27	39	23
	Access the internet from your cell phone	Similar	94%	6	39	83
	Visit social media sites such as Facebook, Twitter, What..	Similar	83%	7	39	81
	Use or check email	Similar	94%	28	39	21
	Share your opinions online	Similar	35%	10	39	72
	Shop online	Lower	39%	32	39	9
	Would you say that in general your health is:	Similar	46%	258	262	2
	What impact, if any, do you think the economy will have ..	Similar	26%	196	267	27










































Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. 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.

Please rate each of the following aspects of quality of life in Morristown.	Morristown as a place to live	Excellent		19%
		Good		53%
		Fair		21%
		Poor		6%
Your neighborhood as a place to live	Excellent		31%	
	Good		36%	
	Fair		22%	
	Poor		11%	
Morristown as a place to raise children	Excellent		21%	
	Good		50%	
	Fair		23%	
	Poor		6%	
Morristown as a place to work	Excellent		16%	
	Good		43%	
	Fair		25%	
	Poor		16%	
Morristown as a place to visit	Excellent		12%	
	Good		37%	
	Fair		31%	
	Poor		20%	
Morristown as a place to retire	Excellent		23%	
	Good		40%	
	Fair		23%	
	Poor		14%	
The overall quality of life in Morristown	Excellent		13%	
	Good		50%	
	Fair		30%	
	Poor		8%	
Sense of community	Excellent		11%	
	Good		43%	
	Fair		28%	
	Poor		18%	
Please rate each of the following characteristics as they relate to Morristown as a whole.	Overall economic health of Morristown	Excellent		7%
		Good		40%
		Fair		41%
		Poor		12%

Please rate each of the following characteristics as they relate to Morristown as a whole.	Overall quality of the transportation system (auto, bicycle, foot, bus) in Morristown	Excellent		3%
		Good		29%
		Fair		33%
		Poor		35%
	Overall design or layout of Morristown's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		7%
		Good		47%
		Fair		34%
		Poor		11%
	Overall quality of the utility infrastructure in Morristown (water, sewer, storm water, electric/gas)	Excellent		14%
		Good		56%
		Fair		23%
		Poor		7%
	Overall feeling of safety in Morristown	Excellent		16%
		Good		46%
		Fair		27%
		Poor		10%
	Overall quality of natural environment in Morristown	Excellent		12%
		Good		61%
		Fair		19%
		Poor		8%
	Overall quality of parks and recreation opportunities	Excellent		31%
		Good		40%
		Fair		23%
		Poor		6%
	Overall health and wellness opportunities in Morristown	Excellent		13%
		Good		50%
		Fair		22%
		Poor		15%
	Overall opportunities for education, culture and the arts	Excellent		10%
		Good		33%
		Fair		34%
		Poor		23%
	Residents' connection and engagement with their community	Excellent		7%
		Good		35%
		Fair		35%
		Poor		24%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Morristown to someone who asks	Very likely		31%
		Somewhat likely		41%
		Somewhat unlikely		13%
		Very unlikely		15%
	Remain in Morristown for the next five years	Very likely		62%

Please indicate how likely or unlikely you are to do each of the following.	Remain in Morristown for the next five years	Somewhat likely		19%
		Somewhat unlikely		7%
		Very unlikely		12%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		55%
		Somewhat safe		32%
		Neither safe nor unsafe		6%
		Somewhat unsafe		4%
		Very unsafe		4%
	In Morristown's downtown/commercial area during the day	Very safe		46%
		Somewhat safe		38%
		Neither safe nor unsafe		6%
		Somewhat unsafe		6%
		Very unsafe		3%
	From property crime	Very safe		27%
		Somewhat safe		45%
		Neither safe nor unsafe		8%
		Somewhat unsafe		11%
		Very unsafe		9%
From violent crime	Very safe		32%	
	Somewhat safe		46%	
	Neither safe nor unsafe		7%	
	Somewhat unsafe		9%	
	Very unsafe		7%	
From fire, flood or other natural disaster	Very safe		46%	
	Somewhat safe		35%	
	Neither safe nor unsafe		10%	
	Somewhat unsafe		5%	
	Very unsafe		3%	
Please rate the job you feel the Morristown community does at each of the following.	Making all residents feel welcome	Excellent		10%
		Good		52%
		Fair		22%
		Poor		16%
	Attracting people from diverse backgrounds	Excellent		10%
		Good		37%
		Fair		32%
		Poor		21%
	Valuing/respecting residents from diverse backgrounds	Excellent		14%
		Good		38%
		Fair		25%
		Poor		23%
	Taking care of vulnerable residents (elderly,	Excellent		8%

Please rate the job you feel the Morristown community does at each of the following.	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Good		36%
		Fair		32%
		Poor		25%
Please rate each of the following characteristics as they relate to Morristown as a whole.	Overall quality of business and service establishments in Morristown	Excellent		11%
		Good		53%
		Fair		29%
		Poor		7%
	Variety of business and service establishments in Morristown	Excellent		13%
		Good		46%
		Fair		32%
		Poor		10%
	Vibrancy of downtown/commercial area	Excellent		6%
		Good		36%
		Fair		35%
		Poor		22%
Employment opportunities	Excellent		12%	
	Good		39%	
	Fair		31%	
	Poor		19%	
Shopping opportunities	Excellent		12%	
	Good		32%	
	Fair		35%	
	Poor		21%	
Cost of living in Morristown	Excellent		18%	
	Good		42%	
	Fair		31%	
	Poor		9%	
Overall image or reputation of Morristown	Excellent		9%	
	Good		47%	
	Fair		30%	
	Poor		15%	
Please rate each of the following characteristics as they relate to Morristown as a whole.	Traffic flow on major streets	Excellent		11%
		Good		49%
		Fair		23%
		Poor		17%
	Ease of public parking	Excellent		14%
		Good		55%
		Fair		20%
		Poor		11%
	Ease of travel by car in Morristown	Excellent		18%
		Good		59%









































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

Ease of travel by car in Morristown	Fair		16%
	Poor		7%
Ease of travel by public transportation in Morristown	Excellent		4%
	Good		19%
	Fair		22%
	Poor		56%
Ease of travel by bicycle in Morristown	Excellent		6%
	Good		22%
	Fair		33%
	Poor		38%
Ease of walking in Morristown	Excellent		4%
	Good		43%
	Fair		26%
	Poor		26%
Well-planned residential growth	Excellent		8%
	Good		33%
	Fair		43%
	Poor		16%
Well-planned commercial growth	Excellent		7%
	Good		42%
	Fair		34%
	Poor		17%
Well-designed neighborhoods	Excellent		6%
	Good		43%
	Fair		38%
	Poor		13%
Preservation of the historical or cultural character of the community	Excellent		8%
	Good		48%
	Fair		27%
	Poor		17%
Public places where people want to spend time	Excellent		6%
	Good		37%
	Fair		36%
	Poor		20%
Variety of housing options	Excellent		11%
	Good		31%
	Fair		35%
	Poor		23%
Availability of affordable quality housing	Excellent		6%
	Good		29%
	Fair		40%










































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

Availability of affordable quality housing	Poor		26%
Overall quality of new development in Morristown	Excellent		9%
	Good		50%
	Fair		30%
	Poor		11%
Overall appearance of Morristown	Excellent		5%
	Good		46%
	Fair		35%
	Poor		15%
Cleanliness of Morristown	Excellent		8%
	Good		44%
	Fair		32%
	Poor		16%
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		16%
	Good		42%
	Fair		30%
	Poor		12%
Air quality	Excellent		8%
	Good		57%
	Fair		24%
	Poor		10%
Availability of paths and walking trails	Excellent		12%
	Good		51%
	Fair		26%
	Poor		12%
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		11%
	Good		65%
	Fair		16%
	Poor		8%
Recreational opportunities	Excellent		9%
	Good		44%
	Fair		32%
	Poor		15%
Availability of affordable quality food	Excellent		16%
	Good		51%
	Fair		24%
	Poor		10%
Availability of affordable quality health care	Excellent		8%
	Good		43%
	Fair		29%
	Poor		20%









































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

Availability of preventive health services	Excellent		13%
	Good		47%
	Fair		25%
	Poor		16%
Availability of affordable quality mental health care	Excellent		5%
	Good		35%
	Fair		24%
	Poor		35%
Opportunities to attend cultural/arts/music activities	Excellent		7%
	Good		34%
	Fair		33%
	Poor		26%
Community support for the arts	Excellent		5%
	Good		44%
	Fair		30%
	Poor		22%
Availability of affordable quality childcare/preschool	Excellent		5%
	Good		40%
	Fair		28%
	Poor		27%
K-12 education	Excellent		10%
	Good		51%
	Fair		26%
	Poor		13%
Adult educational opportunities	Excellent		10%
	Good		46%
	Fair		33%
	Poor		10%
Sense of civic/community pride	Excellent		6%
	Good		47%
	Fair		27%
	Poor		20%
Neighborliness of residents in Morristown	Excellent		6%
	Good		52%
	Fair		26%
	Poor		16%
Opportunities to participate in social events and activities	Excellent		6%
	Good		36%
	Fair		37%
	Poor		21%
Opportunities to attend special events and festivals	Excellent		8%









































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










































Please also rate each of the following characteristics as they relate to Morristown as a whole.	Opportunities to attend special events and festivals	Good		29%
		Fair		42%
		Poor		21%
	Opportunities to volunteer	Excellent		11%
		Good		51%
		Fair		29%
		Poor		9%
	Opportunities to participate in community matters	Excellent		3%
		Good		44%
		Fair		36%
		Poor		17%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		7%
Good			34%	
Fair			30%	
Poor			29%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Morristown (in-person, phone, email or web) for help or information	No		58%
		Yes		42%
	Contacted Morristown elected officials (in-person, phone, email or web) to express your opinion	No		80%
		Yes		20%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, ..	No		81%
		Yes		19%
	Watched (online or on television) a local public meeting	No		69%
		Yes		31%
	Volunteered your time to some group/activity in Morristown	No		66%
		Yes		34%
	Campaigned or advocated for a local issue, cause or candidate	No		83%
		Yes		17%
	Voted in your most recent local election	No		26%
		Yes		74%
	Used bus, rail, subway or other public transportation instead of driving	No		92%
		Yes		8%
Carpooled with other adults or children instead of driving alone	No		60%	
	Yes		40%	
Walked or biked instead of driving	No		76%	
	Yes		24%	
Please rate the quality of each of the following services in Morristown.	Public information services	Excellent		5%
		Good		51%
		Fair		24%
		Poor		20%
	Economic development	Excellent		6%
	Good		43%	








































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










































Economic development	Fair		36%
	Poor		14%
Traffic enforcement	Excellent		5%
	Good		57%
	Fair		24%
	Poor		14%
Traffic signal timing	Excellent		7%
	Good		43%
	Fair		34%
	Poor		16%
Street repair	Excellent		4%
	Good		28%
	Fair		36%
	Poor		32%
Street cleaning	Excellent		6%
	Good		48%
	Fair		33%
	Poor		14%
Street lighting	Excellent		8%
	Good		50%
	Fair		33%
	Poor		9%
Snow removal	Excellent		8%
	Good		56%
	Fair		27%
	Poor		9%
Sidewalk maintenance	Excellent		6%
	Good		48%
	Fair		33%
	Poor		13%
Bus or transit services	Excellent		2%
	Good		16%
	Fair		27%
	Poor		55%
Land use, planning and zoning	Excellent		4%
	Good		32%
	Fair		40%
	Poor		24%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		6%
	Good		25%
	Fair		38%

















Please rate the quality of each of the following services in Morristown.	Code enforcement (weeds, abandoned buildings, etc.)		31%
	Poor		
Affordable high-speed internet access	Excellent		15%
	Good		40%
	Fair		27%
	Poor		19%
Garbage collection	Excellent		25%
	Good		54%
	Fair		15%
	Poor		6%
Drinking water	Excellent		18%
	Good		41%
	Fair		33%
	Poor		9%
Sewer services	Excellent		20%
	Good		51%
	Fair		22%
	Poor		6%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		15%
	Good		55%
	Fair		19%
	Poor		10%
Power (electric and/or gas) utility	Excellent		22%
	Good		54%
	Fair		18%
	Poor		6%
Utility billing	Excellent		22%
	Good		42%
	Fair		25%
	Poor		11%
Police/Sheriff services	Excellent		22%
	Good		53%
	Fair		15%
	Poor		11%
Crime prevention	Excellent		13%
	Good		51%
	Fair		18%
	Poor		17%
Animal control	Excellent		9%
	Good		41%
	Fair		22%
	Poor		27%

Please rate the quality of each of the following services in Morristown.	Ambulance or emergency medical services	Excellent		29%
		Good		54%
		Fair		14%
		Poor		4%
	Fire services	Excellent		35%
		Good		60%
		Fair		5%
		Poor		0%
	Fire prevention and education	Excellent		20%
		Good		58%
		Fair		13%
		Poor		8%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		13%	
	Good		43%	
	Fair		20%	
	Poor		24%	
Preservation of natural areas (open space, farmlands and greenbelts)	Excellent		11%	
	Good		51%	
	Fair		25%	
	Poor		12%	
Morristown open space	Excellent		8%	
	Good		46%	
	Fair		33%	
	Poor		13%	
Recycling	Excellent		17%	
	Good		48%	
	Fair		26%	
	Poor		9%	
Yard waste pick-up	Excellent		20%	
	Good		45%	
	Fair		23%	
	Poor		12%	
Please also rate the quality of each of the following services in Morristown.	City parks	Excellent		22%
		Good		51%
		Fair		22%
		Poor		4%
	Recreation programs or classes	Excellent		10%
		Good		49%
		Fair		25%
		Poor		16%
	Recreation centers or facilities	Excellent		8%

Please also rate the quality of each of the following services in Morristown.	Recreation centers or facilities	Good		41%
		Fair		29%
		Poor		21%
	Health services	Excellent		10%
		Good		46%
		Fair		33%
		Poor		10%
	Public library services	Excellent		23%
		Good		51%
		Fair		19%
		Poor		7%
	Overall customer service by Morristown employees (police, receptionists, planners, etc.)	Excellent		17%
Good			55%	
Fair			21%	
Poor			7%	
Please rate the following categories of Morristown government performance.	The value of services for the taxes paid to Morristown	Excellent		10%
		Good		44%
		Fair		25%
		Poor		22%
	The overall direction that Morristown is taking	Excellent		7%
		Good		50%
		Fair		27%
		Poor		16%
	The job Morristown government does at welcoming resident involvement	Excellent		5%
		Good		42%
		Fair		30%
		Poor		24%
	Overall confidence in Morristown government	Excellent		6%
		Good		39%
		Fair		28%
		Poor		27%
	Generally acting in the best interest of the community	Excellent		7%
		Good		41%
		Fair		28%
		Poor		24%
	Being honest	Excellent		7%
		Good		33%
		Fair		30%
		Poor		31%
Being open and transparent to the public	Excellent		6%	
	Good		33%	











Please rate the following categories of Morristown government performance.	Being open and transparent to the public	Fair		26%	
		Poor		35%	
	Informing residents about issues facing the community	Excellent		6%	
		Good		35%	
		Fair		29%	
		Poor		30%	
	Treating all residents fairly	Excellent		9%	
		Good		41%	
		Fair		19%	
		Poor		31%	
	Treating residents with respect	Excellent		10%	
		Good		41%	
		Fair		25%	
		Poor		24%	
	Overall, how would you rate the quality of the services provided by each of the following?	The City of Morristown	Excellent		13%
			Good		51%
Fair				21%	
Poor				16%	
The Federal Government		Excellent		7%	
		Good		41%	
		Fair		29%	
		Poor		22%	
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.	Overall economic health of Morristown	Essential		45%	
		Very important		44%	
		Somewhat important		9%	
		Not at all important		2%	
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Morristown	Essential		28%	
		Very important		45%	
		Somewhat important		27%	
		Not at all important		0%	
	Overall design or layout of Morristown's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		20%	
		Very important		47%	
		Somewhat important		30%	
		Not at all important		3%	
	Overall quality of the utility infrastructure in Morristown (water, sewer, storm water, electric/gas)	Essential		44%	
		Very important		47%	
		Somewhat important		10%	
	Overall feeling of safety in Morristown	Essential		58%	
Very important			36%		
Somewhat important			5%		
Not at all important			1%		

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.	Overall quality of natural environment in Morristown	Essential		24%
		Very important		58%
		Somewhat important		17%
		Not at all important		1%
	Overall quality of parks and recreation opportunities	Essential		24%
		Very important		54%
		Somewhat important		19%
		Not at all important		3%
	Overall health and wellness opportunities in Morristown	Essential		41%
		Very important		46%
		Somewhat important		11%
		Not at all important		2%
	Overall opportunities for education, culture and the arts	Essential		38%
		Very important		46%
		Somewhat important		13%
		Not at all important		3%
Residents' connection and engagement with their community	Essential		27%	
	Very important		45%	
	Somewhat important		23%	
	Not at all important		4%	
Please rate the Morristown Police Department's response to each of the following.	Traffic accidents blocking the roadway	Excellent		36%
		Good		48%
		Fair		13%
		Poor		3%
	Other roadway obstructions (e.g., debris on roadway, temporary outage of traffic lights, etc.)	Excellent		26%
		Good		60%
		Fair		8%
		Poor		6%
Please rate the Morristown Police Department's enforcement of each of the following traffic laws.	Speeding in neighborhoods	Excellent		15%
		Good		36%
		Fair		25%
		Poor		24%
	Speeding on major thoroughfares (e.g., Morris Blvd., Andrew Johnson Hwy)	Excellent		16%
		Good		44%
		Fair		27%
		Poor		12%
	Cell phone use while driving	Excellent		10%
		Good		24%
		Fair		26%
		Poor		40%
Other distracted driving (e.g., eating, passenger	Excellent		11%	

Please rate the Morristown Police Department's enforcement of each of the following traffic laws.	Other distracted driving (e.g., eating, passenger distraction, adjusting audio or climate controls, etc.)	Good		28%
		Fair		28%
		Poor		33%
	Intoxicated driving (DUI)	Excellent		17%
		Good		44%
		Fair		29%
		Poor		10%
	Seatbelt use	Excellent		18%
		Good		41%
		Fair		25%
		Poor		17%
	Please indicate how many times, if ever, you or another member of your household were in contact with anyone from the Morristown Police Department over the last 12 months for the following reasons.	911 emergency call operator	Never	
1-2 times				26%
3-5 times				2%
6-8 times				1%
9 or more times				0%
Police officer(s) responding to 911 call		Never		77%
		1-2 times		20%
		3-5 times		2%
		6-8 times		0%
		9 or more times		1%
Non-emergency call operator		Never		72%
		1-2 times		24%
		3-5 times		3%
		6-8 times		1%
		9 or more times		0%
Police officer(s) responding to non-emergency call		Never		73%
		1-2 times		24%
		3-5 times		1%
		6-8 times		1%
		9 or more times		0%
Other contacts or interactions (e.g., attending a community meeting, talking to an officer on patrol, etc.)		Never		62%
		1-2 times		26%
		3-5 times		6%
		6-8 times		2%
		9 or more times		4%
In the last 12 months, about how many times, if at all, have you or other household members visited each of the following?	City website (www.mymorristown.com)	2 times a week or more		6%
		2-4 times a month		15%
		Once a month or less		42%
		Not at all		37%
	City Facebook page	2 times a week or more		16%

In the last 12 months, about how many times, if at all, have you or other household members visited each of the following?	City Facebook page	2-4 times a month		18%	
		Once a month or less		23%	
		Not at all		43%	
	City Twitter feed	2 times a week or more		4%	
		2-4 times a month		4%	
		Once a month or less		5%	
		Not at all		86%	
	Thinking about a typical week, how many times do you:	Access the internet from your home using a computer, laptop or tablet computer	Several times a day		76%
			Once a day		6%
A few times a week				9%	
Every few weeks				2%	
Less often or never				7%	
Access the internet from your cell phone		Several times a day		83%	
		Once a day		5%	
		A few times a week		7%	
		Every few weeks		0%	
		Less often or never		5%	
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.		Several times a day		65%	
		Once a day		8%	
		A few times a week		10%	
		Every few weeks		1%	
		Less often or never		16%	
Use or check email		Several times a day		67%	
		Once a day		20%	
		A few times a week		7%	
		Every few weeks		2%	
		Less often or never		4%	
Share your opinions online		Several times a day		11%	
	Once a day		4%		
	A few times a week		20%		
	Every few weeks		14%		
	Less often or never		51%		
Shop online	Several times a day		13%		
	Once a day		6%		
	A few times a week		20%		
	Every few weeks		39%		
	Less often or never		22%		
Would you say that in general your health is:	Excellent		14%		
	Good		36%		
	Very good		32%		
	Fair		14%		

Would you say that in general your health is:	Poor		4%
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		6%
	Somewhat positive		20%
	Neutral		53%
	Somewhat negative		15%
	Very negative		6%
	How many years have you lived in Morristown?	Less than 2 years	
2-5 years			16%
6-10 years			11%
11-20 years			15%
More than 20 years			50%
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 \$500		19%
	\$500 to \$999		49%
	\$1,000 to \$1,499		16%
	\$1,500 to \$1,999		8%
	\$2,000 to \$2,499		4%
	\$2,500 to \$2,999		1%
	\$3,000 to \$3,499		1%
\$3,500 or more		1%	
Do any children 17 or under live in your household?	No		66%
	Yes		34%
Are you or any other members of your household aged 65 or older?	No		73%
	Yes		27%
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		21%
	\$25,000 to \$49,999		39%
	\$50,000 to \$74,999		23%
	\$75,000 to \$99,999		7%
	\$100,000 to \$149,999		8%
	\$150,000 or more		3%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or Latino		90%
	Yes, I consider myself to be Spanish, Hispanic or Latino		10%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska Native		1%
	Asian, Asian Indian or Pacific Islander		1%
	Black or African American		6%
	Other		13%
	White		84%
In which category is your age?	18-24 years		5%
	25-34 years		21%
	35-44 years		12%
	45-54 years		23%
	55-64 years		14%

In which category is your age?	65-74 years		19%
	75 years or older		6%
What is your gender?	Female		56%
	Male		44%
Which best describes the building you live in?	One family house detache..		68%
	Building with two or more..		29%
	Mobile home		3%
	Other		1%
Do you rent or own your home?	Rent		48%
	Own		52%

Open participation survey results

As part of its participation in The National Community Survey™ (The NCS™), the City of Morristown conducted a survey of 3,500 residents. Survey invitations were mailed to randomly selected households and data were collected from October 23, 2020 to December 11, 2020. The results from this main survey effort represent the most robust estimate of your residents' opinions.





































After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Morristown. The open participation survey was identical to the probability sample survey with one small update; it included a map at the beginning asking where the respondent lives. The open participation survey was open to all city residents and became available on November 20, 2020. The survey remained open for three weeks.










































The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in the City of Morristown. The characteristics used for weighting were age, sex, race, ethnicity, area, housing type, and tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>










































		Unweighted	Weighted	Target*
Age	18-34	15%	24%	30%
	35-54	39%	36%	33%
	55+	46%	40%	37%
Area	NE	33%	17%	23%
	NW	39%	42%	39%
	SE	18%	23%	22%
	SW	10%	17%	16%
Hispanic	No, not Spanish, Hispanic or Latino	99%	97%	85%
	Yes, I consider myself to be Spanish, Hispanic or Latino	1%	3%	15%
Housing type	Attached	9%	29%	30%
	Detached	91%	71%	70%
Race/ethnicity	Not white alone	8%	19%	24%
	White alone	92%	81%	76%
Sex	Female	67%	49%	52%
	Male	33%	51%	48%
Sex/age	Female 18-34	12%	8%	15%
	Female 35-54	26%	18%	17%
	Female 55+	29%	23%	21%
	Male 18-34	4%	16%	15%
	Male 35-54	12%	17%	16%
	Male 55+	18%	17%	16%
Tenure	Own	88%	54%	52%
	Rent	12%	46%	48%

This table contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter below. 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.

Please rate each of the following aspects of Morrystown as a place to live quality of life in Morrystown.	Excellent		12%	
	Good		43%	
	Fair		32%	
	Poor		14%	
Your neighborhood as a place to live	Excellent		31%	
	Good		39%	
	Fair		27%	
	Poor		4%	
Morrystown as a place to raise children	Excellent		12%	
	Good		37%	
	Fair		35%	
	Poor		15%	
Morrystown as a place to work	Excellent		18%	
	Good		20%	
	Fair		41%	
	Poor		20%	
Morrystown as a place to visit	Excellent		5%	
	Good		18%	
	Fair		40%	
	Poor		37%	
Morrystown as a place to retire	Excellent		22%	
	Good		28%	
	Fair		25%	
	Poor		26%	
The overall quality of life in Morrystown	Excellent		9%	
	Good		39%	
	Fair		43%	
	Poor		10%	
Sense of community	Excellent		6%	
	Good		29%	
	Fair		30%	
	Poor		35%	
Please rate each of the following characteristics as they relate to Morrystown as a whole.	Overall economic health of Morrystown	Excellent		6%
		Good		27%
		Fair		37%
		Poor		30%

Please rate each of the following characteristics as they relate to Morristown as a whole.	Overall quality of the transportation system (auto, bicycle, foot, bus) in Morristown	Good		18%
		Fair		31%
		Poor		51%
Overall design or layout of Morristown's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		2%	
	Good		35%	
	Fair		47%	
	Poor		16%	
Overall quality of the utility infrastructure in Morristown (water, sewer, storm water, electric/gas)	Excellent		11%	
	Good		40%	
	Fair		33%	
	Poor		16%	
Overall feeling of safety in Morristown	Excellent		9%	
	Good		45%	
	Fair		27%	
	Poor		19%	
Overall quality of natural environment in Morristown	Excellent		11%	
	Good		44%	
	Fair		33%	
	Poor		12%	
Overall quality of parks and recreation opportunities	Excellent		24%	
	Good		43%	
	Fair		16%	
	Poor		17%	
Overall health and wellness opportunities in Morristown	Excellent		9%	
	Good		46%	
	Fair		26%	
	Poor		20%	
Overall opportunities for education, culture and the arts	Excellent		1%	
	Good		35%	
	Fair		30%	
	Poor		34%	
Residents' connection and engagement with their community	Excellent		3%	
	Good		16%	
	Fair		39%	
	Poor		42%	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Morristown to someone who asks	Very likely		17%
		Somewhat likely		36%
		Somewhat unlikely		16%
		Very unlikely		31%
	Remain in Morristown for the next five years	Very likely		50%
	Somewhat likely		18%	

Please indicate how likely or unlikely you are to do each of the following.	Remain in Morristown for the next five years	Somewhat unlikely		14%
		Very unlikely		18%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		47%
		Somewhat safe		35%
		Neither safe nor unsafe		9%
		Somewhat unsafe		9%
		Very unsafe		0%
	In Morristown's downtown/commercial area during the day	Very safe		32%
		Somewhat safe		43%
		Neither safe nor unsafe		11%
		Somewhat unsafe		14%
		Very unsafe		1%
	From property crime	Very safe		20%
		Somewhat safe		26%
		Neither safe nor unsafe		20%
		Somewhat unsafe		21%
		Very unsafe		13%
	From violent crime	Very safe		32%
		Somewhat safe		27%
		Neither safe nor unsafe		11%
Somewhat unsafe			24%	
Very unsafe			6%	
From fire, flood or other natural disaster	Very safe		51%	
	Somewhat safe		27%	
	Neither safe nor unsafe		14%	
	Somewhat unsafe		8%	
	Very unsafe		0%	
Please rate the job you feel the Morristown community does at each of the following.	Making all residents feel welcome	Excellent		2%
		Good		25%
		Fair		38%
		Poor		34%
	Attracting people from diverse backgrounds	Excellent		7%
		Good		30%
		Fair		34%
		Poor		29%
	Valuing/respecting residents from diverse backgrounds	Excellent		6%
		Good		36%
		Fair		26%
		Poor		33%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		2%	
	Good		26%	



































Please rate the job you feel the Morristown community does at each of the following.	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Fair		29%
		Poor		43%
Please rate each of the following characteristics as they relate to Morristown as a whole.	Overall quality of business and service establishments in Morristown	Excellent		6%
		Good		48%
		Fair		34%
		Poor		12%
	Variety of business and service establishments in Morristown	Excellent		6%
		Good		41%
		Fair		32%
		Poor		21%
	Vibrancy of downtown/commercial area	Excellent		4%
		Good		26%
		Fair		31%
		Poor		40%
Employment opportunities	Excellent		21%	
	Good		19%	
	Fair		32%	
	Poor		28%	
Shopping opportunities	Excellent		10%	
	Good		29%	
	Fair		38%	
	Poor		23%	
Cost of living in Morristown	Excellent		12%	
	Good		32%	
	Fair		39%	
	Poor		17%	
Overall image or reputation of Morristown	Excellent		6%	
	Good		36%	
	Fair		26%	
	Poor		32%	
Please rate each of the following characteristics as they relate to Morristown as a whole.	Traffic flow on major streets	Excellent		4%
		Good		34%
		Fair		39%
		Poor		23%
	Ease of public parking	Excellent		12%
		Good		36%
		Fair		35%
		Poor		18%
	Ease of travel by car in Morristown	Excellent		20%
		Good		34%
		Fair		25%










































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

Ease of travel by car in Morristown	Poor		20%
	Good		10%
Ease of travel by public transportation in Morristown	Fair		15%
	Poor		75%
	Excellent		0%
Ease of travel by bicycle in Morristown	Excellent		5%
	Good		9%
	Fair		43%
	Poor		43%
Ease of walking in Morristown	Excellent		5%
	Good		19%
	Fair		48%
	Poor		28%
Well-planned residential growth	Excellent		7%
	Good		28%
	Fair		30%
	Poor		34%
Well-planned commercial growth	Excellent		12%
	Good		32%
	Fair		30%
	Poor		26%
Well-designed neighborhoods	Excellent		6%
	Good		46%
	Fair		36%
	Poor		12%
Preservation of the historical or cultural character of the community	Excellent		4%
	Good		35%
	Fair		28%
	Poor		33%
Public places where people want to spend time	Excellent		3%
	Good		24%
	Fair		36%
	Poor		37%
Variety of housing options	Excellent		7%
	Good		14%
	Fair		35%
	Poor		44%
Availability of affordable quality housing	Excellent		0%
	Good		25%
	Fair		28%
	Poor		47%
Overall quality of new development in Morristown	Excellent		6%










































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

Overall quality of new development in Morristown	Good		34%
	Fair		24%
	Poor		35%
Overall appearance of Morristown	Excellent		6%
	Good		25%
	Fair		39%
	Poor		30%
Cleanliness of Morristown	Excellent		4%
	Good		35%
	Fair		37%
	Poor		25%
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		13%
	Good		43%
	Fair		28%
	Poor		16%
Air quality	Excellent		10%
	Good		44%
	Fair		32%
	Poor		14%
Availability of paths and walking trails	Excellent		7%
	Good		39%
	Fair		35%
	Poor		19%
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		16%
	Good		35%
	Fair		31%
	Poor		19%
Recreational opportunities	Excellent		9%
	Good		33%
	Fair		32%
	Poor		26%
Availability of affordable quality food	Excellent		20%
	Good		37%
	Fair		23%
	Poor		20%
Availability of affordable quality health care	Excellent		14%
	Good		24%
	Fair		40%
	Poor		22%
Availability of preventive health services	Excellent		12%
	Good		31%

Please rate each of the following characteristics as they relate to Morristown as a whole.	Availability of preventive health services	Fair		35%
		Poor		21%
	Availability of affordable quality mental health care	Excellent		1%
		Good		10%
		Fair		51%
		Poor		38%
	Opportunities to attend cultural/arts/music activities	Excellent		0%
		Good		19%
		Fair		28%
		Poor		52%
	Community support for the arts	Excellent		2%
		Good		11%
		Fair		44%
		Poor		43%
	Availability of affordable quality childcare/preschool	Excellent		0%
		Good		19%
Fair			36%	
Poor			45%	
K-12 education	Excellent		14%	
	Good		28%	
	Fair		44%	
	Poor		14%	
Adult educational opportunities	Excellent		10%	
	Good		32%	
	Fair		38%	
	Poor		21%	
Please also rate each of the following characteristics as they relate to Morristown as a whole.	Sense of civic/community pride	Excellent		4%
		Good		23%
		Fair		44%
		Poor		29%
	Neighborliness of residents in Morristown	Excellent		7%
		Good		25%
		Fair		46%
		Poor		22%
	Opportunities to participate in social events and activities	Excellent		3%
		Good		23%
		Fair		39%
		Poor		35%
Opportunities to attend special events and festivals	Excellent		3%	
	Good		34%	
	Fair		26%	

Please also rate each of the following characteristics as they relate to Morristown as a whole.	Opportunities to attend special events and festivals	Poor		37%	
	Opportunities to volunteer	Excellent		12%	
		Good		35%	
		Fair		29%	
		Poor		24%	
	Opportunities to participate in community matters	Excellent		4%	
		Good		22%	
		Fair		27%	
		Poor		47%	
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		6%	
		Good		18%	
		Fair		35%	
		Poor		41%	
	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Morristown (in-person, phone, email or web) for help or information	No		56%
			Yes		44%
		Contacted Morristown elected officials (in-person, phone, email or web) to express your opinion	No		73%
Yes				27%	
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood w..		No		76%	
		Yes		24%	
Watched (online or on television) a local public meeting		No		55%	
		Yes		45%	
Volunteered your time to some group/activity in Morristown		No		58%	
		Yes		42%	
Campaigned or advocated for a local issue, cause or candidate		No		69%	
		Yes		31%	
Voted in your most recent local election		No		20%	
		Yes		80%	
Used bus, rail, subway or other public transportation instead of driving		No		96%	
		Yes		4%	
Carpooled with other adults or children instead of driving alone		No		62%	
		Yes		38%	
Walked or biked instead of driving		No		73%	
		Yes		27%	
Please rate the quality of each of the following services in Morristown.	Public information services	Excellent		1%	
		Good		27%	
		Fair		30%	
		Poor		43%	
	Economic development	Excellent		6%	
		Good		30%	
		Fair		39%	
		Poor		24%	










































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








































Traffic enforcement	Excellent		5%
	Good		45%
	Fair		40%
	Poor		10%
Traffic signal timing	Excellent		4%
	Good		41%
	Fair		39%
	Poor		17%
Street repair	Excellent		1%
	Good		21%
	Fair		26%
	Poor		53%
Street cleaning	Excellent		1%
	Good		50%
	Fair		25%
	Poor		24%
Street lighting	Excellent		5%
	Good		46%
	Fair		30%
	Poor		19%
Snow removal	Excellent		6%
	Good		36%
	Fair		47%
	Poor		11%
Sidewalk maintenance	Excellent		1%
	Good		50%
	Fair		26%
	Poor		23%
Bus or transit services	Good		8%
	Fair		24%
	Poor		68%
Land use, planning and zoning	Excellent		12%
	Good		19%
	Fair		24%
	Poor		45%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		4%
	Good		20%
	Fair		15%
	Poor		61%
Affordable high-speed internet access	Excellent		20%
	Good		27%

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







































Affordable high-speed internet access	Fair		26%
	Poor		27%
Garbage collection	Excellent		34%
	Good		38%
	Fair		13%
	Poor		15%
Drinking water	Excellent		23%
	Good		31%
	Fair		34%
	Poor		13%
Sewer services	Excellent		27%
	Good		35%
	Fair		22%
	Poor		16%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		19%
	Good		40%
	Fair		29%
	Poor		12%
Power (electric and/or gas) utility	Excellent		26%
	Good		42%
	Fair		22%
	Poor		10%
Utility billing	Excellent		21%
	Good		27%
	Fair		36%
	Poor		17%
Police/Sheriff services	Excellent		31%
	Good		36%
	Fair		22%
	Poor		11%
Crime prevention	Excellent		16%
	Good		36%
	Fair		38%
	Poor		11%
Animal control	Excellent		8%
	Good		20%
	Fair		28%
	Poor		44%
Ambulance or emergency medical services	Excellent		30%
	Good		53%
	Fair		13%

Please rate the quality of each of the following services in Morristown.	Ambulance or emergency medical services	Poor		4%
	Fire services	Excellent		49%
		Good		36%
		Fair		14%
		Poor		1%
	Fire prevention and education	Excellent		21%
		Good		46%
		Fair		30%
		Poor		4%
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		15%
		Good		27%
		Fair		31%
		Poor		28%
	Preservation of natural areas (open space, farmlands and greenbelts)	Excellent		5%
		Good		37%
		Fair		28%
Poor			29%	
Morristown open space	Excellent		8%	
	Good		47%	
	Fair		23%	
	Poor		22%	
Recycling	Excellent		21%	
	Good		30%	
	Fair		19%	
	Poor		29%	
Yard waste pick-up	Excellent		25%	
	Good		36%	
	Fair		15%	
	Poor		24%	
Please also rate the quality of each of the following services in Morristown.	City parks	Excellent		22%
		Good		44%
		Fair		20%
		Poor		14%
	Recreation programs or classes	Excellent		17%
		Good		23%
		Fair		31%
		Poor		30%
	Recreation centers or facilities	Excellent		10%
		Good		18%
		Fair		32%
		Poor		40%

Please also rate the quality of each of the following services in Morristown.	Health services	Excellent		10%
		Good		40%
		Fair		31%
		Poor		19%
	Public library services	Excellent		25%
		Good		43%
		Fair		18%
		Poor		15%
	Overall customer service by Morristown employees (police, receptionists, planners, etc.)	Excellent		13%
		Good		51%
		Fair		26%
		Poor		10%
Please rate the following categories of Morristown government performance.	The value of services for the taxes paid to Morristown	Excellent		3%
		Good		29%
		Fair		24%
		Poor		44%
	The overall direction that Morristown is taking	Excellent		10%
		Good		26%
		Fair		16%
		Poor		48%
	The job Morristown government does at welcoming resident involvement	Excellent		6%
		Good		15%
		Fair		32%
		Poor		46%
Overall confidence in Morristown government	Excellent		4%	
	Good		21%	
	Fair		13%	
	Poor		62%	
Generally acting in the best interest of the community	Excellent		4%	
	Good		20%	
	Fair		16%	
	Poor		60%	
Being honest	Excellent		2%	
	Good		21%	
	Fair		18%	
	Poor		58%	
Being open and transparent to the public	Excellent		4%	
	Good		15%	
	Fair		20%	
	Poor		61%	
Informing residents about issues facing the	Excellent		3%	






Please rate the following categories of Morristown government performance.	Informing residents about issues facing the community	Good		17%
		Fair		28%
		Poor		52%
	Treating all residents fairly	Excellent		8%
		Good		16%
		Fair		20%
		Poor		56%
	Treating residents with respect	Excellent		8%
		Good		16%
		Fair		22%
		Poor		54%
	Overall, how would you rate the quality of the services provided by each of the following?	The City of Morristown	Excellent	
Good				30%
Fair				29%
Poor				30%
The Federal Government		Excellent		3%
		Good		17%
		Fair		52%
		Poor		28%
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.	Overall economic health of Morristown	Essential		60%
		Very important		28%
		Somewhat important		10%
		Not at all important		2%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Morristown	Essential		23%
		Very important		31%
		Somewhat important		39%
		Not at all important		6%
	Overall design or layout of Morristown's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		19%
		Very important		38%
		Somewhat important		37%
		Not at all important		5%
	Overall quality of the utility infrastructure in Morristown (water, sewer, storm water, electric/gas)	Essential		43%
		Very important		37%
		Somewhat important		18%
		Not at all important		2%
	Overall feeling of safety in Morristown	Essential		55%
		Very important		37%
		Somewhat important		8%
	Overall quality of natural environment in Morristown	Essential		36%
		Very important		45%
		Somewhat important		18%

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.	Overall quality of natural environment in Morristown	Not at all important		1%
	Overall quality of parks and recreation opportunities	Essential		24%
		Very important		44%
		Somewhat important		24%
		Not at all important		7%
	Overall health and wellness opportunities in Morristown	Essential		39%
		Very important		42%
		Somewhat important		17%
		Not at all important		1%
	Overall opportunities for education, culture and the arts	Essential		37%
		Very important		33%
		Somewhat important		26%
		Not at all important		3%
	Residents' connection and engagement with their community	Essential		31%
		Very important		54%
		Somewhat important		10%
Not at all important			5%	
Please rate the Morristown Police Department's response to each of the following.	Traffic accidents blocking the roadway	Excellent		30%
		Good		53%
		Fair		11%
		Poor		6%
	Other roadway obstructions (e.g., debris on roadway, temporary outage of traffic lights, etc.)	Excellent		24%
		Good		53%
		Fair		16%
		Poor		7%
Please rate the Morristown Police Department's enforcement of each of the following traffic laws.	Speeding in neighborhoods	Excellent		12%
		Good		34%
		Fair		24%
		Poor		30%
	Speeding on major thoroughfares (e.g., Morris Blvd., Andrew Johnson Hwy)	Excellent		20%
		Good		42%
		Fair		17%
		Poor		21%
	Cell phone use while driving	Excellent		14%
		Good		17%
		Fair		23%
		Poor		46%
	Other distracted driving (e.g., eating, passenger distraction, adjusting audio or climate controls, etc.)	Excellent		12%
		Good		15%
		Fair		37%
		Poor		36%

Please rate the Morristown Police Department's enforcement of each of the following traffic laws.	Intoxicated driving (DUI)	Excellent		20%
		Good		47%
		Fair		24%
		Poor		9%
	Seatbelt use	Excellent		15%
		Good		45%
		Fair		25%
		Poor		16%
Please indicate how many times, if ever, you or another member of your household were in contact with anyone from the Morristown Police Department over the last 12 months for the following reasons.	911 emergency call operator	Never		68%
		1-2 times		21%
		3-5 times		5%
		6-8 times		6%
	Police officer(s) responding to 911 call	Never		75%
		1-2 times		17%
		3-5 times		5%
		6-8 times		3%
	Non-emergency call operator	Never		50%
		1-2 times		36%
		3-5 times		12%
		9 or more times		3%
	Police officer(s) responding to non-emergency call	Never		55%
		1-2 times		33%
		3-5 times		9%
		9 or more times		3%
Other contacts or interactions (e.g., attending a community meeting, talking to an officer on patrol, etc.)	Never		51%	
	1-2 times		28%	
	3-5 times		10%	
	6-8 times		4%	
	9 or more times		7%	
In the last 12 months, about how many times, if at all, have you or other household members visited each of the following?	City website (www.mymorristown.com)	2 times a week or more		15%
		2-4 times a month		15%
		Once a month or less		43%
		Not at all		27%
	City Facebook page	2 times a week or more		28%
		2-4 times a month		27%
		Once a month or less		25%
		Not at all		20%
	City Twitter feed	2 times a week or more		3%
		2-4 times a month		2%
		Once a month or less		7%
		Not at all		87%

Thinking about a typical week, how many times do you:	Access the internet from your home using a computer, laptop or tablet computer	Several times a day		77%
		Once a day		9%
		A few times a week		5%
		Every few weeks		0%
		Less often or never		9%
	Access the internet from your cell phone	Several times a day		85%
		Once a day		3%
		A few times a week		3%
		Every few weeks		2%
		Less often or never		7%
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Several times a day		79%
		Once a day		15%
		A few times a week		2%
		Every few weeks		1%
		Less often or never		3%
	Use or check email	Several times a day		68%
		Once a day		17%
		A few times a week		8%
		Every few weeks		6%
		Less often or never		1%
Share your opinions online	Several times a day		26%	
	Once a day		7%	
	A few times a week		18%	
	Every few weeks		10%	
	Less often or never		39%	
Shop online	Several times a day		10%	
	Once a day		13%	
	A few times a week		24%	
	Every few weeks		45%	
	Less often or never		8%	
Would you say that in general your health is:	Excellent		9%	
	Very good		34%	
	Good		45%	
	Fair		7%	
	Poor		5%	
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		1%	
	Somewhat positive		10%	
	Neutral		49%	
	Somewhat negative		31%	
	Very negative		9%	
How many years have you lived in Morristown?	Less than 2 years		5%	

How many years have you lived in Morristown?	2-5 years		14%
	6-10 years		15%
	11-20 years		20%
	More than 20 years		46%
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 \$500		14%
	\$500 to \$999		41%
	\$1,000 to \$1,499		20%
	\$1,500 to \$1,999		16%
	\$2,000 to \$2,499		2%
	\$2,500 to \$2,999		0%
	\$3,000 to \$3,499		3%
	\$3,500 or more		4%
Do any children 17 or under live in your household?	No		63%
	Yes		37%
Are you or any other members of your household aged 65 or older?	No		59%
	Yes		41%
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		31%
	\$25,000 to \$49,999		24%
	\$50,000 to \$74,999		20%
	\$75,000 to \$99,999		12%
	\$100,000 to \$149,999		3%
	\$150,000 or more		9%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or Latino		97%
	Yes, I consider myself to be Spanish, Hispanic or Latino		3%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska Native		10%
	Black or African American		6%
	White		91%
	Other		6%
In which region of Morristown do you live? (Refer to map above.)	1 = Northeast (pink)		17%
	2 = Northwest (green)		41%
	3 = Southeast (blue)		23%
	4 = Southwest (yellow-green)		17%
	I do not live in Morristown		1%
In which category is your age?	18-24 years		6%
	25-34 years		18%
	35-44 years		19%
	45-54 years		17%
	55-64 years		20%
	65-74 years		14%
	75 years or older		5%
What is your gender?	Female		49%

What is your gender?	Male		51%
	Identify in another way		0%
Which best describes the building you live in?	One family house detache..		69%
	Building with two or more..		28%
	Mobile home		2%
	Other		1%
Do you rent or own your home?	Rent		46%
	Own		54%

The City of Morristown 2020 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). 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.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Sense of community.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Morristown	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Morristown.....	1	2	3	4	5
Overall design or layout of Morristown's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Morristown (water, sewer, storm water, electric/gas)	1	2	3	4	5
Overall feeling of safety in Morristown.....	1	2	3	4	5
Overall quality of natural environment in Morristown.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Morristown.....	1	2	3	4	5
Overall opportunities for education, culture and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Morristown to someone who asks.....	1	2	3	4	5
Remain in Morristown for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
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
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Morristown community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Morristown.....	1	2	3	4	5
Variety of business and service establishments in Morristown.....	1	2	3	4	5
Vibrancy of downtown/commercial area	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 image or reputation of Morristown	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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 public transportation 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
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	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
Overall quality of new development in Morristown.....	1	2	3	4	5
Overall appearance of Morristown.....	1	2	3	4	5
Cleanliness of Morristown.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	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
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Morristown.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	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

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

	<u>No</u>	<u>Yes</u>
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
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Morristown.....	1	2
Campaigned or advocated for a local issue, cause or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

The City of Morristown 2020 Community Survey

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	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
Bus or transit services.....	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
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	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 (open space, farmlands and greenbelts).....	1	2	3	4	5
Morristown open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	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
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Morristown employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Morristown government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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 resident 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
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

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

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

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Morristown	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Morristown	1	2	3	4
Overall design or layout of Morristown's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Morristown (water, sewer, storm water, electric/gas)	1	2	3	4
Overall feeling of safety in Morristown.....	1	2	3	4
Overall quality of natural environment in Morristown.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Morristown.....	1	2	3	4
Overall opportunities for education, culture and the arts.....	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

13. Please rate the Morristown Police Department's response to each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic accidents blocking the roadway	1	2	3	4	5
Other roadway obstructions (e.g., debris on roadway, temporary outage of traffic lights, etc.)	1	2	3	4	5

14. Please rate the Morristown Police Department's enforcement of each of the following traffic laws.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Speeding in neighborhoods.....	1	2	3	4	5
Speeding on major thoroughfares (e.g., Morris Blvd., Andrew Johnson Hwy).....	1	2	3	4	5
Cell phone use while driving.....	1	2	3	4	5
Other distracted driving (e.g., eating, passenger distraction, adjusting audio or climate controls, etc.)	1	2	3	4	5
Intoxicated driving (DUI)	1	2	3	4	5
Seatbelt use.....	1	2	3	4	5

15. Please indicate how many times, if ever, you or another member of your household were in contact with anyone from the Morristown Police Department over the last 12 months for the following reasons.

	<u>Never</u>	<u>1-2 times</u>	<u>3-5 times</u>	<u>6-8 times</u>	<u>9 or more times</u>
911 emergency call operator	1	2	3	4	5
Police officer(s) responding to 911 call	1	2	3	4	5
Non-emergency call operator	1	2	3	4	5
Police officer(s) responding to non-emergency call.....	1	2	3	4	5
Other contacts or interactions (e.g., attending a community meeting, talking to an officer on patrol, etc.).....	1	2	3	4	5

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

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

The City of Morristown 2020 Community 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. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

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. How many years have you lived in Morristown?

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

D5. 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

D6. Do you rent or own your home?

- Rent
 Own

D7. 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 \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. 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 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

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

D12. 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

D13. 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

D14. What is your gender?

- Female
 Male
 Identify in another way

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