

Morristown, TN

The National Community Survey

Report of Results
2022

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Morristown. A livable community is 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. The survey was developed by the experts from National Research Center at Polco.

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 520 residents of the City of Morristown collected from October 19, 2022 to December 9, 2022. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2022 survey was 11%. 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/good, very safe/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.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2022 ratings compare to other communities’ ratings from the past five years.

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 2021 and 2022 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 the four City Wards. 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 5,300 randomly selected households received mailings beginning on October 19, 2022 and the survey remained open for seven weeks. 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. 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 5,300 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 5,000 households that received the invitations to participate, 520 completed the survey, providing an overall response rate of 10%. 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 seven percentage points around any given percent reported for all respondents (520 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 two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on xxfulldate. The survey remained open for two 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.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2020 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, Hispanic origin, housing type, housing 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.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	7%	29%	29%
	35-54	22%	34%	34%
	55+	71%	37%	37%
Area	NE	23%	25%	25%
	NW	31%	25%	25%
	SE	27%	25%	25%
	SW	18%	25%	25%
Hispanic origin	No, not Spanish, Hispanic, or Latino	96%	86%	86%
	Spanish, Hispanic, or Latino	4%	14%	14%
Housing tenure	Own	73%	49%	49%
	Rent	27%	51%	51%
Housing type	Attached	24%	41%	41%
	Detached	76%	59%	59%
Race & Hispanic origin	Not white alone	13%	25%	25%
	White alone, not Hispanic or Latino	87%	75%	75%
Sex	Man	44%	49%	49%
	Woman	56%	51%	51%
Sex/age	Man 18-34	3%	15%	15%
	Man 35-54	10%	18%	18%
	Man 55+	31%	16%	16%
	Woman 18-34	4%	14%	14%
	Woman 35-54	13%	17%	17%
	Woman 55+	40%	21%	21%

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/good, very safe/somewhat safe, essential/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 2020 American Community Survey

Key Findings

Safety is a top priority while traffic remains a challenge.

Residents identified the overall feeling of safety in Morristown as a top area of priority, with 91% deeming it essential or very important for the City to focus on in the next two years. More than 8 in 10 residents reported feeling very or somewhat safe in their neighborhood, in Morristown's downtown/commercial area during the day, and from fire, flood, or other natural disaster. Additionally, many of the safety-related services in Morristown received support from the community. Fire services (83%) and fire prevention and education (72%) remained on par with the national average. Roughly three-quarters positively viewed ambulance or emergency medical services, a decline of 10% from 2021, while police/sheriff services' rating decline by 9% to 66% excellent or good. A lower proportion of participants also positively rated the overall feeling of safety in the city (61%) in this iteration. About half of respondents viewed crime prevention, emergency preparedness, and animal control as excellent or good.

Digging deeper into the topic of safety, about 8 in 10 residents favorably rated Morristown Police Department's response to traffic accidents blocking the roadway and other roadway obstructions. 7 in 10 respondents rated police response to seatbelt use as excellent or good, while the police response to intoxicated drivers speeding on major thoroughfares was rated positively by more than half of residents. Some traffic-related concerns, however, are still heavy on the minds of the participants. Fewer than half of surveys participants favorably reviewed Morristown Police Department response to distracted driving (43%), speeding in neighborhoods (42%), and cell phone use while driving (40%).

Residents appreciate Morristown's mobility and support additional focus on traffic concerns.

About three-quarters of respondents stated that it was essential or very important to focus on the quality of the transportation system in Morristown. Ease of travel by car received excellent or good ratings from 62% of residents, declining by a total of 15% since 2020, but it remains on par with national benchmarks. At least half of respondents favorably rated the ease of public parking, traffic flow on major streets, street cleaning, sidewalk maintenance, traffic signal timing, and street lighting. Of these, traffic flow's rating decreased by 10% since 2021 and 18% since 2020 but continues to score similarly to other communities across the nation. The overall quality of the transportation system in Morristown was rated favorably by about 35% of participants, a 7% decrease from 2021 and similar to the 2020 survey results. The ratings for ease of walking and the ease of travel by public transportation garnered positive marks by about one-third of survey participants.

Overall economic health of Morristown remains an area of opportunity for the City.

Residents gave high ratings of importance (90% essential or very important) to the overall economic health of the City, placing the economy as a top priority for Morristown. Many aspects of the economy received declining marks in the 2022 iteration of The NCS, but these trends were largely consistent with national benchmarks, unless otherwise noted. One example is that scores for Morristown as a place to work fell by 9% to 57% from 2021 to 2022, but the marks remained similar to those of comparable communities across the nation. Yet, the overall quality of economic health in Morristown (48% excellent or good) has stayed statistically consistent through successive iterations of the survey. Approximately half of all participants favorably rated Morristown's employment opportunities, variety of business and service establishments, and economic development. Shopping opportunities and the vibrancy of the downtown/commercial area were marked excellent or good by at least 4 in 10 residents. Affordability in Morristown could be a potential area of opportunity for the City, with 40% positively rating the cost of living, on par with national benchmarks but a drop of 14% since 2021.

The City's parks and recreational opportunities are valued by residents

More than three-quarters of survey participants positively rated the overall quality of parks and recreational opportunities in Morristown. This represented a 10-point increase from 2021 and was on par with national benchmarks. Residents offered the highest assessment to the quality of city parks (78%), with Fred Miller Park, Frank Lorino Park, and Dr. Martin Luther King, Jr. Park being the most popular among respondents. About 6 in 10 of respondents felt that the quality of both recreational opportunities and fitness opportunities were excellent or good. There does, however, appear to be an area of opportunity as it relates to recreational opportunities. Just half of residents favorably rated recreation programs or classes, and recreation centers or facilities, the first of which scored lower than national averages. Similarly, the availability of paths and walking trails received positive reviews from half of residents, also scoring lower than national benchmarks.

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).

Please rate each of the following characteristics as they relate to Morristown as a whole.
(% excellent or good)



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

(% essential or very important)



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

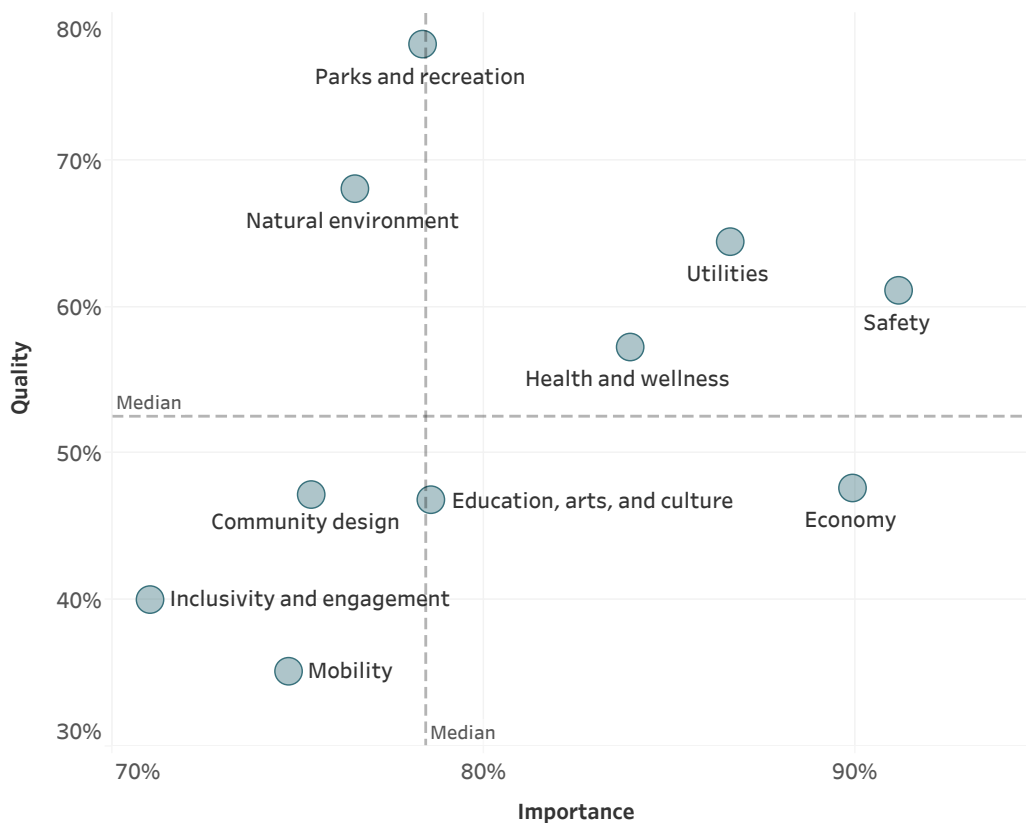
Balancing performance and importance

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 receiving quality ratings of excellent or good by 52% or more of respondents were considered of “higher quality” and those with ratings lower than 52% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 78% or more of respondents. Services were rated as “less important” if they received a rating of less than 78%. This classification uses the median ratings for quality and importance to divide the services in half.

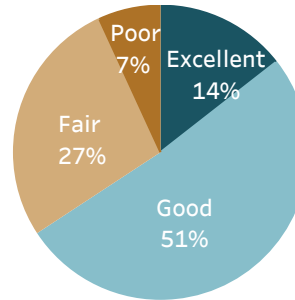
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



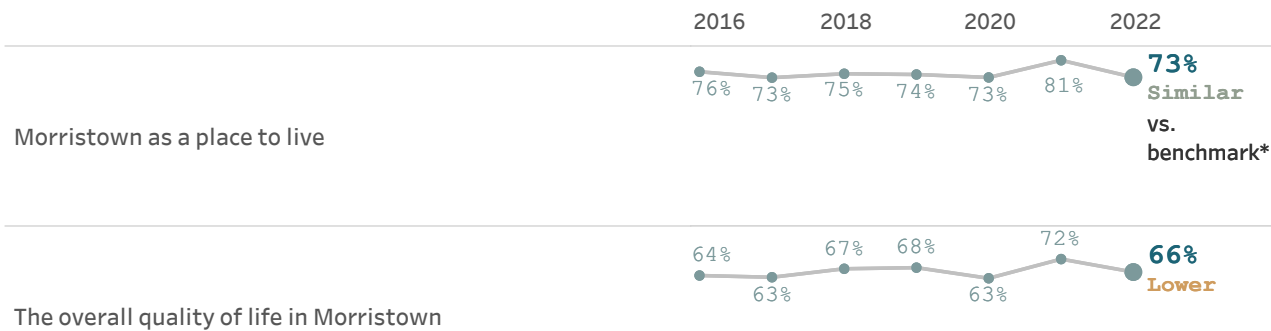
Quality of life

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.

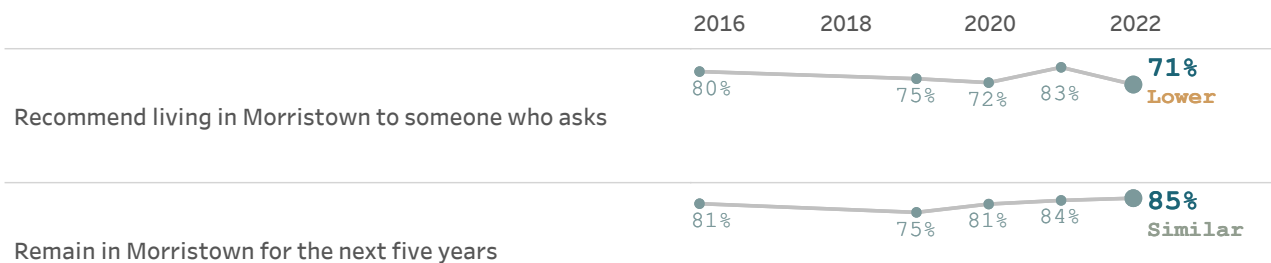
The overall quality of life in Morristown, 2022



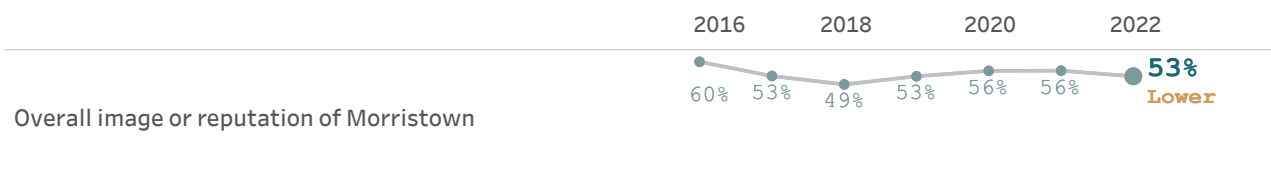
Please rate each of the following aspects of quality of life in Morristown.
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)



Please rate each of the following in the Morristown community.
(% excellent or good)

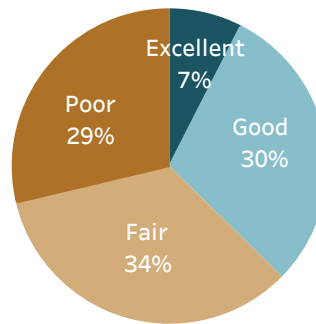


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

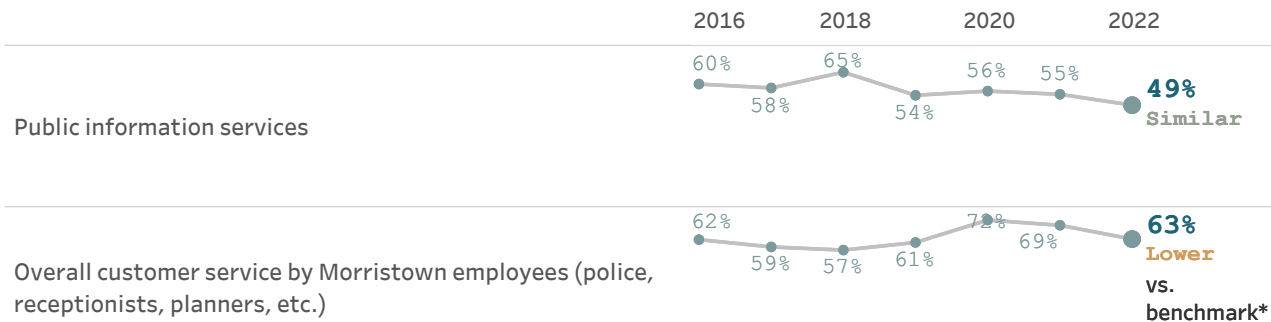
Governance

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.

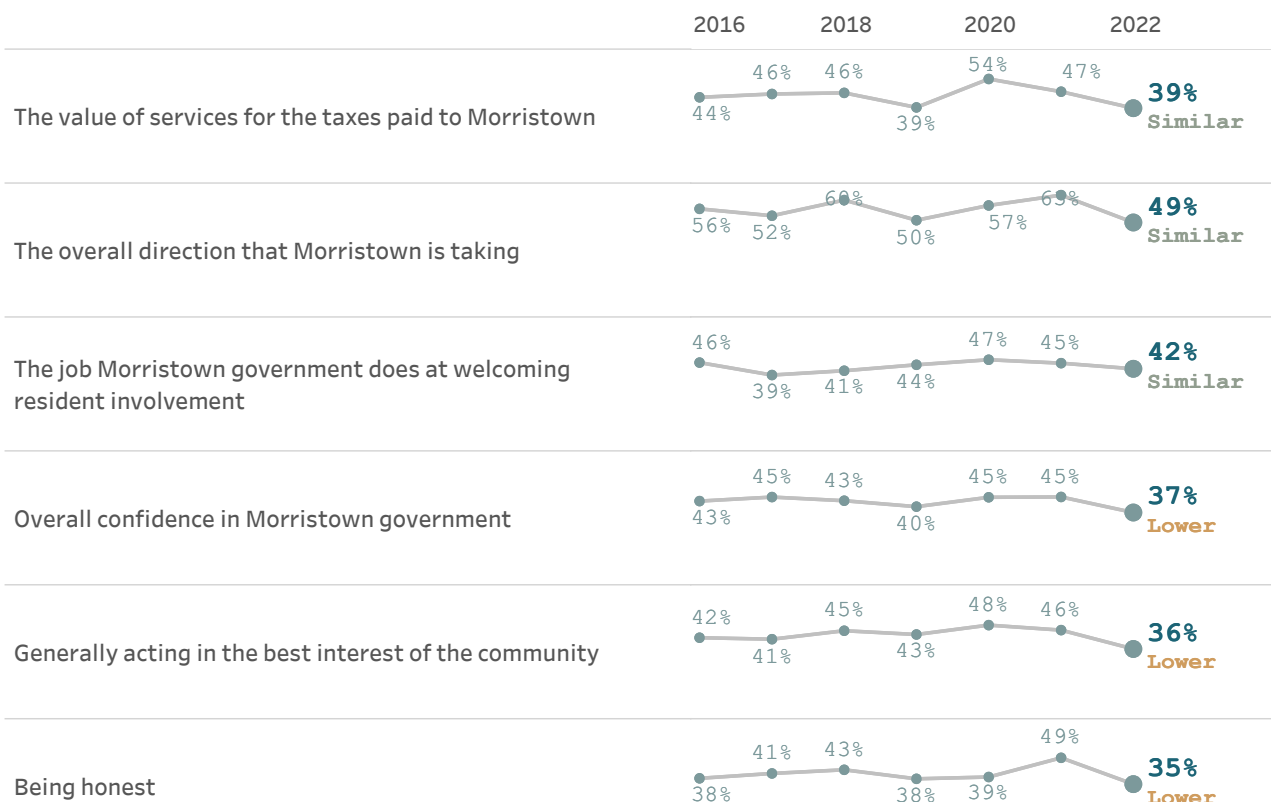
Overall confidence in
Morristown government, 2022



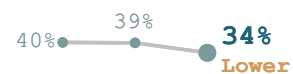
Please rate the quality of each of the following services in Morristown.
(% excellent or good)



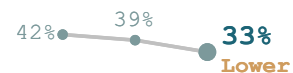
Please rate the following categories of Morristown government performance.
(% excellent or good)



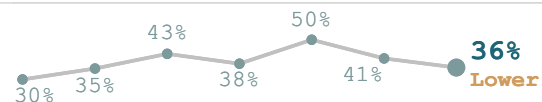
Being open and transparent to the public



Informing residents about issues facing the community



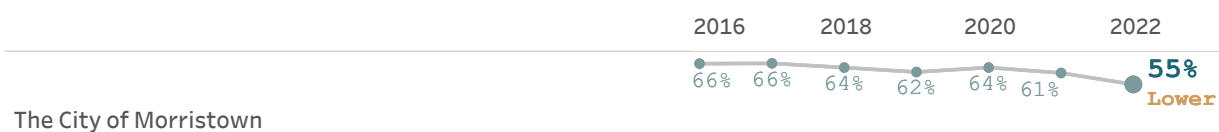
Treating all residents fairly



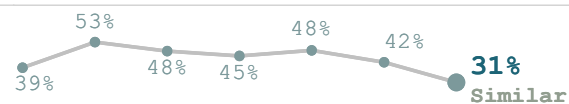
Treating residents with respect



Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)



The Federal Government

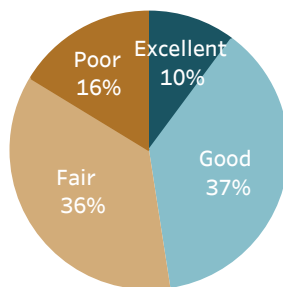


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

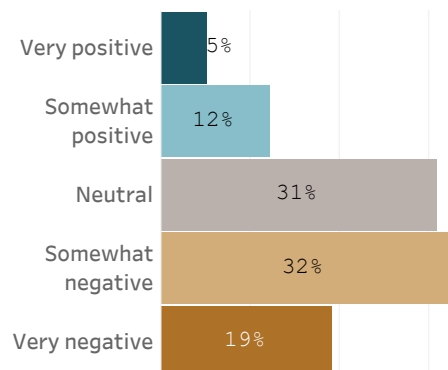
Economy

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.

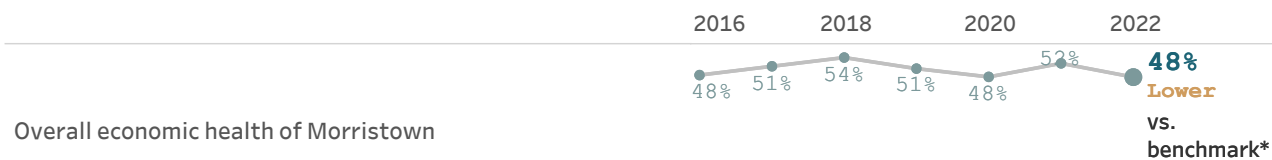
Overall economic health of Morristown, 2022



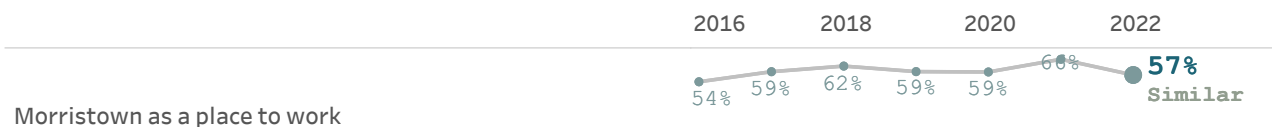
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following characteristics as they relate to Morristown as a whole.
(% excellent or good)



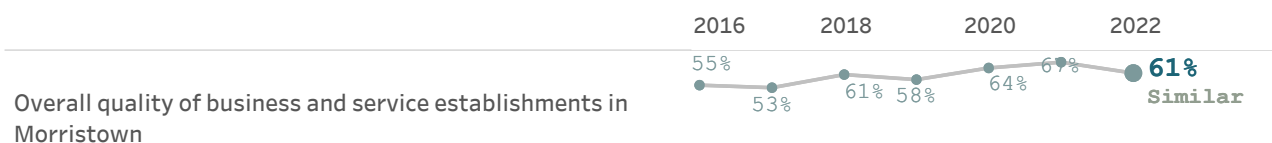
Please rate each of the following aspects of quality of life in Morristown.
(% excellent or good)



Morristown as a place to visit



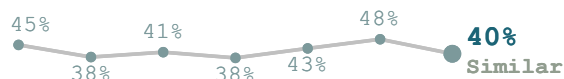
Please rate each of the following in the Morristown community.
(% excellent or good)



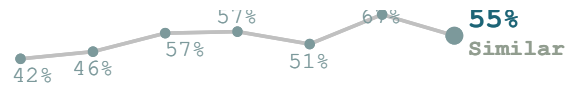
Variety of business and service establishments in Morristown



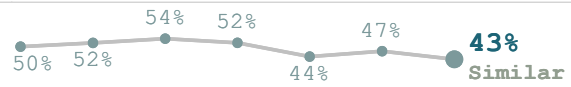
Vibrancy of downtown/commercial area



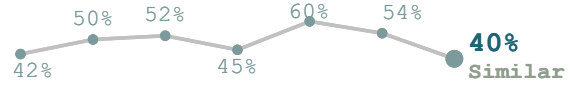
Employment opportunities



Shopping opportunities

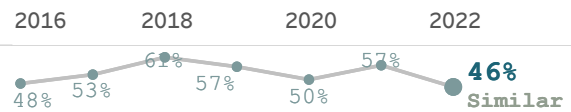


Cost of living in Morristown



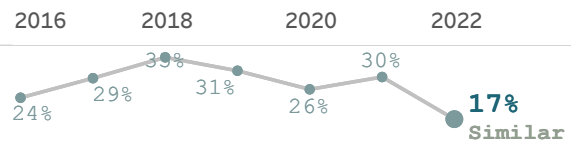
Please rate the quality of each of the following services in Morristown.
(% excellent or good)

Economic development



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 or somewhat positive)

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:

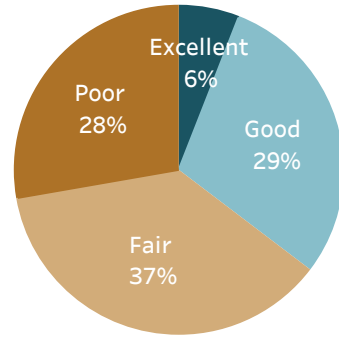


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

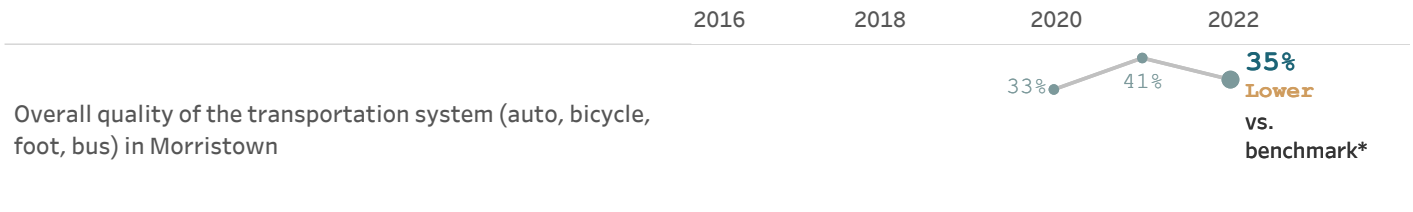
Mobility

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.

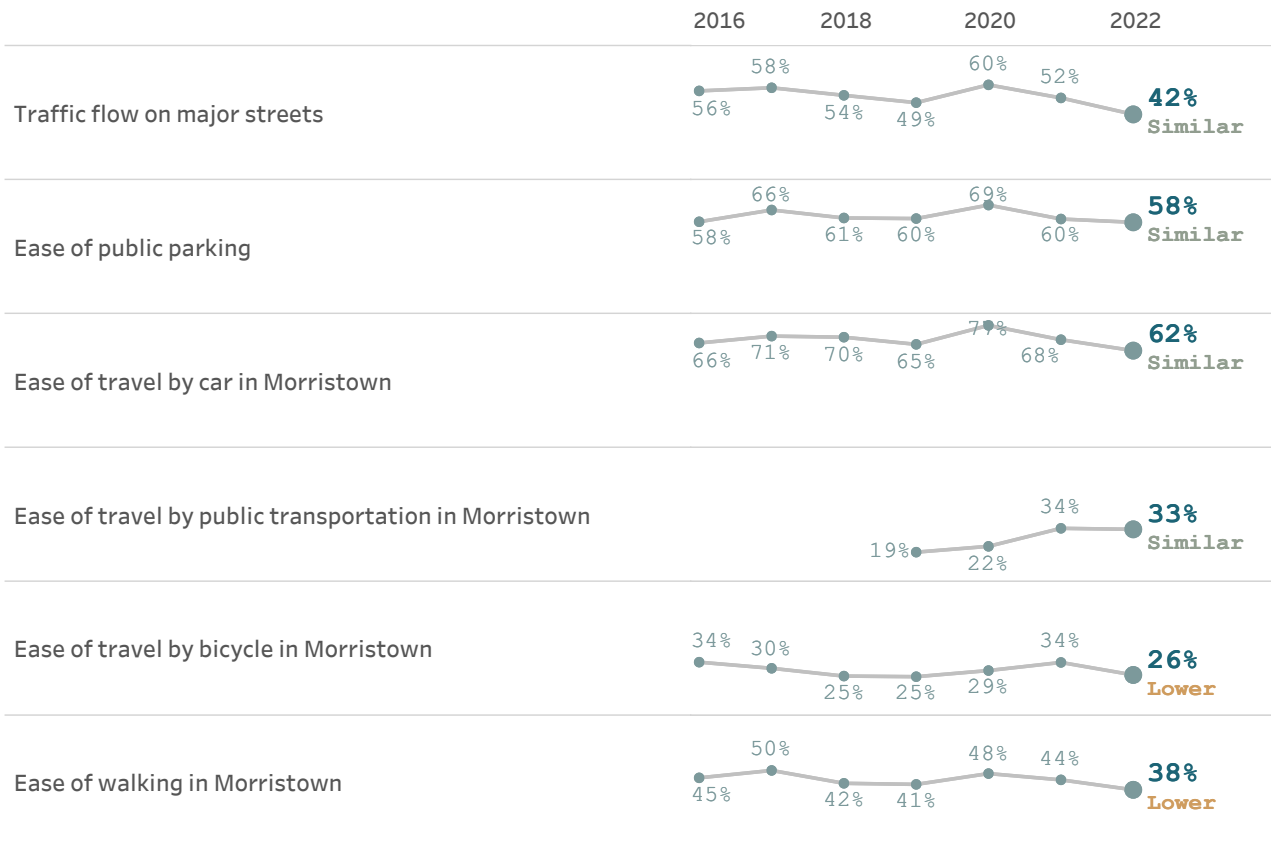
Overall quality of the transportation system in Morristown, 2022



Please rate each of the following characteristics as they relate to Morristown as a whole.
(% excellent or good)

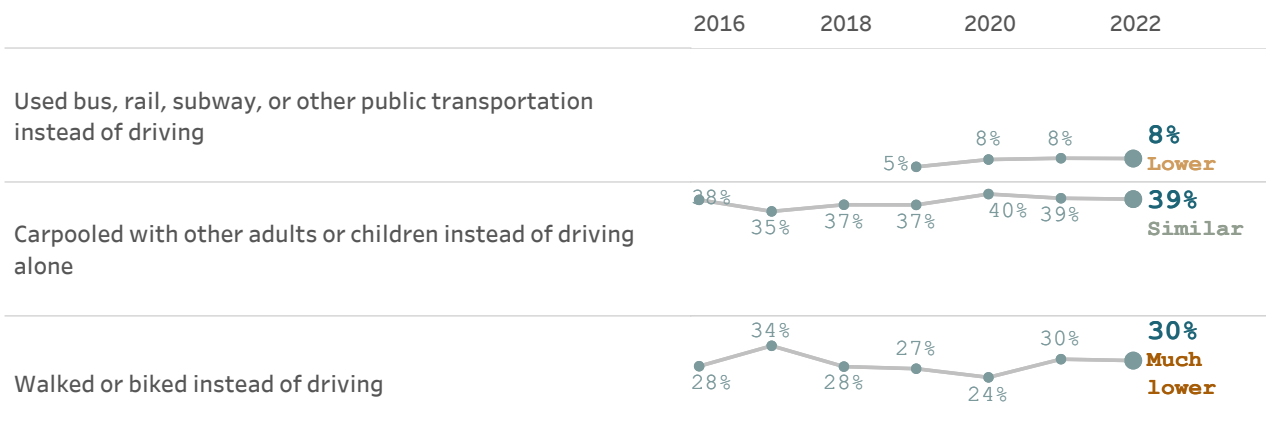


Please also rate each of the following in the Morristown community.
(% excellent or good)



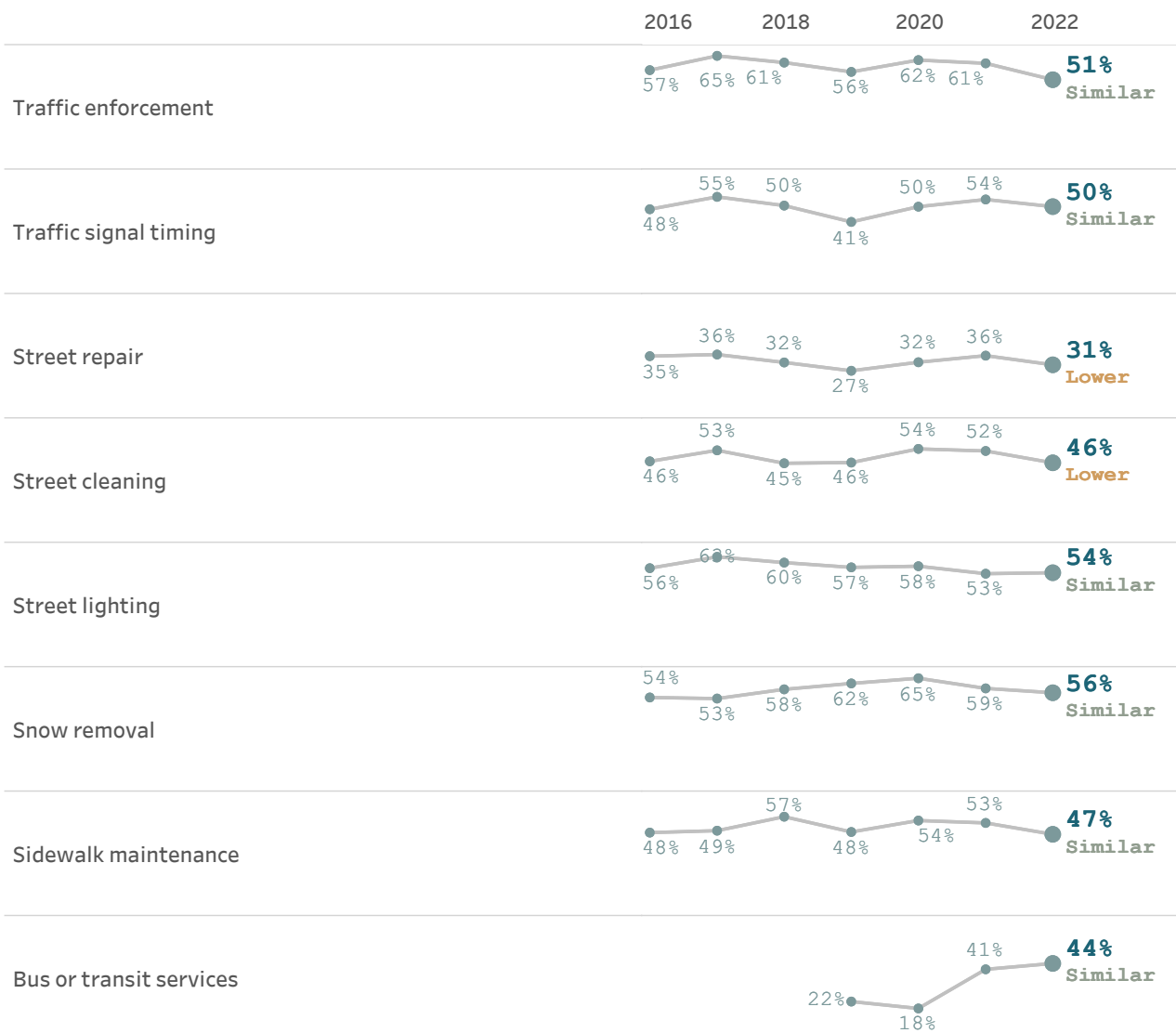
Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



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

(% excellent or good)

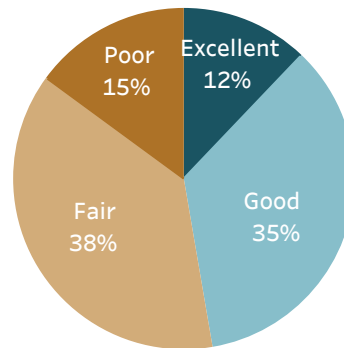


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall design or layout of
Morristown's residential and
commercial areas, 2022

Community design

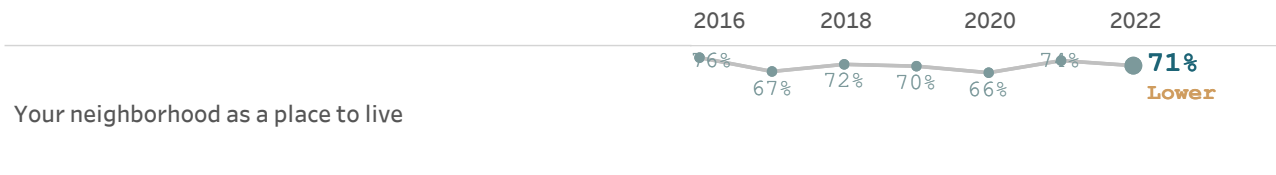
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



Please rate each of the following characteristics as they relate to Morristown as a whole.
(% excellent or good)



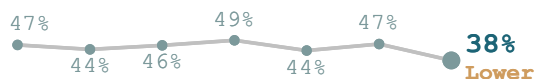
Please rate each of the following aspects of quality of life in Morristown.
(% excellent or good)



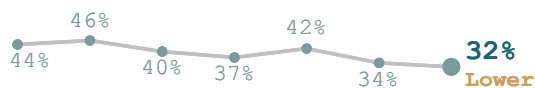
Please also rate each of the following in the Morristown community.
(% excellent or good)



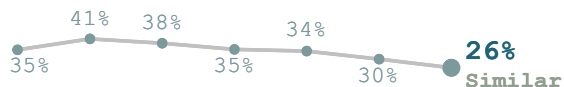
Public places where people want to spend time



Variety of housing options



Availability of affordable quality housing



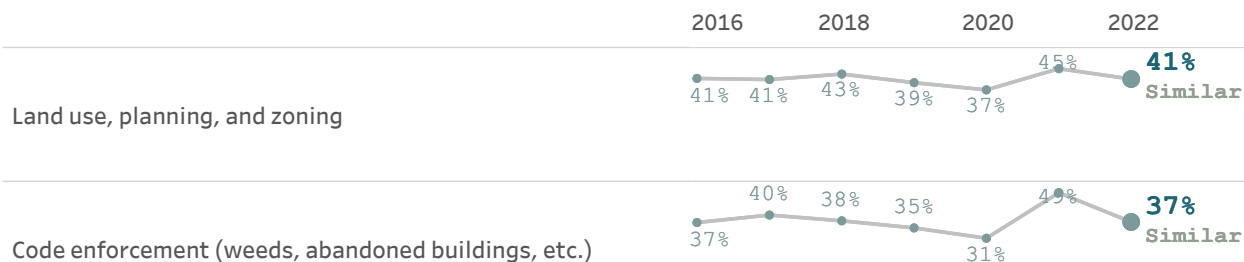
Overall quality of new development in Morristown



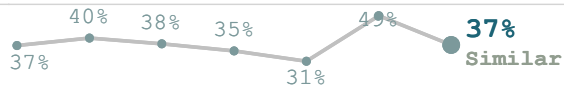
Overall appearance of Morristown



Please rate the quality of each of the following services in Morristown.
(% excellent or good)



Code enforcement (weeds, abandoned buildings, etc.)

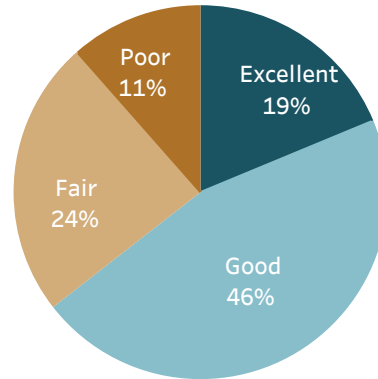


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

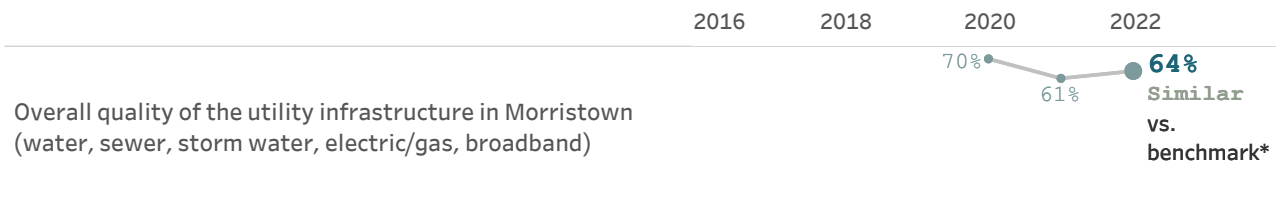
Utilities

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.

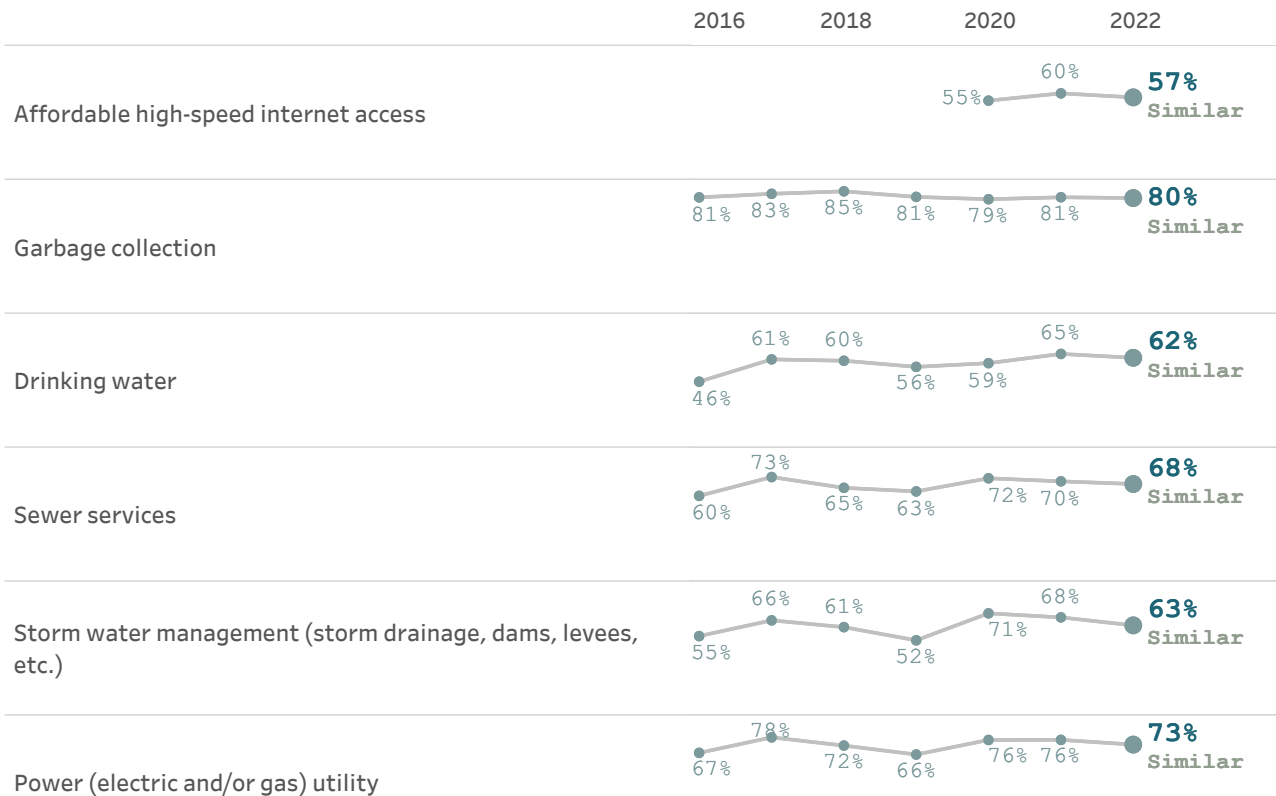
Overall quality of the utility infrastructure in Morristown, 2022



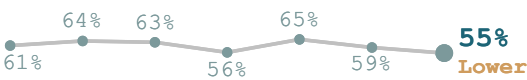
Please rate each of the following characteristics as they relate to Morristown as a whole.
(% excellent or good)



Please rate the quality of each of the following services in Morristown.
(% excellent or good)



Utility billing

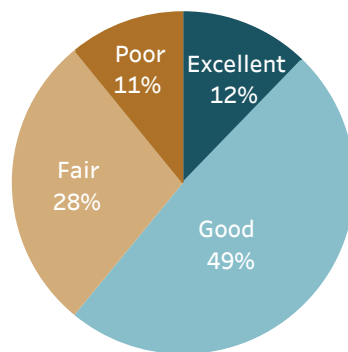


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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.

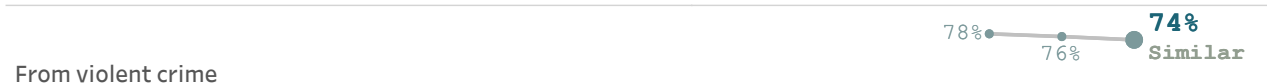
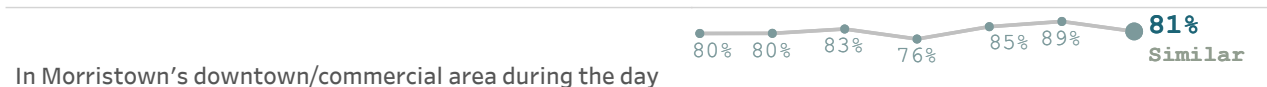
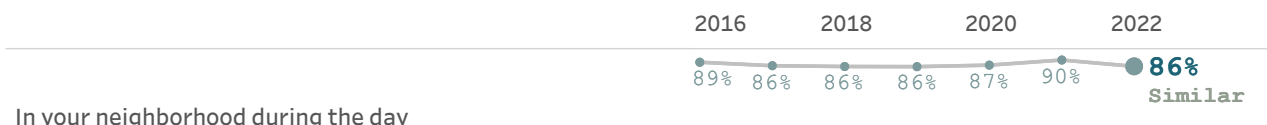
Overall feeling of safety in
Morristown, 2022



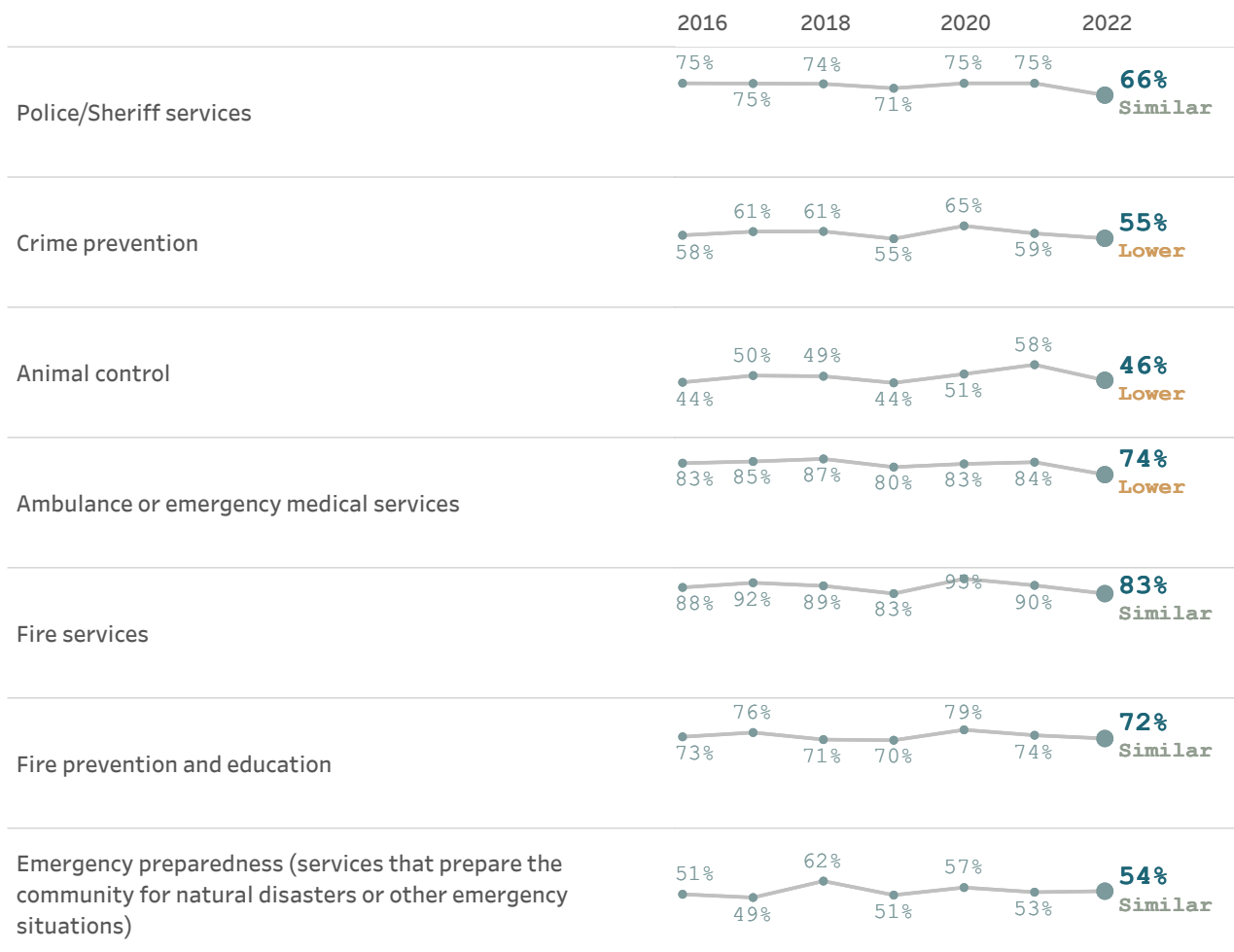
Please rate each of the following characteristics as they relate to Morristown as a whole.
(% excellent or good)



Please rate how safe or unsafe you feel:
(% very or somewhat safe)

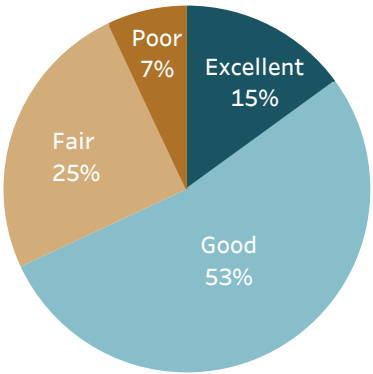


Please rate the quality of each of the following services in Morristown.
(% excellent or good)



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

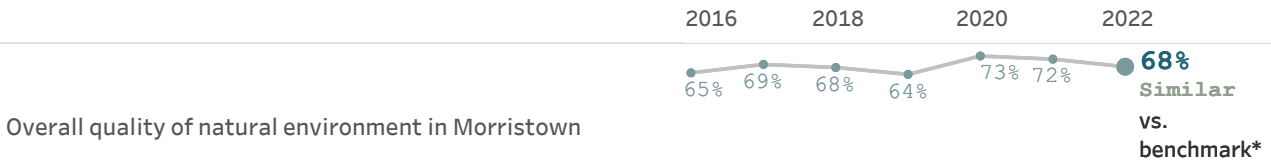
Overall quality of natural environment in Morristown, 2022



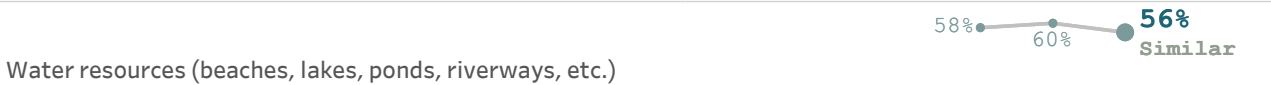
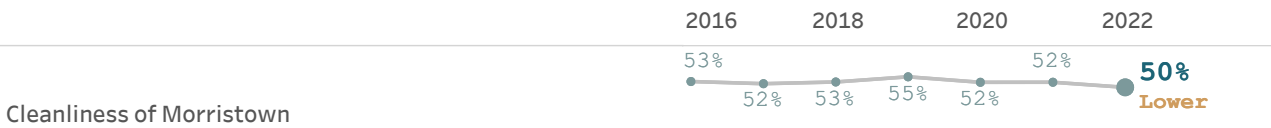
Natural environment

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.

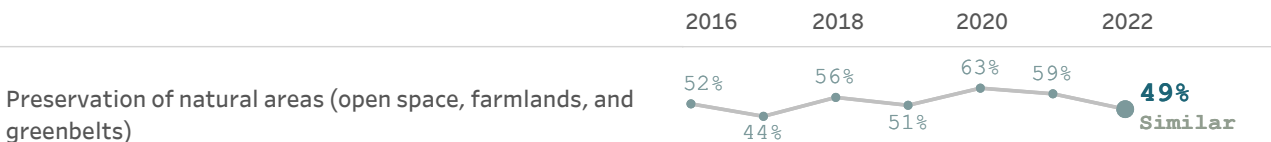
Please rate each of the following characteristics as they relate to Morristown as a whole.
(% excellent or good)

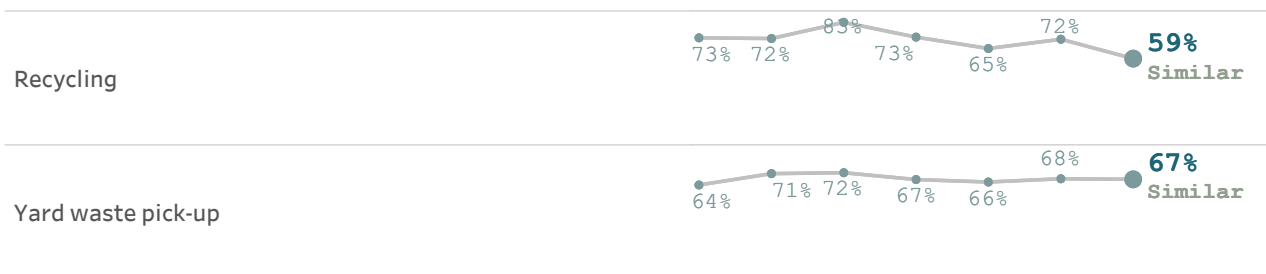


Please also rate each of the following in the Morristown community.
(% excellent or good)



Please rate the quality of each of the following services in Morristown.
(% excellent or good)





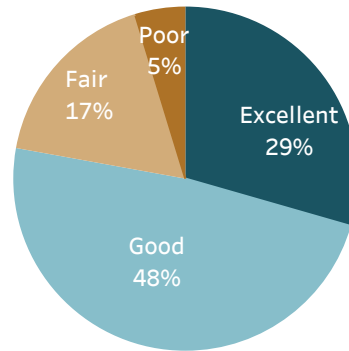
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2022

Parks and recreation

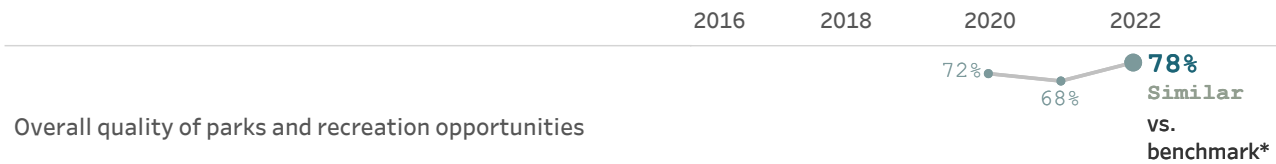
"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation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

- National Recreation and Park Association



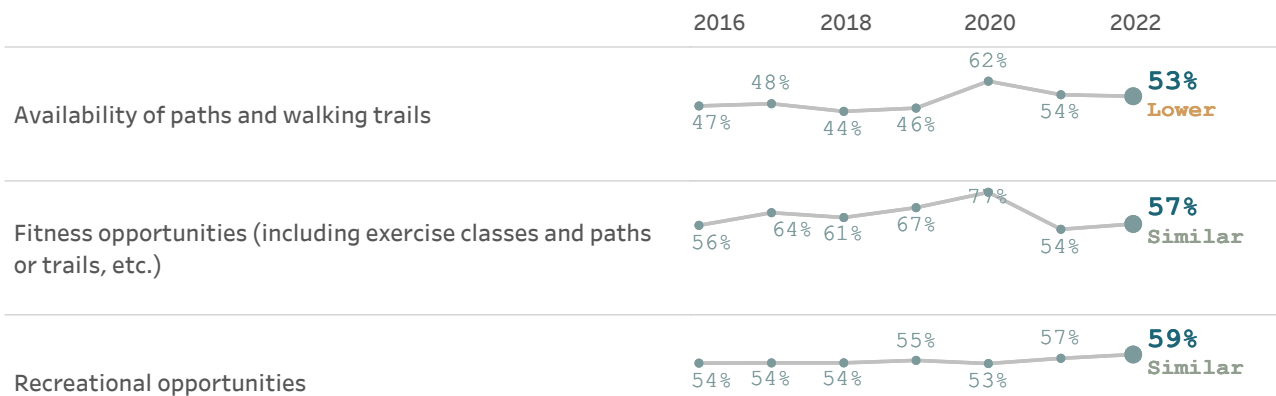
Please rate each of the following characteristics as they relate to Morristown as a whole.

(% excellent or good)



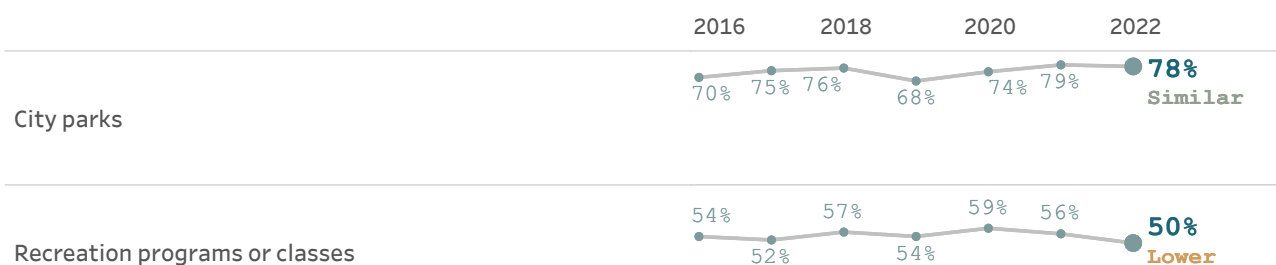
Please also rate each of the following in the Morristown community.

(% excellent or good)



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

(% excellent or good)



Recreation centers or facilities

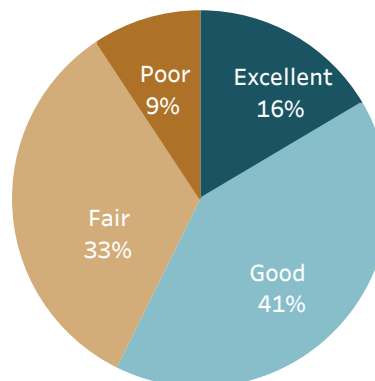


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

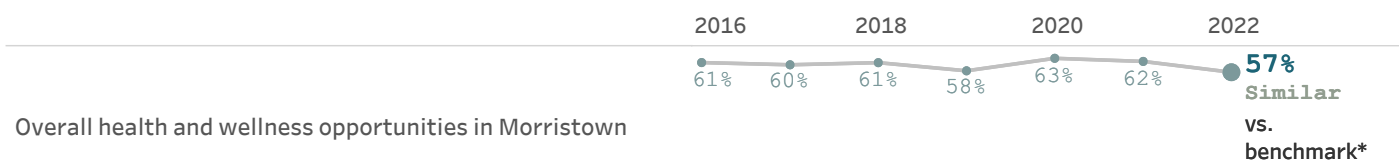
Overall health and wellness opportunities in Morristown, 2022

Health and wellness

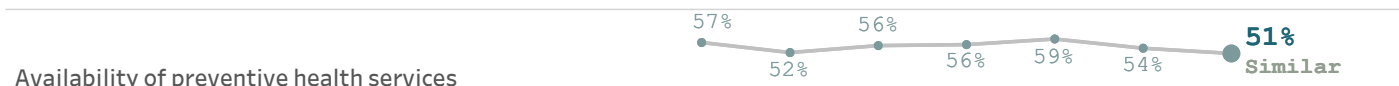
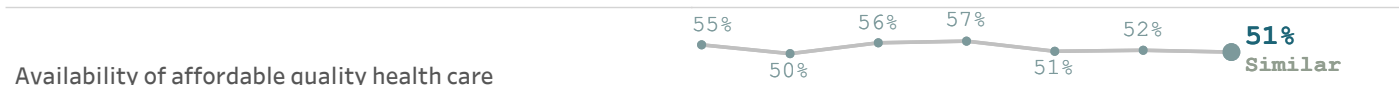
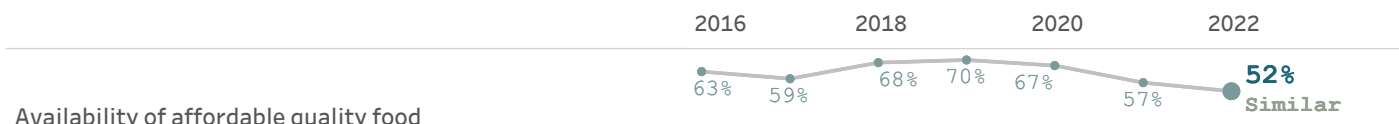
The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.



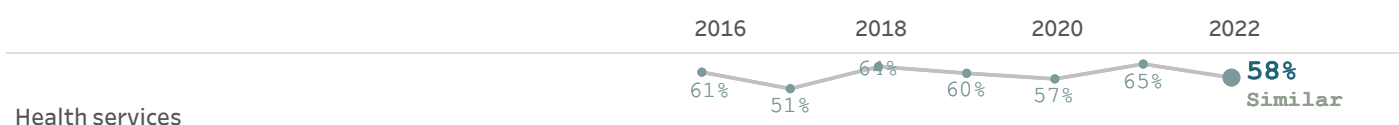
Please rate each of the following characteristics as they relate to Morristown as a whole.
(% excellent or good)



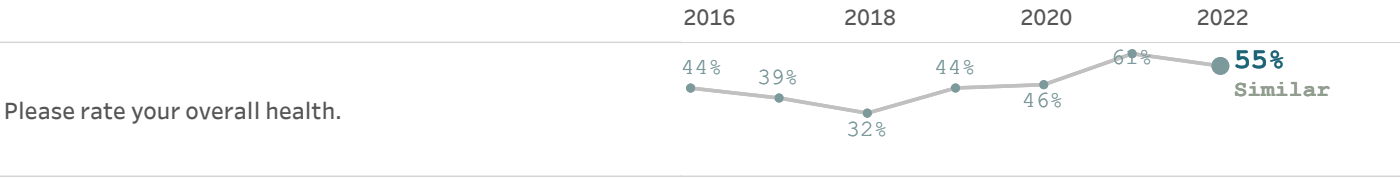
Please also rate each of the following in the Morristown community.
(% excellent or good)



Please rate the quality of each of the following services in Morristown.
(% excellent or good)



Please rate your overall health.
(% excellent or very good)

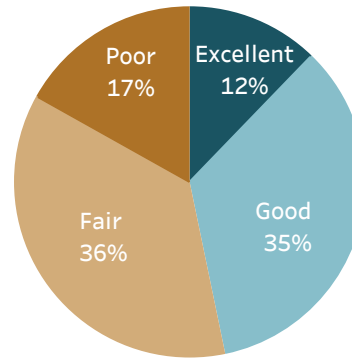


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

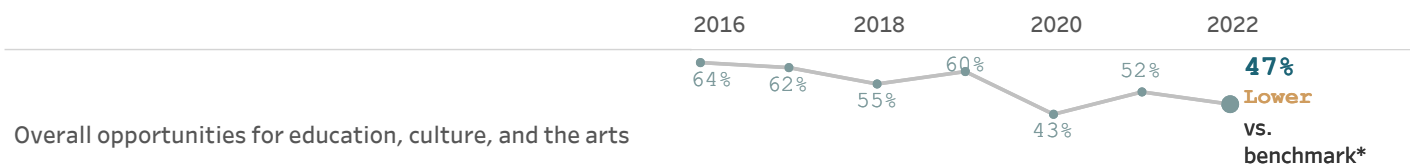
Education, arts, and culture

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.

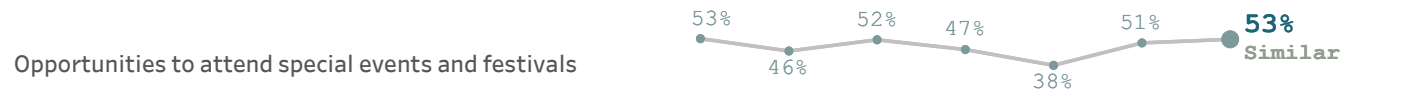
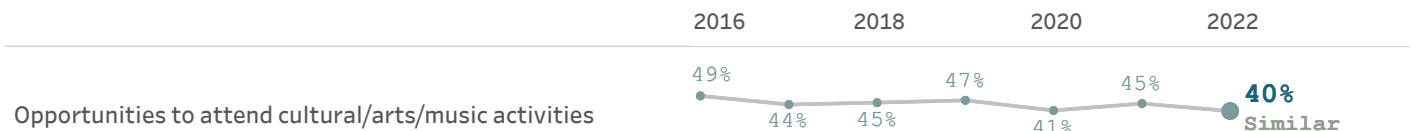
Overall opportunities for education, culture and the arts, 2022



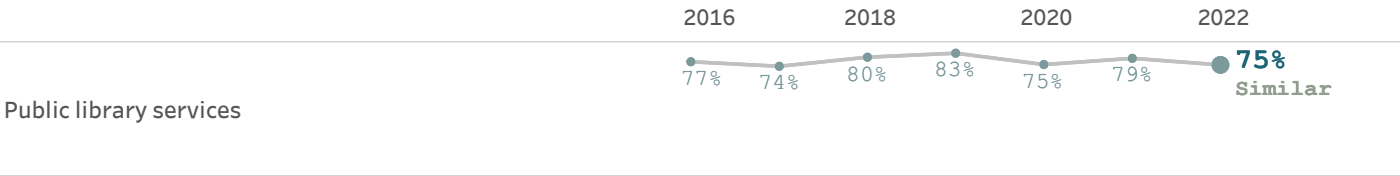
Please rate each of the following characteristics as they relate to Morristown as a whole.
(% excellent or good)



Please also rate each of the following in the Morristown community.
(% excellent or good)



Please rate the quality of each of the following services in Morristown.
(% excellent or good)

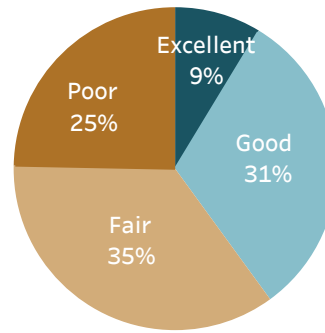


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

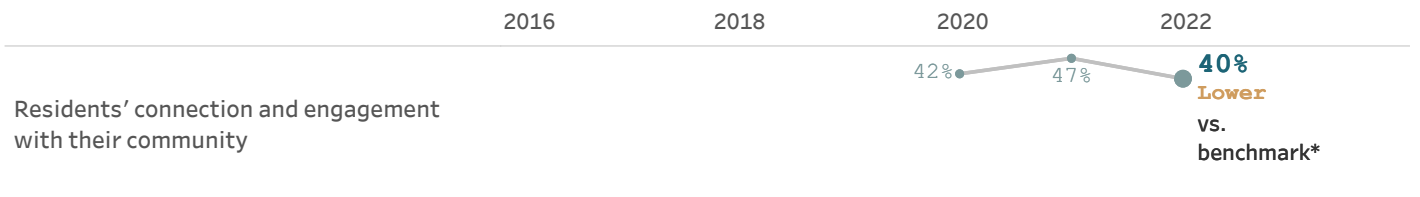
Residents' connection and engagement with their community, 2022

Inclusivity and engagement

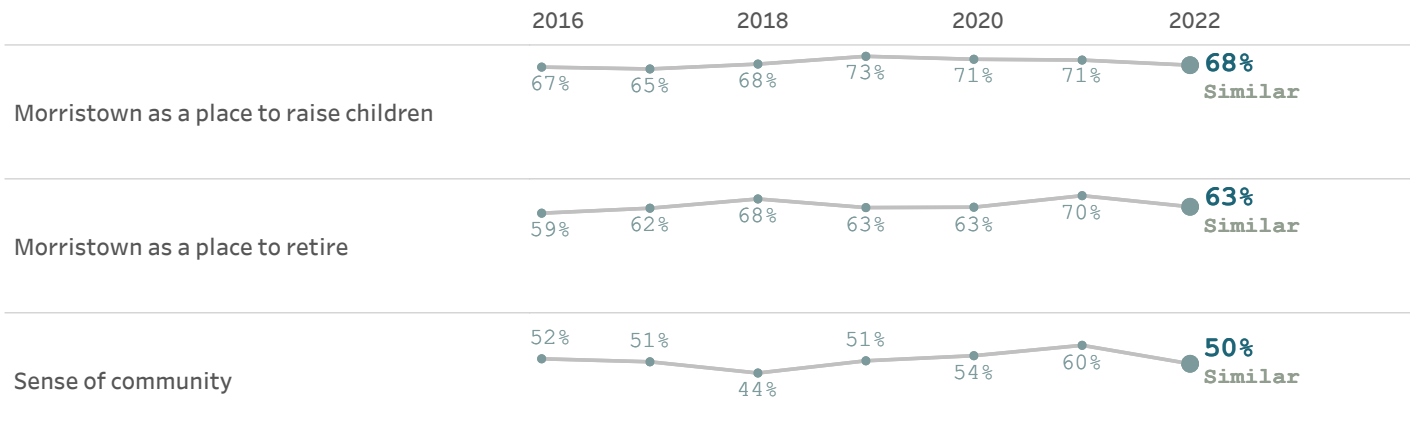
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



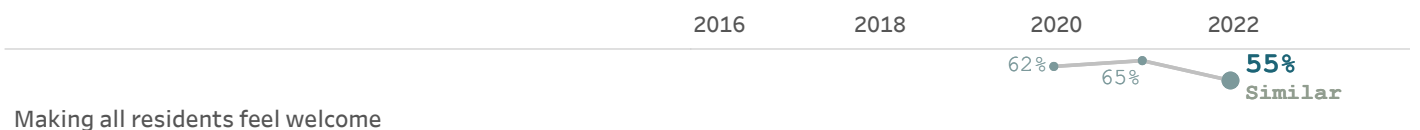
Please rate each of the following characteristics as they relate to Morristown as a whole.
(% excellent or good)

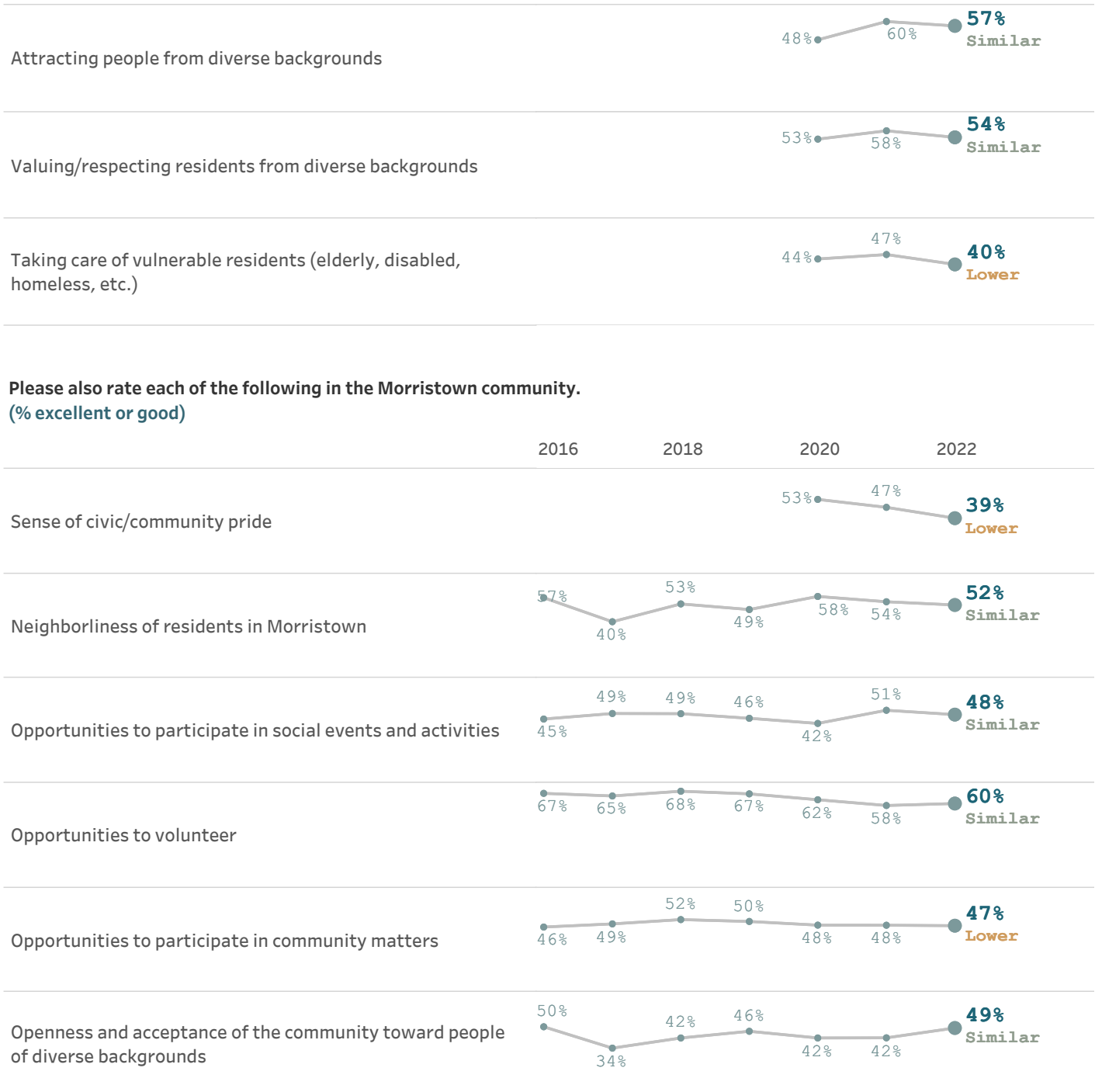


Please rate each of the following aspects of quality of life in Morristown.
(% excellent or good)



Please rate the job you feel the Morristown community does at each of the following.
(% excellent or good)



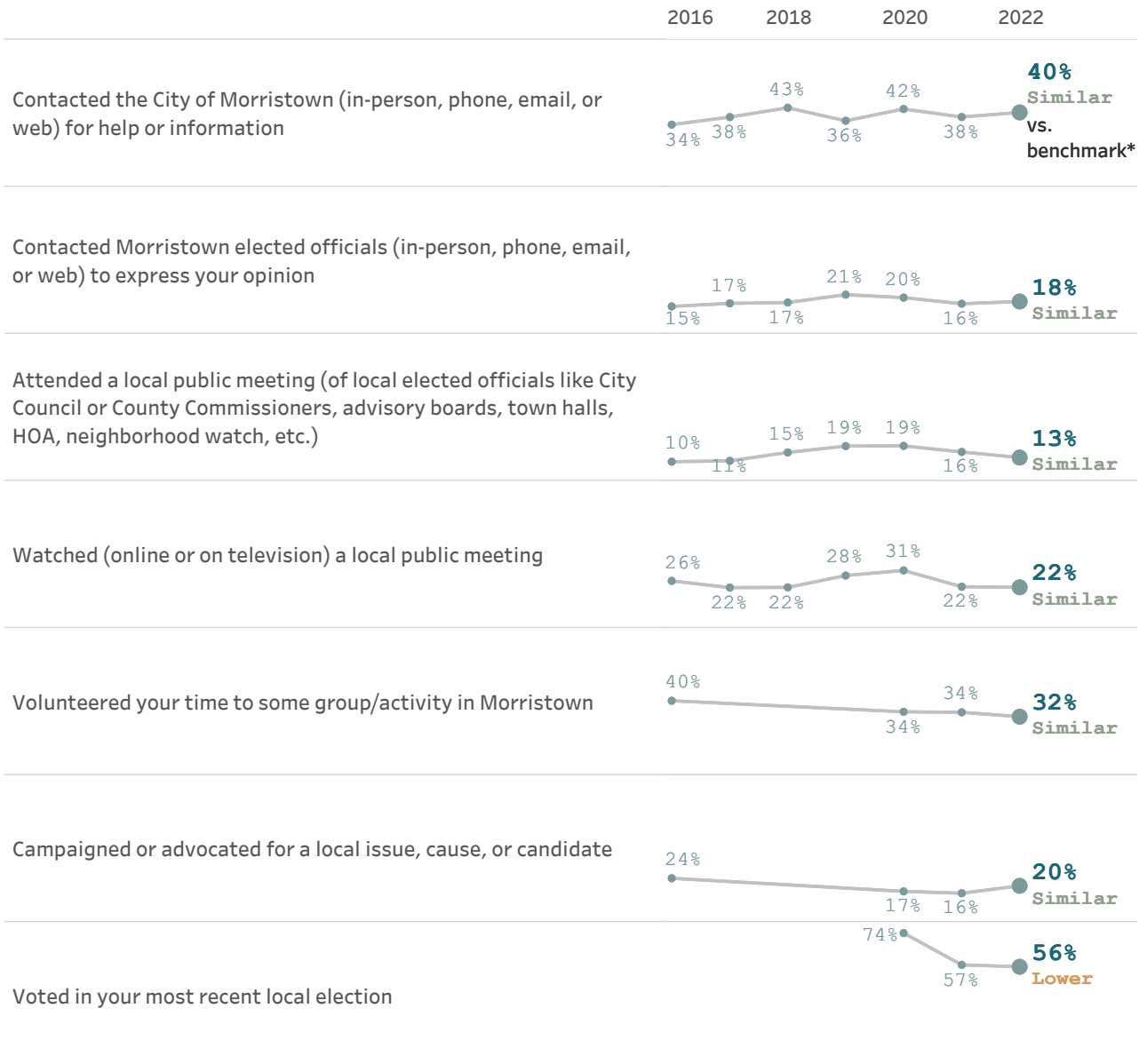


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

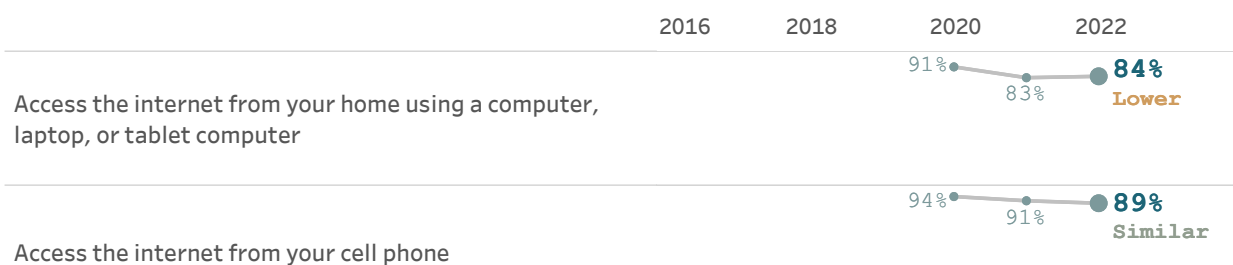
Residents' participation levels

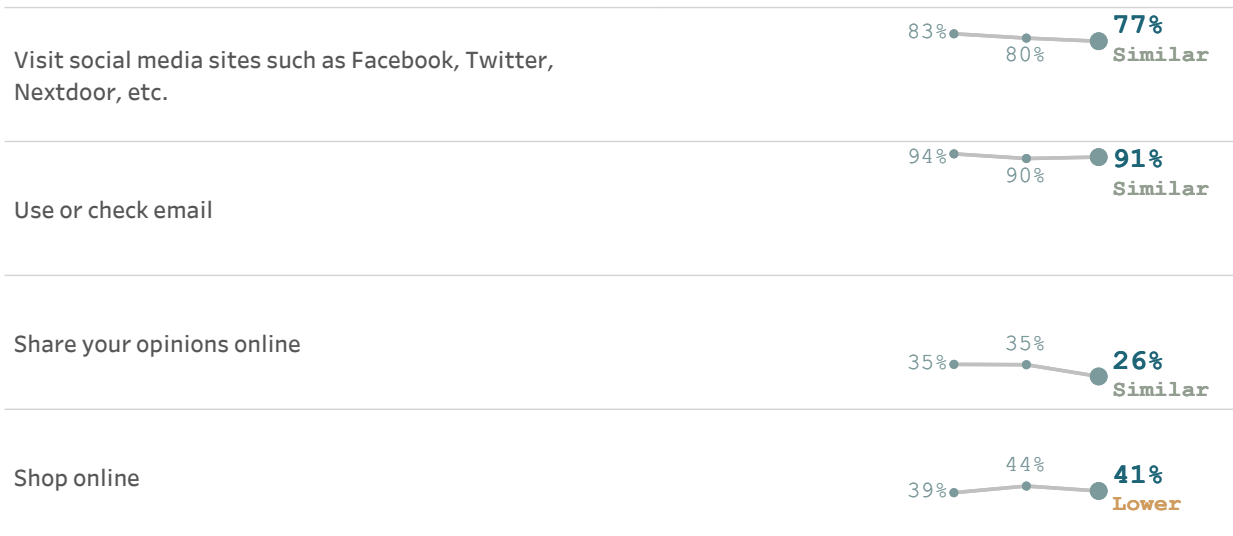
Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



In general, how many times do you:
(% a few times a week or more)





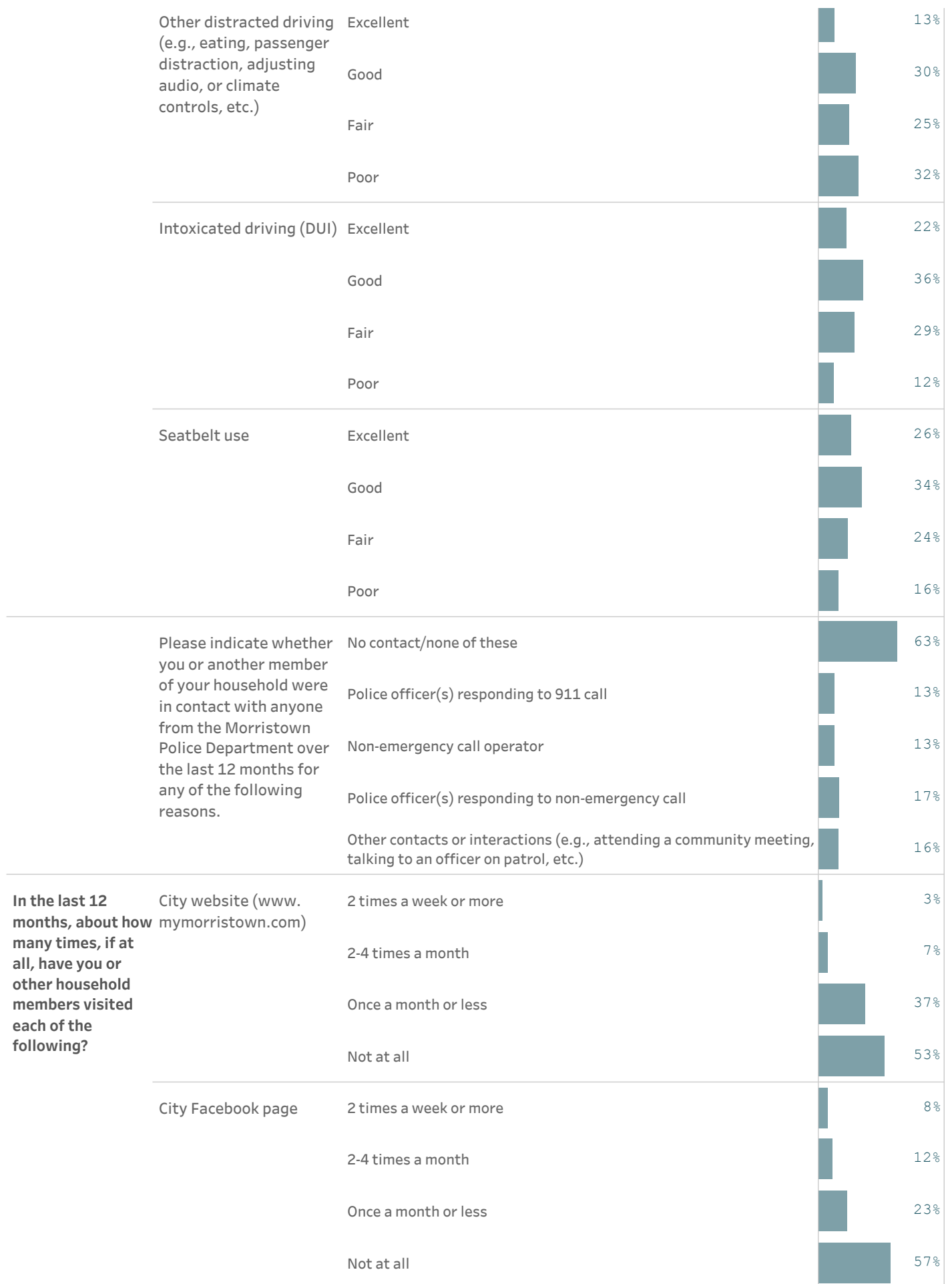
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

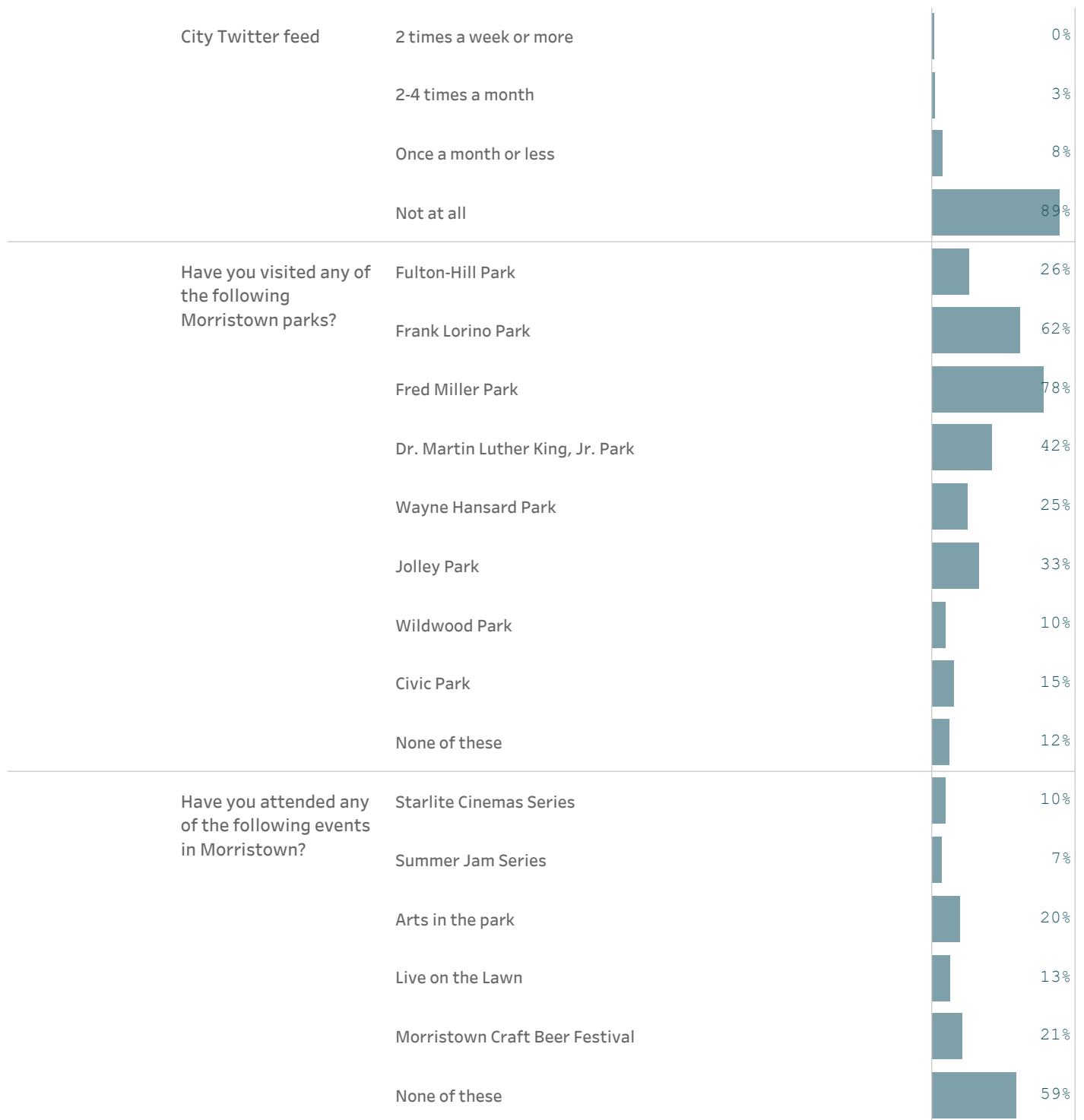
Custom questions

Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded, but may be added to the table using the response filter below.

Include “don’t know”
No

Please rate the Morristown Police Department’s response to each of the following.	Traffic accidents blocking the roadway	Excellent	<div></div>	35%
		Good	<div></div>	46%
		Fair	<div></div>	18%
		Poor	<div></div>	2%
	Other roadway obstructions (e.g., debris on roadway, temporary outage of traffic lights, etc.)	Excellent	<div></div>	27%
		Good	<div></div>	43%
		Fair	<div></div>	23%
		Poor	<div></div>	7%
Please rate the Morristown Police Department’s enforcement of each of the following traffic laws.	Speeding in neighborhoods	Excellent	<div></div>	18%
		Good	<div></div>	24%
		Fair	<div></div>	32%
		Poor	<div></div>	25%
	Speeding on major thoroughfares (e.g., Morris Blvd., Andrew Johnson Hwy)	Excellent	<div></div>	18%
		Good	<div></div>	38%
		Fair	<div></div>	24%
		Poor	<div></div>	21%
	Cell phone use while driving	Excellent	<div></div>	15%
		Good	<div></div>	25%
		Fair	<div></div>	22%
		Poor	<div></div>	38%





National benchmark tables

This table contains the comparisons of Morristown's results to those from other communities. The first column shows the comparison of Morristown's rating to the benchmark. Morristown's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Morristown residents is statistically similar to or different than the benchmark. The second column is Morristown's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Morristown's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Morristown's result -- that is what percent of surveyed communities had a lower rating than Morristown.

			% 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	Similar	73%	302	366	17
	Your neighborhood as a place to live	Lower	71%	291	318	8
	Morristown as a place to raise children	Similar	68%	286	370	22
	Morristown as a place to work	Similar	57%	231	361	36
	Morristown as a place to visit	Lower	45%	268	319	16
	Morristown as a place to retire	Similar	63%	241	366	34
	The overall quality of life in Morristown	Lower	66%	336	391	14
	Sense of community	Similar	50%	274	318	14
Please rate each of the following characteristics as they relate to Morristown as a whole.	Overall economic health of Morristown	Lower	48%	247	306	19
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Morristown	Lower	35%	167	202	17
	Overall design or layout of Morristown's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Similar	47%	233	299	22
	Overall quality of the utility infrastructure in Morristown (water, sewer, storm water, electric/gas, broadband)	Similar	64%	115	197	42
	Overall feeling of safety in Morristown	Lower	61%	299	356	16
	Overall quality of natural environment in Morristown	Similar	68%	250	308	19
	Overall quality of parks and recreation opportunities	Similar	78%	121	202	40

Please rate each of the following characteristics as they relate to Morristown as a whole.	Overall health and wellness opportunities in Morristown	Similar	57%	230	301	23
	Overall opportunities for education, culture, and the arts	Lower	47%	248	303	18
	Residents' connection and engagement with their community	Lower	40%	175	199	12
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Morristown to someone who asks	Lower	71%	271	310	12
	Remain in Morristown for the next five years	Similar	85%	126	307	59
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	86%	295	337	12
	In Morristown's downtown/commercial area during the day	Similar	81%	251	321	22
	From property crime	Similar	66%	147	207	29
	From violent crime	Similar	74%	156	207	24
	From fire, flood, or other natural disaster	Similar	82%	85	197	57
Please rate the job you feel the Morristown community does at each of the following.	Making all residents feel welcome	Similar	55%	167	205	19
	Attracting people from diverse backgrounds	Similar	57%	114	202	44
	Valuing/respecting residents from diverse backgrounds	Similar	54%	154	203	24
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Lower	40%	165	199	17
Please rate each of the following in the Morristown community.	Overall quality of business and service establishments in Morristown	Similar	61%	192	308	37
	Variety of business and service establishments in Morristown	Similar	52%	133	200	34
	Vibrancy of downtown/commercial area	Similar	40%	195	287	32
	Employment opportunities	Similar	55%	107	322	67
	Shopping opportunities	Similar	43%	212	313	32
	Cost of living in Morristown	Similar	40%	149	300	50
	Overall image or reputation of Morristown	Lower	53%	305	361	15

Please also rate each of the following in the Morristown community.	Traffic flow on major streets	Similar	42%	226	333	32
	Ease of public parking	Similar	58%	151	282	46
	Ease of travel by car in Morristown	Similar	62%	224	321	30
	Ease of travel by public transportation in Morristown	Similar	33%	150	282	47
	Ease of travel by bicycle in Morristown	Lower	26%	302	323	6
	Ease of walking in Morristown	Lower	38%	303	324	6
	Well-planned residential growth	Similar	40%	117	201	42
	Well-planned commercial growth	Similar	49%	62	201	69
	Well-designed neighborhoods	Similar	45%	151	198	24
	Preservation of the historical or cultural character of the community	Similar	52%	159	197	19
	Public places where people want to spend time	Lower	38%	255	294	13
	Variety of housing options	Lower	32%	255	306	16
	Availability of affordable quality housing	Similar	26%	222	328	32
	Overall quality of new development in Morristown	Similar	50%	183	318	42
	Overall appearance of Morristown	Lower	55%	287	340	15
	Cleanliness of Morristown	Lower	50%	279	329	15
	Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	56%	114	181	37
	Air quality	Lower	59%	262	294	11
	Availability of paths and walking trails	Lower	53%	267	324	17
	Fitness opportunities (including exercise classes and paths or trails, etc.)	Similar	57%	232	294	21
	Recreational opportunities	Similar	59%	223	315	29

Please also rate each of the following in the Morristown community.	Availability of affordable quality food	Similar	52%	237	289	18
	Availability of affordable quality health care	Similar	51%	225	299	25
	Availability of preventive health services	Similar	51%	217	285	24
	Availability of affordable quality mental health care	Similar	38%	190	286	33
	Opportunities to attend cultural/arts/music activities	Similar	40%	243	311	22
	Community support for the arts	Similar	41%	155	198	22
	Availability of affordable quality childcare/preschool	Similar	40%	210	296	29
	K-12 education	Similar	56%	215	299	28
	Adult educational opportunities	Similar	46%	195	291	33
	Sense of civic/community pride	Lower	39%	176	198	11
	Neighborliness of residents in Morristown	Similar	52%	245	296	17
	Opportunities to participate in social events and activities	Similar	48%	235	303	22
	Opportunities to attend special events and festivals	Similar	53%	247	300	18
	Opportunities to volunteer	Similar	60%	225	299	25
	Opportunities to participate in community matters	Lower	47%	274	301	9
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	49%	272	318	14
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	Similar	40%	253	336	25
	Contacted Morristown elected officials (in-person, phone, email, or web) to express your opinion	Similar	18%	111	294	62
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HO..	Similar	13%	258	297	13
	Watched (online or on television) a local public meeting	Similar	22%	160	278	42
	Volunteered your time to some group/activity in Morristown	Similar	32%	157	300	48

Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	Similar	20%	127	289	56
	Voted in your most recent local election	Lower	56%	192	200	4
	Used bus, rail, subway, or other public transportation instead of driving	Lower	8%	199	268	26
	Carpooled with other adults or children instead of driving alone	Similar	39%	185	291	36
	Walked or biked instead of driving	Much lower	30%	288	295	2
Please rate the quality of each of the following services in Morristown.	Public information services	Similar	49%	282	313	9
	Economic development	Similar	46%	200	307	35
	Traffic enforcement	Similar	51%	282	355	20
	Traffic signal timing	Similar	50%	211	299	29
	Street repair	Lower	31%	293	349	16
	Street cleaning	Lower	46%	277	313	11
	Street lighting	Similar	54%	256	342	25
	Snow removal	Similar	56%	176	259	32
	Sidewalk maintenance	Similar	47%	240	310	22
	Bus or transit services	Similar	44%	161	279	42
	Land use, planning, and zoning	Similar	41%	188	315	40
	Code enforcement (weeds, abandoned buildings, etc.)	Similar	37%	271	348	22
	Affordable high-speed internet access	Similar	57%	63	195	68
	Garbage collection	Similar	80%	193	332	42
	Drinking water	Similar	62%	236	311	24
	Sewer services	Similar	68%	262	314	16





























Please rate the quality of each of the following services in Morristown.	Storm water management (storm drainage, dams, levees, etc.)	Similar	63%	221	326	32
	Power (electric and/or gas) utility	Similar	73%	205	255	20
	Utility billing	Lower	55%	255	280	9
	Police/Sheriff services	Similar	66%	320	382	16
	Crime prevention	Lower	55%	282	354	20
	Animal control	Lower	46%	317	325	2
	Ambulance or emergency medical services	Lower	74%	292	320	9
	Fire services	Similar	83%	305	345	11
	Fire prevention and education	Similar	72%	242	310	22
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Similar	54%	256	309	17
	Preservation of natural areas (open space, farmlands, and greenbelts)	Similar	49%	229	292	21
	Morristown open space	Similar	47%	240	284	15
	Recycling	Similar	59%	266	334	20
	Yard waste pick-up	Similar	67%	182	291	37
	City parks	Similar	78%	210	327	36
	Recreation programs or classes	Lower	50%	274	321	14
	Recreation centers or facilities	Similar	52%	246	303	19
	Health services	Similar	58%	215	279	23
	Public library services	Similar	75%	288	324	11
	Overall customer service by Morristown employees (police, receptionists, planners, etc.)	Lower	63%	324	370	12
Please rate the following categories of Morristown government performance.	The value of services for the taxes paid to Morristown	Similar	39%	311	374	16
































Please rate the following categories of Morristown government performance.	The overall direction that Morristown is taking	Similar	49%	242	339	28
	The job Morristown government does at welcoming resident involvement	Similar	42%	281	337	16
	Overall confidence in Morristown government	Lower	37%	266	304	12
	Generally acting in the best interest of the community	Lower	36%	276	308	10
	Being honest	Lower	35%	275	299	8
	Being open and transparent to the public	Lower	34%	181	204	11
	Informing residents about issues facing the community	Lower	33%	191	209	9
	Treating all residents fairly	Lower	36%	284	305	7
	Treating residents with respect	Lower	42%	187	201	7
Overall, how would you rate the quality of the services provided by each of the following?	The City of Morristown	Lower	55%	327	366	10
	The Federal Government	Similar	31%	241	288	16
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	90%	69	282	75
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Morristown	Similar	75%	97	197	51
	Overall design or layout of Morristown's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Similar	75%	173	282	38
	Overall quality of the utility infrastructure in Morristown (water, sewer, storm water, electric/gas, broadband)	Similar	87%	133	196	32
	Overall feeling of safety in Morristown	Similar	91%	135	282	52
	Overall quality of natural environment in Morristown	Similar	77%	241	282	14
	Overall quality of parks and recreation opportunities	Similar	78%	144	197	27
	Overall health and wellness opportunities in Morristown	Similar	84%	37	282	87
	Overall opportunities for education, culture, and the arts	Similar	79%	92	282	67
	Residents' connection and engagement with their community	Similar	71%	118	282	58
































In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Lower	84%	190	197	4
	Access the internet from your cell phone	Similar	89%	169	197	14
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Similar	77%	133	196	32
	Use or check email	Similar	91%	190	197	4
	Share your opinions online	Similar	26%	148	197	25
	Shop online	Lower	41%	188	196	4
	Please rate your overall health.	Similar	55%	272	290	6
	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:	Similar	17%	222	292	24
































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. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values 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		25% N=127
		Good		48% N=248
		Fair		22% N=113
		Poor		5% N=26
	Your neighborhood as a place to live	Excellent		24% N=122
		Good		46% N=236
		Fair		22% N=111
		Poor		8% N=39
	Morristown as a place to raise children	Excellent		24% N=108
		Good		44% N=202
		Fair		25% N=117
		Poor		7% N=31
	Morristown as a place to work	Excellent		21% N=101
		Good		36% N=172
		Fair		27% N=130
		Poor		15% N=72
	Morristown as a place to visit	Excellent		14% N=69
		Good		31% N=153
		Fair		35% N=172
		Poor		21% N=104
	Morristown as a place to retire	Excellent		21% N=100
		Good		42% N=196
		Fair		22% N=101
		Poor		16% N=73
	The overall quality of life in Morristown	Excellent		14% N=74
		Good		51% N=262
		Fair		27% N=140
		Poor		7% N=35
































Please rate each of the following aspects of quality of life in Morristown.	Sense of community	Excellent		11% N=53
		Good		39% N=190
		Fair		35% N=170
		Poor		16% N=77
Please rate each of the following characteristics as they relate to Morristown as a whole.	Overall economic health of Morristown	Excellent		10% N=48
		Good		37% N=179
		Fair		36% N=173
		Poor		16% N=78
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Morristown	Excellent		6% N=28
		Good		29% N=140
		Fair		37% N=175
		Poor		28% N=132
	Overall design or layout of Morristown's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		12% N=61
		Good		35% N=177
		Fair		38% N=190
		Poor		15% N=75
	Overall quality of the utility infrastructure in Morristown (water, sewer, storm water, electric/gas, broadband)	Excellent		19% N=96
		Good		46% N=234
		Fair		24% N=123
		Poor		11% N=59
	Overall feeling of safety in Morristown	Excellent		12% N=62
		Good		49% N=248
		Fair		28% N=143
		Poor		11% N=55
	Overall quality of natural environment in Morristown	Excellent		15% N=76
		Good		53% N=268
		Fair		25% N=126
		Poor		7% N=35
	Overall quality of parks and recreation opportunities	Excellent		29% N=149
		Good		48% N=245
		Fair		17% N=88

Please rate each of the following characteristics as they relate to Morristown as a whole.	Overall quality of parks and recreation opportunities	Poor		5% N=24
	Overall health and wellness opportunities in Morristown	Excellent		16% N=82
		Good		41% N=203
		Fair		33% N=166
		Poor		9% N=46
	Overall opportunities for education, culture, and the arts	Excellent		12% N=60
		Good		35% N=169
		Fair		36% N=178
		Poor		17% N=83
	Residents' connection and engagement with their community	Excellent		9% N=41
		Good		31% N=147
		Fair		35% N=166
		Poor		25% N=116
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Morristown to someone who asks	Very likely		33% N=162
		Somewhat likely		38% N=188
		Somewhat unlikely		17% N=82
		Very unlikely		13% N=62
	Remain in Morristown for the next five years	Very likely		55% N=271
		Somewhat likely		30% N=146
		Somewhat unlikely		7% N=33
		Very unlikely		8% N=39
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		55% N=280
		Somewhat safe		31% N=159
		Neither safe nor unsafe		9% N=44
		Somewhat unsafe		5% N=24
		Very unsafe		1% N=6
	In Morristown's downtown/commercial area during the day	Very safe		44% N=223
		Somewhat safe		37% N=185
		Neither safe nor unsafe		11% N=55
		Somewhat unsafe		7% N=33
		Very unsafe		1% N=6




Please rate how safe or unsafe you feel:	From property crime	Very safe		26% N=127
		Somewhat safe		40% N=199
		Neither safe nor unsafe		16% N=79
		Somewhat unsafe		12% N=61
		Very unsafe		6% N=30
	From violent crime	Very safe		36% N=178
		Somewhat safe		37% N=183
		Neither safe nor unsafe		13% N=65
		Somewhat unsafe		9% N=46
		Very unsafe		4% N=19
	From fire, flood, or other natural disaster	Very safe		47% N=231
		Somewhat safe		36% N=175
		Neither safe nor unsafe		15% N=74
		Somewhat unsafe		2% N=11
		Very unsafe		1% N=3
Please rate the job you feel the Morristown community does at each of the following.	Making all residents feel welcome	Excellent		20% N=99
		Good		34% N=166
		Fair		30% N=145
		Poor		16% N=76
	Attracting people from diverse backgrounds	Excellent		19% N=85
		Good		38% N=173
		Fair		27% N=124
		Poor		16% N=75
	Valuing/respecting residents from diverse backgrounds	Excellent		20% N=87
		Good		34% N=151
		Fair		28% N=125
		Poor		18% N=81
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		15% N=64
		Good		25% N=111
		Fair		28% N=124
		Poor		31% N=137
































Please rate each of the following in the Morristown community.	Overall quality of business and service establishments in Morristown	Excellent		17% N=89
		Good		44% N=223
		Fair		32% N=164
		Poor		6% N=31
	Variety of business and service establishments in Morristown	Excellent		15% N=76
		Good		37% N=189
		Fair		31% N=159
		Poor		16% N=83
	Vibrancy of downtown/commercial area	Excellent		11% N=55
		Good		29% N=143
		Fair		39% N=194
		Poor		21% N=105
	Employment opportunities	Excellent		17% N=79
		Good		39% N=180
		Fair		28% N=131
		Poor		16% N=77
	Shopping opportunities	Excellent		12% N=64
		Good		30% N=156
		Fair		34% N=173
		Poor		24% N=122
	Cost of living in Morristown	Excellent		12% N=62
		Good		28% N=141
		Fair		38% N=192
		Poor		23% N=116
	Overall image or reputation of Morristown	Excellent		11% N=54
		Good		42% N=211
		Fair		30% N=150
		Poor		17% N=85
Please also rate each of the following in the Morristown community.	Traffic flow on major streets	Excellent		8% N=43
		Good		33% N=170
		Fair		35% N=178

Please also rate each of the following in the Morristown community.
































Traffic flow on major streets	Poor		24% N=122
Ease of public parking	Excellent		12% N=61
	Good		46% N=231
	Fair		32% N=162
	Poor		10% N=50
Ease of travel by car in Morristown	Excellent		16% N=82
	Good		45% N=230
	Fair		28% N=144
	Poor		10% N=51
Ease of travel by public transportation in Morristown	Excellent		11% N=31
	Good		22% N=63
	Fair		28% N=80
	Poor		39% N=110
Ease of travel by bicycle in Morristown	Excellent		8% N=26
	Good		18% N=58
	Fair		32% N=104
	Poor		42% N=134
Ease of walking in Morristown	Excellent		9% N=41
	Good		29% N=125
	Fair		33% N=146
	Poor		29% N=124
Well-planned residential growth	Excellent		11% N=46
	Good		29% N=123
	Fair		38% N=162
	Poor		21% N=90
Well-planned commercial growth	Excellent		14% N=55
	Good		35% N=144
	Fair		35% N=142
	Poor		16% N=67
Well-designed neighborhoods	Excellent		9% N=41
	Good		37% N=171
































Please also rate each of the following in the Morristown community.
































Well-designed neighborhoods	Fair		37% N=171
	Poor		18% N=84
Preservation of the historical or cultural character of the community	Excellent		13% N=57
	Good		38% N=166
	Fair		29% N=128
	Poor		19% N=82
Public places where people want to spend time	Excellent		13% N=63
	Good		26% N=127
	Fair		40% N=198
	Poor		21% N=105
Variety of housing options	Excellent		7% N=34
	Good		25% N=119
	Fair		33% N=157
	Poor		35% N=165
Availability of affordable quality housing	Excellent		6% N=27
	Good		20% N=91
	Fair		31% N=142
	Poor		44% N=205
Overall quality of new development in Morristown	Excellent		13% N=58
	Good		37% N=164
	Fair		35% N=158
	Poor		15% N=67
Overall appearance of Morristown	Excellent		10% N=48
	Good		46% N=228
	Fair		28% N=140
	Poor		17% N=85
Cleanliness of Morristown	Excellent		10% N=53
	Good		39% N=199
	Fair		35% N=179
	Poor		15% N=74
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		17% N=79

Please also rate each of the following in the Morristown community.	Water resources (beaches, lakes, ponds, riverways, etc.)	Good		39% N=187
		Fair		31% N=149
		Poor		13% N=63
	Air quality	Excellent		18% N=88
		Good		42% N=207
		Fair		27% N=134
		Poor		14% N=67
	Availability of paths and walking trails	Excellent		14% N=68
		Good		39% N=183
		Fair		32% N=149
		Poor		15% N=72
	Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		16% N=76
		Good		41% N=189
		Fair		32% N=149
		Poor		11% N=52
	Recreational opportunities	Excellent		17% N=83
		Good		42% N=201
		Fair		30% N=142
		Poor		11% N=55
	Availability of affordable quality food	Excellent		16% N=81
		Good		36% N=182
		Fair		28% N=142
		Poor		20% N=100
	Availability of affordable quality health care	Excellent		12% N=59
		Good		39% N=185
		Fair		25% N=120
		Poor		24% N=115
	Availability of preventive health services	Excellent		12% N=57
		Good		39% N=186
		Fair		28% N=132
		Poor		21% N=97
































Please also rate each of the following in the Morristown community.

Availability of affordable quality mental health care	Excellent		9% N=34
	Good		28% N=101
	Fair		28% N=100
	Poor		34% N=122
Opportunities to attend cultural/arts/music activities	Excellent		10% N=44
	Good		31% N=138
	Fair		41% N=182
	Poor		19% N=84
Community support for the arts	Excellent		11% N=43
	Good		30% N=116
	Fair		41% N=160
	Poor		18% N=72
Availability of affordable quality childcare/preschool	Excellent		6% N=17
	Good		34% N=101
	Fair		33% N=99
	Poor		27% N=80
K-12 education	Excellent		17% N=66
	Good		39% N=149
	Fair		33% N=127
	Poor		11% N=43
Adult educational opportunities	Excellent		13% N=45
	Good		33% N=113
	Fair		38% N=130
	Poor		17% N=57
Sense of civic/community pride	Excellent		10% N=44
	Good		30% N=127
	Fair		38% N=162
	Poor		23% N=98
Neighborliness of residents in Morristown	Excellent		12% N=55
	Good		41% N=195
	Fair		35% N=170
































Please also rate each of the following in the Morristown community.	Neighborliness of residents in Morristown	Poor		13% N=61
	Opportunities to participate in social events and activities	Excellent		15% N=70
		Good		33% N=150
		Fair		36% N=165
		Poor		16% N=71
	Opportunities to attend special events and festivals	Excellent		15% N=73
		Good		37% N=176
		Fair		35% N=165
		Poor		12% N=59
	Opportunities to volunteer	Excellent		19% N=80
		Good		40% N=167
		Fair		28% N=118
		Poor		12% N=50
	Opportunities to participate in community matters	Excellent		11% N=45
		Good		37% N=156
		Fair		33% N=141
		Poor		20% N=83
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		13% N=55
		Good		36% N=155
		Fair		29% N=126
		Poor		22% N=94
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		60% N=307
		Yes		40% N=207
	Contacted Morristown elected officials (in-person, phone, email, or web) to express your opinion	No		82% N=423
		Yes		18% N=90
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HO..	No		87% N=448
		Yes		13% N=65
	Watched (online or on television) a local public meeting	No		78% N=401
		Yes		22% N=114
	Volunteered your time to some group/activity in Morristown	No		68% N=351
		Yes		32% N=163

Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	No	 80% N=413
		Yes	 20% N=101
	Voted in your most recent local election	No	 45% N=228
		Yes	 55% N=283
	Used bus, rail, subway, or other public transportation instead of driving	No	 92% N=468
		Yes	 8% N=41
	Carpooled with other adults or children instead of driving alone	No	 61% N=313
		Yes	 39% N=198
	Walked or biked instead of driving	No	 70% N=361
		Yes	 30% N=152
Please rate the quality of each of the following services in Morristown.	Public information services	Excellent	 12% N=48
		Good	 38% N=153
		Fair	 38% N=154
		Poor	 13% N=51
	Economic development	Excellent	 11% N=46
		Good	 36% N=154
		Fair	 40% N=173
		Poor	 13% N=57
	Traffic enforcement	Excellent	 12% N=55
		Good	 39% N=174
		Fair	 29% N=129
		Poor	 20% N=88
	Traffic signal timing	Excellent	 10% N=49
		Good	 39% N=188
		Fair	 27% N=130
		Poor	 23% N=109
	Street repair	Excellent	 3% N=17
		Good	 27% N=133
		Fair	 28% N=137
		Poor	 41% N=201
	Street cleaning	Excellent	 10% N=48
































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
































Street cleaning	Good		36% N=173
	Fair		33% N=158
	Poor		21% N=103
Street lighting	Excellent		12% N=59
	Good		42% N=207
	Fair		30% N=150
	Poor		16% N=78
Snow removal	Excellent		16% N=69
	Good		40% N=174
	Fair		31% N=134
	Poor		13% N=55
Sidewalk maintenance	Excellent		11% N=46
	Good		36% N=154
	Fair		27% N=116
	Poor		26% N=112
Bus or transit services	Excellent		11% N=32
	Good		33% N=91
	Fair		28% N=78
	Poor		28% N=77
Land use, planning, and zoning	Excellent		11% N=40
	Good		30% N=109
	Fair		36% N=131
	Poor		23% N=84
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		10% N=39
	Good		28% N=111
	Fair		27% N=108
	Poor		36% N=143
Affordable high-speed internet access	Excellent		20% N=95
	Good		37% N=177
	Fair		25% N=117
	Poor		18% N=86
































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
































Garbage collection	Excellent		32% N=153
	Good		48% N=229
	Fair		16% N=75
	Poor		4% N=19
Drinking water	Excellent		19% N=90
	Good		44% N=213
	Fair		23% N=111
	Poor		15% N=71
Sewer services	Excellent		22% N=105
	Good		46% N=224
	Fair		22% N=108
	Poor		10% N=48
Storm water management (storm drainage, dams, levees, etc.)	Excellent		16% N=71
	Good		47% N=204
	Fair		30% N=132
	Poor		7% N=32
Power (electric and/or gas) utility	Excellent		22% N=110
	Good		50% N=248
	Fair		17% N=83
	Poor		11% N=52
Utility billing	Excellent		15% N=74
	Good		40% N=200
	Fair		26% N=128
	Poor		19% N=93
Police/Sheriff services	Excellent		23% N=105
	Good		43% N=201
	Fair		26% N=120
	Poor		9% N=42
Crime prevention	Excellent		13% N=54
	Good		43% N=184
	Fair		28% N=120

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

Crime prevention	Poor		17% N=74
Animal control	Excellent		11% N=49
	Good		35% N=150
	Fair		26% N=112
	Poor		28% N=120
Ambulance or emergency medical services	Excellent		25% N=102
	Good		50% N=205
	Fair		22% N=91
	Poor		4% N=16
Fire services	Excellent		33% N=131
	Good		50% N=198
	Fair		13% N=52
	Poor		3% N=13
Fire prevention and education	Excellent		22% N=77
	Good		49% N=171
	Fair		23% N=78
	Poor		6% N=21
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		20% N=62
	Good		34% N=105
	Fair		24% N=74
	Poor		22% N=70
Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent		14% N=52
	Good		35% N=131
	Fair		38% N=143
	Poor		14% N=51
Morristown open space	Excellent		12% N=48
	Good		35% N=144
	Fair		38% N=155
	Poor		15% N=61
Recycling	Excellent		19% N=84
	Good		39% N=170

Please rate the quality of each of the following services in Morristown.	Recycling	Fair		24% N=104
		Poor		18% N=77
Yard waste pick-up		Excellent		25% N=112
		Good		42% N=185
		Fair		24% N=106
		Poor		9% N=39
City parks		Excellent		26% N=122
		Good		52% N=249
		Fair		18% N=85
		Poor		4% N=21
Recreation programs or classes		Excellent		14% N=49
		Good		36% N=125
		Fair		39% N=136
		Poor		12% N=41
Recreation centers or facilities		Excellent		17% N=67
		Good		35% N=142
		Fair		30% N=120
		Poor		18% N=71
Health services		Excellent		11% N=51
		Good		47% N=211
		Fair		28% N=129
		Poor		14% N=62
Public library services		Excellent		24% N=99
		Good		50% N=208
		Fair		20% N=83
		Poor		5% N=22
Overall customer service by Morristown employees (police, receptionists, planners, etc.)		Excellent		17% N=77
		Good		45% N=203
		Fair		27% N=121
		Poor		10% N=45
Please rate the following categories of Morristown government performance.	The value of services for the taxes paid to Morristown	Excellent		9% N=38

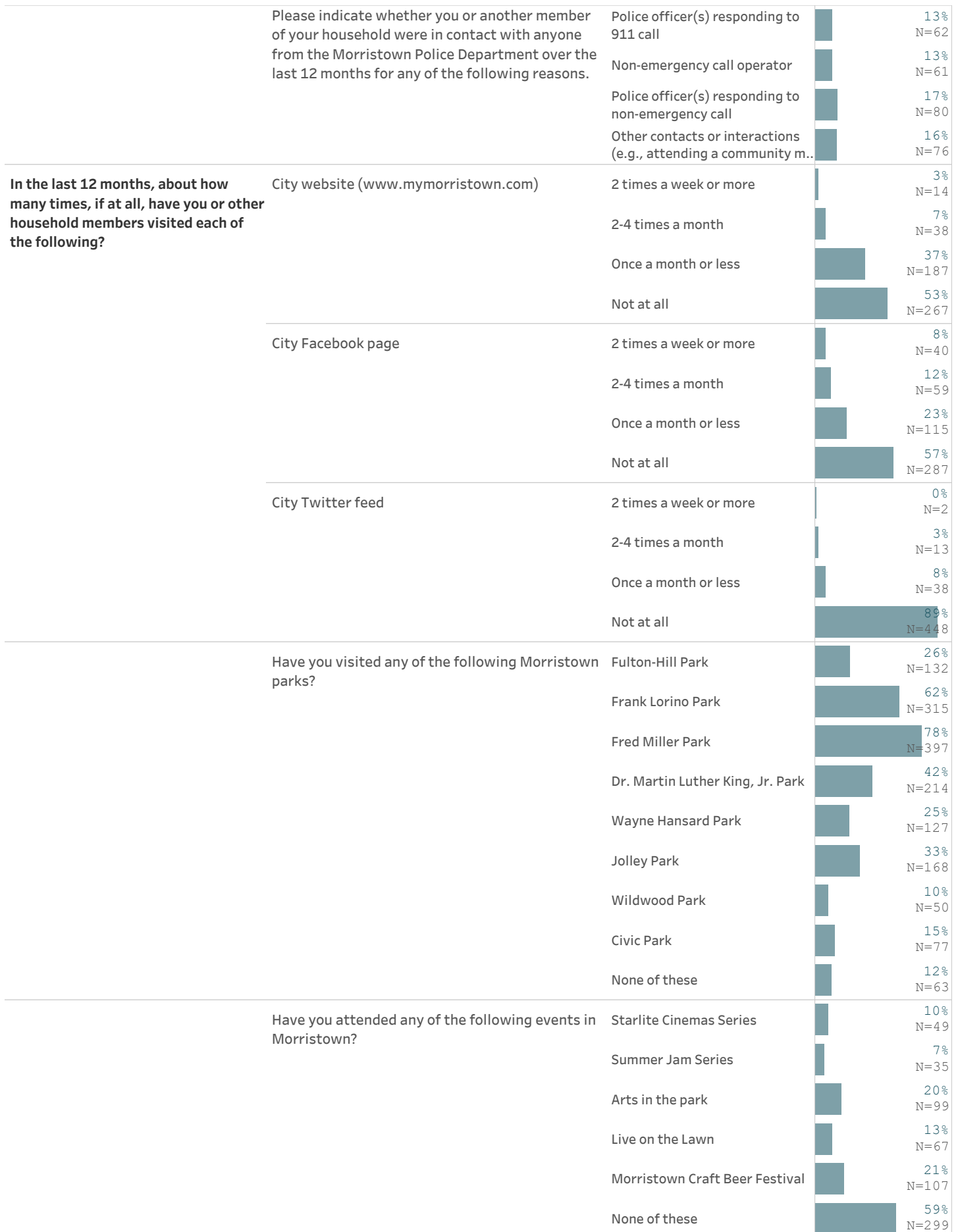
Please rate the following categories of Morristown government performance.	The value of services for the taxes paid to Morristown	Good		30% N=131
		Fair		36% N=158
		Poor		25% N=111
The overall direction that Morristown is taking		Excellent		8% N=37
		Good		40% N=184
		Fair		34% N=154
		Poor		17% N=79
The job Morristown government does at welcoming resident involvement		Excellent		8% N=28
		Good		35% N=130
		Fair		32% N=118
		Poor		26% N=98
Overall confidence in Morristown government		Excellent		7% N=32
		Good		30% N=129
		Fair		34% N=146
		Poor		29% N=124
Generally acting in the best interest of the community		Excellent		8% N=36
		Good		28% N=118
		Fair		36% N=156
		Poor		27% N=117
Being honest		Excellent		11% N=41
		Good		25% N=95
		Fair		33% N=128
		Poor		31% N=121
Being open and transparent to the public		Excellent		9% N=34
		Good		26% N=100
		Fair		33% N=130
		Poor		32% N=126
Informing residents about issues facing the community		Excellent		9% N=36
		Good		24% N=96
		Fair		31% N=127
		Poor		36% N=147

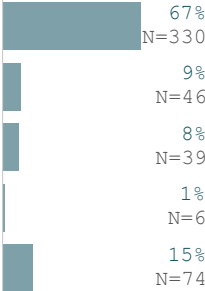




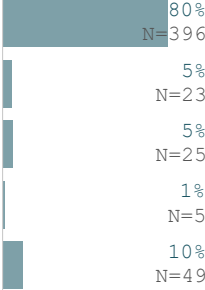




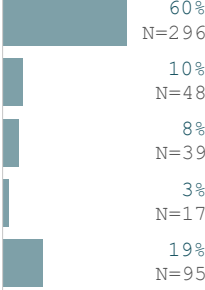




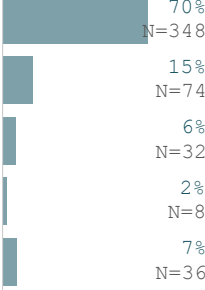




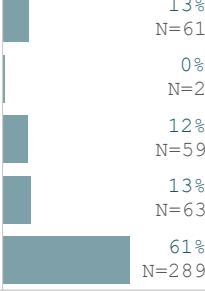




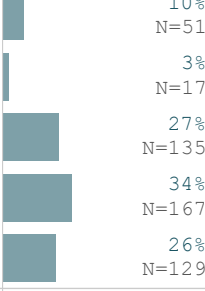





Please rate the following categories of Morristown government performance.	Treating all residents fairly	Excellent		10% N=40
		Good		26% N=100
		Fair		30% N=118
		Poor		34% N=133
	Treating residents with respect	Excellent		12% N=47
		Good		30% N=119
		Fair		33% N=133
		Poor		25% N=99
Overall, how would you rate the quality of the services provided by each of the following?	The City of Morristown	Excellent		12% N=58
		Good		43% N=200
		Fair		30% N=139
		Poor		16% N=73
	Hamblen County	Excellent		15% N=68
		Good		45% N=205
		Fair		29% N=132
		Poor		11% N=52
	The Federal Government	Excellent		8% N=34
		Good		24% N=107
		Fair		36% N=165
		Poor		33% N=148
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		53% N=266
		Very important		37% N=188
		Somewhat important		9% N=47
		Not at all important		1% N=4
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Morristown	Essential		29% N=143
		Very important		46% N=232
		Somewhat important		22% N=111
		Not at all important		3% N=15
	Overall design or layout of Morristown's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		30% N=150
		Very important		46% N=232
		Somewhat important		21% N=104
































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.




























	Not at all important	<div><div></div></div>	4% N=21
Overall quality of the utility infrastructure in Morristown (water, sewer, storm water, electric/gas, broadband)	Essential	<div><div></div></div>	47% N=239
	Very important	<div><div></div></div>	40% N=201
	Somewhat important	<div><div></div></div>	11% N=55
	Not at all important	<div><div></div></div>	3% N=13
Overall feeling of safety in Morristown	Essential	<div><div></div></div>	57% N=288
	Very important	<div><div></div></div>	35% N=176
	Somewhat important	<div><div></div></div>	8% N=41
	Not at all important	<div><div></div></div>	1% N=4
Overall quality of natural environment in Morristown	Essential	<div><div></div></div>	31% N=159
	Very important	<div><div></div></div>	45% N=228
	Somewhat important	<div><div></div></div>	22% N=112
	Not at all important	<div><div></div></div>	1% N=7
Overall quality of parks and recreation opportunities	Essential	<div><div></div></div>	28% N=141
	Very important	<div><div></div></div>	51% N=257
	Somewhat important	<div><div></div></div>	19% N=97
	Not at all important	<div><div></div></div>	3% N=13
Overall health and wellness opportunities in Morristown	Essential	<div><div></div></div>	39% N=195
	Very important	<div><div></div></div>	45% N=225
	Somewhat important	<div><div></div></div>	13% N=66
	Not at all important	<div><div></div></div>	3% N=14
Overall opportunities for education, culture, and the arts	Essential	<div><div></div></div>	36% N=182
	Very important	<div><div></div></div>	43% N=218
	Somewhat important	<div><div></div></div>	17% N=87
	Not at all important	<div><div></div></div>	4% N=22
Residents' connection and engagement with their community	Essential	<div><div></div></div>	29% N=146
	Very important	<div><div></div></div>	42% N=213
	Somewhat important	<div><div></div></div>	26% N=130
	Not at all important	<div><div></div></div>	3% N=17
Traffic accidents blocking the roadway	Excellent	<div><div></div></div>	35% N=158
	Good	<div><div></div></div>	46% N=207

Please rate the Morristown Police Department's response to each of the following.	Traffic accidents blocking the roadway	Fair	<div><div></div></div>	18% N=82
		Poor	<div><div></div></div>	2% N=8
	Other roadway obstructions (e.g., debris on roadway, temporary outage of traffic lights, etc.)	Excellent	<div><div></div></div>	27% N=122
		Good	<div><div></div></div>	43% N=194
		Fair	<div><div></div></div>	23% N=105
		Poor	<div><div></div></div>	7% N=33
Please rate the Morristown Police Department's enforcement of each of the following traffic laws.	Speeding in neighborhoods	Excellent	<div><div></div></div>	18% N=82
		Good	<div><div></div></div>	24% N=108
		Fair	<div><div></div></div>	32% N=142
		Poor	<div><div></div></div>	25% N=113
	Speeding on major thoroughfares (e.g., Morris Blvd., Andrew Johnson Hwy)	Excellent	<div><div></div></div>	18% N=82
		Good	<div><div></div></div>	38% N=175
		Fair	<div><div></div></div>	24% N=109
		Poor	<div><div></div></div>	21% N=97
	Cell phone use while driving	Excellent	<div><div></div></div>	15% N=61
		Good	<div><div></div></div>	25% N=103
		Fair	<div><div></div></div>	22% N=89
		Poor	<div><div></div></div>	38% N=154
	Other distracted driving (e.g., eating, passenger distraction, adjusting audio, or climate controls, etc.)	Excellent	<div><div></div></div>	13% N=48
		Good	<div><div></div></div>	30% N=110
		Fair	<div><div></div></div>	25% N=91
		Poor	<div><div></div></div>	32% N=118
	Intoxicated driving (DUI)	Excellent	<div><div></div></div>	22% N=87
		Good	<div><div></div></div>	36% N=140
		Fair	<div><div></div></div>	29% N=113
		Poor	<div><div></div></div>	12% N=48
	Seatbelt use	Excellent	<div><div></div></div>	26% N=98
		Good	<div><div></div></div>	34% N=130
		Fair	<div><div></div></div>	24% N=90
		Poor	<div><div></div></div>	16% N=62
Please indicate whether you or another member of your household were in contact with anyone from the Morristown Police Department over the last 12 months for any of the following reasons.		No contact/none of these	<div><div></div></div>	63% N=300



In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Several times a day		67% N=330
		Once a day		9% N=46
		A few times a week		8% N=39
		Every few weeks		1% N=6
		Less often or never		15% N=74
	Access the internet from your cell phone	Several times a day		80% N=396
		Once a day		5% N=23
		A few times a week		5% N=25
		Every few weeks		1% N=5
		Less often or never		10% N=49
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Several times a day		60% N=296
		Once a day		10% N=48
		A few times a week		8% N=39
		Every few weeks		3% N=17
		Less often or never		19% N=95
	Use or check email	Several times a day		70% N=348
		Once a day		15% N=74
		A few times a week		6% N=32
		Every few weeks		2% N=8
		Less often or never		7% N=36
	Share your opinions online	Several times a day		13% N=61
		Once a day		0% N=2
		A few times a week		12% N=59
		Every few weeks		13% N=63
		Less often or never		61% N=289
	Shop online	Several times a day		10% N=51
		Once a day		3% N=17
		A few times a week		27% N=135
		Every few weeks		34% N=167
		Less often or never		26% N=129
	Please rate your overall health.	Excellent		19% N=99

Please rate your overall health.	Very good		36% N=186
	Good		27% N=137
	Fair		14% N=73
	Poor		4% N=20
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		5% N=26
	Somewhat positive		12% N=63
	Neutral		31% N=159
	Somewhat negative		32% N=165
	Very negative		19% N=99
How many years have you lived in Morristown?	Less than 2 years		12% N=61
	2-5 years		15% N=78
	6-10 years		12% N=64
	11-20 years		15% N=78
	More than 20 years		45% N=232
Which best describes the building you live in?	One family house detached from any other houses		58% N=293
	Building with two or more homes (duplex, townhome, apa..		40% N=204
	Mobile home		1% N=7
	Other		1% N=6
Do you rent or own your home?	Rent		51% N=261
	Own		49% N=249
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		24% N=117
	\$500 to \$999		37% N=180
	\$1,000 to \$1,499		19% N=93
	\$1,500 to \$1,999		11% N=55
	\$2,000 to \$2,499		5% N=25
	\$2,500 to \$2,999		1% N=7
	\$3,000 to \$3,499		2% N=8
	\$3,500 or more		1% N=5
Do any children 17 or under live in your household?	No		70% N=354
	Yes		30% N=154
Are you or any other members of your household aged 65 or older?	No		73% N=369

Are you or any other members of your household aged 65 or older?	Yes		27% N=138
	No		73% N=366
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		28% N=136
	\$25,000 to \$49,999		31% N=155
	\$50,000 to \$74,999		21% N=103
	\$75,000 to \$99,999		9% N=45
	\$100,000 to \$149,999		6% N=28
	\$150,000 or more		5% N=24
	Don't know		1% N=5
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino		86% N=428
	Yes, I consider myself to be Spanish, Hispanic, or Latino		14% N=69
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		3% N=16
	Asian, Asian Indian, or Pacific Islander		1% N=3
	Black or African American		6% N=30
	White		89% N=451
	Other		9% N=46
	Don't know		1% N=5
In which category is your age?	18-24 years		4% N=21
	25-34 years		25% N=129
	35-44 years		14% N=70
	45-54 years		21% N=107
	55-64 years		13% N=64
	65-74 years		13% N=67
	75 years or older		10% N=53
What is your gender?	Woman		51% N=259
	Man		48% N=245
	Identify in another way		1% N=6

Full trends

This table contains the trends over time for the City of Morristown. The combined “percent positive” responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2020 and 2022 surveys is greater than seven percentage points, the change is statistically significant.

It is important to note that 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.

		2016	2017	2018	2019	2020	2021	2022
Please rate each of the following aspects of quality of life in Morristown.	Morristown as a place to live	76%	73%	75%	74%	73%	81%	73%
	Your neighborhood as a place to live	76%	67%	72%	70%	66%	74%	71%
	Morristown as a place to raise children	67%	65%	68%	73%	71%	71%	68%
	Morristown as a place to work	54%	59%	62%	59%	59%	66%	57%
	Morristown as a place to visit	56%	47%	50%	47%	49%	54%	45%
	Morristown as a place to retire	59%	62%	68%	63%	63%	70%	63%
	The overall quality of life in Morristown	64%	63%	67%	68%	63%	72%	66%
	Sense of community	52%	51%	44%	51%	54%	60%	50%
Please rate each of the following characteristics as they relate to Morristown as a whole.	Overall economic health of Morristown	48%	51%	54%	51%	48%	52%	48%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Morristown					33%	41%	35%
	Overall design or layout of Morristown’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	54%	54%	50%	52%	55%	55%	47%
	Overall quality of the utility infrastructure in Morristown (water, sewer, storm water, electric/gas, broadband)					70%	61%	64%
	Overall feeling of safety in Morristown	68%	64%	70%	63%	63%	70%	61%
	Overall quality of natural environment in Morristown	65%	69%	68%	64%	73%	72%	68%
	Overall quality of parks and recreation opportunities					72%	68%	78%
	Overall health and wellness opportunities in Morristown	61%	60%	61%	58%	63%	62%	57%
	Overall opportunities for education, culture, and the arts	64%	62%	55%	60%	43%	52%	47%
	Residents’ connection and engagement with their community					42%	47%	40%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Morristown to someone who asks	80%			75%	72%	83%	71%
	Remain in Morristown for the next five years	81%			75%	81%	84%	85%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	89%	86%	86%	86%	87%	90%	86%
	In Morristown’s downtown/commercial area during the day	80%	80%	83%	76%	85%	89%	81%
	From property crime					72%	69%	66%
	From violent crime					78%	76%	74%

Please rate how safe or unsafe you feel:	From fire, flood, or other natural disaster	82% 84% 82%
Please rate the job you feel the Morristown community does at each of the following.	Making all residents feel welcome	62% 65% 55%
	Attracting people from diverse backgrounds	48% 60% 57%
	Valuing/respecting residents from diverse backgrounds	53% 58% 54%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	44% 47% 40%
Please rate each of the following in the Morristown community.	Overall quality of business and service establishments in Morristown	55% 53% 61% 58% 64% 67% 61%
	Variety of business and service establishments in Morristown	58% 59% 52%
	Vibrancy of downtown/commercial area	45% 38% 41% 38% 43% 48% 40%
	Employment opportunities	42% 46% 57% 57% 51% 67% 55%
	Shopping opportunities	50% 52% 54% 52% 44% 47% 43%
	Cost of living in Morristown	42% 50% 52% 45% 60% 54% 40%
	Overall image or reputation of Morristown	60% 53% 49% 53% 56% 56% 53%
Please also rate each of the following in the Morristown community.	Traffic flow on major streets	56% 58% 54% 49% 60% 52% 42%
	Ease of public parking	58% 66% 61% 60% 69% 60% 58%
	Ease of travel by car in Morristown	66% 71% 70% 65% 77% 68% 62%
	Ease of travel by public transportation in Morristown	19% 22% 34% 33%
	Ease of travel by bicycle in Morristown	34% 30% 25% 25% 29% 34% 26%
	Ease of walking in Morristown	45% 50% 42% 41% 48% 44% 38%
	Well-planned residential growth	42% 50% 40%
	Well-planned commercial growth	50% 55% 49%
	Well-designed neighborhoods	50% 52% 45%
	Preservation of the historical or cultural character of the community	56% 62% 52%
	Public places where people want to spend time	47% 44% 46% 49% 44% 47% 38%
	Variety of housing options	44% 46% 40% 37% 42% 34% 32%
	Availability of affordable quality housing	35% 41% 38% 35% 34% 30% 26%
	Overall quality of new development in Morristown	54% 62% 65% 58% 59% 53% 50%
	Overall appearance of Morristown	57% 48% 53% 60% 51% 57% 55%
	Cleanliness of Morristown	53% 52% 53% 55% 52% 52% 50%
	Water resources (beaches, lakes, ponds, riverways, etc.)	58% 60% 56%
	Air quality	46% 49% 49% 56% 66% 64% 59%

Please also rate each of the following in the Morristown community.	Availability of paths and walking trails	47%	48%	44%	46%	62%	54%	53%
	Fitness opportunities (including exercise classes and paths or trails, etc.)	56%	64%	61%	67%	77%	54%	57%
	Recreational opportunities	54%	54%	54%	55%	53%	57%	59%
	Availability of affordable quality food	63%	59%	68%	70%	67%	57%	52%
	Availability of affordable quality health care	55%	50%	56%	57%	51%	52%	51%
	Availability of preventive health services	57%	52%	56%	56%	59%	54%	51%
	Availability of affordable quality mental health care	48%	40%	44%	42%	41%	41%	38%
	Opportunities to attend cultural/arts/music activities	49%	44%	45%	47%	41%	45%	40%
	Community support for the arts					49%	39%	41%
	Availability of affordable quality childcare/preschool	53%	54%	47%	50%	44%	44%	40%
	K-12 education	71%	69%	66%	68%	62%	66%	56%
	Adult educational opportunities	53%	53%	60%	59%	57%	52%	46%
	Sense of civic/community pride					53%	47%	39%
	Neighborliness of residents in Morristown	57%	40%	53%	49%	58%	54%	52%
	Opportunities to participate in social events and activities	45%	49%	49%	46%	42%	51%	48%
	Opportunities to attend special events and festivals	53%	46%	52%	47%	38%	51%	53%
	Opportunities to volunteer	67%	65%	68%	67%	62%	58%	60%
	Opportunities to participate in community matters	46%	49%	52%	50%	48%	48%	47%
	Openness and acceptance of the community toward people of diverse backgrounds	50%	34%	42%	46%	42%	42%	49%
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	34%	38%	43%	36%	42%	38%	40%
	Contacted Morristown elected officials (in-person, phone, email, or web) to express your opinion	15%	17%	17%	21%	20%	16%	18%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HO..	10%	11%	15%	19%	19%	16%	13%
	Watched (online or on television) a local public meeting	26%	22%	22%	28%	31%	22%	22%
	Volunteered your time to some group/activity in Morristown	40%				34%	34%	32%
	Campaigned or advocated for a local issue, cause, or candidate	24%				17%	16%	20%
	Voted in your most recent local election					74%	57%	56%
	Used bus, rail, subway, or other public transportation instead of driving					5%	8%	8%
	Carpooled with other adults or children instead of driving alone	38%	35%	37%	37%	40%	39%	39%
	Walked or biked instead of driving	28%	34%	28%	27%	24%	30%	30%
Please rate the quality of each of the following services in Morristown.	Public information services	60%	58%	65%	54%	56%	55%	49%

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

Economic development	48%	53%	61%	57%	50%	57%	46%
Traffic enforcement	57%	65%	61%	56%	62%	61%	51%
Traffic signal timing	48%	55%	50%	41%	50%	54%	50%
Street repair	35%	36%	32%	27%	32%	36%	31%
Street cleaning	46%	53%	45%	46%	54%	52%	46%
Street lighting	56%	63%	60%	57%	58%	53%	54%
Snow removal	54%	53%	58%	62%	65%	59%	56%
Sidewalk maintenance	48%	49%	57%	48%	54%	53%	47%
Bus or transit services				22%	18%	41%	44%
Land use, planning, and zoning	41%	41%	43%	39%	37%	45%	41%
Code enforcement (weeds, abandoned buildings, etc.)	37%	40%	38%	35%	31%	49%	37%
Affordable high-speed internet access				55%	60%	57%	
Garbage collection	81%	83%	85%	81%	79%	81%	80%
Drinking water	46%	61%	60%	56%	59%	65%	62%
Sewer services	60%	73%	65%	63%	72%	70%	68%
Storm water management (storm drainage, dams, levees, etc.)	55%	66%	61%	52%	71%	68%	63%
Power (electric and/or gas) utility	67%	78%	72%	66%	76%	76%	73%
Utility billing	61%	64%	63%	56%	65%	59%	55%
Police/Sheriff services	75%	75%	74%	71%	75%	75%	66%
Crime prevention	58%	61%	61%	55%	65%	59%	55%
Animal control	44%	50%	49%	44%	51%	58%	46%
Ambulance or emergency medical services	83%	85%	87%	80%	83%	84%	74%
Fire services	88%	92%	89%	83%	95%	90%	83%
Fire prevention and education	73%	76%	71%	70%	79%	74%	72%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	51%	49%	62%	51%	57%	53%	54%
Preservation of natural areas (open space, farmlands, and greenbelts)	52%	44%	56%	51%	63%	59%	49%
Morristown open space	48%	44%	51%	46%	54%	49%	47%
Recycling	73%	72%	83%	73%	65%	72%	59%
Yard waste pick-up	64%	71%	72%	67%	66%	68%	67%
City parks	70%	75%	76%	68%	74%	79%	78%

Please rate the quality of each of the following services in Morristown.	Recreation programs or classes	54% 52% 57% 54% 59% 56% 50%
	Recreation centers or facilities	54% 52% 49% 50% 50% 48% 52%
	Health services	61% 51% 64% 60% 57% 65% 58%
	Public library services	77% 74% 80% 83% 75% 79% 75%
	Overall customer service by Morristown employees (police, receptionists, planners, etc.)	62% 59% 57% 61% 72% 69% 63%
Please rate the following categories of Morristown government performance.	The value of services for the taxes paid to Morristown	44% 46% 46% 39% 54% 47% 39%
	The overall direction that Morristown is taking	56% 52% 60% 50% 57% 63% 49%
	The job Morristown government does at welcoming resident involvement	46% 39% 41% 44% 47% 45% 42%
	Overall confidence in Morristown government	43% 45% 43% 40% 45% 45% 37%
	Generally acting in the best interest of the community	42% 41% 45% 43% 48% 46% 36%
	Being honest	38% 41% 43% 38% 39% 49% 35%
	Being open and transparent to the public	40% 39% 34%
	Informing residents about issues facing the community	42% 39% 33%
	Treating all residents fairly	30% 35% 43% 38% 50% 41% 36%
	Treating residents with respect	51% 52% 42%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Morristown	66% 66% 64% 62% 64% 61% 55%
	The Federal Government	39% 53% 48% 45% 48% 42% 31%
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	93% 85% 91% 88% 89% 89% 90%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Morristown	73% 67% 75%
	Overall design or layout of Morristown's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	76% 73% 77% 68% 67% 73% 75%
	Overall quality of the utility infrastructure in Morristown (water, sewer, storm water, electric/gas, broadband)	90% 89% 87%
	Overall feeling of safety in Morristown	95% 91% 93% 93% 95% 91% 91%
	Overall quality of natural environment in Morristown	75% 79% 77% 77% 82% 83% 77%
	Overall quality of parks and recreation opportunities	78% 78% 78%
	Overall health and wellness opportunities in Morristown	82% 73% 82% 81% 87% 84% 84%
	Overall opportunities for education, culture, and the arts	88% 78% 85% 85% 84% 80% 79%
	Residents' connection and engagement with their community	87% 76% 78% 76% 73% 73% 71%
In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	91% 83% 84%
	Access the internet from your cell phone	94% 91% 89%
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	83% 80% 77%

In general, how many times do you:	Use or check email	94% 90% 91%
	Share your opinions online	35% 35% 26%
	Shop online	39% 44% 41%
	Please rate your overall health.	44% 39% 32% 44% 46% 61% 55%
	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:	24% 29% 35% 31% 26% 30% 17%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), the City of Morristown conducted a survey of 520 residents. Survey invitations were mailed to randomly selected households and data were collected from October 19, 2022 to December 9, 2022. 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 two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on November 16, 2022. The survey remained open for three weeks and there were 299 responses.





























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 2020 American Community Survey estimates for adults in the City of Morristown. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing 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 open participation survey 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	12%	29%	29%
	35-54	41%	34%	34%
	55+	47%	37%	37%
Hispanic origin	No, not Spanish, Hispanic, or Latino	97%	86%	86%
	Yes, I consider myself to be Spanish, Hispana..	3%	14%	14%
Housing tenure	Own	86%	49%	49%
	Rent	14%	51%	51%
Housing type	Attached	9%	41%	41%
	Detached	91%	59%	59%
Race & Hispanic origin	Not white alone	11%	25%	25%
	White alone, not Hispanic or Latino	89%	75%	75%
Sex	Man	37%	49%	49%
	Woman	63%	51%	51%
Sex/age	Man 18-34	4%	15%	15%
	Man 35-54	12%	18%	18%
	Man 55+	21%	16%	16%
	Woman 18-34	8%	14%	14%
	Woman 35-54	29%	17%	17%
	Woman 55+	26%	21%	21%

































Open participation survey results



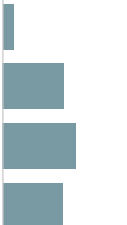






This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

	In which area of Morristown do you live? (Refer to map above)	1 (Northwest)		39% N=72
		2 (Southwest)		13% N=25
		3 (Southeast)		20% N=36
		4 (Northeast)		22% N=41
		None of these/I do not live in Morristown		5% N=10
Please rate each of the following aspects of quality of life in Morristown.	Morristown as a place to live	Excellent		7% N=21
		Fair		36% N=104
		Good		42% N=121
		Poor		15% N=43
	Your neighborhood as a place to live	Excellent		19% N=56
		Fair		22% N=64
		Good		38% N=113
		Poor		20% N=60
	Morristown as a place to raise children	Excellent		8% N=21
		Fair		28% N=78
		Good		41% N=115
		Poor		24% N=66
	Morristown as a place to work	Excellent		12% N=34
		Fair		26% N=72
		Good		35% N=95
		Poor		27% N=75
	Morristown as a place to visit	Excellent		6% N=17
		Fair		33% N=91
		Good		28% N=77
		Poor		33% N=93
	Morristown as a place to retire	Excellent		18% N=48
		Fair		23% N=62
		Good		30% N=79

































Please rate each of the following aspects of quality of life in Morristown.	Morristown as a place to retire	Poor		29% N=77
	The overall quality of life in Morristown	Excellent		7% N=20
		Fair		32% N=96
		Good		39% N=114
		Poor		22% N=66
	Sense of community	Excellent		7% N=19
		Fair		25% N=71
		Good		30% N=86
		Poor		38% N=110
Please rate each of the following characteristics as they relate to Morristown as a whole.	Overall economic health of Morristown	Excellent		9% N=26
		Fair		35% N=101
		Good		29% N=85
		Poor		27% N=77
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Morristown	Excellent		4% N=12
		Fair		26% N=72
		Good		21% N=58
		Poor		48% N=132
	Overall design or layout of Morristown's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		4% N=12
		Fair		42% N=125
		Good		25% N=75
		Poor		29% N=85
	Overall quality of the utility infrastructure in Morristown (water, sewer, storm water, electric/gas, broadband)	Excellent		11% N=30
		Fair		28% N=76
		Good		37% N=102
		Poor		25% N=68
	Overall feeling of safety in Morristown	Excellent		6% N=17
		Fair		22% N=65
		Good		36% N=106
		Poor		37% N=110
	Overall quality of natural environment in Morristown	Excellent		16% N=48
		Fair		25% N=75
		Good		41% N=121

Please rate each of the following characteristics as they relate to Morristown as a whole.	Overall quality of natural environment in Morristown	Poor		18% N=54
	Overall quality of parks and recreation opportunities	Excellent		29% N=83
		Fair		26% N=74
		Good		33% N=95
		Poor		13% N=37
	Overall health and wellness opportunities in Morristown	Excellent		7% N=21
		Fair		28% N=81
		Good		36% N=106
		Poor		29% N=84
	Overall opportunities for education, culture, and the arts	Excellent		5% N=14
		Fair		29% N=85
		Good		30% N=89
		Poor		36% N=107
	Residents' connection and engagement with their community	Excellent		3% N=8
		Fair		30% N=85
		Good		23% N=65
		Poor		44% N=127
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Morristown to someone who asks	Somewhat likely		32% N=94
		Somewhat unlikely		12% N=36
		Very likely		23% N=67
		Very unlikely		34% N=100
	Remain in Morristown for the next five years	Somewhat likely		20% N=56
		Somewhat unlikely		17% N=48
		Very likely		41% N=114
		Very unlikely		21% N=59
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Neither safe nor unsafe		9% N=26
		Somewhat safe		26% N=77
		Somewhat unsafe		11% N=33
		Very safe		44% N=130
		Very unsafe		9% N=28
	In Morristown's downtown/commercial area during the day	Neither safe nor unsafe		9% N=28
		Somewhat safe		36% N=107

































Please rate how safe or unsafe you feel:	In Morristown's downtown/commercial area during the day	Somewhat unsafe		13% N=39
		Very safe		35% N=104
		Very unsafe		7% N=21
	From property crime	Neither safe nor unsafe		9% N=26
		Somewhat safe		37% N=105
		Somewhat unsafe		18% N=52
		Very safe		14% N=39
		Very unsafe		22% N=63
	From violent crime	Neither safe nor unsafe		7% N=20
		Somewhat safe		35% N=101
		Somewhat unsafe		21% N=61
		Very safe		21% N=60
		Very unsafe		16% N=45
	From fire, flood, or other natural disaster	Neither safe nor unsafe		16% N=47
		Somewhat safe		42% N=124
		Somewhat unsafe		6% N=17
		Very safe		32% N=93
		Very unsafe		5% N=14
Please rate the job you feel the Morristown community does at each of the following.	Making all residents feel welcome	Excellent		8% N=24
		Fair		30% N=86
		Good		31% N=89
		Poor		31% N=90
	Attracting people from diverse backgrounds	Excellent		16% N=42
		Fair		21% N=55
		Good		29% N=78
		Poor		34% N=92
	Valuing/respecting residents from diverse backgrounds	Excellent		17% N=45
		Fair		18% N=47
		Good		27% N=72
		Poor		39% N=106
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		5% N=14
		Fair		22% N=61

































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		17% N=47
		Poor		57% N=160
Please rate each of the following in the Morristown community.	Overall quality of business and service establishments in Morristown	Excellent		8% N=25
		Fair		36% N=108
		Good		37% N=110
		Poor		19% N=56
	Variety of business and service establishments in Morristown	Excellent		5% N=15
		Fair		30% N=88
		Good		36% N=104
		Poor		29% N=86
	Vibrancy of downtown/commercial area	Excellent		5% N=14
		Fair		31% N=93
		Good		24% N=72
		Poor		40% N=119
	Employment opportunities	Excellent		15% N=42
		Fair		21% N=60
		Good		33% N=94
		Poor		32% N=92
	Shopping opportunities	Excellent		4% N=12
		Fair		34% N=102
		Good		27% N=80
		Poor		35% N=105
	Cost of living in Morristown	Excellent		7% N=21
		Fair		28% N=81
		Good		30% N=87
		Poor		35% N=103
	Overall image or reputation of Morristown	Excellent		5% N=16
		Fair		28% N=81
		Good		31% N=92
		Poor		36% N=106
Please also rate each of the following in the Morristown community.	Traffic flow on major streets	Excellent		5% N=15
		Fair		23% N=70

Please also rate each of the following in the Morristown community.










Traffic flow on major streets	Good		24% N=73
	Poor		47% N=141
Ease of public parking	Excellent		9% N=28
	Fair		30% N=87
	Good		37% N=108
	Poor		24% N=70
Ease of travel by car in Morristown	Excellent		10% N=28
	Fair		22% N=64
	Good		41% N=121
	Poor		27% N=80
Ease of travel by public transportation in Morristown	Excellent		8% N=15
	Fair		30% N=59
	Good		8% N=16
	Poor		55% N=109
Ease of travel by bicycle in Morristown	Excellent		7% N=14
	Fair		28% N=55
	Good		9% N=18
	Poor		56% N=112
Ease of walking in Morristown	Excellent		7% N=19
	Fair		23% N=64
	Good		21% N=57
	Poor		49% N=136
Well-planned residential growth	Excellent		4% N=10
	Fair		33% N=91
	Good		19% N=53
	Poor		44% N=122
Well-planned commercial growth	Excellent		5% N=14
	Fair		31% N=86
	Good		22% N=62
	Poor		42% N=115
Well-designed neighborhoods	Excellent		2% N=6
	Fair		36% N=96

































Please also rate each of the following in the Morristown community.




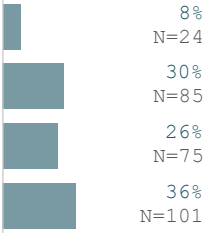
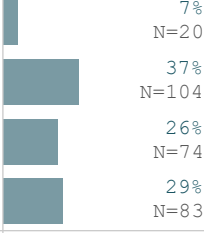
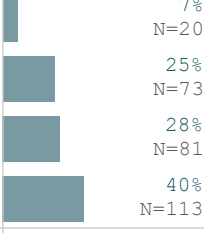
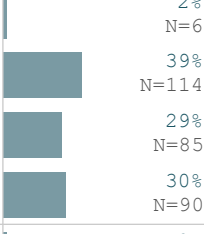
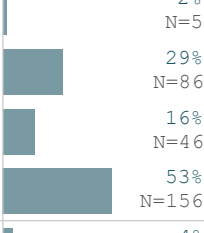
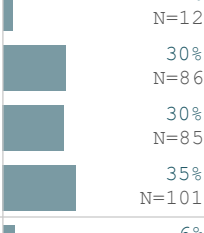

Well-designed neighborhoods	Good		24% N=66
	Poor		38% N=103
Preservation of the historical or cultural character of the community	Excellent		7% N=20
	Fair		38% N=103
	Good		32% N=87
	Poor		23% N=64
Public places where people want to spend time	Excellent		7% N=20
	Fair		30% N=87
	Good		18% N=53
	Poor		45% N=132
Variety of housing options	Excellent		5% N=14
	Fair		29% N=82
	Good		10% N=28
	Poor		57% N=161
Availability of affordable quality housing	Excellent		4% N=11
	Fair		19% N=53
	Good		6% N=17
	Poor		71% N=196
Overall quality of new development in Morristown	Excellent		5% N=13
	Fair		31% N=90
	Good		30% N=84
	Poor		34% N=97
Overall appearance of Morristown	Excellent		3% N=9
	Fair		38% N=114
	Good		28% N=83
	Poor		31% N=93
Cleanliness of Morristown	Excellent		8% N=23
	Fair		29% N=87
	Good		28% N=85
	Poor		35% N=103
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		12% N=36
	Fair		28% N=80

































Please also rate each of the following in the Morristown community.	Water resources (beaches, lakes, ponds, riverways, etc.)	Good		37% N=108
		Poor		23% N=66
Air quality		Excellent		9% N=26
		Fair		28% N=81
		Good		44% N=127
		Poor		19% N=56
Availability of paths and walking trails		Excellent		14% N=39
		Fair		21% N=58
		Good		29% N=79
		Poor		36% N=100
Fitness opportunities (including exercise classes and paths or trails, etc.)		Excellent		10% N=29
		Fair		29% N=80
		Good		36% N=99
		Poor		25% N=70
Recreational opportunities		Excellent		10% N=28
		Fair		32% N=91
		Good		31% N=87
		Poor		27% N=75
Availability of affordable quality food		Excellent		6% N=17
		Fair		24% N=71
		Good		34% N=99
		Poor		36% N=106
Availability of affordable quality health care		Excellent		3% N=8
		Fair		32% N=94
		Good		25% N=73
		Poor		40% N=116
Availability of preventive health services		Excellent		3% N=10
		Fair		31% N=89
		Good		34% N=98
		Poor		32% N=91
Availability of affordable quality mental health care		Excellent		4% N=11
		Fair		28% N=68

































Please also rate each of the following in the Morristown community.

































Availability of affordable quality mental health care	Good		16% N=37
	Poor		52% N=123
Opportunities to attend cultural/arts/music activities	Excellent		3% N=9
	Fair		29% N=82
	Good		28% N=78
	Poor		39% N=109
Community support for the arts	Excellent		3% N=9
	Fair		30% N=79
	Good		29% N=77
	Poor		37% N=98
Availability of affordable quality childcare/preschool	Excellent		4% N=7
	Fair		21% N=39
	Good		17% N=32
	Poor		58% N=109
K-12 education	Excellent		4% N=8
	Fair		31% N=69
	Good		39% N=87
	Poor		26% N=57
Adult educational opportunities	Excellent		12% N=30
	Fair		23% N=56
	Good		30% N=75
	Poor		36% N=90
Sense of civic/community pride	Excellent		4% N=11
	Fair		37% N=99
	Good		24% N=65
	Poor		35% N=93
Neighborliness of residents in Morristown	Excellent		8% N=22
	Fair		32% N=89
	Good		31% N=85
	Poor		29% N=80
Opportunities to participate in social events and activities	Excellent		4% N=12
	Fair		37% N=104

































Please also rate each of the following in the Morristown community.	Opportunities to participate in social events and activities	Good		24% N=68
		Poor		36% N=101
	Opportunities to attend special events and festivals	Excellent		4% N=13
		Fair		34% N=99
		Good		29% N=83
		Poor		32% N=93
	Opportunities to volunteer	Excellent		5% N=13
		Fair		29% N=74
		Good		44% N=112
		Poor		22% N=57
	Opportunities to participate in community matters	Excellent		7% N=18
		Fair		30% N=79
		Good		23% N=61
		Poor		40% N=104
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		10% N=27
		Fair		22% N=62
		Good		29% N=80
		Poor		39% N=110
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		62% N=185
		Yes		38% N=111
	Contacted Morristown elected officials (in-person, phone, email, or web) to express your opinion	No		79% N=235
		Yes		21% N=62
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood w..	No		83% N=248
		Yes		17% N=50
	Watched (online or on television) a local public meeting	No		75% N=222
		Yes		25% N=76
	Volunteered your time to some group/activity in Morristown	No		64% N=192
		Yes		36% N=106
	Campaigned or advocated for a local issue, cause, or candidate	No		83% N=247
		Yes		17% N=50
	Voted in your most recent local election	No		33% N=97
		Yes		67% N=201

































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	No		92% N=273
		Yes		8% N=22
	Carpooled with other adults or children instead of driving alone	No		60% N=178
		Yes		40% N=120
	Walked or biked instead of driving	No		72% N=214
		Yes		28% N=84
Please rate the quality of each of the following services in Morristown.	Public information services	Excellent		8% N=24
		Fair		30% N=85
		Good		26% N=75
		Poor		36% N=101
	Economic development	Excellent		7% N=20
		Fair		37% N=104
		Good		26% N=74
		Poor		29% N=83
	Traffic enforcement	Excellent		7% N=20
		Fair		25% N=73
		Good		28% N=81
		Poor		40% N=113
	Traffic signal timing	Excellent		2% N=6
		Fair		39% N=114
		Good		29% N=85
		Poor		30% N=90
	Street repair	Excellent		2% N=5
		Fair		29% N=86
		Good		16% N=46
		Poor		53% N=156
	Street cleaning	Excellent		4% N=12
		Fair		30% N=86
		Good		30% N=85
		Poor		35% N=101
	Street lighting	Excellent		6% N=18
		Fair		33% N=99

































Please rate the quality of each of the following services in Morristown.	Street lighting	Good		36% N=106
		Poor		25% N=74
Snow removal		Excellent		7% N=17
		Fair		28% N=70
		Good		46% N=113
		Poor		19% N=47
Sidewalk maintenance		Excellent		6% N=17
		Fair		28% N=77
		Good		35% N=98
		Poor		31% N=85
Bus or transit services		Excellent		8% N=13
		Fair		28% N=47
		Good		20% N=34
		Poor		44% N=73
Land use, planning, and zoning		Excellent		4% N=8
		Fair		28% N=63
		Good		24% N=53
		Poor		45% N=102
Code enforcement (weeds, abandoned buildings, etc.)		Excellent		3% N=9
		Fair		19% N=48
		Good		28% N=71
		Poor		50% N=125
Affordable high-speed internet access		Excellent		9% N=25
		Fair		26% N=77
		Good		32% N=94
		Poor		32% N=94
Garbage collection		Excellent		31% N=91
		Fair		21% N=63
		Good		40% N=119
		Poor		7% N=22
Drinking water		Excellent		12% N=35
		Fair		25% N=74

































Please rate the quality of each of the following services in Morristown.	Drinking water	Good		37% N=108
		Poor		26% N=78
Sewer services		Excellent		16% N=42
		Fair		27% N=73
		Good		42% N=114
		Poor		15% N=42
Storm water management (storm drainage, dams, levees, etc.)		Excellent		14% N=35
		Fair		31% N=79
		Good		44% N=113
		Poor		12% N=31
Power (electric and/or gas) utility		Excellent		14% N=41
		Fair		28% N=82
		Good		42% N=125
		Poor		16% N=47
Utility billing		Excellent		7% N=21
		Fair		29% N=86
		Good		34% N=100
		Poor		29% N=87
Police/Sheriff services		Excellent		12% N=34
		Fair		18% N=51
		Good		44% N=122
		Poor		25% N=70
Crime prevention		Excellent		4% N=12
		Fair		31% N=86
		Good		31% N=85
		Poor		33% N=92
Animal control		Excellent		5% N=14
		Fair		26% N=67
		Good		27% N=68
		Poor		42% N=107
Ambulance or emergency medical services		Excellent		19% N=50
		Fair		19% N=50

































Please rate the quality of each of the following services in Morristown.	Ambulance or emergency medical services	Good		48% N=124
		Poor		13% N=33
Fire services		Excellent		29% N=68
		Fair		15% N=35
		Good		51% N=119
		Poor		6% N=13
Fire prevention and education		Excellent		19% N=39
		Fair		26% N=54
		Good		36% N=75
		Poor		20% N=43
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)		Excellent		12% N=27
		Fair		34% N=76
		Good		23% N=51
		Poor		31% N=69
Preservation of natural areas (open space, farmlands, and greenbelts)		Excellent		10% N=23
		Fair		26% N=62
		Good		31% N=73
		Poor		34% N=80
Morristown open space		Excellent		7% N=18
		Fair		36% N=91
		Good		22% N=55
		Poor		35% N=88
Recycling		Excellent		12% N=30
		Fair		18% N=48
		Good		40% N=104
		Poor		30% N=79
Yard waste pick-up		Excellent		13% N=35
		Fair		23% N=65
		Good		43% N=121
		Poor		21% N=59
City parks		Excellent		21% N=60
		Fair		28% N=81

































Please rate the quality of each of the following services in Morristown.	City parks	Good		43% N=123
		Poor		8% N=23
	Recreation programs or classes	Excellent		12% N=29
		Fair		31% N=75
		Good		26% N=64
		Poor		31% N=77
	Recreation centers or facilities	Excellent		8% N=20
		Fair		28% N=73
		Good		28% N=71
		Poor		36% N=93
	Health services	Excellent		6% N=16
		Fair		30% N=83
		Good		31% N=87
		Poor		33% N=93
	Public library services	Excellent		17% N=46
		Fair		17% N=44
		Good		49% N=129
		Poor		17% N=45
	Overall customer service by Morristown employees (police, receptionists, planners, etc.)	Excellent		9% N=26
		Fair		34% N=95
		Good		34% N=96
		Poor		23% N=64
Please rate the following categories of Morristown government performance.	The value of services for the taxes paid to Morristown	Excellent		7% N=19
		Fair		20% N=53
		Good		27% N=73
		Poor		46% N=122
	The overall direction that Morristown is taking	Excellent		9% N=25
		Fair		28% N=77
		Good		26% N=70
		Poor		38% N=103
	The job Morristown government does at welcoming resident involvement	Excellent		5% N=14
		Fair		34% N=84



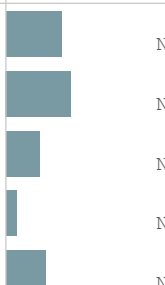
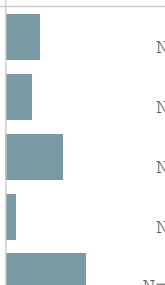
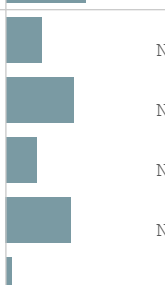
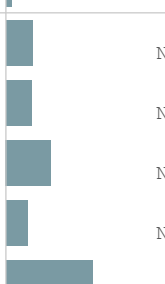
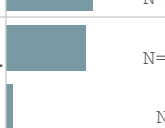
Please rate the following categories of Morristown government performance.	The job Morristown government does at welcoming resident involvement	Good		17% N=42
		Poor		44% N=110
Overall confidence in Morristown government		Excellent		7% N=19
		Fair		27% N=75
		Good		20% N=55
		Poor		46% N=128
Generally acting in the best interest of the community		Excellent		7% N=18
		Fair		25% N=67
		Good		25% N=68
		Poor		43% N=115
Being honest		Excellent		10% N=25
		Fair		23% N=60
		Good		22% N=58
		Poor		45% N=117
Being open and transparent to the public		Excellent		5% N=14
		Fair		18% N=47
		Good		24% N=62
		Poor		53% N=138
Informing residents about issues facing the community		Excellent		8% N=22
		Fair		17% N=47
		Good		22% N=60
		Poor		53% N=145
Treating all residents fairly		Excellent		9% N=23
		Fair		21% N=53
		Good		19% N=48
		Poor		50% N=126
Treating residents with respect		Excellent		11% N=30
		Fair		29% N=76
		Good		19% N=48
		Poor		40% N=105
Overall, how would you rate the quality of the services provided by each of the following?	The City of Morristown	Excellent		12% N=35
		Fair		26% N=74

































Overall, how would you rate the quality of the services provided by each of the following?	The City of Morristown	Good		30% N=83
		Poor		32% N=88
	Hamblen County	Excellent		9% N=25
		Fair		33% N=92
		Good		31% N=87
		Poor		27% N=77
	The Federal Government	Excellent		6% N=16
		Fair		26% N=72
		Good		18% N=51
		Poor		50% N=140
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		57% N=170
		Somewhat important		8% N=23
		Very important		35% N=103
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Morristown	Essential		47% N=140
		Not at all important		1% N=4
		Somewhat important		23% N=67
		Very important		29% N=85
	Overall design or layout of Morristown's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		39% N=115
		Not at all important		4% N=12
		Somewhat important		26% N=76
		Very important		32% N=94
	Overall quality of the utility infrastructure in Morristown (water, sewer, storm water, electric/gas, broadband)	Essential		65% N=188
		Not at all important		0% N=1
		Somewhat important		8% N=23
		Very important		27% N=76
	Overall feeling of safety in Morristown	Essential		63% N=186
		Not at all important		0% N=1
		Somewhat important		7% N=22
		Very important		30% N=88
	Overall quality of natural environment in Morristown	Essential		49% N=143
		Not at all important		4% N=12
		Somewhat important		13% N=37


















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	Very important		35% N=101
	Overall quality of parks and recreation opportunities	Essential		34% N=99
		Not at all important		3% N=7
		Somewhat important		18% N=52
		Very important		45% N=132
	Overall health and wellness opportunities in Morristown	Essential		46% N=133
		Not at all important		1% N=4
		Somewhat important		6% N=18
		Very important		47% N=136
	Overall opportunities for education, culture, and the arts	Essential		48% N=143
		Not at all important		2% N=5
		Somewhat important		11% N=33
		Very important		39% N=115
	Residents' connection and engagement with their community	Essential		37% N=109
		Not at all important		4% N=11
		Somewhat important		14% N=41
		Very important		45% N=135
Please rate the Morristown Police Department's response to each of the following.	Traffic accidents blocking the roadway	Excellent		29% N=83
		Fair		16% N=44
		Good		50% N=140
		Poor		5% N=15
	Other roadway obstructions (e.g., debris on roadway, temporary outage of traffic lights, etc.)	Excellent		23% N=64
		Fair		26% N=73
		Good		41% N=115
		Poor		10% N=30
Please rate the Morristown Police Department's enforcement of each of the following traffic laws.	Speeding in neighborhoods	Excellent		13% N=36
		Fair		21% N=60
		Good		24% N=66
		Poor		42% N=117
	Speeding on major thoroughfares (e.g., Morris Blvd., Andrew Johnson Hwy)	Excellent		13% N=38
		Fair		27% N=77
		Good		29% N=81

Please rate the Morristown Police Department's enforcement of each of the following traffic laws.	Speeding on major thoroughfares (e.g., Morris Blvd., Andrew Johnson Hwy)	Poor		30% N=85
	Cell phone use while driving	Excellent		13% N=33
		Fair		16% N=38
		Good		13% N=33
		Poor		58% N=143
	Other distracted driving (e.g., eating, passenger distraction, adjusting audio, or climate controls, etc.)	Excellent		12% N=27
		Fair		31% N=71
		Good		19% N=43
		Poor		38% N=87
	Intoxicated driving (DUI)	Excellent		19% N=44
		Fair		25% N=57
		Good		28% N=63
		Poor		29% N=66
	Seatbelt use	Excellent		20% N=47
		Fair		31% N=72
		Good		24% N=56
		Poor		24% N=56
	Please indicate whether you or another member of your household were in contact with anyone from the Morristown Police Department over the last 12 months for any of the following reasons.	No contact/none of these		48% N=139
		Non-emergency call operator		24% N=68
		Other contacts or interactions (e.g., attending a community m..		20% N=57
		Police officer(s) responding to 911 call		23% N=67
		Police officer(s) responding to non-emergency call		27% N=79
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		4% N=12
		2-4 times a month		20% N=57
		Not at all		31% N=90
		Once a month or less		45% N=133
	City Facebook page	2 times a week or more		13% N=39
		2-4 times a month		20% N=59
		Not at all		31% N=91
		Once a month or less		37% N=108
	City Twitter feed	2 times a week or more		5% N=14
		2-4 times a month		2% N=6

In the last 12 months, about how many times, if at all, have you or other household members visited each of the following?	City Twitter feed	Not at all	 82% N=240
		Once a month or less	 12% N=34
	Have you visited any of the following Morristown parks?	Civic Park	 25% N=73
		Dr. Martin Luther King, Jr. Park	 54% N=160
		Frank Lorino Park	 60% N=179
		Fred Miller Park	 81% N=241
		Fulton-Hill Park	 38% N=112
		Jolley Park	 28% N=83
		None of these	 8% N=24
		Wayne Hansard Park	 35% N=105
		Wildwood Park	 23% N=68
Have you attended any of the following events in Morristown?		Arts in the park	 27% N=79
		Live on the Lawn	 21% N=64
		Morristown Craft Beer Festival	 25% N=75
		None of these	 52% N=156
		Starlite Cinemas Series	 13% N=40
		Summer Jam Series	 15% N=45
In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	A few times a week	 4% N=10
		Every few weeks	 2% N=6
		Less often or never	 7% N=22
		Once a day	 7% N=20
		Several times a day	 80% N=236
	Access the internet from your cell phone	A few times a week	 0% N=1
		Every few weeks	 0% N=
		Less often or never	 2% N=6
		Once a day	 7% N=21
		Several times a day	 90% N=265
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	A few times a week	 6% N=18
		Every few weeks	 3% N=8
		Less often or never	 8% N=23
		Once a day	 12% N=37
		Several times a day	 71% N=212

In general, how many times do you:	Use or check email	A few times a week		6% N=19
		Every few weeks		3% N=8
		Less often or never		0% N=1
		Once a day		17% N=49
		Several times a day		74% N=221
	Share your opinions online	A few times a week		14% N=40
		Every few weeks		11% N=31
		Less often or never		49% N=143
		Once a day		6% N=17
		Several times a day		20% N=59
	Shop online	A few times a week		27% N=81
		Every few weeks		32% N=94
		Less often or never		16% N=49
		Once a day		5% N=16
		Several times a day		19% N=57
	Please rate your overall health.	Excellent		16% N=48
		Fair		12% N=37
		Good		28% N=84
		Poor		5% N=14
		Very good		39% N=116
	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:	Neutral		18% N=52
		Somewhat negative		33% N=99
		Somewhat positive		15% N=44
		Very negative		32% N=95
		Very positive		3% N=8
	How many years have you lived in Morristown?	2-5 years		13% N=40
		6-10 years		12% N=36
		11-20 years		22% N=65
		Less than 2 years		11% N=32
		More than 20 years		42% N=126
	Which best describes the building you live in?	Building with two or more homes (duplex, townhome, apa..		39% N=115
		Mobile home		4% N=11

Which best describes the building you live in?	One family house detached from any other houses		56% N=166
	Other		2% N=5
Do you rent or own your home?	Own		49% N=142
	Rent		51% N=150
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)?	\$1,000 to \$1,499		24% N=70
	\$1,500 to \$1,999		15% N=43
	\$2,000 to \$2,499		4% N=12
	\$2,500 to \$2,999		2% N=5
	\$3,000 to \$3,499		2% N=5
	\$3,500 or more		2% N=5
	\$500 to \$999		39% N=112
	Less than \$500		13% N=38
Do any children 17 or under live in your household?	No		67% N=199
	Yes		33% N=99
Are you or any other members of your household aged 65 or older?	No		67% N=199
	Yes		33% N=99
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.)	\$25,000 to \$49,999		35% N=97
	\$50,000 to \$74,999		16% N=44
	\$75,000 to \$99,999		9% N=26
	\$100,000 to \$149,999		10% N=29
	\$150,000 or more		8% N=21
	Less than \$25,000		22% N=62
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino		86% N=253
	Yes, I consider myself to be Spanish, Hispanic, or Latino		14% N=41
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		3% N=9
	Asian, Asian Indian, or Pacific Islander		2% N=6
	Black or African American		4% N=13
	Other		9% N=26
	White		86% N=254
In which category is your age?	18-24 years		5% N=16
	25-34 years		24% N=71
	35-44 years		21% N=61

In which category is your age?	45-54 years		14% N=41
	55-64 years		16% N=47
	65-74 years		16% N=46
	75 years or older		5% N=14
What is your gender?	Identify in another way		0% N=1
	Man		49% N=145
	Woman		51% N=153
How did you hear about this survey?	Heard about it from a business or social organization in my co..		7% N=14
	Heard about it from a family member, friend or neighbor		6% N=12
	In a City newsletter or utility bill		4% N=7
	In my Facebook feed		20% N=37
	Nextdoor		6% N=11
	On my Polco feed		0% N=
	Other		10% N=19
	Polco social media post		0% N=1
	Received a postcard or letter from the City		3% N=5
	Received an email from the City		14% N=27
	Saw a flyer or poster about it		2% N=4
	Saw it in a newspaper article or ad (hard copy or online)		27% N=50
	The City's social media (Facebook, Twitter, Instagram,...		14% N=26
	The City's website		10% N=19

The City of Morristown 2022 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 confidential and no identifying information will be shared.

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 in the Morristown community.

	<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 also rate each of the following in the Morristown community.

	<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 2022 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
Hamblen County.....	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 whether you or another member of your household were in contact with anyone from the Morristown Police Department over the last 12 months for any of the following reasons. (Select all that apply.)

- | | |
|---|--|
| <input type="checkbox"/> No contact/none of these | <input type="checkbox"/> Police officer(s) responding to non-emergency call |
| <input type="checkbox"/> Police officer(s) responding to 911 call | <input type="checkbox"/> Other contacts or interactions (e.g., attending a community meeting, talking to an officer on patrol, etc.) |
| <input type="checkbox"/> Non-emergency call operator | |

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

17. Have you visited any of the following Morristown parks? (Select all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> Fulton-Hill Park | <input type="checkbox"/> Wayne Hansard Park |
| <input type="checkbox"/> Frank Lorino Park | <input type="checkbox"/> Jolley Park |
| <input type="checkbox"/> Fred Miller Park | <input type="checkbox"/> Wildwood Park |
| <input type="checkbox"/> Dr. Martin Luther King, Jr. Park | <input type="checkbox"/> Civic Park |
| | <input type="checkbox"/> None of these |

18. Have you attended any of the following events in Morristown? (Select all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> Starlite Cinemas Series | <input type="checkbox"/> Live on the Lawn |
| <input type="checkbox"/> Summer Jam Series | <input type="checkbox"/> Morristown Craft Beer Festival |
| <input type="checkbox"/> Arts in the park | <input type="checkbox"/> None of these |

The City of Morristown 2022 Community Survey

Our last questions are about you and your household.

Again, all of your responses to this survey are confidential and no identifying information will be shared.

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, Nextdoor, 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. Please rate your overall health.

☐ 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



October 2022

Dear City of Morristown Resident:

Please help us shape the future of Morristown! You have been selected at random to participate in the 2022 Morristown Community Survey. **If you've already completed the survey online, thank you. Please do not respond twice.**

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

A few things to remember:

- **Your responses are confidential and no identifying information will be shared.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

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

Thank you for your time and participation!

Sincerely,

Anthony Cox
City Administrator