



THE NCSTM

The National Citizen SurveyTM

Morristown, TN

Technical Appendices

2017



NRC

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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

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

Table 1: Question 1

Please rate each of the following aspects of quality of life in Morristown:	Excellent		Good		Fair		Poor		Total	
Morristown as a place to live	22%	N=65	51%	N=152	24%	N=70	4%	N=11	100%	N=298
Your neighborhood as a place to live	25%	N=74	42%	N=125	29%	N=86	4%	N=12	100%	N=297
Morristown as a place to raise children	21%	N=58	45%	N=125	27%	N=74	8%	N=22	100%	N=279
Morristown as a place to work	20%	N=55	39%	N=111	30%	N=85	11%	N=30	100%	N=282
Morristown as a place to visit	15%	N=44	32%	N=92	34%	N=100	19%	N=55	100%	N=290
Morristown as a place to retire	28%	N=79	35%	N=99	24%	N=68	14%	N=39	100%	N=285
The overall quality of life in Morristown	16%	N=46	48%	N=140	32%	N=93	5%	N=15	100%	N=294

Table 2: Question 2

Please rate each of the following characteristics as they relate to Morristown as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Morristown	11%	N=32	53%	N=156	27%	N=80	9%	N=28	100%	N=296
Overall ease of getting to the places you usually have to visit	19%	N=56	56%	N=166	22%	N=66	2%	N=7	100%	N=295
Quality of overall natural environment in Morristown	14%	N=41	55%	N=160	26%	N=75	5%	N=14	100%	N=291
Overall "built environment" of Morristown (including overall design, buildings, parks and transportation systems)	7%	N=20	47%	N=137	33%	N=98	13%	N=37	100%	N=292
Health and wellness opportunities in Morristown	23%	N=68	37%	N=109	29%	N=86	10%	N=29	100%	N=291
Overall opportunities for education and enrichment	21%	N=60	41%	N=118	29%	N=82	10%	N=28	100%	N=288
Overall economic health of Morristown	15%	N=45	36%	N=104	37%	N=107	12%	N=34	100%	N=291
Sense of community	9%	N=25	42%	N=120	36%	N=103	14%	N=39	100%	N=287
Overall image or reputation of Morristown	13%	N=38	40%	N=117	34%	N=100	13%	N=37	100%	N=292

Table 3: Question 3

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	52%	N=151	35%	N=102	7%	N=22	5%	N=14	2%	N=5	100%	N=293
In Morristown's downtown/commercial area during the day	36%	N=104	43%	N=123	11%	N=30	8%	N=21	2%	N=6	100%	N=284

Table 4: Question 4

Please rate each of the following characteristics as they relate to Morristown as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	9%	N=27	49%	N=147	33%	N=98	9%	N=26	100%	N=298
Ease of public parking	16%	N=48	49%	N=143	27%	N=79	7%	N=20	100%	N=290
Ease of travel by car in Morristown	14%	N=42	57%	N=168	23%	N=68	6%	N=19	100%	N=297
Ease of travel by bicycle in Morristown	6%	N=12	24%	N=49	35%	N=70	35%	N=72	100%	N=204
Ease of walking in Morristown	10%	N=27	40%	N=106	32%	N=84	18%	N=48	100%	N=265
Availability of paths and walking trails	13%	N=33	36%	N=92	35%	N=90	17%	N=43	100%	N=259

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Please rate each of the following characteristics as they relate to Morristown as a whole:	Excellent		Good		Fair		Poor		Total	
Air quality	11%	N=32	38%	N=111	33%	N=97	18%	N=52	100%	N=291
Cleanliness of Morristown	11%	N=34	40%	N=119	37%	N=110	11%	N=33	100%	N=296
Overall appearance of Morristown	13%	N=39	34%	N=102	43%	N=127	10%	N=28	100%	N=296
Public places where people want to spend time	9%	N=26	35%	N=100	38%	N=107	18%	N=52	100%	N=285
Variety of housing options	8%	N=23	38%	N=105	40%	N=112	13%	N=37	100%	N=278
Availability of affordable quality housing	9%	N=25	32%	N=84	44%	N=116	15%	N=41	100%	N=266
Fitness opportunities (including exercise classes and paths or trails, etc.)	27%	N=74	37%	N=104	31%	N=87	5%	N=14	100%	N=278
Recreational opportunities	16%	N=45	38%	N=106	35%	N=98	11%	N=32	100%	N=281
Availability of affordable quality food	17%	N=51	42%	N=124	34%	N=100	7%	N=21	100%	N=296
Availability of affordable quality health care	10%	N=28	40%	N=113	40%	N=112	10%	N=29	100%	N=283
Availability of preventive health services	11%	N=30	41%	N=112	38%	N=103	10%	N=29	100%	N=274
Availability of affordable quality mental health care	11%	N=24	29%	N=62	36%	N=79	24%	N=51	100%	N=217

Table 5: Question 5

Please rate each of the following characteristics as they relate to Morristown as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	7%	N=12	47%	N=79	35%	N=59	11%	N=19	100%	N=170
K-12 education	19%	N=44	51%	N=118	26%	N=61	5%	N=11	100%	N=234
Adult educational opportunities	11%	N=26	42%	N=99	40%	N=94	8%	N=18	100%	N=237
Opportunities to attend cultural/arts/music activities	12%	N=31	32%	N=85	37%	N=97	19%	N=49	100%	N=263
Opportunities to participate in religious or spiritual events and activities	35%	N=97	48%	N=133	14%	N=39	2%	N=7	100%	N=276
Employment opportunities	10%	N=28	36%	N=97	34%	N=92	19%	N=52	100%	N=269
Shopping opportunities	15%	N=44	37%	N=106	36%	N=104	13%	N=36	100%	N=291
Cost of living in Morristown	13%	N=38	37%	N=108	36%	N=106	13%	N=39	100%	N=291
Overall quality of business and service establishments in Morristown	10%	N=29	43%	N=123	40%	N=114	7%	N=19	100%	N=285
Vibrant downtown/commercial area	11%	N=31	27%	N=77	47%	N=132	15%	N=42	100%	N=281
Overall quality of new development in Morristown	19%	N=53	43%	N=122	32%	N=89	6%	N=17	100%	N=282
Opportunities to participate in social events and activities	9%	N=25	40%	N=108	36%	N=97	15%	N=41	100%	N=271
Opportunities to volunteer	19%	N=47	46%	N=116	30%	N=76	5%	N=12	100%	N=251
Opportunities to participate in community matters	13%	N=30	36%	N=87	44%	N=106	8%	N=19	100%	N=243
Openness and acceptance of the community toward people of diverse backgrounds	7%	N=19	27%	N=73	42%	N=111	24%	N=63	100%	N=267
Neighborliness of residents in Morristown	9%	N=27	31%	N=86	53%	N=150	7%	N=19	100%	N=281

Table 6: Question 6

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Reported a crime to the police in Morristown	76%	N=223	24%	N=69	100%	N=293
Contacted the City of Morristown (in-person, phone, email or web) for help or information	62%	N=182	38%	N=111	100%	N=292
Contacted Morristown elected officials (in-person, phone, email or web) to express your opinion	83%	N=244	17%	N=48	100%	N=292

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Table 7: Question 7

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Morristown?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Morristown recreation centers or their services	10%	N=28	19%	N=55	26%	N=77	45%	N=132	100%	N=292
Visited a neighborhood park or City park	11%	N=34	32%	N=93	39%	N=116	18%	N=52	100%	N=294
Used Morristown public libraries or their services	10%	N=30	17%	N=49	27%	N=79	46%	N=134	100%	N=292
Participated in religious or spiritual activities in Morristown	18%	N=54	33%	N=97	14%	N=41	35%	N=102	100%	N=294
Attended a City-sponsored event	1%	N=2	7%	N=19	38%	N=113	54%	N=160	100%	N=294
Carpooled with other adults or children instead of driving alone	13%	N=37	10%	N=29	12%	N=36	65%	N=191	100%	N=292
Walked or biked instead of driving	9%	N=25	9%	N=26	17%	N=51	66%	N=193	100%	N=295

Table 8: Question 8

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, PTA, town halls, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=0	4%	N=11	7%	N=21	89%	N=262	100%	N=294
Watched (online or on television) a local public meeting	2%	N=5	2%	N=7	18%	N=53	78%	N=230	100%	N=294

Table 9: Question 9

Please rate the quality of each of the following services in Morristown:	Excellent		Good		Fair		Poor		Total	
Police services	31%	N=83	44%	N=120	19%	N=53	6%	N=16	100%	N=273
Fire services	41%	N=99	51%	N=123	7%	N=17	1%	N=2	100%	N=241
Ambulance or emergency medical services	36%	N=93	49%	N=127	12%	N=32	3%	N=8	100%	N=260
Crime prevention	17%	N=39	43%	N=98	26%	N=58	14%	N=31	100%	N=227
Fire prevention and education	26%	N=58	50%	N=110	21%	N=47	2%	N=5	100%	N=220
Traffic enforcement	17%	N=48	48%	N=133	26%	N=73	9%	N=25	100%	N=279
Street repair	5%	N=14	32%	N=90	40%	N=114	23%	N=67	100%	N=285
Street cleaning	8%	N=22	45%	N=127	34%	N=94	14%	N=39	100%	N=281
Street lighting	15%	N=45	47%	N=137	28%	N=82	9%	N=26	100%	N=289
Snow removal	9%	N=22	45%	N=115	34%	N=87	13%	N=34	100%	N=258
Sidewalk maintenance	6%	N=17	42%	N=114	32%	N=86	20%	N=53	100%	N=269
Traffic signal timing	11%	N=31	44%	N=126	33%	N=94	12%	N=33	100%	N=284
Garbage collection	36%	N=105	47%	N=137	12%	N=35	5%	N=13	100%	N=291
Recycling	33%	N=83	39%	N=96	19%	N=48	9%	N=21	100%	N=249
Yard waste pick-up	20%	N=53	52%	N=139	20%	N=55	8%	N=23	100%	N=269
Storm drainage	17%	N=42	49%	N=123	26%	N=65	8%	N=20	100%	N=250
Drinking water	19%	N=53	42%	N=119	26%	N=74	12%	N=35	100%	N=281
Sewer services	19%	N=50	54%	N=145	22%	N=58	6%	N=15	100%	N=268
Power (electric and/or gas) utility	29%	N=84	49%	N=141	17%	N=49	5%	N=15	100%	N=288
Utility billing	16%	N=45	48%	N=132	28%	N=78	8%	N=23	100%	N=278
City parks	21%	N=55	54%	N=145	21%	N=56	4%	N=11	100%	N=268
Recreation programs or classes	8%	N=17	44%	N=93	33%	N=71	15%	N=31	100%	N=212
Recreation centers or facilities	13%	N=31	39%	N=93	37%	N=87	11%	N=27	100%	N=238
Land use, planning and zoning	8%	N=19	32%	N=74	44%	N=102	15%	N=34	100%	N=229

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Please rate the quality of each of the following services in Morristown:	Excellent		Good		Fair		Poor		Total	
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=8	37%	N=91	38%	N=94	22%	N=54	100%	N=247
Animal control	6%	N=14	44%	N=107	33%	N=82	17%	N=42	100%	N=245
Economic development	9%	N=22	44%	N=112	39%	N=101	8%	N=20	100%	N=255
Health services	10%	N=28	41%	N=113	41%	N=113	8%	N=21	100%	N=276
Public library services	27%	N=70	47%	N=122	22%	N=56	5%	N=12	100%	N=261
Public information services	12%	N=27	46%	N=109	33%	N=79	9%	N=21	100%	N=237
Cable television	19%	N=49	42%	N=107	26%	N=67	12%	N=30	100%	N=254
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	13%	N=25	36%	N=71	34%	N=67	17%	N=34	100%	N=197
Preservation of natural areas such as open space, farmlands and greenbelts	6%	N=14	37%	N=83	39%	N=87	17%	N=38	100%	N=222
Morristown open space	8%	N=18	36%	N=78	43%	N=95	13%	N=29	100%	N=220
City-sponsored special events	11%	N=24	35%	N=76	43%	N=94	11%	N=23	100%	N=218
Overall customer service by Morristown employees (police, receptionists, planners, etc.)	18%	N=49	40%	N=108	34%	N=91	7%	N=18	100%	N=266

Table 10: Question 10

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Morristown	12%	N=33	55%	N=156	26%	N=73	8%	N=23	100%	N=286
The Federal Government	13%	N=32	40%	N=99	36%	N=90	11%	N=27	100%	N=249
The State Government	13%	N=33	43%	N=106	35%	N=86	9%	N=22	100%	N=247
Hamblen County Government	15%	N=37	51%	N=129	26%	N=65	9%	N=23	100%	N=255

Table 11: Question 11

Please rate the following categories of Morristown government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Morristown	6%	N=16	39%	N=100	38%	N=95	16%	N=41	100%	N=252
The overall direction that Morristown is taking	14%	N=36	39%	N=104	39%	N=106	9%	N=23	100%	N=269
The job Morristown government does at welcoming citizen involvement	12%	N=31	27%	N=67	42%	N=105	19%	N=46	100%	N=249
Overall confidence in Morristown government	6%	N=15	40%	N=103	32%	N=85	22%	N=58	100%	N=262
Generally acting in the best interest of the community	6%	N=15	35%	N=91	38%	N=97	21%	N=55	100%	N=259
Being honest	6%	N=15	35%	N=85	34%	N=83	25%	N=61	100%	N=243
Treating all residents fairly	7%	N=18	28%	N=72	37%	N=95	27%	N=69	100%	N=254

Table 12: Question 12

Please rate how important, if at all, you think it is for the Morristown community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Morristown	48%	N=142	43%	N=127	8%	N=24	1%	N=2	100%	N=295
Overall ease of getting to the places you usually have to visit	26%	N=75	57%	N=167	17%	N=50	1%	N=3	100%	N=295
Quality of overall natural environment in Morristown	29%	N=83	50%	N=142	20%	N=58	1%	N=4	100%	N=287
Overall "built environment" of Morristown (including overall design, buildings, parks and transportation systems)	22%	N=64	51%	N=150	25%	N=73	3%	N=7	100%	N=293
Health and wellness opportunities in Morristown	27%	N=78	47%	N=136	25%	N=73	2%	N=5	100%	N=292
Overall opportunities for education and enrichment	31%	N=92	47%	N=138	18%	N=52	4%	N=11	100%	N=292
Overall economic health of Morristown	34%	N=99	51%	N=150	11%	N=33	4%	N=10	100%	N=292
Sense of community	25%	N=74	51%	N=150	20%	N=59	4%	N=11	100%	N=294

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Table 13: Question 13

Please rate how easy or difficult it is to learn about City services or events:	Percent	Number
Very easy	15%	N=42
Somewhat easy	51%	N=146
Somewhat difficult	15%	N=42
Very difficult	6%	N=17
I have not sought information about City services or events	13%	N=38
Total	100%	N=284

Table 14: Question 14

How do you learn about community events? (Check all that apply).	Percent	Number
Newspaper	63%	N=178
City website	19%	N=54
City Facebook page	19%	N=53
Twitter	3%	N=10
Friends/word of mouth	67%	N=190
TV	25%	N=71
Other (radio, etc.)	40%	N=115

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

Table 15: Question 15

In the last 12 months, about how many times, if at all, have you or other household members visited each of the following:	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
City website (www.mymorristown.com)	4%	N=12	10%	N=27	32%	N=88	55%	N=152	100%	N=279
City Facebook page	5%	N=13	12%	N=34	13%	N=36	70%	N=191	100%	N=275
City Twitter feed	2%	N=5	1%	N=2	6%	N=16	92%	N=252	100%	N=275

Table 16: Question 16

Please rate how safe or unsafe you feel from the following in Morristown.	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
Property crimes (e.g., burglary, theft)	15%	N=41	39%	N=111	24%	N=69	12%	N=34	10%	N=29	100%	N=285
Violent crimes (e.g., rape, assault, robbery)	24%	N=67	38%	N=105	16%	N=45	15%	N=43	7%	N=19	100%	N=278
Illegal drug activity (e.g., manufacture, sale or use of drugs)	12%	N=33	22%	N=62	14%	N=41	25%	N=72	27%	N=76	100%	N=283
Intoxicated or impaired drivers	7%	N=18	24%	N=65	24%	N=67	23%	N=63	23%	N=62	100%	N=273
Distracted drivers	5%	N=13	20%	N=54	17%	N=47	25%	N=68	34%	N=92	100%	N=275

Table 17: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	18%	N=54	12%	N=35	17%	N=50	14%	N=43	38%	N=113	100%	N=294
Purchase goods or services from a business located in Morristown	2%	N=6	3%	N=8	15%	N=45	50%	N=147	30%	N=88	100%	N=294
Eat at least 5 portions of fruits and vegetables a day	5%	N=14	28%	N=84	35%	N=103	26%	N=76	7%	N=19	100%	N=295
Participate in moderate or vigorous physical activity	7%	N=20	18%	N=51	38%	N=110	27%	N=78	11%	N=33	100%	N=293
Read or watch local news (via television, paper, computer, etc.)	3%	N=8	9%	N=25	20%	N=59	32%	N=95	36%	N=107	100%	N=294
Vote in local elections	16%	N=48	7%	N=19	18%	N=54	22%	N=65	37%	N=109	100%	N=296

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Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	7%	N=19
Very good	33%	N=98
Good	40%	N=118
Fair	15%	N=44
Poor	6%	N=19
Total	100%	N=297

Table 19: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	4%	N=13
Somewhat positive	25%	N=73
Neutral	53%	N=156
Somewhat negative	15%	N=45
Very negative	2%	N=6
Total	100%	N=293

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	52%	N=154
Working part time for pay	13%	N=39
Unemployed, looking for paid work	1%	N=2
Unemployed, not looking for paid work	4%	N=11
Fully retired	30%	N=90
Total	100%	N=296

Table 21: Question D5

Do you work inside the boundaries of Morristown?	Percent	Number
Yes, outside the home	49%	N=133
Yes, from home	5%	N=14
No	46%	N=126
Total	100%	N=273

Table 22: Question D6

How many years have you lived in Morristown?	Percent	Number
Less than 2 years	9%	N=26
2 to 5 years	10%	N=30
6 to 10 years	7%	N=20
11 to 20 years	21%	N=62
More than 20 years	54%	N=159
Total	100%	N=296

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Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	62%	N=185
Building with two or more homes (duplex, townhome, apartment or condominium)	29%	N=86
Mobile home	5%	N=15
Other	4%	N=11
Total	100%	N=296

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	43%	N=126
Owned	57%	N=167
Total	100%	N=293

Table 25: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	12%	N=33
\$300 to \$599 per month	35%	N=100
\$600 to \$999 per month	26%	N=74
\$1,000 to \$1,499 per month	16%	N=45
\$1,500 to \$2,499 per month	8%	N=23
\$2,500 or more per month	2%	N=7
Total	100%	N=282

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	71%	N=210
Yes	29%	N=85
Total	100%	N=294

Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	65%	N=193
Yes	35%	N=103
Total	100%	N=296

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Table 28: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	34%	N=95
\$25,000 to \$49,999	36%	N=101
\$50,000 to \$99,999	19%	N=52
\$100,000 to \$149,999	8%	N=21
\$150,000 or more	4%	N=11
Total	100%	N=280

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	92%	N=262
Yes, I consider myself to be Spanish, Hispanic or Latino	8%	N=24
Total	100%	N=286

Table 30: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=4
Asian, Asian Indian or Pacific Islander	5%	N=14
Black or African American	6%	N=19
White	87%	N=259
Other	2%	N=6

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

Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	6%	N=17
25 to 34 years	20%	N=58
35 to 44 years	14%	N=40
45 to 54 years	19%	N=55
55 to 64 years	13%	N=38
65 to 74 years	16%	N=47
75 years or older	14%	N=41
Total	100%	N=295

Table 32: Question D16

What is your sex?	Percent	Number
Female	57%	N=166
Male	43%	N=127
Total	100%	N=293

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Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	66%	N=196
Land line	18%	N=54
Both	16%	N=48
Total	100%	N=297

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Responses including “don’t know”

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

Table 34: Question 1

Please rate each of the following aspects of quality of life in Morristown:	Excellent		Good		Fair		Poor		Don't know		Total	
Morristown as a place to live	22%	N=65	51%	N=152	24%	N=70	4%	N=11	0%	N=0	100%	N=298
Your neighborhood as a place to live	25%	N=74	42%	N=125	29%	N=86	4%	N=12	0%	N=0	100%	N=297
Morristown as a place to raise children	20%	N=58	42%	N=125	25%	N=74	8%	N=22	6%	N=17	100%	N=295
Morristown as a place to work	19%	N=55	38%	N=111	29%	N=85	10%	N=30	5%	N=15	100%	N=297
Morristown as a place to visit	15%	N=44	31%	N=92	34%	N=100	19%	N=55	1%	N=4	100%	N=295
Morristown as a place to retire	27%	N=79	34%	N=99	23%	N=68	13%	N=39	3%	N=8	100%	N=293
The overall quality of life in Morristown	16%	N=46	47%	N=140	31%	N=93	5%	N=15	1%	N=2	100%	N=297

Table 35: Question 2

Please rate each of the following characteristics as they relate to Morristown as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Morristown	11%	N=32	53%	N=156	27%	N=80	9%	N=28	0%	N=1	100%	N=297
Overall ease of getting to the places you usually have to visit	19%	N=56	56%	N=166	22%	N=66	2%	N=7	0%	N=1	100%	N=296
Quality of overall natural environment in Morristown	14%	N=41	55%	N=160	26%	N=75	5%	N=14	1%	N=2	100%	N=293
Overall "built environment" of Morristown (including overall design, buildings, parks and transportation systems)	7%	N=20	47%	N=137	33%	N=98	13%	N=37	1%	N=2	100%	N=294
Health and wellness opportunities in Morristown	23%	N=68	37%	N=109	29%	N=86	10%	N=29	0%	N=1	100%	N=292
Overall opportunities for education and enrichment	20%	N=60	40%	N=118	28%	N=82	9%	N=28	2%	N=7	100%	N=295
Overall economic health of Morristown	15%	N=45	36%	N=104	36%	N=107	12%	N=34	1%	N=3	100%	N=294
Sense of community	9%	N=25	41%	N=120	35%	N=103	13%	N=39	3%	N=8	100%	N=295
Overall image or reputation of Morristown	13%	N=38	40%	N=117	34%	N=100	13%	N=37	1%	N=2	100%	N=294

Table 36: Question 3

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	52%	N=151	35%	N=102	7%	N=22	5%	N=14	2%	N=5	0%	N=0	100%	N=293
In Morristown's downtown/commercial area during the day	36%	N=104	42%	N=123	10%	N=30	7%	N=21	2%	N=6	2%	N=7	100%	N=291

Table 37: Question 4

Please rate each of the following characteristics as they relate to Morristown as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	9%	N=27	49%	N=147	33%	N=98	9%	N=26	0%	N=0	100%	N=298
Ease of public parking	16%	N=48	48%	N=143	27%	N=79	7%	N=20	2%	N=7	100%	N=297
Ease of travel by car in Morristown	14%	N=42	56%	N=168	23%	N=68	6%	N=19	1%	N=2	100%	N=298
Ease of travel by bicycle in Morristown	4%	N=12	17%	N=49	24%	N=70	24%	N=72	31%	N=91	100%	N=295
Ease of walking in Morristown	9%	N=27	36%	N=106	28%	N=84	16%	N=48	10%	N=31	100%	N=296
Availability of paths and walking trails	11%	N=33	32%	N=92	31%	N=90	15%	N=43	11%	N=33	100%	N=292

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Please rate each of the following characteristics as they relate to Morristown as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Air quality	11%	N=32	38%	N=111	33%	N=97	18%	N=52	1%	N=3	100%	N=295
Cleanliness of Morristown	11%	N=34	40%	N=119	37%	N=110	11%	N=33	0%	N=0	100%	N=296
Overall appearance of Morristown	13%	N=39	34%	N=102	43%	N=127	10%	N=28	0%	N=0	100%	N=296
Public places where people want to spend time	9%	N=26	34%	N=100	36%	N=107	18%	N=52	4%	N=11	100%	N=296
Variety of housing options	8%	N=23	36%	N=105	38%	N=112	13%	N=37	6%	N=17	100%	N=295
Availability of affordable quality housing	8%	N=25	29%	N=84	40%	N=116	14%	N=41	9%	N=25	100%	N=291
Fitness opportunities (including exercise classes and paths or trails, etc.)	25%	N=74	35%	N=104	29%	N=87	5%	N=14	6%	N=18	100%	N=296
Recreational opportunities	15%	N=45	36%	N=106	33%	N=98	11%	N=32	4%	N=12	100%	N=293
Availability of affordable quality food	17%	N=51	42%	N=124	33%	N=100	7%	N=21	0%	N=1	100%	N=298
Availability of affordable quality health care	10%	N=28	39%	N=113	38%	N=112	10%	N=29	3%	N=10	100%	N=292
Availability of preventive health services	10%	N=30	38%	N=112	35%	N=103	10%	N=29	8%	N=23	100%	N=296
Availability of affordable quality mental health care	8%	N=24	21%	N=62	27%	N=79	17%	N=51	27%	N=79	100%	N=296

Table 38: Question 5

Please rate each of the following characteristics as they relate to Morristown as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	4%	N=12	27%	N=79	20%	N=59	7%	N=19	42%	N=124	100%	N=294
K-12 education	15%	N=44	40%	N=118	21%	N=61	4%	N=11	20%	N=59	100%	N=293
Adult educational opportunities	9%	N=26	34%	N=99	32%	N=94	6%	N=18	19%	N=57	100%	N=294
Opportunities to attend cultural/arts/music activities	11%	N=31	29%	N=85	34%	N=97	17%	N=49	9%	N=27	100%	N=290
Opportunities to participate in religious or spiritual events and activities	33%	N=97	46%	N=133	13%	N=39	2%	N=7	6%	N=17	100%	N=293
Employment opportunities	9%	N=28	33%	N=97	31%	N=92	18%	N=52	8%	N=25	100%	N=294
Shopping opportunities	15%	N=44	36%	N=106	35%	N=104	12%	N=36	1%	N=3	100%	N=294
Cost of living in Morristown	13%	N=38	37%	N=108	36%	N=106	13%	N=39	1%	N=4	100%	N=295
Overall quality of business and service establishments in Morristown	10%	N=29	43%	N=123	40%	N=114	6%	N=19	1%	N=4	100%	N=288
Vibrant downtown/commercial area	11%	N=31	26%	N=77	45%	N=132	14%	N=42	4%	N=12	100%	N=293
Overall quality of new development in Morristown	18%	N=53	42%	N=122	30%	N=89	6%	N=17	4%	N=12	100%	N=294
Opportunities to participate in social events and activities	9%	N=25	37%	N=108	33%	N=97	14%	N=41	7%	N=21	100%	N=293
Opportunities to volunteer	16%	N=47	40%	N=116	26%	N=76	4%	N=12	13%	N=37	100%	N=289
Opportunities to participate in community matters	11%	N=30	30%	N=87	37%	N=106	6%	N=19	16%	N=46	100%	N=289
Openness and acceptance of the community toward people of diverse backgrounds	7%	N=19	25%	N=73	39%	N=111	22%	N=63	7%	N=21	100%	N=288
Neighborliness of residents in Morristown	9%	N=27	30%	N=86	52%	N=150	6%	N=19	3%	N=10	100%	N=290

Table 39: Question 6

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Reported a crime to the police in Morristown	76%	N=223	24%	N=69	100%	N=293
Contacted the City of Morristown (in-person, phone, email or web) for help or information	62%	N=182	38%	N=111	100%	N=292
Contacted Morristown elected officials (in-person, phone, email or web) to express your opinion	83%	N=244	17%	N=48	100%	N=292

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Table 40: Question 7

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Morristown?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Morristown recreation centers or their services	10%	N=28	19%	N=55	26%	N=77	45%	N=132	100%	N=292
Visited a neighborhood park or City park	11%	N=34	32%	N=93	39%	N=116	18%	N=52	100%	N=294
Used Morristown public libraries or their services	10%	N=30	17%	N=49	27%	N=79	46%	N=134	100%	N=292
Participated in religious or spiritual activities in Morristown	18%	N=54	33%	N=97	14%	N=41	35%	N=102	100%	N=294
Attended a City-sponsored event	1%	N=2	7%	N=19	38%	N=113	54%	N=160	100%	N=294
Carpooled with other adults or children instead of driving alone	13%	N=37	10%	N=29	12%	N=36	65%	N=191	100%	N=292
Walked or biked instead of driving	9%	N=25	9%	N=26	17%	N=51	66%	N=193	100%	N=295

Table 41: Question 8

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, PTA, town halls, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=0	4%	N=11	7%	N=21	89%	N=262	100%	N=294
Watched (online or on television) a local public meeting	2%	N=5	2%	N=7	18%	N=53	78%	N=230	100%	N=294

Table 42: Question 9

Please rate the quality of each of the following services in Morristown:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	29%	N=83	41%	N=120	18%	N=53	5%	N=16	7%	N=19	100%	N=292
Fire services	34%	N=99	42%	N=123	6%	N=17	1%	N=2	18%	N=52	100%	N=293
Ambulance or emergency medical services	32%	N=93	44%	N=127	11%	N=32	3%	N=8	11%	N=32	100%	N=292
Crime prevention	13%	N=39	34%	N=98	20%	N=58	11%	N=31	22%	N=63	100%	N=291
Fire prevention and education	20%	N=58	39%	N=110	16%	N=47	2%	N=5	23%	N=67	100%	N=287
Traffic enforcement	17%	N=48	46%	N=133	25%	N=73	9%	N=25	4%	N=10	100%	N=289
Street repair	5%	N=14	31%	N=90	39%	N=114	23%	N=67	2%	N=6	100%	N=292
Street cleaning	7%	N=22	44%	N=127	33%	N=94	13%	N=39	3%	N=8	100%	N=289
Street lighting	15%	N=45	47%	N=137	28%	N=82	9%	N=26	1%	N=2	100%	N=292
Snow removal	8%	N=22	40%	N=115	30%	N=87	12%	N=34	11%	N=31	100%	N=289
Sidewalk maintenance	6%	N=17	40%	N=114	30%	N=86	18%	N=53	7%	N=19	100%	N=288
Traffic signal timing	11%	N=31	44%	N=126	32%	N=94	11%	N=33	2%	N=5	100%	N=289
Garbage collection	36%	N=105	47%	N=137	12%	N=35	5%	N=13	1%	N=2	100%	N=293
Recycling	29%	N=83	34%	N=96	17%	N=48	7%	N=21	13%	N=36	100%	N=285
Yard waste pick-up	18%	N=53	48%	N=139	19%	N=55	8%	N=23	7%	N=21	100%	N=289
Storm drainage	14%	N=42	43%	N=123	22%	N=65	7%	N=20	13%	N=38	100%	N=288
Drinking water	18%	N=53	41%	N=119	25%	N=74	12%	N=35	4%	N=11	100%	N=292
Sewer services	17%	N=50	50%	N=145	20%	N=58	5%	N=15	7%	N=19	100%	N=287
Power (electric and/or gas) utility	29%	N=84	48%	N=141	17%	N=49	5%	N=15	1%	N=3	100%	N=291
Utility billing	16%	N=45	46%	N=132	27%	N=78	8%	N=23	3%	N=8	100%	N=286
City parks	19%	N=55	51%	N=145	20%	N=56	4%	N=11	5%	N=16	100%	N=284
Recreation programs or classes	6%	N=17	32%	N=93	25%	N=71	11%	N=31	26%	N=76	100%	N=288
Recreation centers or facilities	11%	N=31	32%	N=93	30%	N=87	9%	N=27	18%	N=51	100%	N=289
Land use, planning and zoning	7%	N=19	26%	N=74	36%	N=102	12%	N=34	20%	N=56	100%	N=285

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Please rate the quality of each of the following services in Morristown:	Excellent		Good		Fair		Poor		Don't know		Total	
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=8	32%	N=91	33%	N=94	19%	N=54	14%	N=39	100%	N=286
Animal control	5%	N=14	37%	N=107	28%	N=82	14%	N=42	15%	N=43	100%	N=288
Economic development	8%	N=22	39%	N=112	35%	N=101	7%	N=20	12%	N=34	100%	N=289
Health services	10%	N=28	39%	N=113	39%	N=113	7%	N=21	5%	N=14	100%	N=290
Public library services	24%	N=70	42%	N=122	19%	N=56	4%	N=12	10%	N=30	100%	N=290
Public information services	10%	N=27	38%	N=109	28%	N=79	7%	N=21	17%	N=50	100%	N=286
Cable television	17%	N=49	37%	N=107	23%	N=67	11%	N=30	11%	N=33	100%	N=286
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	9%	N=25	25%	N=71	23%	N=67	12%	N=34	32%	N=91	100%	N=288
Preservation of natural areas such as open space, farmlands and greenbelts	5%	N=14	29%	N=83	30%	N=87	13%	N=38	22%	N=64	100%	N=286
Morristown open space	7%	N=18	28%	N=78	34%	N=95	10%	N=29	22%	N=61	100%	N=282
City-sponsored special events	8%	N=24	27%	N=76	33%	N=94	8%	N=23	24%	N=67	100%	N=285
Overall customer service by Morristown employees (police, receptionists, planners, etc.)	17%	N=49	38%	N=108	32%	N=91	6%	N=18	7%	N=21	100%	N=286

Table 43: Question 10

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Morristown	11%	N=33	54%	N=156	25%	N=73	8%	N=23	2%	N=5	100%	N=290
The Federal Government	11%	N=32	34%	N=99	31%	N=90	10%	N=27	13%	N=38	100%	N=287
The State Government	12%	N=33	39%	N=106	31%	N=86	8%	N=22	10%	N=28	100%	N=276
Hamblen County Government	13%	N=37	46%	N=129	24%	N=65	8%	N=23	8%	N=23	100%	N=278

Table 44: Question 11

Please rate the following categories of Morristown government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Morristown	6%	N=16	35%	N=100	33%	N=95	14%	N=41	12%	N=36	100%	N=288
The overall direction that Morristown is taking	13%	N=36	36%	N=104	37%	N=106	8%	N=23	7%	N=20	100%	N=289
The job Morristown government does at welcoming citizen involvement	11%	N=31	23%	N=67	37%	N=105	16%	N=46	14%	N=39	100%	N=288
Overall confidence in Morristown government	5%	N=15	36%	N=103	30%	N=85	20%	N=58	8%	N=24	100%	N=286
Generally acting in the best interest of the community	5%	N=15	32%	N=91	34%	N=97	19%	N=55	10%	N=30	100%	N=289
Being honest	5%	N=15	29%	N=85	29%	N=83	21%	N=61	15%	N=44	100%	N=288
Treating all residents fairly	6%	N=18	25%	N=72	33%	N=95	24%	N=69	12%	N=35	100%	N=289

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Table 45: Question 12

Please rate how important, if at all, you think it is for the Morristown community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Morristown	48%	N=142	43%	N=127	8%	N=24	1%	N=2	100%	N=295
Overall ease of getting to the places you usually have to visit	26%	N=75	57%	N=167	17%	N=50	1%	N=3	100%	N=295
Quality of overall natural environment in Morristown	29%	N=83	50%	N=142	20%	N=58	1%	N=4	100%	N=287
Overall "built environment" of Morristown (including overall design, buildings, parks and transportation systems)	22%	N=64	51%	N=150	25%	N=73	3%	N=7	100%	N=293
Health and wellness opportunities in Morristown	27%	N=78	47%	N=136	25%	N=73	2%	N=5	100%	N=292
Overall opportunities for education and enrichment	31%	N=92	47%	N=138	18%	N=52	4%	N=11	100%	N=292
Overall economic health of Morristown	34%	N=99	51%	N=150	11%	N=33	4%	N=10	100%	N=292
Sense of community	25%	N=74	51%	N=150	20%	N=59	4%	N=11	100%	N=294

Table 46: Question 13

Please rate how easy or difficult it is to learn about City services or events:	Percent	Number
Very easy	15%	N=42
Somewhat easy	51%	N=146
Somewhat difficult	15%	N=42
Very difficult	6%	N=17
I have not sought information about City services or events	13%	N=38
Total	100%	N=284

Table 47: Question 14

How do you learn about community events? (Check all that apply).	Percent	Number
Newspaper	63%	N=178
City website	19%	N=54
City Facebook page	19%	N=53
Twitter	3%	N=10
Friends/word of mouth	67%	N=190
TV	25%	N=71
Other (radio, etc.)	40%	N=115

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

Table 48: Question 15

In the last 12 months, about how many times, if at all, have you or other household members visited each of the following:	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
City website (www.mymorristown.com)	4%	N=12	10%	N=27	32%	N=88	55%	N=152	100%	N=279
City Facebook page	5%	N=13	12%	N=34	13%	N=36	70%	N=191	100%	N=275
City Twitter feed	2%	N=5	1%	N=2	6%	N=16	92%	N=252	100%	N=275

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Table 49: Question 16

Please rate how safe or unsafe you feel from the following in Morristown.	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
Property crimes (e.g., burglary, theft)	14%	N=41	38%	N=111	24%	N=69	12%	N=34	10%	N=29	2%	N=7	100%	N=292
Violent crimes (e.g., rape, assault, robbery)	23%	N=67	36%	N=105	15%	N=45	15%	N=43	6%	N=19	5%	N=14	100%	N=292
Illegal drug activity (e.g., manufacture, sale or use of drugs)	11%	N=33	21%	N=62	14%	N=41	24%	N=72	26%	N=76	3%	N=10	100%	N=293
Intoxicated or impaired drivers	6%	N=18	23%	N=65	24%	N=67	22%	N=63	22%	N=62	3%	N=9	100%	N=282
Distracted drivers	5%	N=13	19%	N=54	17%	N=47	24%	N=68	33%	N=92	2%	N=6	100%	N=281

Table 50: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	18%	N=54	12%	N=35	17%	N=50	14%	N=43	38%	N=113	100%	N=294
Purchase goods or services from a business located in Morristown	2%	N=6	3%	N=8	15%	N=45	50%	N=147	30%	N=88	100%	N=294
Eat at least 5 portions of fruits and vegetables a day	5%	N=14	28%	N=84	35%	N=103	26%	N=76	7%	N=19	100%	N=295
Participate in moderate or vigorous physical activity	7%	N=20	18%	N=51	38%	N=110	27%	N=78	11%	N=33	100%	N=293
Read or watch local news (via television, paper, computer, etc.)	3%	N=8	9%	N=25	20%	N=59	32%	N=95	36%	N=107	100%	N=294
Vote in local elections	16%	N=48	7%	N=19	18%	N=54	22%	N=65	37%	N=109	100%	N=296

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	7%	N=19
Very good	33%	N=98
Good	40%	N=118
Fair	15%	N=44
Poor	6%	N=19
Total	100%	N=297

Table 52: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	4%	N=13
Somewhat positive	25%	N=73
Neutral	53%	N=156
Somewhat negative	15%	N=45
Very negative	2%	N=6
Total	100%	N=293

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Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	52%	N=154
Working part time for pay	13%	N=39
Unemployed, looking for paid work	1%	N=2
Unemployed, not looking for paid work	4%	N=11
Fully retired	30%	N=90
Total	100%	N=296

Table 54: Question D5

Do you work inside the boundaries of Morristown?	Percent	Number
Yes, outside the home	49%	N=133
Yes, from home	5%	N=14
No	46%	N=126
Total	100%	N=273

Table 55: Question D6

How many years have you lived in Morristown?	Percent	Number
Less than 2 years	9%	N=26
2 to 5 years	10%	N=30
6 to 10 years	7%	N=20
11 to 20 years	21%	N=62
More than 20 years	54%	N=159
Total	100%	N=296

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	62%	N=185
Building with two or more homes (duplex, townhome, apartment or condominium)	29%	N=86
Mobile home	5%	N=15
Other	4%	N=11
Total	100%	N=296

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	43%	N=126
Owned	57%	N=167
Total	100%	N=293

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Table 58: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	12%	N=33
\$300 to \$599 per month	35%	N=100
\$600 to \$999 per month	26%	N=74
\$1,000 to \$1,499 per month	16%	N=45
\$1,500 to \$2,499 per month	8%	N=23
\$2,500 or more per month	2%	N=7
Total	100%	N=282

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	71%	N=210
Yes	29%	N=85
Total	100%	N=294

Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	65%	N=193
Yes	35%	N=103
Total	100%	N=296

Table 61: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	34%	N=95
\$25,000 to \$49,999	36%	N=101
\$50,000 to \$99,999	19%	N=52
\$100,000 to \$149,999	8%	N=21
\$150,000 or more	4%	N=11
Total	100%	N=280

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	92%	N=262
Yes, I consider myself to be Spanish, Hispanic or Latino	8%	N=24
Total	100%	N=286

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Table 63: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=4
Asian, Asian Indian or Pacific Islander	5%	N=14
Black or African American	6%	N=19
White	87%	N=259
Other	2%	N=6

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

Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	6%	N=17
25 to 34 years	20%	N=58
35 to 44 years	14%	N=40
45 to 54 years	19%	N=55
55 to 64 years	13%	N=38
65 to 74 years	16%	N=47
75 years or older	14%	N=41
Total	100%	N=295

Table 65: Question D16

What is your sex?	Percent	Number
Female	57%	N=166
Male	43%	N=127
Total	100%	N=293

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	66%	N=196
Land line	18%	N=54
Both	16%	N=48
Total	100%	N=297

Appendix B: Benchmark Comparisons

Comparison Data

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

Interpreting the Results

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

In that final column, Morristown's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Morristown residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

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

National Benchmark Comparisons

Table 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Morristown	63%	372	449	Lower
Overall image or reputation of Morristown	53%	265	340	Lower
Morristown as a place to live	73%	319	385	Similar
Your neighborhood as a place to live	67%	262	305	Similar
Morristown as a place to raise children	65%	296	376	Lower
Morristown as a place to retire	62%	189	351	Similar
Overall appearance of Morristown	48%	292	352	Lower

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Morristown	64%	282	325	Lower
	In your neighborhood during the day	86%	298	348	Similar
	In Morristown's downtown/commercial area during the day	80%	249	305	Similar
Mobility	Overall ease of getting to the places you usually have to visit	75%	129	233	Similar
	Availability of paths and walking trails	48%	240	305	Lower
	Ease of walking in Morristown	50%	239	293	Lower
	Ease of travel by bicycle in Morristown	30%	270	296	Lower
	Ease of travel by car in Morristown	71%	135	296	Similar
	Ease of public parking	66%	53	195	Similar
	Traffic flow on major streets	58%	103	338	Similar
Natural Environment	Quality of overall natural environment in Morristown	69%	222	269	Similar
	Cleanliness of Morristown	52%	229	276	Lower
	Air quality	49%	222	234	Lower
Built Environment	Overall "built environment" of Morristown (including overall design, buildings, parks and transportation systems)	54%	174	222	Similar
	Overall quality of new development in Morristown	62%	72	280	Similar
	Availability of affordable quality housing	41%	130	295	Similar
	Variety of housing options	46%	185	271	Similar
	Public places where people want to spend time	44%	186	214	Lower
	Overall economic health of Morristown	51%	155	228	Similar
	Vibrant downtown/commercial area	38%	123	206	Similar
Economy	Overall quality of business and service establishments in Morristown	53%	179	263	Similar
	Cost of living in Morristown	50%	77	225	Similar
	Shopping opportunities	52%	161	286	Similar
	Employment opportunities	46%	113	304	Similar
	Morristown as a place to visit	47%	193	242	Lower
	Morristown as a place to work	59%	191	352	Similar
Recreation and Wellness	Health and wellness opportunities in Morristown	60%	155	223	Similar
	Availability of affordable quality mental health care	40%	127	194	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Availability of preventive health services	52%	164	224	Similar
	Availability of affordable quality health care	50%	178	251	Similar
	Availability of affordable quality food	59%	155	227	Similar
	Recreational opportunities	54%	221	291	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	64%	116	213	Similar
Education and Enrichment	Overall opportunities for education and enrichment	62%	147	224	Similar
	Opportunities to participate in religious or spiritual events and activities	83%	61	193	Similar
	Opportunities to attend cultural/arts/music activities	44%	216	290	Similar
	Adult educational opportunities	53%	123	200	Similar
	K-12 education	69%	160	261	Similar
	Availability of affordable quality child care/preschool	54%	128	240	Similar
Community Engagement	Opportunities to participate in social events and activities	49%	209	252	Similar
	Neighborliness of Morristown	40%	189	217	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	34%	277	284	Lower
	Opportunities to participate in community matters	49%	208	264	Similar
	Opportunities to volunteer	65%	165	256	Similar

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Morristown	66%	318	426	Similar
Overall customer service by Morristown employees (police, receptionists, planners, etc.)	59%	300	370	Similar
Value of services for the taxes paid to Morristown	46%	273	395	Similar
Overall direction that Morristown is taking	52%	172	310	Similar
Job Morristown government does at welcoming citizen involvement	39%	234	310	Similar
Overall confidence in Morristown government	45%	173	226	Similar
Generally acting in the best interest of the community	41%	187	226	Similar
Being honest	41%	192	219	Lower
Treating all residents fairly	35%	199	224	Lower
Services provided by the Federal Government	53%	6	240	Similar

Table 70: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	75%	279	453	Similar
	Fire services	92%	200	377	Similar
	Ambulance or emergency medical services	85%	241	345	Similar
	Crime prevention	61%	244	351	Similar
	Fire prevention and education	76%	165	277	Similar
	Animal control	50%	281	333	Similar
	Emergency preparedness (services that prepare	49%	224	268	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	the community for natural disasters or other emergency situations)				
Mobility	Traffic enforcement	65%	176	366	Similar
	Street repair	36%	282	389	Similar
	Street cleaning	53%	242	315	Similar
	Street lighting	63%	139	320	Similar
	Snow removal	53%	229	290	Similar
	Sidewalk maintenance	49%	222	315	Similar
	Traffic signal timing	55%	86	254	Similar
Natural Environment	Garbage collection	83%	182	354	Similar
	Recycling	72%	236	355	Similar
	Yard waste pick-up	71%	187	270	Similar
	Drinking water	61%	223	316	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	44%	224	248	Lower
	Morristown open space	44%	171	203	Similar
Built Environment	Storm drainage	66%	167	346	Similar
	Sewer services	73%	219	318	Similar
	Power (electric and/or gas) utility	78%	86	167	Similar
	Utility billing	64%	136	196	Similar
	Land use, planning and zoning	41%	177	297	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	40%	283	381	Similar
	Cable television	62%	40	194	Similar
Economy	Economic development	53%	145	278	Similar
Recreation and Wellness	City parks	75%	238	321	Similar
	Recreation programs or classes	52%	288	317	Lower
	Recreation centers or facilities	52%	227	268	Lower
	Health services	51%	161	206	Similar
Education and Enrichment	City-sponsored special events	46%	220	244	Lower
	Public library services	74%	285	337	Similar
Community Engagement	Public information services	58%	215	275	Similar

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	51%	246	305	Similar
Contacted Morristown (in-person, phone, email or web) for help or information	38%	248	309	Similar

Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Did NOT report a crime to the police	76%	143	219	Similar
Mobility	Carpooled with other adults or children instead of driving alone	35%	184	207	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Walked or biked instead of driving	34%	205	215	Much lower
Natural Environment	Recycle at home	70%	219	249	Lower
Built Environment	NOT experiencing housing costs stress	61%	207	246	Similar
Economy	Purchase goods or services from a business located in Morristown	95%	161	213	Similar
	Economy will have positive impact on income	29%	124	247	Similar
	Work inside boundaries of Morristown	54%	62	214	Higher
Recreation and Wellness	Used Morristown recreation centers or their services	55%	139	226	Similar
	Visited a neighborhood park or City park	82%	161	260	Similar
	Eat at least 5 portions of fruits and vegetables a day	67%	204	205	Lower
	Participate in moderate or vigorous physical activity	76%	201	209	Similar
	In very good to excellent health	39%	209	209	Lower
Education and Enrichment	Used Morristown public libraries or their services	54%	195	235	Similar
	Participated in religious or spiritual activities in Morristown	65%	14	191	Higher
	Attended City-sponsored event	46%	162	215	Similar
Community Engagement	Contacted Morristown elected officials (in-person, phone, email or web) to express your opinion	17%	115	212	Similar
	Attended a local public meeting	11%	249	254	Lower
	Watched (online or on television) a local public meeting	22%	119	219	Similar
	Read or watch local news (via television, paper, computer, etc.)	89%	58	214	Similar
	Vote in local elections	77%	198	248	Similar

Communities included in national comparisons

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

Adams County, CO441,603
 Airway Heights city, WA 6,114
 Albany city, OR 50,158
 Albemarle County, VA..... 98,970
 Albert Lea city, MN 18,016
 Alexandria city, VA139,966
 Algonquin village, IL..... 30,046
 Aliso Viejo city, CA 47,823
 Altoona city, IA 14,541
 American Canyon city, CA..... 19,454
 Ames city, IA 58,965
 Andover CDP, MA..... 8,762
 Ankeny city, IA 45,582
 Ann Arbor city, MI.....113,934
 Annapolis city, MD 38,394
 Apache Junction city, AZ..... 35,840
 Arapahoe County, CO572,003
 Arkansas City city, AR..... 366
 Arlington city, TX365,438
 Arvada city, CO106,433
 Asheville city, NC 83,393
 Ashland city, OR 20,078

Ashland town, MA 16,593
 Ashland town, VA..... 7,225
 Aspen city, CO 6,658
 Athens-Clarke County, GA.....115,452
 Auburn city, AL 53,380
 Augusta CCD, GA134,777
 Aurora city, CO325,078
 Austin city, TX790,390
 Avon town, CO..... 6,447
 Avon town, IN 12,446
 Avondale city, AZ 76,238
 Azusa city, CA 46,361
 Bainbridge Island city, WA..... 23,025
 Baltimore city, MD.....620,961
 Bartonville town, TX 1,469
 Battle Creek city, MI 52,347
 Bay City city, MI..... 34,932
 Bay Village city, OH..... 15,651
 Baytown city, TX 71,802
 Bedford city, TX 46,979
 Bedford town, MA 13,320
 Bellevue city, WA122,363

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Bellingham city, WA	80,885	Clive city, IA	15,447
Benbrook city, TX	21,234	Clovis city, CA	95,631
Bend city, OR	76,639	College Park city, MD	30,413
Bettendorf city, IA	33,217	College Station city, TX	93,857
Billings city, MT	104,170	Columbia city, MO	108,500
Blaine city, MN	57,186	Columbia city, SC	129,272
Bloomfield Hills city, MI	3,869	Columbia Falls city, MT	4,688
Bloomington city, IN	80,405	Commerce City city, CO	45,913
Bloomington city, MN	82,893	Concord city, CA	122,067
Blue Springs city, MO	52,575	Concord town, MA	17,668
Boise City city, ID	205,671	Conshohocken borough, PA	7,833
Bonner Springs city, KS	7,314	Coon Rapids city, MN	61,476
Boone County, KY	118,811	Copperas Cove city, TX	32,032
Boulder city, CO	97,385	Coral Springs city, FL	121,096
Bowling Green city, KY	58,067	Coronado city, CA	18,912
Bozeman city, MT	37,280	Corvallis city, OR	54,462
Brentwood city, MO	8,055	Cottonwood Heights city, UT	33,433
Brentwood city, TN	37,060	Creve Coeur city, MO	17,833
Brighton city, CO	33,352	Cross Roads town, TX	1,563
Brighton city, MI	7,444	Dacono city, CO	4,152
Bristol city, TN	26,702	Dade City city, FL	6,437
Broken Arrow city, OK	98,850	Dakota County, MN	398,552
Brookfield city, WI	37,920	Dallas city, OR	14,583
Brookline CDP, MA	58,732	Dallas city, TX	1,197,816
Brooklyn Center city, MN	30,104	Danville city, KY	16,218
Brooklyn city, OH	11,169	Dardenne Prairie city, MO	11,494
Broomfield city, CO	55,889	Darien city, IL	22,086
Brownsburg town, IN	21,285	Davenport city, FL	2,888
Buffalo Grove village, IL	41,496	Davenport city, IA	99,685
Burien city, WA	33,313	Davidson town, NC	10,944
Burleson city, TX	36,690	Dayton city, OH	141,527
Burlingame city, CA	28,806	Dayton town, WY	757
Cabarrus County, NC	178,011	Decatur city, GA	19,335
Cambridge city, MA	105,162	Del Mar city, CA	4,161
Cannon Beach city, OR	1,690	DeLand city, FL	27,031
Cañon City city, CO	16,400	Delaware city, OH	34,753
Canton city, SD	3,057	Delray Beach city, FL	60,522
Cape Coral city, FL	154,305	Denison city, TX	22,682
Cape Girardeau city, MO	37,941	Denton city, TX	113,383
Carlisle borough, PA	18,682	Denver city, CO	600,158
Carlsbad city, CA	105,328	Derby city, KS	22,158
Carroll city, IA	10,103	Des Moines city, IA	203,433
Cartersville city, GA	19,731	Des Peres city, MO	8,373
Cary town, NC	135,234	Destin city, FL	12,305
Castine town, ME	1,366	Dothan city, AL	65,496
Castle Pines North city, CO	10,360	Douglas County, CO	285,465
Castle Rock town, CO	48,231	Dover city, NH	29,987
Cedar Hill city, TX	45,028	Dublin city, CA	46,036
Cedar Rapids city, IA	126,326	Dublin city, OH	41,751
Celina city, TX	6,028	Duluth city, MN	86,265
Centennial city, CO	100,377	Durham city, NC	228,330
Chandler city, AZ	236,123	Durham County, NC	267,587
Chandler city, TX	2,734	Eagan city, MN	64,206
Chanhassen city, MN	22,952	Eagle Mountain city, UT	21,415
Chapel Hill town, NC	57,233	Eagle town, CO	6,508
Chardon city, OH	5,148	East Grand Forks city, MN	8,601
Charles County, MD	146,551	East Lansing city, MI	48,579
Charlotte city, NC	731,424	Eau Claire city, WI	65,883
Charlotte County, FL	159,978	Eden Prairie city, MN	60,797
Charlottesville city, VA	43,475	Edgerton city, KS	1,671
Chattanooga city, TN	167,674	Edgewater city, CO	5,170
Chautauqua town, NY	4,464	Edina city, MN	47,941
Chesterfield County, VA	316,236	Edmond city, OK	81,405
Citrus Heights city, CA	83,301	Edmonds city, WA	39,709
Clackamas County, OR	375,992	El Cerrito city, CA	23,549
Clarendon Hills village, IL	8,427	El Dorado County, CA	181,058
Clayton city, MO	15,939	Elk Grove city, CA	153,015
Clearwater city, FL	107,685	Elko New Market city, MN	4,110
Cleveland Heights city, OH	46,121	Elmhurst city, IL	44,121
Clinton city, SC	8,490	Encinitas city, CA	59,518

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Englewood city, CO	30,255	Hudson city, OH.....	22,262
Erie town, CO	18,135	Hudson town, CO.....	2,356
Escambia County, FL.....	297,619	Huntley village, IL	24,291
Estes Park town, CO.....	5,858	Hurst city, TX.....	37,337
Euclid city, OH	48,920	Hutchinson city, MN	14,178
Fairview town, TX	7,248	Hutto city, TX	14,698
Farmersville city, TX.....	3,301	Independence city, MO.....	116,830
Farmington Hills city, MI.....	79,740	Indianola city, IA.....	14,782
Fayetteville city, NC.....	200,564	Indio city, CA	76,036
Fernandina Beach city, FL.....	11,487	Iowa City city, IA	67,862
Fishers town, IN	76,794	Irving city, TX	216,290
Flagstaff city, AZ	65,870	Issaquah city, WA	30,434
Flower Mound town, TX.....	64,669	Jackson County, MI.....	160,248
Forest Grove city, OR	21,083	James City County, VA	67,009
Fort Collins city, CO.....	143,986	Jefferson County, NY	116,229
Fort Lauderdale city, FL.....	165,521	Jefferson Parish, LA.....	432,552
Fort Smith city, AR	86,209	Johnson City city, TN.....	63,152
Franklin city, TN.....	62,487	Johnston city, IA	17,278
Fremont city, CA	214,089	Jupiter town, FL.....	55,156
Friendswood city, TX	35,805	Kalamazoo city, MI.....	74,262
Fruita city, CO.....	12,646	Kansas City city, KS.....	145,786
Gahanna city, OH.....	33,248	Kansas City city, MO.....	459,787
Gaithersburg city, MD.....	59,933	Keizer city, OR	36,478
Galveston city, TX	47,743	Kenmore city, WA	20,460
Gardner city, KS.....	19,123	Kennedale city, TX	6,763
Georgetown city, TX.....	47,400	Kennett Square borough, PA.....	6,072
Germantown city, TN	38,844	Kent city, WA.....	92,411
Gilbert town, AZ.....	208,453	Kerrville city, TX.....	22,347
Gillette city, WY	29,087	Kettering city, OH	56,163
Glen Ellyn village, IL.....	27,450	Key West city, FL	24,649
Glendora city, CA	50,073	King City city, CA	12,874
Glenview village, IL.....	44,692	King County, WA.....	1,931,249
Globe city, AZ	7,532	Kirkland city, WA.....	48,787
Golden city, CO.....	18,867	Kirkwood city, MO	27,540
Golden Valley city, MN.....	20,371	Knoxville city, IA	7,313
Goodyear city, AZ	65,275	La Plata town, MD.....	8,753
Grafton village, WI.....	11,459	La Porte city, TX	33,800
Grand Blanc city, MI.....	8,276	La Vista city, NE.....	15,758
Grants Pass city, OR.....	34,533	Lafayette city, CO	24,453
Grass Valley city, CA.....	12,860	Laguna Beach city, CA.....	22,723
Greeley city, CO	92,889	Laguna Niguel city, CA	62,979
Greenville city, NC.....	84,554	Lake Forest city, IL.....	19,375
Greenwich town, CT	61,171	Lake in the Hills village, IL	28,965
Greenwood Village city, CO.....	13,925	Lake Stevens city, WA	28,069
Greer city, SC	25,515	Lake Worth city, FL	34,910
Gunnison County, CO	15,324	Lake Zurich village, IL	19,631
Hailey city, ID	7,960	Lakeville city, MN	55,954
Haines Borough, AK	2,508	Lakewood city, CO	142,980
Haltom City city, TX	42,409	Lakewood city, WA.....	58,163
Hamilton city, OH.....	62,477	Lane County, OR.....	351,715
Hamilton town, MA.....	7,764	Lansing city, MI	114,297
Hanover County, VA.....	99,863	Laramie city, WY.....	30,816
Harrisburg city, SD	4,089	Larimer County, CO.....	299,630
Harrisonburg city, VA	48,914	Las Cruces city, NM.....	97,618
Harrisonville city, MO	10,019	Las Vegas city, NM.....	13,753
Hayward city, CA	144,186	Las Vegas city, NV	583,756
Henderson city, NV	257,729	Lawrence city, KS.....	87,643
Herndon town, VA.....	23,292	Lawrenceville city, GA	28,546
High Point city, NC	104,371	Lee's Summit city, MO	91,364
Highland Park city, IL	29,763	Lehi city, UT	47,407
Highlands Ranch CDP, CO	96,713	Lenexa city, KS	48,190
Holland city, MI.....	33,051	Lewis County, NY	27,087
Homer Glen village, IL.....	24,220	Lewiston city, ID	31,894
Honolulu County, HI.....	953,207	Lewisville city, TX.....	95,290
Hooksett town, NH.....	13,451	Lewisville town, NC	12,639
Hopkins city, MN	17,591	Libertyville village, IL.....	20,315
Hopkinton town, MA.....	14,925	Lincoln city, NE	258,379
Hoquiam city, WA	8,726	Lindsborg city, KS	3,458
Horry County, SC	269,291	Little Chute village, WI	10,449
Howard village, WI.....	17,399	Littleton city, CO	41,737

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Livermore city, CA.....	80,968	New Ulm city, MN	13,522
Lombard village, IL	43,165	Newberg city, OR.....	22,068
Lone Tree city, CO	10,218	Newport city, RI.....	24,672
Long Grove village, IL	8,043	Newport News city, VA	180,719
Longmont city, CO	86,270	Newton city, IA	15,254
Longview city, TX.....	80,455	Noblesville city, IN	51,969
Lonsdale city, MN.....	3,674	Nogales city, AZ.....	20,837
Los Alamos County, NM.....	17,950	Norcross city, GA	9,116
Los Altos Hills town, CA	7,922	Norfolk city, VA.....	242,803
Louisville city, CO.....	18,376	North Mankato city, MN	13,394
Lower Merion township, PA.....	57,825	North Port city, FL.....	57,357
Lynchburg city, VA	75,568	North Richland Hills city, TX.....	63,343
Lynnwood city, WA	35,836	North Yarmouth town, ME	3,565
Macomb County, MI	840,978	Novato city, CA	51,904
Manassas city, VA	37,821	Novi city, MI.....	55,224
Manhattan Beach city, CA.....	35,135	O'Fallon city, IL.....	28,281
Manhattan city, KS	52,281	O'Fallon city, MO.....	79,329
Mankato city, MN	39,309	Oak Park village, IL	51,878
Maple Grove city, MN	61,567	Oakland city, CA	390,724
Maricopa County, AZ	3,817,117	Oakley city, CA	35,432
Marion city, IA	34,768	Oklahoma City city, OK.....	579,999
Marshfield city, WI	19,118	Olathe city, KS.....	125,872
Martinez city, CA	35,824	Old Town city, ME	7,840
Marysville city, WA	60,020	Olmsted County, MN	144,248
Matthews town, NC.....	27,198	Olympia city, WA	46,478
McAllen city, TX	129,877	Orange village, OH.....	3,323
McKinney city, TX.....	131,117	Orland Park village, IL	56,767
McMinnville city, OR	32,187	Orleans Parish, LA.....	343,829
Menlo Park city, CA	32,026	Oshkosh city, WI.....	66,083
Menomonee Falls village, WI	35,626	Oshkosh charter township, MI	21,705
Mercer Island city, WA	22,699	Oswego village, IL.....	30,355
Meridian charter township, MI	39,688	Otsego County, MI	24,164
Meridian city, ID	75,092	Ottawa County, MI.....	263,801
Merriam city, KS.....	11,003	Paducah city, KY	25,024
Mesa city, AZ	439,041	Palm Beach Gardens city, FL.....	48,452
Mesa County, CO	146,723	Palm Coast city, FL.....	75,180
Miami Beach city, FL	87,779	Palo Alto city, CA.....	64,403
Miami city, FL	399,457	Palos Verdes Estates city, CA	13,438
Middleton city, WI.....	17,442	Papillion city, NE	18,894
Midland city, MI	41,863	Paradise Valley town, AZ	12,820
Milford city, DE	9,559	Park City city, UT	7,558
Milton city, GA	32,661	Parker town, CO	45,297
Minneapolis city, MN	382,578	Parkland city, FL	23,962
Missouri City city, TX.....	67,358	Pasco city, WA	59,781
Modesto city, CA	201,165	Pasco County, FL	464,697
Monterey city, CA.....	27,810	Payette city, ID	7,433
Montgomery city, MN	2,956	Pearland city, TX.....	91,252
Monticello city, UT	1,972	Peoria city, AZ	154,065
Montrose city, CO	19,132	Peoria city, IL	115,007
Monument town, CO	5,530	Pflugerville city, TX	46,936
Mooreville town, NC.....	32,711	Phoenix city, AZ.....	1,445,632
Moraga town, CA	16,016	Pinehurst village, NC	13,124
Morristown city, TN	29,137	Piqua city, OH.....	20,522
Morrisville town, NC	18,576	Pitkin County, CO.....	17,148
Morro Bay city, CA	10,234	Plano city, TX	259,841
Mountain Village town, CO.....	1,320	Platte City city, MO.....	4,691
Mountlake Terrace city, WA	19,909	Pleasant Hill city, IA	8,785
Murphy city, TX.....	17,708	Pleasanton city, CA	70,285
Naperville city, IL	141,853	Plymouth city, MN.....	70,576
Napoleon city, OH.....	8,749	Polk County, IA.....	430,640
Needham CDP, MA	28,886	Pompano Beach city, FL	99,845
Nevada City city, CA	3,068	Port Orange city, FL	56,048
Nevada County, CA	98,764	Portland city, OR.....	583,776
New Braunfels city, TX	57,740	Post Falls city, ID	27,574
New Brighton city, MN.....	21,456	Powell city, OH	11,500
New Hanover County, NC	202,667	Prince William County, VA.....	402,002
New Hope city, MN	20,339	Prior Lake city, MN	22,796
New Orleans city, LA	343,829	Pueblo city, CO	106,595
New Port Richey city, FL.....	14,911	Purcellville town, VA	7,727
New Smyrna Beach city, FL	22,464	Queen Creek town, AZ	26,361

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Raleigh city, NC	403,892	Snellville city, GA	18,242
Ramsey city, MN	23,668	Snoqualmie city, WA	10,670
Raymond town, ME	4,436	Somerset town, MA	18,165
Raymore city, MO	19,206	South Jordan city, UT	50,418
Redmond city, OR	26,215	South Lake Tahoe city, CA	21,403
Redmond city, WA	54,144	Southlake city, TX	26,575
Reno city, NV	225,221	Spearfish city, SD	10,494
Reston CDP, VA	58,404	Spring Hill city, KS	5,437
Richland city, WA	48,058	Springboro city, OH	17,409
Richmond city, CA	103,701	Springfield city, MO	159,498
Richmond Heights city, MO	8,603	Springville city, UT	29,466
Rio Rancho city, NM	87,521	St. Augustine city, FL	12,975
River Falls city, WI	15,000	St. Charles city, IL	32,974
Riverside city, CA	303,871	St. Cloud city, FL	35,183
Riverside city, MO	2,937	St. Cloud city, MN	65,842
Roanoke city, VA	97,032	St. Joseph city, MO	76,780
Roanoke County, VA	92,376	St. Joseph town, WI	3,842
Rochester Hills city, MI	70,995	St. Louis County, MN	200,226
Rock Hill city, SC	66,154	State College borough, PA	42,034
Rockville city, MD	61,209	Steamboat Springs city, CO	12,088
Roeland Park city, KS	6,731	Sterling Heights city, MI	129,699
Rogers city, MN	8,597	Sugar Grove village, IL	8,997
Rohnert Park city, CA	40,971	Sugar Land city, TX	78,817
Rolla city, MO	19,559	Suisun City city, CA	28,111
Roselle village, IL	22,763	Summit city, NJ	21,457
Rosemount city, MN	21,874	Summit County, UT	36,324
Rosenberg city, TX	30,618	Summit village, IL	11,054
Roseville city, MN	33,660	Sunnyvale city, CA	140,081
Round Rock city, TX	99,887	Surprise city, AZ	117,517
Royal Oak city, MI	57,236	Suwanee city, GA	15,355
Saco city, ME	18,482	Tacoma city, WA	198,397
Sahuarita town, AZ	25,259	Takoma Park city, MD	16,715
Salida city, CO	5,236	Tamarac city, FL	60,427
Sammamish city, WA	45,780	Temecula city, CA	100,097
San Anselmo town, CA	12,336	Tempe city, AZ	161,719
San Diego city, CA	1,307,402	Temple city, TX	66,102
San Francisco city, CA	805,235	Texarkana city, TX	36,411
San Jose city, CA	945,942	The Woodlands CDP, TX	93,847
San Juan County, NM	130,044	Thousand Oaks city, CA	126,683
San Marcos city, CA	83,781	Tigard city, OR	48,035
San Marcos city, TX	44,894	Tracy city, CA	82,922
San Rafael city, CA	57,713	Trinidad CCD, CO	12,017
Sanford city, FL	53,570	Tualatin city, OR	26,054
Sangamon County, IL	197,465	Tulsa city, OK	391,906
Santa Clarita city, CA	176,320	Twin Falls city, ID	44,125
Santa Fe city, NM	67,947	Tyler city, TX	96,900
Santa Fe County, NM	144,170	University Heights city, OH	13,539
Santa Monica city, CA	89,736	University Park city, TX	23,068
Sarasota County, FL	379,448	Upper Arlington city, OH	33,771
Savage city, MN	26,911	Urbandale city, IA	39,463
Schaumburg village, IL	74,227	Vail town, CO	5,305
Schertz city, TX	31,465	Vancouver city, WA	161,791
Scott County, MN	129,928	Ventura CCD, CA	111,889
Scottsdale city, AZ	217,385	Vernon Hills village, IL	25,113
Seaside city, CA	33,025	Vestavia Hills city, AL	34,033
Sedona city, AZ	10,031	Victoria city, MN	7,345
Sevierville city, TN	14,807	Vienna town, VA	15,687
Shakopee city, MN	37,076	Virginia Beach city, VA	437,994
Sharonville city, OH	13,560	Walnut Creek city, CA	64,173
Shawnee city, KS	62,209	Washington County, MN	238,136
Shawnee city, OK	29,857	Washington town, NH	1,123
Sherborn town, MA	4,119	Washoe County, NV	421,407
Shoreview city, MN	25,043	Washougal city, WA	14,095
Shorewood village, IL	15,615	Wauwatosa city, WI	46,396
Shorewood village, WI	13,162	Waverly city, IA	9,874
Sierra Vista city, AZ	43,888	Weddington town, NC	9,459
Silverton city, OR	9,222	Wentzville city, MO	29,070
Sioux Center city, IA	7,048	West Carrollton city, OH	13,143
Sioux Falls city, SD	153,888	West Chester borough, PA	18,461
Skokie village, IL	64,784	West Des Moines city, IA	56,609

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Western Springs village, IL	12,975	Winnetka village, IL.....	12,187
Westerville city, OH.....	36,120	Winter Garden city, FL.....	34,568
Westlake town, TX	992	Woodbury city, MN.....	61,961
Westminster city, CO.....	106,114	Woodinville city, WA.....	10,938
Weston town, MA.....	11,261	Woodland city, CA.....	55,468
White House city, TN.....	10,255	Wrentham town, MA	10,955
Wichita city, KS.....	382,368	Wyandotte County, KS	157,505
Williamsburg city, VA.....	14,068	Yakima city, WA.....	91,067
Willowbrook village, IL	8,540	York County, VA.....	65,464
Wilmington city, NC.....	106,476	Yorktown town, IN	9,405
Wilsonville city, OR.....	19,509	Yorkville city, IL	16,921
Windsor town, CO.....	18,644	Yountville city, CA	2,933
Windsor town, CT	29,044		

Appendix C: Detailed Survey Methods

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

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

Survey Validity

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

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

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

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

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

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

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

Selecting Survey Recipients

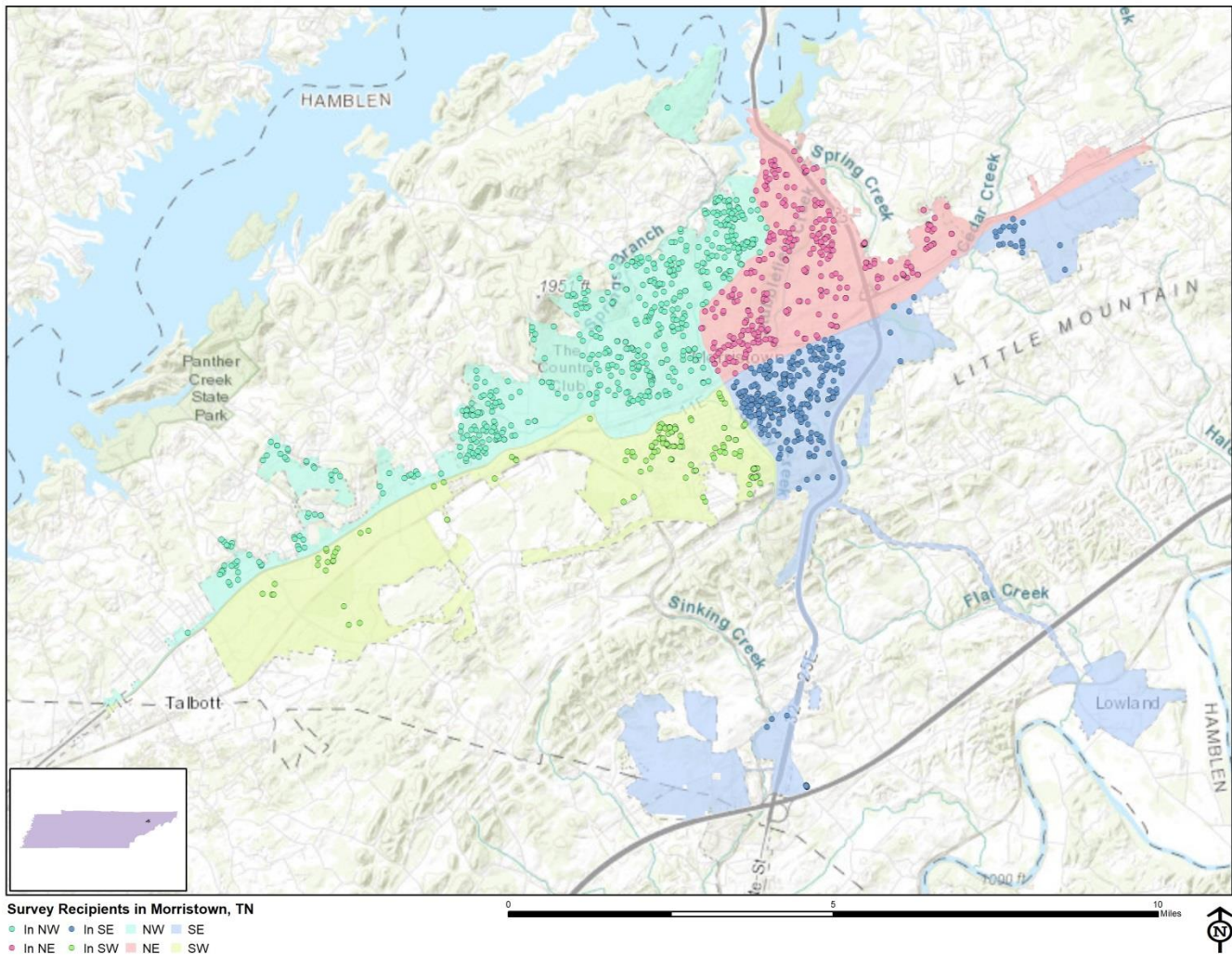
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Morristown were eligible to participate in the survey. A list of all households within the zip codes serving Morristown was purchased from Go-Dog Direct based on updated listings from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

To choose the 1,500 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

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

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

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on October 4, 2017. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Administrator inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in only English. Respondents could opt to take the survey. The City of Morristown chose to augment their administration of The NCS with several additional services, including demographic and geographic subgroup comparisons. The results of these additional services have been provided under separate cover. Completed surveys were collected over the following six weeks. The online “opt-in” survey became available to all residents on November 8, 2017 and remained open for two weeks.

About 7% of the 1,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,398 households that received the survey, 299 completed the survey, providing an overall response rate of 21%. Of the 299 completed surveys, 15 were completed online. Additionally, responses were tracked by area; response rates by quadrant ranged from 13% to 25%. The response rate(s) were calculated using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Additionally, 47 residents completed the online “opt-in” survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

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

Table 73: Survey Response Rates by Quadrant

	NE	NW	SE	SW	Overall
Total sample used	383	603	346	168	1,500
I=Complete Interviews	71	139	67	20	297
P=Partial Interviews	0	1	1	0	2
R=Refusal and break off	0	0	0	0	0
NC=Non Contact	0	0	0	0	0
O=Other	0	0	0	0	0
UH=Unknown household	0	0	0	0	0
UO=Unknown other	285	429	253	132	1,099
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	20%	25%	21%	13%	21%

Confidence Intervals

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

The margin of error for the City of Morristown survey is no greater than plus or minus six percentage points around any given percent reported for all respondents (299 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

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

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

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

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

Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online “opt-in” (non-probability) samples, data were compared in order to determine whether it was appropriate to combine, or blend, both samples together.

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

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In the case of Morristown, the non-probability sample's characteristics were dissimilar enough in both respondent trait and opinion to indicate the samples should not be blended. Results for the opt-in survey have been provided under separate cover.

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Morristown. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), housing unit type (detached or attached), race, ethnicity, sex, age, and area (Northeast, Northwest, Southeast, Southwest). The results of the weighting scheme are presented in the following table.

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Table 74: Morristown, TN 2017 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	46%	24%	43%
Own home	54%	76%	57%
Detached unit	68%	74%	68%
Attached unit	32%	26%	32%
Race and Ethnicity			
White	80%	91%	85%
Not white	20%	9%	15%
Not Hispanic	84%	98%	92%
Hispanic	16%	2%	8%
Sex and Age			
Female	53%	55%	57%
Male	47%	45%	43%
18-34 years of age	32%	7%	25%
35-54 years of age	33%	15%	32%
55+ years of age	35%	78%	43%
Females 18-34	16%	6%	16%
Females 35-54	17%	7%	15%
Females 55+	21%	43%	25%
Males 18-34	16%	2%	10%
Males 35-54	16%	8%	17%
Males 55+	14%	35%	23%
Quadrant			
NE	24%	24%	23%
NW	40%	47%	39%
SE	23%	23%	25%
SW	12%	7%	13%

Survey Data Analysis and Reporting

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

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

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

Appendix D: Survey Materials

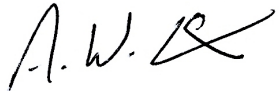
Dear Morristown Resident,

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

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

Thank you for helping create a better city!

Sincerely,

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

Anthony Cox
City Administrator


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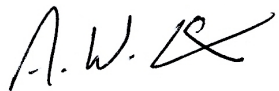
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Anthony Cox
City Administrator

City of Morristown

Incorporated 1855

PLANNING DEPARTMENT

P.O. Box 1499

Morristown, Tennessee 37816-1499

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City of Morristown

Incorporated 1855

DEPARTMENT OF COMMUNITY
DEVELOPMENT & PLANNING



Dear City of Morristown Resident:

Please help us shape the future of Morristown! You have been selected at random to participate in the 2017 Morristown Citizen Survey.

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

A few things to remember:

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

<http://bit.ly/2xH6t9q>

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

Thank you for your time and participation!

Sincerely,

Anthony Cox
City Administrator

City of Morristown

Incorporated 1855

DEPARTMENT OF COMMUNITY
DEVELOPMENT & PLANNING



Dear City of Morristown Resident:

Here's a second chance if you haven't already responded to the 2017 Morristown Citizen Survey!
(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)

Please help us shape the future of Morristown! You have been selected at random to participate in the 2017 Morristown Citizen Survey.

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

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
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Thank you for your time and participation!

Sincerely,

Anthony Cox
City Administrator

The City of Morristown 2017 Citizen Survey

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

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

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

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

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

3. Please rate how safe or unsafe you feel:

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

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

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

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

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

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

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

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

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

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

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

The City of Morristown 2017 Citizen Survey

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

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

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

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

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

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

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

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

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

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Somewhat difficult
- ☐ Very difficult
- ☐ I have not sought information about City services or events

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

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

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

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

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

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

The City of Morristown 2017 Citizen Survey

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

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

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

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

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

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

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

D4. What is your employment status?

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

D5. Do you work inside the boundaries of Morristown?

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

D6. How many years have you lived in Morristown?

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

D7. Which best describes the building you live in?

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

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

- ☐ Rented
☐ Owned

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

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

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

- ☐ No ☐ Yes

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

- ☐ No ☐ Yes

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

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

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

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

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

D15. In which category is your age?

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

D16. What is your sex?

- ☐ Female ☐ Male

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

- ☐ Cell ☐ Land line ☐ Both

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

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