



THE NCSTM
The National Citizen SurveyTM

Morristown, TN

Comparisons by Demographic Subgroups

2017



NRC

National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA

Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by age, sex, length of residency, housing tenure (rent or own) and housing unit type (attached or detached).

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

The margin of error for all respondents (299 completed surveys) is generally no greater than plus or minus six percentage points around any given percent. The margin of error for subgroups is less precise. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Notable differences between demographic subgroups included the following:

- Overall, older residents (55+) were more likely to favorably rate Community Characteristics and Governance aspects of Morristown than were their younger counterparts, with some exceptions (residents aged 18 to 34 offered higher evaluations to ease of travel by car while those aged 35 to 54 offered higher evaluations to land use, planning and zoning, economic development, and street repair, among others).
- Across each facet, residents who owned their home and lived in detached housing units were more likely to report higher rates of participation compared to residents who rented their home or lived in attached housing units (e.g. higher rates of voting in local elections, reading or watching local news, attending a City-sponsored event, using the recreation centers, etc.).
- Where gender differences emerged, male respondents tended to give better evaluations to Community Characteristics and to aspects of governance than did their female counterparts; however, female respondents were more likely to consider various community focus areas more important than did males (including overall “built environment,” health and wellness opportunities, overall opportunities for education and enrichment and sense of community).

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
The overall quality of life in Morristown	51%	60%	74%	63%	63%	55%	73%	61%	63%	63%	63%	63%	63%
Overall image or reputation of Morristown	46%	47%	64%	52%	56%	46%	58%	54%	56%	52%	50%	62%	53%
Morristown as a place to live	72%	66%	80%	73%	73%	77%	75%	71%	77%	71%	71%	78%	73%
Your neighborhood as a place to live	58%	63%	77%	65%	68%	68%	51%	75%	59%	73%	70%	62%	67%
Morristown as a place to raise children	69%	53%	75%	66%	64%	67%	65%	65%	68%	64%	62%	74%	65%
Morristown as a place to retire	66%	50%	71%	60%	66%	62%	67%	61%	68%	58%	55%	78%	62%
Overall appearance of Morristown	35%	43%	59%	42%	55%	42%	53%	47%	47%	48%	48%	46%	48%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Overall feeling of safety in Morristown	76%	44%	73%	65%	62%	76%	58%	63%	61%	66%	63%	67%	64%
In your neighborhood during the day	97%	81%	84%	87%	85%	87%	93%	82%	89%	84%	86%	88%	86%
In Morristown's downtown/commercial area during the day	78%	77%	85%	78%	82%	86%	84%	75%	86%	75%	80%	80%	80%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Overall ease of getting to the places you usually have to visit	86%	60%	80%	77%	72%	85%	68%	75%	81%	71%	72%	81%	75%
Traffic flow on major streets	44%	68%	61%	54%	62%	55%	65%	56%	63%	55%	62%	52%	58%
Ease of public parking	64%	73%	61%	65%	67%	69%	70%	62%	64%	66%	70%	56%	66%
Ease of travel by car in Morristown	88%	62%	68%	73%	67%	73%	68%	72%	72%	69%	70%	73%	71%
Ease of travel by bicycle in Morristown	12%	34%	38%	32%	27%	19%	31%	33%	36%	23%	27%	35%	30%
Ease of walking in Morristown	47%	49%	53%	45%	57%	30%	54%	54%	58%	43%	50%	48%	50%
Availability of paths and walking trails	51%	35%	57%	45%	52%	40%	45%	52%	57%	40%	44%	57%	48%

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Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Quality of overall natural environment in Morristown	80%	57%	72%	72%	64%	84%	66%	65%	74%	65%	66%	75%	69%
Air quality	52%	37%	56%	49%	49%	49%	48%	49%	42%	54%	47%	52%	49%
Cleanliness of Morristown	54%	45%	55%	55%	47%	62%	52%	47%	57%	47%	45%	64%	52%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Overall "built environment" of Morristown (including overall design, buildings, parks and transportation systems)	57%	48%	56%	50%	58%	48%	63%	50%	61%	47%	45%	70%	54%
Public places where people want to spend time	34%	41%	54%	36%	55%	47%	40%	45%	42%	46%	47%	39%	44%
Variety of housing options	35%	53%	50%	44%	51%	22%	61%	48%	43%	50%	48%	43%	46%
Availability of affordable quality housing	25%	46%	47%	38%	45%	34%	42%	43%	37%	44%	39%	44%	41%
Overall quality of new development in Morristown	66%	56%	66%	57%	69%	62%	63%	62%	59%	65%	65%	56%	62%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Overall economic health of Morristown	48%	47%	59%	48%	55%	45%	57%	51%	53%	52%	49%	57%	51%
Morristown as a place to work	58%	54%	66%	53%	68%	69%	59%	57%	64%	57%	63%	52%	59%
Morristown as a place to visit	29%	42%	63%	41%	55%	31%	51%	51%	48%	46%	47%	48%	47%
Employment opportunities	48%	38%	53%	41%	54%	64%	33%	46%	55%	39%	47%	46%	46%
Shopping opportunities	37%	50%	64%	50%	54%	39%	58%	54%	54%	51%	53%	51%	52%
Cost of living in Morristown	48%	45%	58%	53%	47%	63%	45%	49%	51%	51%	50%	52%	50%
Overall quality of business and service establishments in Morristown	59%	44%	58%	49%	61%	52%	54%	54%	48%	58%	55%	52%	53%
Vibrant downtown/commercial area	31%	41%	41%	37%	40%	32%	42%	39%	39%	38%	43%	30%	38%

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Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Health and wellness opportunities in Morristown	55%	59%	66%	59%	61%	56%	60%	62%	59%	61%	58%	66%	60%
Fitness opportunities (including exercise classes and paths or trails, etc.)	62%	64%	65%	62%	66%	39%	72%	68%	61%	66%	65%	62%	64%
Recreational opportunities	52%	46%	62%	47%	64%	50%	61%	52%	57%	52%	53%	56%	54%
Availability of affordable quality food	59%	52%	65%	59%	59%	54%	57%	62%	63%	56%	58%	63%	59%
Availability of affordable quality health care	36%	49%	59%	47%	54%	47%	48%	53%	55%	47%	50%	51%	50%
Availability of preventive health services	43%	51%	57%	46%	58%	48%	38%	60%	47%	55%	53%	49%	52%
Availability of affordable quality mental health care	18%	47%	44%	35%	45%	27%	40%	43%	44%	36%	40%	38%	40%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Overall opportunities for education and enrichment	53%	60%	69%	59%	65%	46%	70%	63%	62%	61%	58%	69%	62%
Availability of affordable quality child care/preschool K-12 education	44%	48%	65%	49%	58%	23%	52%	57%	54%	53%	56%	45%	54%
Adult educational opportunities	69%	67%	71%	71%	66%	70%	73%	67%	74%	67%	70%	67%	69%
Opportunities to attend cultural/arts/music activities	53%	39%	65%	50%	56%	37%	51%	58%	46%	58%	53%	52%	53%
Opportunities to participate in religious or spiritual events and activities	27%	47%	53%	39%	50%	33%	49%	45%	46%	42%	46%	41%	44%
Opportunities to participate in religious or spiritual events and activities	84%	81%	86%	85%	80%	78%	89%	82%	87%	81%	83%	83%	83%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Opportunities to participate in social events and activities	26%	54%	60%	45%	54%	29%	56%	53%	52%	47%	49%	49%	49%
Opportunities to volunteer	53%	65%	72%	63%	67%	61%	63%	67%	64%	66%	63%	70%	65%
Opportunities to participate in community matters	35%	50%	57%	43%	56%	42%	41%	55%	50%	48%	48%	50%	49%
Openness and acceptance of the community toward people of diverse backgrounds	23%	27%	50%	34%	35%	26%	21%	45%	32%	36%	33%	39%	34%
Neighborliness of residents in Morristown	19%	38%	56%	40%	39%	40%	23%	49%	34%	45%	42%	37%	40%

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Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
The City of Morristown	64%	64%	70%	65%	66%	78%	66%	63%	73%	61%	67%	66%	66%
The value of services for the taxes paid to Morristown	39%	48%	49%	47%	43%	48%	60%	40%	52%	43%	50%	37%	46%
The overall direction that Morristown is taking	51%	48%	58%	53%	49%	59%	62%	45%	51%	54%	57%	43%	52%
The job Morristown government does at welcoming citizen involvement	20%	46%	47%	39%	41%	47%	34%	39%	43%	36%	43%	31%	39%
Overall confidence in Morristown government	47%	43%	45%	46%	45%	63%	55%	34%	47%	43%	46%	44%	45%
Generally acting in the best interest of the community	32%	42%	45%	39%	44%	64%	40%	34%	45%	37%	43%	34%	41%
Being honest	40%	33%	47%	41%	41%	65%	39%	35%	42%	39%	40%	41%	41%
Treating all residents fairly	24%	31%	45%	30%	41%	42%	31%	35%	34%	36%	39%	27%	35%
Overall customer service by Morristown employees (police, receptionists, planners, etc.)	49%	59%	65%	58%	60%	57%	51%	63%	56%	61%	61%	53%	59%
The Federal Government	63%	48%	50%	44%	62%	67%	42%	53%	62%	45%	52%	53%	53%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Police services	79%	65%	79%	75%	73%	87%	76%	70%	80%	71%	76%	70%	75%
Fire services	91%	92%	92%	90%	94%	95%	94%	91%	92%	92%	93%	89%	92%
Ambulance or emergency medical services	79%	81%	91%	83%	87%	95%	78%	85%	84%	85%	84%	86%	85%
Crime prevention	61%	62%	59%	57%	62%	63%	71%	56%	64%	59%	63%	57%	61%
Fire prevention and education	82%	67%	80%	70%	82%	71%	76%	77%	73%	79%	77%	75%	76%
Animal control	50%	57%	44%	55%	43%	57%	44%	50%	48%	51%	49%	51%	50%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	42%	54%	50%	49%	49%	22%	62%	50%	54%	46%	48%	51%	49%

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Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Traffic enforcement	69%	64%	62%	57%	73%	73%	61%	64%	67%	63%	66%	62%	65%
Street repair	22%	48%	38%	40%	32%	38%	47%	31%	43%	32%	38%	33%	36%
Street cleaning	50%	62%	47%	51%	53%	65%	56%	46%	66%	42%	52%	54%	53%
Street lighting	51%	69%	65%	59%	66%	57%	66%	63%	65%	60%	63%	62%	63%
Snow removal	56%	48%	55%	56%	46%	46%	43%	59%	47%	57%	51%	56%	53%
Sidewalk maintenance	34%	57%	51%	44%	52%	36%	42%	56%	51%	45%	50%	44%	49%
Traffic signal timing	53%	60%	54%	60%	49%	54%	74%	46%	60%	51%	56%	53%	55%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Garbage collection	80%	83%	85%	84%	82%	72%	85%	86%	78%	87%	88%	72%	83%
Recycling	57%	77%	76%	71%	72%	33%	85%	76%	59%	80%	81%	52%	72%
Yard waste pick-up	69%	73%	71%	73%	68%	63%	77%	70%	72%	71%	76%	59%	71%
Drinking water	59%	65%	59%	62%	61%	69%	66%	56%	65%	57%	62%	59%	61%
Preservation of natural areas such as open space, farmlands and greenbelts	29%	53%	45%	41%	46%	49%	49%	39%	52%	38%	44%	42%	44%
Morristown open space	29%	52%	48%	40%	48%	48%	43%	43%	49%	40%	46%	41%	44%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Storm drainage	62%	73%	63%	62%	71%	69%	66%	65%	69%	63%	71%	54%	66%
Sewer services	80%	68%	73%	70%	76%	84%	77%	66%	79%	67%	73%	71%	73%
Power (electric and/or gas) utility	85%	66%	83%	77%	78%	86%	79%	75%	82%	75%	79%	75%	78%
Utility billing	59%	54%	76%	65%	60%	65%	64%	63%	64%	63%	65%	62%	64%
Land use, planning and zoning	22%	53%	45%	40%	42%	32%	40%	44%	40%	41%	41%	41%	41%
Code enforcement (weeds, abandoned buildings, etc.)	36%	45%	39%	44%	35%	32%	45%	40%	44%	37%	37%	45%	40%
Cable television	53%	65%	64%	62%	59%	55%	68%	61%	71%	54%	63%	59%	62%

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Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Economic development	38%	62%	56%	50%	56%	36%	60%	55%	51%	53%	56%	47%	53%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
City parks	69%	73%	80%	75%	73%	72%	82%	72%	78%	72%	77%	71%	75%
Recreation programs or classes	34%	54%	61%	46%	59%	27%	53%	56%	58%	45%	52%	50%	52%
Recreation centers or facilities	48%	54%	54%	50%	55%	36%	58%	54%	57%	47%	53%	51%	52%
Health services	31%	56%	63%	50%	54%	37%	43%	62%	49%	53%	53%	49%	51%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Public library services	71%	72%	77%	73%	76%	61%	76%	77%	73%	74%	75%	73%	74%
City-sponsored special events	41%	48%	48%	41%	52%	30%	45%	51%	54%	39%	42%	55%	46%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Public information services	42%	57%	66%	57%	58%	41%	56%	63%	54%	59%	64%	44%	58%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Sense of community	27%	56%	61%	50%	49%	31%	52%	57%	48%	52%	50%	53%	51%
Contacted the City of Morristown (in-person, phone, email or web) for help or information	39%	33%	40%	36%	38%	32%	29%	44%	29%	44%	41%	31%	38%

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Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Did NOT report a crime	80%	62%	85%	85%	65%	78%	69%	80%	68%	83%	79%	71%	76%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Walked or biked instead of driving	48%	34%	27%	34%	36%	40%	47%	27%	38%	33%	31%	43%	34%
Carpooled with other adults or children instead of driving alone	51%	35%	24%	43%	23%	39%	40%	30%	29%	39%	36%	32%	35%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Recycle at home	49%	85%	71%	66%	73%	47%	72%	77%	56%	80%	80%	49%	70%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
NOT under housing cost stress	65%	54%	62%	56%	65%	73%	52%	60%	58%	63%	62%	58%	61%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Purchase goods or services from a business located in Morristown	93%	96%	96%	97%	93%	98%	99%	92%	96%	95%	95%	96%	95%
Economy will have positive impact on income	29%	29%	30%	33%	25%	30%	24%	32%	31%	28%	31%	27%	29%
Work in Morristown	76%	58%	37%	51%	58%	53%	56%	54%	61%	49%	54%	55%	54%

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Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Used Morristown recreation centers or their services	64%	60%	45%	50%	62%	39%	61%	56%	47%	60%	60%	41%	55%
Visited a neighborhood park or City park	97%	88%	69%	81%	85%	84%	95%	75%	86%	79%	80%	87%	82%
Eat at least 5 portions of fruits and vegetables a day	54%	67%	75%	68%	65%	65%	76%	64%	61%	72%	71%	60%	67%
Participate in moderate or vigorous physical activity	78%	81%	69%	77%	74%	73%	84%	72%	72%	78%	80%	65%	76%
Reported being in "very good" or "excellent" health	58%	33%	32%	40%	36%	43%	38%	39%	38%	40%	40%	37%	39%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Used Morristown public libraries or their services	68%	51%	48%	54%	56%	61%	55%	51%	53%	55%	50%	64%	54%
Participated in religious or spiritual activities in Morristown	63%	72%	61%	65%	66%	35%	81%	68%	61%	69%	68%	59%	65%
Attended a City-sponsored event	61%	53%	32%	42%	51%	38%	49%	47%	38%	52%	52%	34%	46%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Contacted Morristown elected officials (in-person, phone, email or web) to express your opinion	15%	17%	17%	13%	22%	3%	8%	26%	13%	20%	16%	18%	17%
Attended a local public meeting	10%	9%	12%	8%	16%	5%	2%	17%	8%	13%	11%	9%	11%
Watched (online or on television) a local public meeting	18%	13%	30%	23%	19%	16%	10%	30%	22%	22%	22%	20%	22%
Read or watch local news (via television, paper, computer, etc.)	81%	89%	93%	87%	90%	81%	88%	92%	82%	93%	92%	82%	89%
Vote in local elections	75%	70%	83%	77%	77%	75%	72%	80%	67%	86%	79%	73%	77%

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Table 28: Community Focus Areas

	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Percent rating positively (e.g., essential/very important)													
Overall feeling of safety in Morristown	87%	94%	91%	89%	94%	92%	90%	91%	89%	93%	93%	86%	91%
Overall ease of getting to the places you usually have to visit	74%	83%	86%	80%	85%	76%	80%	85%	84%	80%	82%	82%	82%
Quality of overall natural environment in Morristown	61%	88%	83%	76%	81%	70%	75%	84%	80%	78%	83%	69%	79%
Overall "built environment" of Morristown (including overall design, buildings, parks and transportation systems)	54%	77%	81%	80%	62%	62%	75%	76%	72%	74%	75%	68%	73%
Health and wellness opportunities in Morristown	39%	82%	87%	79%	64%	66%	68%	78%	74%	72%	77%	66%	73%
Overall opportunities for education and enrichment	44%	92%	89%	85%	69%	63%	80%	83%	75%	80%	84%	67%	78%
Overall economic health of Morristown	71%	91%	90%	85%	85%	76%	88%	87%	78%	91%	90%	75%	85%
Sense of community	49%	83%	88%	82%	68%	71%	77%	78%	79%	74%	78%	73%	76%

Table 29: Question 10 - Custom Line Items

	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Overall, how would you rate the quality of the services provided by each of the following?													
The State Government	63%	54%	54%	47%	65%	65%	50%	56%	65%	49%	59%	49%	56%
Hamblen County Government	69%	60%	67%	64%	65%	89%	67%	57%	75%	57%	64%	68%	65%

Table 30: Question 13

	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Percent rating positively (e.g., very/somewhat easy)													
Please rate how easy or difficult it is to learn about City services or events:	73%	75%	79%	76%	77%	88%	71%	75%	81%	73%	78%	73%	76%

Table 31: Question 15

	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
In the last 12 months, about how many times, if at all, have you or other household members visited each of the following:													
City website (www.mymorristown.com)	72%	42%	30%	47%	45%	55%	46%	42%	42%	49%	51%	34%	45%
City Facebook page	41%	42%	14%	41%	18%	39%	26%	30%	34%	29%	33%	25%	30%
City Twitter feed	15%	8%	4%	6%	11%	5%	6%	11%	6%	11%	9%	8%	8%

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Table 32: Question 16

Please rate how safe or unsafe you feel from the following in Morristown.	Age			Sex		Length of residency			Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Detached	Attached	
Property crimes (e.g., burglary, theft)	55%	42%	63%	54%	52%	66%	50%	51%	51%	56%	54%	54%	54%
Violent crimes (e.g., rape, assault, robbery)	66%	57%	64%	57%	67%	61%	60%	63%	58%	65%	63%	60%	62%
Illegal drug activity (e.g., manufacture, sale or use of drugs)	42%	30%	31%	33%	33%	49%	36%	27%	42%	28%	27%	48%	33%
Intoxicated or impaired drivers	24%	36%	30%	27%	34%	55%	27%	24%	40%	23%	28%	35%	30%
Distracted drivers	21%	28%	25%	24%	25%	45%	17%	21%	31%	20%	22%	30%	24%