



**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Morristown, TN

Comparisons by Demographic Subgroups

DRAFT  
2018



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# About

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. Communities conducting The NCS can choose from a number of optional services to customize the reporting of survey results. Morristown’s Comparisons by Demographic Subgroups is part of a larger project for the City and additional reports are available under separate cover. 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).

## Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized to 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 participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The subgroup comparison tables contain the crosstabulations of survey questions by selected respondent characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant. Statistical testing was not performed on multiple response questions.

Each column in the following tables is labeled with a letter for each subgroup being compared. The “Overall” column, which shows the ratings for all respondents, also has a column designation of “(A)”, but no statistical tests were done for the overall rating.

For each pair of subgroups ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table A below, respondents age 55 and over (C) gave significantly higher rating to the overall quality of life than those age 18 to 34 (A) and 35 to 54 (B), as denoted by the “A B” listed in the cell of the ratings for those 55+. This was also true of women (A) over men (B); people who were white alone, not Hispanic (A) over those who were Hispanic and/or other race (B); homeowners (B) over renters (A); and those living in detached housing (A) over those living in attached housing (B).

Figure 1: Community Characteristics – General (Example Only)

	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
The overall quality of life in ABC	76%	78% A	82% A B	79% B	77%	81% B	71%	73%	81% A	79% B	76%	78%
Overall image or reputation of ABC	69%	69%	73% A B	71% B	69%	72% B	64%	68%	71% A	69%	71% A	70%
ABC as a place to live	81%	84% A	87% A B	85% B	83%	86% B	78%	79%	86% A	85% B	82%	84%

## Findings

Notable differences between demographic subgroups included the following:

- When differences were noted, males and those who lived in detached housing units were more likely to award high marks to aspects within Community Characteristics. Respondents who were over the age of 55 gave more favorable ratings to general aspects of livability, including the overall quality of life in Morristown, the overall image or reputation of the community and the city as a place to live than younger residents. Younger participants (18-34) were more appreciative of Recreation and Wellness opportunities than those who were middle aged (35-54).
- Although patterns in differences between resident groups for government services based on demographic characteristics were difficult to discern, community members who were middle-aged tended to be more critical of government performance, such as the job the City does at welcoming citizen involvement, the government being honest and treating all residents fairly. Also, those who were had lived in the community for 5 years or less tended to be more likely to praise services and amenities provided by Morristown, especially within the facets of Safety, Mobility and Economy services.
- Homeowners and those who lived in detached housing units were more likely to have participated in religious or spiritual events and attended a City- sponsored event. Homeowners also reported higher levels of attending and watching local meetings, reading or watching local news and voting in local elections.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
The overall quality of life in Morristown	55%	65%	80% A B	66%	68%	59%	78% A	67%	61%	72% A	73% B	55%	67%
Overall image or reputation of Morristown	37%	44%	65% A B	48%	49%	47%	47%	51%	50%	48%	52%	43%	49%
Morristown as a place to live	65%	71%	88% A B	80% B	70%	64%	84% A	77% A	74%	76%	74%	77%	75%
Your neighborhood as a place to live	65%	69%	80% A B	70%	74%	81% C	73%	67%	69%	73%	74%	67%	72%
Morristown as a place to raise children	56%	69% A	80% A	68%	69%	77%	64%	68%	66%	71%	75% B	55%	68%
Morristown as a place to retire	56%	69% A	76% A	64%	73%	65%	74%	67%	64%	71%	72% B	58%	68%
Overall appearance of Morristown	58% B	45%	58% B	52%	54%	58%	56%	51%	54%	52%	53%	52%	53%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall feeling of safety in Morristown	70%	67%	76%	70%	72%	78% C	78% C	66%	75%	68%	72%	70%	70%
In your neighborhood during the day	87%	83%	88%	87%	84%	93% C	89%	82%	85%	86%	87%	84%	86%
In Morristown's downtown/commercial area during the day	83%	82%	85%	84%	82%	81%	87%	83%	88% B	79%	83%	83%	83%

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Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall ease of getting to the places you usually have to visit	85% B	68%	82% B	78%	78%	82%	74%	78%	81%	75%	77%	79%	77%
Traffic flow on major streets	56%	50%	56%	54%	53%	55%	54%	53%	55%	52%	53%	56%	54%
Ease of public parking	66%	61%	57%	62%	58%	72% B C	50%	60%	66% B	56%	58%	65%	61%
Ease of travel by car in Morristown	81% B C	66%	67%	71%	69%	72%	73%	68%	73%	68%	70%	70%	70%
Ease of travel by bicycle in Morristown	22%	28%	26%	22%	28%	25%	27%	25%	23%	26%	32% B	12%	25%
Ease of walking in Morristown	36%	40%	51% A	35%	49% A	29%	50% A	45% A	39%	44%	49% B	29%	42%
Availability of paths and walking trails	41%	43%	48%	46%	41%	41%	42%	46%	45%	43%	45%	41%	44%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Quality of overall natural environment in Morristown	74% B	61%	70%	67%	69%	72%	72%	65%	71%	65%	68%	68%	68%
Air quality	48%	49%	49%	35%	63% A	63% B C	47%	43%	52%	45%	51%	42%	49%
Cleanliness of Morristown	55%	51%	53%	48%	60% A	62% C	57%	48%	52%	52%	55%	47%	53%

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Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Overall "built environment" of Morristown (including overall design, buildings, parks and transportation systems)	49%	49%	55%	49%	53%	59%	49%	48%	57% B	45%	51%	49%	50%
Public places where people want to spend time	37%	47%	56% A	45%	49%	45%	51%	46%	47%	46%	47%	47%	46%
Variety of housing options	28%	38%	52% A B	38%	43%	27%	45% A	44% A	26%	50% A	47% B	25%	40%
Availability of affordable quality housing	35%	36%	43%	38%	38%	31%	45%	38%	29%	45% A	43% B	26%	38%
Overall quality of new development in Morristown	72% C	63%	60%	59%	69%	69%	61%	64%	65%	64%	66%	61%	65%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Overall economic health of Morristown	42%	55%	64% A	45%	63% A	57%	57%	53%	50%	57%	59% B	43%	54%
Morristown as a place to work	56%	61%	70% A	60%	64%	68%	62%	61%	60%	64%	66% B	53%	62%
Morristown as a place to visit	35%	49% A	64% A B	47%	53%	43%	54%	52%	50%	49%	52%	46%	50%
Employment opportunities	61%	51%	60%	47%	68% A	60%	58%	56%	54%	59%	61% B	48%	57%
Shopping opportunities	53%	55%	57%	50%	59%	55%	55%	55%	67% B	46%	50%	65% A	54%
Cost of living in Morristown	47%	50%	57%	46%	57% A	52%	47%	54%	40%	61% A	59% B	37%	52%
Overall quality of business and service establishments in Morristown	62%	60%	62%	62%	60%	59%	63%	62%	64%	59%	60%	64%	61%
Vibrant downtown/commercial area	46%	39%	40%	46%	36%	42%	39%	42%	50% B	35%	40%	45%	41%

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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			Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Health and wellness opportunities in Morristown	63%	60%	63%	57%	67%	71% C	63%	58%	63%	60%	65%	55%	61%
Fitness opportunities (including exercise classes and paths or trails, etc.)	74% B	49%	62% B	53%	70% A	59%	59%	63%	56%	64%	64%	55%	61%
Recreational opportunities	59% B	44%	59% B	47%	60% A	57%	62%	50%	53%	54%	55%	50%	54%
Availability of affordable quality food	75% B	62%	70%	67%	70%	68%	76%	66%	65%	72%	69%	67%	68%
Availability of affordable quality health care	65% B	49%	58%	50%	63% A	67% C	58%	52%	57%	55%	58%	52%	56%
Availability of preventive health services	66% B	48%	56%	53%	58%	65% C	63% C	50%	57%	54%	57%	53%	56%
Availability of affordable quality mental health care	60% B C	38%	42%	42%	49%	54%	40%	44%	44%	44%	46%	42%	44%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall opportunities for education and enrichment	44%	50%	69% A B	55%	56%	60%	51%	55%	51%	58%	56%	53%	55%
Availability of affordable quality child care/preschool	43%	46%	56%	47%	48%	50%	45%	48%	46%	49%	52%	39%	47%
K-12 education	54%	67%	77% A	66%	67%	66%	72%	65%	68%	65%	70%	60%	66%
Adult educational opportunities	60%	53%	67% B	59%	61%	67%	50%	62%	54%	64%	64% B	51%	60%
Opportunities to attend cultural/arts/music activities	43%	41%	53%	44%	47%	40%	49%	47%	43%	47%	50% B	37%	45%
Opportunities to participate in religious or spiritual events and activities	90% B	80%	81%	79%	87% A	89%	82%	81%	85%	82%	84%	81%	83%

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Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Opportunities to participate in social events and activities	51%	41%	54% B	50%	47%	43%	59%	48%	47%	50%	52%	43%	49%
Opportunities to volunteer	68%	66%	72%	67%	70%	61%	66%	72%	59%	75% A	72% B	59%	68%
Opportunities to participate in community matters	53%	46%	56%	50%	52%	56%	58%	48%	48%	54%	55% B	42%	52%
Openness and acceptance of the community toward people of diverse backgrounds	35%	37%	52% A B	39%	46%	47%	34%	44%	39%	44%	45%	36%	42%
Neighborliness of residents in Morristown	48%	56%	56%	51%	55%	59%	57%	49%	52%	54%	57% B	44%	53%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
The City of Morristown	67%	58%	69% B	66%	61%	67%	72%	60%	61%	66%	67%	59%	64%
The value of services for the taxes paid to Morristown	37%	43%	56% A B	43%	50%	67% C	52% C	38%	46%	47%	47%	44%	46%
The overall direction that Morristown is taking	66%	56%	59%	53%	67% A	66%	69% C	55%	57%	62%	62%	55%	60%
The job Morristown government does at welcoming citizen involvement	50% B	31%	46% B	35%	49% A	46%	41%	41%	38%	44%	46%	34%	41%
Overall confidence in Morristown government	41%	39%	49%	41%	45%	52%	45%	40%	40%	45%	47% B	35%	43%
Generally acting in the best interest of the community	47%	42%	48%	46%	45%	64% C	51% C	37%	44%	46%	46%	46%	45%
Being honest	48% B	34%	48% B	43%	41%	65% B C	45%	35%	45%	40%	42%	45%	43%
Treating all residents fairly	48% B	32%	49% B	38%	47%	62% B C	42%	37%	44%	41%	43%	41%	43%
Overall customer service by Morristown employees (police, receptionists, planners, etc.)	44%	54%	71% A B	57%	58%	67%	58%	54%	45%	67% A	62% B	49%	57%
The Federal Government	40%	51%	52%	50%	45%	40%	63% A C	45%	51%	45%	51%	42%	48%



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Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
The State Government	45%	50%	55%	49%	50%	41%	70% A C	46%	50%	49%	55% B	40%	50%
Hamblen County Government	63%	60%	65%	63%	61%	68%	75% C	56%	61%	63%	65%	57%	62%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Police services	73%	70%	82% B	79% B	69%	91% B C	71%	71%	68%	80% A	79% B	66%	74%
Fire services	89%	87%	94%	88%	92%	94%	92%	89%	89%	91%	92%	86%	89%
Ambulance or emergency medical services	93% B	79%	92% B	88%	87%	91%	89%	86%	89%	87%	87%	88%	87%
Crime prevention	57%	58%	69%	61%	61%	79% B C	61%	56%	67%	56%	62%	59%	61%
Fire prevention and education	56%	78% A	78% A	73%	69%	71%	77%	69%	72%	70%	70%	75%	71%
Animal control	56%	50%	47%	47%	53%	67% C	54%	44%	56% B	45%	53%	44%	49%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	73% B	55%	64%	57%	69%	78% C	59%	60%	64%	61%	67%	54%	62%

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Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Traffic enforcement	59%	56%	69% B	65%	56%	63%	78% C	54%	60%	62%	63%	58%	61%
Street repair	40%	29%	30%	29%	35%	47% C	41% C	24%	35%	30%	33%	29%	32%
Street cleaning	51%	44%	44%	40%	52% A	55% C	49%	41%	45%	46%	51% B	35%	45%
Street lighting	60%	53%	66% B	53%	68% A	61%	64%	58%	59%	60%	63% B	51%	60%
Snow removal	66%	53%	57%	55%	61%	72% B C	50%	57%	55%	61%	64% B	46%	58%
Sidewalk maintenance	71% B C	50%	52%	55%	60%	58%	63%	55%	58%	57%	59%	54%	57%
Traffic signal timing	66% B C	39%	48%	45%	55%	58% C	59% C	44%	53%	48%	50%	50%	50%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Garbage collection	85%	79%	91% B	83%	88%	86%	81%	86%	84%	86%	87%	81%	85%
Recycling	86%	80%	85%	80%	87%	91%	80%	82%	84%	83%	85%	79%	83%
Yard waste pick-up	69%	69%	78%	72%	71%	64%	76%	73%	71%	72%	73%	69%	72%
Drinking water	69% B	54%	62%	59%	63%	71% C	64%	56%	62%	60%	62%	58%	60%
Preservation of natural areas such as open space, farmlands and greenbelts	70% B C	47%	55%	60%	53%	71% C	60%	50%	66% B	49%	55%	61%	56%
Morristown open space	62% B	45%	49%	53%	50%	60%	57%	46%	61% B	44%	49%	58%	51%

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Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Storm drainage	64%	61%	60%	60%	63%	58%	67%	61%	62%	61%	64%	56%	61%
Sewer services	72% B	58%	67%	63%	67%	79% B C	58%	63%	67%	63%	64%	68%	65%
Power (electric and/or gas) utility	66%	67%	82% A B	72%	73%	81% C	83% C	65%	70%	74%	77% B	64%	72%
Utility billing	59%	56%	71% B	65%	59%	65%	78% C	56%	60%	65%	64%	59%	63%
Land use, planning and zoning	49%	38%	43%	40%	46%	69% B C	42%	36%	46%	41%	44%	40%	43%
Code enforcement (weeds, abandoned buildings, etc.)	36%	43%	35%	31%	46% A	40%	54% C	32%	41%	36%	41%	31%	38%
Cable television	65%	50%	63% B	59%	59%	55%	59%	60%	54%	63%	59%	58%	59%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Economic development	71% B	57%	59%	58%	66%	74% C	66%	55%	63%	61%	65%	55%	61%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
City parks	81%	75%	78%	76%	79%	78%	78%	77%	78%	77%	78%	78%	76%
Recreation programs or classes	62%	50%	61%	56%	59%	65%	64%	52%	55%	58%	58%	56%	57%
Recreation centers or facilities	60% B	42%	51%	47%	52%	65% C	47%	45%	51%	48%	50%	50%	49%
Health services	66%	56%	71% B	61%	68%	71%	74% C	58%	62%	65%	66%	60%	64%

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Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Public library services	82%	74%	86% B	76%	85%	82%	79%	81%	79%	81%	83%	76%	80%
City-sponsored special events	64% C	52%	46%	56%	49%	76% B C	58% C	42%	59%	48%	50%	59%	52%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Public information services	88% B C	53%	63%	64%	68%	76%	66%	63%	69%	63%	66%	65%	65%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Sense of community	35%	40%	55% A B	44%	44%	45%	44%	44%	44%	43%	46%	39%	44%
Contacted the City of Morristown (in-person, phone, email or web) for help or information	46%	46%	38%	39%	49% A	45%	34%	46% B	38%	47%	47% B	36%	43%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Did NOT report a crime	77%	77%	86%	83%	76%	90% B C	77%	77%	78%	81%	81%	77%	80%

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Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Walked or biked instead of driving	26%	35% C	24%	24%	33% A	25%	41% A C	24%	39% B	19%	22%	39% A	28%
Carpooled with other adults or children instead of driving alone	51% C	40% C	23%	41%	33%	38%	39%	36%	47% B	29%	33%	46% A	37%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Recycle at home	52%	80% A	72% A	72%	65%	68%	72%	68%	53%	81% A	79% B	47%	69%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
NOT under housing cost stress	68%	70%	66%	66%	71%	50%	60%	79% A B	57%	78% A	70%	64%	68%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Purchase goods or services from a business located in Morristown	93%	98%	96%	97%	94%	98%	96%	95%	94%	97%	98% B	91%	96%
Economy will have positive impact on income	36%	42% C	30%	30%	42% A	29%	38%	37%	33%	37%	36%	33%	35%
Work in Morristown	67% C	65% C	29%	48%	61% A	56%	53%	52%	57%	51%	56%	49%	53%

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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			Housing tenure		Housing unit type		Overall (A)
	18-34 (A)	35-54 (B)	55+ (C)	Female (A)	Male (B)	Less than 5 years (A)	6-20 years (B)	More than 20 years (C)	Rent (A)	Own (B)	Detached (A)	Attached (B)	
Used Morristown recreation centers or their services	60% C	73% A C	45%	54%	65% A	59%	62%	57%	67% B	52%	56%	63%	58%
Visited a neighborhood park or City park	96% B C	85% C	66%	79%	85%	83%	85%	79%	86% B	78%	80%	82%	80%
Eat at least 5 portions of fruits and vegetables a day	68%	70%	81% A B	75%	72%	73%	78%	73%	66%	80% A	77% B	67%	74%
Participate in moderate or vigorous physical activity	86% C	83% C	61%	71%	82% A	86% C	78%	71%	76%	76%	76%	75%	76%
Reported being in "very good" or "excellent" health	28%	38%	28%	29%	35%	27%	28%	35%	19%	43% A	37% B	21%	32%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall (A)
	18-34 (A)	35-54 (B)	55+ (C)	Female (A)	Male (B)	Less than 5 years (A)	6-20 years (B)	More than 20 years (C)	Rent (A)	Own (B)	Detached (A)	Attached (B)	
Used Morristown public libraries or their services	48%	61% A C	45%	52%	51%	53%	59%	48%	51%	52%	53%	47%	51%
Participated in religious or spiritual activities in Morristown	53%	72% A	71% A	66%	67%	55%	65%	72% A	55%	75% A	72% B	53%	66%
Attended a City-sponsored event	48% C	39%	34%	36%	44%	49%	37%	38%	30%	48% A	47% B	25%	39%

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Table 27: Participation - Community Engagement

	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall (A)
	18-34 (A)	35-54 (B)	55+ (C)	Female (A)	Male (B)	Less than 5 years (A)	6-20 years (B)	More than 20 years (C)	Rent (A)	Own (B)	Detached (A)	Attached (B)	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)													
Contacted Morristown elected officials (in-person, phone, email or web) to express your opinion	12% (A)	23% (B) A	15% (C)	16% (A)	19% (B)	15% (A)	15% (B)	19% (C)	18% (A)	16% (B)	16% (A)	19% (B)	17%
Attended a local public meeting	9%	18% A	19% A	9% A	24% A	17%	12%	17%	13%	17%	18% B	10%	15%
Watched (online or on television) a local public meeting	7%	25% A	32% A	21%	24%	13%	14%	29% A B	18%	25%	26% B	14%	22%
Read or watch local news (via television, paper, computer, etc.)	72%	85% A	91% A	86%	82%	80%	77%	88% B	77%	89% A	88% B	75%	84%
Vote in local elections	65%	68% A B	88% A B	70%	79% A	69%	70%	79%	55%	90% A	81% B	61%	75%

Table 28: Community Focus Areas

	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall (A)
	18-34 (A)	35-54 (B)	55+ (C)	Female (A)	Male (B)	Less than 5 years (A)	6-20 years (B)	More than 20 years (C)	Rent (A)	Own (B)	Detached (A)	Attached (B)	
Percent rating positively (e.g., essential/very important)													
Overall feeling of safety in Morristown	90%	93%	95%	92%	95%	92%	88%	95% B	95%	91%	93%	94%	93%
Overall ease of getting to the places you usually have to visit	74%	80%	86% A	81%	81%	75%	84%	82%	82%	79%	79%	84%	80%
Quality of overall natural environment in Morristown	78%	74%	80%	81% B	73%	66%	80% A	81% A	80%	76%	73%	87% A	77%
Overall 'built environment' of Morristown (including overall design, buildings, parks and transportation systems)	84% C	77%	73%	76%	80%	75%	85%	76%	82% B	74%	74%	84% A	77%
Health and wellness opportunities in Morristown	78%	81%	86%	80%	85%	78%	78%	86%	82%	83%	83%	82%	82%
Overall opportunities for education and enrichment	80%	84%	92% A	84%	88%	74%	84%	91% A	81%	90% A	88%	81%	85%
Overall economic health of Morristown	88%	90%	95%	86%	97% A	80%	94% A	95% A	90%	92%	92%	89%	91%
Sense of community	75%	74%	85% A B	79%	77%	62%	79% A	84% A	74%	81%	78%	78%	78%

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Table 29: Question 13

Please rate how easy or difficult it is to learn about City services or events: (Percent rating as "very easy" or "somewhat easy").	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Please rate how easy or difficult it is to learn about City services or events:	65% B	41%	59% B	56%	54%	62%	58%	50%	55%	55%	60% B	45%	54%

Table 30: 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: (Percent rating positively (e.g., at least once a week).	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
City website (www.mymorristown.com)	46%	58% C	36%	41%	53% A	51%	55% C	41%	43%	49%	52% B	34%	46%
City Facebook page	60% B C	48% C	23%	43%	42%	49% C	50% C	36%	47%	39%	42%	42%	42%
City Twitter feed	11%	14% C	5%	10%	10%	22% B C	9%	5%	10%	10%	13% B	3%	10%

Table 31: Question 16

Please rate how safe or unsafe you feel from the following in Morristown. (Percent rating as "very safe" or "somewhat safe").	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Property crimes (e.g., burglary, theft)	65%	58%	74% B	65%	68%	76% C	75% C	58%	65%	66%	69%	59%	66%
Violent crimes (e.g., rape, assault, robbery)	71%	65%	71%	65%	73%	82% B C	66%	65%	68%	69%	72% B	61%	69%
Illegal drug activity (e.g., manufacture, sale or use of drugs)	34%	38%	36%	33%	37%	53% C	43% C	27%	44% B	29%	36%	34%	36%
Intoxicated or impaired drivers	33%	35%	34%	31%	37%	55% C	46% C	22%	37%	32%	36%	30%	34%
Distracted drivers	32%	27%	27%	25%	31%	46% B C	30%	21%	36% B	22%	27%	31%	28%



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Table 32: Question 17

Please indicate if you have had contact with a City Council member in the past 12 months in each of the following ways: (Percent rating as "yes").	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Face-to-face	7%	14%	19%	9%	21%	18%	6%	16%	7%	20%	17%	9%	14%
			A		A	B		B		A	B		
On the phone	6%	10%	11%	9%	11%	8%	9%	10%	7%	11%	11%	5%	10%
Community round table discussion	3%	1%	6%	1%	6%	6%	2%	3%	0%	5%	4%	1%	3%
			B		A					A	B		
At a Council meeting	0%	4%	9%	3%	7%	2%	3%	6%	0%	7%	6%	2%	5%
			A B		A					A			

Table 33: Question 18

The City of Morristown is considering building a community center. Please rate how important, if at all, each amenity would be to you and your household: (Percent rating as "essential" or "very important").	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Multi-purpose gymnasium	79%	68%	48%	63%	65%	69%	63%	61%	71%	58%	61%	68%	63%
	C	C							B				
Meeting rooms	50%	53%	47%	50%	51%	38%	58%	51%	57%	44%	47%	56%	49%
							A	A	B				
Pool/aquatics center	89%	66%	51%	66%	68%	73%	67%	63%	74%	60%	64%	71%	66%
	B C	C							B				
Indoor running/walking track	74%	71%	55%	68%	64%	57%	71%	67%	74%	60%	61%	76%	65%
	C	C							B			A	
Public drop-in child care area for center or program users	55%	65%	40%	54%	52%	49%	55%	53%	61%	46%	50%	59%	52%
	C	C							B				
Climbing wall	35%	41%	17%	35%	24%	27%	34%	29%	39%	23%	27%	34%	30%
	C	C		B					B				
Fitness/exercise area	71%	68%	53%	64%	63%	58%	64%	65%	70%	59%	61%	68%	63%
	C	C							B				

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Table 34: Question 19

How likely, if at all, would you be to utilize fixed route public transportation in Morristown? (Percent rating as "very likely" or "somewhat likely").	Age			Sex		Length of residency			Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Less than 5 years	6-20 years	More than 20 years	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
How likely, if at all, would you be to utilize fixed route public transportation in Morristown?	42%	49%	43%	45%	45%	38%	55% A C	42%	58% B	34%	39%	56% A	44%